

# Multi Factor Authorization Guides for IJ Portal External Users

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New York State has implemented Multi-Factor Authentication (MFA) on most of its browser/web-based applications. MFA will be implemented for the Integrated Justice (IJ) Portal External Users on January 7<sup>th</sup>, 2025.

### What is MFA and why is it important?

- MFA helps ensure the safety and security of your account, by requiring a second factor of proving that you are who you say you are, beyond just a password.
- If you are using an MFA-protected application, even if someone were to guess or steal your password, they still would not be able to log in without your second factor. While a password is something that you know, the second factor is something that you are (usually read by a biometric device) or something that you possess (a device to which a one-time code will be sent).

### How will MFA work on the IJ Portal?

#### Internet Access (Outside of the NYS Network)

For users that access the IJ Portal from the internet (coming from outside the state network), most will have a smartphone, which supports choosing from the following four factors:

- Okta Verify app (IOS/Android/Windows) – provides push notifications and single-use codes.
- Google Authenticator app (IOS/Android) – provides single-use codes.
- SMS Authentication – provides text messages with single-use codes.
- Voice Call Authentication – provides telephone calls with audio single-use codes.
- Browser Authenticator Utility - If External Users are unable to use a desk phone or mobile device for their MFA Option.

### How do I setup MFA?

- You will receive a prompt to enroll in MFA the first time you attempt to use the IJ Portal from the internet. When accessing the IJ Portal from the state network, you are automatically enrolled to use email as your second factor.
- After logging in, you will see a screen prompting you to set up MFA.
  - From the Internet: it will give you a choice of factors to set up. You can set up as many of these as you like, but you will need to set up at least one. Instructions on setting up each enrollment factor is included below. After you have set up as many as you wish, you will close the enrollment page and go to your application.

### After I setup MFA, how do I use it?

- The next time you log into the IJ Portal, you will be prompted to complete your MFA login.
  - From the internet: you will see a list of all factors that you have set up, and you can choose which one you want to use. (Note that if you've replaced your smartphone but still have the same phone number, this will allow you to use SMS (if you've set it up) even if you usually use Okta Verify or Google Authenticator.) Once verified, go to the original Portal tab.
- See below for Step-by-Step Instructions

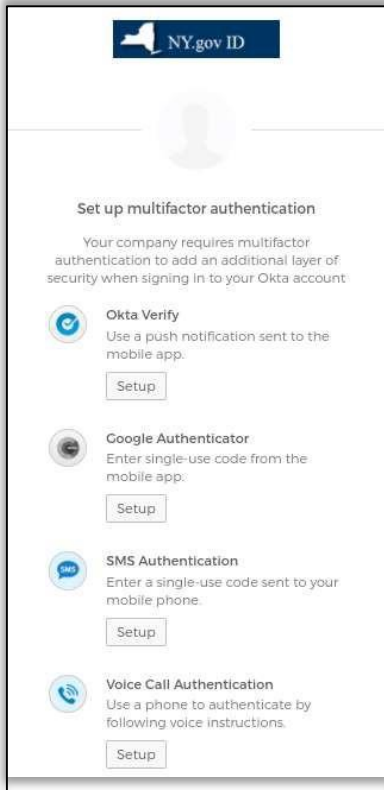
## Step-by-Step Instructions for External IJ Portal Users

1. Access the IJ Portal using the URL:

To pre-enroll prior to 1/7/2025: <https://new.ejustice.ny.gov>

**NOTE that you do not need to change your “Favorites” as the Portal URL is not changing.**

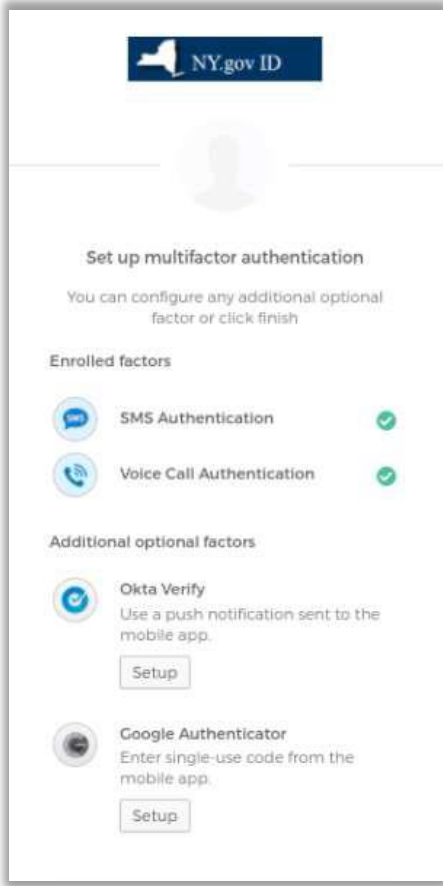
2. Login to the IJ Portal as usual with username/password.
3. You will be presented with four MFA Factors/Options



