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June 24, 2024

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

Certified Mail Number:  
9589 0710 5270 0684 7678 45

Dear Ivan:

As a matter of general interest, the Postal Service is retiring the option to use the verify-by-email multifactor security method to access LiteBlue in August 2024.

Employees currently using email as a Multifactor Authentication (MFA) on LiteBlue are encouraged to replace this verification method. The Postal Service recommends replacing the email verification method in LiteBlue with Google Authenticator or Okta Verify. Additional verification methods are available and include receiving a one-time code sent by phone call or text.

Each employee currently using email will receive a message at the email address that is currently used for Liteblue encouraging them to replace the email MFA with a different method and will be provided a link to step-by-step instructions on how to do so.

Employees already using one of the other security methods mentioned above will not receive an email message and do not need to take further action.

Enclosed are copies of the Postal Bulletin, Direct E-mail sample and Stand-Up Talk concerning this matter.

Please contact Lindsey A. Butler at extension 7194 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink that reads "Bruce A. Nicholson".

*for* Bruce A. Nicholson  
Director  
Labor Relations Policies and Programs

Enclosures

# Postal Bulletin / Retail Digest

July xx, 2024

## Use email to access LiteBlue? You'll need to make a change.

Postal Service employees who use the email multifactor security option to access LiteBlue will have to choose a different method soon.

The verify-by-email option is being retired on Saturday, August XX.

To ensure continued secure access to LiteBlue, USPS recommends affected employees choose Google Authenticator or Okta Verify as a replacement. One-time codes sent by text or phone calls are also available options.

Employees who already use one of the other methods are not affected by this change.

The Postal Service instituted multifactor authentication, known as MFA, to access LiteBlue in January 2023. MFA is a critical security measure that adds an extra layer of protection by requiring a second form of verification in addition to a password. This helps to safeguard employee's account against unauthorized access and potential cyberattacks.

For more information regarding available verification options, please visit the [LiteBlue MFA page](#). Additionally, step-by-step instructions for establishing your security preferences can be found in the [MFA User Guide for LiteBlue](#).

# Direct E-mail

July xx, 2024

From: [CyberSafeComms@usps.gov](mailto:CyberSafeComms@usps.gov)

Subject: Please Act before August XX: Change LiteBlue Multifactor Security Option

Dear Postal Employee,

We hope this message finds you well.

You have been identified as one of our team members who uses the email multifactor security option to access LiteBlue.

We wanted to personally inform you that, starting Saturday, August XX, the Postal Service will retire the verify-by-email option. We encourage you to switch to a different verification method.

To ensure continued secure access to LiteBlue, we recommend using Google Authenticator or Okta Verify. Additionally, you can opt for one-time codes sent via text or phone call.

USPS instituted multifactor authentication, known as MFA, to access LiteBlue last year. MFA is a critical security measure that adds an extra layer of protection by requiring a second form of verification in addition to your password. This helps to safeguard your account against unauthorized access and potential cyberattacks.

For more information regarding available verification options, please visit the [LiteBlue MFA page](#).

Additionally, step-by-step instructions for establishing your MFA security preferences can be found in the [MFA User Guide for LiteBlue](#).

We appreciate your attention to this matter and your commitment to securing USPS.

*The CyberSafe at USPS® Team*

# **Mandatory Stand-Up Talk**

**July xxi, 2024**

**Some employees must choose a new option to access LiteBlue.**

If you use the email multifactor security option to access LiteBlue, you must choose a different method soon.

LiteBlue is an internal Postal Service website that allows you to access human resources and other information.

As part of the organization's efforts to strengthen cybersecurity, USPS will retire the verify-by-email security option on Saturday, August XX.

As a replacement, the Postal Service recommends affected employees choose Google Authenticator or Okta Verify.

One-time codes sent by text or phone calls are also options.

Employees who already use one of these other methods are not affected by this change.

USPS instituted multifactor authentication, known as MFA, to access LiteBlue last year.

For instructions on setting up MFA with one of the new options, go to LiteBlue at l-i-t-e-b-l-u-e DOT u-s-p-s DOT g-o-v.