Frequently Asked Questions (FAQs)
Multi-Factor Authentication

1. ## What is multi-factor authentication (MFA)?

Multi-factor authentication (MFA) provides an additional layer of security in verifying a person's identity when using online accounts. MFA makes it more difficult for an attacker/hacker to impersonate you (or one of your customers) and get access to your computer, online accounts, or other resources.

2. ## How does it work?

Washington Technology Solutions (WaTech) provides MFA for the Department of Licensing (DOL). To determine whether you are an authorized user, WaTech must first verify your identity.

When you log on, the identity verification method requires:

- Your username and password, as well as an email address or cell phone number.

- A unique, confirmation code will be sent to you via email, text, or phone call. We highly recommend that you use the **text** option for faster response of receiving your code.

    o The system will "challenge" your identity by requiring that you enter this confirmation code.

You must enter your contact information accurately in order to access your account. **If you enter incorrect contact information, neither WaTech nor DOL will be able to recover your account.**

Note that if you request that the confirmation code be sent via phone call, the area code of the call you receive will be 733 (Chicago).

Note also that some users find pre-enrollment faster when using the **Chrome browser**, rather than Internet Explorer (IE).

3. ## Why do I need this for my account?

DOL is upgrading our security measures to protect your identity and data, and that of your customers. All DOL business online accounts will be required to have MFA. Personal accounts that access information that does not require extra verification are not required to have MFA.

4. ## What happens if I forget my DOL user name or password?

You can request a username or password reminder from the login screen.

5. ## What happens if I do not receive the code?

If you do not receive the code, we recommend trying again, perhaps with a different method. For example, if you requested receipt of the confirmation code via e-mail, try requesting that it be sent to your phone.

6. Once I receive the code, how much time do I have to use it before it expires?

You must use the code within 10 minutes or it expires. If it expires, you will need to request a new code.

7. Will I need to enter a confirmation code for every transaction I do? For example, if we use the web site 8-10 times per day, will we need to wait for codes 8-10 times per day?

You should expect to be challenged every time you log on. However, if you do multiple transactions while you are still logged in, you will not be required to enter a separate confirmation code to authenticate each transaction.

8. Will I receive a different confirmation code every time I log on?

Yes, the confirmation code will be different every time.

9. When will DOL implement this?

Implementation will begin **September 4, 2018** for driver licensing business users.

- Pre-enrollment will be available starting Friday, August 3, 2018.

10. Why should I pre-enroll now, if MFA doesn't go into effect until September?

Pre-enrollment is for your benefit. If you delay pre-enrollment, you risk experiencing delays in accessing your account when MFA goes live in September. This could be very frustrating if you have an important transaction and have to stop to enroll for MFA.

Pre-enrollment only takes a few minutes, but can save you and your customers time.

11. Whom do I contact if I have problems logging in?

You may call our Production Support Unit at 360.664.9698, or send an email message to driveshelp@dol.wa.gov.

12. If I elect to have the code texted to me, do normal data charges apply?

Yes.

13. What if I lose my phone and do not have access to my computer?

You will have the option to include two phone numbers and two email addresses for receiving your confirmation code. If you are no longer able to access any of these phone numbers or email addresses, you will need to create a new Secure Access Washington (SAW) account.

14. We log on with the same account from multiple computers. Will using the e-Service from a second computer reset the secured log on from the first computer and force that first computer to have to get a new confirmation code?

If a person logs in from a different computer, they will need to revalidate with a new confirmation code. The security system will not log out the user from the first computer.

15. We now have multiple users who all share the same account, and share a single user name and password. Will we each need our own account to enroll in MFA?

Yes. In our old systems, some organizations allowed multiple users in an organization to share a single account, using the same username and password. The new security requires each user to have their own, separate account.

16. I have an e-Services account, but I only use the Driver and Plate Search (DAPS). Do I need to pre-enroll?

No. If you now use DAPS, you are **already enrolled** in Multi-Factor Authentication, the security feature this FAQ discusses.

17. What if I use DAPS and IHPS? Do I need to pre-enroll?

No. If you use both DAPS and IHPS, you do not need to pre-enroll.

18. What if I only use IHPS? Do I need to pre-enroll?

Yes. If you only use the IHPS – which will be called DIAS starting in September – you **will** need to pre-enroll in MFA.

19. What if I encounter delays during the pre-enrollment process?

Some users may find that using the **Chrome** browser results in a faster pre-enrollment process.