

Multi-Factor Authentication – MFA

Claimant Process

Table of Contents

<i>Introduction</i>	2
<i>How it Works</i>	2
<i>Getting Started</i>	2
.....	3
<i>Additional Information & Troubleshooting</i>	6
<i>Definitions and Acronyms</i>	7

Introduction

To safeguard the personal data of Pennsylvania's unemployment claimants against fraudulent activity, we have added multi-factor authentication (MFA) to the Unemployment Compensation (UC) system login process. All claimants must set up MFA beginning on **February 27, 2022**.

Multi-factor authentication (MFA) reinforces the UC system's security with an added layer of protection to the sign-in process. Users provide additional identity verification when accessing their UC accounts by entering a code delivered to claimants by text message or email.

How it Works

After entering your login credentials, you'll receive a temporary verification code in a text message or email. You must retrieve and enter that code before you can access the UC dashboard.

You must have a valid phone number and email on record to complete the MFA process. If your contact information needs to be updated, contact the [UC Service Center](#).

Getting Started


1. Click "Sign In/Register" from the [UC System](#) homepage



- Input your username and password and click "Sign In."


Option 1 - Already Registered

Username:

Password: 

Sign In

- Select the method by which you'll receive your temporary verification code. You can receive codes via text message or email. Click "Continue."

 **Account Verification**

For your security and protection, this website requires a two step verification. You have the option to receive your 6 digit verification code either from your cell phone message, or from your email address. Once you have made your selection you will be taken to the account verification page where you will be able to request your code. The system can change your selection if it deems the selected method is undeliverable.

Please select from the following options of how you would like to receive your 6 digit verification code.

***Where should we send your verification code?**

Cell phone text message to (xxx)xxx-9999

Email message to bc*****@pa.gov

Continue

- Once you've selected a method, the system will send you to the page to request the verification code. You should click the "Send Me a Verification Code" button to generate the code.


 **Account Verification**

For your security and protection we will send a one-time 6 digit verification code to your email address at cl*****@mail.com. The email will come from RA-LIUCBENEFITS@pa.gov. By clicking the Send Me a Validation Code button you agree to receive the code at this email address. The code is only sent on your request. Please be sure to check your spam or junk folders if you do not receive the email. We are not liable for delayed or undelivered emails.

Send Me a Verification Code

- 5. You will then be taken to the verification page to input your code. After inputting the six-digit code, click “Validate Verification Code.”

Email Verification Page:

**Account Verification.**
Your message ID is [REDACTED].

For your protection and security we have sent you a 6 digit verification code via (0). When you receive this code please enter it below. You will be asked for this verification once per device per location. You may be asked to enter a verification code again upon login if your location or device changes

Your verification message has been sent by email. Please allow a few moments for delivery.

*** Please enter the 6 digit numeric verification code:**

[Validate Verification Code](#)

[Didn't receive the code? Send a new verification code to \[REDACTED\].](#)

Example of will be sent to your inbox:


Pennsylvania's Unemployment Compensation (UC) Benefits System <RA-LIUCBENEFITS@pa.gov> |

Verification Code From Pennsylvania's Unemployment Compensation (UC) Benefits System

Your Message Id is [REDACTED] Your Verification code is [REDACTED]

You are receiving this email, because you are a registered member of Pennsylvania's Unemployment Compensation (UC) Benefits System, and you were selected as a recipient for an email from another member, staff, or an automated process. If you would like to unsubscribe to all emails from Pennsylvania's Unemployment Compensation (UC) Benefits System, [Click Here](#).

Text Verification Page:



Account Verification

For your protection and security we have sent you a 6 digit verification code via Text from [REDACTED]. Text and data charges may apply. When you receive this code please enter it below. You will be asked for this verification once per device per location. You may be asked to enter a verification code again upon login if your location or device changes. Your message ID is [REDACTED].

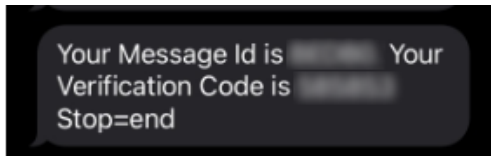
Your verification message has been sent by text message. Please allow a few moments for delivery.

* Please enter the 6 digit numeric verification code:

[Validate Verification Code](#)

[Didn't receive the code? Send a new verification code to \[REDACTED\].](#)

Example of what will be sent to your phone:



Note: If you click the 'didn't receive the code' link, the system will send another email or text message. The only thing that refreshes on the screen verification page is the message ID at the top.

