

Multifactor Authentication

For an additional layer of security, you must set up one or more methods of multifactor authentication. You will need a mobile device, tablet (for Okta Verify or Google Authenticator), or landline telephone nearby during this process.

NOTE: You can set up more than one multifactor authentication option in this step.

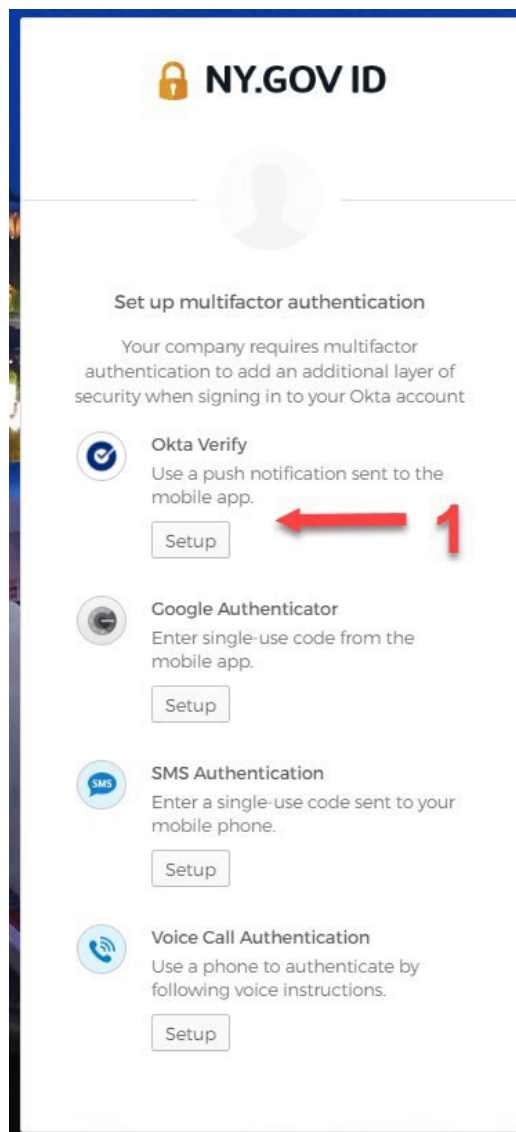
The options for Multifactor Authentication are:

- [Okta Verify application](#)
- [Google Authenticator application](#)
- [SMS Authentication](#)
- [Voice Call Authentication](#)

Proceed to the section below that applies to the factor you are attempting to set up.

Okta Verify:

1. Choose Okta Verify method and click Setup.



2. Select the type of device you will use to set up Okta Verify.
3. Click Next.

NY.GOV ID

Setup Okta Verify

Select your device type

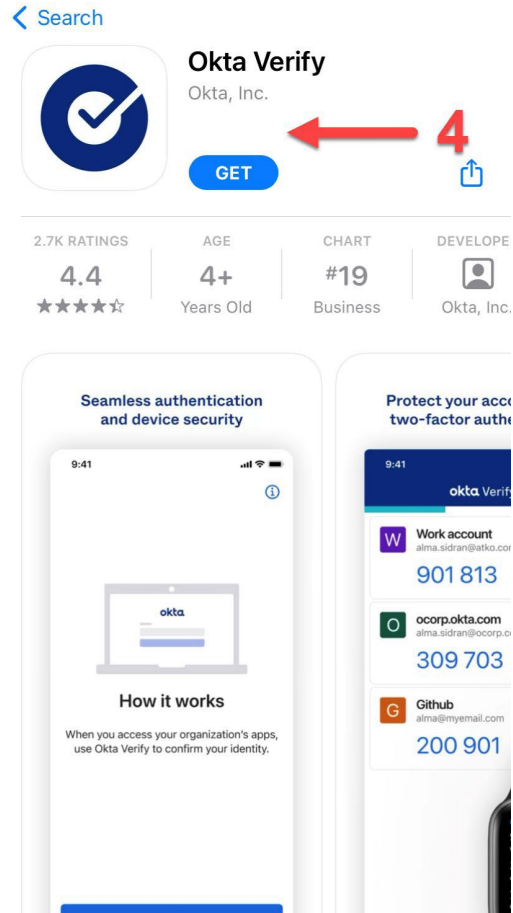
iPhone

Android

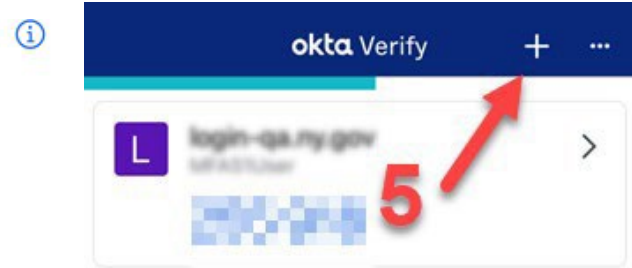
Download [Okta Verify from the App Store](#) onto your mobile device.

Next

4. Download the Okta Verify app and open the app on your device.

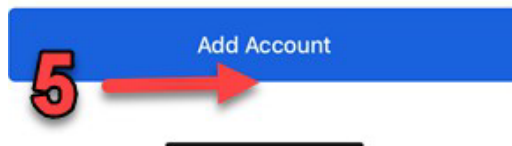


5. Click Add Account or the plus sign in the top right corner to add an account.

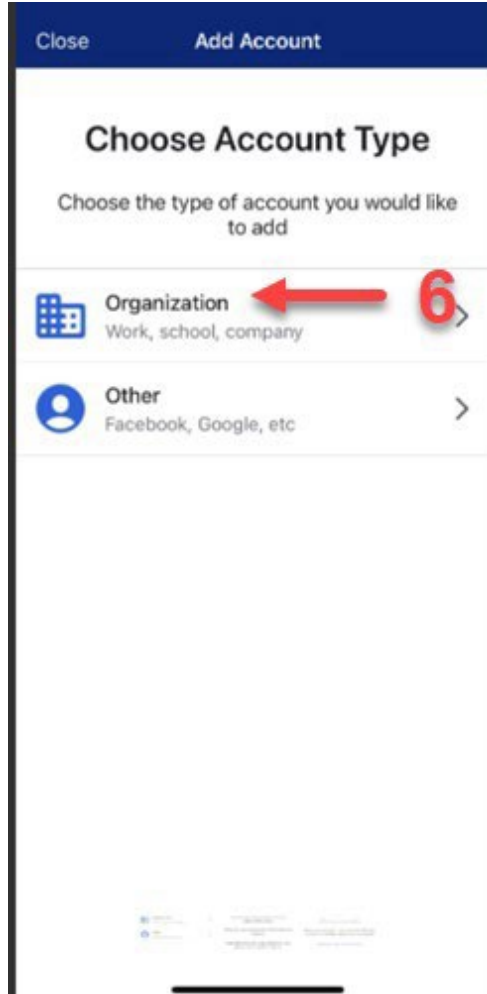


Ways to verify

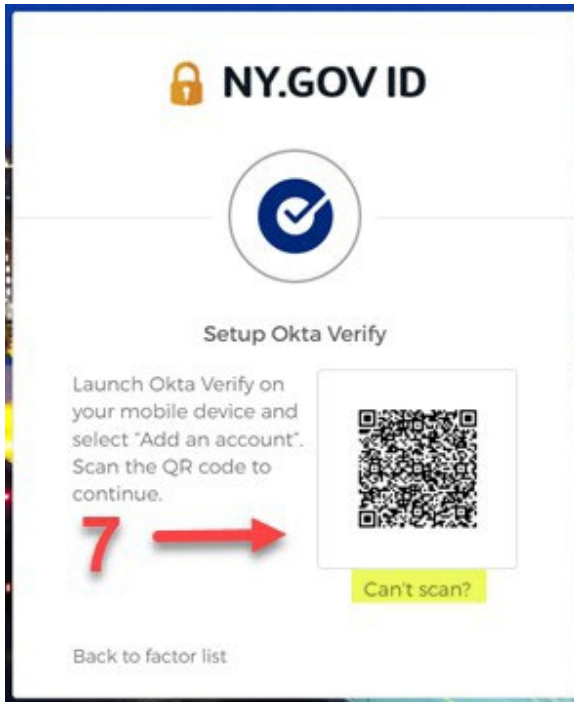
When signing in, enter a code from this app, tap Yes on a push notification, or tap the "Sign in using Okta Verify on this device" button.



6. Choose Organization for your Account type in the Okta Verify app.



- Using the Okta Verify app click 'Yes, Ready to Scan' and scan the QR code on NY.Gov to set up your Okta Verify account.



NOTE: If your device cannot scan the QR code, see instructions on 'how to set up Okta Verify without scanning'.

NOTE: If you do not want to proceed with setting up this authentication method type, select 'Back to factor list'.

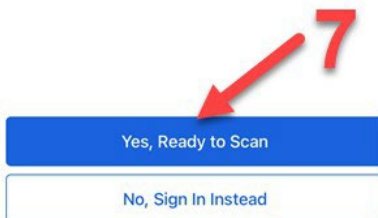


Do You Have Your QR Code?



