



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

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July 19, 2023

Board Memo 087-2023: Updated MFA User Guide and FAQs for LiteBlue

Executive Board,

NAPS HQ received the updated MFA User Guide and FAQ files for LiteBlue from USPS HQ. Please make note of the changes mentioned below.

- User Guide (*mfa-user-guide.pdf*)
 - o Page 4 has been updated to state the following:
When setting up MFA for LiteBlue, please use your preferred personal device. On your subsequent log in, please use a Postal Service device (if you have access to one).
- FAQs (*mfa-faqs.pdf*)
 - o Page 1 has been updated to state the following:
When setting up MFA for LiteBlue, please use your preferred personal device. On your subsequent log in, please use a Postal Service device if you have access to one.

Thank you, and be safe.

NAPS Headquarters

Instructions to Enroll and Sign in to LiteBlue with Multifactor Authentication (MFA) and access your Self-Service Profile (SSP)

User Guide

July 17, 2023

CONTENTS

This user guide contains step-by-step instructions for end-users who are configuring a security method (or methods) to sign in to LiteBlue with multifactor authentication.

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OVERVIEW

Maintaining the privacy of your personal data is a shared priority for you and the Postal Service. Your private information stored online is a target for criminals who seek to compromise this data for their financial gain. As an additional safety measure, the Postal Service has deployed multifactor authentication (MFA) on LiteBlue.

This means that, in addition to providing your Employee Identification Number (EIN) and Password, you will be required to provide a second security factor (MFA), such as Push Notification approval from Okta Verify, Google Authenticator, One-Time Passcode (OTP) SMS Text, One-Time Passcode (OTP) Phone call or E-mail verification (default).

After January 15, 2023, employees are required to set up MFA to access LiteBlue.

After March 20, 2023, employees must have MFA enabled to access LiteBlue and their Self-Service Profile (SSP).

- **Employees who have already set up MFA** can sign in to both LiteBlue and SSP. No additional action required.
- **Employees who have not set up MFA** will receive a letter by U.S. Mail. Follow the instructions to enable MFA.
- **New employees** should follow the instructions in their USPS welcome letter or email to set up MFA.

The objectives of this document are to provide detailed instructions for users who are establishing a security method (or methods) to sign in to LiteBlue with multifactor authentication and to provide detailed instructions on how to access your Self-Service Profile.

How to set up MFA for your LiteBlue user account (Employee ID)

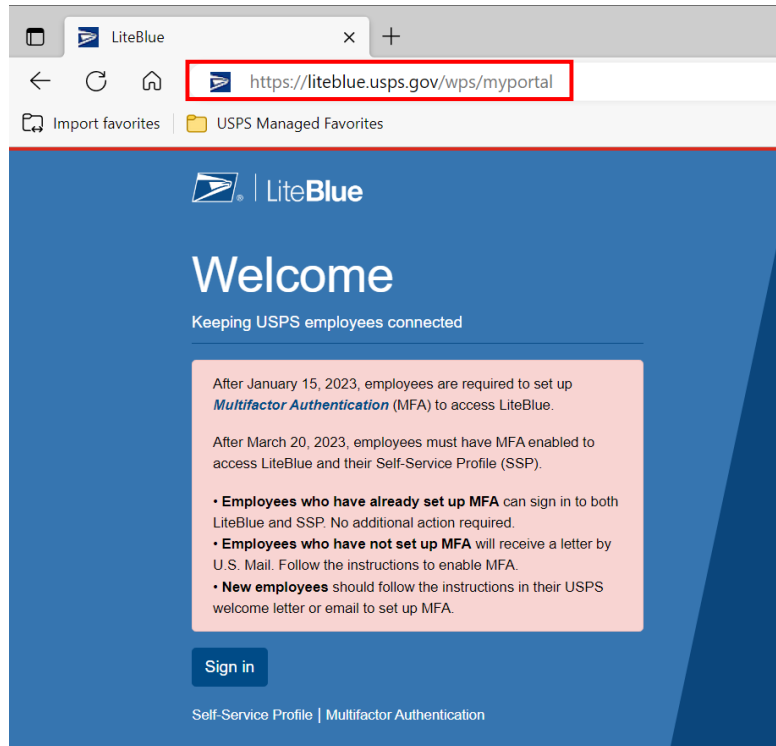
1. On your computer or smartphone, open a web browser and navigate to LiteBlue: <https://liteblue.usps.gov>

Please note that you will have **15 minutes** to set up MFA after you log in to LiteBlue.

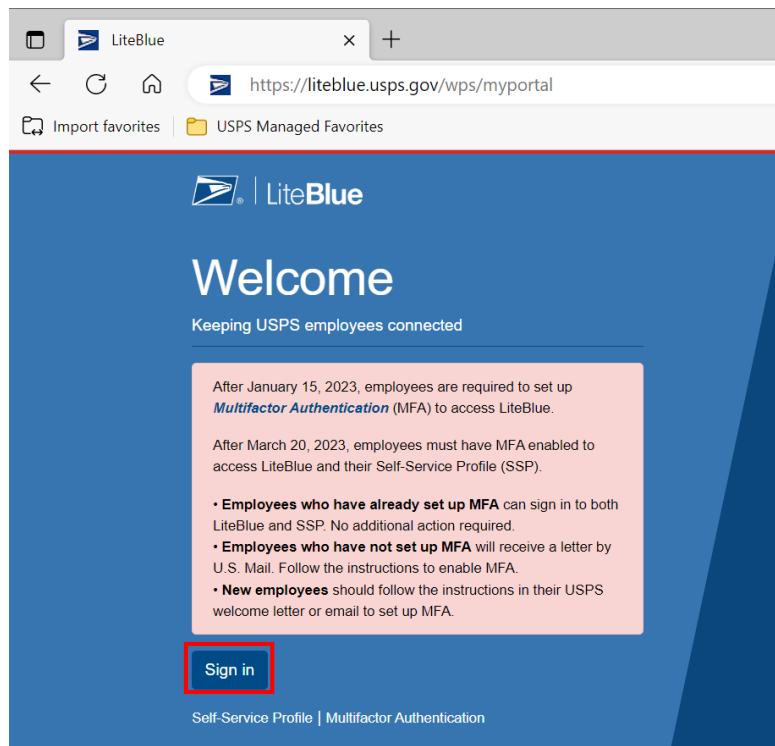
After 15 minutes, you will be logged out and return to the LiteBlue home page.

When setting up MFA for LiteBlue, please use your preferred personal device.

On your subsequent log in, please use a Postal Service device (if you have access to one).




2. Select **Sign In**.



3. Enter **Employee Identification Number (EIN)** and select **Next**.



Sign In

 After January 15, 2023, employees are required to set up Multifactor Authentication (MFA) to access LiteBlue.

Employee ID
Employee Identification Number (EIN)

Keep me signed in

Next

[Multifactor Authentication](#)

4. Enter the **temporary password** you received via first-class mail or email and select **Verify**.

If you already set up MFA for LiteBlue, enter your password, select Verify, and proceed to step 9.



Verify with your password

Password

Verify

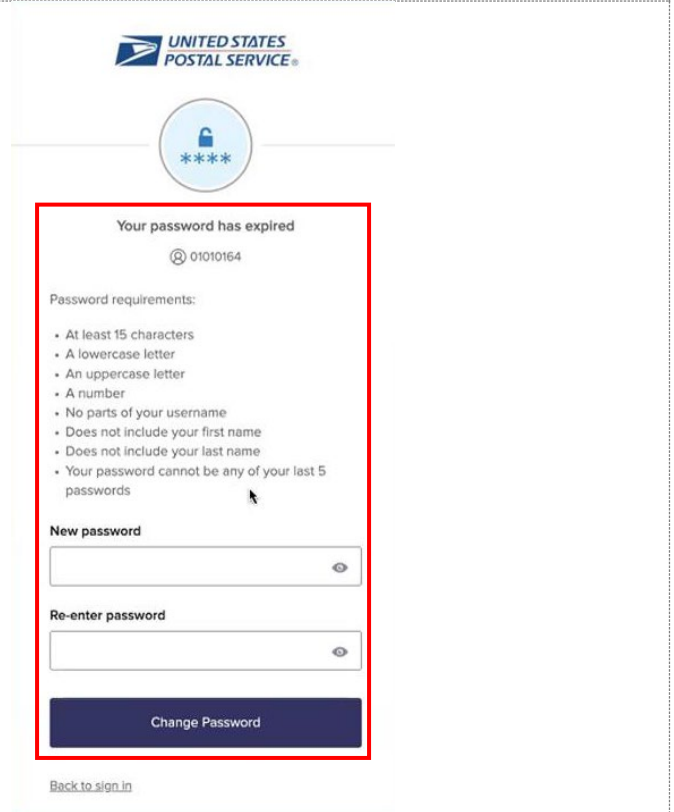
[Forgot password?](#)

[Back to sign in](#)

5. You will then be prompted to change your password.

Enter (and re-enter) a new password that meets the password requirements on the screen.

Select **Change Password**.



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Your password has expired
01010164

Password requirements:

- At least 15 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 5 passwords

New password

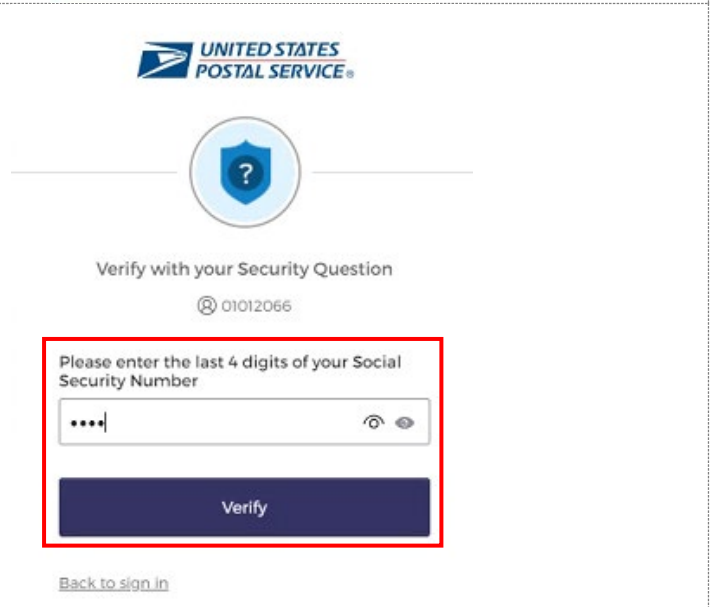
Re-enter password

Change Password

[Back to sign in](#)

6. Enter **Last 4 digits of SSN**.

Select **Verify**.



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Verify with your Security Question
01012066

Please enter the last 4 digits of your Social Security Number

Verify

[Back to sign in](#)

7. Select **Set up** under the security method you would like as your primary MFA security method.

You are required to set up at least one MFA security method. Okta Verify and Google Authenticator are recommended.

You will be able to set up additional security method(s) after you enable your first security method.

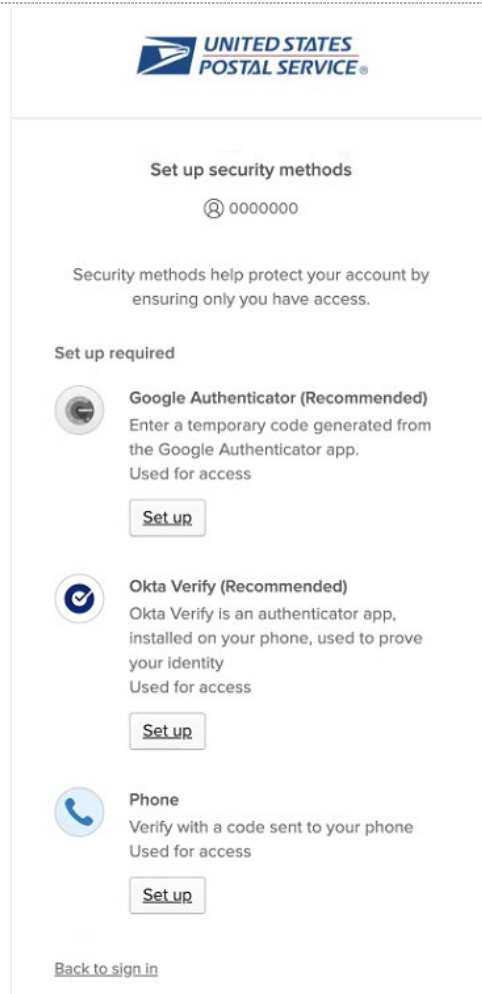
Detailed instructions for setting up each security method can be found by clicking on these links:


[How to set up Okta Verify MFA security method \(Recommended\)](#)

[How to set up Google Authenticator MFA security method \(Recommended\)](#)

[How to set up Phone \(SMS\) MFA security method](#)

[How to set up Phone \(Voice\) MFA security method](#)






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Set up security methods

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Security methods help protect your account by ensuring only you have access.

Set up required

-  **Google Authenticator (Recommended)**
Enter a temporary code generated from the Google Authenticator app.
Used for access
-  **Okta Verify (Recommended)**
Okta Verify is an authenticator app, installed on your phone, used to prove your identity
Used for access
-  **Phone**
Verify with a code sent to your phone
Used for access

[Back to sign in](#)

8. After your primary security method is set up, you will return to the set up security methods screen.

Select **Set up** to configure an additional security method and follow the prompts (links to detailed instructions below).

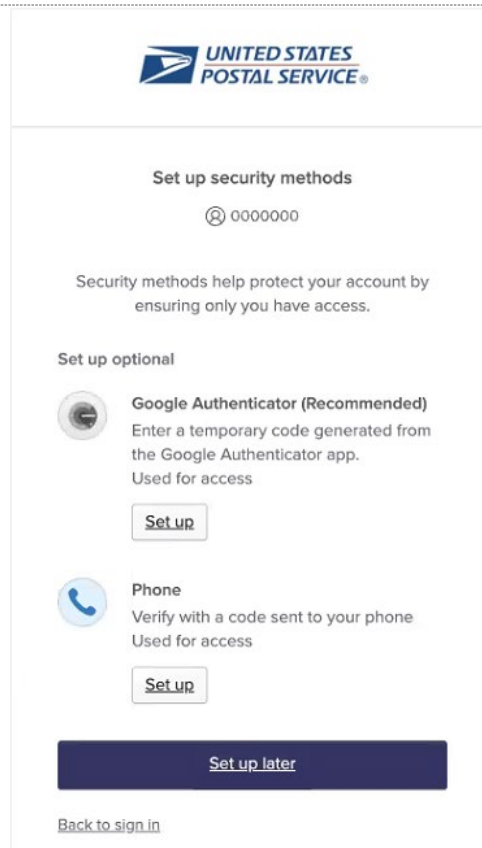
[How to set up Okta Verify MFA security method \(Recommended\)](#)

[How to set up Google Authenticator MFA security method \(Recommended\)](#)

[How to set up Phone \(SMS\) MFA security method](#)

[How to set up Phone \(Voice\) MFA security method](#)

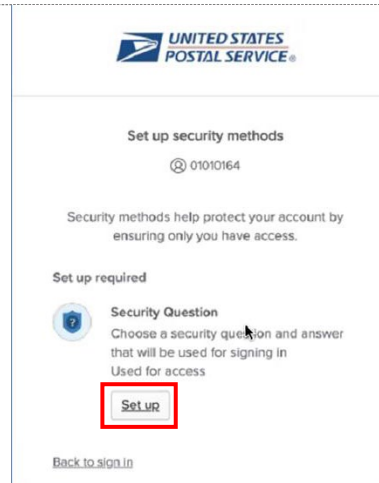
Or select **Set up later**.



9. After setting up your MFA, you will be required to set up a security question.

Select **Set up** below Security Question.

If you are not prompted to set up your security question on your first log in attempt, you will be required to set up your security question the next time you sign in to LiteBlue.



10. You will have the option to choose a default security question or create your own security question.

Select one of the options and enter your security question and answer.

Select **Verify**.

11. You have successfully configured your MFA security methods and signed in to LiteBlue!

The next time you sign in to LiteBlue, you will be required to use the security method(s) that you configured.

Click [here](#) for instructions to log in to LiteBlue after your MFA security methods are set up.

How to set up Okta Verify MFA security method

1. On your **smartphone**: Select the appropriate **app store** based on the type of mobile phone you have.

Installation and setup of Okta Verify on an Android may look different than the screen shots in this user guide (which are from an iPhone). The process will be the same.



USPS issued Apple or Android Phone

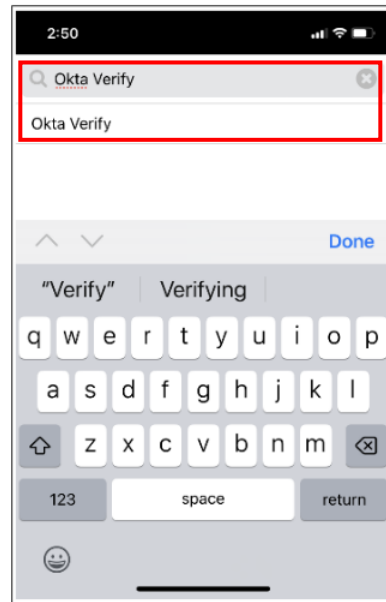


Personal Android Phone

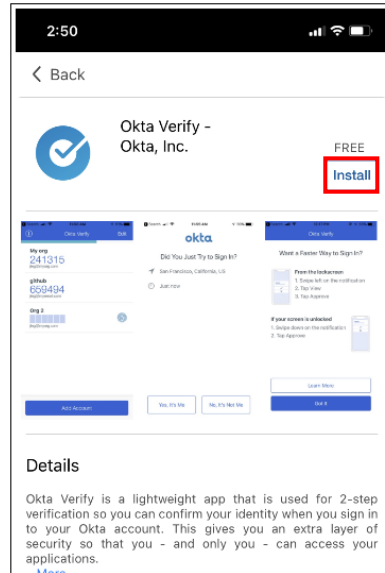


Personal Apple Phone

2. Search for Okta Verify in your phone's App store.

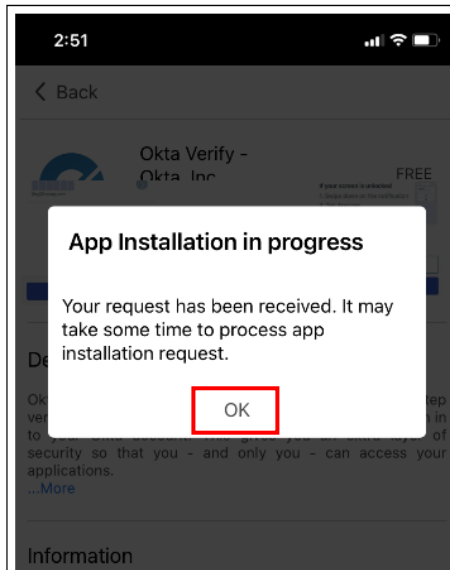


3. On your phone, **Select** and **Install** the Okta Verify app.



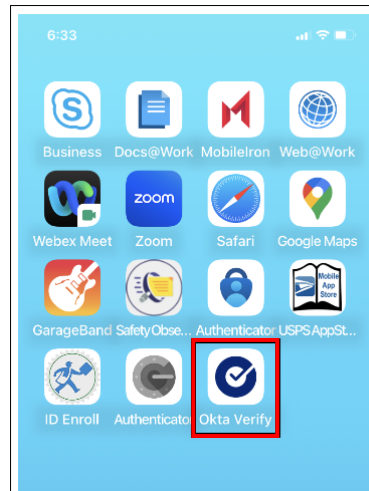
4. Verification of installation.

Select **OK**.

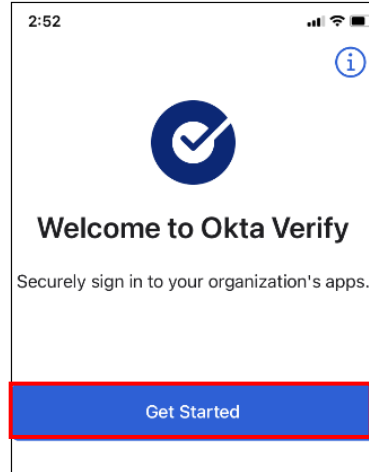


5. The Okta Verify app is now available on your home screen.

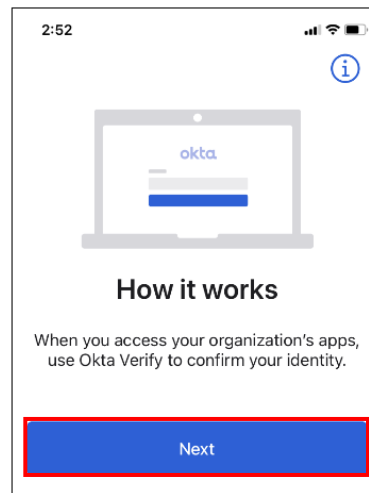
Select the app to continue the set up.



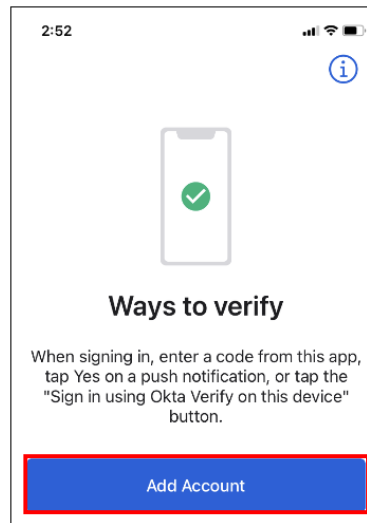
6. Select **Get Started**.



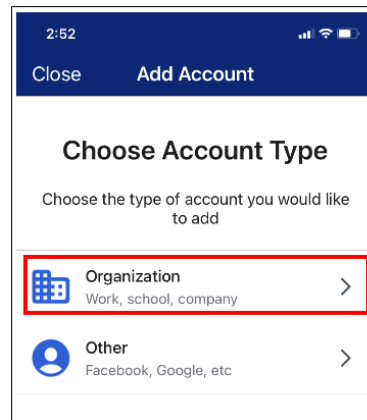
7. Select **Next**.



