

Instructions to Enroll and Sign in to LiteBlue with Multifactor Authentication (MFA)

User Guide January 15, 2023

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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 One-Time Passcode (OTP) SMS Text, One-Time Passcode (OTP) Phone call, Okta Verify, Google Authenticator or E-mail verification (default).

The objective of this document is to provide detailed instructions for users who are establishing a security method (or methods) to sign into LiteBlue with multifactor authentication.

There are steps that you will perform in a web browser from your computer, and steps that you will perform on your mobile phone.

The first step requires users to reset their password in the Self-Service Profile.

Users are then required to log in to LiteBlue and configure two or more MFA security methods. Instructions to configure all security methods are included in this document.



How to reset your Self-Service Profile (SSP) password

1. On your computer, open a web browser and navigate to LiteBlue: <u>https://liteblue.usps.gov</u>	← C A ➡ https://liteblue.usps.gov
	≥ , Lite Blue
	Welcome Keeping USPS employees connected
	To better secure your personal information, multifactor authentication (MFA) will soon be deployed on LiteBlue. MFA is a verification method that will require you to provide two or more confirmation factors to access this website. After January 15, 2023, you will be required to set up your MFA preferences when logging into LiteBlue. Additional details and instructions coming soon.
	Sign in Password recovery Setup SSP account MFA User Guide
2. Select Setup SSP Account.	De Lite Blue
	Welcome Keeping USPS employees connected
	To better secure your personal information, multifactor authentication (MFA) will soon be deployed on LiteBlue. MFA is a verification method that will require you to provide two or more confirmation factors to access this website. After January 15, 2023, you will be required to set up your MFA preferences when logging into LiteBlue. Additional details and instructions coming soon.
	Sign in Password recovery Setup SSP account MFA User Guide



3. Select Enter SSP.	Welcome to Self-Service Profile (SSP)
	The portal to the tools for the management of your Self-Service Profile.
	Important Information
	Self-Service Profile is available to all USPS Employees. Use your employee ID and password to access all self-service web applications. This is the place to manage your Self-Service Password, PIN, and more.
	Enter SSP
 Enter Employee ID and Password and select Sign In. 	Sign In To SSP
	Employee ID Enter Employee ID Password Enter Password Sign In Forgot / Change Password
5. Submit Answers to Security	LISPS Solf Sonvice Profile
Questions and select Submit Answers.	Password Reset - Security Questions
If you do not know the answers to your security questions, please proceed to <u>How to reset your SSP</u>	If you have forgotten your password, you can log on with your USPS Self-Service Profile (SSP) Credentials. * Please answer the two security questions from your SSP profile to get started.
password if you forget your security	EIN:01548790
<u>questions</u> .	Security Question 1:In what city or town was your first job?
	Answer 1:
	Answer 2:
	Submit Answers
	Forgot Answers



6.	Enter New Password , Confirm Password and select Update Password .	Your password has expired. Please reset the password <u>Strong Password Requirements</u> : The password must be 15 to 64 characters in length, cannot contain your EIN, first name, or last name and cannot be the same as the 5 previously used passwords. If you choose to use special characters in the password, only the following are allowed !@\$%^*_+~		
		New Password: Confirm Password: Update Password		
7. Logout (top right) from Self-Service Profile. If you would like to update your email, PIN or security questions, please do so before logging out of		SELF-SERVICE PROFILE SSP Help Logout vice's Self-Service applications. , and when you set it up. Through the tabs it also allows you to create a new password and to add, update,		
	SSP.	we you to update your security questions and answers. These are the questions you need to answer if you Last Updated Date (24 HR Format - Central Time Zone) 09/08/2014 14:56:06 09/08/2014 14:56:06 03/24/2014 11:12:02 0 07/30/2014 13:18:59 07/30/2014 13:18:59 g back into SSP to see the Email component set to Yes in the Profile Summary.		
8.	Password reset is complete. You may close out using the x on the upper right-hand corner of the page and continue on to configuring your MFA preferences below.	Self-Service Profile New to \$\$P? This is the place to: • Create your Self-Service Profile • Update your Self-Service Profile • Update your Self-Service Profile • Update your Velf-Service Password • Update your Velf-Service Password • Add or change an Email address ** • Add or dell security questions The Self-Service Password is different from your ACE password. This is for use with HR online applications.		
		Enter Password Your PIN is now only used for IVR transactions. **This helps changes to your profile to take effect much more quickly. You won't have to wait for the First-Class letter to arrive before confirming the change. Forgot / Change Password Forgot / Change Password		



