

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*)
 - 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)
 - 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 🗙 🕂
LiteBlue: <u>https://liteblue.usps.gov</u>	← C බ ≥ https://liteblue.usps.gov/wps/myportal
	🖓 Import favorites
Please note that you will have 15	
in to LiteBlue	Note Blue
in to Liteblue.	
After 15 minutes, you will be logged	Malcomo
out and return to the LiteBlue home	vveicome
page.	Keeping USPS employees connected
	After January 15, 2023, employees are required to set up
when setting up MFA for LiteBlue,	Multifactor Authentication (MFA) to access LiteBlue.
nersonal device	After March 20, 2023, employees must have MFA enabled to
	access Liteblue and their Self-Service Profile (SSP).
On vour subsequent log in, please	Employees who have already set up MFA can sign in to both LiteBlue and SSP. No additional action required.
use a Postal Service device (if you	Employees who have not set up MFA will receive a letter by U.S. Mail. Follow the instructions to enable MFA
have access to one).	New employees should follow the instructions in their USPS
	welcome letter or email to set up MFA.
	Sign in
	Self-Service Profile Multifactor Authentication
2. Select Sign In.	
2. Select Sign In.	□ ≥ LiteBlue × +
2. Select Sign In.	□ ≥ LiteBlue × + ← C ∩ ≥ https://liteblue.usps.gov/wps/myportal
2. Select Sign In.	□ ≥ LiteBlue × + ← C ∩ ≥ https://liteblue.usps.gov/wps/myportal □ Import favorites □ USPS Managed Favorites
2. Select Sign In.	 □ ≥ LiteBlue × + ← C ∩ ≥ https://liteblue.usps.gov/wps/myportal □ Import favorites
2. Select Sign In.	 □ ≥ LiteBlue x + ← C ∩ ≥ https://liteblue.usps.gov/wps/myportal □ Import favorites □ USPS Managed Favorites
2. Select Sign In.	 □ ≥ LiteBlue x + ← C ∩ ≥ https://liteblue.usps.gov/wps/myportal □ Import favorites □ USPS Managed Favorites
2. Select Sign In.	 LiteBlue x + C A https://liteblue.usps.gov/wps/myportal Import favorites USPS Managed Favorites LiteBlue Welcome
2. Select Sign In .	 LiteBlue x + C A https://liteblue.usps.gov/wps/myportal Import favorites USPS Managed Favorites LiteBlue LiteBlue Keeping USPS employees connected
2. Select Sign In .	 LiteBlue x + C A https://liteblue.usps.gov/wps/myportal Import favorites USPS Managed Favorites LiteBlue LiteBlue Keeping USPS employees connected
2. Select Sign In .	 LiteBlue x + C A Intps://liteblue.usps.gov/wps/myportal Import favorites USPS Managed Favorites LiteBlue LiteBlue LiteBlue Keeping USPS employees connected After January 15, 2023, employees are required to set up Mathematica (USA) to see one LiteBlue
2. Select Sign In .	 LiteBlue x + LiteBlue x + Import favorites USPS Managed Favorites LiteBlue LiteBlue LiteBlue Keping USPS employees connected After January 15, 2023, employees are required to set up Multifactor Authentication (MFA) to access LiteBlue.
2. Select Sign In .	 LiteBlue x + LiteBlue x + Import favorites USPS Managed Favorites USPS Managed Favorites LiteBlue LiteBlue LiteBlue Keping USPS employees connected Metr January 15, 2023, employees are required to set up Mutifactor Authentication (MFA) to access LiteBlue. After March 20, 2023, employees must have MFA enabled to access LiteBlue and their Self-Service Profile (SSP).
2. Select Sign In.	 LiteBlue x + LiteBlue x + mport favorites USPS Managed Favorites LiteBlue LiteBlue LiteBlue Keping USPS employees connected Mer January 15, 2023, employees are required to set up Mithactor Authentication (MFA) to access LiteBlue. After January 15, 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
2. Select Sign In .	 LiteBlue Attps://liteblue.usps.gov/wps/myportal Import favorites USPS Managed Favorites LiteBlue L
2. Select Sign In.	 iteBlue iteBlue iteBlue iteBlue ites://iteblue.usps.gov/wps/myportal ites://iteblue.usps.gov/wps/myportal ites: iteBlue iteBlue iteBlue iteBlue iteBlue iteBlue ites: iteBlue ites: ite
2. Select Sign In .	 LiteBlue LiteBlue LiteBlue Import favorite USPS Managed Favorites CONSTANTIONALISATIONA
2. Select Sign In.	<complex-block><complex-block><complex-block><complex-block><complex-block></complex-block></complex-block></complex-block></complex-block></complex-block>
2. Select Sign In.	<complex-block> LiteBlue LiteBlue Itps://liteBlue.usps.gov/wps/myportal Import favorite DSPS Managed Favorites Correct Construction Construction Correct Construction Correct Construction Construction Construction Correct Construction Con</complex-block>
2. Select Sign In.	<complex-block><complex-block><complex-block><complex-block><complex-block></complex-block></complex-block></complex-block></complex-block></complex-block>