### Setting up your Multifactor Authentication Options (4 Options)

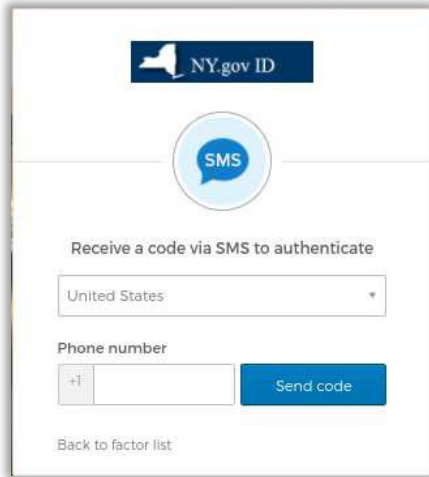
- **Okta Verify**
  - **Google Authenticator**
  - **SMS Authentication**
  - **Voice Call Authentication**
- 
- If IJ Portal Users are unable to use a desk phone or mobile device for their MFA Option, please refer to the **Authenticator Extension User Utility**.

On completion of each option, a green check mark will show the factors that you are enrolled in.



## SMS Authentication

1. Enter phone number and click “Send Code”.



The screenshot shows the NY.gov ID SMS authentication interface. At the top, there is a logo for NY.gov ID. Below it is a circular icon with 'SMS' inside. The main heading reads 'Receive a code via SMS to authenticate'. There is a dropdown menu for the country, currently set to 'United States'. Below that is a 'Phone number' section with a small box containing '+1' and a larger text input field. To the right of the input field is a blue button labeled 'Send code'. At the bottom left, there is a link that says 'Back to factor list'.

2. Receive text with 6-digit code.
3. Type code into “Enter Code” field and click Verify.

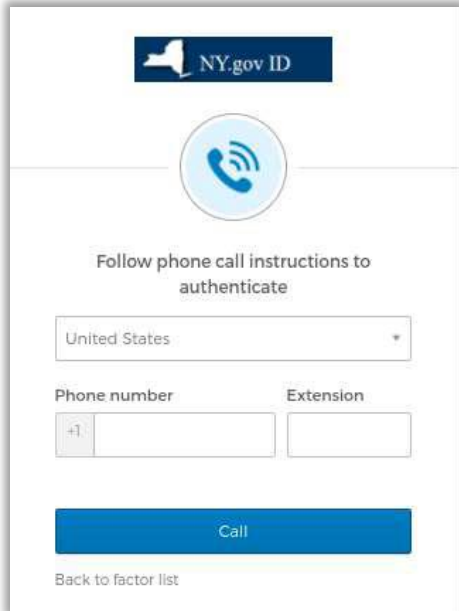


The screenshot shows the 'Enter Code' verification screen. It features a title 'Enter Code' at the top. Below the title is a large, empty text input field. Underneath the input field is a prominent blue button labeled 'Verify'. At the bottom left, there is a link that says 'Back to factor list'.

4. You will be redirected back to enroll screen where you can set up another factor, if desired. A green check mark will show the factors that you are enrolled in.

## Voice Authentication

1. Enter phone number and click “Call”.



NY.gov ID

Follow phone call instructions to authenticate

United States

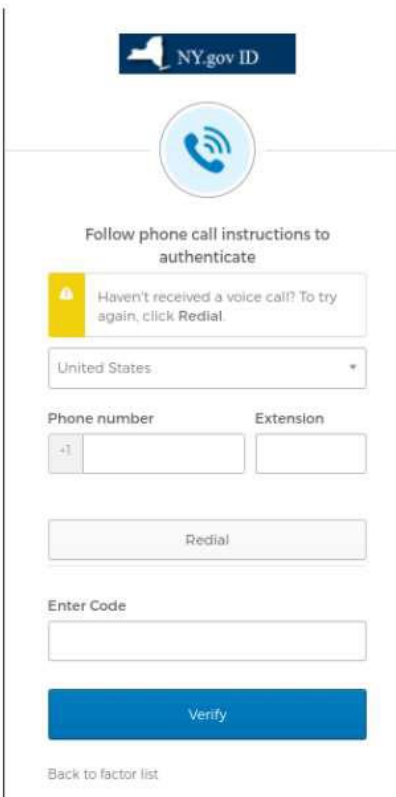
Phone number Extension

+1

Call

Back to factor list

2. Receive call with 6-digit code.
3. Type code into “Enter Code” field and click Verify.



NY.gov ID

Follow phone call instructions to authenticate

Haven't received a voice call? To try again, click Redial.