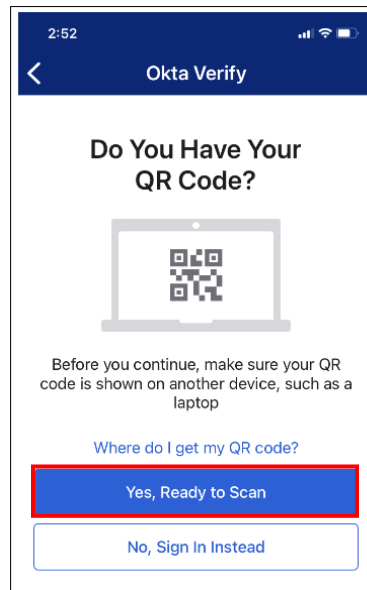
8. Select **Add Account**.



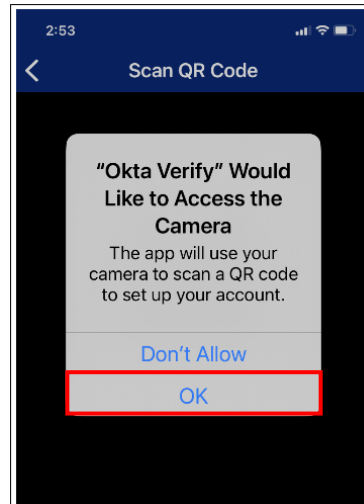
9. Select **Organization**.



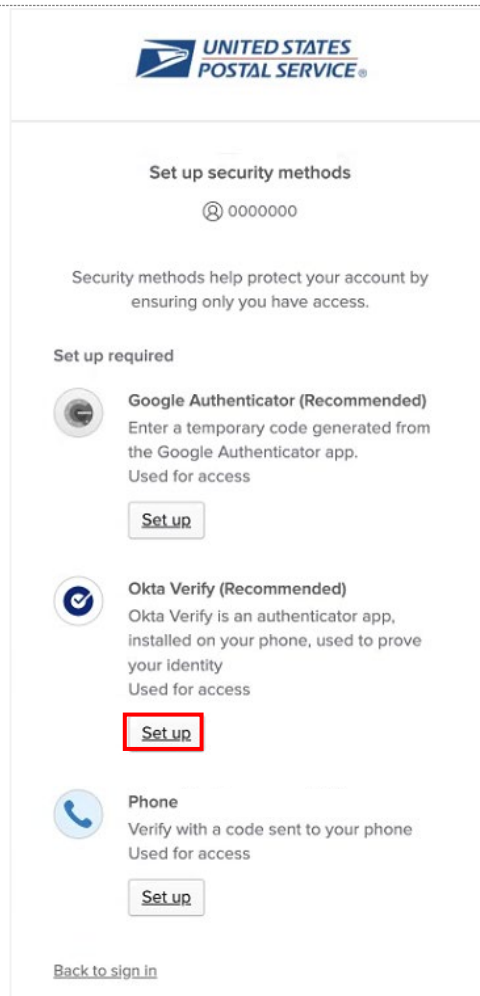
10. Select **Yes, Ready to Scan**.



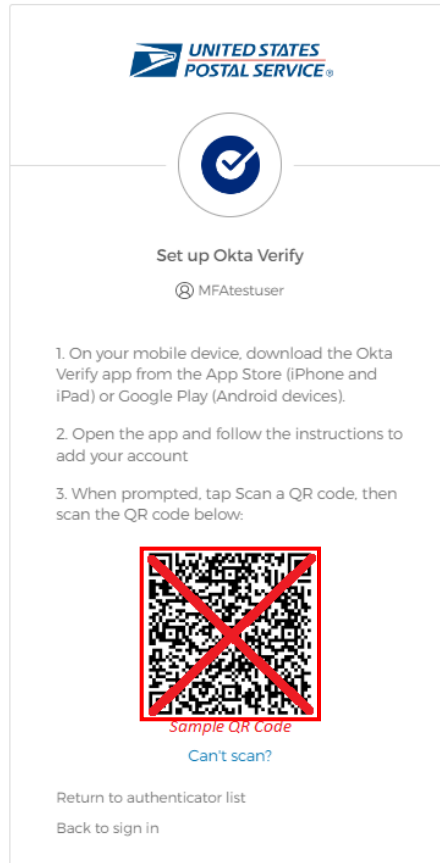
11. Allow Okta Verify to access your camera by selecting **OK**.



12. Select **Set up** under **Okta Verify** to configure an additional security method.

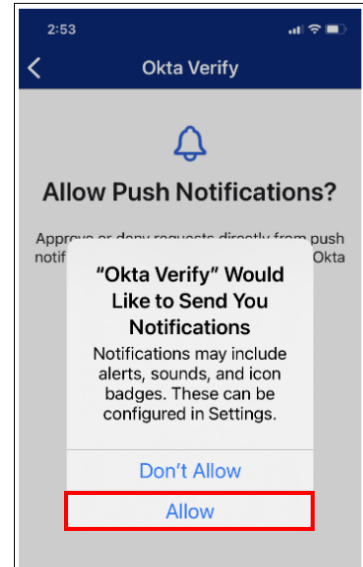
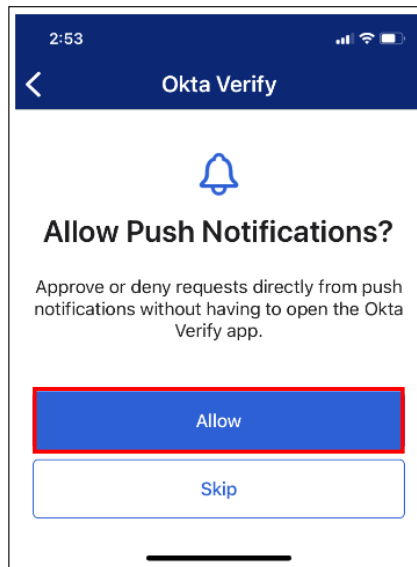


13. Using the Okta Verify app on your phone, **scan** the QR code on the browser.



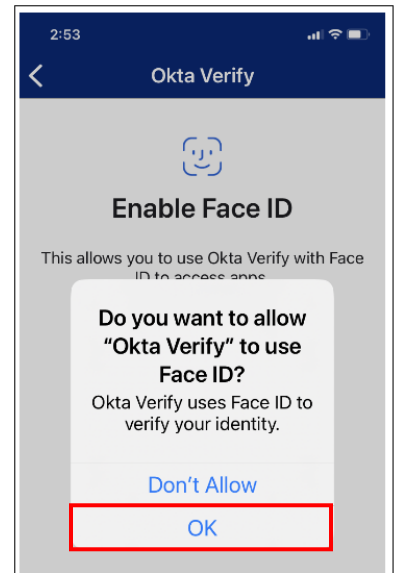
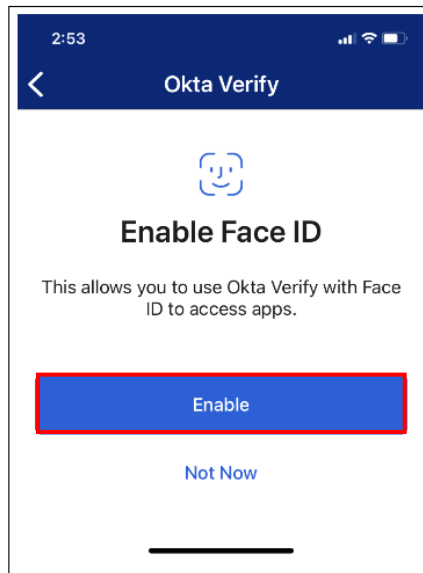
14. Select **Allow** the Push Notifications option and select **Allow** to confirm.

Push Notifications is the preferred Security Option.

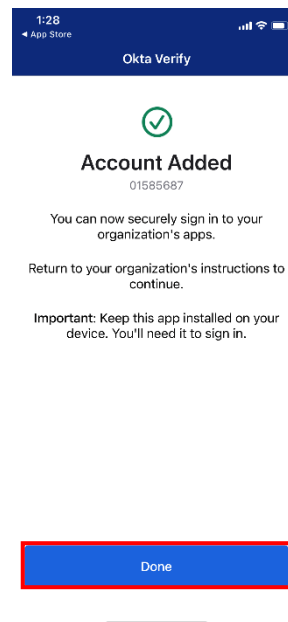


15. **Enable** Face ID, select **OK** to enable face ID (not required).

Face ID is an additional security feature in Okta Verify. If you are not comfortable using Face ID, you can select Don't Allow. You will still be able to use Okta Verify as an MFA security method.



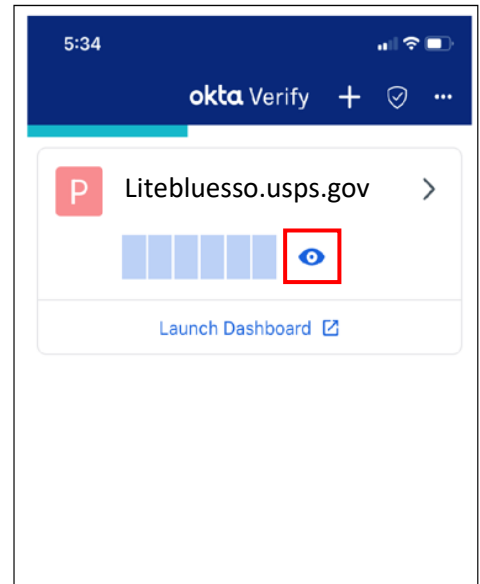
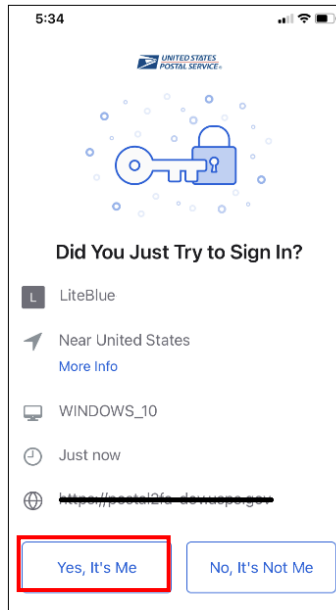
16. **Select Done** on Account Added screen.



17. On your phone, you should receive the Push Notification.

Select **Yes, It's Me**.

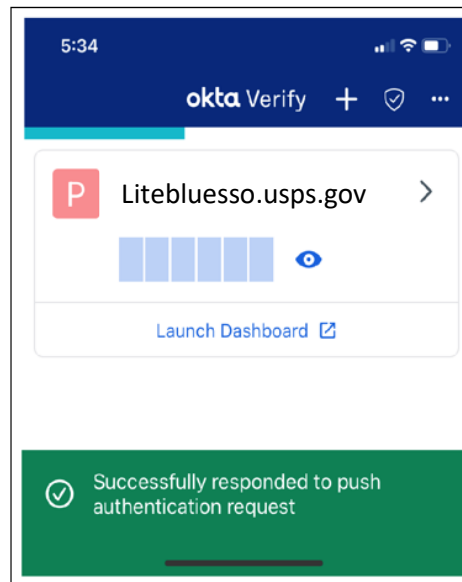
In case you did not allow for the Push Notification, select the eye icon to reveal a six-digit passcode to access the system.



18. On your phone, you will receive confirmation of the Push Notification.

You have successfully configured your Okta Verify security method.

Important: Click [here](#) to return to MFA security methods.



How to set up Google Authenticator MFA security method

1. On your **smartphone**: Select the appropriate **app store** based on the type of mobile phone you have.

Installation and setup of Google Authenticator on an Android may look different than the screen shots in this user guide (which are from an iPhone). The process will be the same



USPS issued Apple or Android Phone

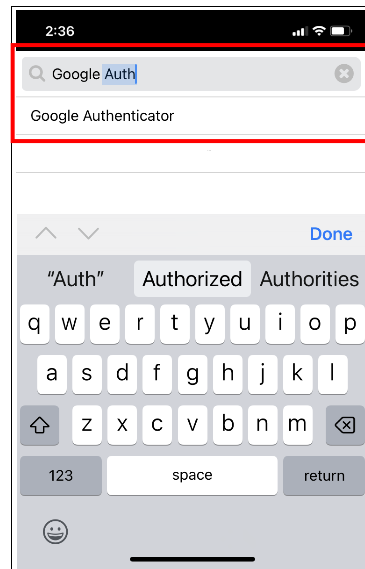


Personal Android Phone

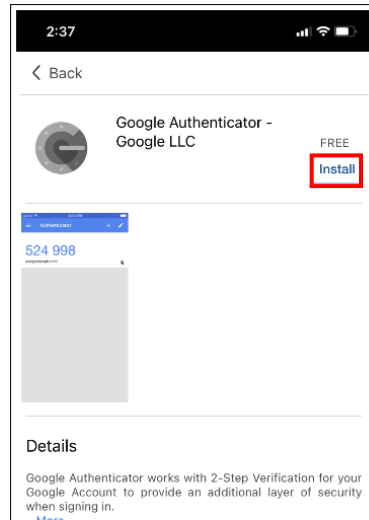


Personal Apple Phone

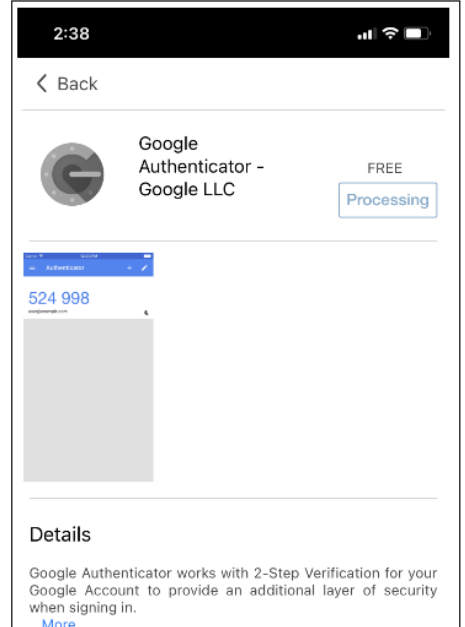
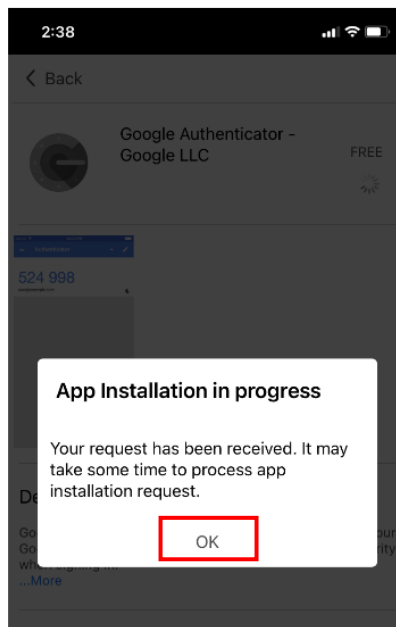
2. In the appropriate app store, **search for Google Authenticator**.



3. On your phone, **Select** and **Install** the Google Authenticator app.

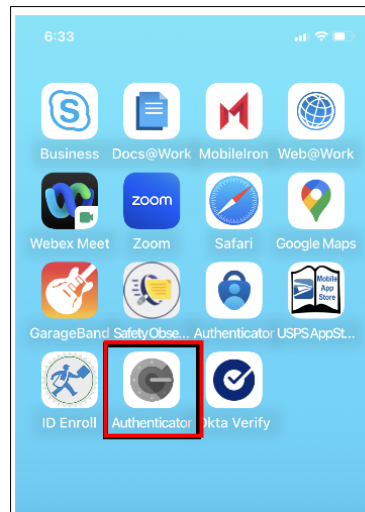


4. Verification of installation. Select **OK**.

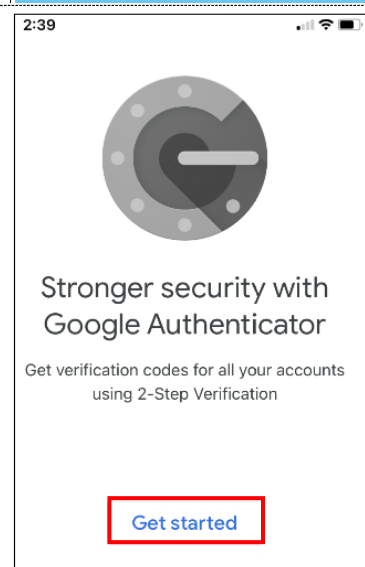


5. The Google Authenticator app is now available on your home screen.

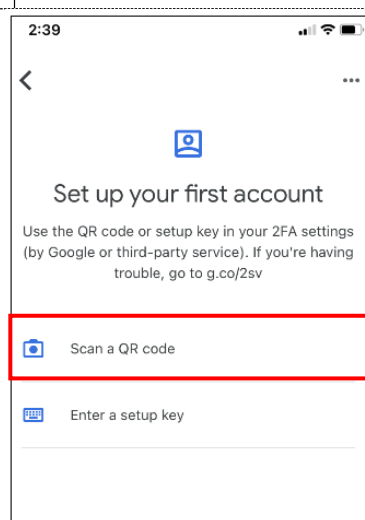
Select the app to continue the setup.



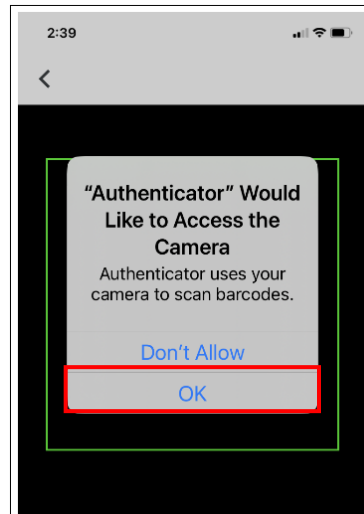
6. Select **Get Started**.



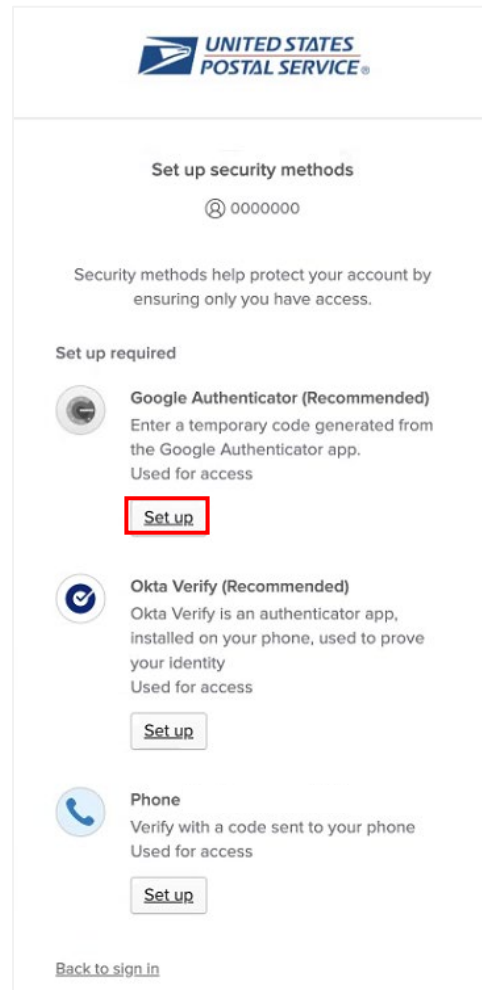
7. Select **Scan a QR Code**.



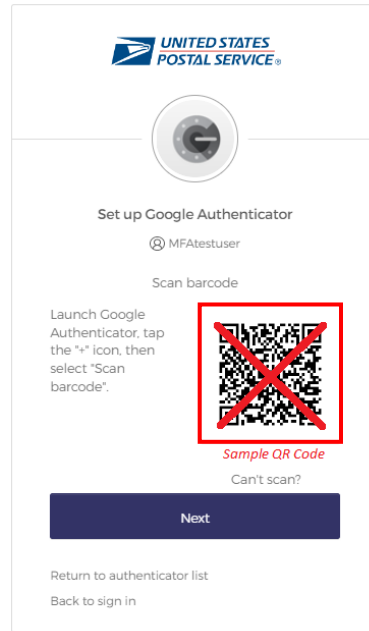
8. **Allow** the Authenticator to access your camera by selecting **OK**.



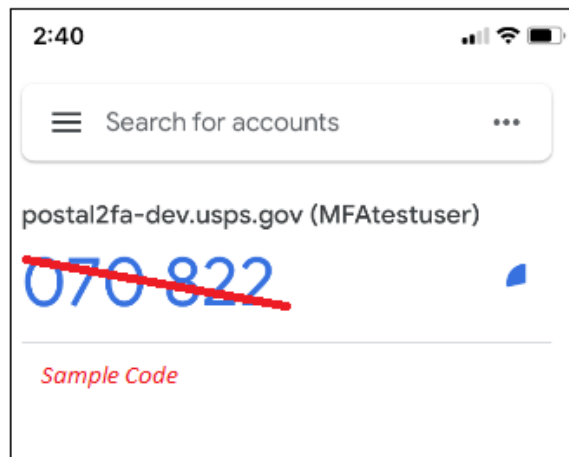
9. Select **Set up** under **Google Authenticator** to configure this security method.



10. Using the Google Authenticator app on your phone, **scan** the QR code on the browser.



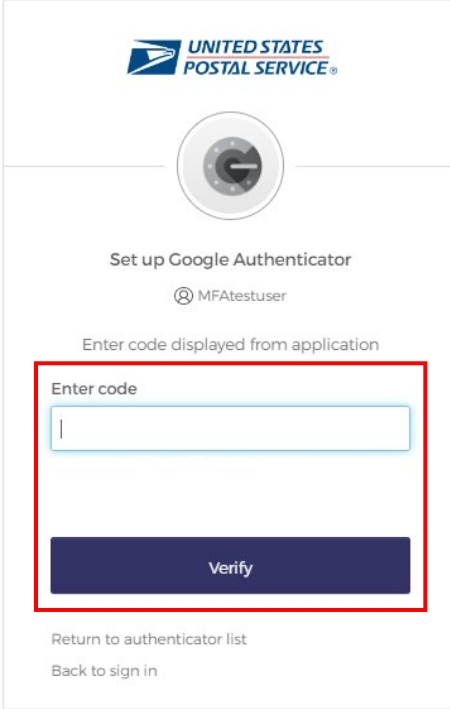
11. On your phone, the Google Authenticator app will begin generating a six-digit verification code.