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

1. On your computer, open a web browser and navigate to LiteBlue: https://liteblue.usps.gov	← C û ≥ https://liteblue.usps.gov
	Lite Blue
	Welcome Keeping USPS employees connected
	To better secure your personal information, multifactor authentication (MFA) will soon be deployed on LiteBlue. MFA is a verification method that will require you to provide two or more confirmation factors to access this website. After January 15, 2023, you will be required to set up your MFA preferences when logging into LiteBlue. Additional details and instructions coming soon.
	Sign in Password recovery Setup SSP account MFA User Guide
2. Select Sign In.	D. Lite Blue
	Welcome Keeping USPS employees connected
	To better secure your personal information, multifactor authentication (MFA) will soon be deployed on LiteBlue. MFA is a verification method that will require you to provide two or more confirmation factors to access this website. After January 15, 2023, you will be required to set up your MFA preferences when logging into LiteBlue. Additional details and instructions coming soon.
	Sign in Password recovery Setup SSP account MFA User Guide



3.	Enter Employee Identification Number (EIN) and select Next.	Sign In Employee ID Employee Identification Number (EIN)
4.	Enter Password and select Verify.	Verify with your password Password I Verify Forgot password? Back to sign in
5.	Enter the last 4 digits of your Social Security Number and select Verify. This step will only occur during the initial security method enrollment login.	Image: Construction of the second



 Select Set up under the first security method you would like to be your primary MFA security method. 	UNITED STATES POSTAL SERVICE
Users are required to select <u>two</u> (or more) security methods.	Set up security methods (2) MFAtestuser
You will be able to set up additional security method(s) after you set up your first security method.	Security methods help protect your Okta account by ensuring only you have access. Set up required
Detailed instructions for setting up each security method can be found in this document by using the following links:	Coogle Authenticator Enter a temporary code generated from the Google Authenticator app. Used for access Set up
How to set up Phone (SMS) MFA security method	Okta Verify Okta Verify is an authenticator app, installed on your phone, used to
How to set up Phone (Voice) MFA security method	Used for access
How to set up Okta Verify MFA security method	Phone Verify with a code sent to your phone Used for access
How to set up Google Authenticator MFA security method	Set up Back to sign in
Email is the default MFA security method but isn't an option until MFA security methods are set up.	



 7. 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 Phone (SMS) MFA security method How to set up Phone (Voice) MFA security method How to set up Okta Verify MFA security method How to set up Google Authenticator MFA security method 		 Exercise State Service Set up security methods (a) MFAtestuser Security methods help protect your Okta account by ensuring only you have access. Set up required Coogle Authenticator Enter a temporary code generated from the Google Authenticator app. Used for access Set up Okta Verify Okta Verify is an authenticator app. installed on your phone, used to prove your identity Used for access Set up Set up Verify with a code sent to your phone Used for access Set up 	
8. You have successfully configured		Back to sign in	Sign off
your MFA security methods and signed in to LiteBlue!	DiteBlue Home	Apps Inside USPS My HR	
The next time you sign in to LiteBlue, you will be required to use the security method(s) that you configured. Click <u>here</u> for instructions to log in to LiteBlue after your MFA security	Find Suppor	t Through Your	Subscribe
methods are set up.	Human Resources Image: My HR Image: My HR	& Employment Verification	etirement
	 Affordable Care Act Benefits overview 	ା HERO login 중 TS S HERO Support	SP benefits niform Program
	 COVID-19 Resources Diversity and Inclusion EAP 	Elife Changes	ellness orkforce Connection



How to set up Phone (SMS) MFA security method

1. Select Set up under Phone.	UNITED STATES POSTAL SERVICE	
	Set up security methods	
	(2) MFAtestuser	
	Security methods help protect your Okta	
	account by ensuring only you have access.	
	Set up required	
	Enter a temporary code generated from the Google Authenticator app. Used for access	
	Set up	
	Okta Verify 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.	POSTAL SERVICE •	
Then select Receive a code via	Set up phone authentication	
SMS.		
	Enter your phone number to receive a verification code via SMS.	
	● SMS	
	⊂ Voice call	
	Country	
	United States 🔹	
	Phone number	
	Receive a code via SMS	
	Return to authenticator list	
	Back to sign in	



