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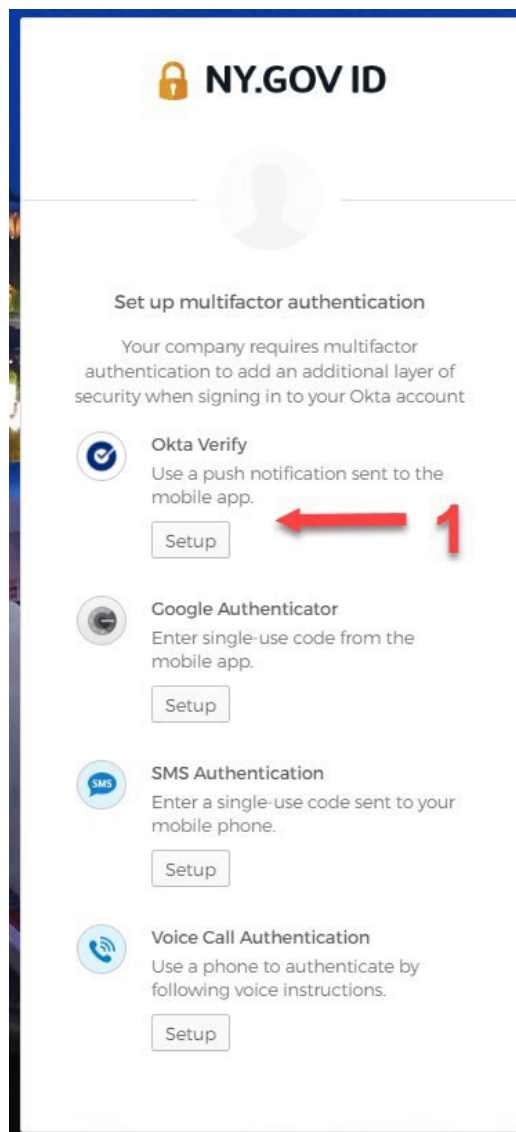
2. Select the type of device you will use to set up Okta Verify.