12. On your computer, enter the **code** generated on your phone and select **Verify**.

You have successfully completed the setup of the Google Authenticator app.


Important: Click [here](#) to return to MFA security methods.



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Set up Google Authenticator

 MFAtestuser

Enter code displayed from application

Enter code

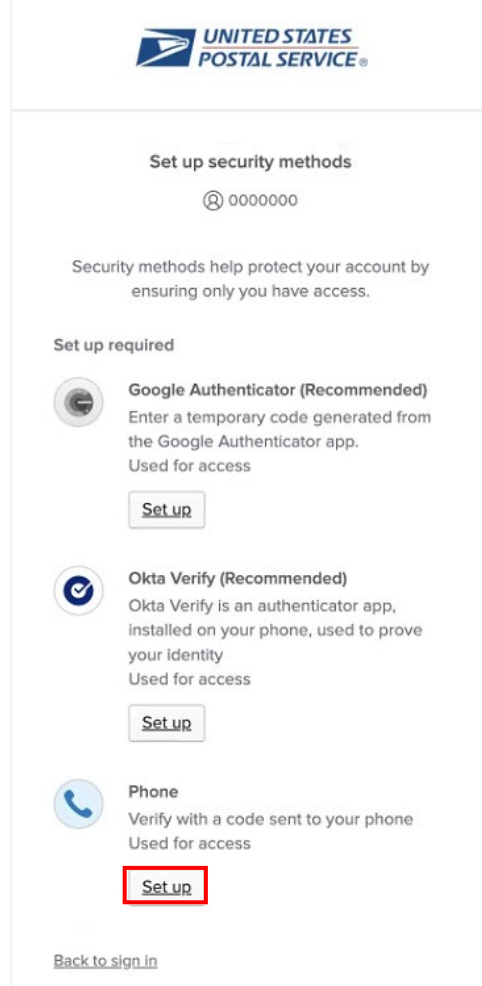
Verify


[Return to authenticator list](#)

[Back to sign in](#)

How to set up Phone (SMS) MFA security method

1. Select **Set up** under **Phone**.






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Set up security methods

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Security methods help protect your account by ensuring only you have access.

Set up required

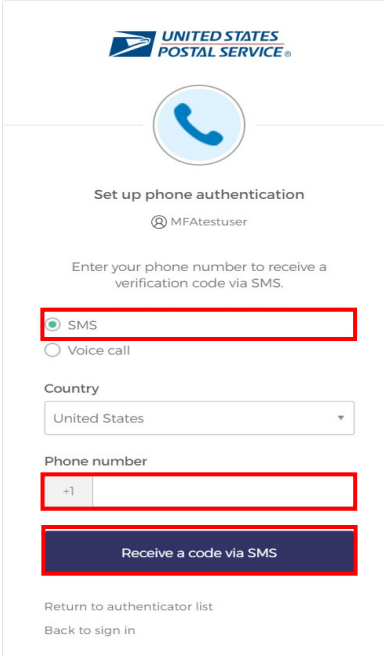
-  **Google Authenticator (Recommended)**
Enter a temporary code generated from the Google Authenticator app.
Used for access
[Set up](#)
-  **Okta Verify (Recommended)**
Okta Verify is an authenticator app, installed on your phone, used to prove your identity.
Used for access
[Set up](#)
-  **Phone**
Verify with a code sent to your phone.
Used for access
[Set up](#)

[Back to sign in](#)

2. Select **SMS**.

Enter a phone number where you can receive SMS text messages.

Then select **Receive a code via SMS**.



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Set up phone authentication
MFAtestuser

Enter your phone number to receive a verification code via SMS.

SMS
 Voice call

Country
United States

Phone number
+1

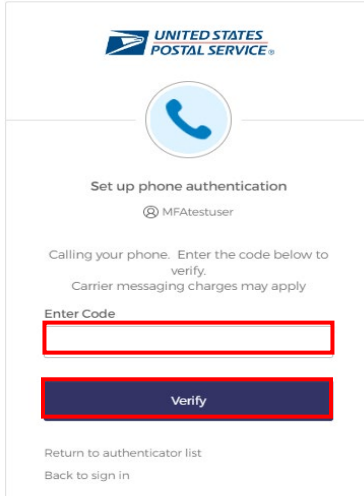
Receive a code via SMS

Return to authenticator list
Back to sign in

3. **Enter the Code** that you received on your phone via SMS message and select **Verify**.

You have successfully configured your Phone SMS security method.

Important: Click [here](#) to return to MFA security methods.



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Set up phone authentication
MFAtestuser

Calling your phone. Enter the code below to verify.
Carrier messaging charges may apply

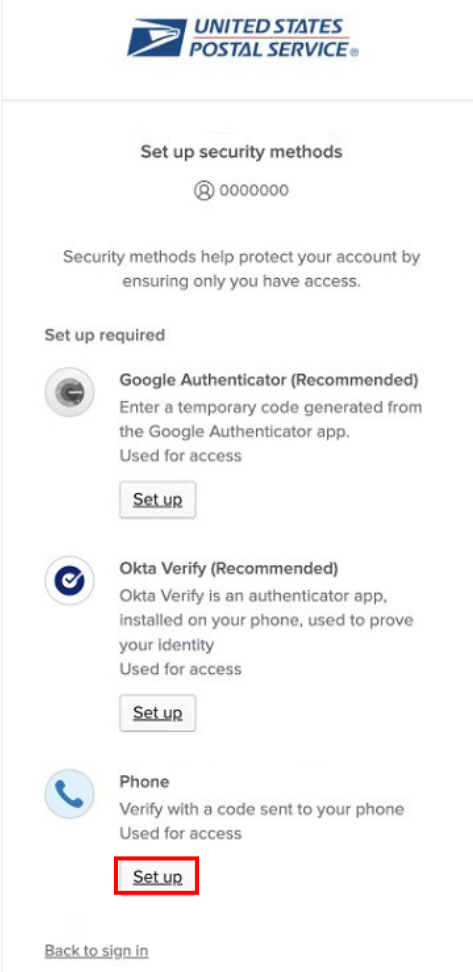
Enter Code


Verify

Return to authenticator list
Back to sign in

How to set up Phone (Voice) MFA security method

1. Select **Set up** under Phone to configure **Voice call**.






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Set up security methods
0000000

Security methods help protect your account by ensuring only you have access.

Set up required

-  **Google Authenticator (Recommended)**
Enter a temporary code generated from the Google Authenticator app.
Used for access
[Set up](#)
-  **Okta Verify (Recommended)**
Okta Verify is an authenticator app, installed on your phone, used to prove your identity.
Used for access
[Set up](#)
-  **Phone**
Verify with a code sent to your phone.
Used for access
[Set up](#)

[Back to sign in](#)

2. Select **Voice call**.

Enter a phone number where you can receive a verification code via voice call.

Then select **Receive a code via voice call**.

3. Receive a phone call and **enter the code** (six-digit numeric code) provided via the phone call.

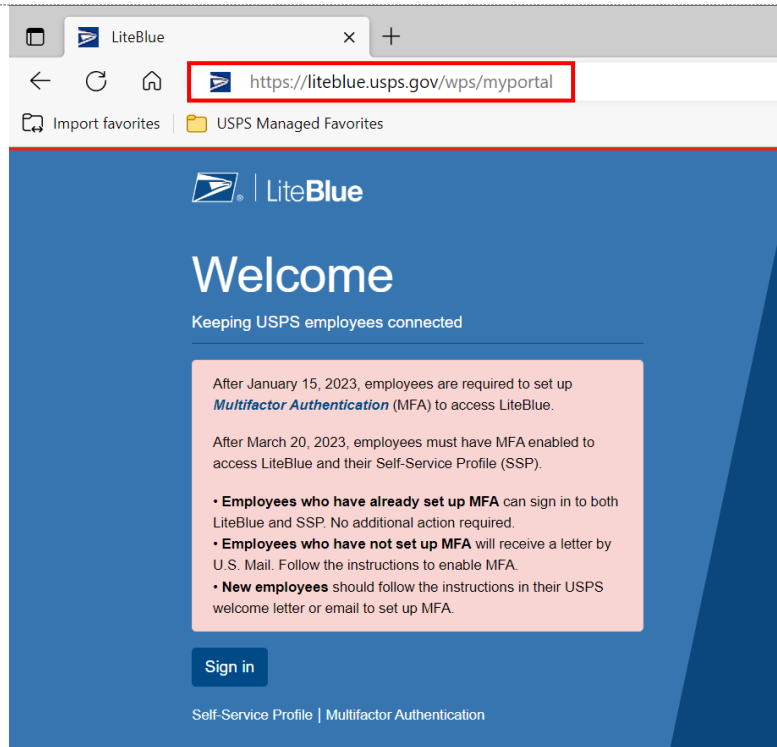
Select **Verify**.

You have successfully configured your Voice Call security method.

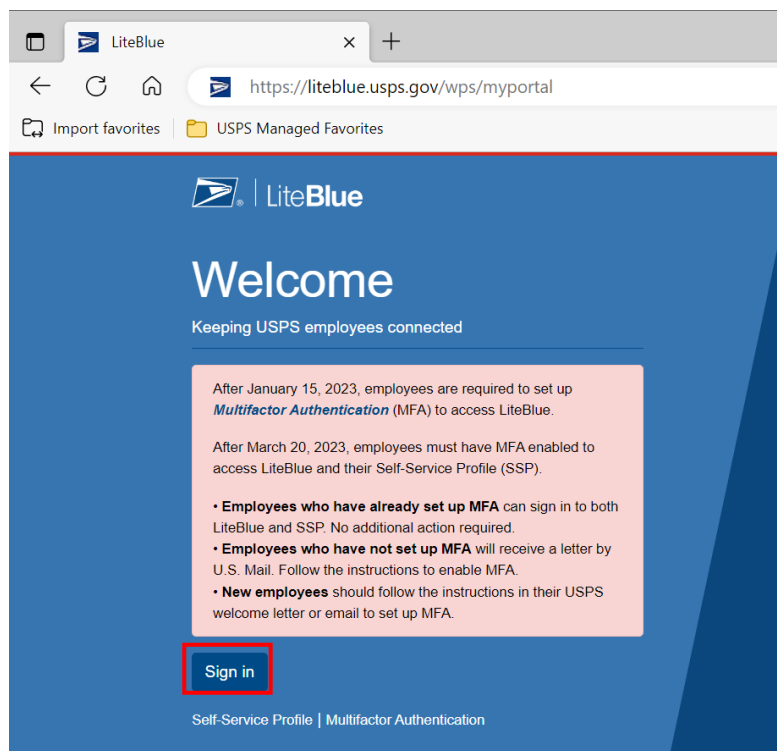
Important: Click [here](#) to return to MFA security methods.

How to log in to LiteBlue after setting up Okta Verify MFA security method

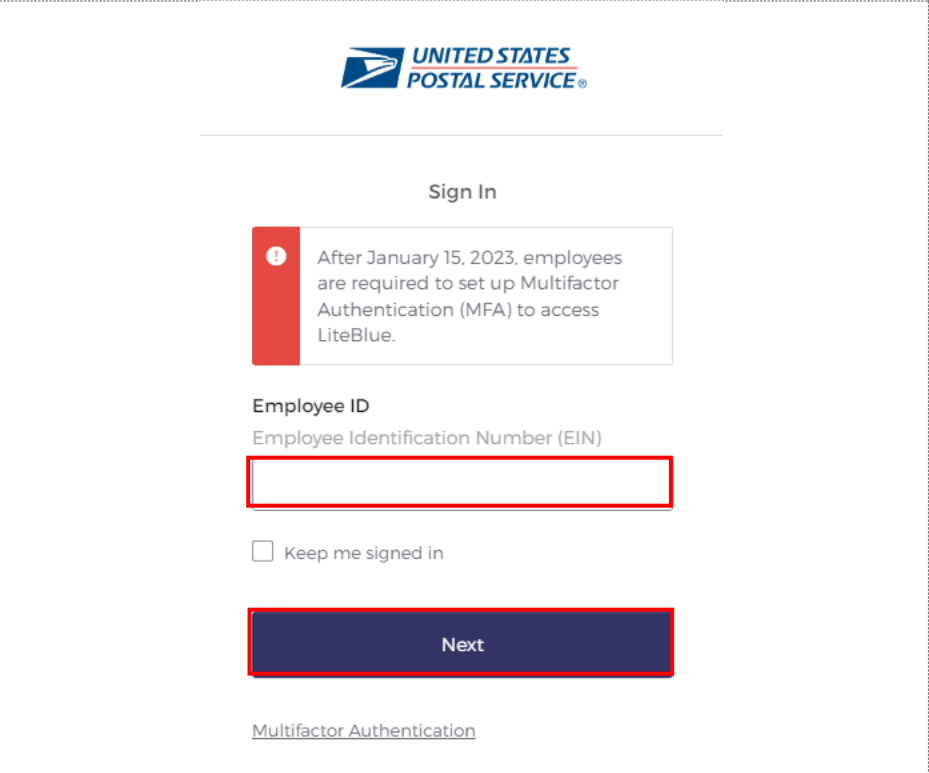
1. On your computer or smartphone, open a web browser and navigate to LiteBlue: <https://liteblue.usps.gov>



2. Select **Sign In**.



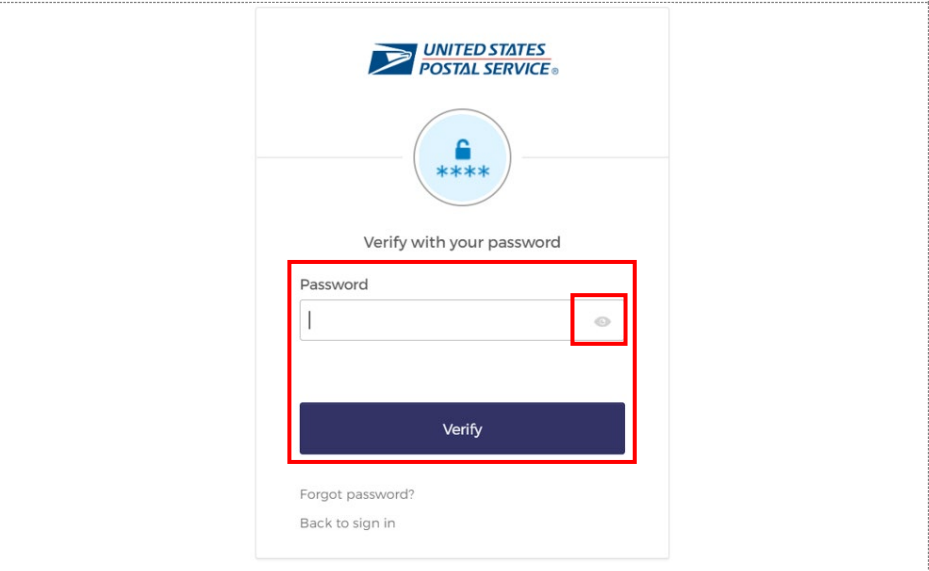
3. Enter **Employee Identification Number (EIN)** and select **Next**.



The screenshot shows the 'Sign In' page of the United States Postal Service system. At the top is the USPS logo. Below it is the heading 'Sign In'. A red-bordered box highlights a message: 'After January 15, 2023, employees are required to set up Multifactor Authentication (MFA) to access LiteBlue.' Below this is the 'Employee ID' section, which includes the label 'Employee Identification Number (EIN)' and a text input field. A checkbox labeled 'Keep me signed in' is present below the input field. A dark blue 'Next' button is highlighted with a red border. At the bottom, there is a link for 'Multifactor Authentication'.

4. Enter **Password** and select **Verify**.

Click the eye icon to validate you typed your password correctly.



The screenshot shows the 'Verify with your password' page. At the top is the USPS logo. Below it is a lock icon and the text 'Verify with your password'. A red-bordered box highlights the 'Password' input field, which contains a vertical bar. To the right of the input field is an eye icon, also highlighted with a red border. Below the input field is a dark blue 'Verify' button. At the bottom of the page are links for 'Forgot password?' and 'Back to sign in'.

5. You will then have the option to select **Enter a code** or **Get a push notification** in the **Okta Verify** app.

Click **Select** next to **Get a push notification** **Okta Verify**.

Alternatively, you can Select Enter a code to receive a six-digit code in the Okta Verify app.





If you choose Enter a code, go to step 9.



Verify it's you with a security method

04250041

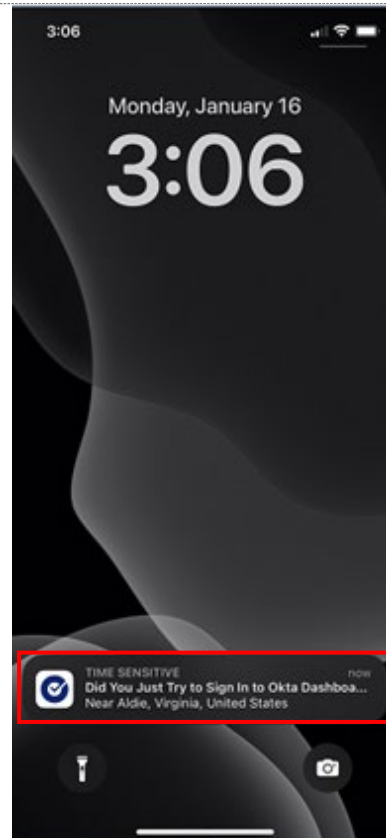
Select from the following options

-  Email
-  Enter a code
Okta Verify
-  Get a push notification
Okta Verify
-  Phone
+1 XXX-XXX-0414

[LiteBlue Help](#)

[Back to sign in](#)

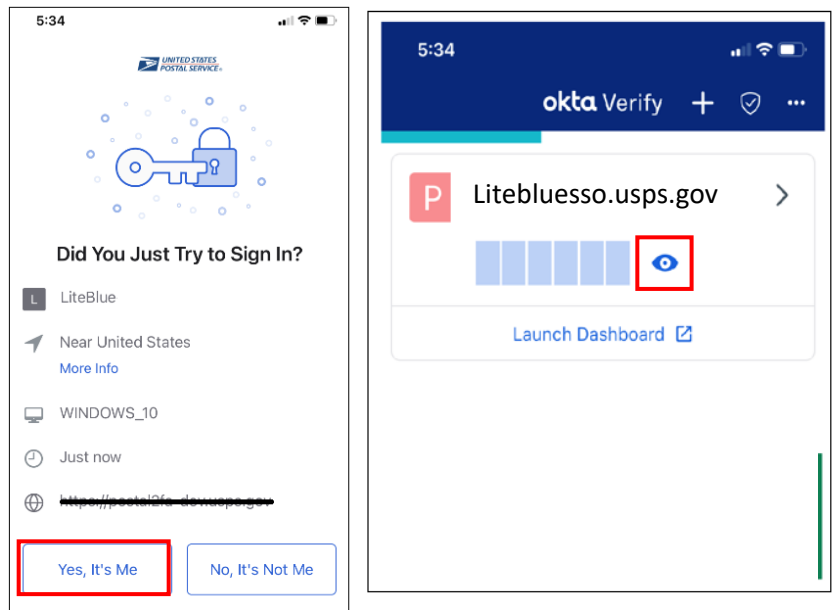
6. Click on **Okta push notification**.



7. On your phone, you should receive the Push Notification.

Select **Yes, It's Me**.

In case you did not allow for the push notification, select the eye icon to reveal a six-digit passcode to access the system.

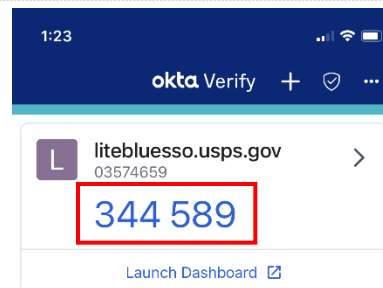


8. You have successfully logged in to LiteBlue.

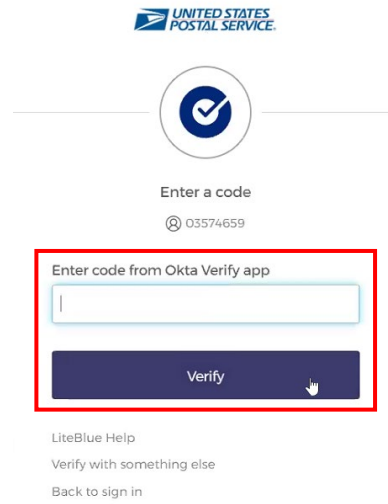
If you selected Enter a code, go to step 9.