Before you continue, make sure your QR code is shown on another device, such as a laptop

[Where do I get my QR code?](#)



8. Once your NY.gov account has been added on your Okta Verify app, click Done.



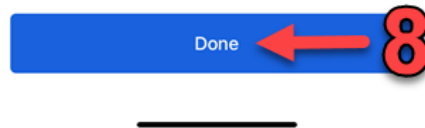
Account Added

MFA51User

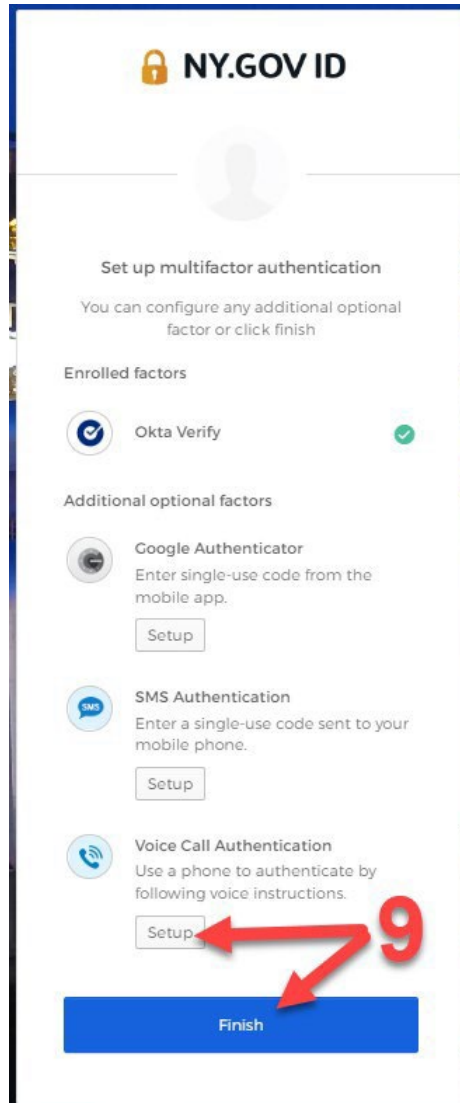
You can now securely sign in to your organization's apps.

Return to your organization's instructions to continue.

Important: Keep this app installed on your device. You'll need it to sign in.



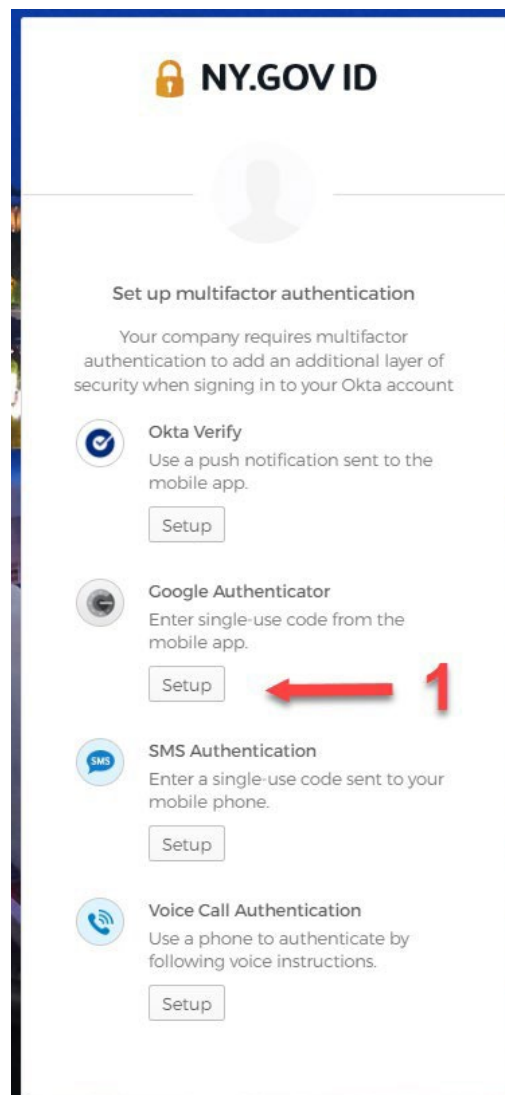
9. Select an additional optional factor to set up (recommended) or click Finish to complete setting up Multifactor Authentication.



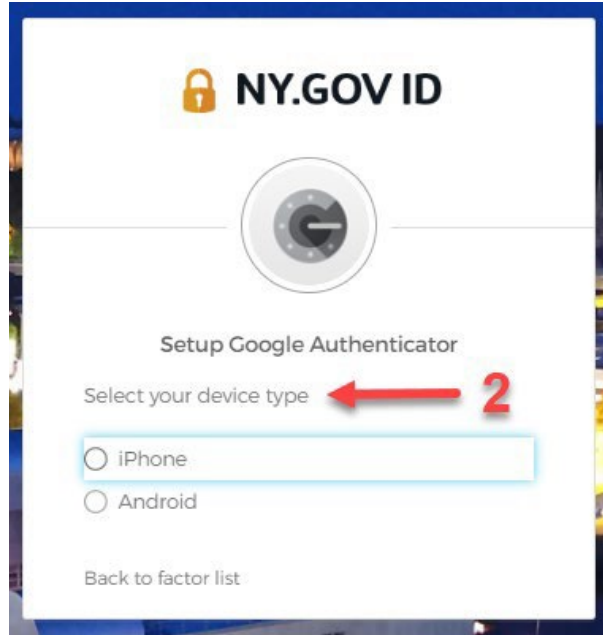
NOTE: All desired methods for multifactor authentication need to be set up before you click Finish. You will not be able to add a different multifactor authentication option at a future time.

