



Multi-Factor Authentication

You have been hearing from us for many months that multi-factor authentication (MFA) is being added to Employer Self Service (ESS) login. It's now being activated. All State of Maine ESS users will be activated on Thursday, November 1, 2018, followed by all PLD and teacher ESS users on Monday November 19, 2018. In a world that is increasingly reliant on private data being transmitted over the internet, the need to protect data has become a primary focus. Organizations must continually update their systems to maintain security that minimizes the chance that non-public information will be fraudulently obtained. MainePERS has added a multi-factor authentication component to ESS to increase the security of that system.

[Overview where a single contact number is on record with MainePERS:](#)

Screenshot#1:

LOGGING IN – MFA VERIFICATION SYSTEM

After entering the correct username and password, a new screen is presented. Pressing the **Call Me** button will initiate the MFA verification system. The MFA 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 MFA 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."

mainePERS Public Employees Retirement System
What is this? Need help?

Choose an authentication method

Call Me Call Me

Bypass Code Enter a Bypass Code

Screenshot #1 provides a brief description of how the ESS MFA system will work and what you should expect to see after your regular user names and password are entered. The screenshot shows what a user will see when one phone number has been provided to MainePERS for MFA.

[Overview where multiple contact numbers are on record with MainePERS:](#)

For a variety of reasons, MFA allows more than one phone number to be stored for a user. As shown in Screenshot #2, in the event that you have more than one MFA phone number on file, a 'Drop-Down' menu will appear at the top of the MFA authentication screen. Simply use this menu to choose which phone number you would like to receive the authentication phone call at, and then choose the 'Call Me' option to proceed. To add an additional MFA phone number to your profile, please contact the individual at your work who is designated as your Employer's ESS Security Administrator.

Screenshot#2

mainePERS Public Employees Retirement System
What is this? Need help?

Device: Mobile (603) 855-4378

Choose an authentication method

Call Me Call Me

Passcode Enter a Passcode

Multi-Factor Authentication (cont.)



Security Administrator Responsibilities:

1. Assure that ESS users have accurate direct line phone numbers in the system so they can receive authentication calls.
2. Set up MFA for new ESS users (see screenshot#3, below).
 - A. Add your Employer Code to the assigned user ID.
 - B. Add one MFA phone number and MFA email address.
 - C. Once setup is complete, up to two (2) additional MFA phone numbers may be added.
3. Assist New Users. A New User will need to verify all MFA information the SA completed during the initial setup (e.g., phone and email). Be prepared for questions.
4. Keep all User information up to date. This includes making updates as existing users get new phone numbers or deleting users that leave employment or no longer need access to ESS.

Screenshot #3.

To Change a User that may not have any MFA information or needing an update: