TWO-FACTOR AUTHENTICATION (2FA) OVERVIEW

2FA is used to help secure VWC stakeholder accounts from the growing number of cyber threats. It will require WebFile users to provide two different forms of identification before accessing the application.

What to expect from 2FA:

- **Easy Setup:** Log in or register your WebFile account. The first factor is entering the current WebFile username and password. After entering the correct password, WebFile will then prompt the user for a second form of verification as the second factor of authentication. This is a six-digit code sent to the user's email address registered with the WebFile account.
- **Enhanced Security:** 2FA reduces the risk of unauthorized access, giving important documents and systems greater security from cyber threats.
- **Remember Me Feature:** 2FA remembers your browser on your device for 30 days. This means users using the same device and browser won't be prompted for 2FA until after 30 days provided the user doesn't clear the cache on their browser.

Steps to Login to WebFile with 2FA are as follows:

- After entering the username and password, an email like what is shown below will be sent to the email address indicated, which contains a one-time two-factor authentication code. **This code expires in 15 minutes (NOTE: updated from 5 minutes).** The email could also be in a spam or junk folder.

- **Find your 6-digit access code in WebFile as shown in the email below:**

  Project WebFile- Identity Verification
  Development.WebFile.Support@workcomp.virginia.gov

  Please do not respond directly to this email. The originating email account is not monitored.

  One-Time Identiity Verification Security Code

  520988

  This code is valid for 5 minutes.

- **Enter your 6-digit access code in WebFile as shown below, select Remember me for 30 days if desired, and click Submit or Resend Code if you need a new, unexpired code:**

Two-Factor Authentication (2FA) FAQs

- **Q: What is 2FA?**
  - 2FA is a security process that adds an extra layer of protection to your online accounts by requiring two different forms of identification before allowing access. The two factors typically include:
    - **Something you know** – such as a password or PIN.
    - **Something you have** – like a smartphone, hardware token, or authentication app that generates a one-time code.
  - For example, when logging into an account, you might enter your password (first factor), and then be prompted to enter a code sent to your phone or generated by an app (second factor). This makes it more difficult for hackers to access your account, even if they know your password.

- **Q: Why is Virginia Workers' Compensation Commission implementing Two-Factor Authentication (2FA)?**
  - The Commission is making these changes to improve the security of our WebFile application, be consistent with best practices, and to meet Commonwealth of Virginia system requirements.
  - The Commission understands that this has a significant impact on the WebFile user community. As such, we are delaying the reintroduction of 2FA to afford the WebFile Attorney community a chance to understand the impact on their business processes and make any necessary adjustments or accommodations for 2FA. The Commission is planning to implement 2FA on January 6, 2025.

- **Q: How does 2FA work?**
  - WebFile assigns a user-specific 2FA token to a single web browser on a single device and the token can be valid for up to thirty days.
  - Multiple user tokens can be assigned to a single browser so when a user chooses the **Remember Me** function for multiple accounts, they can switch between the accounts without reauthenticating as long as the tokens are valid (up to 30 days).
  - 2FA tokens are user/browser/device specific so even if a user selects the **Remember Me** option for their account on their Chrome browser on their work computer their Chrome browser on their phone will have to be authenticated with a separate 2FA token.

- **Q: Do I have to use a security code every time I log in to WebFile? Is there a way for WebFile to remember that I recently entered a security code?**
  - The Commission's WebFile application has a **Remember Me** feature. The Remember Me feature can be toggled on for logging into WebFile. When you log in to WebFile, the WebFile system attempts to recognize your device (it is tied to a specific browser on a device such as a computer, smartphone, or tablet). Once you've authenticated using 2FA, the system stores this information along with your user session. The "remembered" status typically has an expiration time (e.g., 30 days), after which you'll need to go through 2FA again. This expiration:
    - Reduces security risk in case someone gains access to your device.
    - It can be shortened if you clear your cookies or local storage.
    - Clearing cookies or using private/incognito browsing can remove the "remembered" status, requiring re-authentication.
    - If you log in from an unfamiliar device or clear your cookies, the system will ask for 2FA verification again. The remembered device feature is often specific to the combination of browser and device, so switching to a different browser on the same device might trigger 2FA again.

- **Q: Can I login to my account at the same time from multiple browsers?**

- Yes. WebFile does not have restrictions on how many times a user can login at the same time even on different devices or different browsers.

- **Q: Why did I get logged out of WebFile after a short period of time?**
  - The Commission has configured WebFile to comply with Commonwealth of Virginia standards for system timeout which is currently 30 minutes. Any activity in the browser, including a mouse-over, scrolling, clicking in the window, etc. keeps the session active.
  - WebFile will prompt the user that the session is about to expire after 25 minutes. If the user does not acknowledge this within the next 5 minutes, at the 30-minute mark, then the user will be timed out of the application.

- **Q: Why do I get a Session Expired/Invalidated with an Error Code: token_validation_error? Why is the time on the clock of my PC or device important?**
  - **SYSTEM CLOCK SYNCHRONIZATION**
    WebFile requires users' PC/device clocks to be synchronized closely with the correct time. If you experience issues with accessing WebFile after login, please do the following:
    - Compare the clock on the PC/device you are attempting to access WebFile with to another device with an accurate time, such as a mobile phone. If the clock is off, please adjust it manually or work with your IT team to make the necessary adjustments and try to access WebFile again.
    - If the clock is showing the correct time and you are having other issues, please complete a WebFile Support Request.
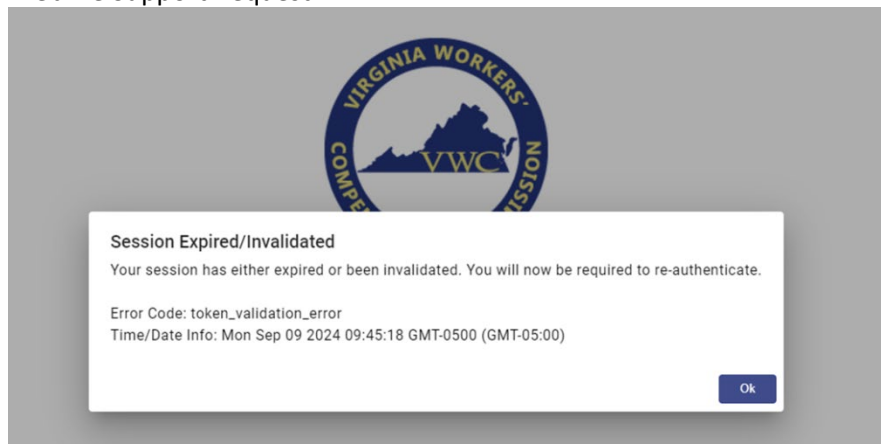
- **Q: Why am I getting a Session Expired/Invalidated with an Error Code: discovery_document_load_error?**
  - The Commission's WebFile application is likely unavailable due to maintenance. Please pay particular attention to the timing of WebFile Alerts regarding System Maintenance or visit Public Website at workcomp.virginia.gov to check the **News and Notices** section on the home page for **System Maintenance**.

    Session Expired/Invalidated
    Your session has either expired or been invalidated. You will now be required to re-authenticate.

    Error Code: discovery_document_load_error
    Time/Date Info: Tue Sep 17, 2024, 21:01:22 GMT-0400 (Eastern Daylight Time)