3.	Enter Employee Identification Number (EIN) and select Next.	UNITED STATES POSTAL SERVICE ®
		Sign In
		After January 15, 2023, employees are required to set up Multifactor Authentication (MFA) to access LiteBlue.
		Employee ID
		Keep me signed in
		Next
		Multifactor Authentication
4.	Enter the temporary password you received via first-class mail or email and select Verify.	UNITED STATES POSTAL SERVICE
	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



 You will then be prompted to change your password. 	UNITED STATES POSTAL SERVICE®
Enter (and re-enter) a new password that meets the password requirements on the screen.	****
Select Change Password.	Your password has expired (2) 01010164
	Password requirements:
	At least 15 characters A lowercase letter An uppercase 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 nassword
	Change Password Back to sign in
6. Enter Last 4 digits of SSN.	
Select Varify	POSTAL SERVICE
Select verny.	Verify with your Security Question (2) 01012066
	Please enter the last 4 digits of your Social Security Number
	Verify
	Back to sign in



 Select Set up under the security method you would like as your primary MFA security method. 	UNITED STATES POSTAL SERVICE
You are required to set up at least one MFA security method. Okta Verify and Google Authenticator are recommended.	Set up security methods (2) 0000000
You will be able to set up additional security method(s) after you enable your first security method.	ensuring only you have access.
Detailed instructions for setting up each security method can be found by clicking on these links:	Google Authenticator (Recommended) Enter a temporary code generated from the Google Authenticator app. Used for access
How to set up Okta Verify MFA security method (Recommended)	Okta Verify (Recommended) Okta Verify is an authenticator app, installed on your phone, used to prove
<u>How to set up Google Authenticator</u> <u>MFA security method</u> (Recommended)	your identity Used for access
How to set up Phone (SMS) MFA security method	Phone Verify with a code sent to your phone Used for access
<u>How to set up Phone (Voice) MFA</u> security method	Set up 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). <u>How to set up Okta Verify MFA</u> security method (Recommended) <u>How to set up Google Authenticator</u> <u>MFA security method</u> (Recommended) <u>How to set up Phone (SMS) MFA</u> security method	Set up security methods @ 000000 Security methods help protect your account by ensuring only you have access. Set up optional Security methods help protect (Recommended) Enter a temporary code generated from the Google Authenticator app. Used for access Set up Verify with a code sent to your phone Used for access	
	Or select Set up later .	Set up later Back to sign in	
9.	After setting up your MFA, you will be required to set up a security question. Select Set up below Security Question. <i>If you are not prompted to set up</i> <i>your security question on your first</i> <i>log in attempt, you will be required to</i> <i>set up your security question the</i> <i>next time you sign in to LiteBlue.</i>	Set up security methods @ 01010f4 @ 0100f64 Security methods help protect your account by ensuring only you have access. Set up required Image: Security guestion Choose a security guestion and answer that will be used for signing in Used for access Image: Security guestion Image: Security guestion </th <td></td>	



10. You will have the option to choose a default security question or create your own security question.		UNITED STATES POSTAL SERVICE	
Select one of the options and enter your security question and answer.			
Select Verify .		Set up security question (8) 01010164	
		Choose a security question Create my own security question	
		Create my own security question	
		Create my own security question	
		1	
		Answer	
			0
		Verify	
		Return to authenticator list	
		Back to sign in	
11. You have augessefully configured			
your MFA security methods and signed in to LiteBlue!	De Lite Blue	me Apps Inside USPS My Hi	Sign off
			LINK Subscribe
The next time you sign in to LiteBlue,	Find Suppo	rt Through Your	
you will be required to use the		AP	The United States Postal Service 2023 Payroll Schedule Temer Weight 10 - Data - Man
security method(s) that you	Follow the link below	to quickly access employee	
configurea.	assistance reso	urces at EAP4YOU.com	Pavdavs
Click here for instructions to log in to	Lea	rn More	Calendar shows 2023 payroll schedule Posted 1/3/23 at 9 a.m.
LiteBlue after your MFA security			
methods are set up.	Human Resources		
	My HR	& Employment Verification	a Retirement
	C Affordable Care Act	HERO login	TSP benefits
	L* Benefits overview	HERO Support	Uniform Program
	COVID-19 Resources	Life Changes Military Information	Workforce Connection
		い Military Information	
		••• Organizational Gridinges	



How to set up Okta Verify MFA security method





3.	On your phone, Select and Install the Okta Verify app.	2:501 ♀ ■
		Install I Instal I Insta
		Okta Verify is a lightweight app that is used for 2-step verification so you can confirm your identity when you sign in to your Okta account. This gives you an extra layer of security so that you - and only you - can access your applications. More
4.	Verification of installation.	2:51
	Select OK.	< Back
		Okta Inc FREE
		App Installation in progress
		Your request has been received. It may take some time to process app installation request.
		ver to security so that you - and only you - can access your applications. More
		Information







		۲ ۲
8. Select Add Account.	2:52 (1) The second sec	
	Add Account	
9. Select Organization.	2:52 ♀ ■> Close Add Account Choose Account Type Choose the type of account you would like to add Crganization Work, school, company Conserved Choose Account Type Choose the type of account you would like to add	
10. Select Yes, Ready to Scan.	2:52 C Okta Verify Do You Have Your QR Code? Defore you continue, make sure your QR code is shown on another device, such as a laptop Where do I get my QR code? Yes, Ready to Scan No, Sign In Instead	



