CalCareers Multi-Factor Authentication Set Up Guide

Description

How to Set Up or Remove Multi-Factor Authentication on your CalCareer account.

Background

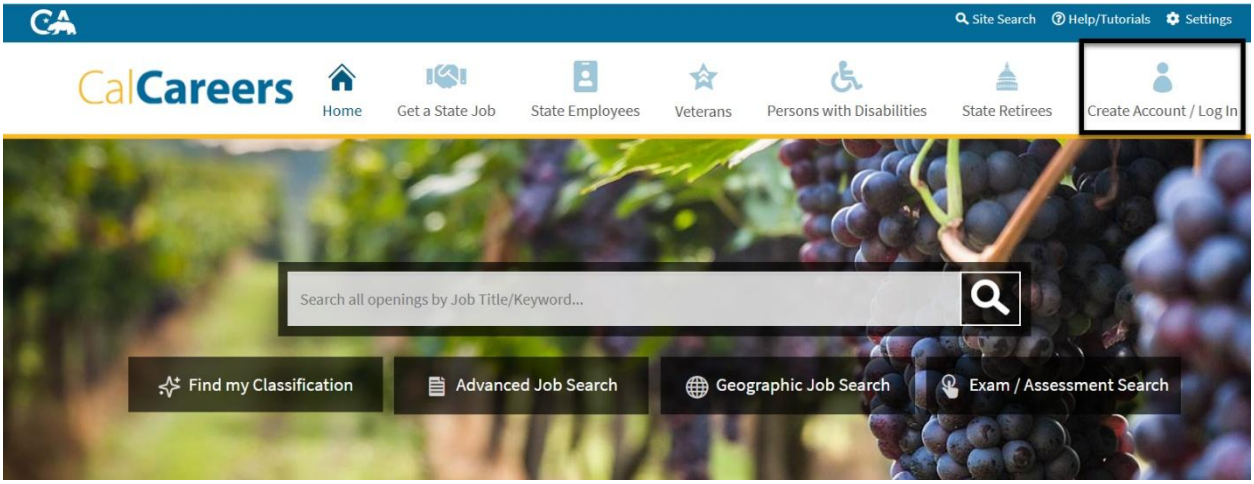
Multi-Factor Authentication (MFA) is a security feature that requires two or more verification methods to log in. This extra level of security helps prevent unauthorized access to your account. MFA was added in 2026 to strengthen CalCareer user account security and to protect unauthorized access. Turning on MFA for your CalCareer account is optional and has no impact on the Selection Process.

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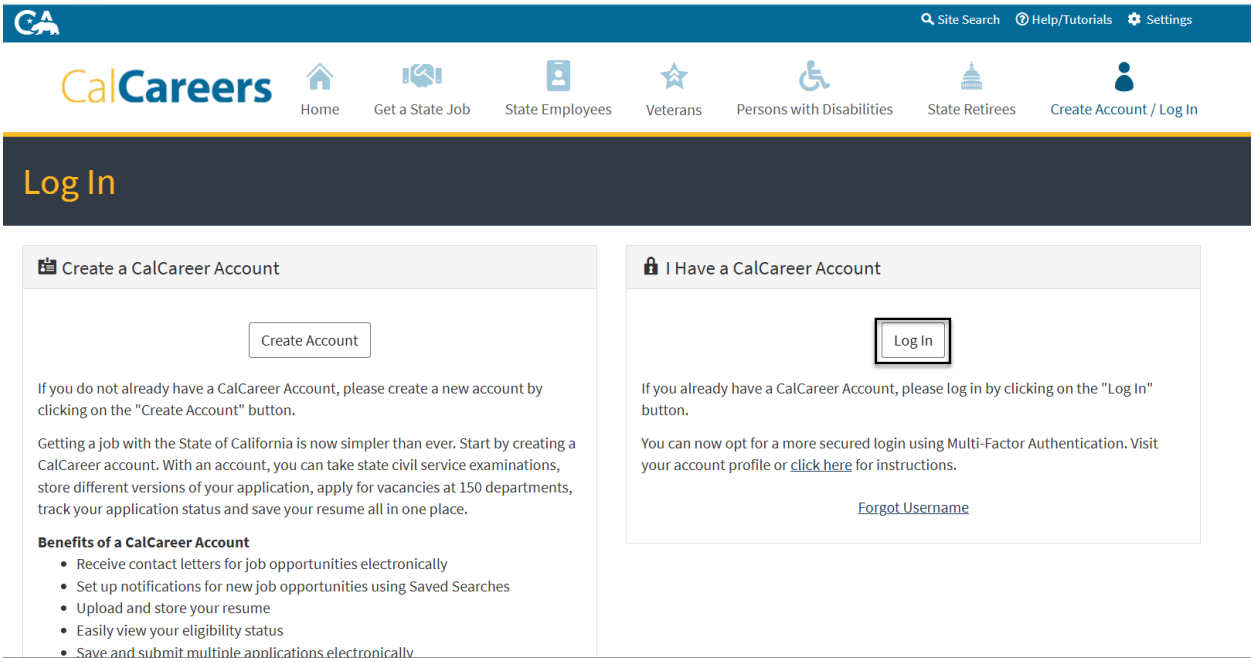
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Add Multi-Factor Authentication (E-mail)

1) To log in to CalCareers type https://calcareers.ca.gov/ in the address window of your internet browser. This will take you to the CalCareers website. Click on **Create Account/Login**.



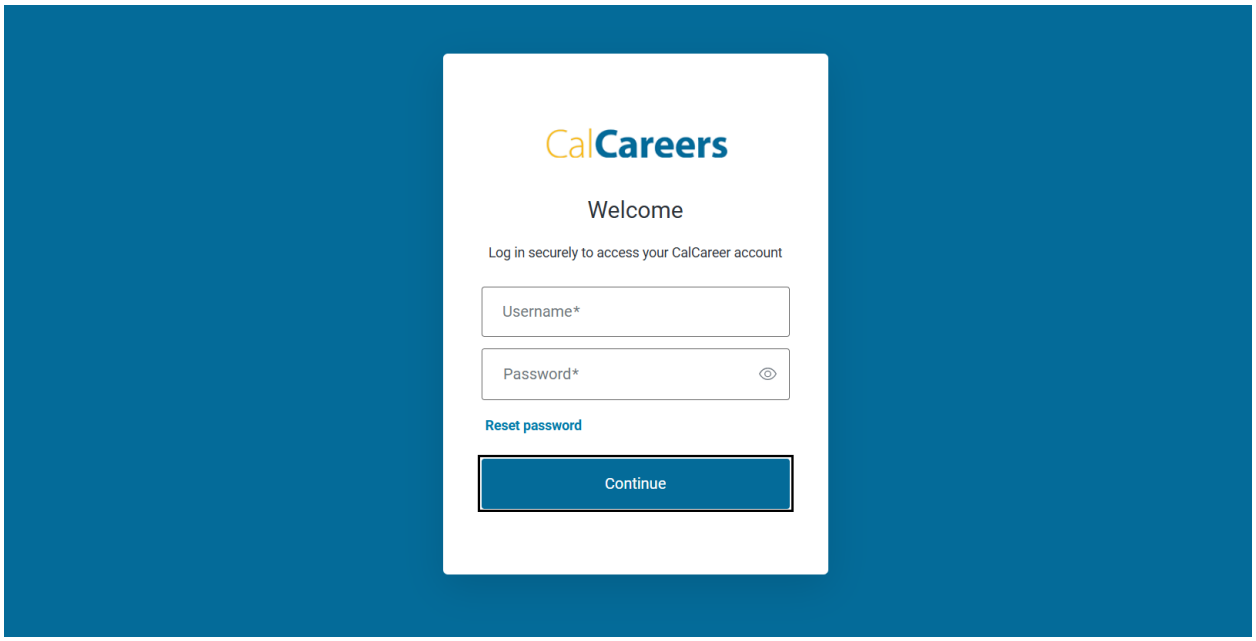
2) On the Log In page click **Log in** in the “I Have a CalCareer Account” box.



NOTE: If you do not have a CalCareer Account click **Create Account** before proceeding with this guide.

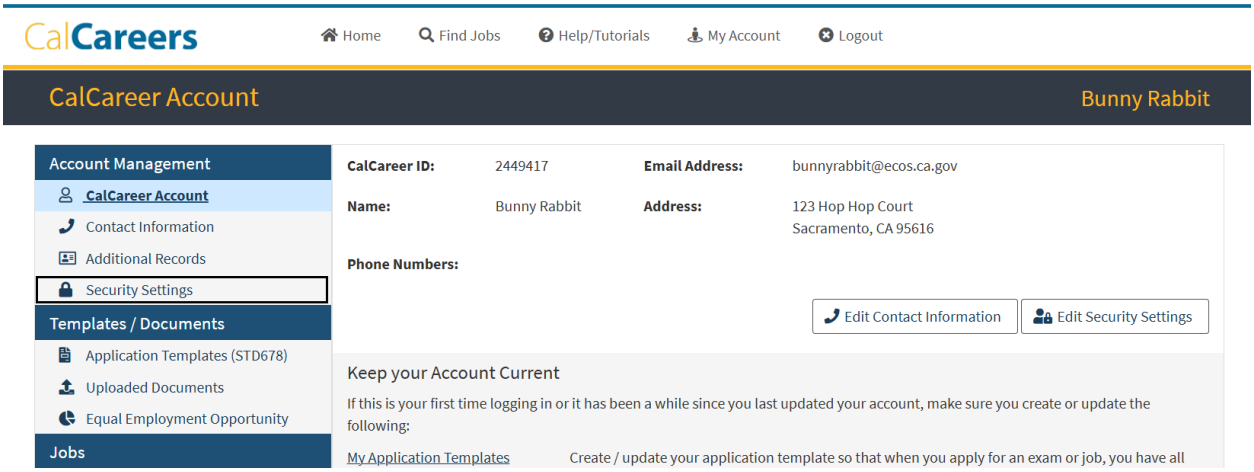
NOTE: If you have forgotten your CalCareer username, click **Forgot Username** in the bottom of the “I Have a CalCareer Account” box. You will need your email address. If you have forgotten both, reach out to the CalCareers Contact Center for assistance at (866) 844 - 8671. They are open Monday through Friday 8:30 AM to 4 PM Pacific Time, closed on Holidays & Weekends.

3) Enter your **Username** and **Password**. Click **Continue**.



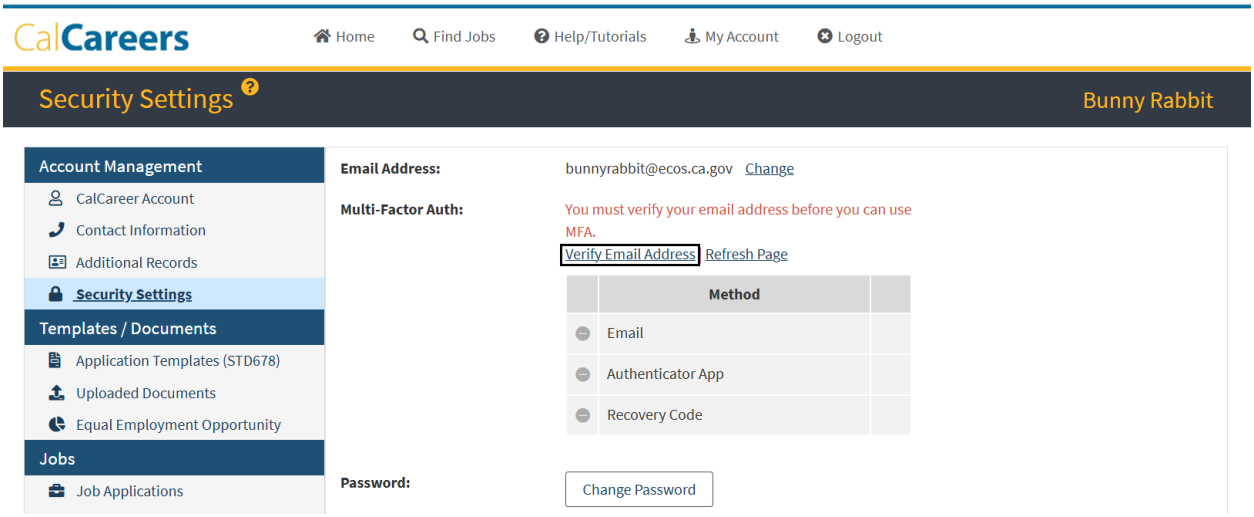
NOTE: If you forgot your password, click **Reset Password**. This will allow you to reset your password by e-mail after providing your Username.

4) You are now in your CalCareer Account. To set up Multi-Factor Authentication (MFA) click **Security Settings** under Account Management.

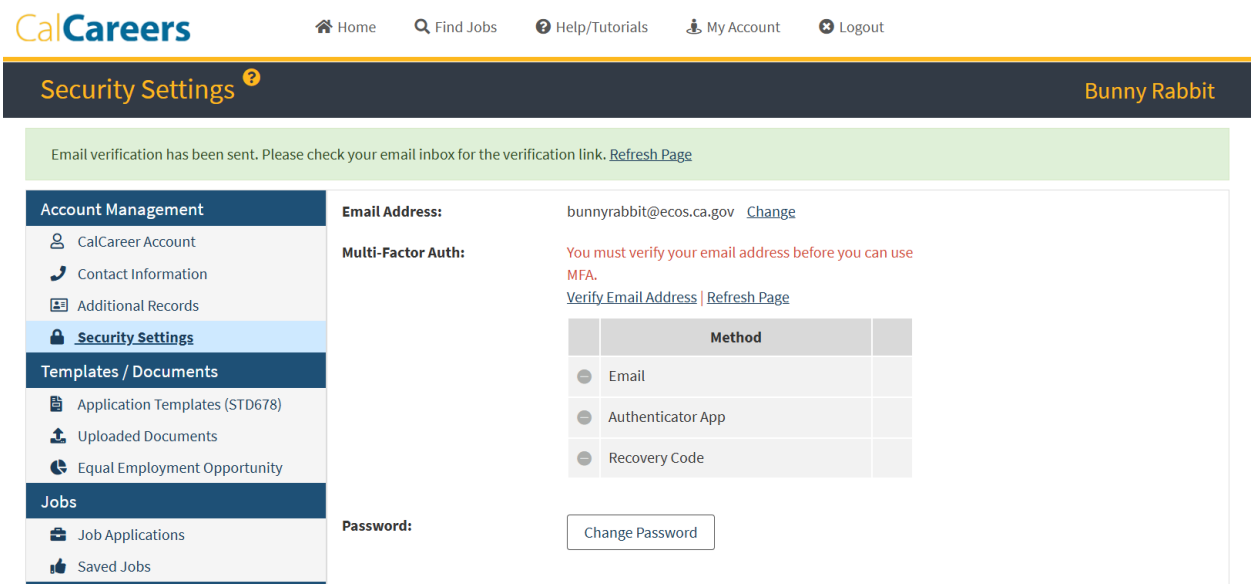


Verify Email Address

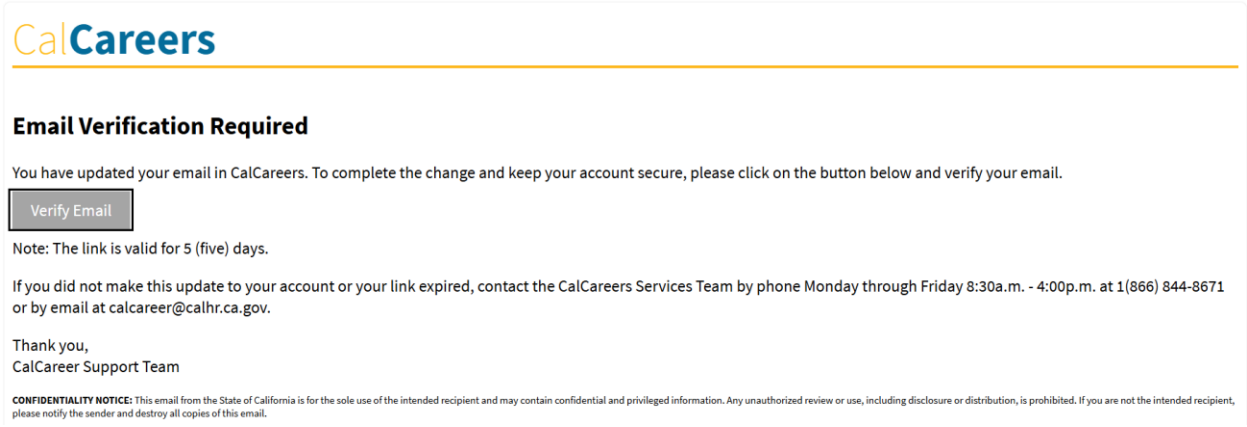
5) Click **Verify Email Address** to verify your email address to set up MFA.



6) The page will refresh to show the message “Email verification has been sent. Please check your email inbox for the verification link. Refresh Page” Check your email for an email to verify your email address.



7) The email will have a link to verify your email address. Click **Verify Email**.



CalCareers

Email Verification Required

You have updated your email in CalCareers. To complete the change and keep your account secure, please click on the button below and verify your email.

Verify Email

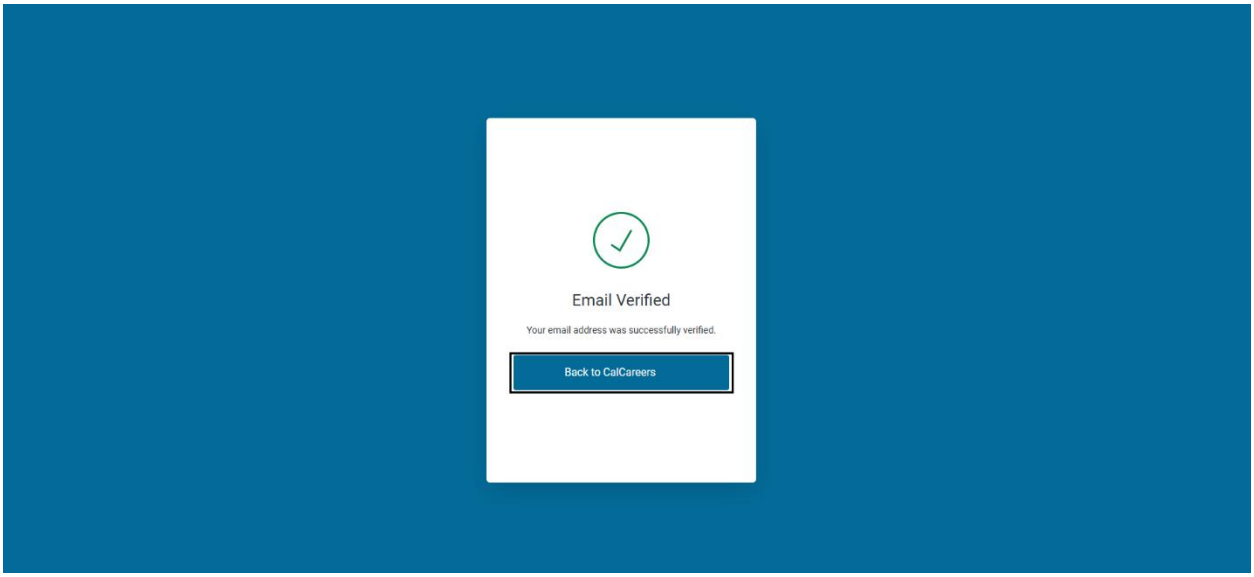
Note: The link is valid for 5 (five) days.

If you did not make this update to your account or your link expired, contact the CalCareers Services Team by phone Monday through Friday 8:30a.m. - 4:00p.m. at 1(866) 844-8671 or by email at calcareer@calhr.ca.gov.

Thank you,
CalCareer Support Team

CONFIDENTIALITY NOTICE: This email from the State of California is for the sole use of the intended recipient and may contain confidential and privileged information. Any unauthorized review or use, including disclosure or distribution, is prohibited. If you are not the intended recipient, please notify the sender and destroy all copies of this email.

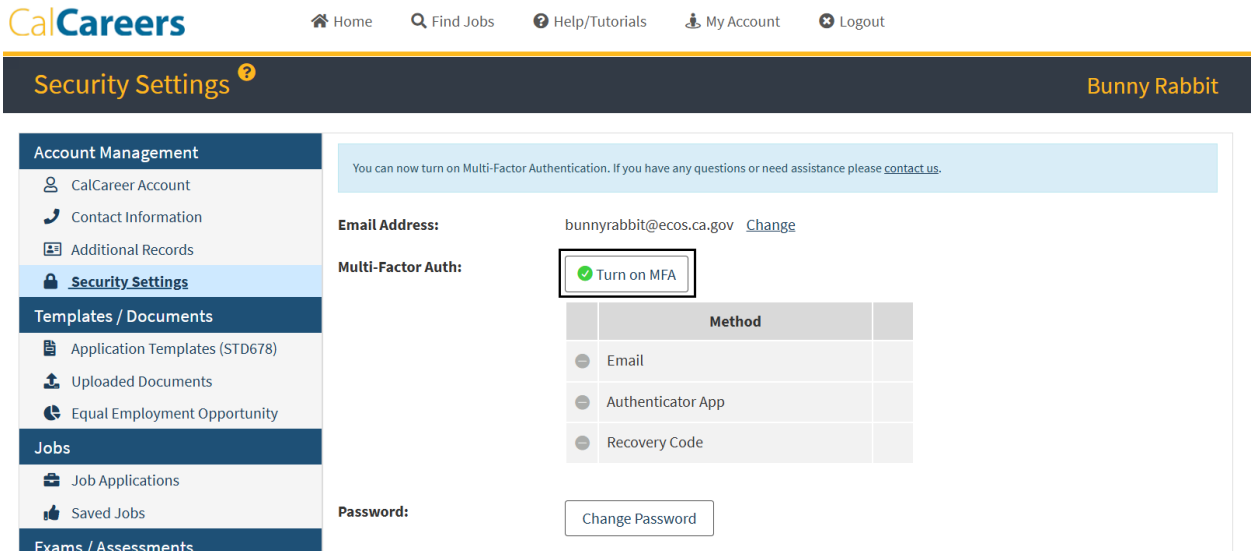
8) A new browser window will open. You can click **Back to CalCareers** to return to CalCareers. If you have accidentally closed the new browser window or your account was logged out you will continue with Step 9.



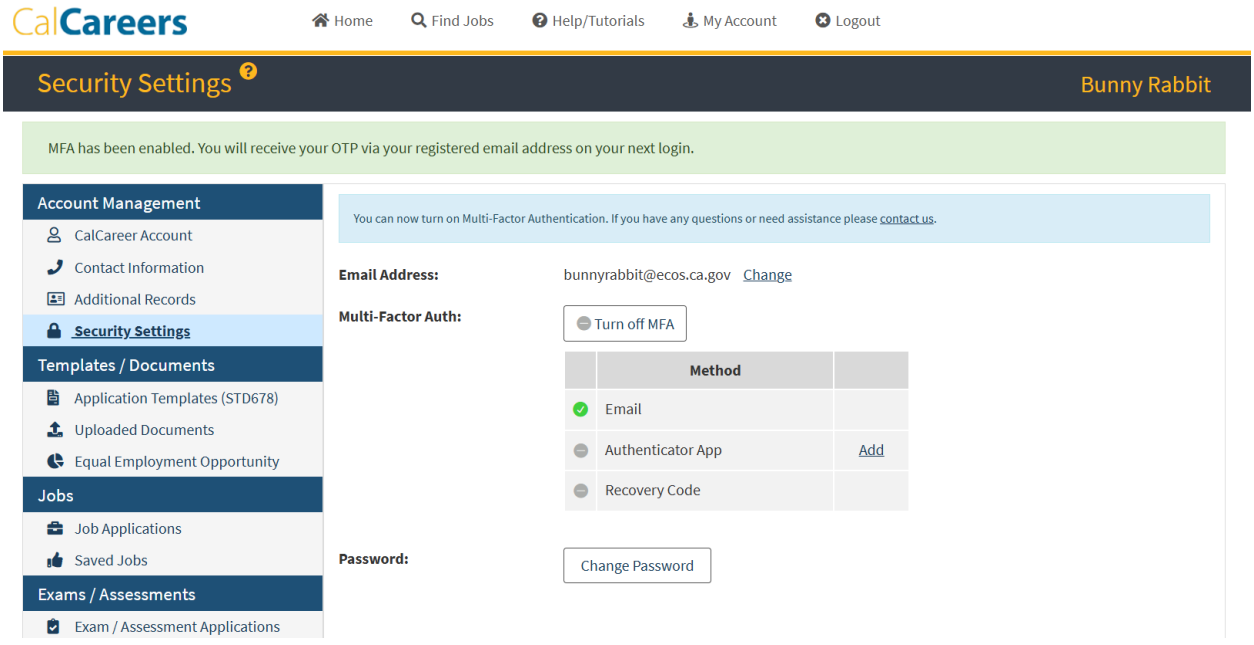
NOTE: If you do not verify your email, you will be unable to set up MFA. Any change of email address will require the email to be verified before being able to set up MFA.

Turn On MFA

9) Click Refresh Page on the CalCareer Security settings page, or if you have logged out, log back in to your CalCareer Account and return to the security Settings page. The “Multi-Factor Auth:” section will now have a check mark with the text Turn on MFA. Click **Turn on MFA.**

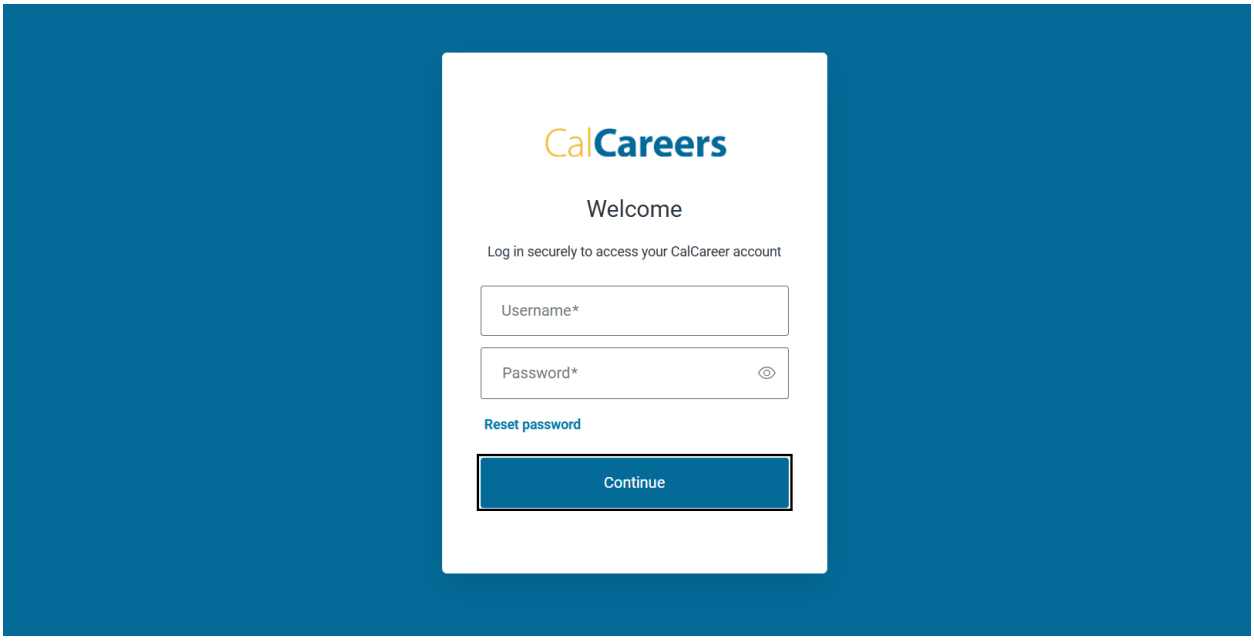


10) Clicking Turn on MFA will populate a checkbox next to email. A message at the top of the page displays “MFA has been enabled. You will receive your OTP via your registered email address on your next login.” Your account will now require you to enter the One-Time Passcode (OTP) from your email to complete the log in to your CalCareer Account. Click **Logout** to try the Multi-Factor Authentication.

