

APR 29 2022



April 26, 2022

Mr. Ivan Butts
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Mr. Butts:

This is in further reference to our previous correspondence concerning revisions of the information security policies related to the employees' password criteria for their Self-Service Profile (SSP). As discussed in our March 17 correspondence concerning this matter, all employees will be required to reset their SSP password to meet new password requirements which are effective April 24, 2022.

We are communicating this change to all employees. Enclosed, please find copies of the below listed messaging:

- Letter mailed to all employees
- Email sent to all Ace users
- Stand-up Talk (SUT)
- Link Article
- Ace Tickertape message

If you have any questions on this matter, please contact Bruce Nicholson at extension 7773.

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills", with a long horizontal flourish extending to the right.

David E. Mills
Director
Labor Relations Policies and Programs

Enclosures



April 22, 2022

EMPLOYEES

SUBJECT: Self-Service Profile Password Reset

Securing the privacy of your personal data is a priority for the U.S. Postal Service. Personal information stored online is a constant target for bad actors, who seek to compromise this data for their financial gain.

To further protect your data, the Postal Service is revising its information security policies related to employees' Self-Service Profile (SSP). The self-service password created in SSP is used to access a range of resources, including: LiteBlue, PostalEase, ePayroll, eRetire, eOPF, eReassign, IdeaSmart (external), and HERO (external).

To better secure your personal information, you are required to reset your SSP password to meet the new password requirements noted below. Strong and unique passwords act as the first line of defense against potential cyberthreats. After **April 24, 2022**, you will not be able to use any system requiring SSP until you have changed your password to comply with the new requirements.

All employees are required to reset their SSP password after April 24 when the new requirements go into effect to avoid disruptions to their access.

You can reset your password by accessing LiteBlue at liteblue.usps.gov from any computer. From the LiteBlue homepage, select "**Password recovery**" and follow the information prompts. Then, log in to verify your ability to access your account. Alternatively, employees may log into their account with their existing credentials and follow the prompts to reset their password.

Your new password must be at least 15 characters in length. In addition, the following two rules will apply to SSP passwords going forward:

- The last 5 passwords cannot be re-used.
- The password cannot contain the employee's first name, last name, or Employee Identification Number (EIN).

Your new password will be immediately available to access your applications on the LiteBlue website.



HERO Email
Subject: Self-Service Profile Password Reset
Audience: All Employees
Disseminate: April 22, 2022

Dear (employee name),

Securing the privacy of your personal data is a priority for the U.S. Postal Service.

Personal information stored online is a constant target for bad actors, who seek to compromise this data for their financial gain.

To further protect your data, the Postal Service is revising its information security policies related to employees' Self-Service Profile (SSP). The self-service password created in SSP is used to access a range of resources, including: LiteBlue, PostalEase, ePayroll, eRetire, eOPF, eReassign, IdeaSmart (external), and HERO (external).

To better secure your personal information, you are required to reset your SSP password to meet the new password requirements noted below. Strong and unique passwords act as the first line of defense against potential cyberthreats. After **April 24, 2022**, you will not be able to use any system requiring SSP until you have changed your password to comply with the new requirements.

All employees are required to reset their SSP password after April 24 when the new requirements go into effect to avoid disruptions to their access.

You can reset your password by accessing LiteBlue at liteblue.usps.gov from any computer. From the LiteBlue homepage, select "**Password recovery**" and follow the information prompts. Then, log in to verify your ability to access your account. Alternatively, employees may log into their account with their existing credentials and follow the prompts to reset their password.

Your new password must be at least 15 characters in length. In addition, the following two rules will apply to SSP passwords going forward:

- The last 5 passwords cannot be re-used.
- The password cannot contain the employee's first name, last name, or Employee Identification Number (EIN).

Your new password will be immediately available to access your applications on the LiteBlue website.

The Postal Service monitors its network and applications continuously. In the event your online account exhibits unusual or suspicious activity, we may restrict your access until we can verify the account activity with you. We may also require you to reset your password in the future should security concerns warrant such action.

You will be notified by U.S. Mail™ and at your personal e-mail address (if provided by you) of any concerns regarding your account. The Postal Service will not initiate contact related to your account by phone call, text message, or social media. Postal Service employees will never ask you to provide your credentials or share your password.

For more information and tips on password security, visit [Password Safety and Authentication](https://blue.usps.gov/cyber/password-safety.htm) at CyberSafe on Blue at <https://blue.usps.gov/cyber/password-safety.htm>.

SSP Stand-up Talk

Update your Self-Service Profile (SSP) password

All Postal Service employees must reset their Self-Service Profile (SSP) password after April 24.

A SSP password allows you to access several important applications, including LiteBlue, PostalEASE, ePayroll, eRetire, eOPF, eReassign, IdeaSMART and HERO.

To reset your password, log on to LiteBlue, select "password recovery" and follow the prompts.

Employees will not be able to access applications requiring a self-service password after April 24 until their password is reset.

For tips on creating strong passwords, go to LiteBlue and access the CyberSafe at USPS Bluepage.

Thanks for listening.

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SSP Link Article

New password needed

Employees must make changes after April 24

Postal Service employees must reset their Self-Service Profile (SSP) password after April 24 to comply with the organization's new security requirements and avoid disruptions in access.

A SSP password allows an employee to access several applications, including LiteBlue, PostalEASE, ePayroll, eRetire, eOPF and eReassign, as well as IdeaSMART and HERO.

The password resets are necessary to improve online security.

To reset a password, log on to [LiteBlue](#), then select "password recovery" and follow the information prompts. Next, log in again to verify account access.

New passwords must be at least 15 characters in length. In addition, the following two rules will apply to SSP passwords going forward:

- The last 5 passwords cannot be reused.
- The password cannot contain the employee's first name, last name, or Employee Identification Number (EIN).

Employees will not be able to access any system requiring a self-service profile password after April 24 until their password is reset.

The Postal Service is also reminding employees that the organization constantly monitors its network and applications.

Access to accounts that exhibit unusual or suspicious activity may be restricted until the activity can be verified with the employee.

Employees will be notified by U.S. Mail and at their personal e-mail address (if provided within the SSP application) if the organization has concerns about a postal account's activity. The Postal Service will not initiate contact related to an employee's account by phone call, e-mail to a postal e-mail address, text message or social media.

The [CyberSafe at USPS Blue page](#) has additional information on password security.

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SSP ACE Tickertape

All Postal Service employees must reset their Self-Service Profile (SSP) password after April 24.

A SSP password allows you to access several important applications, including LiteBlue, PostalEASE, ePayroll, eReassign and HERO.

To reset a password, go to LiteBlue, select "password recovery" and follow the prompts.

Employees will not be able to access applications requiring a self-service password after April 24 until their password is reset.

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