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Multi-Factor Authentication
Frequently Asked Questions

Question	Response
General	
What is multi-factor authentication? **Why do I need to use it?** **Why are these changes being made?**	We are focused on making sure your personal information is secure. As a result, we are making upgrades to the online authentication process to further ensure the security of your personal information. Multi-factor authentication uses two pieces of information to verify your online identity: • something you know – such as your Passcode, and • something you have – such as your phone/tablet/device This method of authentication is more secure than just using a Passcode alone.
I can't access the site with my current ID and Passcode. What do I do?	Beginning on February 6, 2019, you will be required to register as a first time user on the *EIX Benefits Connection* website and create new login credentials. You will need to create new login credentials even if you have previously registered on the website.
I am not an active employee and I forgot my User ID and Passcode. What do I need to do?	Since all users will be required to register a new User ID and Passcode as of February 6, you won't need to recall your previous User ID and Passcode. You will be able to visit www.eixbenefits.com to register new credentials. However, since you are visiting the website directly and not through Edison Portal, you will be required to enter a registration key to complete your registration process. After you have established your new User ID and Passcode, please make note of this information for future reference.
Are the EIX Benefits Connection credentials different from the credentials I use to log on to Edison systems or to access the Edison Portal?	Yes. The User ID and Passcode you establish for the EIX Benefits Connection is different from the credentials you use to log into Edison systems or the Portal. Therefore, any changes you make to the User ID and Passcode you use to access the EIX Benefits Connection website will have no impact on the credentials you use to access Edison systems or to access the Edison Portal. Please note that if you have always accessed the *EIX Benefit Connection* website from Portal (About Me > EIX Benefit Connection) and never visited the website directly at www.eixbenefits.com, you may not have registered a User ID and Passcode for the site.

Registration	
What is a registration key and why do I need one?	A registration key is a randomly-assigned code that is generated and sent to your address on file. You only need a registration key to complete the registration process if you are accessing the *EIX Benefits Connection* by visiting www.eixbenefits.com directly. If you are accessing the site through the Edison Portal, your identity will have already been verified through Single Sign On and a registration key is not needed to complete the registration process.
I do not have a registration key. How do I get one?	You may have already received your registration key. If you have not received it, you can request one during registration. Go to the *EIX Benefits Connection* website (www.eixbenefits.com), select **Register as first-time user** and follow the online instructions to obtain or validate your registration key. If you are an active Edison employee and submit a request for a registration key, you will be able to retrieve it from your Edison company email account. If you do not have access to an Edison company email address, you will receive your registration key via US Mail.
I have a registration key but it does not work.	As a first step, try re-entering the code. The code must be an exact match to proceed. Please note that the codes are only valid for 15 days from the date the letter is dated, and are reset if you make another request. You can request a new registration key by accessing the *EIX Benefits Connection* website (www.eixbenefits.com), selecting **Register as first-time user** and follow the online instructions. Remember, if you register a new key any previously issued registration key issued prior to the latest request will be void.
Why do I have to provide my Social Security number?	In order to ensure that there is a one-to-one correspondence between you and your data, we need to positively identify each user. A Social Security number is one tool for that initial identification. You will not be required to provide your full Social Security number after you successfully complete the new registration process.
Why do you need my email address?	During the registration process you'll be prompted to enter an email address. This email address will be exclusively used to correspond with you regarding device authorization and site access. This email address will not be used to correspond with you regarding benefit information or changes.
What will my mobile phone number be used for?	A text message sent to your mobile phone is used as a means of secure communication regarding site access or device authorization after registration.

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What if I don't have a mobile phone?	Providing a mobile phone number is optional.
Calling the Interactive Voice Response System	
Will the multi-factor authentication process affect me if I call the EIX Benefits Connection?	No changes were made to the *EIX Benefits Connection* Interactive Voice Response System (IVR). You can continue to use your current Passcode when you call the IVR. You will now have one distinct Passcode for the IVR, and a separate Passcode for the *EIX Benefits Connection* website.
Access	
My new User ID is not working.	Verify that you are correctly entering the User ID you created during first time registration. If the issue continues you can use the self-service link **Forgot My User ID** on the login page of the *EIX Benefits Connection* website*?* If you continue to have issues, call the *EIX Benefits Connection* at (866) 693-4947. Representatives are available Monday through Friday, 7:30 a.m. to 5:30 p.m., Pacific time, except holidays. For TDD communication services for the hearing impaired, call (800) 833-8334.
My new Passcode is not working.	Verify that you are correctly entering the Passcode you created during first time registration. If the issue persists you can use the self-service link **Forgot My Passcode** on the login page. If you continue have issues, call the *EIX Benefits Connection* at (866) 693-4947. Representatives are available Monday through Friday, 7:30 a.m. to 5:30 p.m., Pacific time, except holidays. For TDD communication services for the hearing impaired, call (800) 833-8334.
I am locked out – what do I do?	Access the self-service links for **Forgot My User ID** or **Forgot My Passcode** on the login page. If you continue have issues, call the *EIX Benefits Connection* at (866) 693-4947. Representatives are available Monday through Friday, 7:30 a.m. to 5:30 p.m., Pacific time, except holidays. For TDD communication services for the hearing impaired, call (800) 833-8334.
Can I change my Passcode?	Yes, you can update your Passcode after you successfully log into the *EIX Benefits Connection* website and access your Profile. The **Change My Passcode** option is available under the Login & Recovery tab.
Can I change my User ID?	The User ID you select at registration cannot be altered.

I have a foreign address that does not use a ZIP Code – how do I proceed?	For additional assistance, call the *EIX Benefits Connection* at (866) 693-4947. Representatives are available Monday through Friday, 7:30 a.m. to 5:30 p.m., Pacific time, except holidays. For TDD communication services for the hearing impaired, call (800) 833-8334.
Will my Passcode expire?	Your Passcode will expire periodically. At that time, you will be asked to update your Passcode.
Can I update my email address?	Yes, you can update your email address after you successfully log into the *EIX Benefits Connection* website and access your Profile.
Can I change my mobile phone number?	Yes, you can update your mobile phone number after you successfully log into the *EIX Benefits Connection* website and access your Profile.
Device Verification	
What does it mean to save a device? **Why would I save a device?**	You can "save" a device if you plan to use the same computer and browser to access the *EIX Benefits Connection* website in the future. As an additional security check, every time you log in, the site will check to see if you are using a saved device. If you are not using a saved device, you will be required to authorize the current device before you can access the site.
What does it mean to authorize a device?	As an additional security measure, you will be asked to supply a device authorization code (which can be delivered by mail, email or text) or to answer security questions before proceeding to the site. For security purposes, device authorization codes expire after a period of time.
Why do I have to authorize a device?	Authorizing a device is an additional security factor in a multi-pronged authentication solution. It is a security feature.
Why am I being asked to authorize my device when I already did this months ago?	As a security measure, you will be asked to re-authorize a device after a period of time.
Can I authorize more than one device?	Yes, you can authorize up to five devices at a time. For example, you can choose to authorize your home computer and your cell phone.
Can I keep using the same code you sent me previously every time I have to authorize a device?	No, the device code will expire. You cannot reuse device codes.
Does it cost me money to use my phone to authenticate?	By selecting text to your mobile phone number you consent to receiving a text message containing a device code to validate your account. Message and data rates may apply.
Do I have to do this every time I log in?	Every time you login the system will complete a device check against saved devices.