Google Authenticator:

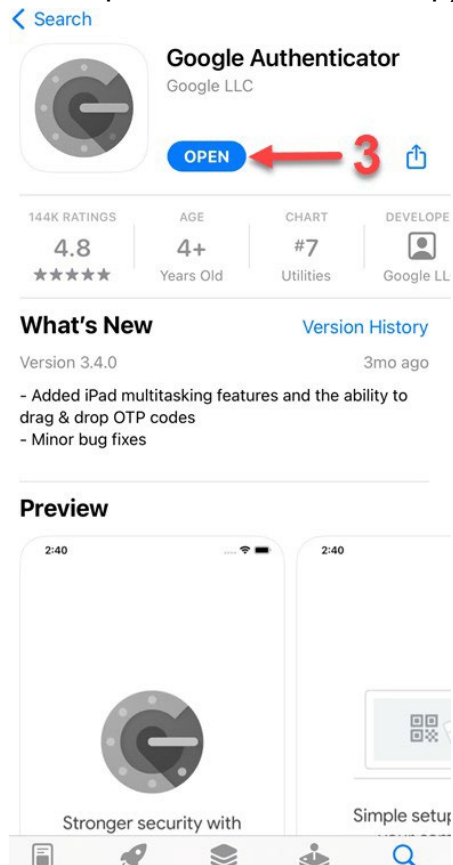
1. Choose Google Authenticator option and click Setup.



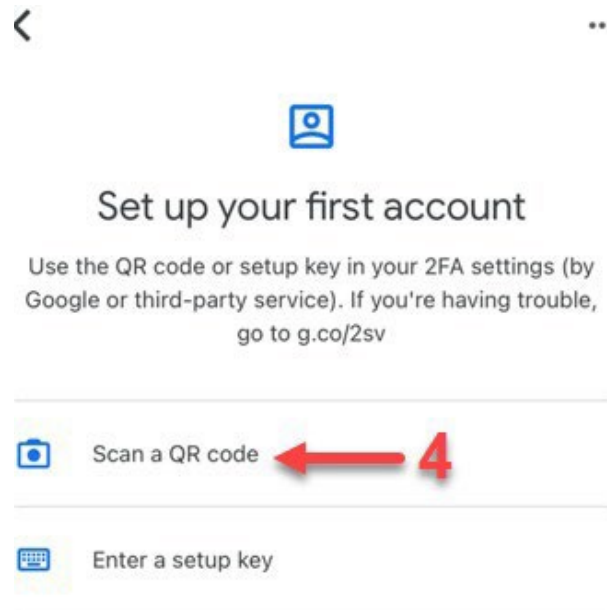
2. Select the type of device you will use to set up Google Authenticator and click Next.



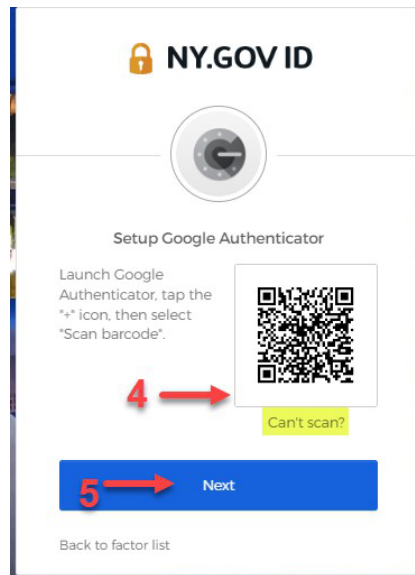
3. Download the Google Authenticator app on your device (if you already have the app on your device, proceed to the next step).



- Using the Google Authenticator app select the “Scan a QR code” option and scan the QR code on NY.Gov to set up your Google Authenticator account.



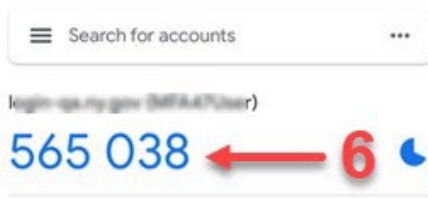
- Click Next.