 Enter the Code that you received on your phone via message and select Verify 	SMS
You have successfully configured your Phone SM security method.	S Set up phone authentication (® MFAtestuser
Click <u>here</u> to return to secu method configuration set up options.	rity Calling your phone. Enter the code below to verify. Carrier messaging charges may apply Enter Code
	Verify Return to authenticator list



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) MFAtestuser
	Security methods help protect your Okta account by ensuring only you have access.
	Set up required
	Coogle Authenticator Enter a temporary code generated from the Google Authenticator app. Used for access Set up
	Okta Verify 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.	
	UNITED STATES
Enter a phone number where	POSTAL SERVICE ®
you can receive a verification	
code via voice call.	
Then select Receive a code via	
voice call.	
	Set up phone authentication
	(Q) MFAtestuser
	Ŭ
	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
	Return to authenticator list
	Back to sign in
3. Receive a phone call and enter	
the code (six-digit numeric	UNITED STATES POSTAL SERVICE
code) provided via the phone	
call.	
Select Verify.	
•	Set up phone authentication
You have successfully	(2) MFAtestuser
configured your Voice Call	
security method	Calling your phone. Enter the code below to
Security method.	Carrier messaging charges may apply
Olials have to activity to access?"	Enter Code
Click <u>nere</u> to return to security	
method configuration set up	
options.	Verify
	Return to authenticator list
	Back to sign in



How to set up Okta Verify MFA security method

 Select Set up under Okta Verify to configure an additional security method. 	UNITED STATES POSTAL SERVICE •
This option requires the Okta Verify application to be downloaded to your smart phone.	Set up security methods (2) MFAtestuser
	Security methods help protect your Okta account by ensuring only you have access.
	Set up required
	Coogle Authenticator Enter a temporary code generated from the Coogle Authenticator app. Used for access Set up
	Okta Verify 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. The Set up Okta V QR code will then	erify screen with a appear.	UNITED STATES POSTAL SERVICE ®
Proceed to the nex Okta Verify set up.	t step to continue	
		Set up Okta Verify
		MFAtestuser
		1. On your mobile device, download the Okta Verify app from the App Store (iPhone and iPad) or Google Play (Android devices).
		 Open the app and follow the instructions to add your account
		3. When prompted, tap Scan a QR code, then scan the QR code below:
		Sample QR Code Can't scan? Return to authenticator list Back to sign in
3. On your smart ph appropriate app st type of mobile pho	one: Select the ore based on the ne you have.	With the second secon



 Search for Okta Verify in your phone's App store. 	2:50 ut ♥■ Qkta Verify Okta Verify Okta Verify Q W e r t y u i o p a s d f g h j k l Q Z X C V b n m ≪ 123 space return G
5. On your phone, Select and Install the Okta Verify application.	2:50 ✓ Back Image: Construction of the constru



6. Verification of installation. Select OK .	2:51 C Back Okta Verify - Okta Inc Okta Inc App Installation in progress Your request has been received. It may take some time to process app installation request. OK Ver CK P D CK CK CK CK CK CK CK CK CK CK
 7. The Okta Verify app is now available on your home screen. Select the app to continue the set up. 	6:33Image: Second
8. Select Get Started.	2:52 (i) (j) Welcome to Okta Verify Securely sign in to your organization's apps. Get Started







12. Select Yes, Ready to Scan.	2:52 C Okta Verify Do You Have Your QR Code? Before 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	
 Allow Okta Verify to access your camera by selecting OK. 	2:53 ✓ Scan QR Code "Okta Verify" Would Like to Access the Camera The app will use your camera to scan a QR code to set up your account. Don't Allow OK	















How to set up Google Authenticator MFA security method

 Select Set up under Google Authenticator to configure this security method. 	UNITED STATES POSTAL SERVICE
This option requires the Google Authenticator application to be downloaded to your smart phone.	<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></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>
	Back to sign in
2. Screenshot indicates the next steps to set up Google Authenticator.You will now need to download the	UNITED STATES POSTAL SERVICE
Google Authenticator app to your smart phone.	
Please proceed to the next step.	Set up Google Authenticator
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.	(@) MFAtestuser Scan barcode Launch Google Authenticator, tap the "+" icon, then select "Scan barcode". Sample QR Code Can't scan? Next
	Return to authenticator list Back to sign in



