

Email message – May 5, 2022

To: All Certifying Officers

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

Subject: MBOS Access – Required Implementation of Multi-Factor Authentication

The NJDPB requests that all Certifying Officers provide the following information to their employees regarding the required implementation of Multi-Factor Authentication (MFA) for users of the Member Benefits Online System (MBOS).

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

The NJDPB, in coordination with the Office of Homeland Security and Preparedness and the Office of Information Technology, is requiring the use of MFA by all MBOS 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 MBOS 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 MBOS.

For assistance with setting up or using MFA, MBOS 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.*