3. Click Next.

4. Download the Okta Verify app and open the app on your device.
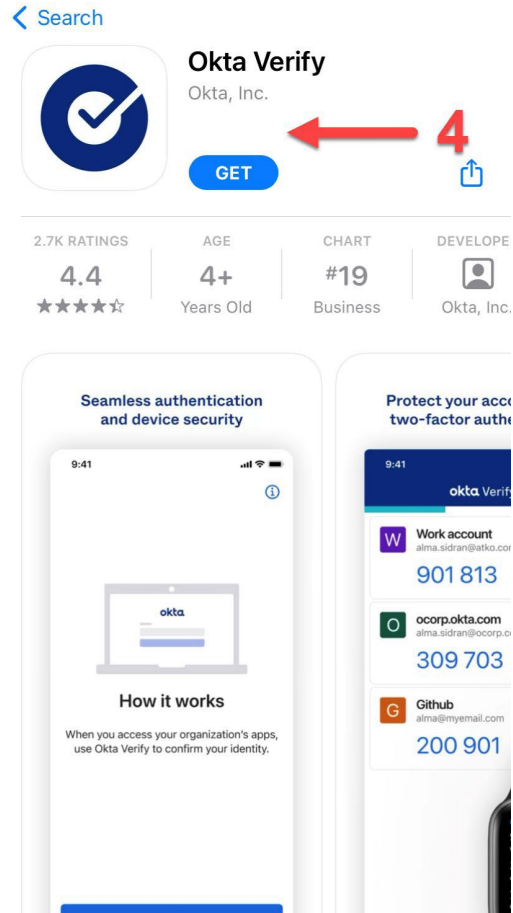
5. Click Add Account or the plus sign in the top right corner to add an account.
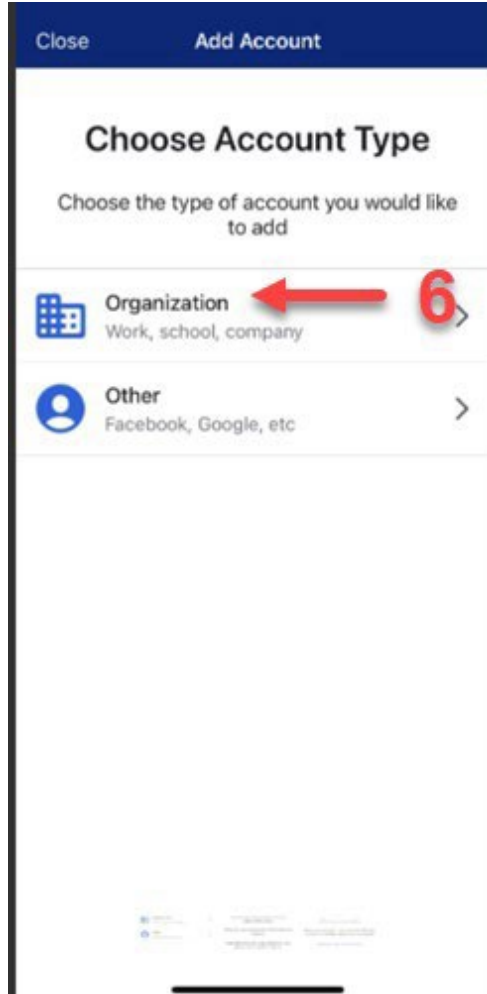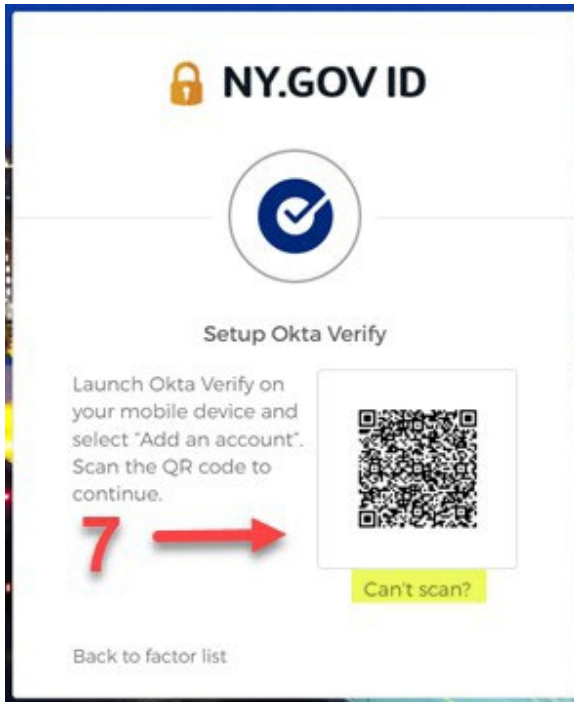

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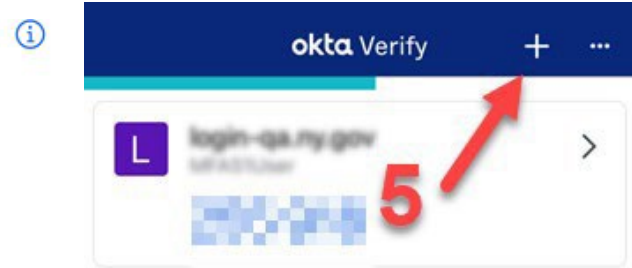
Ways to verify

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.

Add Account

5
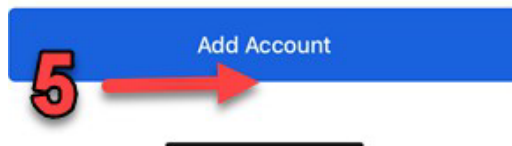
6. Choose Organization for your Account type in the Okta Verify app.