3. On your smart phon e appropriate app stor type of mobile phone	e: Select the e based on the you have.	USPS Issued Apple or Android Phone
4. In the appropriate appropri	p store, search cator.	2:36 Google Auth Google Authenticator Onne "Auth" Authorized Authorities q q r t y u i o p a d f g h i
5. On your phone, Sele the Google Authentic	ct and Install ator app.	2:37 Image: Comparison of the second sec







8. Select Get Started.	2:39 📖 🕈 🔳	
	Constraints and the second sec	
	Get started	
9. Select Scan a QR Code.	2:39)
	ζ	•
	Use the OR code or setur key in your 2EA settings	
	(by Google or third-party service). If you're having trouble, go to g.co/2sv	
	Scan a QR code	
	🖭 Enter a setup key	
10. Allow the Authenticator to access		T
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	



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



13. 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.	
Click <u>here</u> to return to security method configuration set up options.	Set up Google Authenticator (2) MFAtestuser Enter code displayed from application
	Enter code
	Verify
	Return to authenticator list Back to sign in



How to log in to LiteBlue after MFA is set up





3. Enter Employee Identification Number (EIN) and select Next.	UNITED STATES POSTAL SERVICE
	Sign In Employee ID Employee Identification Number (EIN)
	Keep me signed in Next
	Lite Blue Help
 Enter Password and select Verify. 	UNITED STATES POSTAL SERVICE®
	Verify with your password Password
	Verify Forgot password? Back to sign in



5.	For demonstration purposes, the Phone SMS security method is illustrated in the following steps.	UNITED STATES POSTAL SERVICE ®
	Click on Receive a code via SMS.	
	You will then receive a code to your mobile phone.	
		Verify with your phone
	0	0 01630.092
	0r	Ø 0100002
	Click on Verify with something	Send a code via SMS to +1 XXX-XXX-2551
	else and follow the prompts.	Carrier messaging charges may apply
	If you verify with another security method, follow the prompts on your	Receive a code via SMS
	phone and on the screen to log into LiteBlue.	Receive a voice call instead
		LiteBlue Help
		Verify with something else
		Back to sign in
6	Enter code received via SMS	
0.		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
		Verifiz
		Verny
		LiteBlue Help
		Verify with something else
		Back to sign in







How to reset your SSP Password if you forget your Security Question Answers

1. Select Forgot Answers.		USPS Self-Service Profile Password Reset - Security Questions	
		If you have forgotten your password, you can log on with your USPS Self-Service Profile (SSP) Credentials. * Please answer the two security questions from your SSP profile to get started.	
		EIN:01548790 Security Question 1:In what city or town was your first job? Answer 1: Security Question 2:What street did you live on in third grade? Answer 2:	
		Submit Answers Forgot Answers	
2.	Enter your Employee ID , Birth Date, Last 4 digits of SSN, and PIN.	USPS Self-Service Profile Password Reset	
		To reset your password provide the information below and then select "Request Reset". • All fields are required. Employee ID Birth Date: Last 4 digits of SSN: Personal Identification Number(PIN): Delivery Method Options: • Email (Registered in Profile) • First-Class Mail	
		Enter the code from the image below: * Image Code:	
		Request Reset	
		Please Click Here to go to SSP Login Page	