9. If you selected Enter a code, open the Okta Verify App to locate the six-digit code.



10. Then **Enter code from Okta Verify app** and click **Verify**.

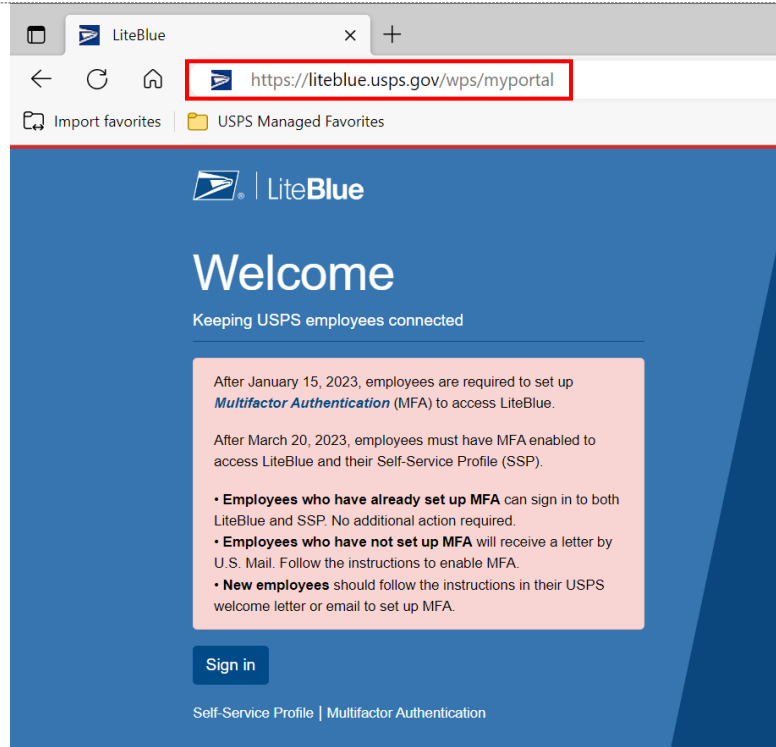


11. You have successfully logged in to LiteBlue.

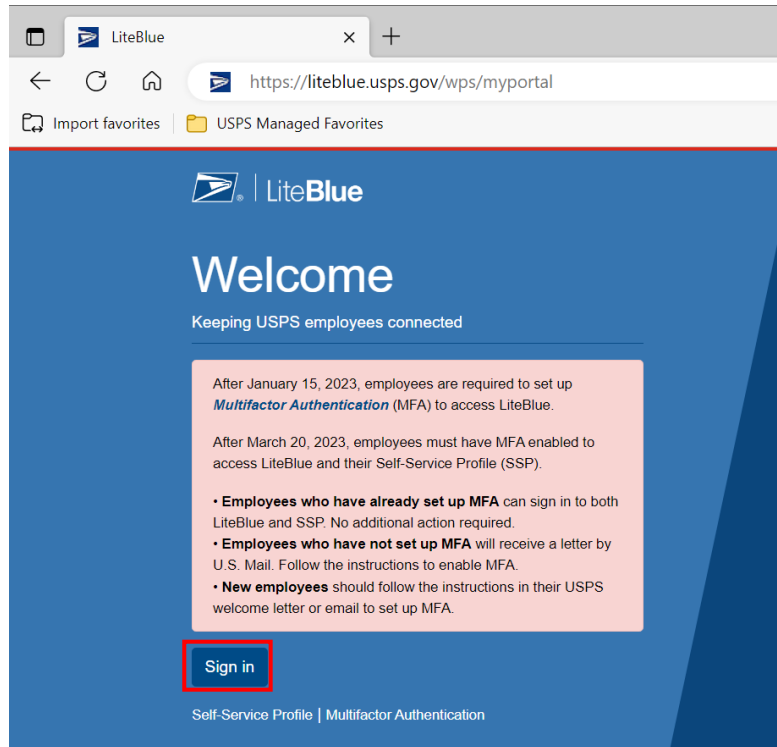


How to log in to LiteBlue after setting up Google Authenticator MFA security method

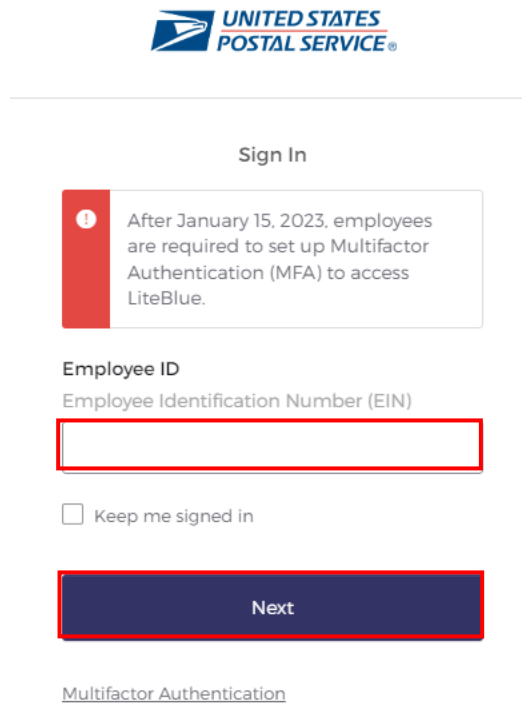
1. On your computer or smartphone, open a web browser and navigate to LiteBlue: <https://liteblue.usps.gov>



2. Select **Sign In**.

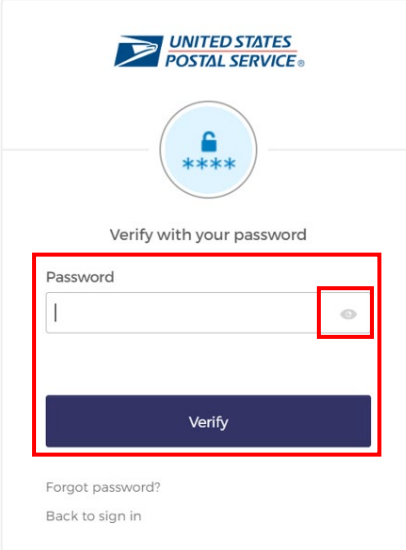


3. Enter **Employee Identification Number (EIN)** and select **Next**.



4. Enter **Password** and select **Verify**.

Click the eye icon to validate you typed your password correctly.



UNITED STATES
POSTAL SERVICE®

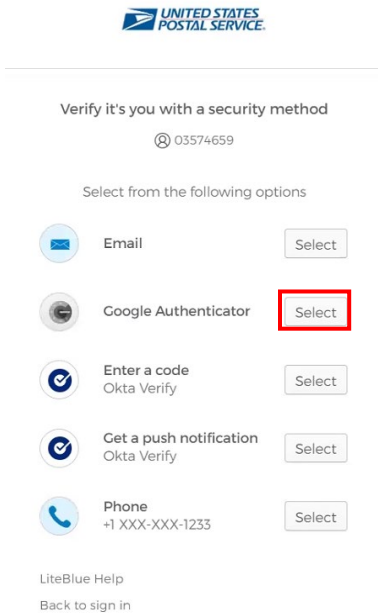
Verify with your password

Password

Verify

[Forgot password?](#)
[Back to sign in](#)

5. Click **Select** next to input a one-time code from **Google Authenticator**.



UNITED STATES
POSTAL SERVICE®

Verify it's you with a security method

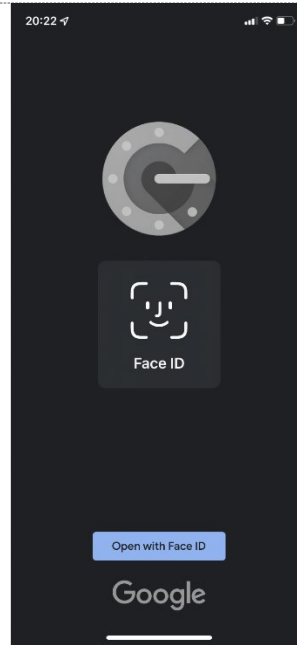
03574659

Select from the following options

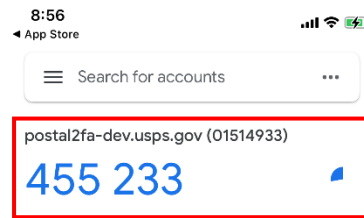
Email	Select
Google Authenticator	Select
Enter a code Okta Verify	Select
Get a push notification Okta Verify	Select
Phone +1 XXX-XXX-1233	Select

[LiteBlue Help](#)
[Back to sign in](#)

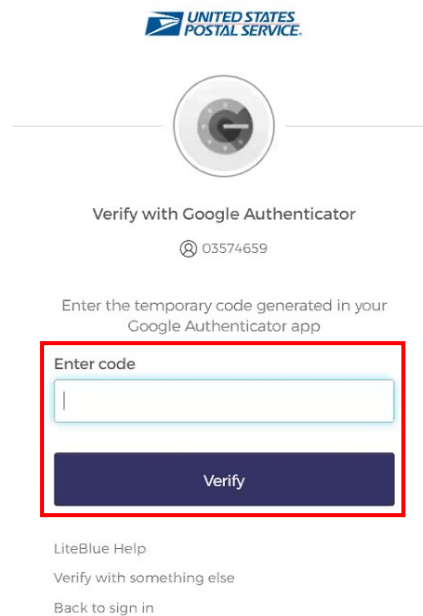
6. On your phone, open the Google Authenticator app.



7. Look for the six-digit code associated with your LiteBlue account.



8. Enter the six-digit code and click **Verify**.

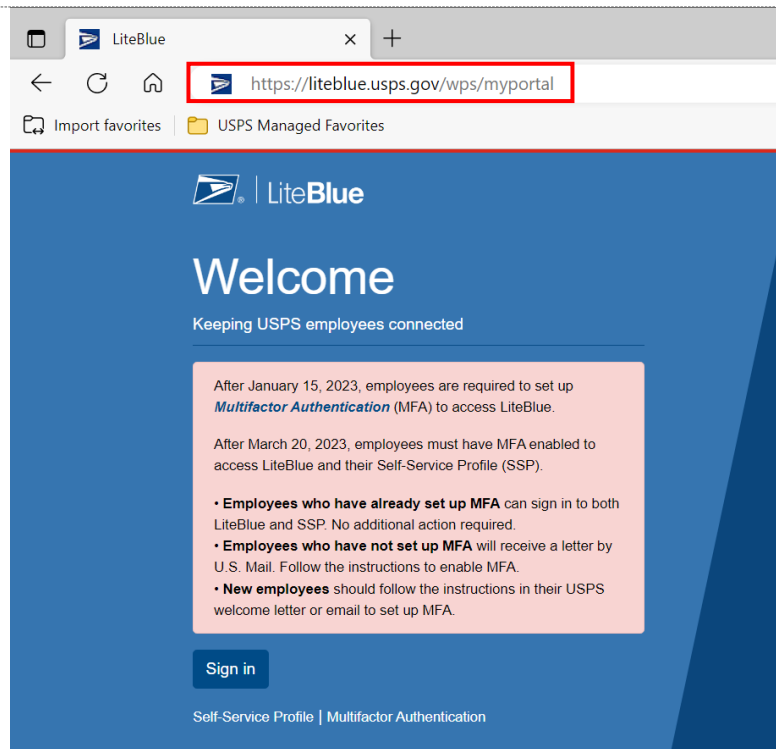


9. You have successfully logged in to LiteBlue.

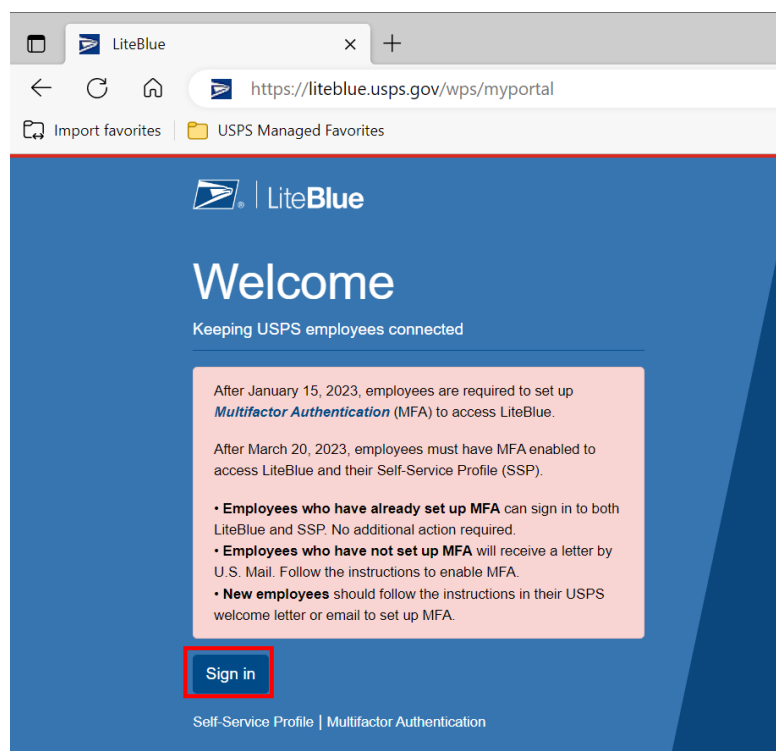


How to log in to LiteBlue after setting up Phone (SMS) MFA security method

1. On your computer or smartphone, open a web browser and navigate to LiteBlue: <https://liteblue.usps.gov>




2. Select **Sign In**.



3. Enter **Employee Identification Number (EIN)** and select **Next**.



Sign In

 After January 15, 2023, employees are required to set up Multifactor Authentication (MFA) to access LiteBlue.

Employee ID
Employee Identification Number (EIN)

Keep me signed in

Next

[Multifactor Authentication](#)


4. Enter **Password** and select **Verify**.

Click the eye icon to validate you typed your password correctly.



Verify with your password

Password

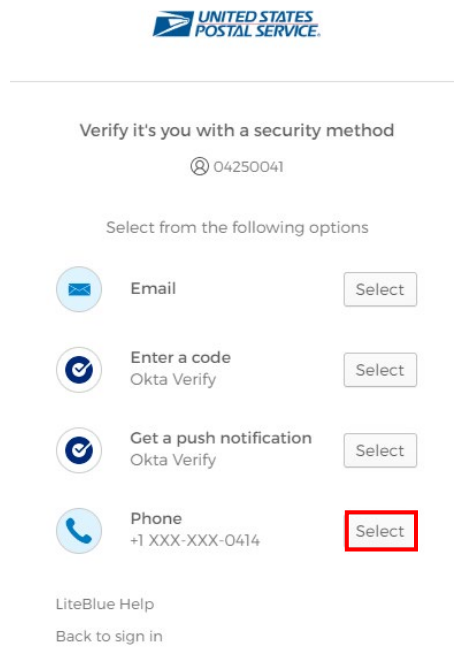


Verify

[Forgot password?](#)
[Back to sign in](#)

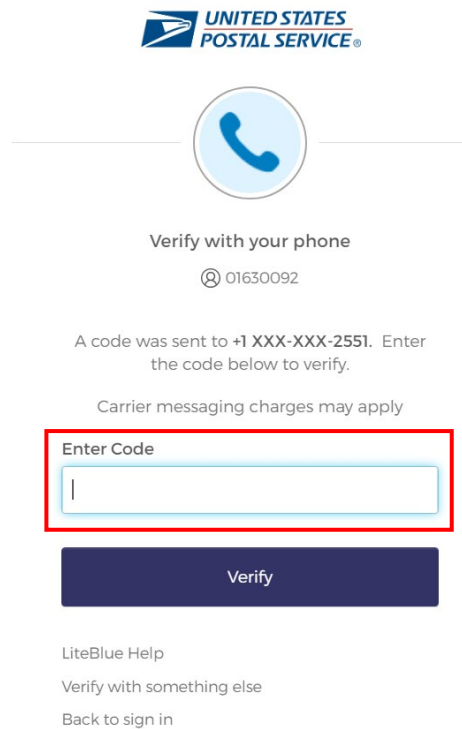
5. Click **Select** next to **Phone**.

You will receive a six-digit code on your mobile phone.



The screenshot shows the United States Postal Service logo at the top. Below it, the text reads "Verify it's you with a security method" followed by the account ID "04250041". Underneath, it says "Select from the following options". There are four options listed, each with a "Select" button: "Email", "Enter a code Okta Verify", "Get a push notification Okta Verify", and "Phone +1 XXX-XXX-0414". The "Phone" option and its "Select" button are highlighted with a red box. At the bottom, there are links for "LiteBlue Help" and "Back to sign in".

6. **Enter code.**



The screenshot shows the United States Postal Service logo at the top. Below it is a large blue telephone handset icon. The text reads "Verify with your phone" followed by the account ID "01630092". Below that, it says "A code was sent to +1 XXX-XXX-2551. Enter the code below to verify." and "Carrier messaging charges may apply". There is a text input field labeled "Enter Code" with a red border around it. Below the input field is a dark blue "Verify" button. At the bottom, there are links for "LiteBlue Help", "Verify with something else", and "Back to sign in".

7. Select **Verify**.



Verify with your phone

01630092

A code was sent to +1 XXX-XXX-2551. Enter the code below to verify.

Carrier messaging charges may apply

Enter Code

Verify

[LiteBlue Help](#)

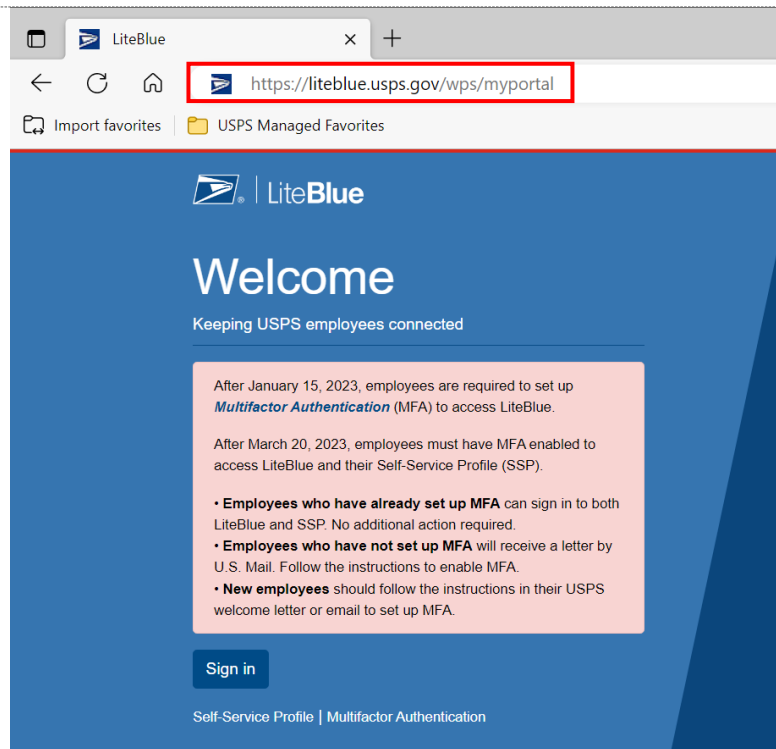
[Verify with something else](#)

[Back to sign in](#)

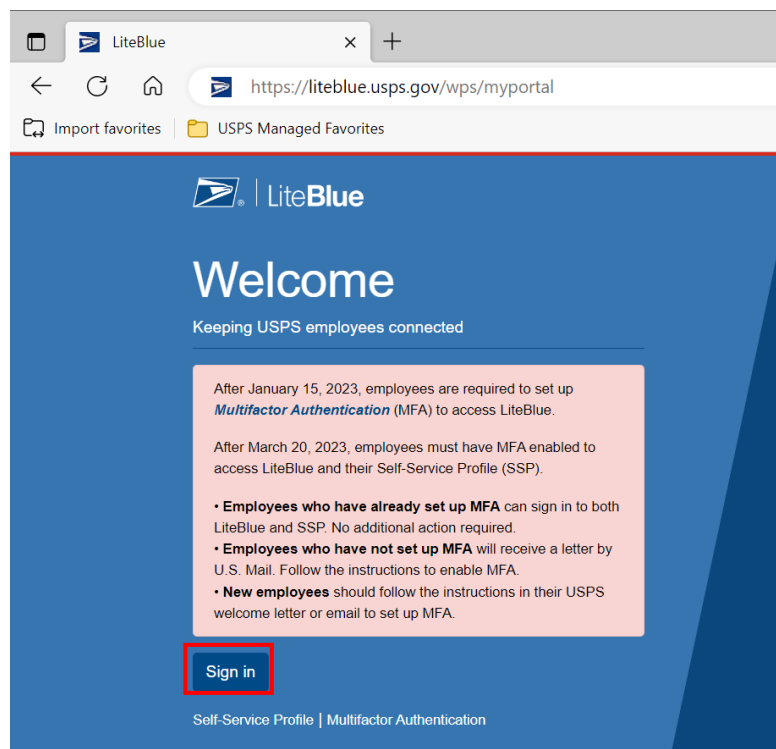
8. You have successfully logged in to LiteBlue.

How to log in to LiteBlue after setting up Phone (Voice) MFA security method

1. On your computer or smartphone, open a web browser and navigate to LiteBlue: <https://liteblue.usps.gov>




2. Select **Sign In**.



3. Enter **Employee Identification Number (EIN)** and select **Next**.



Sign In

 After January 15, 2023, employees are required to set up Multifactor Authentication (MFA) to access LiteBlue.

Employee ID
Employee Identification Number (EIN)

Keep me signed in

Next

[Multifactor Authentication](#)


4. Enter **Password** and select **Verify**.

Click the eye icon to validate you typed your password correctly.



Verify with your password

Password



Verify

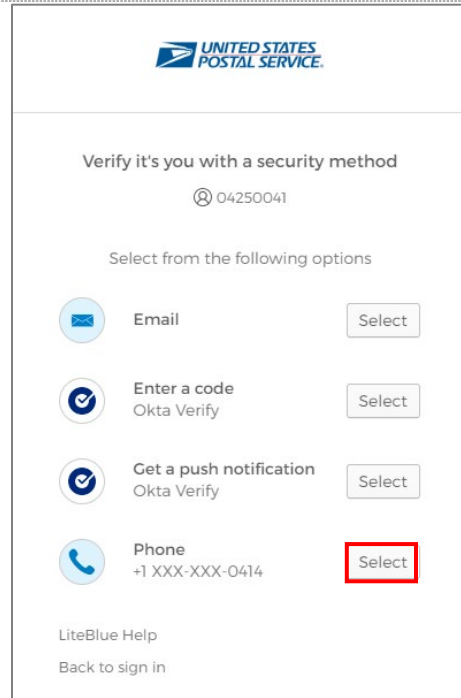
[Forgot password?](#)

[Back to sign in](#)

5. Click **Select** next to **Phone**.

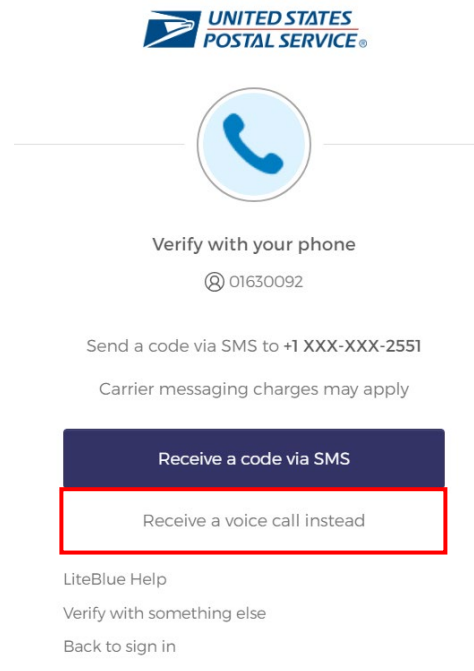
If you did not set up SMS as one of your security methods, you will receive a phone call with the code. Go to step 7.