United States

Phone number Extension

+1

Redial

Enter Code

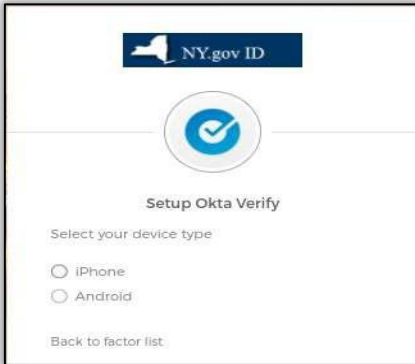
Verify

Back to factor list

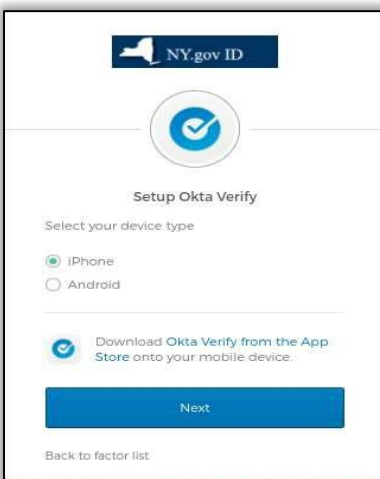
4. You will be redirected back to enroll screen where you can set up another factor, if desired. A green check mark will show the factors that you are enrolled in.

## OKTA Verify

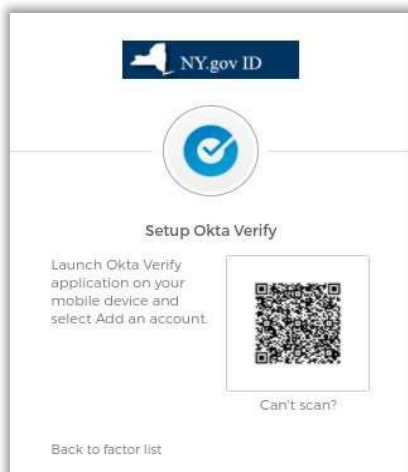
1. Select device type (iPhone or Android)



2. You will be prompted to download application from App Store/Google Play/Windows Store
  - a. Make sure device is running latest version of O/S.
3. Follow the installation prompts on your mobile device.
4. Open OKTA Verify Mobile Application.
5. Click "Next" on enroll screen – will pop up with a "QR Code".



6. Tap "Add Account" in OKTA Verify mobile application.
7. Scan QR Code from application (or follow "no barcode" prompt).

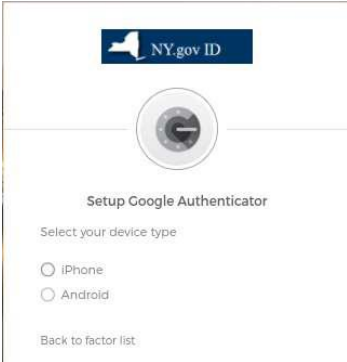


8. Will see 6-digit code (changes every 30 seconds).
9. Type into setup field and click verify.

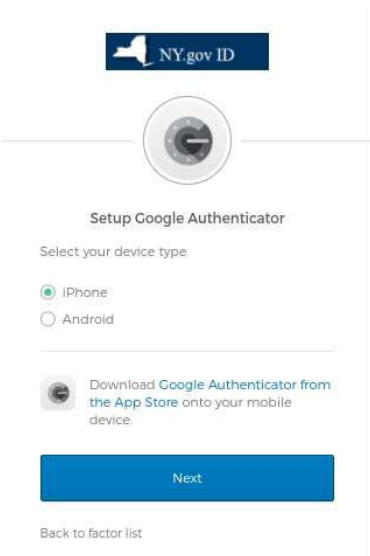
You will be redirected back to enroll screen where you can set up another factor, if desired. A green check mark will show the factors that you are enrolled in.

## Google Authenticator

1. Select device type (iPhone, Android)

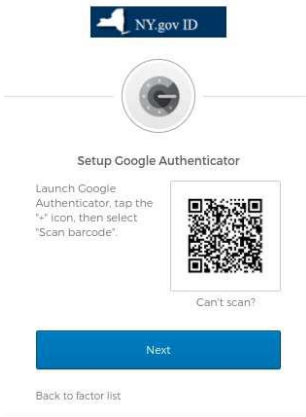


2. You will be prompted to download app from App Store/Google Play/Windows Store
  - o Make sure device is running latest version of OS.
3. Follow the installation prompts.
4. Open Google Authenticator Mobile Application
5. Click “Next” on enroll screen – will pop up with a “QR Code”.

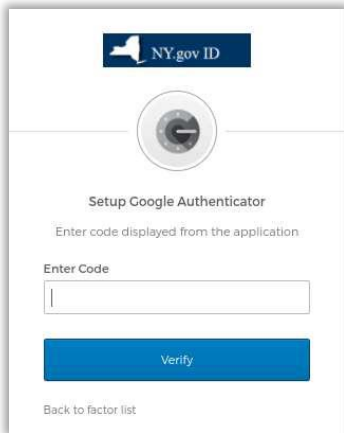




6. Tap "Add Account" in OKTA Verify mobile application.
7. Scan QR Code from application (or follow "no barcode" prompt).



