

# JEFS-MFA FAQ v1 6/30/2026

1. What is MFA?
  - a. Multi Factor Authentication (MFA) is the use of more than a single factor, like a password, to authenticate a user's identity. Typically, it involves a device the user would have in their possession that can scan their face, fingerprints, or receive/display a code as validation.
  - b. MFA will be implemented in JEFs on September 13, 2026.
  
2. Why is MFA needed?
  - a. The Judiciary Electronic Filing System (JEFS) contains sensitive case data that must be protected. In today's world, a single password is not recognized as sufficient security. The use of JEFS MFA is a cybersecurity measure needed to protect sensitive information.
  
3. If I have a JEFS account, what do I need to do?
  - a. Starting September 13, 2026, all JEFS users must have a myHawaii.gov account for identity validation and that account must be linked to their JEFS account for access to JEFS functions.
  - b. Step 1: Go to [myHawaii.gov](https://myHawaii.gov) and register for an account. See FAQ Question #5 for instructions. JEFS users are highly encouraged to do this step immediately.
  - c. Step 2: On or after July 30, 2026, **link** your myHawaii.gov account with your JEFS account. See FAQ question #6. At that time, linking can be done in the JEFS application by clicking on "Link My JEFS Profile to myHawaii".
  
4. If I don't have a JEFS account, what do I need to do?
  - a. New JEFS users can request an account here [Judiciary Electronic Filing and Service System](#), and then select [Register for Access](#). Please review who may request access in JEFS on this page [JEFS eFiling](#) under **JEFS Use and Registration**
  - b. Once you have a JEFS account, you will need to follow the steps in FAQ question #3.
  
5. How do I get a myHawaii.gov account?
  - a. All JEFS user accounts will need to have a myHawaii.gov account.
  - b. Support for setting up a myHawaii.gov account is provided by [myHawaii.gov](https://myHawaii.gov). Please go to their website or contact myHawaii.gov at [info@ehawaii.gov](mailto:info@ehawaii.gov) for assistance with any issues with set up.
  - c. The myHawaii.gov account does NOT need to be the same email account as the primary account on the JEFS account. The JEFS primary account determines where NEFS will be sent and does not relate to the myHawaii.gov account.
  - d. The myHawaii.gov account will require some form of user validation that involves a unique device, such as a phone, mobile phone, tablet, etc.
  
6. Why are there 2 dates?
  - a. The first date allows JEFS users to set their MFA up before the go live date.

- b. Starting July 30, 2026, JEFS users will be able to **link** their JEFS Account to their myHawaii.gov account. Users will still be able to access JEFS using just their JEFS ID and password.
  - c. On September 13, 2026, JEFS users will no longer use their JEFS ID to log-into JEFS but will instead use myHawaii.gov verification to access JEFS.
  - d. If a JEFS user has not created AND linked to a myHawaii.gov account at that time, they will not be able to access JEFS until they complete both steps.
7. What about Document Subscriptions?
- a. As stated above, access to JEFS, including document subscriptions users, will require a linked myHawaii.gov account starting September 13, 2026.
  - b. **Sharing:** In the case where a Document Subscribing account is shared among staff at an office/firm, all staff must have their own JEFS account. Additionally, those accounts will need to be provided to the Judiciary for grouping with the Document Subscription account.
  - c. **Groups Form:** Use this form to provide the sharing JEFS IDs for your office to the Judiciary [JEFS-DS Groups Form](#)
    - i. NOTE: If you are sharing your Document Subscription with more than 10 users, please email [JEFS.MFA@COURTS.HAWAII.GOV](mailto:JEFS.MFA@COURTS.HAWAII.GOV) for instructions on how to submit all users at one time.
  - d. Depending on volume, grouping may take a few business days. Please do this ahead of the September 13th MFA requirement to prevent a loss of service.
8. What if I have trouble – who do I contact?
- a. For issues with the myHawaii.gov account, do not contact the Judiciary. myHawaii.gov has support documents, chat and phone/voice service to provide support for account set up.
  - b. For issues regarding JEFS ID setup, grouping JEFS ID for Document Subscription, or other JEFS MFA questions, please email [JEFS.MFA@COURTS.HAWAII.GOV](mailto:JEFS.MFA@COURTS.HAWAII.GOV).  
(this account will only be available until Oct 2026)
  - c. For questions specific to JEFS MFA you may call **808-534-6615**
  - d. You may also contact your circuit's help line.

This FAQ document will be updated as we get closer to the live dates so please refer to it if you have questions later.