



How Multi-Factor Authentication Works

What is it?

Multi-factor Authentication (MFA), sometimes known as Two-factor Authentication (or 2FA), is a security feature that requires at least two forms of identification to access your account.

How does MFA work?

After entering your username and password, you will be prompted to submit a verification code sent to you via text message, email, phone call, or authenticator app.

Can I decide where this verification code is sent?

Yes! We offer our customers up to 4 options for where the code can be sent. You may choose as many options as you like but you must have at least 1 option selected. These options are: (1) Email, (2) Text message, (3) Phone call, or (4) Authenticator app.

Do I have to complete MFA every time I login?

While we encourage customers to complete the MFA process for every login, we do offer an option to “Remember this device for 30 days”. If this option is selected before you submit your verification code, you will not be prompted to do so again for 30 days.

This option is device-specific and may be cancelled automatically based on your browser settings.

Why do I need MFA?

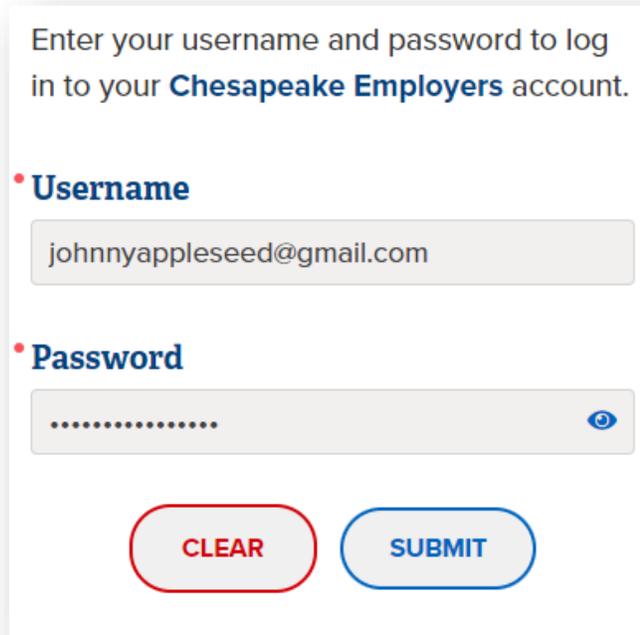
If your username and password are ever compromised, having MFA enabled can protect your account from potentially malicious actors.

Who do I contact if I need assistance logging in with MFA?

Contact our Customer Service team for assistance at 410-494-2000, or toll-free at 1-800-264-4943.

The New Login Process

- 1) From the LOGIN page, enter your username and password, then click **SUBMIT**.



Enter your username and password to log in to your **Chesapeake Employers** account.

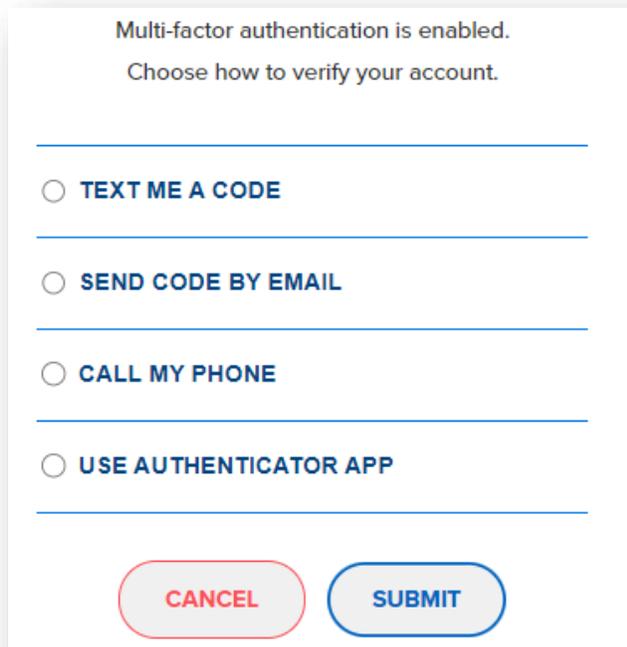
• **Username**

• **Password**

CLEAR **SUBMIT**

- 2) You will then be prompted to **Choose how to verify your account** using one of the following MFA options:



Multi-factor authentication is enabled.
Choose how to verify your account.

TEXT ME A CODE

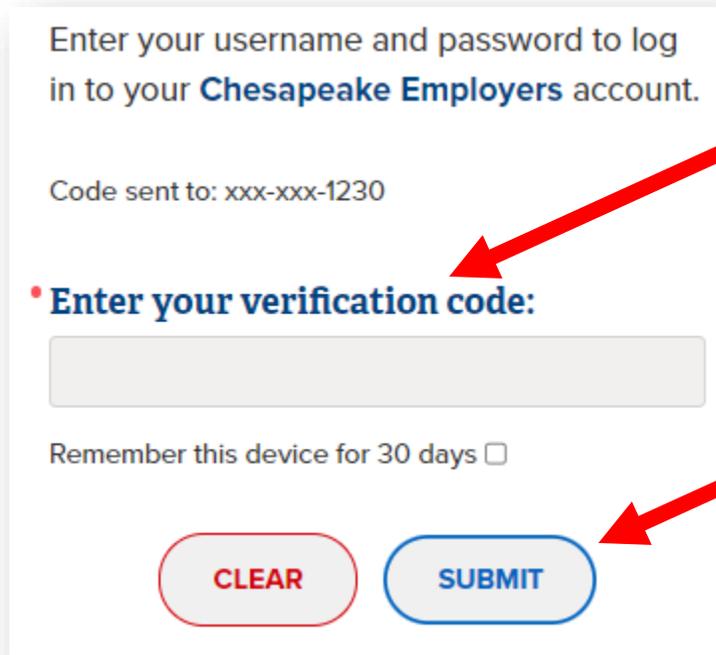
SEND CODE BY EMAIL

CALL MY PHONE

USE AUTHENTICATOR APP

CANCEL **SUBMIT**

- 3) Simply select an option and then click **SUBMIT**. A verification code will now be sent to you via the option you selected.
- 4) You will then be prompted to **Enter your verification code**. Retrieve the code from the device you selected in option 3, enter it into the "Verification Code" field, and then click **SUBMIT**.