8. Will see 6-Digit code (Changes every 30 seconds).
9. Type into setup field and click verify.



10. You will be redirected back to enroll screen where you can set up another factor, if desired. A green check mark will show the factors that you are enrolled in.

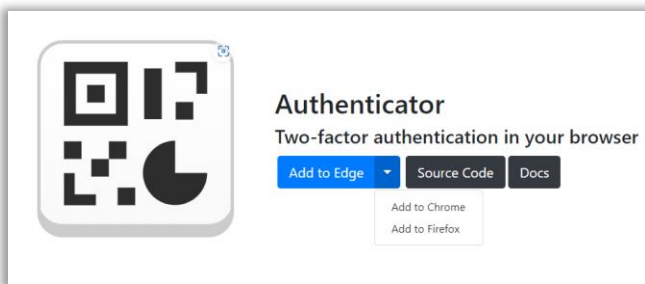
## Browser Authenticator Utility [Authenticator Extension Utility]

- For External Users who are unable to use a desk phone or mobile device for their MFA option.

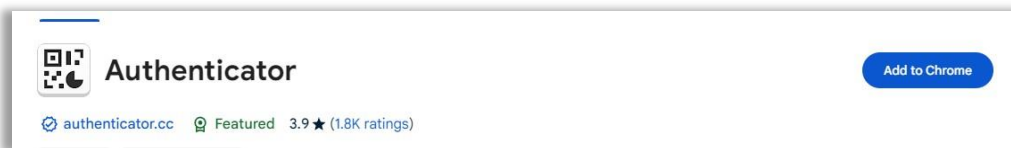
## Browser Authenticator Utility Installation

❖ Please follow the below steps to install the Browser Extension

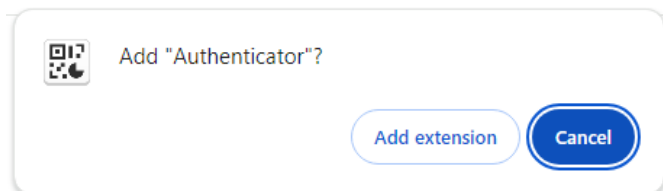
1. Open Browser (Chrome or Edge) and download the Authenticator Extension.
  - a. [Authenticator Extension](#)
2. Select Browser of choice (Chrome or Edge)



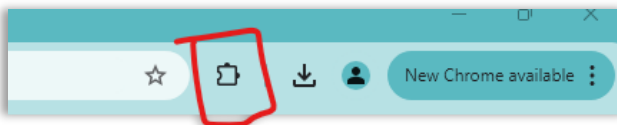
3. Click "Add to Chrome"



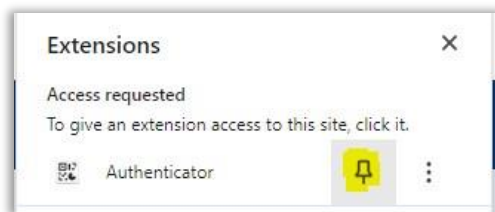
4. Select "Add Extension"



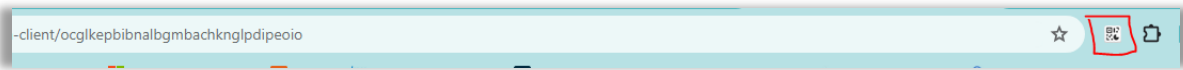
5. PIN Authenticator to browser toolbar. Click Extension Icon.



6. Click "PIN Icon"



7. This will add “Authenticator Icon to toolbar.



## Browser Authenticator Utility Setup

❖ Please follow the below steps to configure the Browser Extension to access the IJ Portal using MFA.

1. Access the IJ Portal: <https://new.ejustice.ny.gov>
2. Enter your Username and password as normal.

A screenshot of the NY.GOV ID login page. The page has a white background with a blue header. The header contains the NY.GOV ID logo and the text "Secure Access to New York State Services". Below the header, there are two input fields: "Username" with the value "ad3342" and "Password" with a masked password "\*\*\*\*\*". Below the input fields is a blue "Sign In" button.

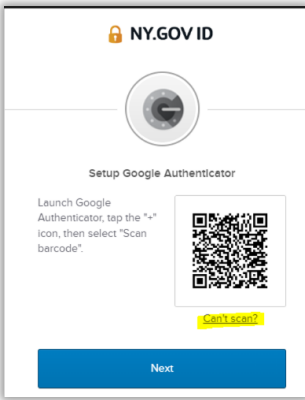
3. You will be presented with MFA Options. Select “Google Authenticator”

A screenshot of the "Set up multifactor authentication" page. The page has a white background with a blue header. The header contains the text "Set up multifactor authentication" and "Your company requires multifactor authentication to add an additional layer of security when signing in to your account." Below the header, there are four options for MFA: "Okta Verify" (Use a push notification sent to the mobile app.), "Google Authenticator" (Enter single-use code from the mobile app.), "SMS Authentication" (Enter a single-use code sent to your mobile phone.), and "Voice Call Authentication" (Use a phone to authenticate by following voice instructions.). Each option has a "Setup" button. The "Google Authenticator" option is highlighted in yellow.