6. After successfully completing MFA, you will then be redirected to your UC dashboard.



Welcome to My Individual Workspace [Name]

[View your Personal Profile and Contact Information.](#) This page introduces you to system features and offers suggestions. Select from the items below to start customizing the content that interests you.

[My Dashboard](#) | [Directory of Services](#) | [My Resources](#)

▼ News and Announcements

Additional Information & Troubleshooting

Valid Email/Cell Phone

To complete the MFA, **you must have a valid mobile number or email on record.** If your contact information needs to be updated, contact the [UC Service Center](#).

Email Delivery

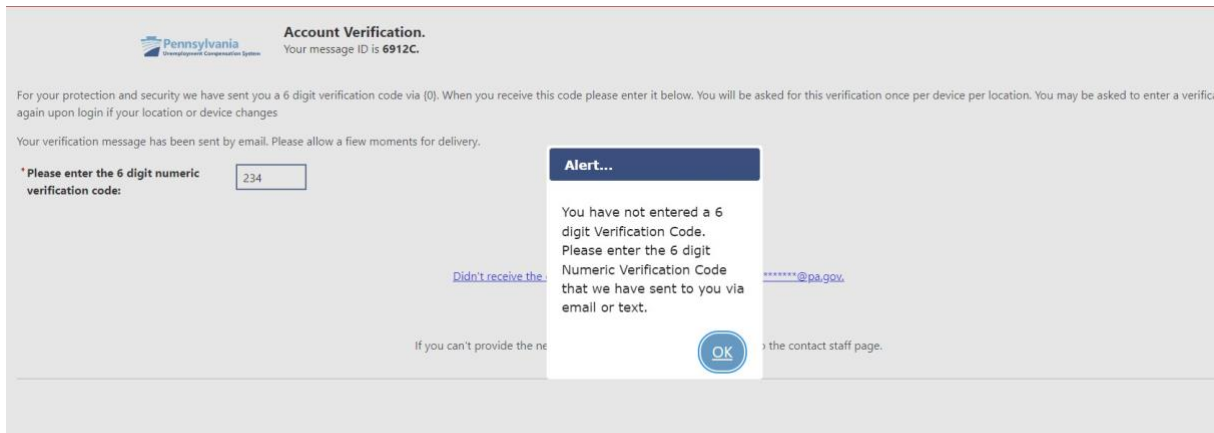
Be advised that all MFA authentication email messages come from RA-LIUCBENEFITS@pa.gov. If you do not receive an email, please check your spam/junk folder.

Entering the Correct Code

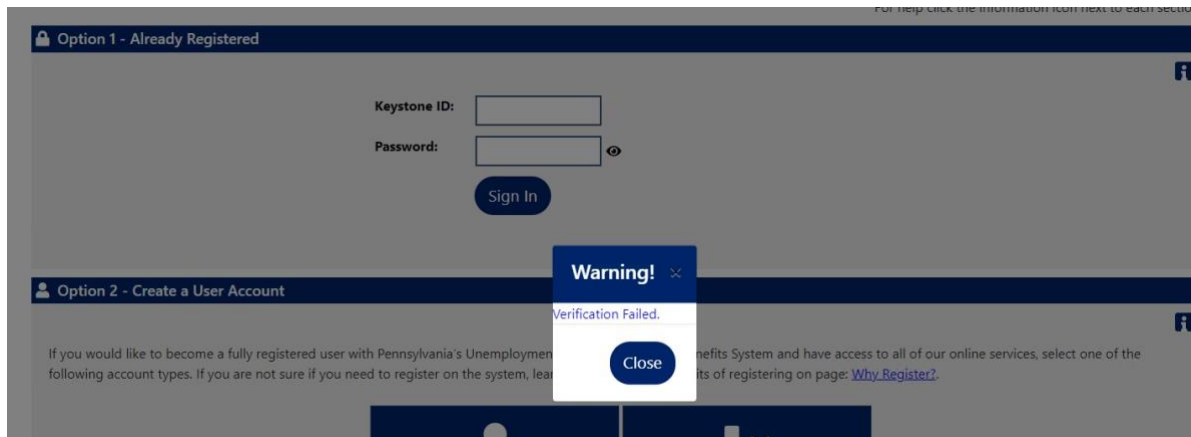
If you request a new code via email or text, you must be sure to enter the new code when attempting to verify. It will be a different code than the initial code sent.

Possible Error Messages

Verification Error – Not enough digits



Verification Error – Wrong code



Definitions and Acronyms

- **MFA** - Multi-Factor Authentication, an additional identity verification step.
- **ID.me** - Our technology partner to secure digital identity verification
- **UC** - Unemployment Compensation program
- **L&I** - Pennsylvania Department of Labor & Industry