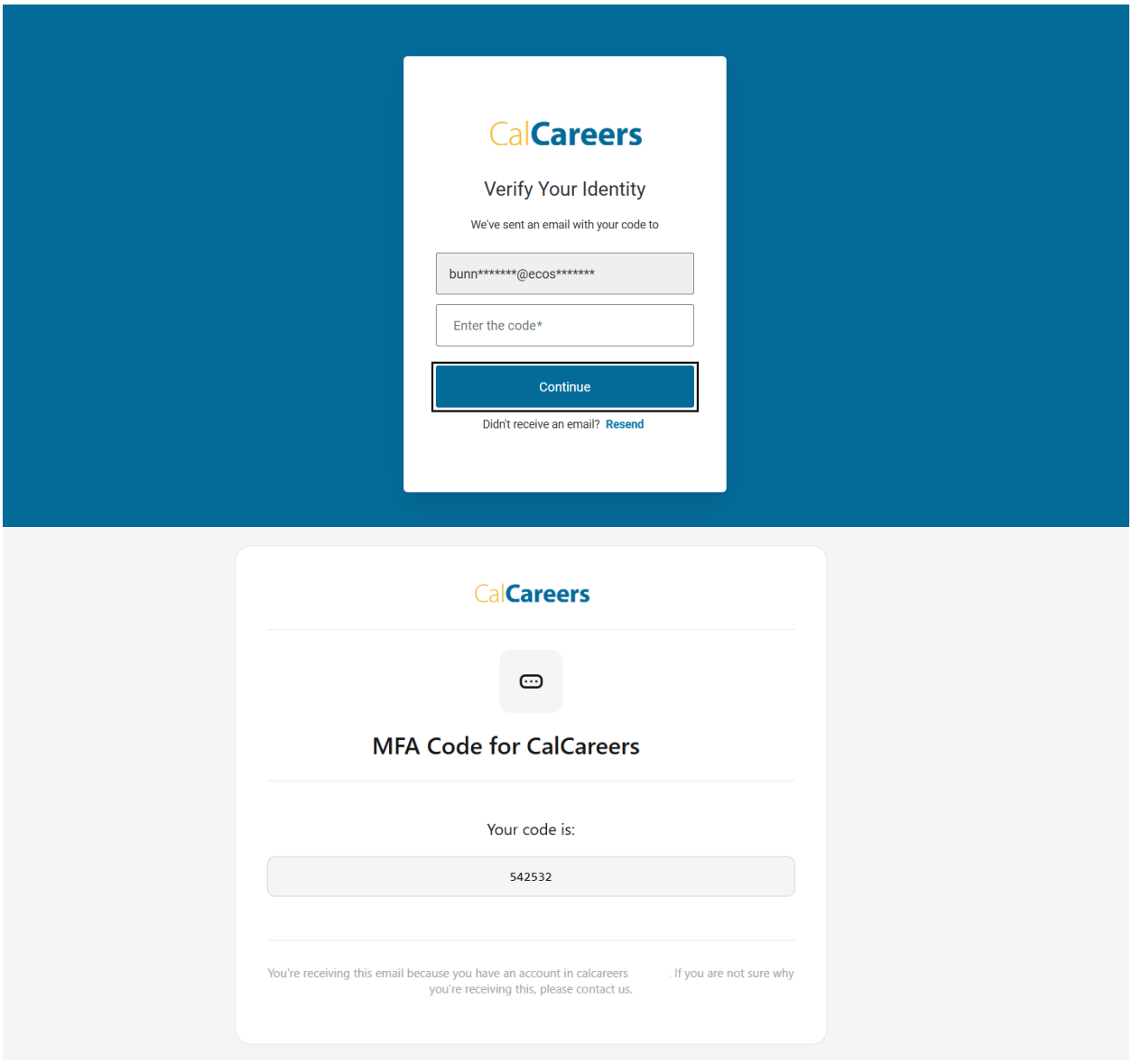


Log In with Multi-Factor Authentication - Email

11) Enter your **Username** and **Password**. Click **Continue**.



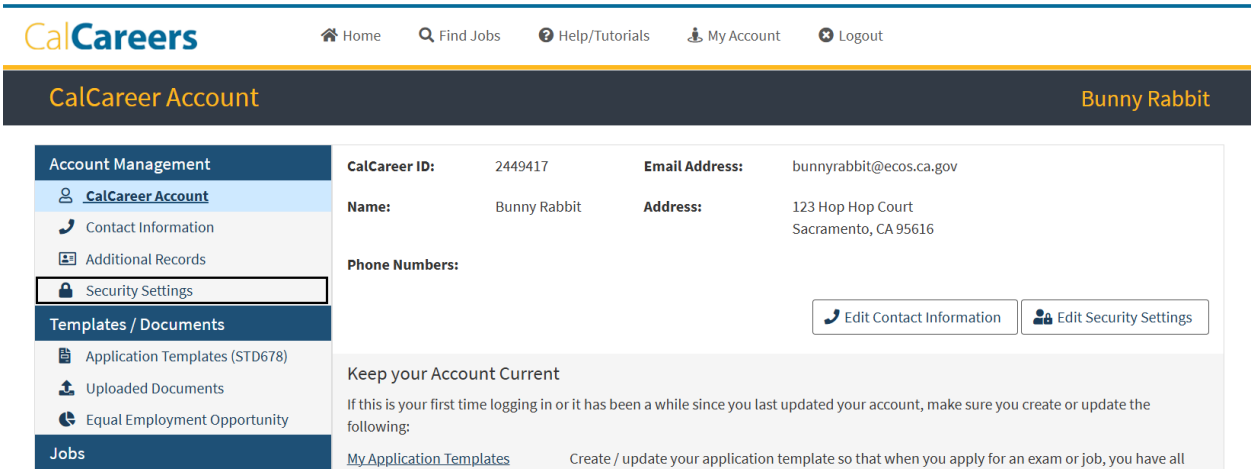
12) Now there is an additional step to type the code from your email. Enter the code. Click **Continue**.



Result: You have successfully set up email as your Multi-Factor Authentication method.

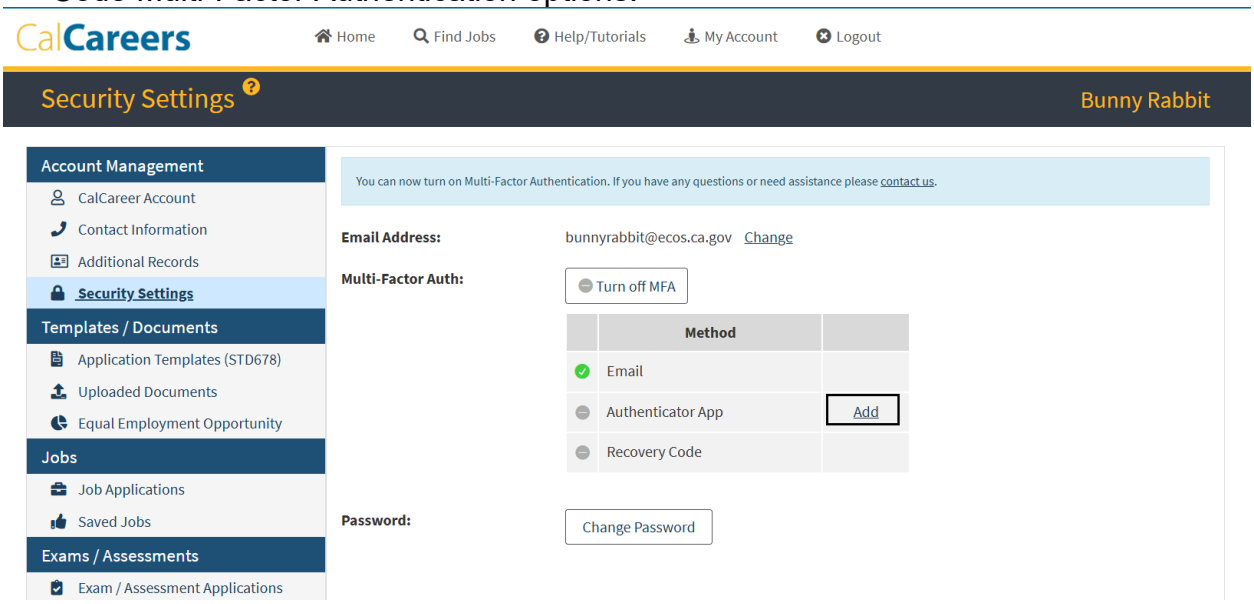
Add Additional Multi-Factor Authentication Methods

13) To add additional Multi-Factor Authentication methods, click **Security Settings**.



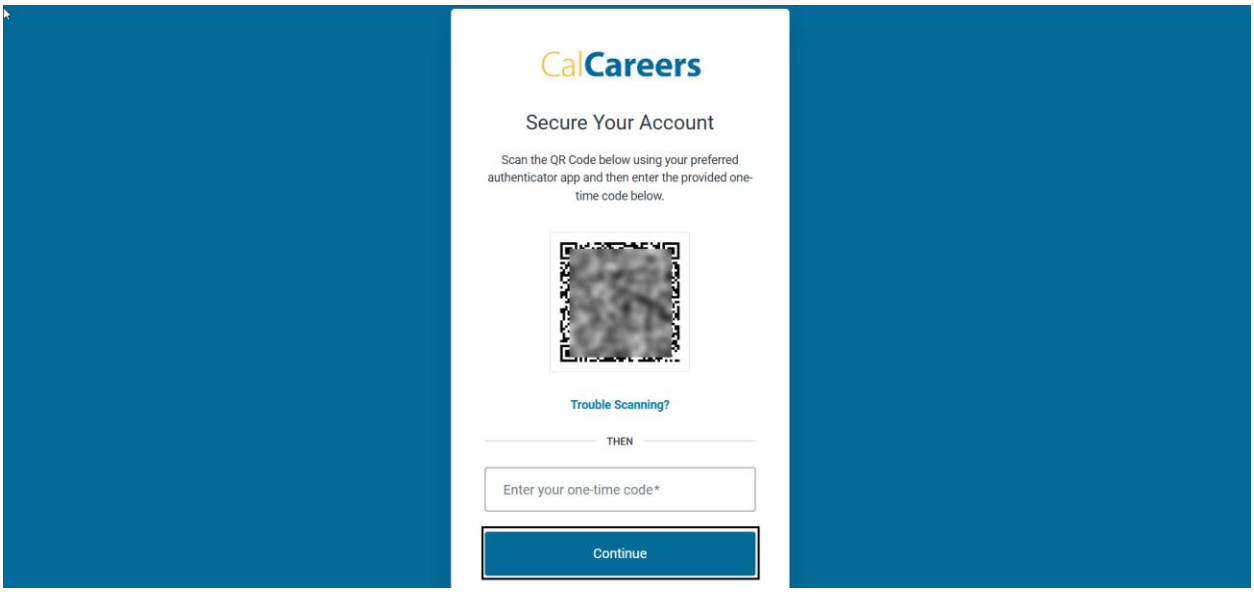
Authenticator App

14) Click **Add** next to Authenticator App to add the Authenticator App and Recovery Code Multi-Factor Authentication options.



15) A new tab will open to set up your preferred authenticator app. If you do not yet use an authenticator app on your smartphone, you will need to install one through the respective app store that you use (ex. Google Play Store or Apple Store.) such as Google Authenticator or Microsoft Authenticator. If you do not wish to install an authenticator app you can continue with the Email only option. Simply close the tab that opened. If you already use an Authenticator app such as Duo Authenticator or a similar authenticator app you can use the app you already have without installing another authenticator app.