7. 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'.
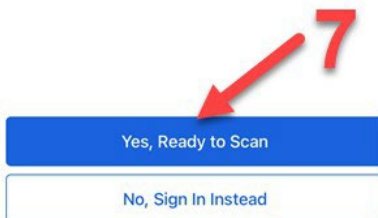
8. Once your NY.gov account has been added on your Okta Verify app, click Done.
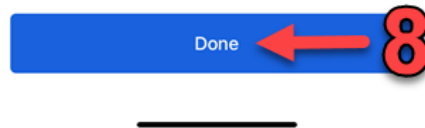
9. Select an additional optional factor to set up (recommended) or click Finish to complete setting up Multifactor Authentication.
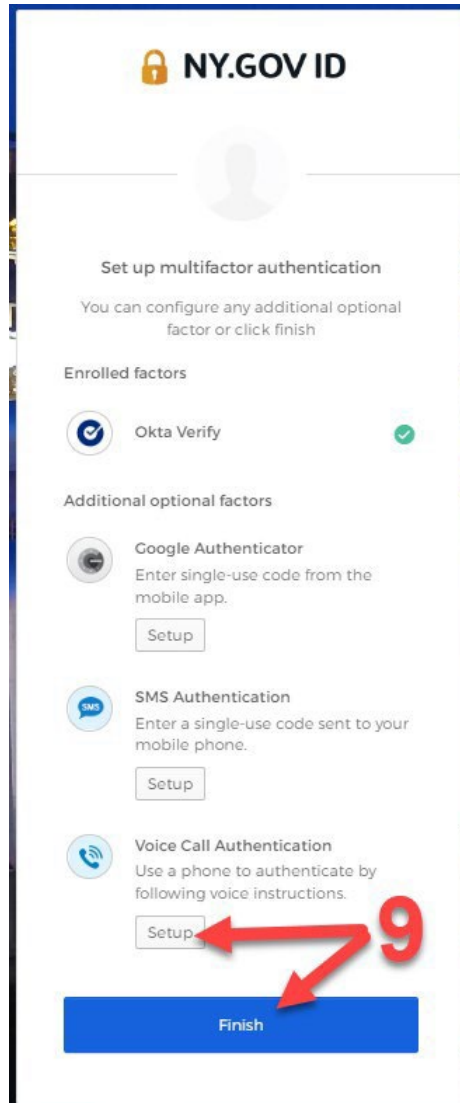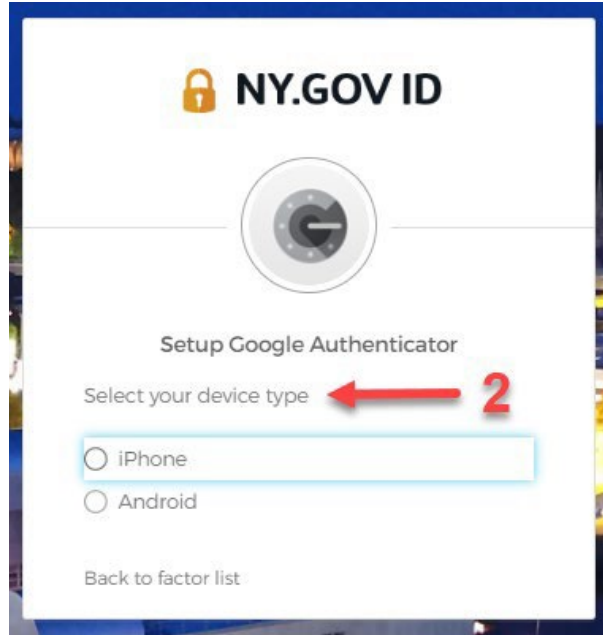

NOTE: All desired methods for multifactor authentication need to be set up before you click Finish. You will not be able to add a different multifactor authentication option at a future time.
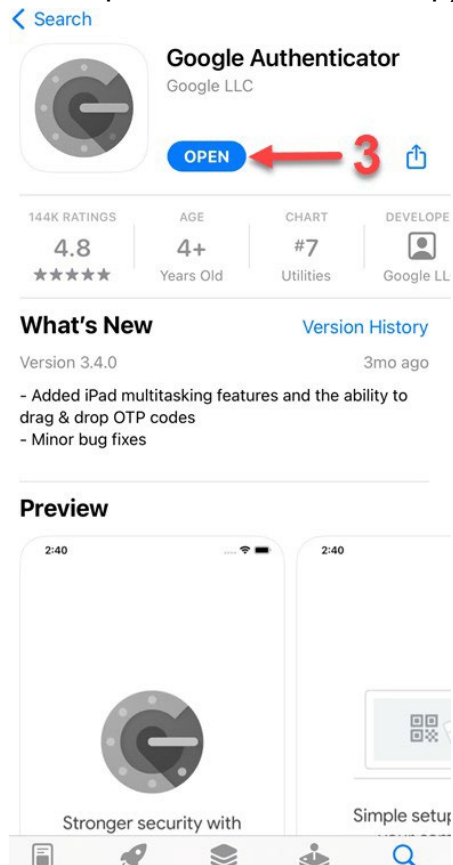
Google Authenticator:

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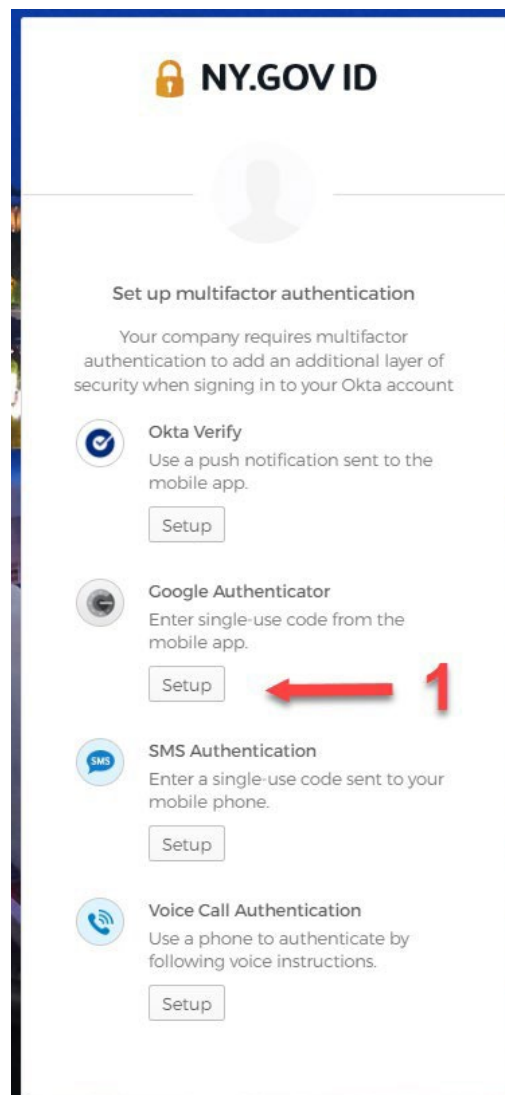
2. Select the type of device you will use to set up Google Authenticator and click Next.
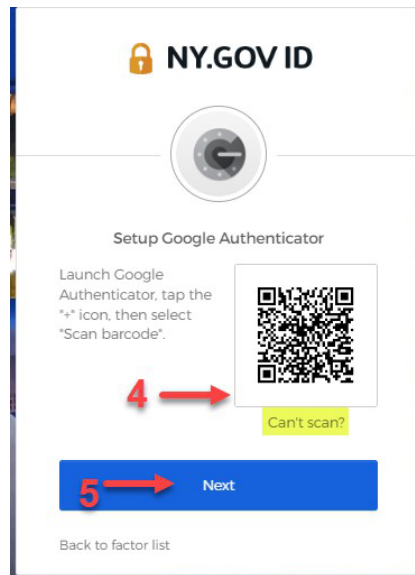

3. Download the Google Authenticator app on your device (if you already have the app on your device, proceed to the next step).