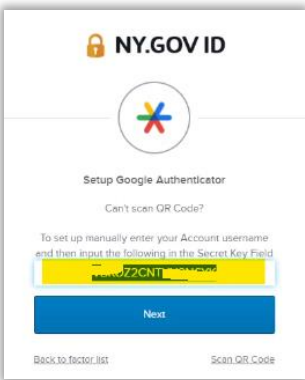
4. Select “Android” and click Next.

A screenshot of the "Setup Google Authenticator" page. The page has a white background with a blue header. The header contains the NY.GOV ID logo and the text "Setup Google Authenticator". Below the header, there is a section titled "Select your device type" with two radio buttons: "iPhone" and "Android". The "Android" radio button is selected. Below the radio buttons, there is a link to "Download Google Authenticator from the Google Play Store" and a blue "Next" button.

5. QR Code will be displayed. Click “Can’t Scan”.

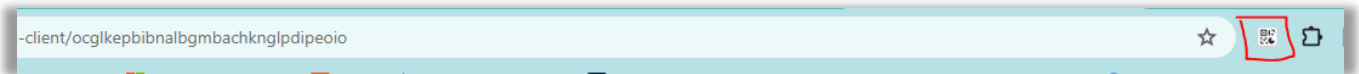


6. Screen will display “Secret Key Field. **\*\*\*Copy and save the “Secret Key Field” \*\*\***]

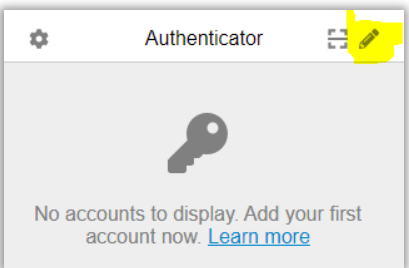


**\*\*\*IMPORTANT: If you are accessing the IJ Portal on multiple workstations this specific Secret Key Field will be required. To setup an additional workstation please use “Browser MFA – Multi Workstation Setup” \*\*\***

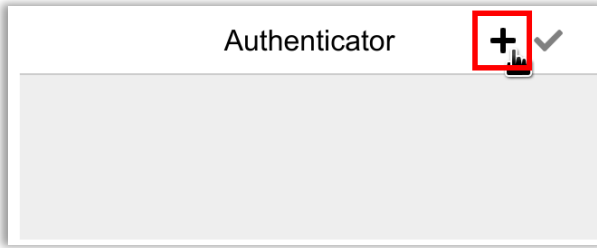
7. Open Browser Extension Authenticator (Click Authenticator Icon in the browser toolbar).



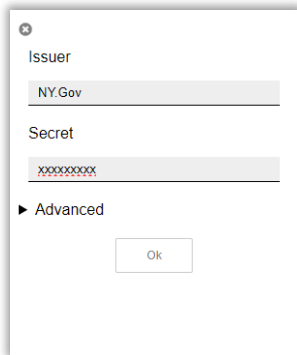
8. Browser Authenticator Window will open – Click on pencil icon at top right corner of the window.



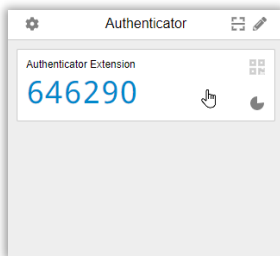
9. Click the plus button at the top right corner of the window. Select **Manual Entry**.



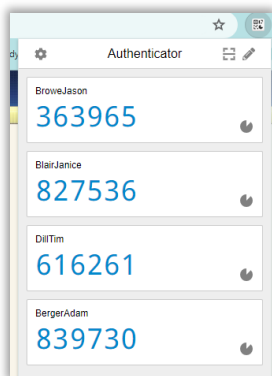
10. Enter name into Issuer (LAST NAME, FIRST NAME) and enter Secret Key Field you saved. Click OK.



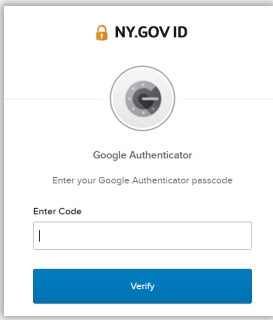
11. After information has been added you will see a new entry in the window (This number will change every 30 seconds).



12. If you are accessing eJustice on a device that has a shared login account, you could see multiple Browser Authenticator Accounts listed (Example Below – Last Name, First Name Format).



13. Return to eJustice page and enter “Authenticator Code”. Click Verify.



14. You will be redirected back to enroll screen where you can set up another factor, if desired. A green check mark will show the factors that you are enrolled in.

