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March 27, 2023

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

Dear Ivan:

This is a follow up to the letter dated December 22, 2022, wherein the union was notified of employees interacting with fake LiteBlue websites.

The Postal Service is requiring employees to use Multi-Factor Authentication (MFA) to access the Self-Service Profile (SSP) portal. Letters are being mailed to all employees who have not yet performed a one-time reset to their SSP and set up MFA to access LiteBlue.

The letters will include a temporary self-service password and contact information to answer any outstanding questions the employee may have.

Enclosed is a Link Article and a sample letter concerning the information above.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink that reads "James Lloyd".

James Lloyd
Director
Labor Relations Policies and Programs

Enclosure

LINK Article

Multifactor Authentication Now Required for Self-Service Profile

To protect against rising cyberthreats, the Postal Service is now requiring employees to use multifactor authentication to access the [Self-Service Profile](#) portal.

Multifactor authentication, or MFA, is an identity verification method in which users provide two or more confirmation factors to gain access to an online account. It is frequently used by banks and other institutions dealing with sensitive personal information.

Employees who have already [set up MFA on LiteBlue](#) can sign in to LiteBlue as well as their self-service profile (SSP) using the same MFA. They will be asked to set up a security question after signing in.

Employees who have not set up MFA will receive a notification by mail in the coming weeks with instructions on how to do so.

New employees should follow the instructions in their USPS welcome letter or email to set up MFA.

Employees can use the SSP portal — which now has a new look — to update their password for accessing human resources online applications, add or change an email address, add or edit MFA preferences, and add or edit security questions.

Employees can update their PIN for interactive voice response transactions by using the Self-Service PIN Reset application, which can be found on LiteBlue under the Employee Apps heading.

More information and support materials can be found by clicking on Multifactor Authentication on the LiteBlue [sign-in page](#).