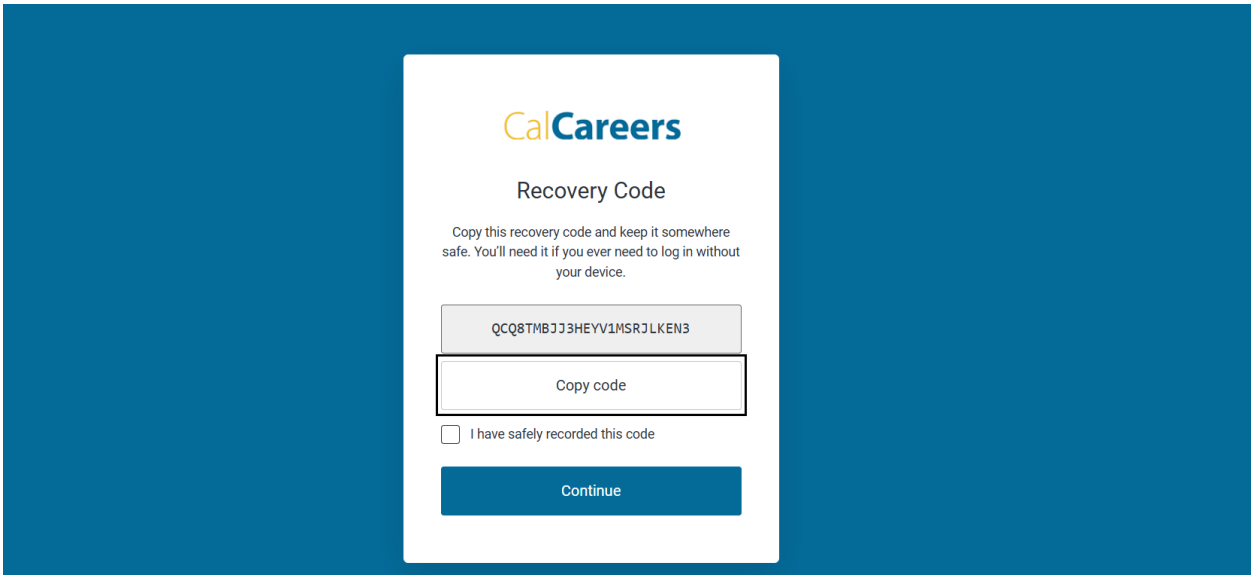
16) Scan the QR code using the authenticator app on your smartphone. You may need to click **add** or a **+** symbol then **Use QR code**. This will add the account to your authenticator app. If you have more than one account on your authenticator app you may need to expand the account listing to see the One-Time Passcode. Type in the 6- or 8-digit One-Time Passcode and click **Continue**.



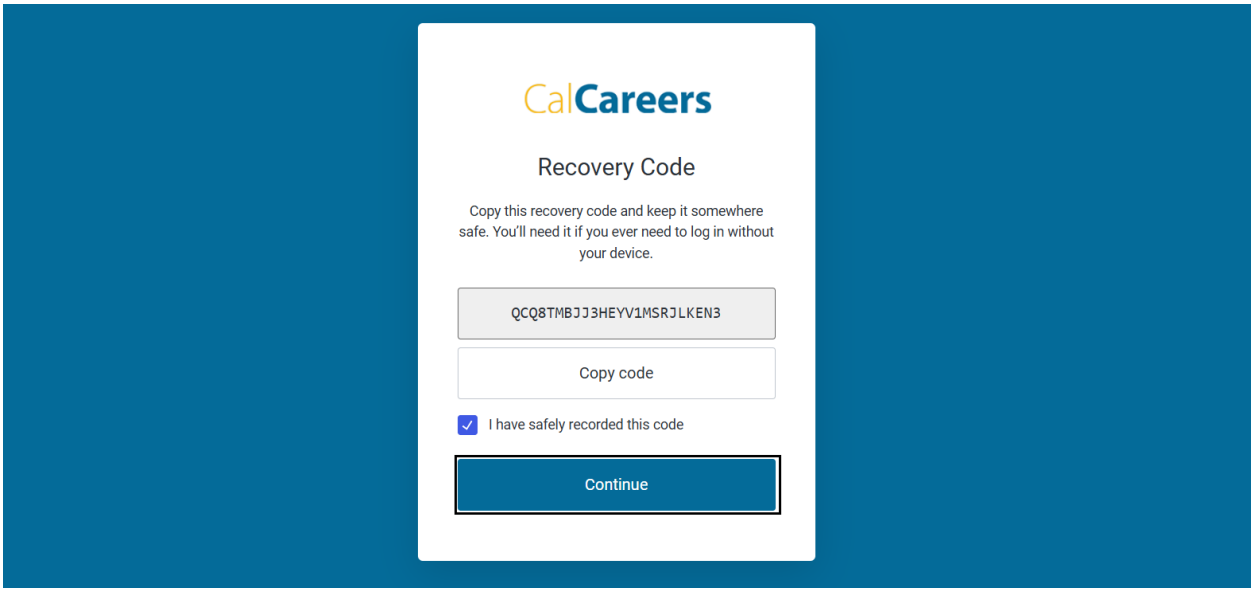
NOTE: The code will refresh every 30 seconds to a different code.

Recovery Code

17) Next, you will receive a recovery code. This will allow you to log in without your device. Click **Copy Code** to copy the code to your clipboard.

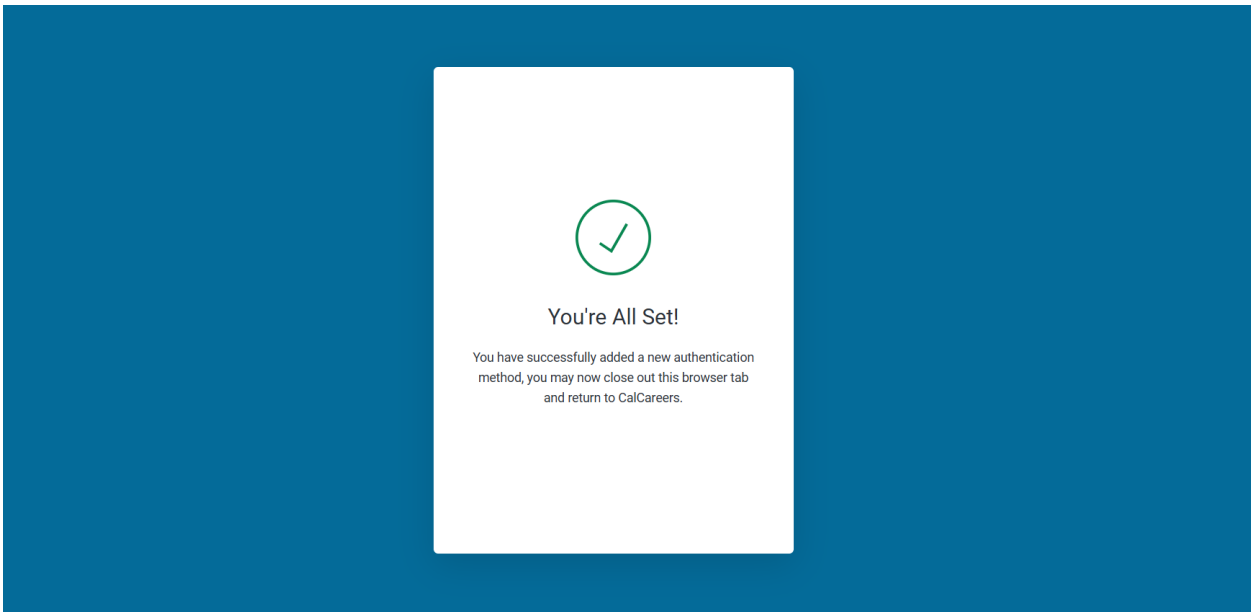


18) Then check the I have safely recorded this code box. Click **Continue**.

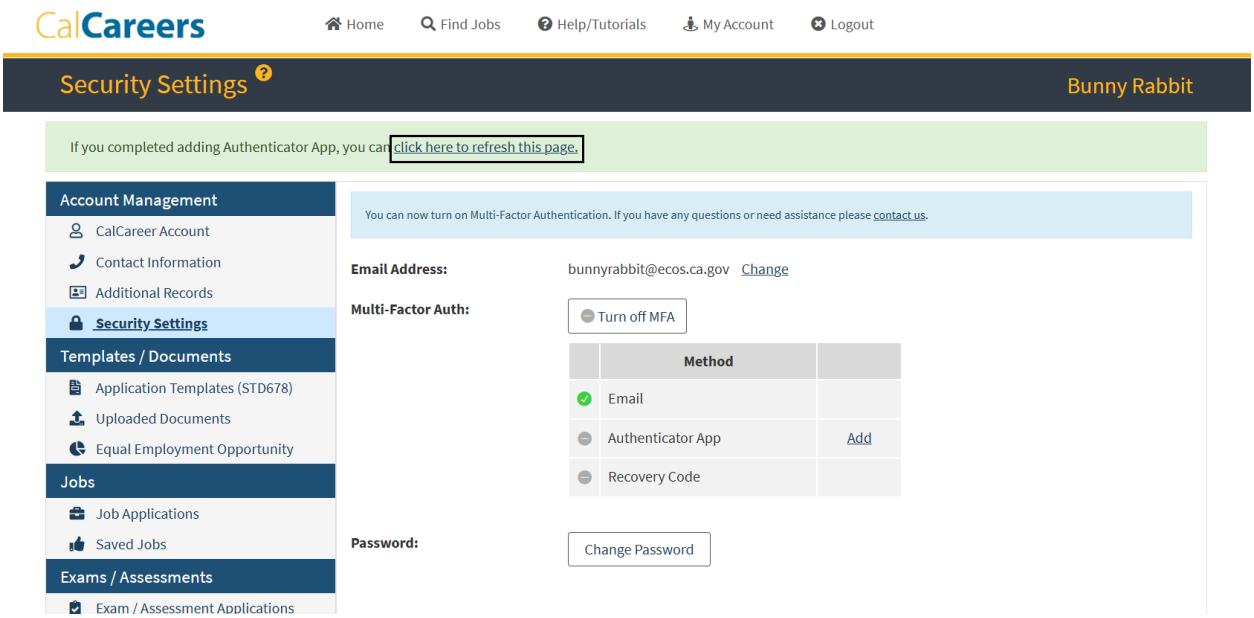


NOTE: You will not be able to continue until you have checked the I have safely recorded this code box.