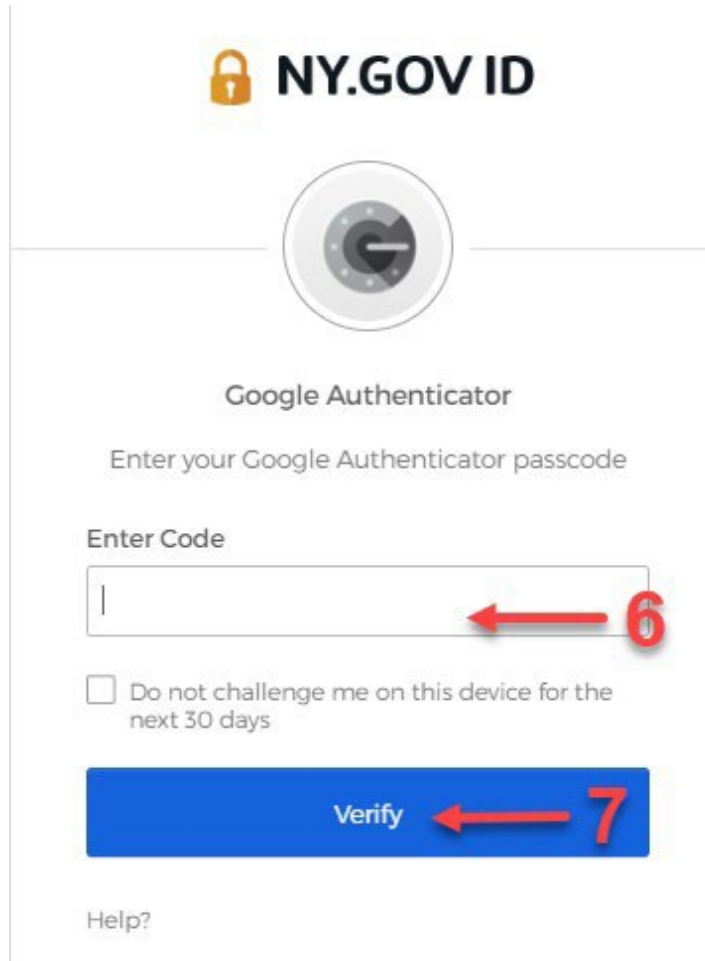
NOTE: If your device cannot scan the QR code, see instructions on ‘how to set up Google Authenticator without scanning’.

NOTE: If you do not want to proceed with setting up this authentication method type, select ‘Back to factor list’.

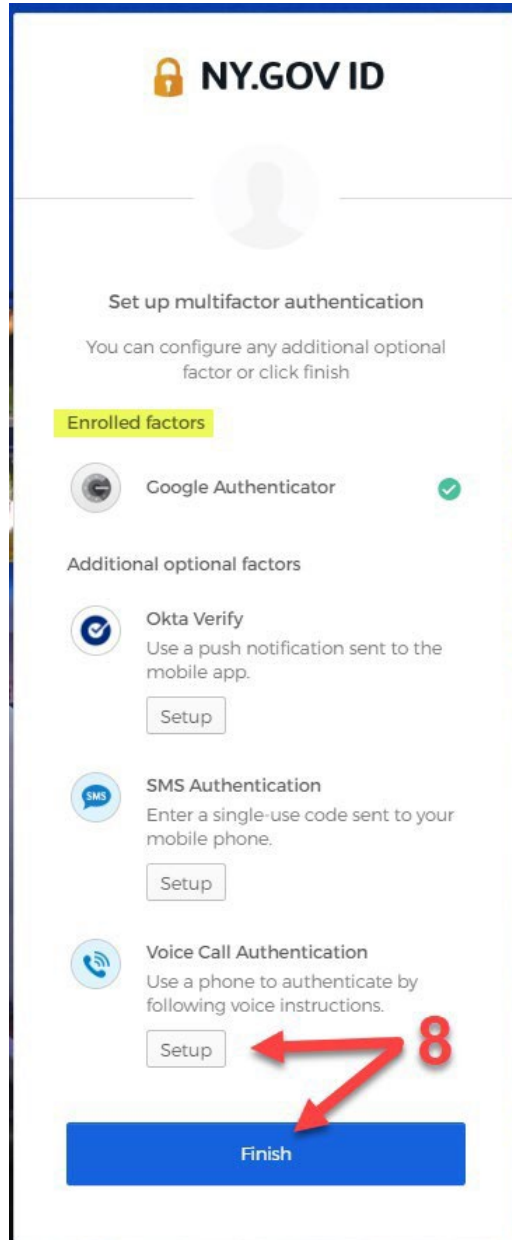
6. Enter the passcode shown in the Google Authenticator app on NY.Gov.



7. Click Verify.



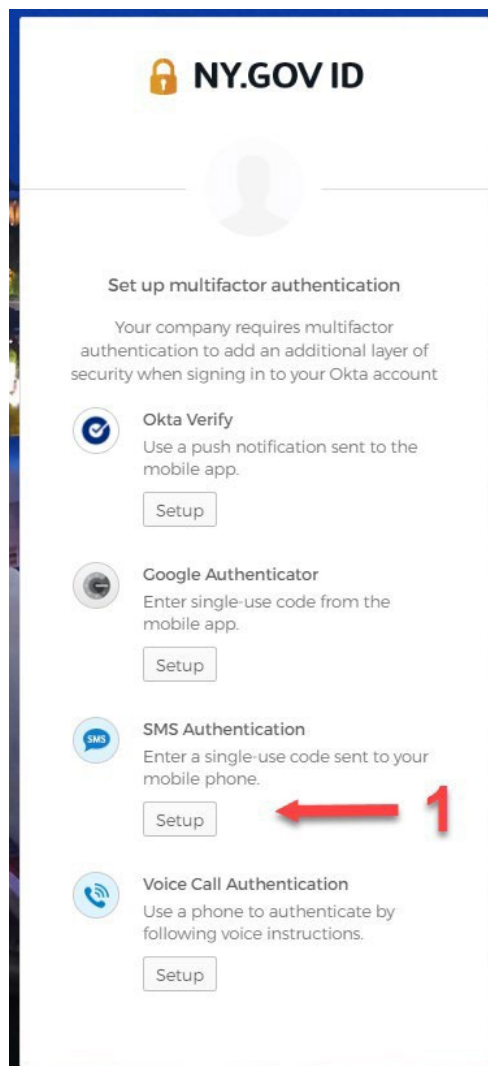
8. Select an additional optional factor to set up (recommended) or click Finish to complete setting up Multifactor Authentication.