11. Allow Okta Verify to access your camera by selecting OK .	2:53 Control Contro Control Control Contro Control Control Control Control Contro Con	
12. Select Set up under Okta verity to configure an additional security method.	Set up security methods @ 000000 Security methods help protect your account by ensuring only you have access. Set up required Image: Comparison of the ensuring only you have access. Set up required Image: Comparison of the ensuring only you have access. Image: Comparison of the ensuring only you have access. Image: Comparison of the ensuring only you have access. Image: Comparison of the ensuring only you have access. Image: Comparison of the ensured	







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.	2:53 C Okta Verify C Enable Face ID This allows you to use Okta Verify with Face ID to access apps. Enable Not Now	2:53 Okta Verify Contemporation Cont
16. Select Done on Account Added screen.	• Agg Store • Okta Verify •	d to your tructions to ad on your min.



 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. 	5:34	5:34
 18. On your phone, you will receive confirmation of the Push Notification. You have successfully configured your Okta Verify security method. Important: Click <u>here</u> to return to MFA security methods. 	5:34 P Liteblu Laun C Successfull authenticat	Image: second seco



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. <i>Installation and setup of Google</i> <i>Authenticator on an Android may</i> <i>look different than the screen shots</i> <i>in this user guide (which are from an</i> <i>iPhone). The process will be the</i> <i>same</i>	USPS AppStore	Dogle Play	Personal Apple Phone
2.	In the appropriate app store, search for Google Authenticator.	2:36 Google Auth Google Authenticato "Auth" Au Q W e r a s d f ☆ Z X C 123	ar Thorized Authorities t y u i o p g h j k l v b n m ⊗ space return	



3. On your phone, Select and Install the Google Authenticator app.	2:37 III I III Image: Comparison of the second s
4. Verification of installation. Select OK .	2:38 II ♥■ ♦ Back II ♥■ © Oogle Authenticator - Google LLC FREE I ♥ Installation in progress installation request. Google LLC OK OK







8. Allow the Authenticator to access your camera by selecting OK.	2:39 "Authenticator" Would Like to Access the Camera Authenticator uses your camera to scan barcodes. Don't Allow OK	
 Select Set up under Google Authenticator to configure this security method. 	<image/> <image/> <section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><image/><section-header><text><text><text><text><text><text><text><text><text><text></text></text></text></text></text></text></text></text></text></text></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	



10. Using the Google Authenticator app on your phone, scan the QR code on the browser.	<image/> <image/> <image/> <section-header><section-header><section-header><section-header><text><text><text><text></text></text></text></text></section-header></section-header></section-header></section-header>
11. On your phone, the Google Authenticator app will begin generating a six-digit verification code.	2:40 Image: Search for accounts postal2fa-dev.usps.gov (MFAtestuser) 070-822 Sample Code



12. On your computer, enter the code generated on your phone and select Verify .	UNITED STATES POSTAL SERVICE ®
You have successfully completed the setup of the Google Authenticator app.	
Important: Click <u>here</u> to return to MFA security methods.	Set up Coogle Authenticator (2) 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.	UNITED STATES POSTAL SERVICE
	Set up security methods (2) 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
	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		
Ζ.	Select SINS.	UNITED STATES	
		POSTAL SERVICE ®	
	Enter a phone number where		
	you can receive SMS text		
	messages		
	meesages.		
	The sector of D and the sector of the sect	Set up phone authentication	
	I nen select Receive a code via	(Q) MFAtestuser	
	SMS.		
		Enter your phone number to receive a	
		venification code via sivis.	
		● SMS	
		Voice call	
		Country	
		United States	
		Phone number	
		+1	
		Receive a code via SMS	
		Return to authenticator list	
		buch to sign in	
3.	Enter the Code that you		
	received on your phone via SMS	POSTAL SERVICE .	
	message and select Verify.		
	, ,		
	Fou have successfully		
	configured your Phone SMS	Set up phone authentication	
	security method.	(Ø MFAtestuser	
	Important: Click here to return	Calling your phone. Enter the code below to verify.	
	to MEA socurity mothods	Carrier messaging charges may apply	
	to with A security methods.	Enter Code	
		Verify	
		Return to authenticator list	
		Back to sign in	



How to set up Phone (Voice) MFA security method

 Select Set up under Phone to configure Voice call. 	UNITED STATES POSTAL SERVICE
	Set up security methods (2) 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
	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	Soloot Voice call	
Ζ.	Select Voice call.	
	Entor a phono numbor where	UNITED STATES
	Volucan receive a verification	
	code via voice call	
	Then select Receive a code via	
	voice call	
		Set up phone authentication
		(8) MICALESCUSER
		Enter your phone number to receive a
		verification code via voice call.
		⊖ sms
		Voice call
		Country
		United States *
		Phone number Extension
		+1
		Receive a code via voice call
		Peturn to authenticator list
		Back to sign in
3.	Receive a phone call and enter	
	the code (six-digit numeric	POSTAL SERVICE .
	cail.	
	Select verity.	
		Set up phone authentication
	You have successfully	(MFAtestuser
	configured your Voice Call	Calling your phone. Enter the code below to
	security method.	verify. Carrier messaging charges may apply
		Enter Code
	Important: Click <u>here</u> to return	
	to MFA security methods.	
		Verify
		Return to authenticator list
		Back to sign in

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User Guide
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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 × +
LiteBlue: <u>https://liteblue.usps.gov</u>	← C û ≥ https://liteblue.usps.gov/wps/myportal
	🛱 Import favorites 🎦 USPS Managed Favorites
	►. Lite Blue
	Welcome Keeping USPS employees connected
	After January 15, 2023, employees are required to set up <i>Multifactor Authentication</i> (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.
	Sign in
	Self-Service Profile Multifactor Authentication
2. Select Sign In.	
	□ ≥ LiteBlue × +
	← C û ≥ https://liteblue.usps.gov/wps/myportal
	🛱 Import favorites 🎦 USPS Managed Favorites
	Welcome
	Welcome Keeping USPS employees connected
	Keeping USPS employees connected After January 15, 2023, employees are required to set up Multifactor Authentication (MFA) to access LiteBlue.
	Welcome Keeping USPS employees connected After January 15, 2023, employees are required to set up Multifactor Authentication (MFA) to access LiteBlue. After March 20, 2023, employees must have MFA enabled to access LiteBlue and their Self-Service Profile (SSP).
	Welcome Keeping USPS employees connected After January 15, 2023, employees are required to set up Multifactor Authentication (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
	Welcome letter or email to set up MFA.
	Control Con



3. Enter Employee Identification Number (EIN) and select Next.	UNITED STATES POSTAL SERVICE
	Sign In
	After January 15, 2023, employees are required to set up Multifactor Authentication (MFA) to access LiteBlue.
	Employee ID Employee Identification Number (FIN)
	Keep me signed in
	Next
	Multifactor Authentication
 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 I Verify
	Forgot password? Back to sign in



 You will then have the option to select Enter a code or Get a push notification in the Okta Verify app. 	UNITED STATES POSTAL SERVICE
Click Select next to Get a push notification Okta Verify.	Verify it's you with a security method
Alternatively, you can Select Enter a code to receive a six-digit code in	Select from the following options
the Okta Verify app.	Email Select
If you choose Enter a code, go to step 9.	Enter a code Select Okta Verify Select
	Get a push notification Select Okta Verify Select
	Phone Select +1 XXX-XXX-0414 Select
	LiteBlue Help Back to sign in
6. Click on Okta push notification.	Stop Monday, January 16 Stop 6 Stop 6<











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









4.	Enter Password and select Verify.	
	Click the eye icon to validate you typed your password correctly.	Verify with your password Password I 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
		Select from the following options
		Email Select
		Google Authenticator Select
		Enter a code Okta Verify Select
		Get a push notification Select 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.	8:56 ▲ App Store ■ Search for accounts ···· postal2fa-dev.usps.gov (01514933) 455 233
8. Enter the six-digit code and click Verify .	Image: Constraint of the constraint o







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: <u>https://liteblue.usps.gov</u>	□ ≥ LiteBlue × + ← C ∩ ≥ https://liteblue.usps.gov/wps/myportal □ Import favorites □ USPS Managed Favorites
	 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.
2. Select Sign In.	Self-Service Profile Multifactor Authentication
	USPS Managed Favorites
	Keeping USPS employees connected After January 15, 2023, employees are required to set up Multifactor Authentication (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.
	Self-Service Profile Multifactor Authentication



3. Enter Employee Identification Number (EIN) and select Next.	UNITED STATES POSTAL SERVICE®
	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
 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 U Verify Forgot password? Back to sign in



5 Click Select next to Phone	
You will receive a six-digit code on your mobile phone	
,	Verify it's you with a security method
	Ø 04250041
	Select from the following options
	Email Select
	Enter a code
	Okta Verify Select
	Get a push notification Okta Verify Select
	Dhore
	+1 XXX-XXX-0414 Select
	LiteBlue Help Back to sign in
6. Enter code.	UNITED STATES POSTAL SERVICE
	Verify with your phone
	(2) 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 Vorify			
7. Gelect Verny.			
		POSTAL SERVICE .	
		(🔍)	_
		Verify with your phone	
		Q 01630092	
	A code	was sent to +1 XXX-XXX-2551. Enter	
		the code below to verify.	
	Carri	er messaging charges may apply	
	Enter Co	de	
		Verify	
	LiteBlue H	deln	
	Verify with		
	Back to si	an in	
8 You have successfully logged in to			
LiteRlue	Home	Apps Inside USPS My HR	
Litebide.			
		- CFC	
		Combined Federal Compaign	
	Cor	Your donation to the	
	CO	will make a difference.	
	Human Resources		
	(1) My HR	LE EAP	☆ Military Inform
	C Affordable Care Act	le Employment Verification	க Organizational
	L Benefits overview	🕒 HERO login	🛎 Retirement
	COVID-19 Resources	G HERO Support	🛇 TSP benefits



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 x +
LiteBlue: <u>https://liteblue.usps.gov</u>	← C බ ≥ https://liteblue.usps.gov/wps/myportal
	🛱 Import favorites 🛛 🎦 USPS Managed Favorites
	Dite Blue
	Welcome Keeping USPS employees connected
	After January 15, 2023, employees are required to set up <i>Multifactor Authentication</i> (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.
	Sign in
	Self-Service Profile Multifactor Authentication
2. Select Sign In.	
	C C C C C
	Import favorites Import favorites Import favorites
	✓ LiteBlue
	Welcome Keeping USPS employees connected
	After January 15, 2023, employees are required to set up <i>Multifactor Authentication</i> (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.
	Sign in Self-Service Profile Multifactor Authentication



 Enter Employee Identification Number (EIN) and select Next. 	UNITED STATES POSTAL SERVICE ®
	Sign In
	After January 15, 2023, employees are required to set up Multifactor Authentication (MFA) to access LiteBlue.
	Employee ID
	Keep me signed in
	Next
	Multifactor Authentication
 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
	Forgot password? Back to sign in



F	Click Salast povt to Dhane		
ວ.	Click Select next to Phone.	UNITED STATES	
	If you did not set up SMS as one of your security methods, you will receive a phone call with the code.	Verify it's you with a security method	
	Go to step 7.	@ 04250041	
	If you set up SMS as a second security method, you will be	Select from the following options	
	prompted to use SMS or a voice call. Go to step 6.	Email Select	
		Enter a code Select Okta Verify Select	
		Cet a push notification Okta Verify Select	
		Phone +1 XXX-XXX-0414 Select	
		LiteBlue Help	
		Back to sign in	
6.	Select Receive a voice call instead.	UNITED STATES POSTAL SERVICE	
	You will receive a phone call where the code will be read to you.		
		Verify with your phone	
		(8) 01630092	
		Send a code via SMS to +1 XXX-XXX-2551	
		Carrier messaging charges may apply	
		Receive a code via SMS	
		Receive a voice call instead	
		LiteBlue Help	
		Verify with something else	
		Dauk to sign in	



7 Freton code married at his the sub-suc	
7. Enter code provided by the phone	
call.	UNITED STATES
	POSTAL SERVICE ®
	Vorify with your phone
	verify with your phone
	(2) 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
	Varia with compathing also
	verify with something else
	Back to sign in
8. Select Verify.	
• • • • • • • • • • • • • • • • • • •	UNITEDSTATES
	POSTAL SERVICE
	Verify with your phone
	(2) 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







How to log in to LiteBlue using Email MFA security method

 On your computer or smartphone, open a web browser and navigate to LiteBlue: <u>https://liteblue.usps.gov</u> 	□ ≥ LiteBlue × + ← C ∩ ≥ https://liteblue.usps.gov/wps/myportal □ Import favorites □ USPS Managed Favorites	
	De Lite Blue	
	Welcome Keeping USPS employees connected	
	After January 15, 2023, employees are required to set up <i>Multifactor Authentication</i> (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. 	
	Sign in Self-Service Profile Multifactor Authentication	
2. Select Sign In.	□ ≥ LiteBlue × +	
	← C û ≥ https://liteblue.usps.gov/wps/myportal	
	🛱 Import favorites 📋 USPS Managed Favorites	
	De Lite Blue	
	Keeping USPS employees connected	
	After January 15, 2023, employees are required to set up <i>Multifactor Authentication</i> (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. 	
	Sign in Self-Service Profile Multifactor Authentication	



3. Enter Employee Identification Number (EIN) and select Next.	UNITED STATES POSTAL SERVICE
	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
 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. 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. 	Verify it's you with a security method @ 04250041 Select from the following options Select from the following options Select Select
6. Select Send me an email . You will receive a six-digit code to the email you have on your SSP profile.	Cet a verification email @ 04250041 Send a verification email to m**t@bellsouth. net by clicking on "Send me an email". LiteBlue Help Verify with something else Back to sign in



7.	You will see a screen that verifies that an email has been sent to the email address on file.	<image/> <image/> <image/> <image/> <image/> <section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><text></text></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>
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.	Hi , You have requested an email link to sign in to LiteBlue. To finish signing in, click the button below or enter the provided code. If you did not request this email, please contact the HR Shared Service Center (HRSSC) at 1-877-477-3273, option 5, Monday – Friday between the hours of 7 a.m. – 8:30 p.m. EI. Sign In This link expires in 5 minutes. Can't use the link? Enter a code instead: 204321



 If you selected Enter a Verification Code instead, Enter code. 			
	Verify with your email		
	We sent an email to m***t@bellsouth.net . Click the verification link in your email to continue or enter the code below.		
	A Haven't received an email? Send again		
	Enter Code		
	004329		
	Verify		



10 Select Vorify		POSTAL SERVICE	
TU. Select Verity.			
	Verify with your email		
	@ 04250041		
	We sent ar Click the v continu 4 Haver again	n email to m***t@bellsouth.net. rerification link in your email to ue or enter the code below. n't received an email? Send	
	Enter Code		
	004329		
		Verify	
11. You have successfully logged in to		Apps Inside USPS My HR	
LiteBlue.	Com M Human Resources @ My HR @ Affordable Care Act	Correction to the bined Federal Campaign and the make a difference.	☆ Military Inform. ♣ Organizational
		EUSPAL :	
	Benefits overview	HERO login	A Retirement