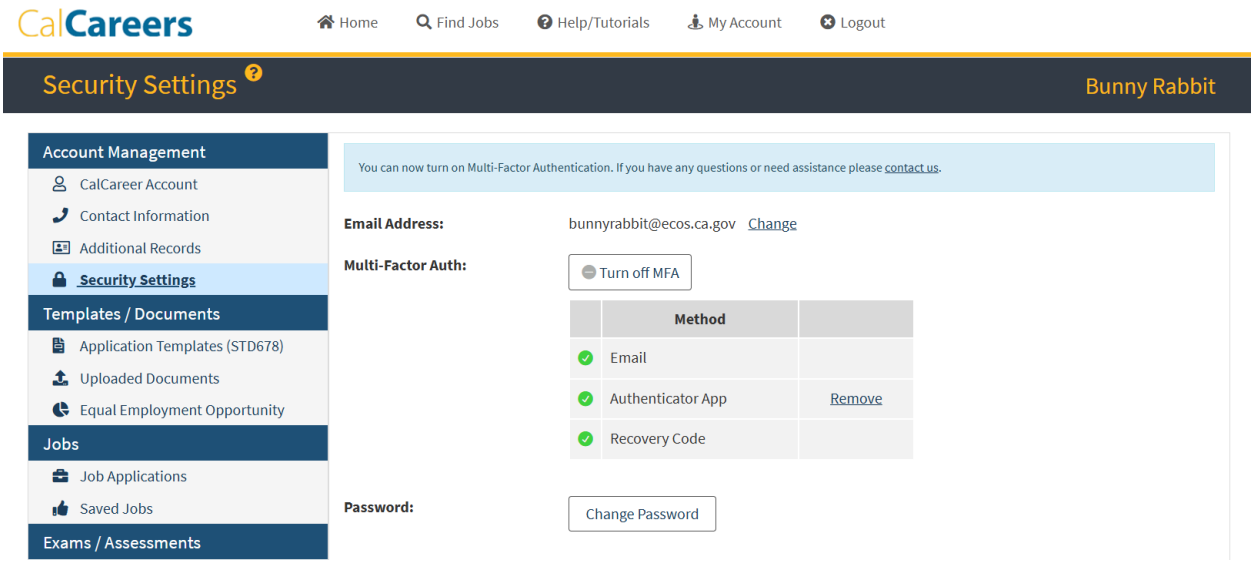
19) The confirmation screen displays confirming you have set up an additional authentication method. Close the tab.



20) Click, **Click here to refresh this page** at the top of the page.

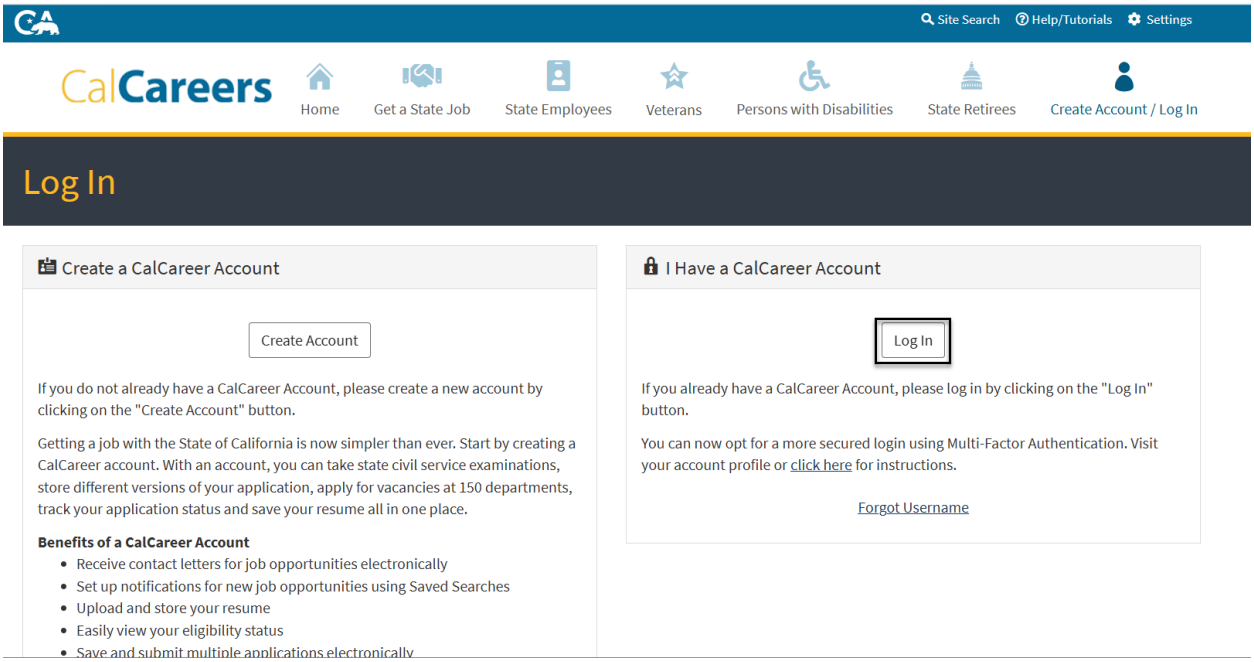


21) The Security Settings on your profile now indicate your Multi-Factor Authentication is enrolled for Email, Authenticator App and Recovery Code.

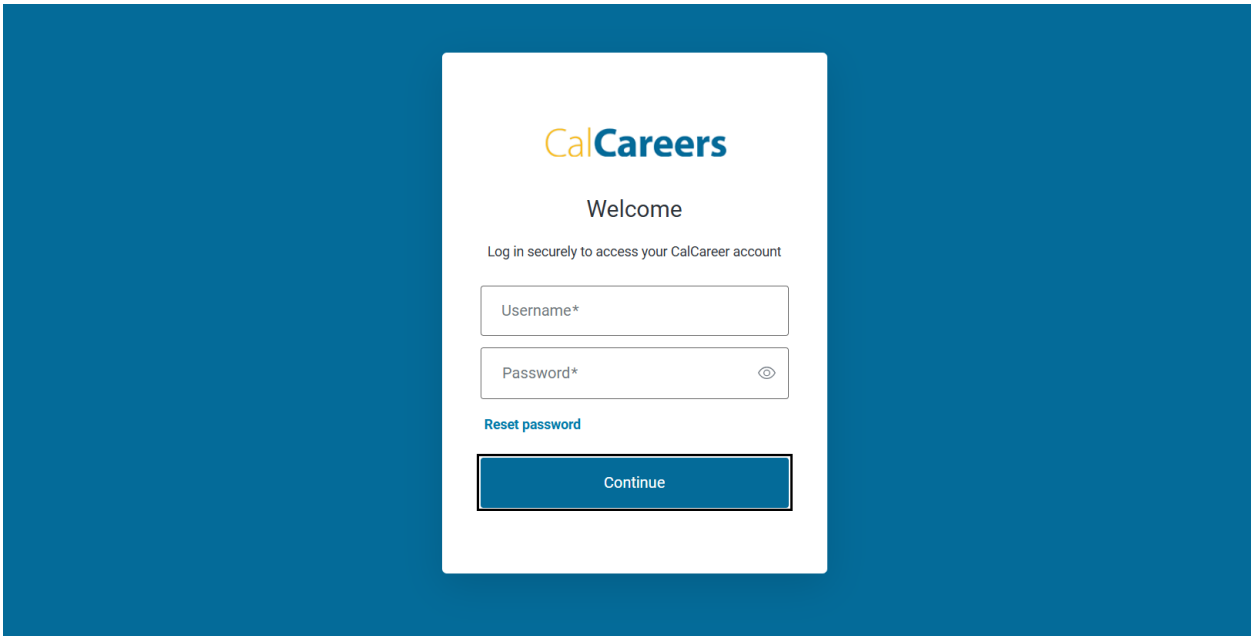


Log In with Multi-Factor Authentication - Authenticator App

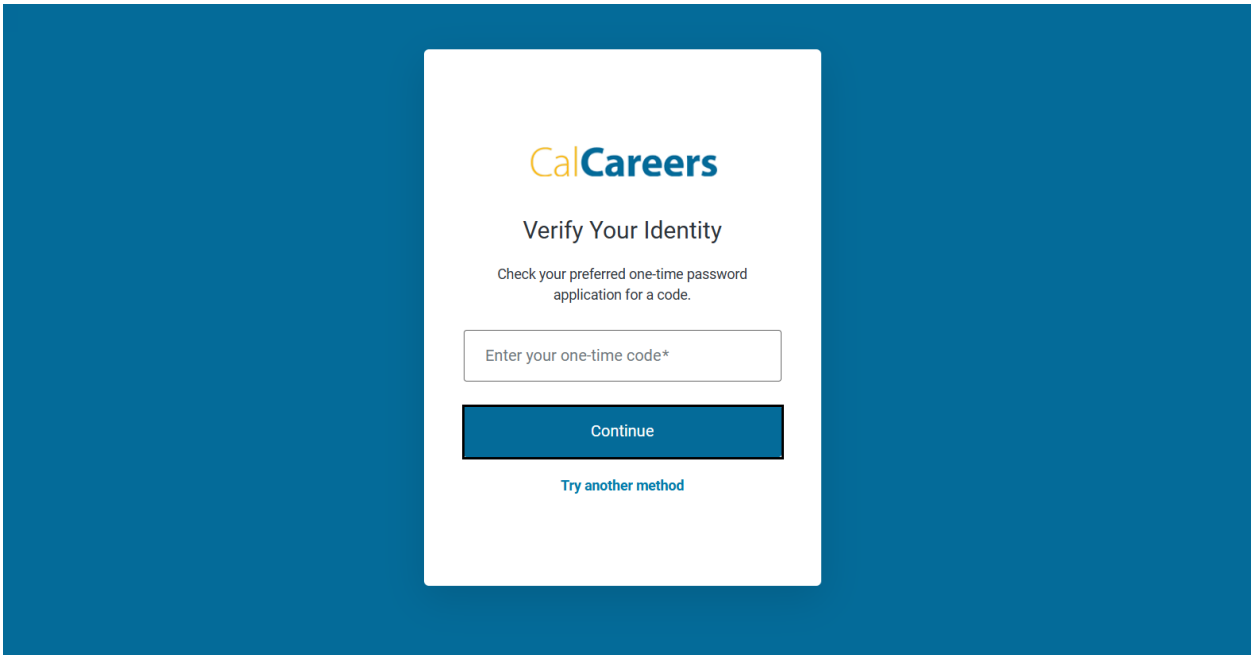
22) To see what this looks like, log out of your CalCareer Account and begin the Log in process.