If you set up SMS as a second security method, you will be prompted to use SMS or a voice call. Go to step 6.



6. Select **Receive a voice call instead**.

You will receive a phone call where the code will be read to you.



7. **Enter code** provided by the phone call.



Verify with your phone

📞 01630092

A code was sent to +1 XXX-XXX-2551. Enter the code below to verify.

Carrier messaging charges may apply

Enter Code

Verify

[LiteBlue Help](#)

[Verify with something else](#)

[Back to sign in](#)

8. **Select Verify.**



Verify with your phone

📞 01630092

A code was sent to +1 XXX-XXX-2551. Enter the code below to verify.

Carrier messaging charges may apply

Enter Code

Verify

[LiteBlue Help](#)

[Verify with something else](#)

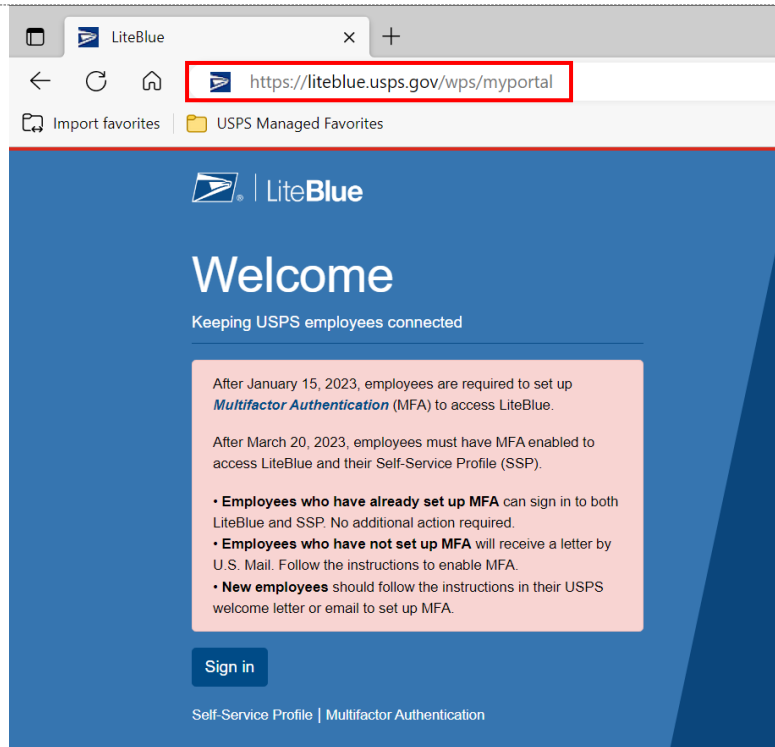
[Back to sign in](#)

9. You have successfully logged in to LiteBlue.

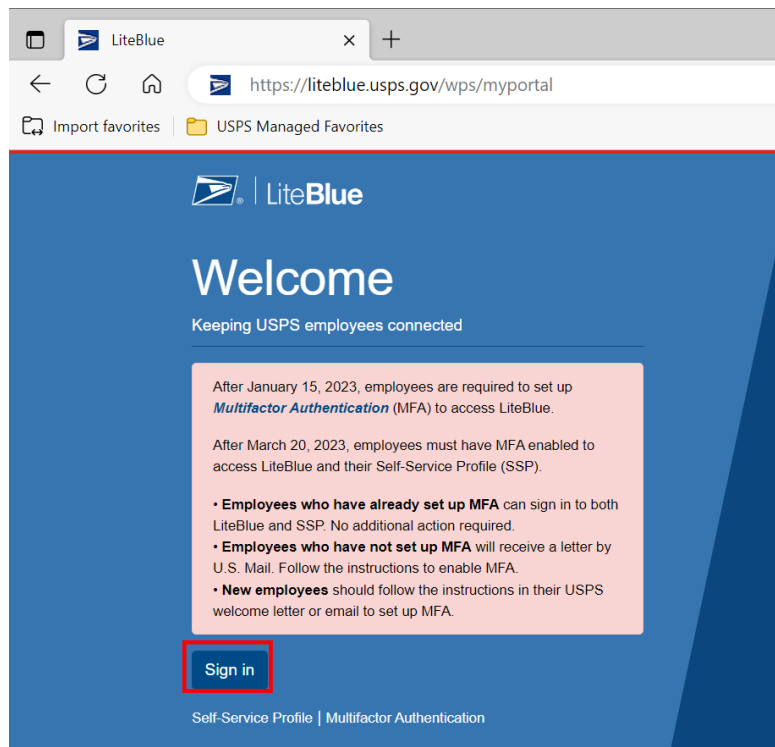


How to log in to LiteBlue using Email MFA security method

1. On your computer or smartphone, open a web browser and navigate to LiteBlue: <https://liteblue.usps.gov>




2. Select **Sign In**.



3. Enter **Employee Identification Number (EIN)** and select **Next**.



Sign In

 After January 15, 2023, employees are required to set up Multifactor Authentication (MFA) to access LiteBlue.

Employee ID
Employee Identification Number (EIN)

Keep me signed in

Next

[Multifactor Authentication](#)

4. Enter **Password** and select **Verify**.

Click the eye icon to validate you typed your password correctly.



Verify with your password

Password

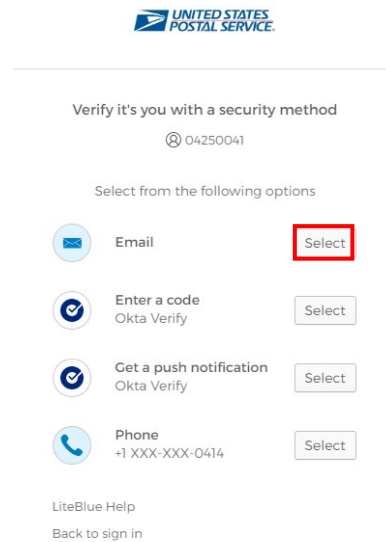
Verify

[Forgot password?](#)
[Back to sign in](#)

5. If you have an email saved in your SSP profile, you will now see the option for the Email security method.

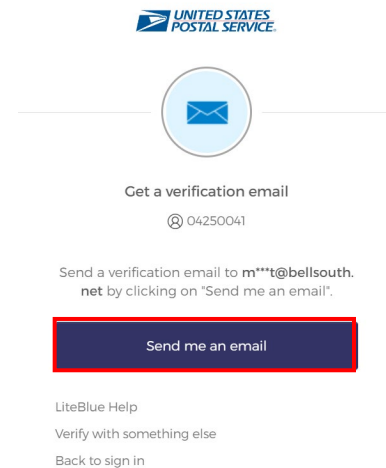
Click **Select** next to **Email**.

If you do not have a valid email in SSP, you will not be able to use the Email MFA security method to log in to LiteBlue.

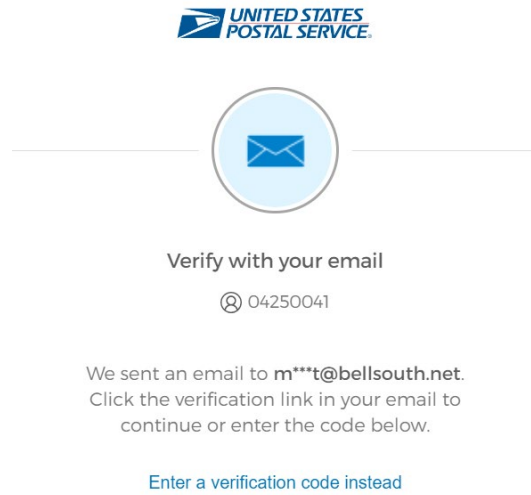


6. Select **Send me an email**.

You will receive a six-digit code to the email you have on your SSP profile.



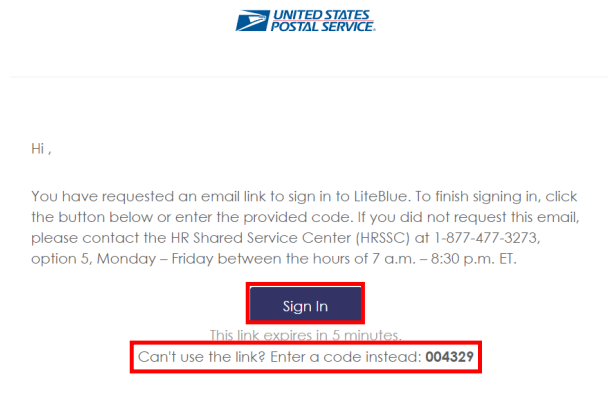
7. You will see a screen that verifies that an email has been sent to the email address on file.



8. Go to your email inbox and identify the Okta-generated email.

Select **Sign In**. Go to step 11.

Alternatively, you can enter the six-digit code provided at the bottom of the email. Go to step 9.



9. If you selected **Enter a Verification Code instead**, Enter code.


 **POSTAL SERVICE®**



Verify with your email

📧 04250041

We sent an email to **m***t@bellsouth.net**.
Click the verification link in your email to
continue or enter the code below.

 Haven't received an email? [Send again](#)

Enter Code

Verify

10. Select **Verify**.

11. You have successfully logged in to LiteBlue.

How to access your Self-Service Profile from the LiteBlue sign in page

1. On your computer or smartphone, open a web browser and navigate to LiteBlue: <https://liteblue.usps.gov>

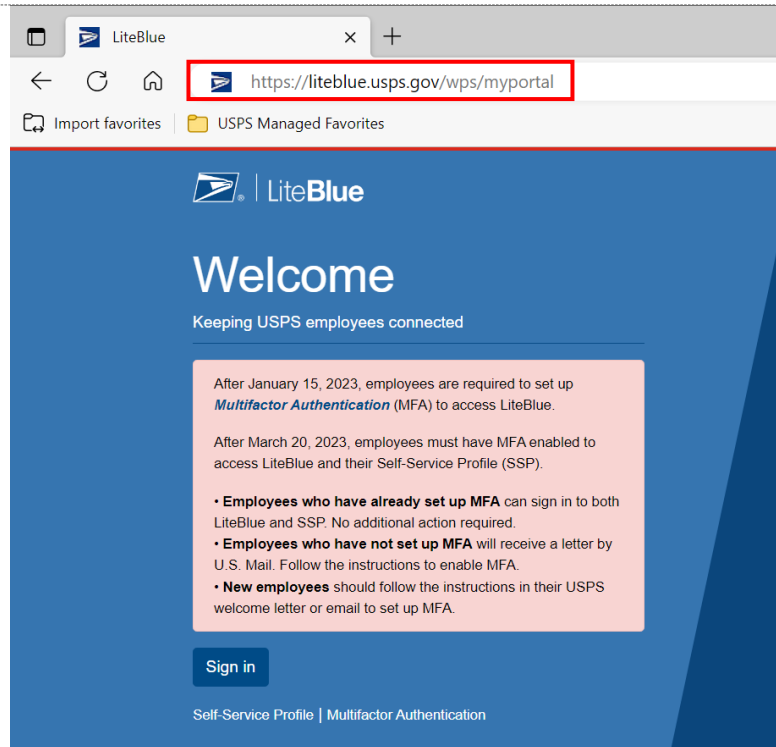
You can access your Self-Service Profile via the following options:

“*Self-Service Profile*” link on the LiteBlue sign in page.

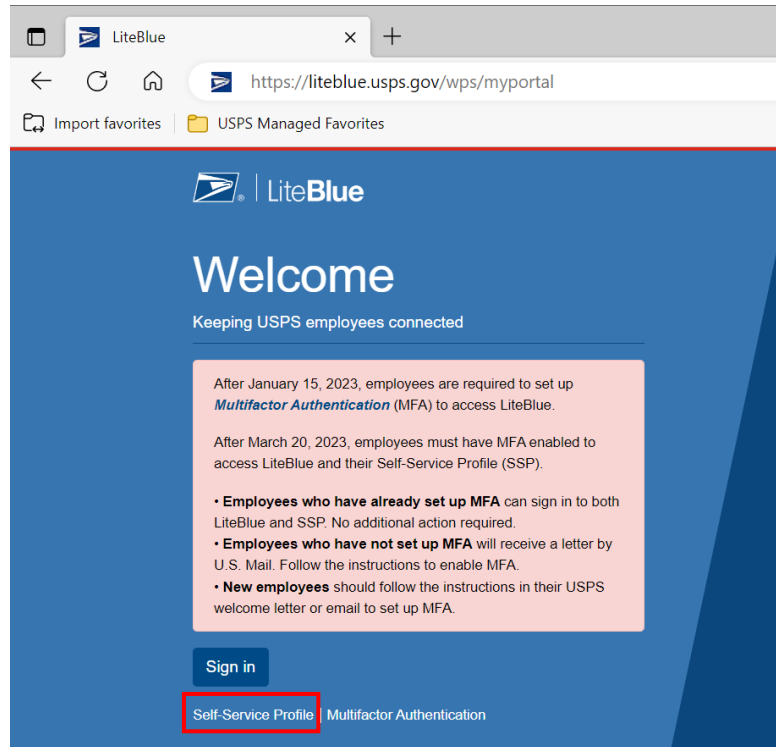
“*Self-Service Profile*” link under Employee Apps on the LiteBlue home page.

“*Self-Service Profile*” link under Resource Index on the LiteBlue home page.

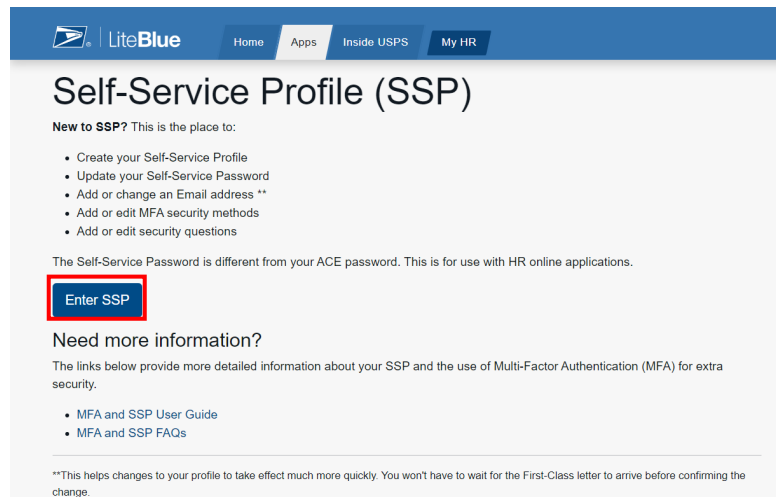
“*Self-Service Profile*” tab on the apps page in LiteBlue.



2. Click on the **Self-Service Profile** link.



3. Select **Enter SSP**.




4. The sign in page will open in a new tab.

Enter **Employee Identification Number (EIN)** and select **Next**.



Sign In

 After January 15, 2023, employees are required to set up Multifactor Authentication (MFA) to access LiteBlue.

Employee ID
Employee Identification Number (EIN)

Keep me signed in

Next

[Multifactor Authentication](#)


5. Enter **Password** and select **Verify**.

Click the eye icon to validate you typed your password correctly.



Verify with your password

Password



Verify

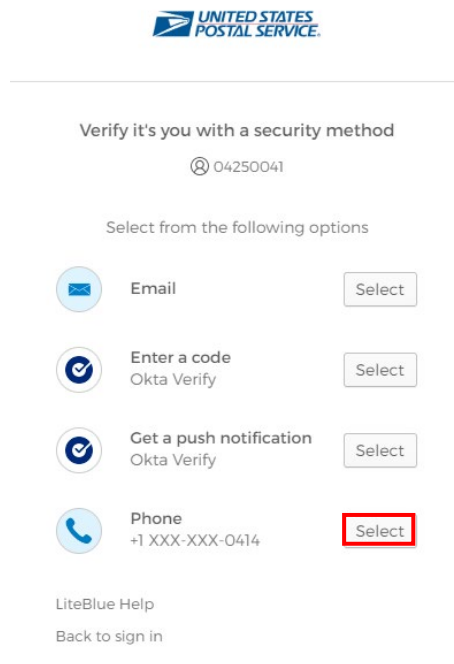
[Forgot password?](#)

[Back to sign in](#)

6. Click **Select** next to **Phone**.

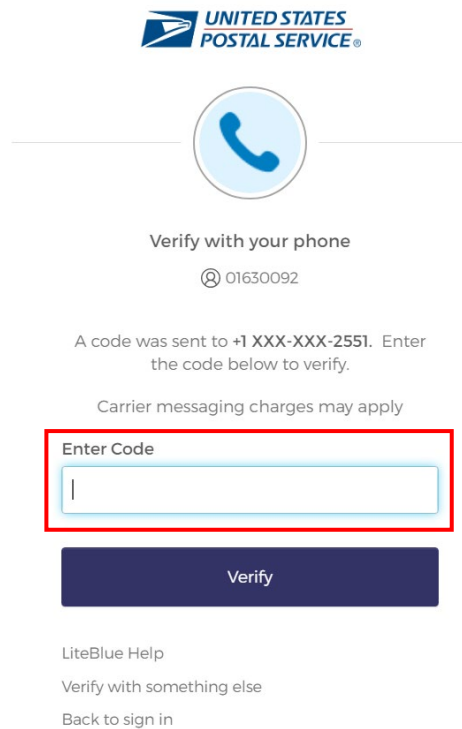
You will receive a six-digit code on your mobile phone.

Or verify it's you with another preconfigured security method.



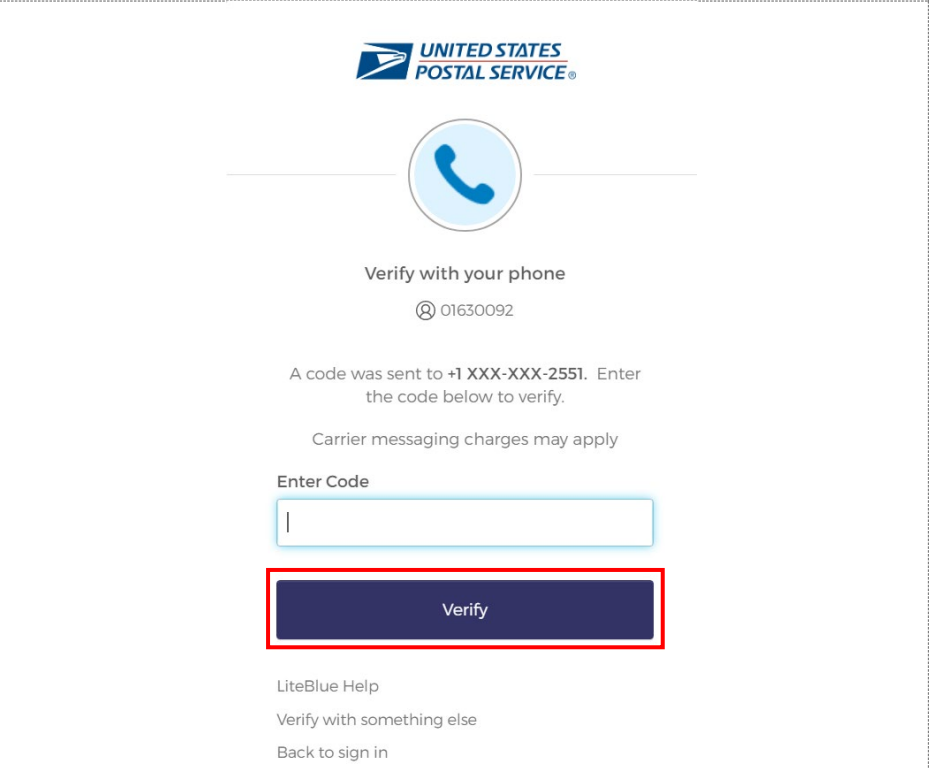
The screenshot shows the United States Postal Service logo at the top. Below it, the text reads "Verify it's you with a security method" followed by the phone number "04250041". Underneath, it says "Select from the following options". There are four options listed, each with a "Select" button: "Email", "Enter a code Okta Verify", "Get a push notification Okta Verify", and "Phone +1 XXX-XXX-0414". The "Phone" option and its "Select" button are highlighted with a red box. At the bottom, there are links for "LiteBlue Help" and "Back to sign in".

7. Enter code.



The screenshot shows the United States Postal Service logo at the top. Below it is a large phone icon. The text reads "Verify with your phone" followed by the phone number "01630092". Below that, it says "A code was sent to +1 XXX-XXX-2551. Enter the code below to verify." and "Carrier messaging charges may apply". There is a text input field labeled "Enter Code" with a red border around it. Below the input field is a dark blue "Verify" button. At the bottom, there are links for "LiteBlue Help", "Verify with something else", and "Back to sign in".

8. Select **Verify**.



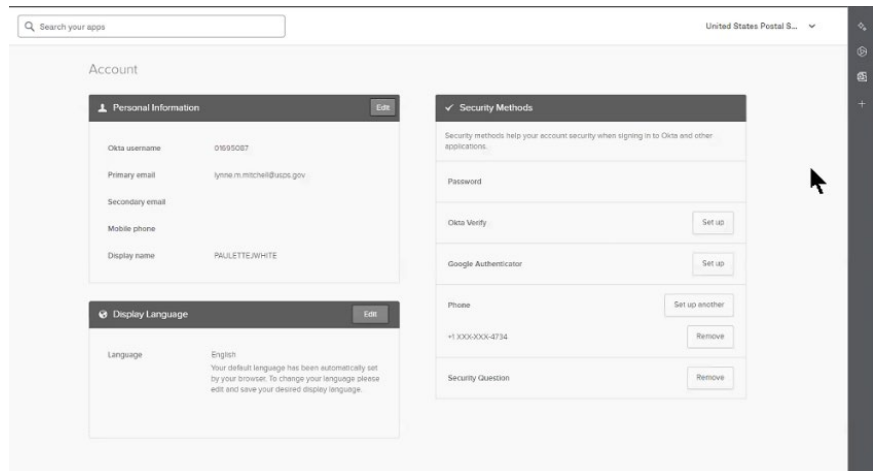
9. Your Self-Service Profile will appear.

