eSuite Multi-Factor Authentication (MFA) Setup Instructions

Per the City's cybersecurity insurance requirements, we are required to use Multi-Factor Authentication (MFA) for the eSuite HR portal. MFA helps to keep your data more secure by requiring more than just the username and password to sign in to your account. You need a second "factor" to prove who you are. The first time that you sign in, you enter your username and password as usual, then you get prompted to enter your second factor to verify your identity. The second factor uses a third-party app, such as Microsoft Authenticator or Google Authenticator, to provide a dynamically created 6-digit number that you then type into the site and you're in!

MFA is required to access the eSuite HR portal. Employees are required to use eSuite for a variety of employee self-service needs (i.e. viewing and printing paystubs and W-2 forms, updating dependent and contact info, submitting new direct deposit and tax withholdings, etc).

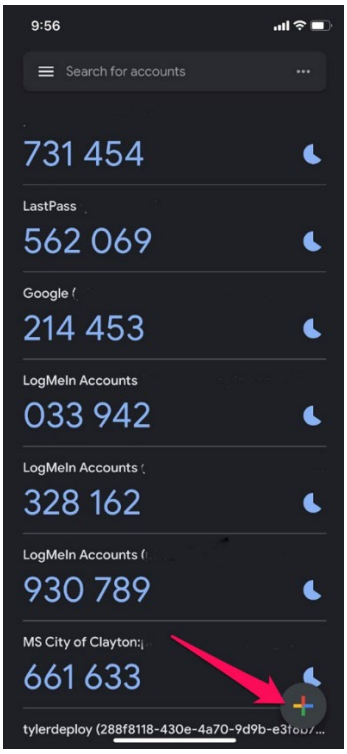
Please follow the instructions below to set up MFA for eSuite access. Retain these instructions in case you get a new phone, delete the app, or otherwise need to reestablish your access.

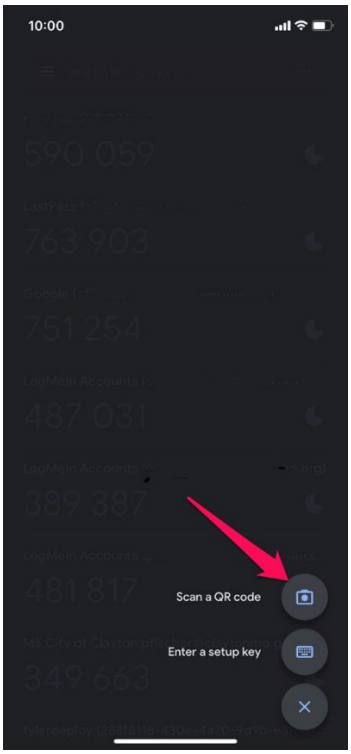
INSTRUCTIONS

1) **On your first login to eSuite, you will be prompted with the following screen.**

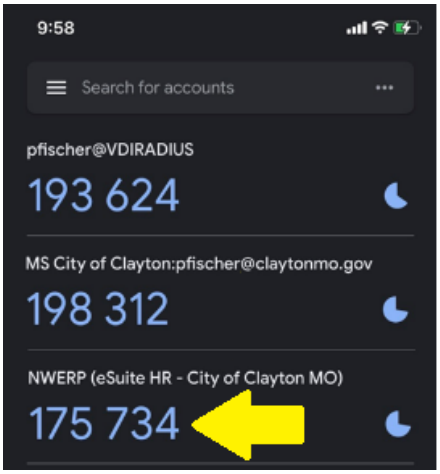
2) **On your phone, either go to the Apple App Store or Google Play Store and download Google Authenticator.**

3) **Next, open Google Authenticator and tap the Plus button, then tap Scan a QR code.**





4) **Go back to the initial instruction page on your monitor and scan the code. This will create a new entry in your Google Authenticator app that contains the 6 digit code. This code will refresh every 30 seconds. If your code is flashing red, wait until the new code pops up in blue.**



Your authenticator screen will look similar to this after enrolling at the all of the systems at Clayton. **NWERP (eSuite HR – City of Clayton MO)** is the code you will use when logging into eSuite.

Enter the code from Google Authenticator at the prompt on the eSuite screen to confirm you scanned it correctly. Click Submit and you will be taken into eSuite.

You will need this code every time you want to log into eSuite.

STILL NEED ASSISTANCE?

For additional technical help with MFA set up, please contact to the IT Help Desk team at helpdesk@claytonmo.gov or 314-290-8573.

If you need get a new phone or otherwise need the MFA set up reset, please contact IT via the options above or HR at hr@claytonmo.gov or 314-290-8448.