

In spring 2021, Washington is replacing the multi-factor authentication (MFA) security system that protects state applications that house confidential data. For L&I customers, this means when you log in to access information through our secure services such as My L&I, the Claim and Account Center, Deluxe File, or Provider Express Billing, you'll see some changes.

What is MFA?

Multi-factor authentication (also known as two-step verification) is an additional security feature that helps protect the information in our systems.

When your account is protected by MFA, logins sometimes involve completing a security challenge that asks you to verify your identity using a secret code provided by phone or email. It's designed to prevent fraudulent account access in the event that your username and password are compromised.

What is changing?

- After the change, all users will need to complete a MFA challenge the next time they log in, even on a remembered device.
- We'll remove the option to receive MFA challenges by analog/voice phone.
- We'll add the option to receive challenges by text message/SMS (message and data rates may apply) or by using an authenticator app.
- You'll have to complete a challenge to update your profile information, even if you're on a remembered device.
- The pages where you complete challenges and update your profile will have both L&I and Secure Access Washington (SAW) logos.

What do I need to do?

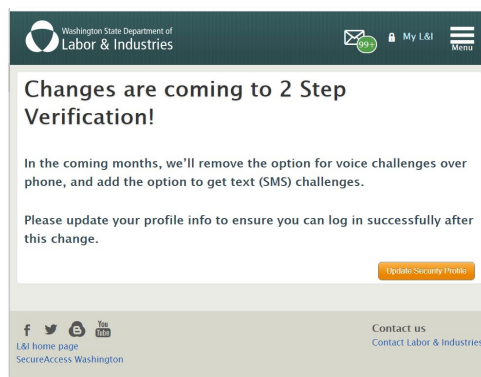
Please verify your security profile information is up to date. This should include at least one email address you can access, and a backup email if you have one.

You can also add a mobile number to receive challenges by text when that feature becomes available.

If you have a "land line" number attached to your account; you won't be able to use that to complete a challenge in the future.

It's important to update this information to ensure you are able to complete the MFA challenge when this change takes effect.

Updating your security profile information will ensure you don't lose access to your account when the new MFA system is released on March 30.



This is the message you'll see on the current system when they log in to remind you to update your profile.

Questions?

Please contact Web Customer Support at 360-902-5999 or websupport@lni.wa.gov between 8 a.m. and 5 p.m. Monday-Friday.

Did you know?

Washington state is one of the top targets for hackers attempting to steal data?

Using the same credentials across multiple sites puts you at a greater risk of having your access compromised.

Medical records are highly sought after by criminals attempting to engage in identity theft.