## Setup Complete

- Anytime you access the Integrated Justice Portal, you will be prompted to enter your Browser Extension Authenticator Code to complete authentication into the portal.
- If you are accessing the IJ Portal on multiple workstations this specific Secret Key Field will be required. To setup an additional workstation please use [“Browser MFA – Multi Workstation Setup \(Pg 14\)”](#).

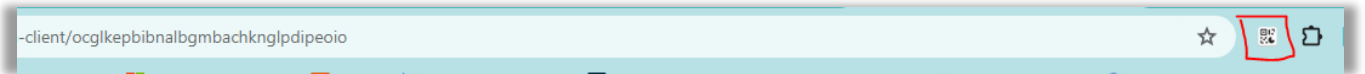
## Browser Extension Utility – Multiple Workstation Guide

- Please follow the below steps to configure the Browser Extension Utility after you have already setup your MFA Option using the Browser Extension Utility.

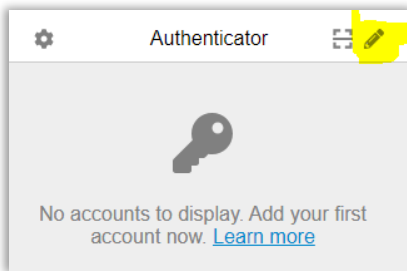
### REQUIRED: Secret Key Code from initial Browser Extension Setup

- [Install Browser Extension \(Pg 9\)](#)
- **Setup Browser Extension Utility**

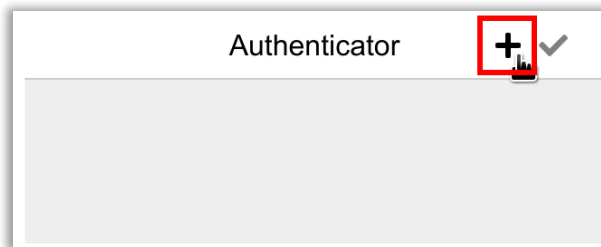
1. Open Browser Extension Authenticator (Click Authenticator ICON in the Browser Toolbar).



2. Browser Authenticator Window will open – Click on Pencil Icon at the top right corner of the window.



3. Click the plus button at the top right of the window. Select **Manual Entry**.

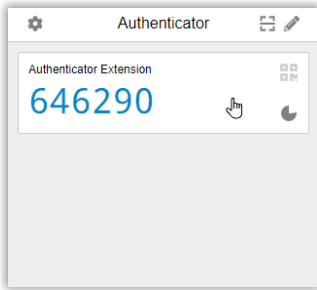


4. Enter name into Issuer (Last Name, First Name) and enter **SECRET KEY CODE** you copied/saved from initial setup. Click Ok.

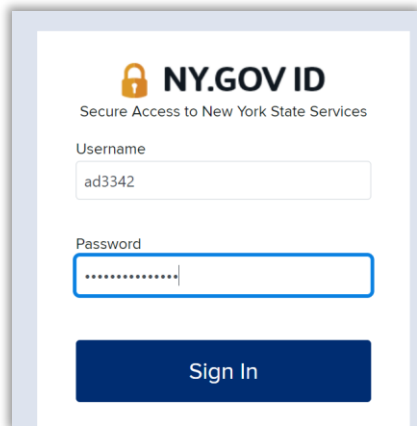
- a. **Secret Key Code required for this portion of setup.**

A screenshot of the Browser Authenticator setup form. The form has a title bar with a close button. It contains two input fields: "Issuer" with the text "NY.Gov" and "Secret" with the text "XXXXXXXXXX". Below the "Secret" field is an "Advanced" section with a right-pointing arrow. At the bottom of the form is an "Ok" button.

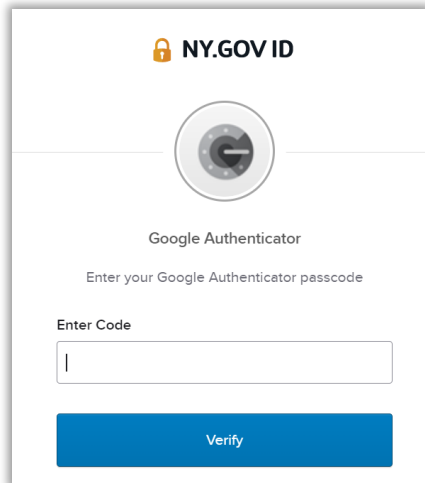
- After information has been added you will see a new entry in the window ( The number will change every 30 seconds).



- Access the IJ Portal: <https://new.ejustice.ny.gov>
- Enter your Username and Password as normal.



- Enter Authenticator Code using the Browser Extension Utility



- If successful, you will be brought to the IJ Portal Homepage

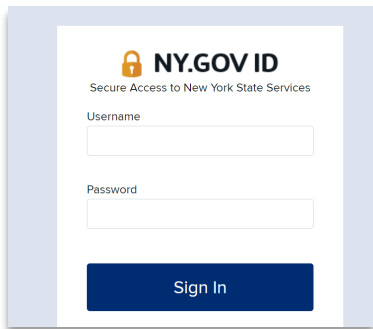


# APPENDIX

## NY.GOV Account – MFA for Integrated Justice Portal

Verify that you can login to your NY.GOV Account.

