

How to Add Two-Factor Authentication to Your UI Claimant Portal

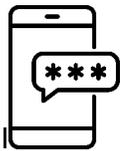
Two-factor authentication helps protect your account from being taken over by someone who has gained access to your username and password.

- 1 Log on to **my.unemployment.wisconsin.gov**. You will be asked to set up two-factor authentication.
- 2 Choose your authentication method. You can choose an authenticator app, text message, or phone call:



Authenticator App

First download an authenticator app to your device, if you don't already have one. Authenticator apps generate secure codes you will enter when asked.



Text Message

You will receive a text message on your mobile phone with a code.



Phone Call

You will receive a phone call on your primary or mobile phone number where a code will be read to you.

- 3 Enter the code from your authentication method on your Claimant Portal.

Helpful Tips:

- DWD recommends you trust the device (unless you're on a public or shared computer).
 - By trusting a device, you will not be asked to enter a verification code the next time you log on with the same device (unless you clear your cookies).
- DWD recommends you enable more than one authentication method so you can regain access to your account if you lose access to your default method.
- If you lose access to your authentication method(s), you will need to reset your account. Resetting your account deactivates your two-factor authentication and you will need to verify your identity.
 - **Only reset your account as a last resort.** Benefit payments could be delayed until this process has been completed.

DWD is an equal opportunity employer and service provider. If you have a disability and need assistance with this information, please dial 7-1-1 for Wisconsin Relay Service. Please contact the Unemployment Insurance Division at (414) 435-7069 or toll-free at (844) 910-3661 to request information in an alternate format, including translated to another language.



Unemployment Insurance