On this page, you can:

- Create your Self-Service Password
- Add or change an email address
- Add or edit MFA security methods
- Add or edit your security question

You must enter your password and perform MFA when making changes in your Self-Service Profile.

After you update your Self-Service Profile, close the tab and navigate back to LiteBlue.

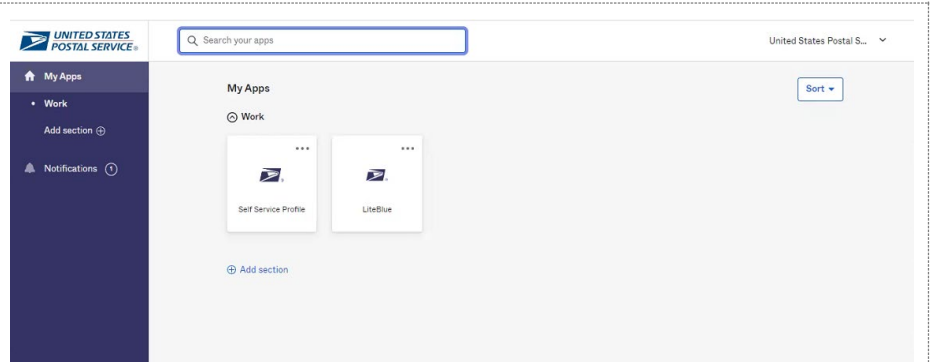


10. If you are redirected to the My Apps page, you can:

Click on the Self-Service Profile tile to return to your Self-Service Profile.

Click on the LiteBlue tile to return to LiteBlue.

Or close the tab and navigate back to LiteBlue.



How to access your Self-Service Profile in LiteBlue

1. On your computer or smartphone, open a web browser and navigate to LiteBlue: <https://liteblue.usps.gov>

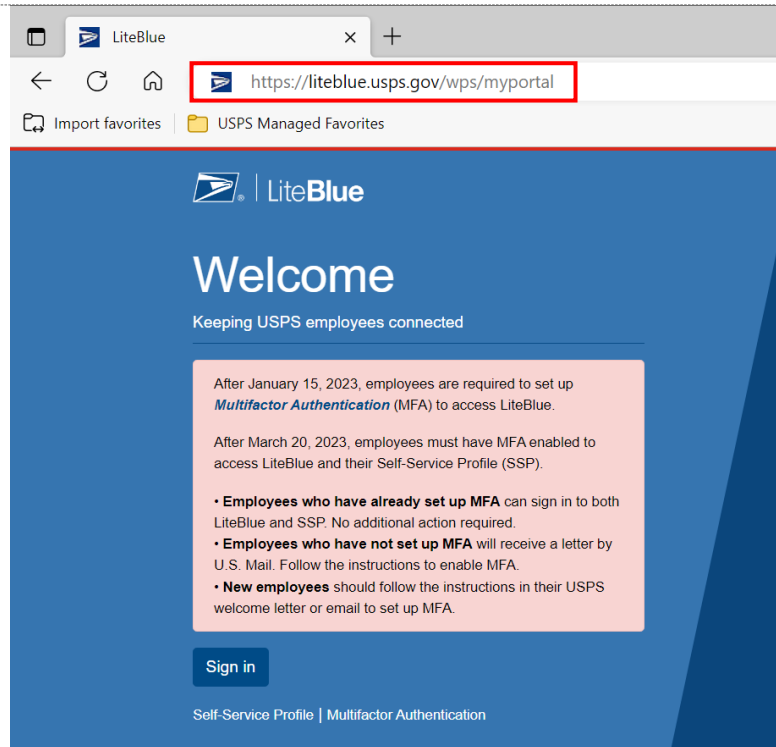
You can access your Self-Service Profile via the following options:

“*Self-Service Profile*” link on the LiteBlue sign in page.

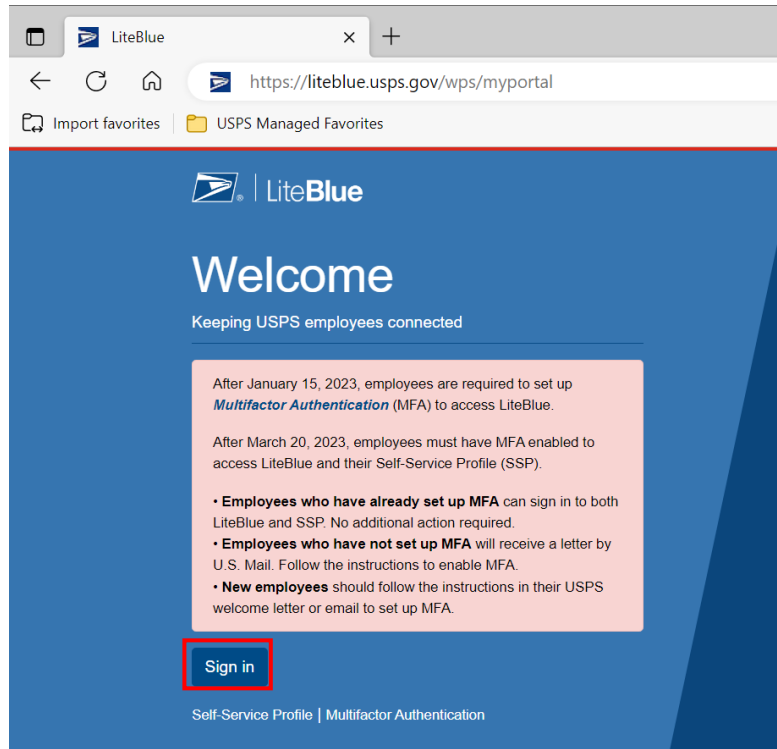
“*Self-Service Profile*” link under Employee Apps on the LiteBlue home page.

“*Self-Service Profile*” link under Resource Index on the LiteBlue home page.

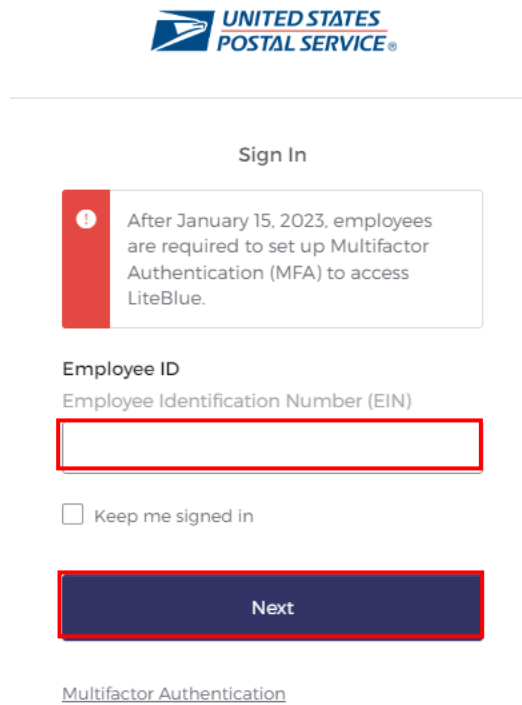
“*Self-Service Profile*” tab on the apps page in LiteBlue.



2. Select **Sign In**.

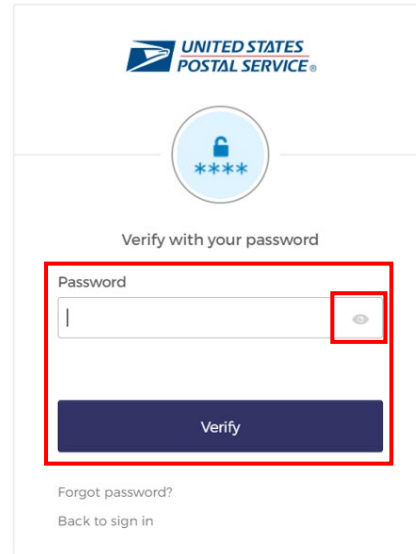


3. Enter **Employee Identification Number (EIN)** and select **Next**.



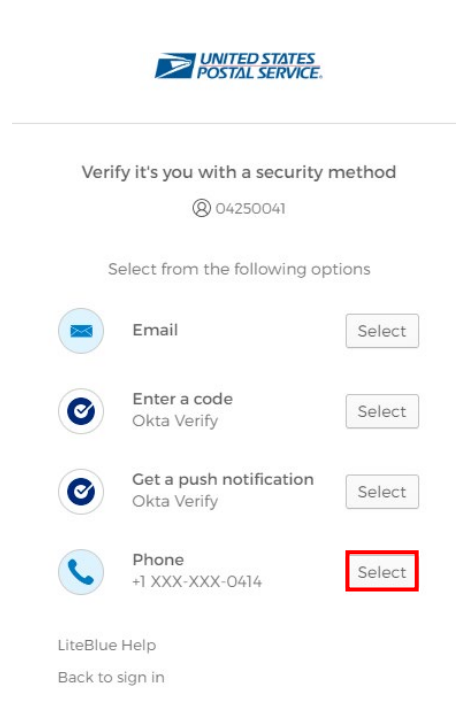
4. Enter **Password** and select **Verify**.

Click the eye icon to validate you typed your password correctly.



5. Click **Select** next to **Phone**.

You will receive a six-digit code on your mobile phone.



6. Enter code.



Verify with your phone

01630092

A code was sent to +1 XXX-XXX-2551. Enter the code below to verify.

Carrier messaging charges may apply

Enter Code

Verify

[LiteBlue Help](#)

[Verify with something else](#)

[Back to sign in](#)

7. Select Verify.



Verify with your phone

01630092

A code was sent to +1 XXX-XXX-2551. Enter the code below to verify.

Carrier messaging charges may apply

Enter Code

Verify

[LiteBlue Help](#)

[Verify with something else](#)

[Back to sign in](#)

8. Click on **Self-Service Profile** under Employee Apps.

Employee Apps

- Change of address
- Disability Self-ID
- eCareer
- eJob bidding
- eLRA
- eOPF
- ePayroll
- eReassign
- eRetire
- IM Barcode Generator
- Name change
- PostalEASE
- **New: Self-Service PIN Reset**
- **New: Self-Service Profile**
- Virtual timecard

Access these from any page using the Apps tab above.

9. Click **Enter SSP**.

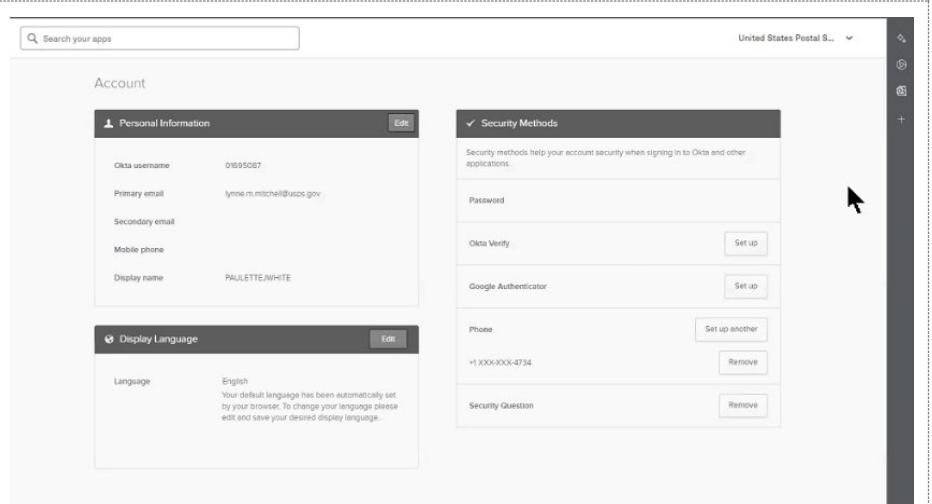
10. Your Self-Service Profile will open in a new tab.

On this page, you can:

- Create your Self-Service Password
- Add or change an email address
- Add or edit MFA security methods
- Add or edit your security question

You must enter your password and perform MFA when making changes in your Self-Service Profile.

After you update your Self-Service Profile, close the tab and navigate back to LiteBlue.

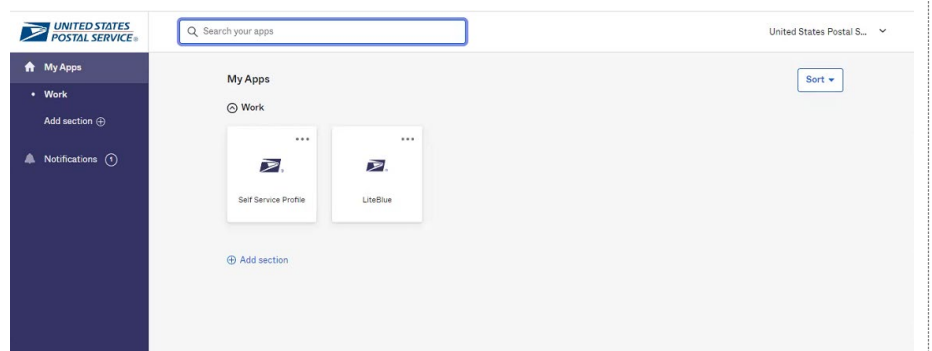


11. If you are redirected to the My Apps page, you can:

Click on the Self-Service Profile tile to return to your Self-Service Profile.

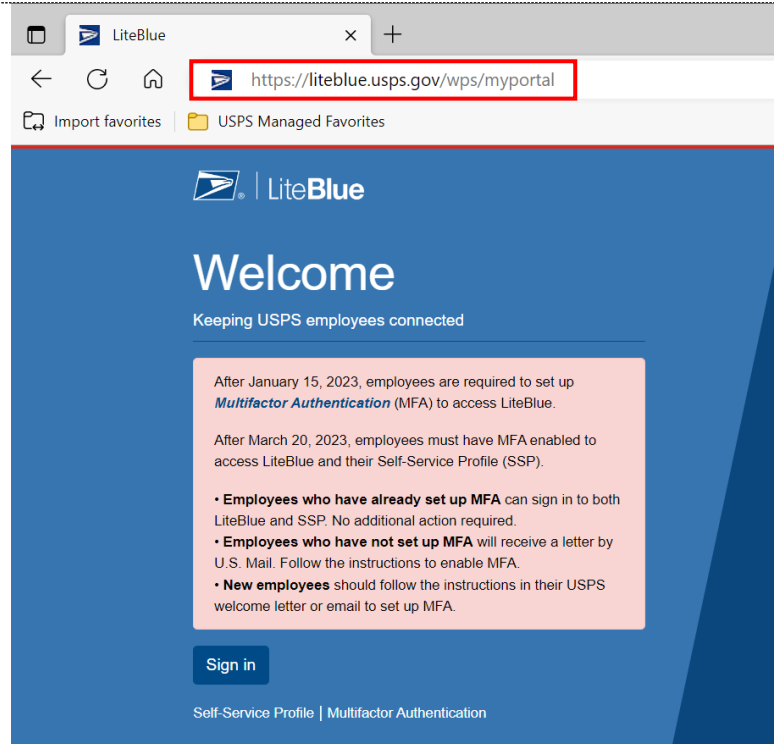
Click on the LiteBlue tile to return to LiteBlue.

Or close the tab and navigate back to LiteBlue.

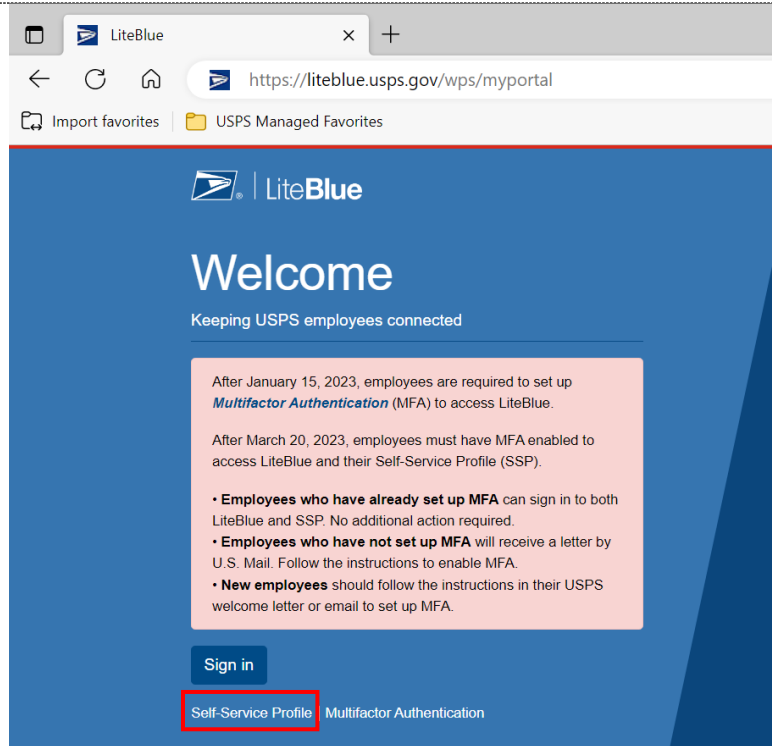


How to reset your Self-Service Profile Password if you forget your Security Question Answer

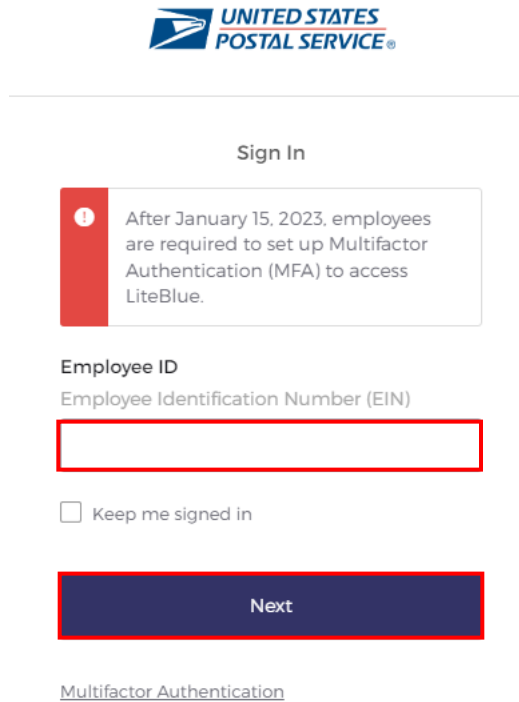
1. On your computer or smartphone, open a web browser and navigate to LiteBlue:
<https://liteblue.usps.gov>



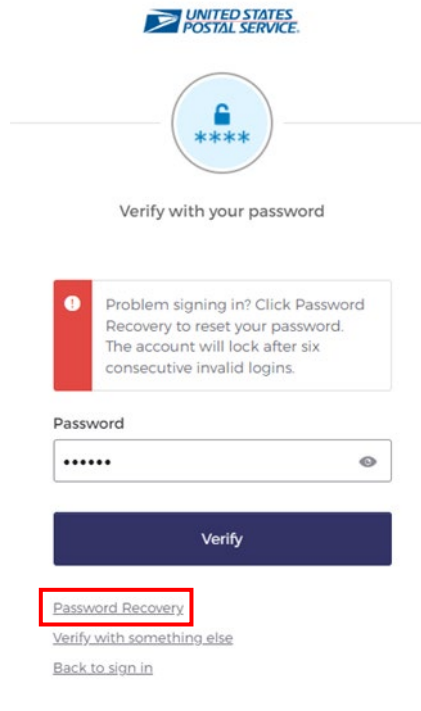
2. Select the **Self-Service Profile** link.



3. Enter **Employee Identification Number (EIN)** and select **Next**.



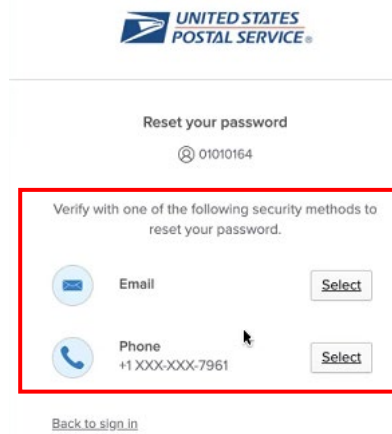
4. If you do not remember your password, select the **Password Recovery** link below the Verify button.



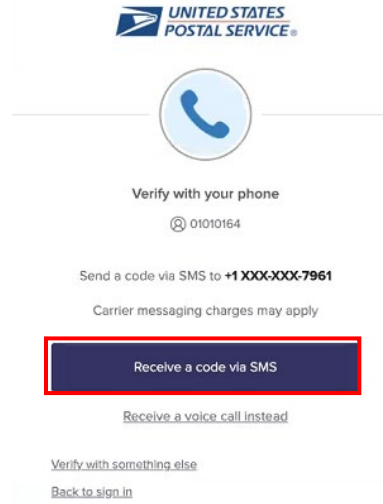
5. **Select** one of the MFA security methods to reset your password.

Phone (SMS) is used here for illustrative purposes.

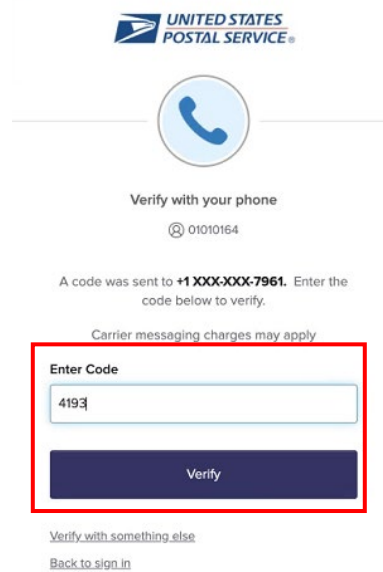
Only Email, Phone (SMS and Voice), and Okta Verify can be used for password recovery.