1. Go to MY.NY.GOV
  - a. <https://my.ny.gov/LoginV4/login.xhtml>



- b. Login with your NY.GOV User ID and Password (Account you use to access the IJ Portal).
    - c. If you can login without any password issues you are all set to login to the IJ Portal.

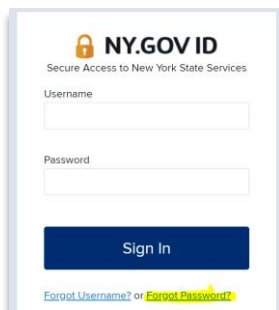
### **PASSWORD ISSUE**

If you do not remember your password, please work on resetting with the options listed below (Try in this order)

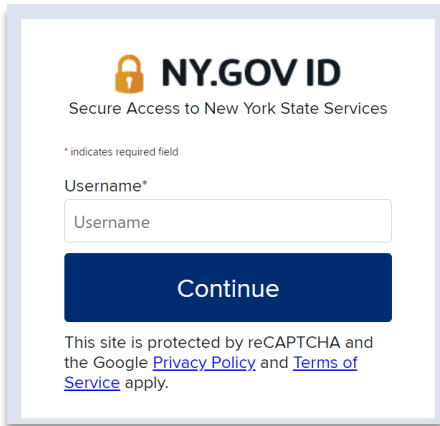
- **PASSWORD RESET ORDER**
  - Reset by answering shared secret questions.
  - Reset using Email.
  - TAC submits Feedback in eJustice Portal to have your account password reset.

## Resetting NY.GOV Account password for IJ Portal Access

- 1.) Click **FORGOT PASSWORD**

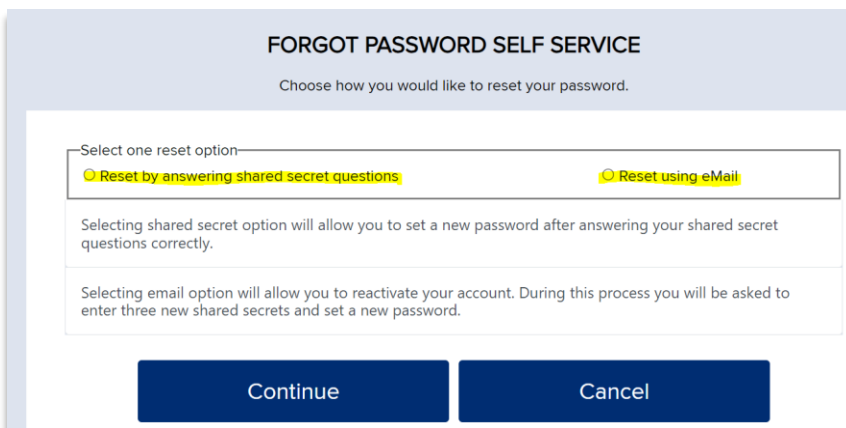


2.) Enter **USERNAME**



The image shows the NY.GOV ID login interface. At the top, there is a lock icon followed by the text "NY.GOV ID" and "Secure Access to New York State Services". Below this, a small note states "\* indicates required field". The "Username\*" label is positioned above a text input field containing the placeholder text "Username". A dark blue "Continue" button is located below the input field. At the bottom, a disclaimer reads: "This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply."

3.) You can reset your password by choosing one of the options listed (**Reset – Shared Questions or Resetting Using Email**)



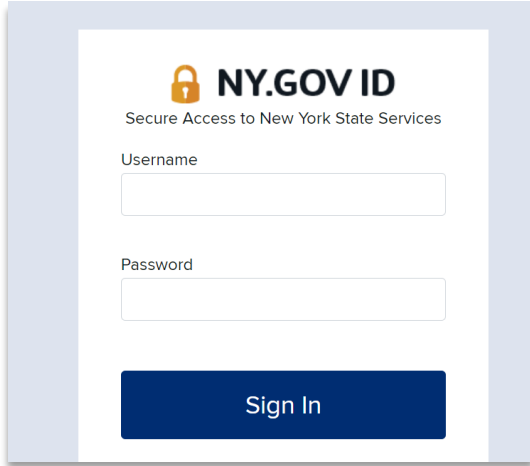
The image displays the "FORGOT PASSWORD SELF SERVICE" screen. The title is centered at the top, with the instruction "Choose how you would like to reset your password." below it. A section titled "Select one reset option—" contains two radio button options: "Reset by answering shared secret questions" (which is selected) and "Reset using eMail". Below these options, two paragraphs provide details: the first explains that the shared secret option allows setting a new password after answering shared secret questions correctly; the second explains that the email option allows account reactivation, during which the user will be asked to enter three new shared secrets and set a new password. At the bottom, there are two dark blue buttons: "Continue" and "Cancel".