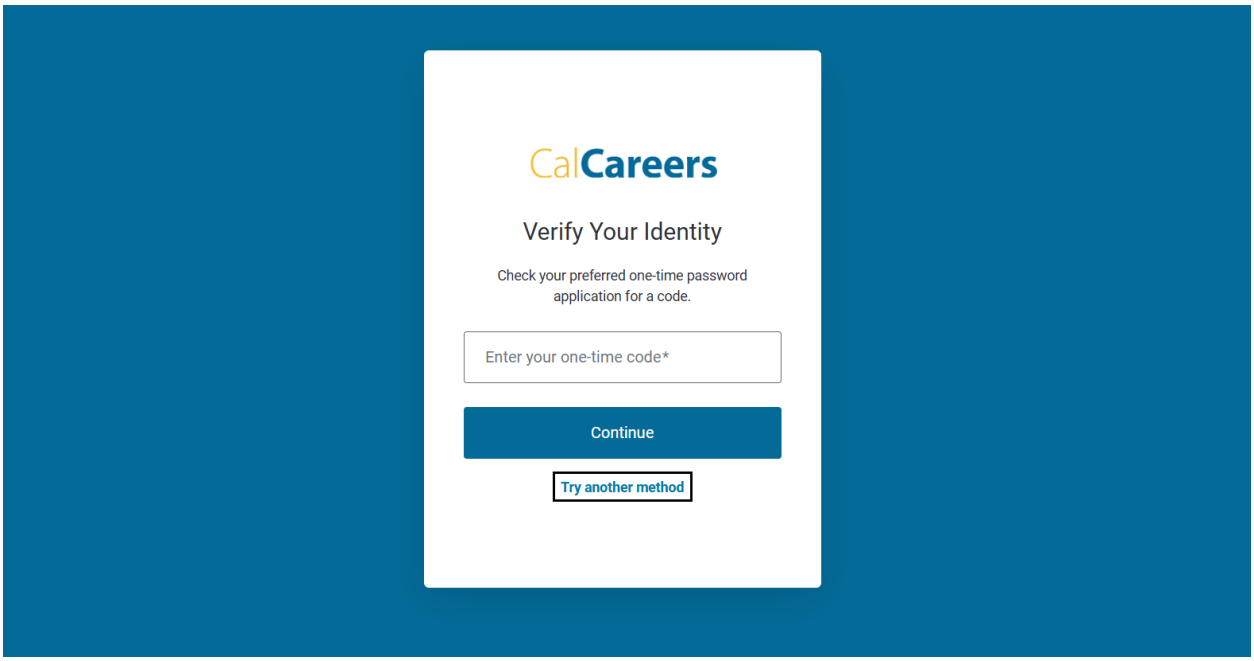
23) Enter your **Username** and **Password**. Click **Continue**.



24) Instead of the email verification prompt seen here previously in Step 12, you will now be prompted to enter your One-Time Passcode from your Authenticator app. Then click **Continue**.

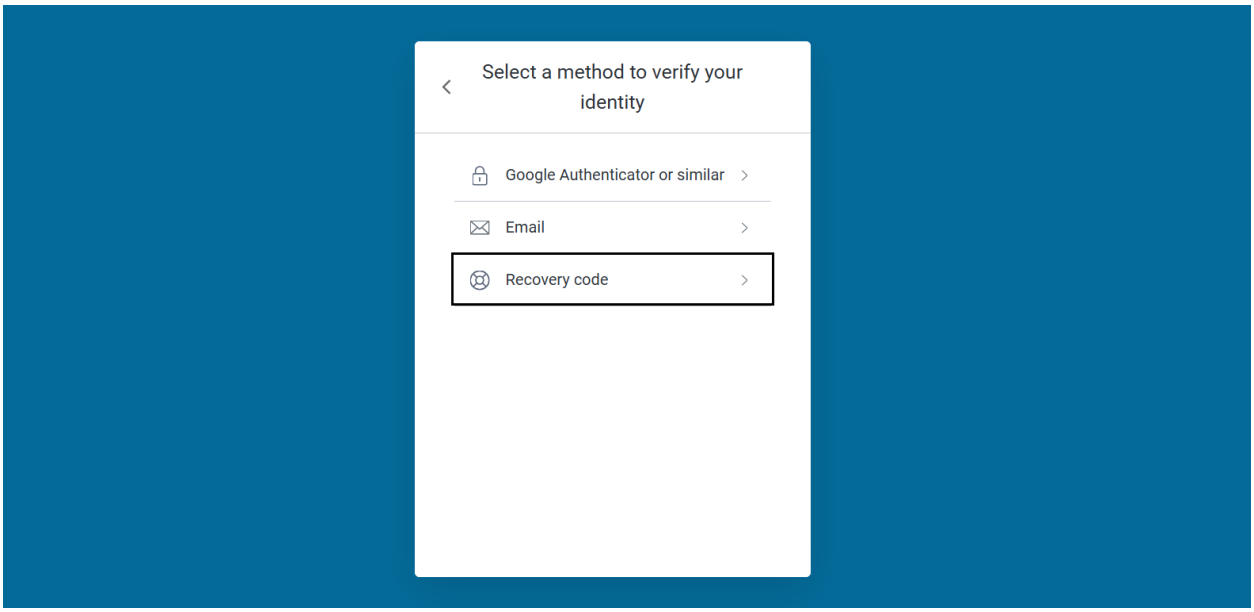


25) If you do not have your device available, click on **Try another method**.



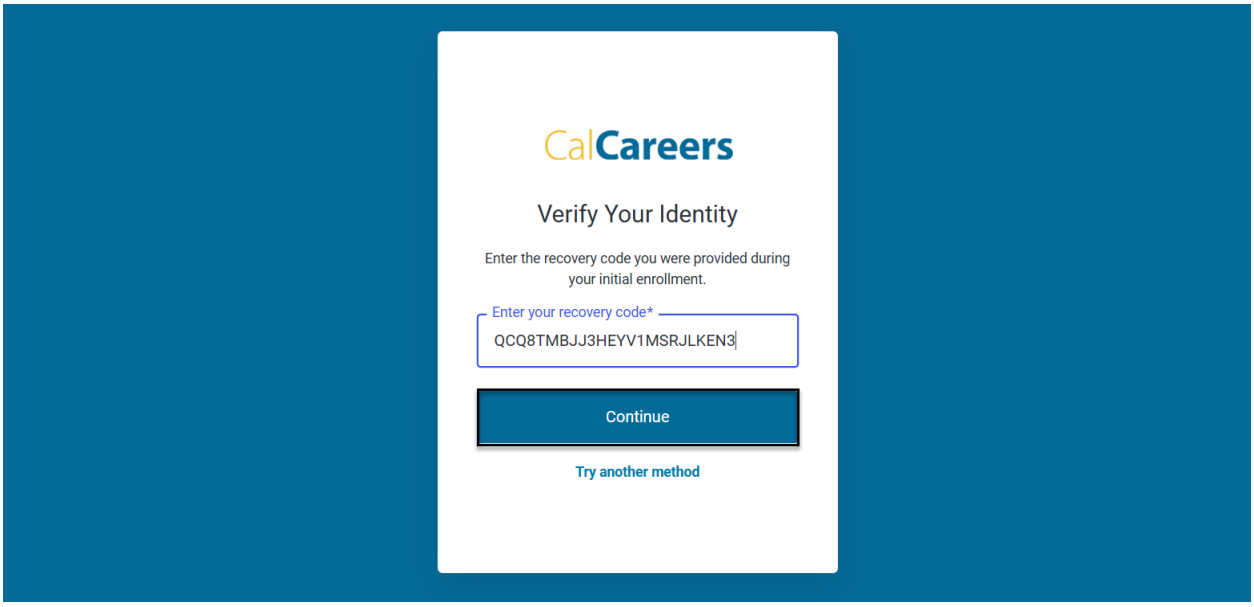
26) This will allow you to select another method to verify your identity.
   a) Google Authenticator or similar will return you to the screen from Step 24. You will use the authenticator app on your device to retrieve the One-Time password.
   b) Email will allow you to log in with a code sent to your email address. The screen from Step 12 will display.
   c) Recovery code will use the code you received when setting up your device.

   For the remainder of this guide, we will show how to use the recovery code option. Click on **Recovery Code**.



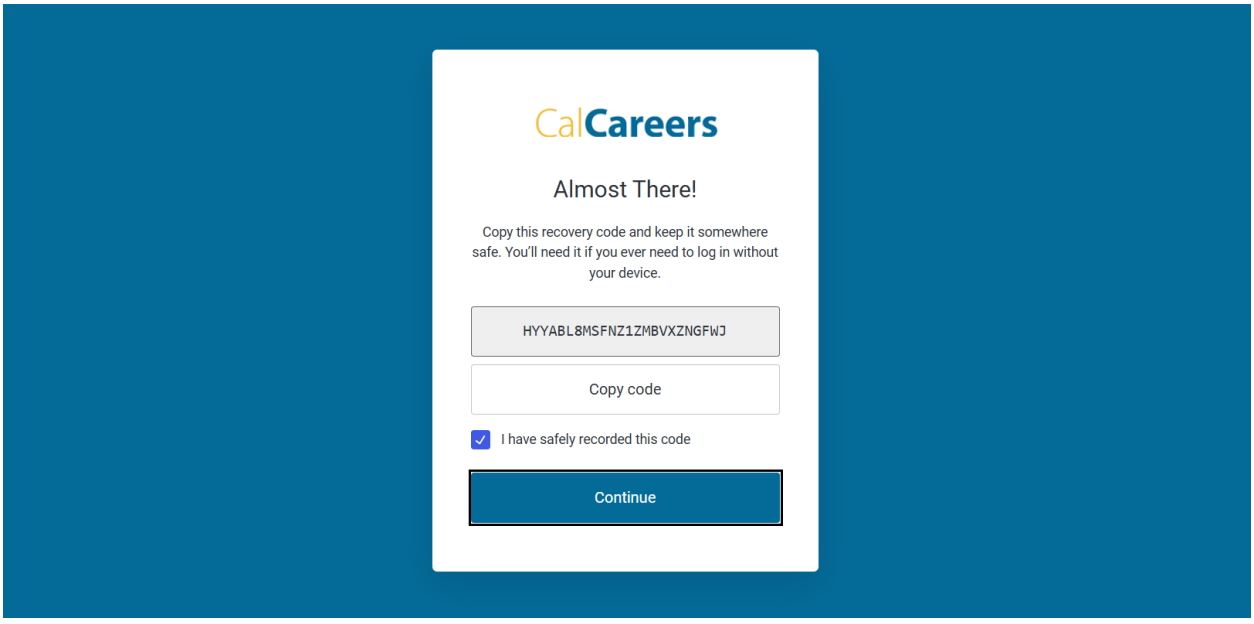
Log In with Multi-Factor Authentication - Recovery Code

27) Type or paste in the recovery code you saved in the secure location. Click **Continue**.