NOTE: All desired methods for multifactor authentication need to be set up before you click Finish. You will not be able to add a different multifactor authentication option at a future time.

SMS Authentication:

1. Choose SMS Authentication method and click Setup.



2. Enter the phone number at which you would like to receive a SMS verification code.

NY.GOV ID

SMS

Receive a code via SMS to authenticate

United States

Phone number

+1


Send code

Back to factor list


3. Click Send code.

NOTE: If you do not want to proceed with setting up this authentication method type, select 'Back to factor list'.

4. Your device will receive an SMS text message with a 6-digit verification code. Enter the verification code in the box provided.



NY.GOV ID



Receive a code via SMS to authenticate

United States

Phone number

+1 [redacted] Sent

Enter Code

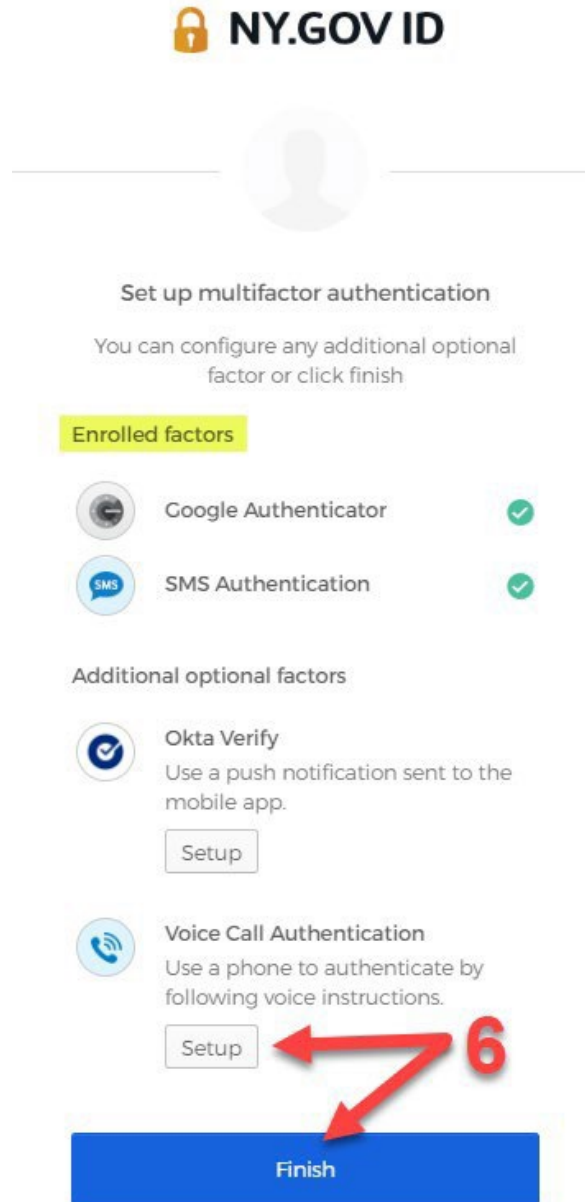
[redacted] ← 4

Verify ← 5

[Back to factor list](#)

5. Click Verify.

6. Select an additional factor to set up (recommended) or click Finish to complete setting up Multifactor Authentication.



NOTE: All desired methods for multifactor authentication need to be set up before you click Finish. You will not be able to add a different multifactor authentication option at a future time.

Voice Call Authentication:

1. Choose Voice Call Authentication method and click Setup.



Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account



Okta Verify

Use a push notification sent to the mobile app.

Setup



Google Authenticator

Enter single-use code from the mobile app.

Setup



SMS Authentication

Enter a single-use code sent to your mobile phone.

Setup



Voice Call Authentication

Use a phone to authenticate by following voice instructions.

Setup



2. Enter the phone number at which you would like to receive a voice call verification code.

NY.GOV ID

Follow phone call instructions to authenticate

United States

Phone number Extension

+1 555-555-5555

Call

Back to factor list

3. Click Call.

NOTE: If you do not want to proceed with setting up this authentication method type, select 'Back to factor list'.