3. Select delivery method (Email or First-Class Mail)	USPS Self-Service Profile Password Reset	
This is how you will receive your password reset link.	To reset your password provide the information below and then select "Request Reset". All fields are required. Employee ID: Enter Employee ID Birth Date: mm/dd/yyyy Last 4 digits of SSN:	
	Personal Identification Number(PIN): *	
	Delivery Method Options: ©Ernail (Registered in Profile) ○First-Class Mail	
	Enter the code from the image below: *	
	Image Code: 72203	
	Request Reset	
	Please Click Here to go to SSP Login Page	
4. Enter the code from the image below.	USPS Self-Service Profile Password Reset	
4. 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.	
 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. Employee ID: • Enter Employee ID	
 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. Employee ID: • Enter Employee ID Birth Date: • mm/dd/yyyy Last 4 digits of SSN: •	
4. 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. Employee ID: • Enter Employee ID Birth Date: • mm/dd/yyyy Last 4 digits of SSN: • Personal Identification Number(PIN): •	
4. Enter the code from the image below.	USPS Self-Service Profile Password Reset Delivery Method Options:	
4. 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. Employee ID: Enter Employee ID Birth Date: mm/dd/yyyy Last 4 digits of SSN:	
4. Enter the code from the image below.	USPS Self-Service Profile Descent To reset your password provide the information below and then select "Request Reset". * Imployee ID: * Enter Employee ID: Birth Date: * mm/dd/yyyy Last 4 digits of SSN: * Personal Identification Number(PIN): * Birthoto Options: * Personal Identification Number(PIN): * Image Code:	
4. 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". * Imployee ID • Enter Employee ID Birth Date • mm/dd/yyyy Last 4 digits of SSN • Personal Identification Number(PIN): Delivery Method Option: • First-Class Mail Inter the code from the image below: Image Code: Request Reset	



5. Select Request Reset.		USPS Self-Service Profile Password Reset	
		To reset your password provide the information below and then select "Request Reset". * All fields are required. Employee ID: * Enter Employee ID Birth Date: * mm/dd/yyyy Last 4 digits of SSN: * Personal Identification Number(PIN): * Personal Identif	
		Please Click Here to go to SSP Login Page	
6.	You will then receive an email or first-class mail with a password reset link.	From: SSP_DO_NOT_REPLY@USPS.GOV <ssp_do_not_reply@usps.gov> Sent: Wednesday, January 11, 2023 11:52 AM To: Iverson, John A - Eagan, MN - Contractor <<u>John A.Iverson@usps.gov</u>> Subject: Password Reset Verification - ACTION REQUIRED Dear MANUEL ORTIZ,</ssp_do_not_reply@usps.gov>	
	Click on the link in the email or enter the web address from the first-class mail into your browser.	On January 11, 2023 at 11:52, our records indicate that you have successfully regained access to change your password through the employee Self-Service Profile (SSP) application. Click ONCE on the link below (or) Copy and Paste it in the Web Browser's address bar,within 72 hours to verify that you initiated this change. <u>https://ssp-cat.usps.gov/ssp-web/forgotpasswordchange.html?verificationkey=a7932ca4-d7d8-49e6-ba7e-22ca0921a5a5</u> If you have questions, or need assistance, contact the HR Shared Service Center at 1-877-477-3273, option 5. HR Shared Services Please do not reply to this Email as it is an unmonitored account and will likely not be read. If you need assistance please contact Shared Services at the number listed above. NOTE: All times listed are in Central Time Zone.	
7.	Enter New Password , Confirm Password and select Update Password .	Your password has expired. Please reset the password <u>Strong Password Requirements:</u> The password must be 15 to 64 characters in length, cannot contain your EIN, first name, or last name and cannot be the same as the 5 previously used passwords. If you choose to use special characters in the password, only the following are allowed !@\$%^*_+~	
		New Password: Confirm Password: Update Password	



 Logout (top right) from Self- Service Profile. If you would like to update your email, PIN or security questions, please do so before logging out of SSP. 	vice's Self-Service applications. , and when you set it up. Through the tabs it als ows you to update your security questions and	Self-SERVICE PROFILE SSP Help Logout so allows you to create a new password and to add, update, answers. These are the questions you need to answer if you	
	Las	st Updated Date (24 HR Format - Central Time Zone) 09/08/2014 14:56:06 09/08/2014 14:56:06 03/24/2014 11:12:02	
	g back into SSP to see the Email component set to	07/30/2014 13:18:59 07/30/2014 13:18:59 o Yes in the Profile Summary.	
10. Password reset is complete.	Self-Service Profile		
	Sign In To SSP	New to SSP? This is the place to: Create your Self-Service Profile Update your Self-Service Password Update your PIN Add or change an Email address ** Add or change an Email address **	
	Employee ID Enter Employee ID Password Enter Password Sign In Forgot / Change Password	The Self-Service Password is different from your ACE password. This is for use with HR online applications. Your PIN is now only used for IVR transactions. **This helps changes to your profile to take effect much more quickly. You won't have to wait for the First-Class letter to arrive before confirming the change.	