Enter your username and password to log in to your **Chesapeake Employers** account.

Code sent to: xxx-xxx-1230

• **Enter your verification code:**

Remember this device for 30 days

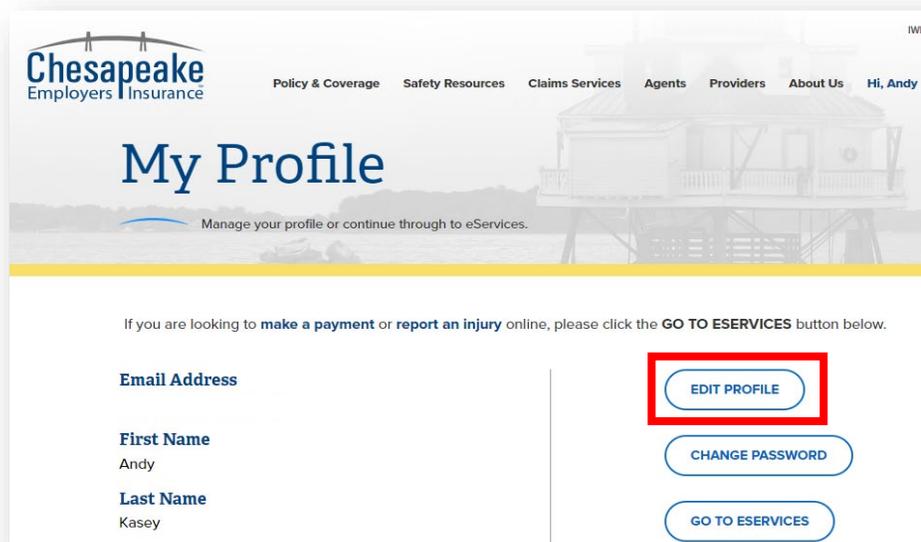
CLEAR **SUBMIT**

- 5) Time to celebrate! You have completed the Multi-factor Authentication process and are now logged into your account.

How to Modify Your Multi-Factor Authentication Options

Follow along as we review how to add or remove your Multi-factor Authentication options.

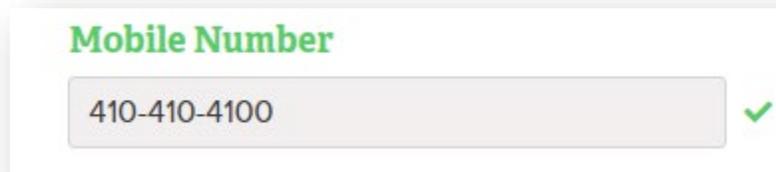
1. To begin, you first must log into your account and then navigate to the **My Profile** page located here: <https://www.ceiwc.com/my-profile>
2. Once you are on the **My Profile** page, click the “Edit Profile” button, located on the right side of your screen.



3. Scroll to the bottom of the **Edit Profile** page until you see the “**Multi-Factor Authentication**” section.
4. Within the MFA box, you have 4 different options to choose from:
 - a. Authenticator App
 - b. Text message to your mobile number
 - c. Automated phone call to your phone or mobile number
 - d. Email message sent to the email used to create your account

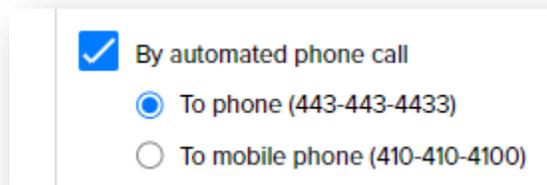
Please note that you may choose as many MFA options as you'd like but you must always have at least one option selected.

5. To select the “Using authenticator app” option, you must first link your account to an authenticator app by scanning a QR code. Instructions for this step can be found by clicking the link, “Set up authenticator app”, seen in the screenshot above.
 - a. You will be able to select the “Authenticator App” checkbox once your Authenticator App has been linked to your account.
6. To select the “by text message to mobile number” option, you must have a valid number in the **Mobile Number** field in your profile. If the field is invalid or blank, you will not be able to select this option.



A screenshot of a form field labeled "Mobile Number" in green text. Below the label is a text input box containing the number "410-410-4100". To the right of the input box is a green checkmark icon, indicating that the number is valid.

7. To select the “By automated phone call” option, you must have a valid number in either the **Phone Number** or the **Mobile Number** fields, respectively. You can choose which number you prefer to receive the phone call. If either field is invalid or blank, you will not be able to select the respective option.



A screenshot of a form showing three radio button options. The first option, "By automated phone call", is selected with a blue checkmark in a square box. Below it are two radio button options: "To phone (443-443-4433)" and "To mobile phone (410-410-4100)".

8. The last option is “By email message” which will send a verification code to the email/username you used to create your account with Chesapeake Employers.