4. Your phone will ring; once you answer the call an automated voice will give a 5-digit verification code.

NY.GOV ID

Follow phone call instructions to authenticate

United States

Phone number Extension

+1 555-555-5555

Calling ← 4

Enter Code

83862 | ← 5

Verify ← 6

[Back to factor list](#)

NOTE: The automated voice will repeat the code twice and the call will be disconnected.

5. Enter the verification code.
6. Click Verify.

7. Select an additional factor to set up (recommended) or click Finish to complete setting up Multifactor Authentication.

NY.GOV ID

Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

- SMS Authentication ✓
- Voice Call Authentication ✓

Additional optional factors

- Okta Verify
Use a push notification sent to the mobile app.
Setup
- Google Authenticator
Enter single-use code from the mobile app.
Setup

Finish

NOTE: All desired methods for multifactor authentication need to be set up before you click Finish. You will not be able to add a different multifactor authentication option at a future time.

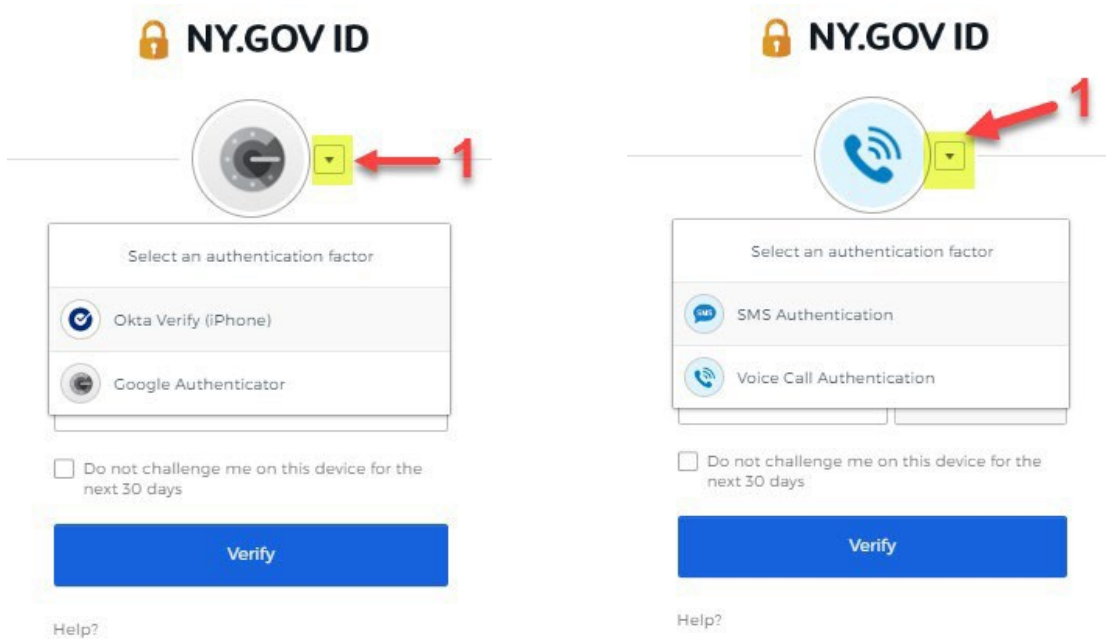
Set Up 'State Identity Service'

The screenshot shows a three-step registration process. Step 1: A radio button labeled 'Secondary email' is selected, with an empty text input field below it. Step 2: A dropdown menu is open, showing 'What is the food you least liked as a child?' as the selected question, with an empty 'Answer' text input field below. Step 3: A grid of 12 images is displayed for selection as a security image. Step 4: A 'Create My Account' button is located at the bottom right of the form.

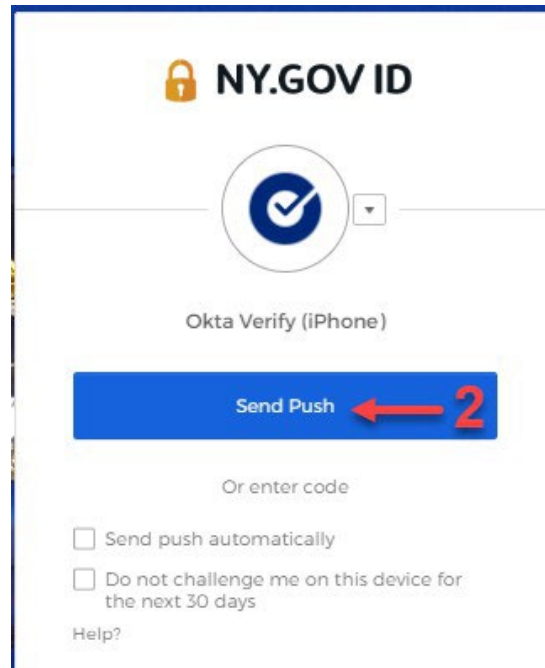
1. Enter your secondary email or, if you do not have or wish to provide an additional email address, select 'I don't have a secondary email.'
2. From the drop-down menu, select a 'forgot password question' and enter your answer in the box below for your chosen question.
3. Select a picture for your security image.
4. Click Create my Account.

