

Update your Multi-Factor-Authentication (MFA) for MyWisconsin ID Account Job Aid

This guide is for users who need to update their MFA for their MyWisconsin ID for the following applications:

- CARES Worker Web (CWW) – ImageTrust
- Electronic Case File (ECF) – View (Navigator)
- Electronic Case File (ECF) – Capture (KTA)
- Control D, Mainframe

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Update Multi-Factor Authentication

To update your multi-factor authentication methods, select **Set Up** next to the method you would like to add.

The screenshot shows a user interface for managing multi-factor authentication. On the left is a blue sidebar with navigation options: Dashboard, My Apps, Work, and Notifications. The main content area has a search bar at the top and a user profile for Henry, State of Wisconsin. Below the search bar is a list of authentication methods with corresponding action buttons:

Authentication Method	Action
Password	Reset
Okta Verify	Set up
Security Key or Biometric Authenticator	Set up
Google Authenticator	Set up
Phone	Set up another

The 'Set up' buttons for Okta Verify, Security Key or Biometric Authenticator, and Google Authenticator are highlighted with red boxes.

Resources

- For more information on MyWisconsin ID, visit dhs.wi.gov/des/my-wi-id.htm
- Call the MyWisconsin ID Account Service Desk at **608-471-6667** if you have any issues setting up your MyWisconsin ID and password.
- If you already have a MyWisconsin ID and are having issues logging into your application, visit dhs.wi.gov/em/gateway-help.htm. Find the specific application you are having trouble logging into and contact the relevant helpdesk.