Multi–Factor Authentication

We offer Multi-Factor Authentication (MFA), a secure login process that protects private information even if someone finds your password.

The first time you log in to your account, you will be required to set up multi-factor authentication. A mobile phone number or Authenticator App is required for initial set-up. Once your account is confirmed, you may use your preferred method for future login.





Setting up your account

Create a username: Username must be between 6 and 12 alphanumeric characters, cannot be your SSN, cannot contain a portion of your password

Current Password: The last four digits of your Social Security number*

New/Confirm New Password: New Password cannot be any portion of your SSN. You will need to re-enter your password to confirm.

*If you enter an incorrect current password you will be logged out. When you try to log back in you will use the newly established username.



Verifying your email address

Enter a valid email address. You will receive a verification email. Follow the instructions in this email to validate your email address. Next time you log in to your account, this screen will be bypassed.

*The email does not need to be verified immediately.

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Create Security Questions

Make any necessary edits to your personal information and select your four personal security questions from the options in the drop down. Answer all four questions. Click **Next**.



Click **Continue** to continue to your account. If you are returned to the account access screen after continuing, you will need to contact our Customer Service Center to confirm eligibility or determine if you are locked out of your account.