Log In Using Multifactor Authentication

1. If you have more than one set up, select an authentication factor using the drop-down arrow.



2. Click Call/Send Code/Send Push.



- When prompted, enter verification code given from the SMS text message/voice call/Google Authenticator/Okta Verify.

NOTE: If you are using the Okta Verify application and choose Send Push, you will not be prompted to enter a code.

- Click Verify.

NY.GOV ID

Google Authenticator

Enter your Google Authenticator passcode

Enter Code

940450

Do not challenge me on this device for the next 30 days

Verify

Help?

NY.GOV ID

SMS Authentication

(+1 XXXX-XXX-)

Enter Code

Send code

Do not challenge me on this device for the next 30 days

Verify

Help?

NY.GOV ID

Voice Call Authentication

(+1 XXXX-XXX-)

Enter Code

Call

Do not challenge me on this device for the next 30 days

Verify

Help?

NYSPO Verification

You are required to complete additional verification before being initially accessing NYSPO.

1. Enter your first and last names exactly as they appear on your pay stub.
2. Enter a work and/or other email address in the appropriate field. Designate one of the email addresses as your primary email address by clicking on the checkbox above the email address.
3. Re-enter your email address(es) to confirm.
4. Enter the last four digits of your Social Security Number.
5. Enter your New York State Employee ID. (Your ID can be found near the top of your pay stub or in LATS if your agency uses it.)
6. Click **Submit** to complete the NYSPO verification. You will be automatically redirected to the **NYSPO Home** page.

NOTE: Your account will be suspended and you will be instructed to contact your payroll administrator after three (3) failed attempts to verify your account.

The screenshot shows the NYSPO User Verification form. At the top left is the New York State logo. To its right are navigation links: Services, News, Government, and Local. Below this is a dark blue banner with the text "My NY.gov Online Services" and a white outline of New York State. The main content area is titled "NYS Payroll Online users must complete the User Verification form below." and contains a form with the following fields:

- * Denotes required field (indicated by a red asterisk and a red question mark icon in the top right corner of the form).
- *First Name: NYS (indicated by red arrow 1)
- *Last Name: Employee (indicated by red arrow 5)
- Work Email Address: Primary nysemployee@osc.state.ny.us (indicated by red arrow 2)
- Other Email Address: Primary nysemployee@gmail.com (indicated by red arrow 2)
- Confirm Work Email: nysemployee@osc.state.ny.us (indicated by red arrow 3)
- Confirm Other Email: nysemployee@gmail.com (indicated by red arrow 3)
- *Last 4 Digits of SSN: (indicated by red arrow 4)
- *New York State Employee ID: N01234567 (indicated by red arrow 5)
- Buttons: Submit and Cancel and LogOut (indicated by red arrow 6)

NOTE: For further explanation of each field, place your cursor inside the field to reveal additional details (A). You can also click on the red ? icon (B) to display the **User Verification Form Details** window (C), which contains information for all of the fields on the **User Verification** page. If you encounter an error on the verification page, it will appear above the form with a 2 digit number (D). A list of the verification errors can be found in the [Troubleshooting Guide](#).

NYS Payroll Online users must complete the User Verification form below.

* Denotes required field

* First Name:

* Last Name:

Work Email Address: Primary

Confirm Work Email:

Confirm Other Email:

* Last 4 Digits of SSN:

* New York State Employee ID:

Submit Cancel and LogOut

A (Red arrow pointing to a tooltip: **Used to verify your identity.** Please enter your first name exactly as it appears on your pay stub or direct deposit advice statement.)

User Verify - Google Chrome

Secure | https://my.ny.gov/payroll/userverifyform.html

User Verification Form Details

- * First Name
- * Last Name
- [Work Email Address Primary Flag](#)
- [Work Email Address](#)
- [Confirm Work Email](#)
- [Other Email Address Primary Flag](#)
- [Other Email Address](#)
- [Confirm Other Email](#)
- * Last 4 Digits of SSN
- * New York State Employee ID

* First Name

Used to verify your identity. Please enter your first name exactly as it appears on your pay stub or direct deposit advice statement.

* Last Name

Used to verify your identity. Please enter your last name exactly as it appears on your pay stub or direct deposit advice statement.

Work Email Address Primary Flag

B (Red arrow pointing to a red ? icon)

C (Red arrow pointing to the details window)

D (Red arrow pointing to an error message: You have entered invalid data (29000, XX). Please contact your Payroll Administrator.)

NYS Payroll Online users must complete the User Verification form below.

NYSPO Help Desk Contact Information

Office of the State Comptroller
Attn: NYS Payroll Online
110 State Street
Albany, NY 12236
Phone: 518-408-4271
Email: NYSPOHelp@osc.ny.gov

Hours of Support: Monday to Friday, 8:00 AM to 4:30 PM