

Frequently Asked Questions (FAQ)

MyBenefits Portal Login Process

What is MFA?

Multi-Factor Authentication (MFA) is a login method that requires your password and a one-time verification code sent to your email.

Why is NMPSIA adding MFA?

To strengthen account security and protect your personal benefit information.

Do I have to use MFA every time?

Yes. MFA is required at each login to ensure ongoing account security.

I didn't receive my code. What should I do?

- Check your spam or junk email folder
- Make sure your email mailbox is not full
- Select Resend Code on the login screen
- Confirm your employer has your correct email address on file
- Verify your employer does not have NMPSIA emails blocked

How long is the code valid?

Each code is valid for 3 minutes.

Can the verification code be sent by text message?

Not at this time. Codes are sent by email only.

What if I no longer have access to my email?

Please contact your Benefits Specialist to update your email address before logging in.

Where do I logon to MyBenefits Portal?

You can log on at NMPSIA.com.



If you have questions or need assistance, please contact us at:

Erisa Administrative Services, Inc.

Phone: [1 \(800\) 233-3164](tel:18002333164) or [\(505\) 988-4974](tel:5059884974)

or

New Mexico Public Schools Insurance Authority

Phone: [1 \(800\) 548-3724](tel:18005483724) or [\(505\) 988-2736](tel:5059882736)