6. Select **Receive a code via SMS**.



7. Enter the six-digit code received via SMS and select **Verify**.



8. If you cannot remember the answer to your security question, select **Reset Password**.

9. Enter your **Employee ID, Birth Date, and Last 4 digits of SSN**.

USPS Self-Service Profile Password Reset

To reset your password provide the information below and then select "Request Reset".
* All fields are required.

OKTA EID: 01012585

Employee ID: *

Birth Date: *

Last 4 digits of SSN: *

Delivery Method Options: * First-Class Mail

Enter the code from the image below: *

Image Code:

10. Enter the code from the image below.

USPS Self-Service Profile Password Reset

To reset your password provide the information below and then select "Request Reset".
* All fields are required.

OKTA EID: 01012585

Employee ID: *

Birth Date: *

Last 4 digits of SSN: *

Delivery Method Options: * First-Class Mail

Enter the code from the image below: *

Image Code:

11. Select **Request Reset**.

If all fields are entered correctly, you will be sent first-class mail with a temporary password.

USPS Self-Service Profile Password Reset

To reset your password provide the information below and then select "Request Reset".
* All fields are required.

OKTA EID: 01012585

Employee ID: *

Birth Date: *

Last 4 digits of SSN: *

Delivery Method Options: * First-Class Mail

Enter the code from the image below: *

Image Code:

12. You will receive first-class mail with a **temporary password**.

The letter will include instructions on how to regain access to LiteBlue.

The **temporary password** is in the upper right-hand corner.

UNITED STATES POSTAL SERVICE
475 L'Enfant Plaza SW
Washington, DC 20260-4223



FOUR STATE BAR CODE
EMPLOYEE NAME
EMPLOYEE STREET ADDRESS
EMPLOYEE CITY, STATE ZIP+4

<Employee's name>

Our records indicate that you have:

- a) Requested a reset of your self-service password through Self-Service Profile (SSP) or with the Human Resources Shared Service Center (HRSSC) on **(Date)** at **(Time)**

OR

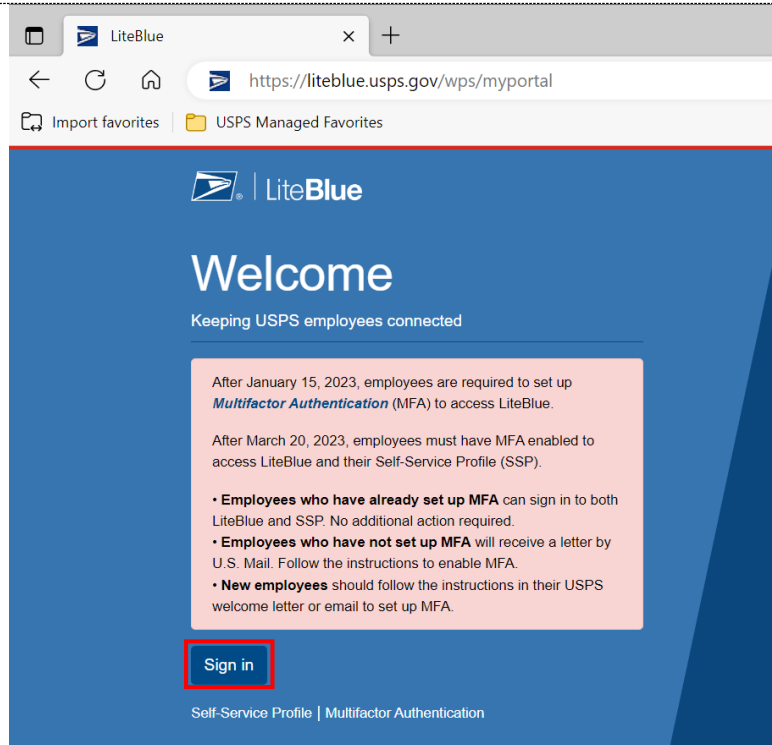
- b) Not performed a one-time reset to your SSP password and set up multifactor authentication (MFA) to access LiteBlue.

Your temporary self-service password is printed in the top right-hand corner of this letter, under your name. It is important that you keep this letter in a safe place.

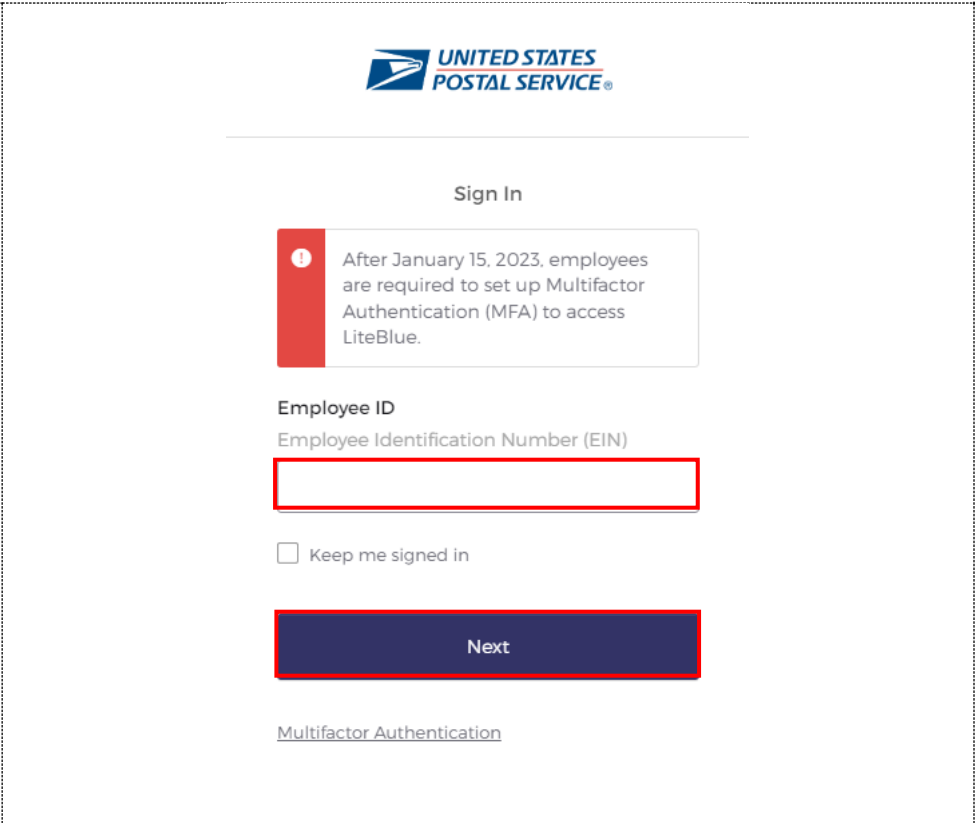
To regain access to USPS self-service applications, use your Employee Identification Number (EIN) and the temporary password to log in to LiteBlue (<https://liteblue.usps.gov>) and follow the prompts.

13. Navigate back to LiteBlue:
<https://liteblue.usps.gov>

Select **Sign In**.

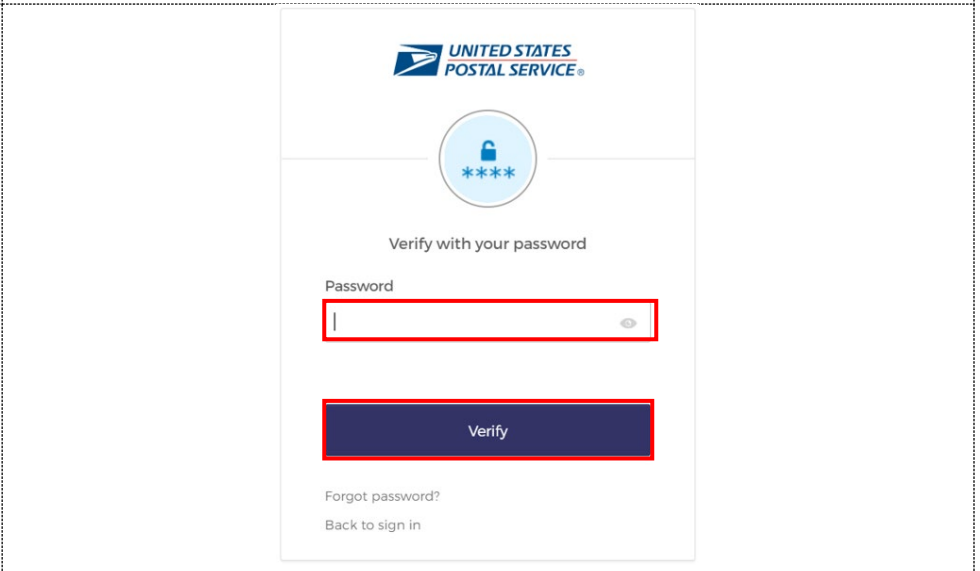


14. Enter **Employee Identification Number (EIN)** and select **Next**.



The screenshot shows the 'Sign In' page of the United States Postal Service portal. At the top is the USPS logo. Below it is the heading 'Sign In'. A red-bordered box contains an information icon and the text: 'After January 15, 2023, employees are required to set up Multifactor Authentication (MFA) to access LiteBlue.' Below this is the 'Employee ID' section, which includes the label 'Employee Identification Number (EIN)' and a red-bordered input field. A checkbox labeled 'Keep me signed in' is present below the input field. A dark blue 'Next' button is at the bottom of the form. Below the button is a link for 'Multifactor Authentication'.

15. Enter the **temporary password** you received via first-class mail and select **Verify**.

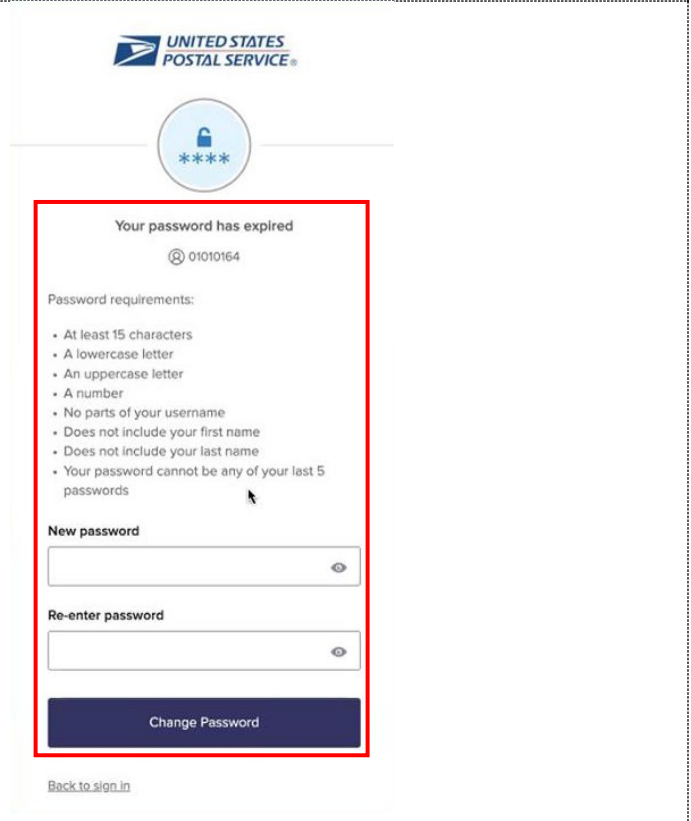



The screenshot shows the 'Verify with your password' page. At the top is the USPS logo. Below it is a circular icon with a lock and four asterisks. The heading 'Verify with your password' is centered. Below the heading is the label 'Password' and a red-bordered input field with a toggle eye icon. A dark blue 'Verify' button is positioned below the input field. At the bottom of the page are two links: 'Forgot password?' and 'Back to sign in'.


16. You will then be prompted to change your password.

Enter (and re-enter) a new password that meets the password requirements on the screen.

Select **Change Password**.







Your password has expired

01010164

Password requirements:

- At least 15 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 5 passwords

New password

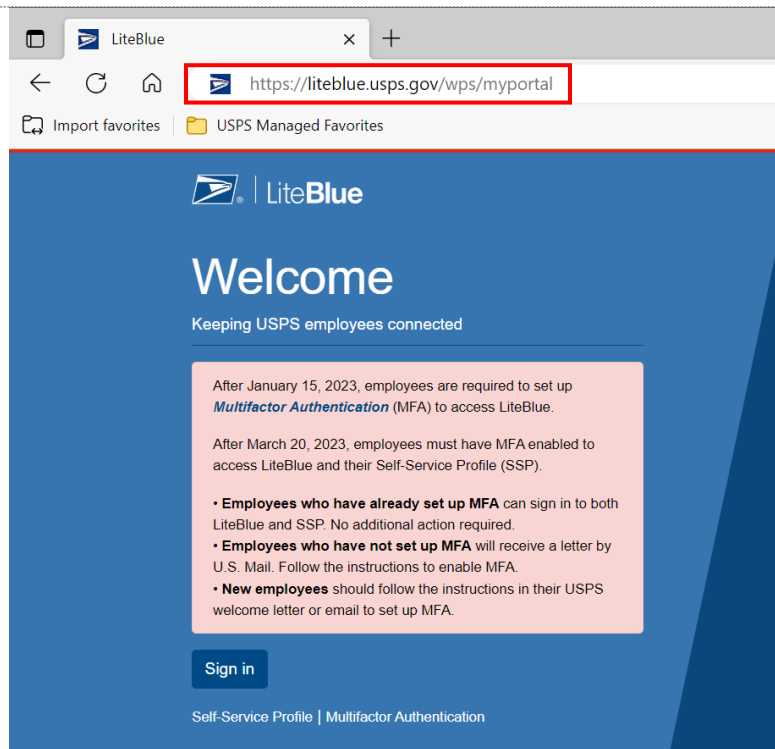
Re-enter password

Change Password

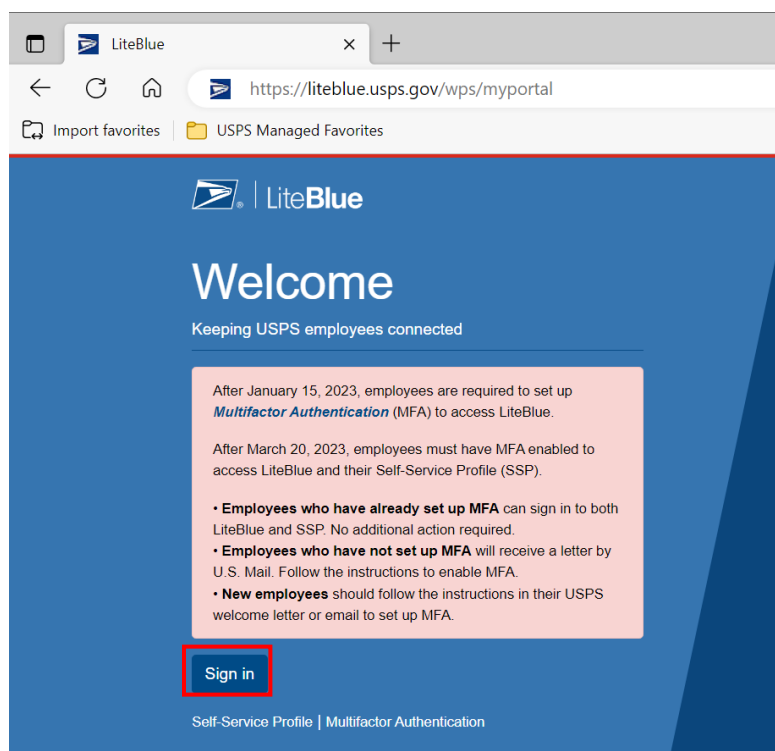
[Back to sign in](#)

How to reset your Self-Service PIN in LiteBlue

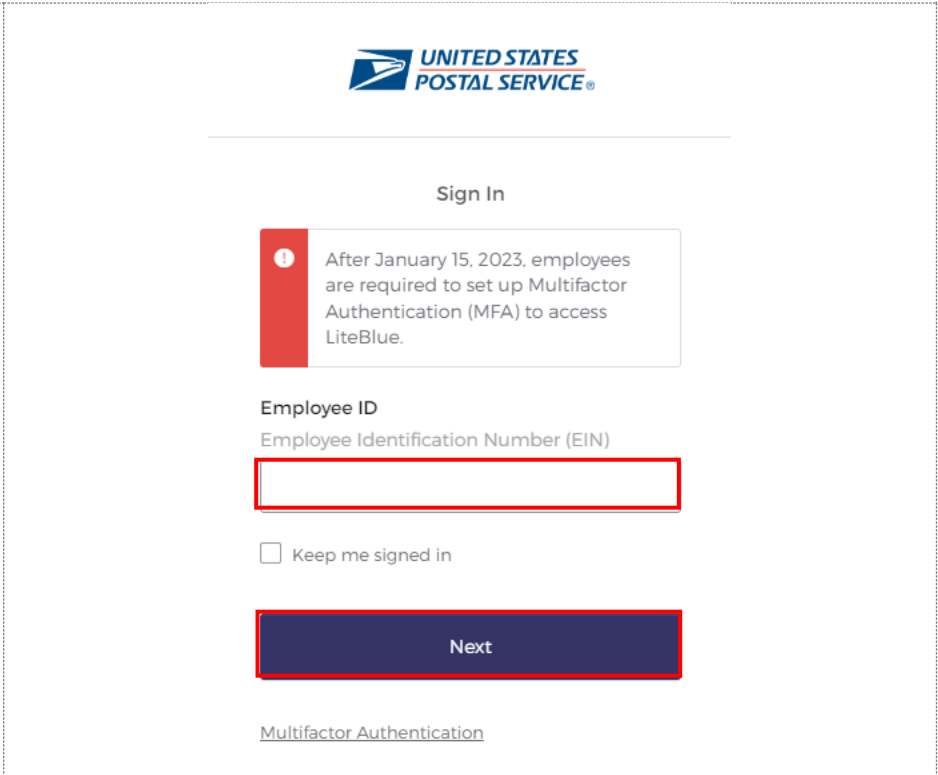
1. On your computer or smartphone, open a web browser and navigate to LiteBlue: <https://liteblue.usps.gov>



2. Select **Sign In**.



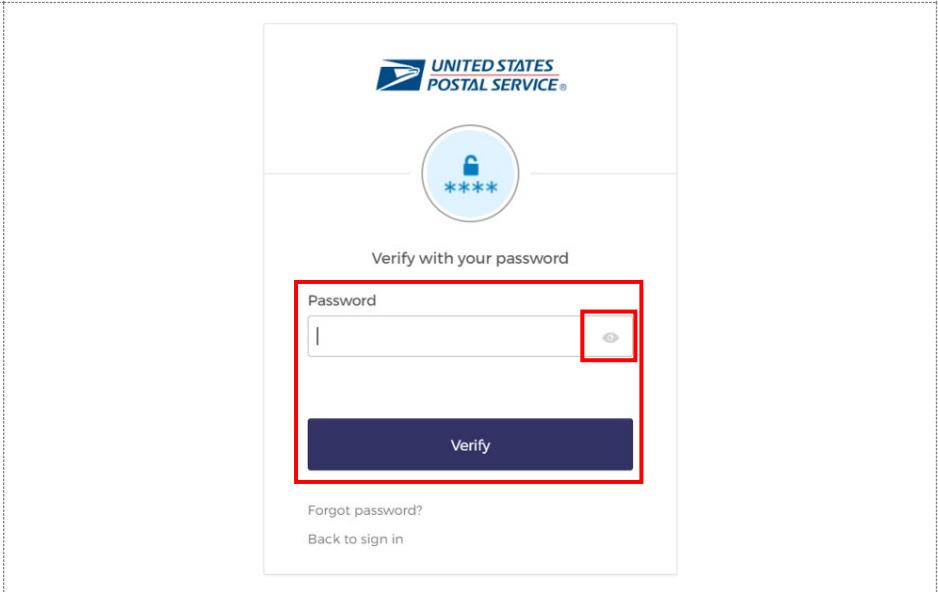
3. Enter **Employee Identification Number (EIN)** and select **Next**.



The screenshot shows the 'Sign In' page of the United States Postal Service system. At the top is the USPS logo. Below it is the heading 'Sign In'. A red information box contains a warning icon and the text: 'After January 15, 2023, employees are required to set up Multifactor Authentication (MFA) to access LiteBlue.' Underneath is the 'Employee ID' section, which includes the label 'Employee Identification Number (EIN)' and a text input field. Below the input field is a checkbox labeled 'Keep me signed in'. A dark blue 'Next' button is positioned below the checkbox. At the bottom of the page, there is a link for 'Multifactor Authentication'.

4. Enter **Password** and select **Verify**.

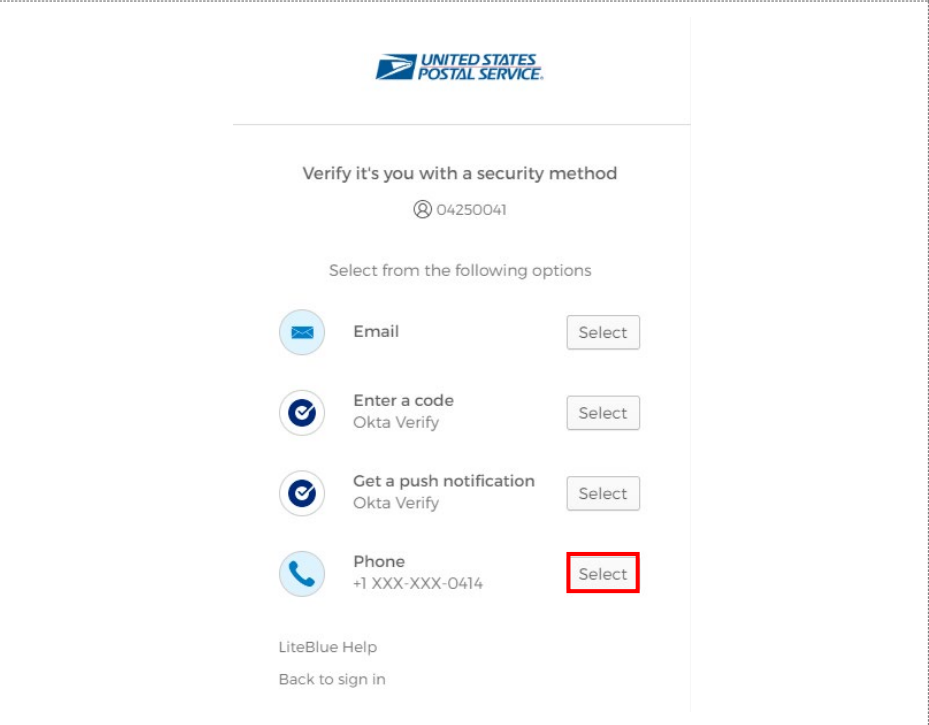
Click the eye icon to validate you typed your password correctly.



