

Multi-Factor Authentication

INTRODUCING MULTI-FACTOR AUTHENTICATION

In a world that is increasingly reliant on data sharing over the public Internet, the need to maintain an appropriate level of security to properly protect private data has become a primary focus. Organizations must continually update their systems to maintain the security standards necessary to access private data.

MainePERS has added a multi-factor authentication component to Employer Self Service (ESS) to increase the security of the system. The following section will introduce you to the voice verification system which has been added as an additional authentication factor to the ESS login process.

INSTRUCTIONS FOR LOGGING IN

Initial Log-on Page

At the initial login screen, enter the username and password. Click the Log In button to continue.



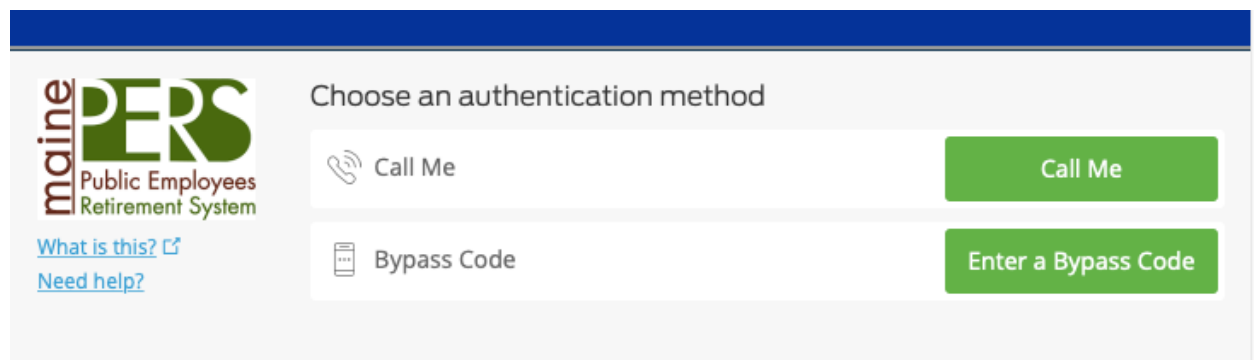
The screenshot shows a login form with the following elements:

- User:
- Password:
- Log In button
- Forgot Username and Forgot Password links
- USER |
- Version 10.0 ess, MAV10QA v 1.1301
- Vitech V3 logo

Voice Verification System

After entering the correct username and password, a new screen is presented. Pressing the **Call Me** button will initiate the voice verification system. The verification system initiates a telephone call to the phone number, and extension if applicable, listed in the **MFA Phone** field in the user account. Upon answering the telephone call, the verification system identifies itself and provides direction on how to authenticate.

Press **1** on the telephone keypad to authenticate and continue to the ESS system. If a verification call is received outside of a login process, press **9** to indicate an improper or unauthorized use of the system. Upon pressing **1**, the verification system will respond with "Thank you. Goodbye."



The screenshot shows the authentication method selection screen with the following elements:

- mainePERS Public Employees Retirement System logo
- What is this? and Need help? links
- Choose an authentication method header
- Call Me button (with phone icon)
- Enter a Bypass Code button (with keypad icon)