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









 4. The sign in page will open in a new tab. Enter Employee Identification Number (EIN) and select Next 	UNITED STATES POSTAL SERVICE
	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
 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



6	Click Salast payt to Phone	
0.	Click Select heat to Filone.	UNITED STATES
	You will receive a six-digit code on your mobile phone.	POSTAL SERVICE.
		Verify it's you with a security method
	Or verify it's you with another preconfigured security method.	® 04250041
		Select from the following options
		Email Select
		Enter a code Okta Verify Select
		Get a push notification Okta Verify Select
		Phone +1 XXX-XXX-0414 Select
		LiteRlue Heln
		Back to sign in
		Verify with your phone (2) 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.			INITED STATES OSTAL SERVICE®		
			C		
		Verify w	vith your phone		
		8) 01630092		
		A code was sent t the code	to +1 XXX-XXX-2551 . Enter the below to verify.		
		Carrier messag	ing charges may apply		
		Enter Code		1 I	
				J	
			Verify		
		LiteBlue Help			
		Verify with somethin	ig else		
0 Your Solf Sonvice Profile will appear		Back to sign in			
9. Tour Sen-Service Frome will appear.	Q. Search your apps			United States Postal S 👻	4. Ø
On this page, you can:	Account	ation Eds.	✓ Security Methods		8 +
Create your Self-Service Password	Okta username Primary email	01695087 lynne m.mitcheildusps gov	Security methods help your account security when s applications.	pring in to Okta and other	L
Add or change an email address	Secondary email Mobile phone		Okta Verify	Set up	
 Add or edit MFA security methods 	Display name	PAULETTEJWHITE ge Ean	Google Authenticator Phone	Set up	
• Add or edit your security	Language	English Your default language has been automatically set	+130060006-4734	Remove	
question		by your browser. To change your language please edit and save your desired display language.	Security Question	Remove	
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 **UNITED STATES** POSTAL SERVICE® Q Search your apps United States Postal S... 🗸 page, you can: 🔒 My Apps My Apps Sort -Click on the Self-Service Profile tile ⊙ Work Add section (+) to return to your Self-Service Profile. \geq \geq Self Service Profile Click on the LiteBlue tile to return to LiteBlue LiteBlue. Add section Or close the tab and navigate back to LiteBlue.



How to access your Self-Service Profile in LiteBlue









4. Enter Password and select Verify.	
Click the eye icon to validate you typed your password correctly.	Verify with your password Password
5. Click Select next to Phone.You will receive a six-digit code on	UNITED STATES POSTAL SERVICE.
your mobile phone.	Verify it's you with a security method @ 04250041
	Select from the following options
	Email Select
	Enter a code Select Okta Verify Select
	Get a push notification Okta Verify Select
	Phone +1 XXX-XXX-0414 Select
	LiteBlue Help Back to sign in



6 Enter code	
0. Linei code.	
	UNITED STATES
	Verify with your phone
	(Q) 01630092
	A code was sent to +1 XXX-XXX-2551. Enter
	the code below to verify.
	Carrier messaging charges may apply
	Enter Code
	verny
	LiteBlue Help
	Verify with something else
	Back to sign in
7. Select Verify.	
	UNITED STATES
	POSTAL SERVICE .
	Verify with your phone
	(Q) ()1630.092
	Q - MOOL
	A code was sent to +1 XXX-XXX-2551. Enter
	the code below to verify.
	Carrier messaging charges may apply
	Enter Code
	1
	Verifi
	verny
	LiteBlue Help
	Verity with something else
	Back to sign in



8. Click on Self-Service Profile under Employee Apps.	Employee Apps	
	Change of address	eRetire
	Disability Self-ID	IM Barcode Generator
	eCareer	Name change
	eJob bidding	PostalEASE
	• eLRA	New: Self-Service PIN
	• eOPF	Reset
	ePayroll	New: Self-Service Profile
	 eReassign 	Virtual timecard
	Access these from any page us	ing the Apps tab above.
9. Click Enter SSP.	EliteBlue Home Apps It Self-Service Profile New to SSP? This is the place to: New to SSP? New to SSP?	nside USPS My HR
	Create your Self-Service Profile Update your Self-Service Password Add or change an Email address ** Add or edit MFA security methods Add or edit security questions	
	The Self-Service Password is different from your ACE p	bassword. This is for use with HR online applications.
	Need more information?	
	The links below provide more detailed information abou security. • MFA and SSP User Guide • MFA and SSP FAQs	It your SSP and the use of Multi-Factor Authentication (MFA) for extra
	**This helps changes to your profile to take effect much more q change.	uickly. You won't have to wait for the First-Class letter to arrive before confirming the



a new tab.	Q Search your apps			United States Postal S 👻
On this page, you can:	Account	Information Edg	Security Methods Security methods help your account security	eliters stigning in to Okta and other
Create your Self-Service Password	Okta usernan Primary email Secondary er	me 01695087 Il lynne m.mitchelliðuspa gov mall	applications. Password	+
• Add or change an email address	Mobile phone Display name	e PAULETTEJWHITE	Okto Verify	Set up
 Add or edit MFA security methods 	😧 Display L	anguage Edit	Phone +1 XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Set up mother Remove
 Add or edit your security question 	Language	English Your default language has been automatically set by your browner. To change your language please edit and save your desired display language.	Security Question	Remove
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.				
1. If you are redirected to the My Apps page, you can:		Q. Search your apps		United States Postal S
Click on the Self-Service Profile tile to return to your Self-Service Profile.	 My Apps Work Add section ⊕ Motifications ① 	My Apps		Sort *