The screenshot shows the password verification page. At the top is the USPS logo. Below it is a circular icon with a lock and four asterisks. The heading 'Verify with your password' is centered. A 'Password' input field is shown with a red box around it, and a red box highlights the eye icon on the right side of the field. Below the input field is a dark blue 'Verify' button. At the bottom, there are two links: 'Forgot password?' and 'Back to sign in'.

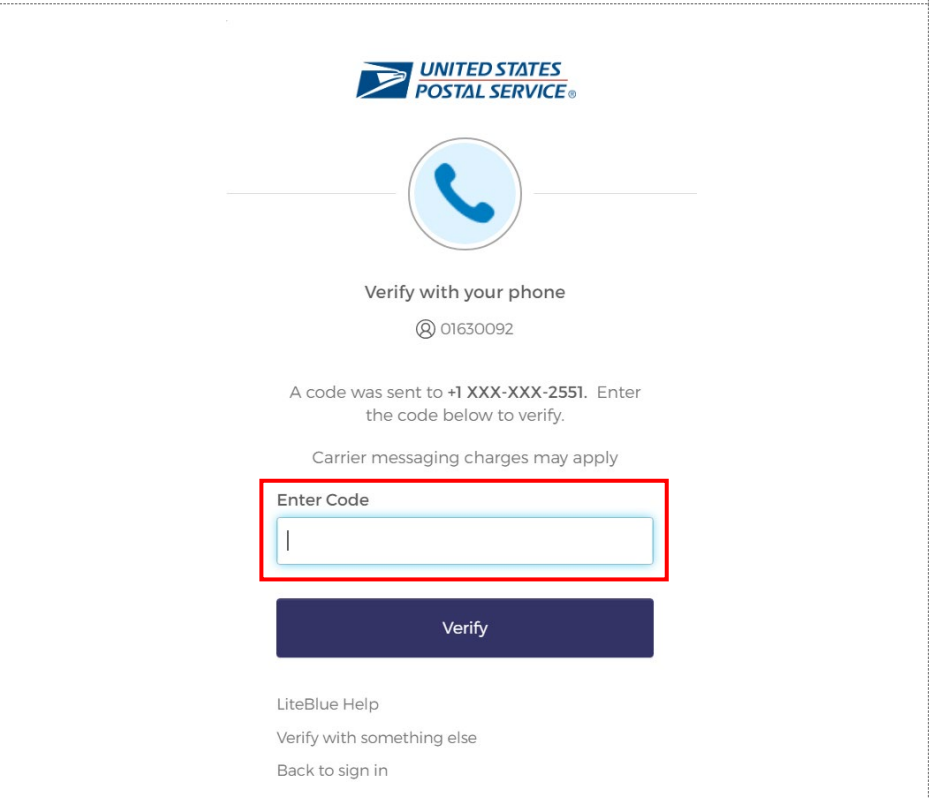
5. Click **Select** next to **Phone**.

You will receive a six-digit code on your mobile phone.



The screenshot shows the United States Postal Service verification interface. At the top is the USPS logo. Below it, the text reads "Verify it's you with a security method" followed by the account ID "04250041". A prompt says "Select from the following options". There are four options listed, each with a "Select" button: "Email", "Enter a code Okta Verify", "Get a push notification Okta Verify", and "Phone +1 XXX-XXX-0414". The "Phone" option and its "Select" button are highlighted with a red rectangular box. At the bottom, there are links for "LiteBlue Help" and "Back to sign in".

6. Enter code.

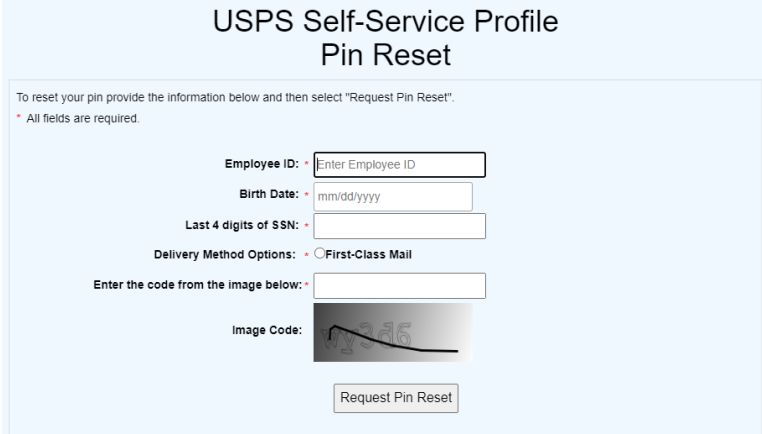


The screenshot shows the code entry screen. At the top is the USPS logo. Below it is a large blue telephone handset icon. The text reads "Verify with your phone" followed by the account ID "01630092". A message states: "A code was sent to +1 XXX-XXX-2551. Enter the code below to verify." Below this, it says "Carrier messaging charges may apply". There is a text input field labeled "Enter Code" with a red rectangular box around it. Below the input field is a dark blue "Verify" button. At the bottom, there are links for "LiteBlue Help", "Verify with something else", and "Back to sign in".

7. Select **Verify**.

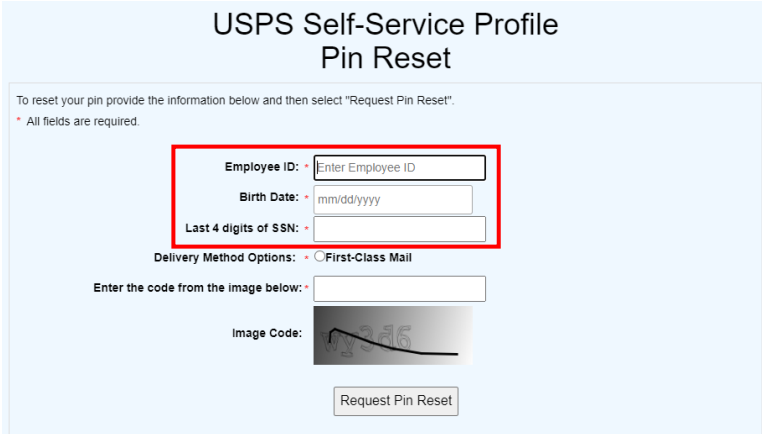
8. Click on **Self-Service PIN Reset** under Employee Apps.

9. Click **Enter SSP**.



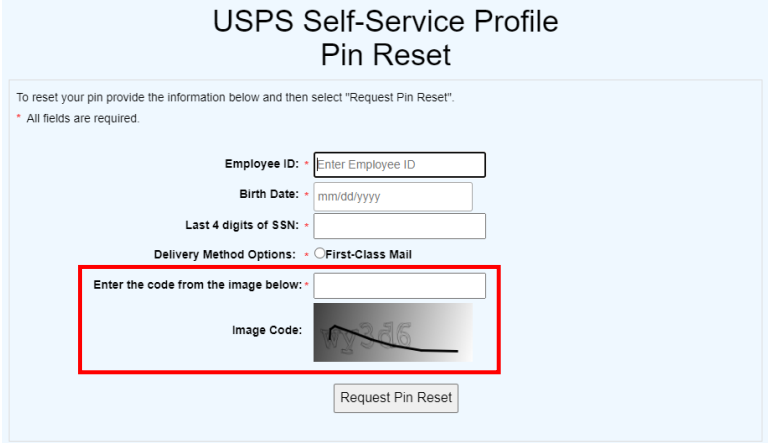
The screenshot shows the 'USPS Self-Service Profile Pin Reset' form. At the top, it says 'To reset your pin provide the information below and then select "Request Pin Reset".' Below this, a note states '* All fields are required.' The form contains several input fields: 'Employee ID' with a placeholder 'Enter Employee ID', 'Birth Date' with a placeholder 'mm/dd/yyyy', and 'Last 4 digits of SSN'. There is also a 'Delivery Method Options' section with a radio button selected for 'First-Class Mail'. Below these is a field for 'Enter the code from the image below' and an 'Image Code' section showing a handwritten number '123456' over a background image. At the bottom is a 'Request Pin Reset' button.

10. Enter your **Employee ID, Birth Date, and Last 4 digits of SSN**.



This screenshot is identical to the one above, but a red rectangular box highlights the 'Employee ID', 'Birth Date', and 'Last 4 digits of SSN' input fields to indicate where the user should enter their information.

11. Enter the code from the image below.



USPS Self-Service Profile
Pin Reset

To reset your pin provide the information below and then select "Request Pin Reset".
* All fields are required.


Employee ID:

Birth Date:

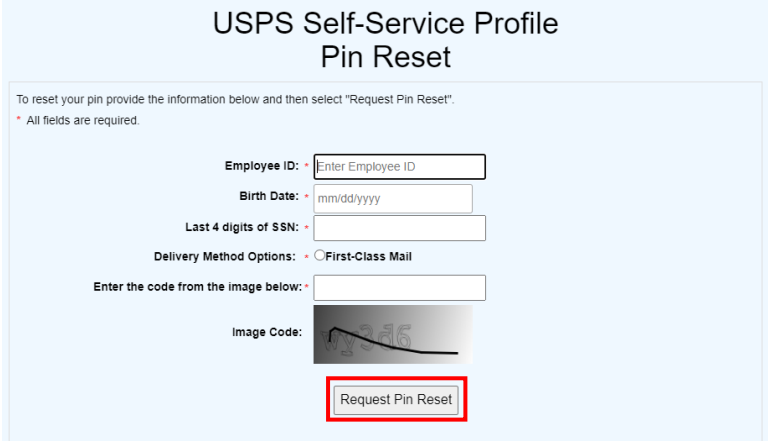
Last 4 digits of SSN:

Delivery Method Options: First-Class Mail

Enter the code from the image below:

Image Code: 

12. Select Request PIN Reset.



USPS Self-Service Profile
Pin Reset

To reset your pin provide the information below and then select "Request Pin Reset".
* All fields are required.


Employee ID:

Birth Date:

Last 4 digits of SSN:

Delivery Method Options: First-Class Mail

Enter the code from the image below:

Image Code: 

13. You will receive a letter via first-class mail with a new Self-Service PIN.

The PIN will appear in the upper right-hand corner of the letter.

UNITED STATES POSTAL SERVICE
475 L'Enfant Plaza SW
Washington, DC 20260-4223



FOUR STATE BAR CODE
EMPLOYEE NAME
EMPLOYEE STREET ADDRESS
EMPLOYEE CITY, STATE ZIP+4

SUBJECT: USPS Personal Identification Number (PIN)

Our records indicate that you requested that your USPS PIN be reset either through Self-Service Profile (SSP), by calling HRSSC, or requesting it through the PostalEASE Interactive Voice Response (IVR). Your USPS PIN has now been assigned a random four-digit number, included in this letter, under your name in the top right-hand corner. It is important that you keep this letter in a safe place.

You will use your USPS PIN in combination with your Employee Identification Number (EIN) to access the USPS Job Bidding IVR and the Employee Self-Service IVR, and the PostalEASE IVR. Your EIN is printed at the top of your earnings statement. When using the self-service telephone lines enter all eight digits of your EIN, even if the first digit is a zero (0).

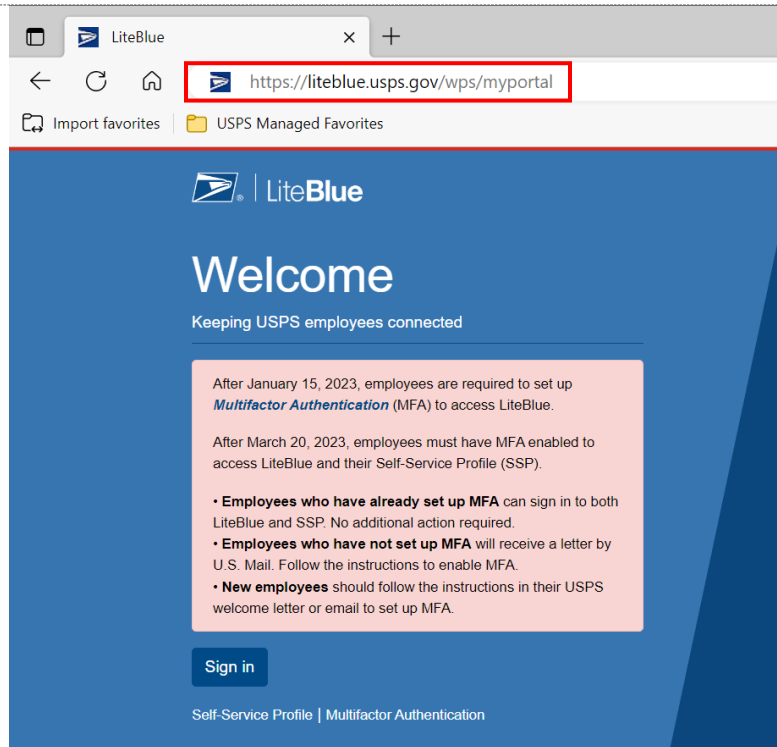
Many USPS self-service applications are available to employees and offer a convenient, confidential, and secure way to complete employee-elected activities. You can access these applications in several ways:

1. By calling the PostalEASE self-service line at 1-877-477-3273 Option 1.
2. By calling the Telephone Bidding toll free number at 1-877-477-3273 Option 2, with TDD access available at 1-866-260-7507

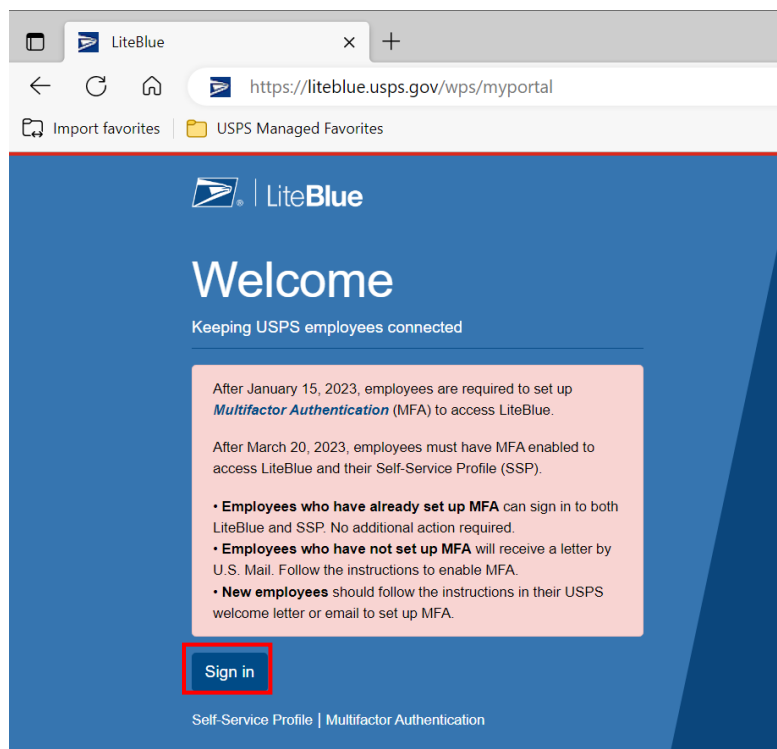
How to unlock your account in LiteBlue

1. On your computer or smartphone, open a web browser and navigate to LiteBlue: <https://liteblue.usps.gov>

Please note the self-service account unlock option is only available to users that have already set up MFA for LiteBlue.



2. Select **Sign In**.



3. Enter **Employee Identification Number (EIN)** and select **Next**.

4. If you see the “Your account is locked” error message, **select** one of the MFA security methods below to unlock your account.

Phone SMS is selected in the user guide for illustrative purposes.

5. Click **Select** next to **Phone**.

You will receive a six-digit code on your mobile phone.

UNITED STATES
POSTAL SERVICE®

Unlock account?

i Your account is locked. Unlock your account using one of the MFA security methods below or call the HR Shared Service Center.

Employee ID
01525003

Email

Get a push notification Okta Verify

Phone

[Back to sign in](#)

6. Enter code.

UNITED STATES
POSTAL SERVICE®

Verify with your phone

01630092

A code was sent to +1 XXX-XXX-2551. Enter the code below to verify.

Carrier messaging charges may apply

Enter Code

Verify

[LiteBlue Help](#)
[Verify with something else](#)
[Back to sign in](#)

7. Select **Verify**.

8. You will now enter LiteBlue.

If you forgot your password, please navigate to your Self-Service Profile to reset your password.

Click [here](#) for instructions to access your Self-Service Profile.

Frequently Asked Questions (FAQs)

Multifactor Authentication for LiteBlue



“Unknown device or location” error message in LiteBlue

Question: Why am I getting an “Unknown device or location” error message when I attempt to log in to LiteBlue?

Answer: Due to recent security updates within LiteBlue, login attempts from unrecognized devices or locations are being blocked.

If you receive an “**Unknown device or location**” message and cannot advance past the initial LiteBlue login screen, please take the following steps:

- First, try logging in to LiteBlue from a device previously used to access the website since setting up your MFA preferences (on or after January 15, 2023).
- If you do not have access to that device, but have an ACE ID, try logging in to LiteBlue on the postal network.

When setting up MFA for LiteBlue, please use your preferred personal device. On your subsequent log in, please use a Postal Service device if you have access to one.

“Your account is locked” error message in LiteBlue

Question: Why am I getting a “Your account is locked” error message when I attempt to log in to LiteBlue?

Answer: Your account is locked because you have entered your password incorrectly more than six times or you have not set up your security question in LiteBlue. Please click on the Password Recovery / Password Reset link.

General Questions

Question: I am a contractor with the Postal Service, does MFA impact me?

Answer: No. Since your personal information is not housed on the LiteBlue postal network, you are not impacted by the SSP password reset or MFA requirements.

Question: Why is Multifactor Authentication (MFA) being required for LiteBlue?

Answer: MFA is a tool to assist the Postal Service in preventing cyberattacks and protecting you and your personal information. It provides an additional level of security to help protect your ID, passwords, and other personal data from unauthorized access and misuse.

Question: How do I set up my MFA preferences for LiteBlue?

Answer: Follow the step-by-step instructions in the User Guide and/or Videos posted on the MFA [Blue](#) and [LiteBlue](#) pages to establish your MFA preferences.

Question: Am I required to have a postal cell phone for MFA?

Answer: No, you can use any phone for MFA.

Establishing your MFA security methods

Question: Why can't I sign in to LiteBlue?

Answer: After January 15, you will be unable to access LiteBlue until you establish your MFA preferences. Please refer to the User Guide and/or Videos posted on the MFA [Blue](#) and [LiteBlue](#) pages for further instructions.

Question: I am trying to reset my SSP password but do not know the answers to my security question. What can I do?

Answer: Follow the step-by-step instructions in the User Guide posted on the MFA [Blue](#) and [LiteBlue](#) pages to establish your MFA preferences.

Question: What should I do if I do not have Google Authenticator or OKTA Verify on my smartphone?

Answer: To utilize these MFA preferences, you must download the application from your smartphone's App Store. Please refer to the User Guide and/or Videos posted on the MFA [Blue](#) and [LiteBlue](#) pages for instructions on how to download these options. Alternatively, you can select the "Phone" MFA option, which does not require a smartphone.

Question: What if I do not have a smartphone?

Answer: If you do not have a smartphone, you can select the "Phone (Voice)" MFA option and utilize any phone to include a landline. This MFA method allows you to proceed without the use of a smartphone by receiving your verification code via a voice message in the form of a phone call. Additionally, if your phone receives text messages, you may select the "Phone (SMS)" MFA option as well.

Question: If I am using a postal smartphone, where do I find the Google Authenticator or OKTA Verify applications?

Answer: If you are utilizing a postal smartphone, OKTA Verify and/or Google Authenticator can be found on the USPS AppStore on those devices. You may utilize the search feature to locate both applications.

Question: When setting up Google Authenticator or OKTA Verify on my smartphone, how do I scan the QR code?

Answer: When establishing OKTA Verify or Google Authenticator you must select "OK" when your phone notifies you that "OKTA Verify" or "Google Authenticator" would like to access the camera. Enabling this

feature within the application will automatically enable you to point the camera on your phone at the QR code and scan it.

Question: Does it matter what type of smartphone I have? (iOS, Android)

Answer: No, you can use either an iPhone (iOS) or Android model smartphone. Please note: The screenshots in the User Guide and Videos are from an iOS device. If you are utilizing an Android smartphone, your screen may appear slightly different. However, the steps for authentication remain the same.

Question: How can I change my MFA settings (to include my phone number on file)?

Answer: To change your previously established MFA settings, select the *“Self-Service Profile”* link on the LiteBlue sign in page or under HR Apps in LiteBlue. For detailed instructions please utilize the User Guide and refer to the *“How to access your Self-Service Profile”*.

Accessing your Self-Service Profile (SSP)

Question: How do I access my SSP?

Answer: After March 20, 2023, SSP is being relocated to LiteBlue to further protect your personal information. After March 21, 2023, you can access your Self-Service Profile via the following options:

- *“Self-Service Profile”* link on the LiteBlue sign in page.
- *“Self-Service Profile”* link under Employee Apps on the LiteBlue home page.
- *“Self-Service Profile”* link under Resource Index on the LiteBlue home page.
- *“Self-Service Profile”* tab on the apps page in LiteBlue.

For detailed instructions please utilize the User Guide and refer to the *“How to access your Self-Service Profile”*.

Question: Why does my SSP look different?

Answer: After March 21, 2023, SSP is being relocated to LiteBlue to further protect your personal information. The new SSP portal has been redesigned and simplified to include all your information in one place.

Question: Why do I have to set up MFA to access my SSP?

Answer: After March 21, 2023, MFA is required for access to SSP to further protect your personal information from unauthorized access and misuse.