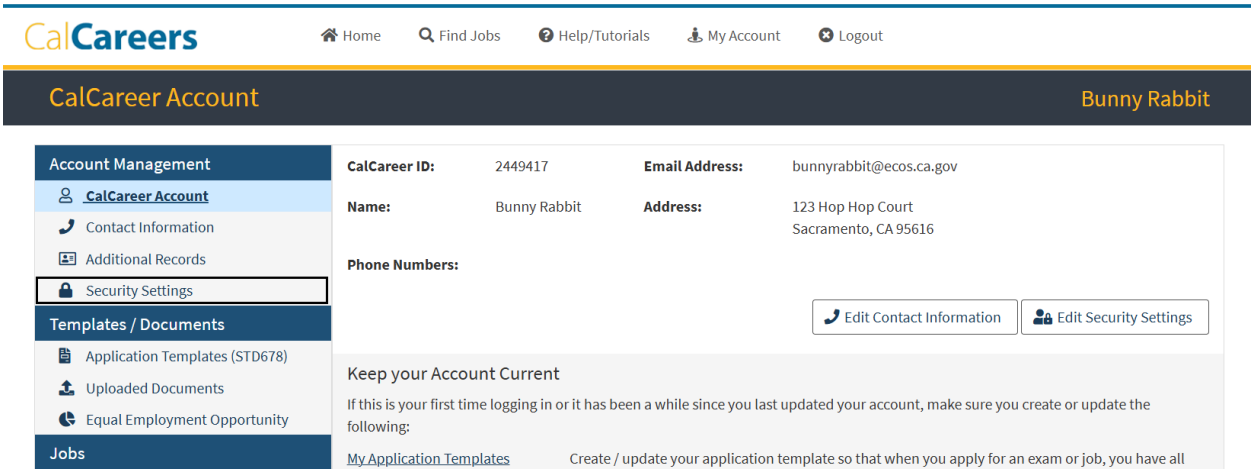


NOTE: If you do not have your Recovery Code or access to your Authenticator app, click **Try another method** to proceed with email.

28) Recovery codes are one time use. You will receive a new recovery code. Click **Copy Code** and check the I have safely recorded this code box. Then click **Continue**.



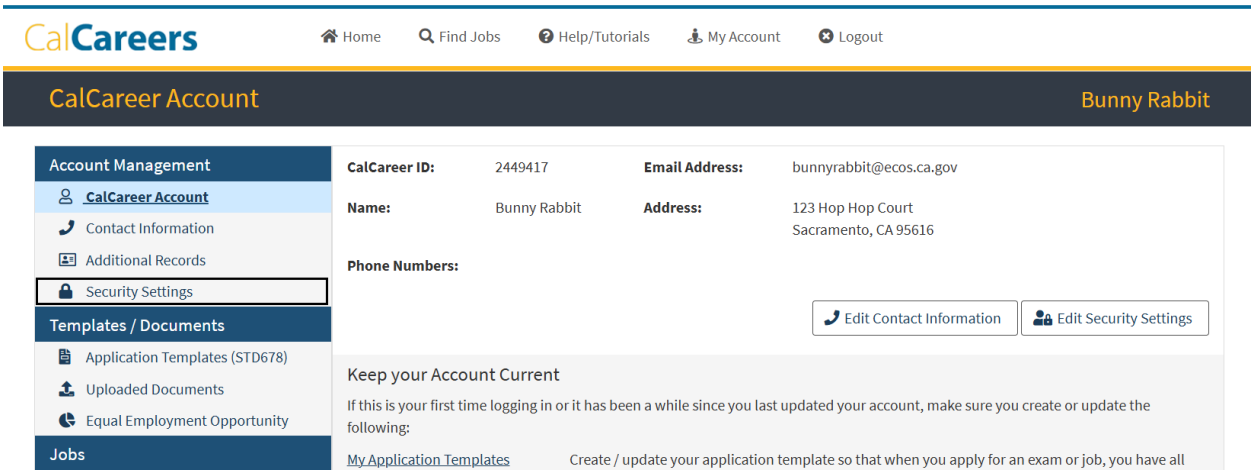
29) You are back on the CalCareer Account page.



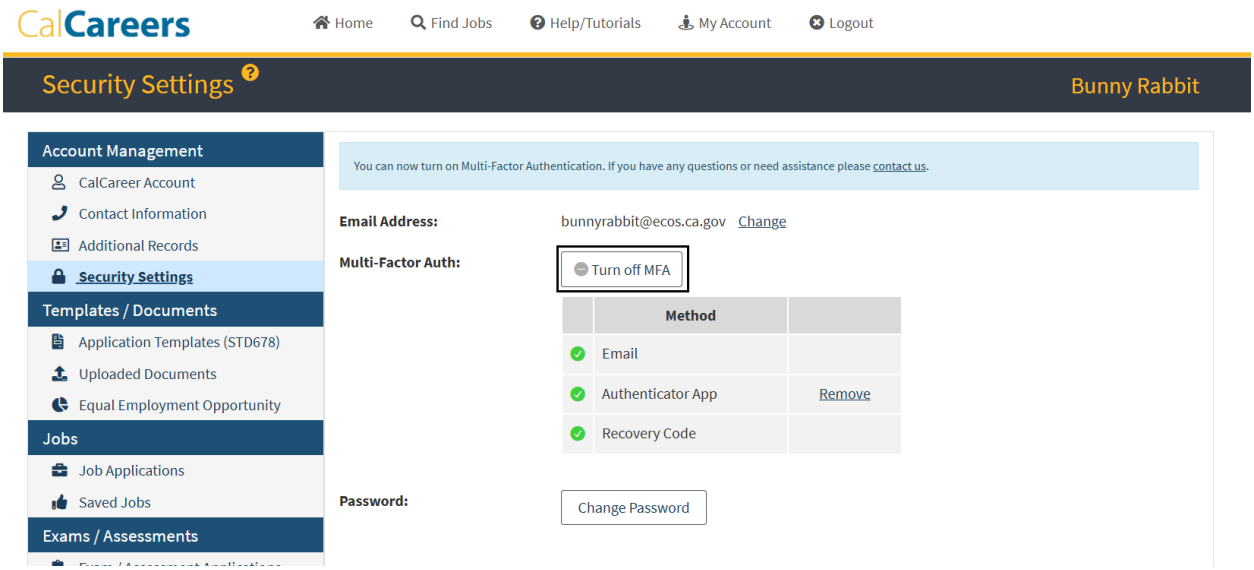
Result: You have now set up additional authentication methods.

Turn Off MFA

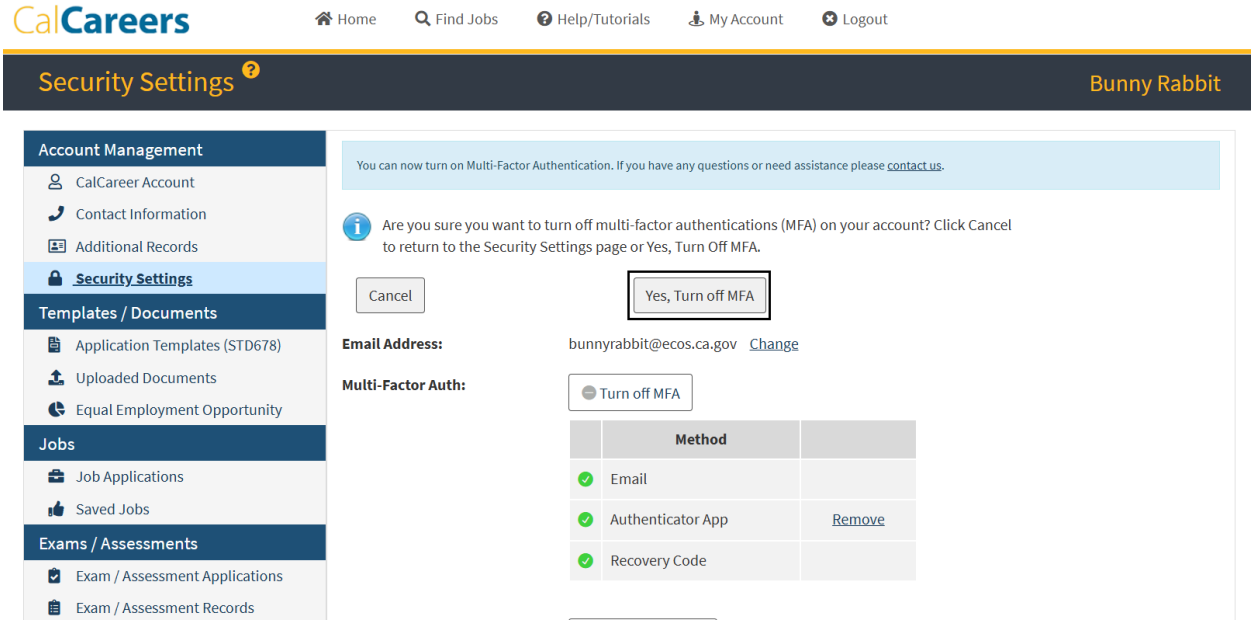
30) If you no longer wish to use any Multi-Factor Authentication on your account. Go to **Security Settings**.



31) On the Security Settings page click, **Turn Off MFA**. (If you would only like to remove the Authenticator App and Recovery Code. Click Remove next to Authenticator App.)



32) You will receive a confirmation message “Are you sure you want to turn off multi-factor authentications (MFA) on your account? Click Cancel to return to the Security Settings page or Yes, Turn Off MFA.” Click **Yes, Turn Off MFA**



Result: You have removed all Multi-Factor Authentication methods.