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









4.	If you do not remember your password, select the Password Recovery link below the Verify button.	Verify with your password
		 Problem signing in? Click Password Recovery to reset your password. The account will lock after six consecutive invalid logins. Password verify Password Recovery Verify Verify with something else Back to sign in
5.	Select one of the MFA security methods to reset your password. <i>Phone (SMS) is used here for</i> <i>illustrative purposes.</i> <i>Only Email, Phone (SMS and</i> <i>Voice), and Okta Verify can be</i> <i>used for password recovery.</i>	Reset your password © 0101064 Verify with one of the following security methods to reset your password. Email Select Image: Phone H1XXXXXX7961 Select Back to sign in



6. Se SI	elect Receive a code via MS.	With your phone @ 01010164 Send a code via SMS to +1 XXXXX7961 Carrier messaging charges may apply Receive a code via SMS Receive a code via SMS Receive a voice call instead Verify with something eise Backto sign in	
7. Er vi	nter the six-digit code received ia SMS and select Verify .	EVENTED STATES COSTAL SERVICE Verify with your phone @ 01010164 A code was sent to +1 XXXXXX7961. Enter the code below to verify. Carrier messaging charges may apply Enter Code [4193] Verify With something else Back to sign in	



 If you cannot remember the answer to your security question, select Reset Password. 	Image: constraint of the constraint o
9. Enter your Employee ID , Birth Date, and Last 4 digits of SSN .	Image Code USPS Self-Service Profile Description Description Description Description Description Description Description Description Description Description Description Description



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. DKTA EID: 01012585 Employee ID: • Enter Employee ID Birth Date: • mm/dd/yyyy Last 4 digits of SSN: • Delivery Method Options: • OFirst-Class Mail Enter the code from the image below: • Image Code: Request Reset
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 Dassword Reset All fields are required. OKTA EID: 01012585 Employee ID: • Enter Employee ID Birth Date: • mm/dd/yyyy Last 4 digits of SSN: • Delivery Method Options: • OFirst-Class Mail Image Code:
	Request Reset



 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. 	INTED STATES PORTAL SERVICE YOUR STATE DAR CODE EMPLOYEE STREET ADDRESS EMPLOYEE STREET ADDRESS
13. Navigate back to LiteBlue: https://liteblue.usps.gov Select Sign In.	 IteBlue Attps://iteBlue.usps.gov/wps/myportal Import favorite USPS Managed Favorites USPS LiteBlue LiteBlue LiteBlue LiteBlue LiteBlue Attps://iteblue.usps.gov/wps/myportal Attract 20, 2023, employees connected Mer January 15, 2023, employees rare required to set up furtificator Authentication (MFA) to access LiteBlue Attract 20, 2023, employees must have MFA enabled to access LiteBlue and their Self-Service Profile (SSP). Apployees Nohave on teater by MFA with receive a heter by L. Mail. Follow the instructions to enable MFA. Attract Pollow the instructions in their USPs by Defavored Pollow the instructions in their USPs by Defavored Pollow Attract Pollow the instructions in their USPs by Defavored Pollow Attract Pollow the instructions in their USPs by Defavored Pollow Attract Pollow the instructions in their USPs by Defavored Pollow Attract Pollow the instructions in their USPs by Defavored Pollow Attract Pollow the instructions in their USPs by Defavored Pollow Attract Pollow the instructions in their USPs by Defavored Pollow Attract Pollow the


14 Enter Employee Identification	
Number (EIN) and select Next.	UNITED STATES
	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
	Muthactor Authentication
15. Enter the temporary password you received via first-class mail and select Verify.	UNITED STATES POSTAL SERVICE

	Verify with your password
	Password
	•
	Verify
	Forgot password?
	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 	UNITED STATES POSTAL SERVICE:
	Your password has expired
Select Change Password.	Password requirements:
	At least 15 characters A lowercase letter An uppercase letter An uppercase letter An upper the second secon
	Re-enter password
	Change Password
	Back to sign in



How to reset your Self-Service PIN in LiteBlue

 On your computer or smartphone, open a web browser and navigate to LiteBlue: <u>https://liteblue.usps.gov</u> 	□ ≥ LiteBlue × + ← C ∩ ≥ https://liteblue.usps.gov/wps/myportal C; Import favorites) USPS Managed Favorites
	LiteBlue Welcome Keeping USPS employees connected After January 15, 2023, employees are required to set up Multifactor Authentication (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.
2. Select Sian In.	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. Sign in Self-Service Profile Multifactor Authentication
	□ ≥ LiteBlue × + ← C ∩ ≥ https://liteblue.usps.gov/wps/myportal □ Import favorites □ USPS Managed Favorites
	Even Date Even Date



