

People First Multi-Factor Authentication (MFA)

Users logging in to People First for the first time since MFA was launched will be prompted to complete a required one-time MFA setup. Please see the steps below for guidance on setting up MFA.

Purpose

Assists users in setting up multi-factor authentication when logging in to the State of Florida People First website.

Audience

All salaried employees and OPS employees who are eligible and have made insurance elections through the State of Florida.

Procedure

- For users who forgot their passcode, initial verification likely will be sent via SMS code to the number on file for People First. Select more options and review the listed cell phone. In many cases, this will be your FSU office line. Confirm that the displayed masked phone number is correct before selecting Send Code.

Multi-Factor Authentication (MFA)

An authentication code has been sent via your chosen authentication method. Please open the authenticator app, enter the authentication code below, and select "Confirm"

Enter Authentication Code

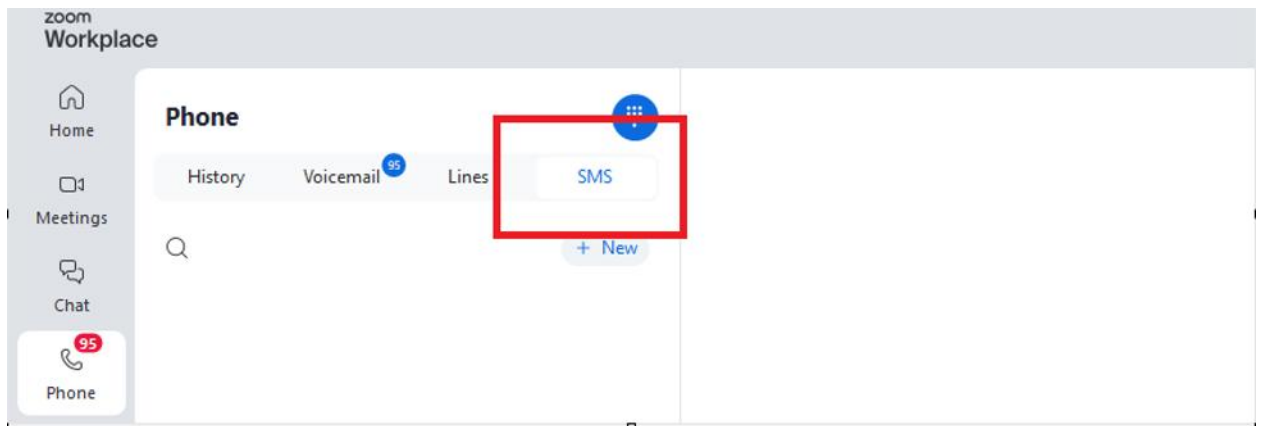
Confirm

Choose how you receive the code by clicking "Send Code" next to either the cell phone number, where you will receive the code in a text message, or the email, and then click "Next". If the cell phone number or the email are not correct, contact your human resources office or call the People First Service Center at 866-663-4735.

Cell Phone **Send Code**

More Options **Cancel**

- Clicking "Send Code" will send an SMS text message to the number listed. Zoom phones can receive SMS messages.



- For users who remember their People First Password or after they have reset their password and have not set up an authentication method, they will be prompted to set up an authentication method upon login.

Initial Multi-factor Authentication (MFA) Set Up

To better secure your information, People First is now using multi-factor authentication (MFA). After you enter your Login ID and password, MFA will require that you confirm the login through typing in an authentication code you receive in an authenticator app.

From your cell phone go to your app store and download the Okta Verify Authenticator App. Alternatively, you can receive the code in a text message or an email, but receiving it in an authenticator app is recommended and most secure.

Set up Authentication App (Recommended)

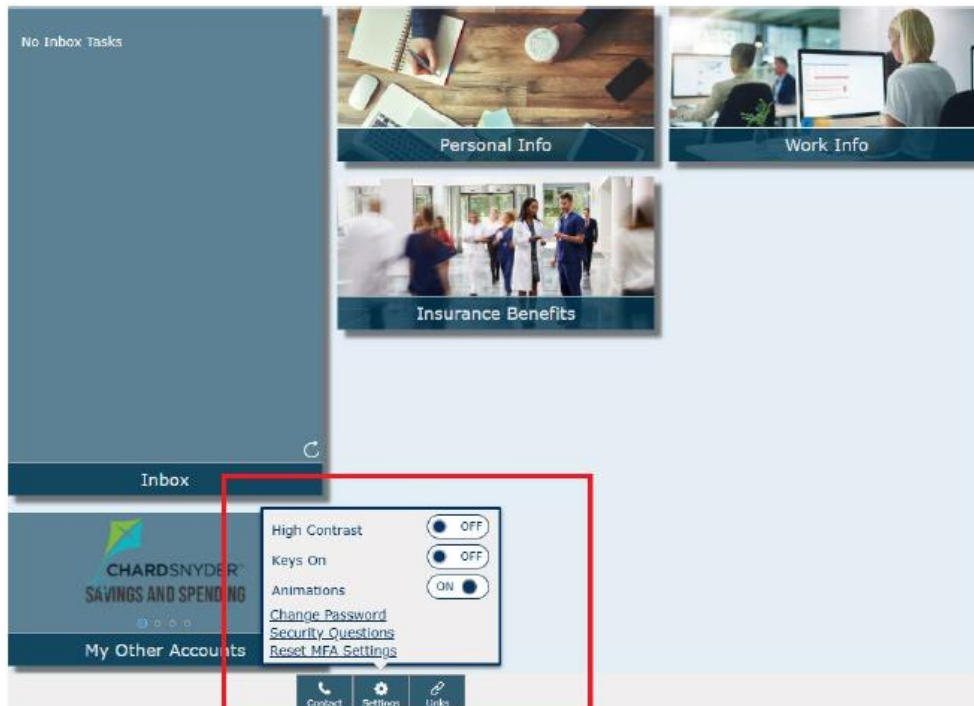
☐ Select as Preferred Authentication Method

More Options

Next

Cancel

- **Authentication App** – Authentication apps (e.g., Okta Verify, Google Authenticator, Microsoft Authenticator) are available to download on your phone's app store (e.g., Apple App Store, Google Play).
- **Phone** – This includes any phone capable of receiving SMS text messaging. Please verify if this is your office number or mobile number. Office numbers via Zoom can receive SMS messages. If your office number is not through Zoom, this will likely not be a viable authentication method.
- **Work Email (Active Employees only)** – This is the Work Email designated by the employer. The authentication method will provide a temporary code that the user must enter into People First after entering their Login ID and password.
- If you would like to change your MFA method that was initially set up, you will need to login to your People First account using your initial MFA method. On the landing page, click "settings" and select "reset MFA settings."



Additional Information

For additional information, please review the [Department of Management Services MFA FAQ](#)

Support

Employees encountering any issues logging in to People First should contact the People First Service Center at 866-663-4735 (Monday through Friday, 8 a.m. to 6 p.m. Eastern time).

Document Information

Job Aid Owner: Benefits

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Related Policy or Procedure: [People First Release Summary](#)