4. 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.
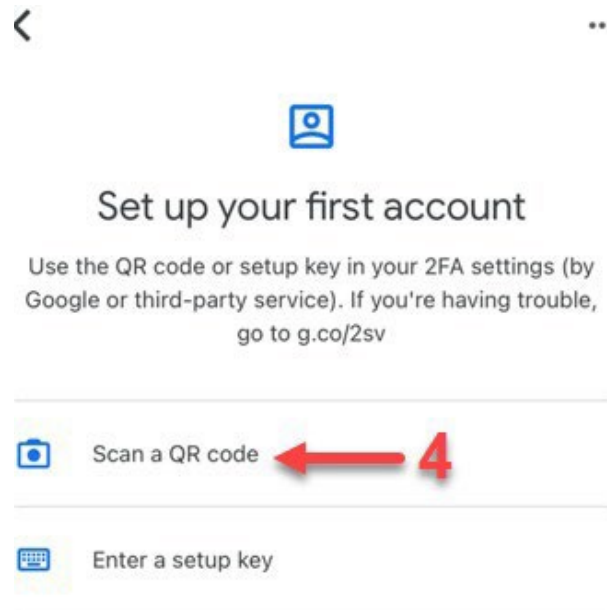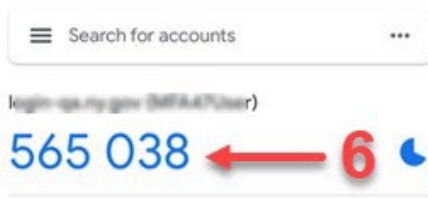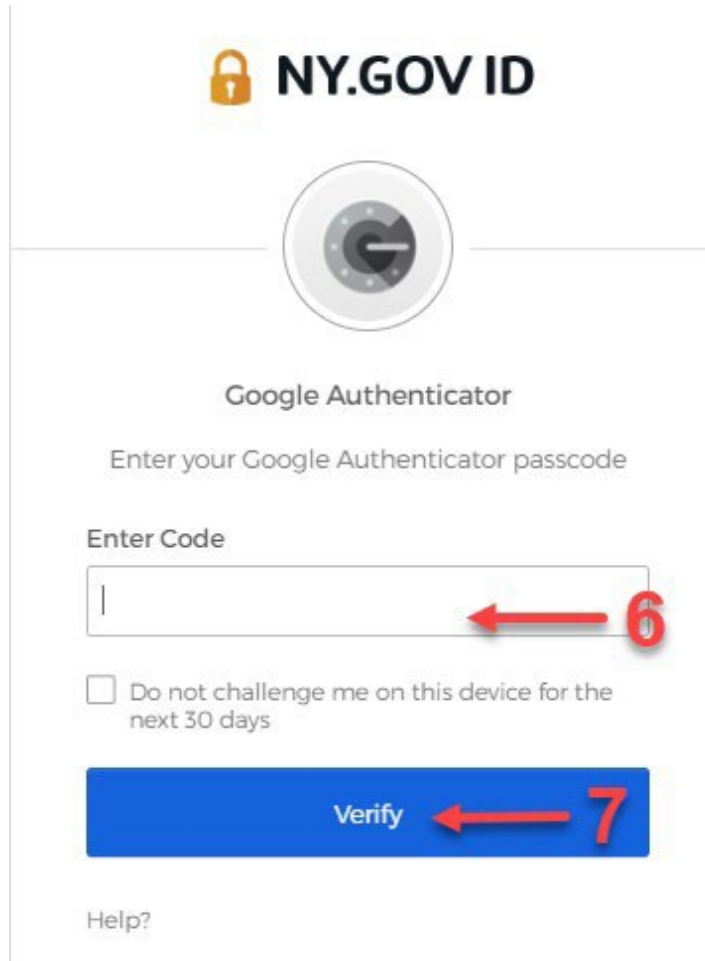

5. Click Next.

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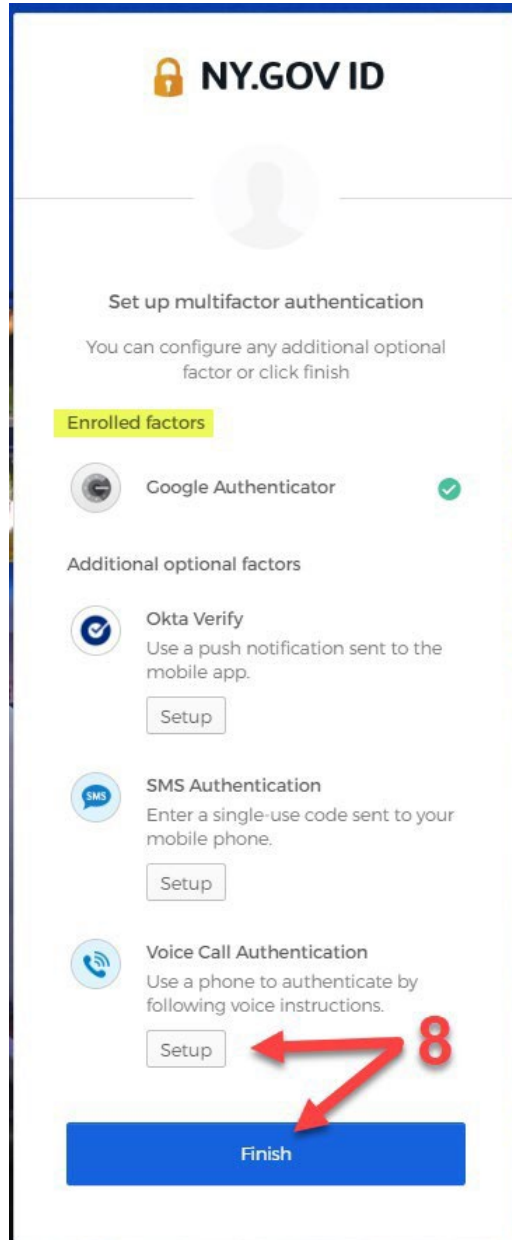
6. Enter the passcode shown in the Google Authenticator app on NY.Gov.


