

Email message – May 5, 2022

To: All EPIC Users

From: New Jersey Division of Pensions & Benefits (NJDPB)

**Subject: EPIC Access – Required Implementation of Multi-Factor Authentication**

The NJDPB requests that all users of the Employer Pensions and Benefits Information Connection (EPIC) comply with the following directive regarding the required implementation of Multi-Factor Authentication (MFA).

Mandatory implementation of Multi-Factor Authentication (MFA) is now a requirement for access to EPIC via the myNewJersey portal.

The NJDPB, in coordination with the Office of Homeland Security and Preparedness and the Office of Information Technology, is requiring use of MFA by all EPIC users in order to improve the security of our online systems.

MFA is free\* and does not involve use of personal information. After MFA is activated, authentication may be done through SMS text, an authenticator app on a smartphone or tablet, or both. A third option is available for those who may only have access to a computer – this is referred to as a browser authenticator extension.

Registered EPIC users who have not already done so will be required to immediately implement MFA upon logging onto the myNewJersey portal. To determine which authentication method may work best, users should click the "What is multi-factor authentication (MFA)?" and "What are my options and how do I choose?" headings when myNewJersey displays the "You must register an MFA device" page." After reviewing the MFA authentication options, users should complete the setup to protect personal information and assure continued access to the information and applications within EPIC.

For assistance with setting up or using MFA, EPIC users should contact the myNewJersey Help Desk via the "Need help?" link on the login page or call (609) 376-7001.

*\*Cell carrier message and data rates may apply for MFA using SMS text.*