4.) If you are unable to reset your password in Step 3, please reach out to your TAC to have them submit a Feedback within the IJ Portal to have your account password reset.

# Multi Factor Authentication (MFA) Reset – MFA for IJ Portal

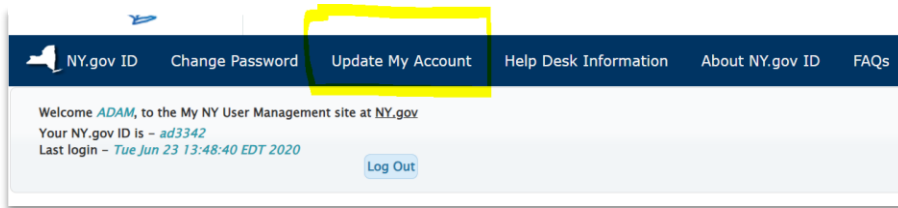
This will walk you through with resetting your MFA Option.

- 1) Login to MY.NY.GOV (IJ Portal Account)



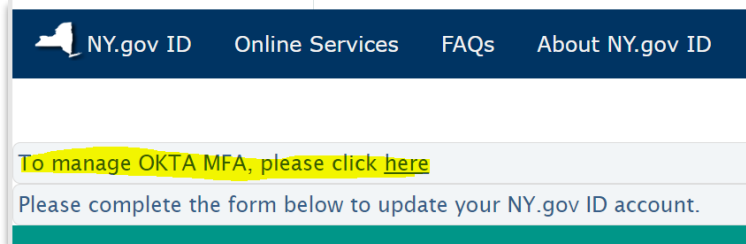
The image shows the NY.GOV ID login page. At the top, there is a lock icon followed by the text "NY.GOV ID" and "Secure Access to New York State Services". Below this, there are two input fields: "Username" and "Password". At the bottom of the form is a blue button labeled "Sign In".

- 2) Click – Update My Account



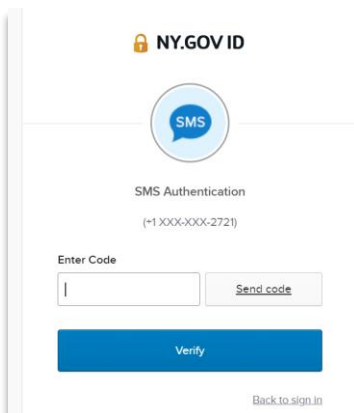
The image shows a navigation bar for NY.gov ID. The menu items are: "NY.gov ID", "Change Password", "Update My Account", "Help Desk Information", "About NY.gov ID", and "FAQs". The "Update My Account" item is highlighted with a yellow box. Below the navigation bar, there is a welcome message: "Welcome ADAM, to the My NY User Management site at NY.gov. Your NY.gov ID is - ad3342. Last login - Tue Jun 23 13:48:40 EDT 2020". A "Log Out" button is also visible.

- 3) Click to manage OKTA MFA



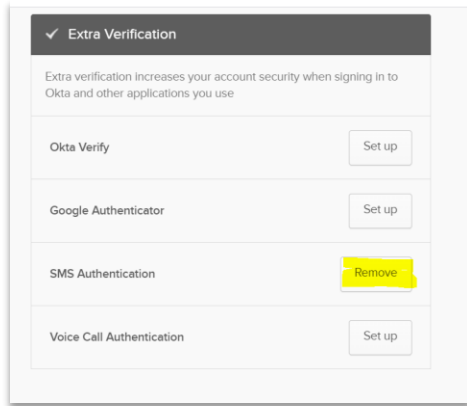
The image shows the "Update My Account" page. The navigation bar includes "NY.gov ID", "Online Services", "FAQs", and "About NY.gov ID". The main content area has a yellow highlight over the text: "To manage OKTA MFA, please click [here](#)". Below this, there is a message: "Please complete the form below to update your NY.gov ID account."

- 4) Provide MFA Authorization that was setup (Ex: Below is SMS Option).



The image shows the SMS Authentication form. At the top, there is a lock icon followed by "NY.GOV ID". Below this is a blue circle with "SMS" inside. The text "SMS Authentication" and "(+1 XXX-XXX-2721)" is displayed. There is an "Enter Code" label above an input field. To the right of the input field is a "Send code" button. At the bottom is a blue button labeled "Verify". A "Back to sign in" link is at the very bottom.

- Enter Code into field and click VERIFY.
- Click Remove Extra Verification Option. Click YES.



- You have successfully removed your MFA OKTA Verification.
- Please continue to **Browser Ext MFA Installation Guide**.
- **If you do not remember MFA Authorization Code.**
  - **Please contact: ITS Service Desk at 1 -844-891-1786**