3. Enter Employee Identification	
Number (EIN) and select Next.	UNITED STATES POSTAL SERVICE
	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.	
	UNITEDSTATES
Click the eye icon to validate you typed your password correctly.	POSTAL SERVICE

	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.	POSTAL SERVICE.
	Verify it's you with a security method
	® 04250041
	Select from the following options
	Email Select
	Enter a code Select Okta Verify Select
	Get a push notification Select Okta Verify Select
	Phone +1 XXX-XXX-0414 Select
	LiteBlue Help Back to sign in
	UNITED STATES POSTAL SERVICE
	Verify with your phone
	(2) 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 Coloct Vorify				
7. Select verity.				
	UNITED STATES POSTAL SERVICE			
	Verify with your phone (2) 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 somethi	ng else		
9 Click on Solf Samion DIN Parat	Back to sign in			
under Employee Apps.	Employee Apps			
	Change of address	eRetire		
	 Disability Self-ID 	IM Barcode Generator		
	eCareer	Name change		
	 a lab bidding 			
	• eoob bloding			
	• elra	New: Self-Service PIN Deset		
	eOPF	Reset		
	 ePayroll 	New: Self-Service Profile		
	eReassign	Virtual timecard		
	Access these from any page usi	ng the Apps tab above.		



+		
9. Click Enter SSP.	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: * Enter Employee ID	
	Last 4 digits of SSN: *	
	Delivery Method Options: * OFirst-Class Mail	
	Enter the code from the image below: *	
	Image Code:	
	Request Pin Reset	
10. Enter your Employee ID , Birth Date, and Last 4 digits of SSN.	USPS Self-Service Profile	
	To reset your pin provide the information below and then select "Request Pin Reset". * All fields are required.	
	Employee ID: * Enter Employee ID	
	Birth Date: * mm/dd/yyyy	
	Last 4 digits of SSN: -	
	Enter the code from the image below: *	
	Image Code:	
	Request Pin Reset	



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: • Enter Employee ID Birth Date: • mm/dd/yyyy Last 4 digits of SSN: • Delivery Method Options: • OFirst-Class Mail Enter the code from the image below: •	
12. Select Request PIN Reset .	Image Code: Request Pin Reset	
	Is reset your pin provide the information below and then select "Request Pin Reset". * All fields are required. Employee ID: * Enter Employee ID Birth Date: * mm/dd/yyyy Last 4 digits of SSN: * Delivery Method Options: * OFirst-Class Mail Enter the code from the image below: * Image Code: Request Pin Reset	



12 Vau will reacive a letter via first class	
The PIN will appear in the upper right-hand corner of the letter.	UNITED STATES POSTAL SERVICE 475 L Enfant Piaza 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: By calling the PostalEASE self-service line at 1-877-477-3273 Option 1. 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





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)
	Next Multifactor Authentication
 If you see the "Your account is locked" error message, select one of the MFA security methods below to unlock your account. 	UNITED STATES POSTAL SERVICE®
Phone SMS is selected in the user guide for illustrative purposes.	Unlock account? Image: Second Unlock your account using one of the MFA security methods below or call the HR Shared Service Center. Employee ID Image: Im
	Back to sign in



5 Click Select next to Phone		
You will receive a six-digit code on your mobile phone.	UNITED STATES POSTAL SERVICE	
	Unlock account?	
	• Your account is locked. Unlock your account using one of the MFA security methods below or call the HR Shared Service Center.	
	Employee ID	
	0152∯003	
	Email Select	
	Get a push notification Okta Verify	
	Phone Select	
	<u>Back to sign in</u>	
6. Enter code.		
	UNITED STATES POSTAL SERVICE	
	Verify with your phone	
	(8) 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	
	Dack to sign in	



7 Solact Varify				
7. Gelect verity.	9			
	Verify with your phone			
	(Q) 01630092			
	Q, 0100032			
	A code was sent to +1 XXX-XXX-2551. Enter the code below to verify.			
	Carrier messaging charges may apply			
	Enter Code			
		1		
		Ľ		
	Verify			
	LiteBlue Help			
	Verify with something else			
δ. You will now enter LiteBlue.			Sign off	
If you forget your password, please	LiteBlue Hon	ne Apps Inside USPS My HR		
navigate to your Self-Service Profile				
to reset your password.	Find Suppo	rt Through Vour	LINK	
			The United States Postal Service 2023 Payroll Schedule	
Click here for instructions to access	Me E	<u>AP</u>		
your Self-Service Profile.	Follow the link below	to quickly access employee irces at EAP4YOU.com		
		m More	Paydays Calendar shows 2023 payroll schedule	
			Posted 1/3/23 at 9 a.m.	
	Human Pasauraas			
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	Affordable Care Act	E HERO login	TSP benefits	
	L+ Benefits overview	G HERO Support	Uniform Program	
	COVID-19 Resources	E Life Changes	a Wellness	
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"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 <u>Blue</u> and <u>LiteBlue</u> 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 <u>Blue</u> and <u>LiteBlue</u> 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 <u>Blue</u> and <u>LiteBlue</u> 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 <u>Blue</u> and <u>LiteBlue</u> 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.

