Government Self-Service enhanced security Frequently Asked Questions (FAQ)

What is an enhanced security login experience?

Enhanced security is the first layer of protection to your government self-service account, and you will soon notice an extra step to verify your identity, in addition to your password.

Why is this important?

The extra step, also known as two-factor authentication, significantly enhances security.

What are the benefits?

- Increased security: Adds an extra layer of protection, making it much harder for attackers to gain access to accounts.
- Reduced risk: Helps mitigate the risk of unauthorized access and data breaches.
- Compliance: Helps organizations meet compliance requirements in various industries.

Can I do anything to prepare?

You can verify the email address on your account is correct.

What other changes should I see?

We have removed the security questions as they are no longer needed.

How will two-factor authentication work?

When users log in to government self-service, they will be prompted to have a code sent to the email address on file for their account. Once the user receives the code via email, they can enter the code as prompted and will be logged into the government self-service landing page.

New to self-service?

If you're new to self-service, when you register you will be prompted to add an email address to receive your security code.