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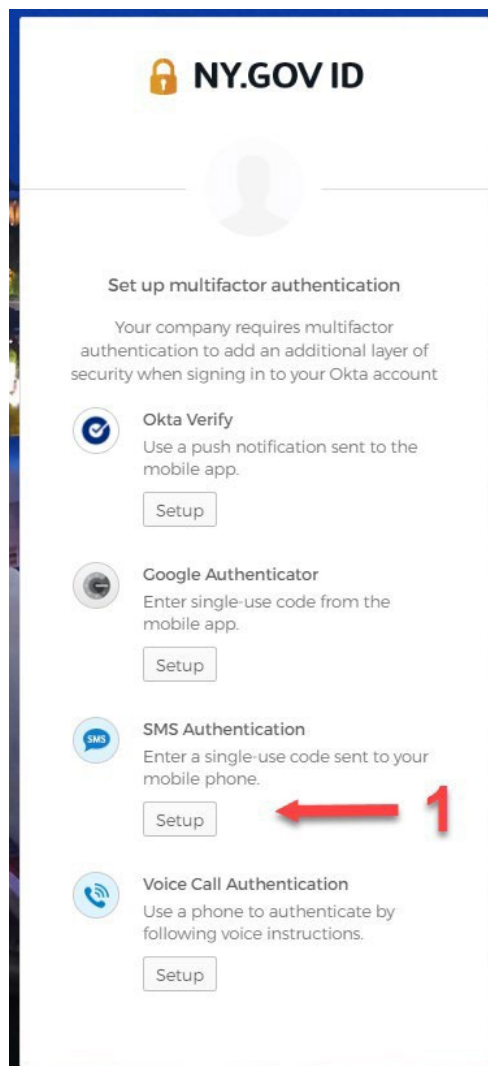
2. Enter the phone number at which you would like to receive a SMS verification code.

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.

5. Click Verify.

6. Select an additional factor to set up (recommended) or click Finish to complete setting up Multifactor Authentication.
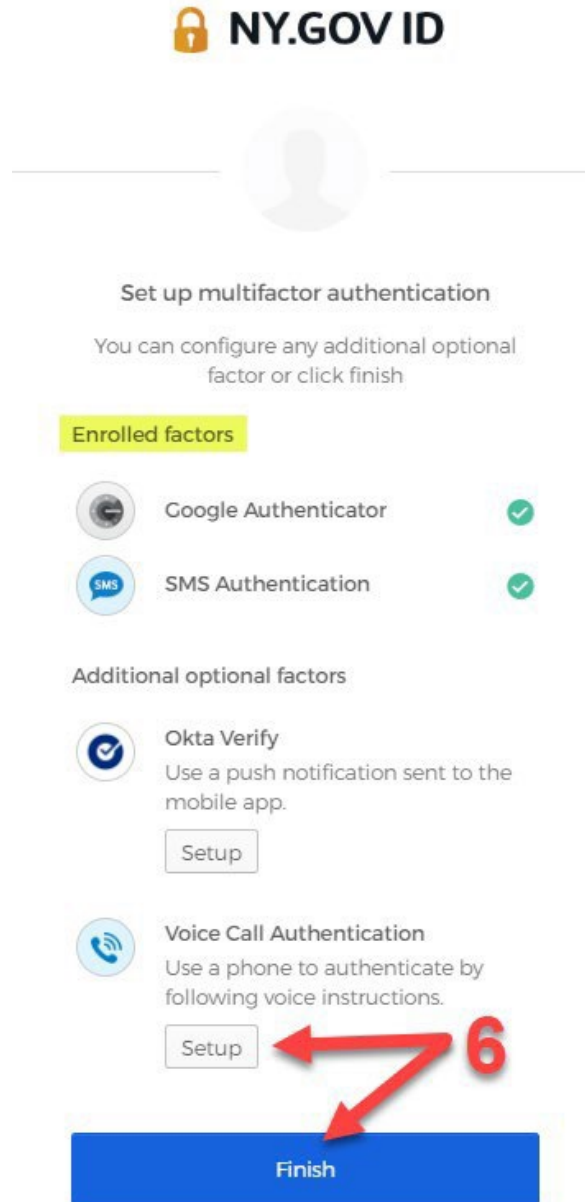
NOTE: All desired methods for multifactor authentication need to be set up before you click Finish. You will not be able to add a different multifactor authentication option at a future time.

Voice Call Authentication:

1. Choose Voice Call Authentication method and click Setup.

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

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.

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.

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'

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.
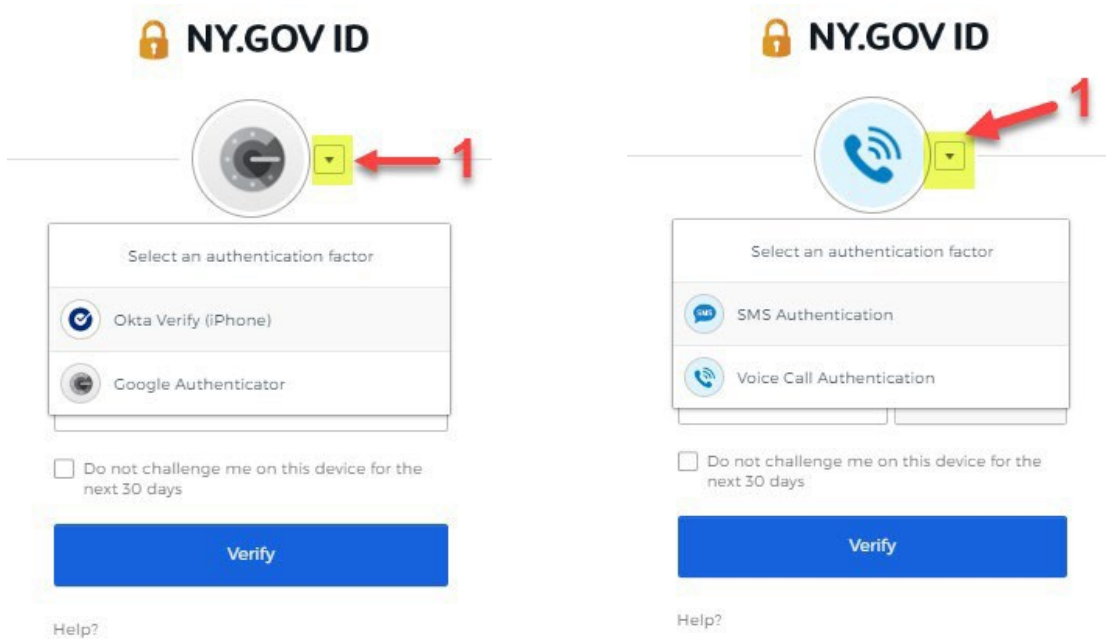
2. Click Call/Send Code/Send Push.
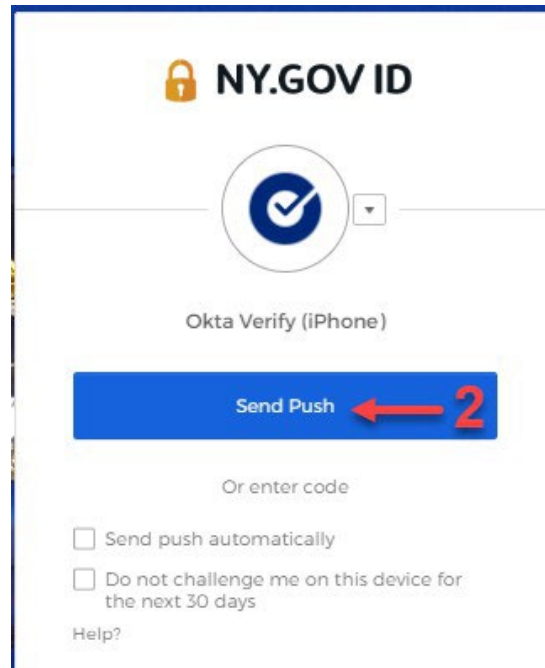
3. When prompted, enter verification code given from the SMS text message/voice call/Google Authenticator/Okta Verify.

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

4. Click Verify.

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.

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.

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