Instructions to Enroll and Sign in to LiteBlue with Multifactor Authentication (MFA) and access your Self-Service Profile (SSP)

User Guide

July 17, 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 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: [https://liteblue.usps.gov](https://liteblue.usps.gov)

   Please note that you will have **15 minutes** to set up MFA after you log in to LiteBlue.

   After 15 minutes, you will be logged out and return to the LiteBlue home page.

   **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).**

2. Select **Sign In.**
3. Enter Employee Identification Number (EIN) and select Next.

4. Enter the temporary password you received via first-class mail or email and select Verify.

If you already set up MFA for LiteBlue, enter your password, select Verify, and proceed to step 9.
5. You will then be prompted to change your password.

Enter (and re-enter) a new password that meets the password requirements on the screen.

Select **Change Password**.

6. Enter **Last 4 digits of SSN**.

Select **Verify**.
7. Select **Set up** under the security method you would like as your primary MFA security method.

You are required to set up at least one MFA security method. Okta Verify and Google Authenticator are recommended.

You will be able to set up additional security method(s) after you enable your first security method.

Detailed instructions for setting up each security method can be found by clicking on these links:

- [How to set up Okta Verify MFA security method](#) *(Recommended)*
- [How to set up Google Authenticator MFA security method](#) *(Recommended)*
- [How to set up Phone (SMS) MFA security method](#)
- [How to set up Phone (Voice) MFA security method](#)
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).

How to set up Okta Verify MFA security method (Recommended)

How to set up Google Authenticator MFA security method (Recommended)

How to set up Phone (SMS) MFA security method

How to set up Phone (Voice) MFA security method

Or select Set up later.

9. After setting up your MFA, you will be required to set up a security question.

Select Set up below Security Question.

If you are not prompted to set up your security question on your first log in attempt, you will be required to set up your security question the next time you sign in to LiteBlue.
10. You will have the option to choose a default security question or create your own security question.

Select one of the options and enter your security question and answer.

Select **Verify**.

11. You have successfully configured your MFA security methods and signed in to LiteBlue!

*The next time you sign in to LiteBlue, you will be required to use the security method(s) that you configured.*

Click [here](#) for instructions to log in to LiteBlue after your MFA security methods are set up.
How to set up Okta Verify MFA security method

1. On your smartphone: Select the appropriate app store based on the type of mobile phone you have.

   *Installation and setup of Okta Verify 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.*

2. Search for Okta Verify in your phone’s App store.
3. On your phone, **Select and Install** the Okta Verify app.

4. Verification of installation.

   Select **OK**.
5. The Okta Verify app is now available on your home screen.
   Select the app to continue the setup.


7. Select Next.
8. Select **Add Account**.

9. Select **Organization**.

10. Select **Yes, Ready to Scan**.
11. **Allow** Okta Verify to access your camera by selecting **OK**.

12. Select **Set up** under **Okta Verify** to configure an additional security method.
13. Using the Okta Verify app on your phone, scan the QR code on the browser.

14. Select Allow the Push Notifications option and select Allow to confirm. 

*Push Notifications is the preferred Security Option.*
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.*

16. Select **Done** on Account Added screen.
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.

18. On your phone, you will receive confirmation of the Push Notification.

You have successfully configured your Okta Verify security method.

**Important:** Click [here](#) to return to MFA security methods.
# 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.

   *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*

2. **In the appropriate app store**, search for **Google Authenticator**.
3. On your phone, **Select** and **Install** the Google Authenticator app.

4. Verification of installation. Select **OK**.

App Installation in progress

Your request has been received. It may take some time to process app installation request.

Details

Google Authenticator works with 2-Step Verification for your Google Account to provide an additional layer of security when signing in.

More
5. The Google Authenticator app is now available on your home screen. 
   **Select** the app to continue the setup.

6. Select **Get Started**.

7. Select **Scan a QR Code**.
8. **Allow** the Authenticator to access your camera by selecting **OK**.

9. Select **Set up** under **Google Authenticator** to configure this security method.
10. Using the Google Authenticator app on your phone, **scan** the QR code on the browser.

11. On your phone, the Google Authenticator app will begin generating a six-digit verification code.
12. On your computer, enter the code generated on your phone and select Verify.

You have successfully completed the setup of the Google Authenticator app.

Important: Click here to return to MFA security methods.
How to set up Phone (SMS) MFA security method

1. Select **Set up under Phone**.
2. Select SMS.

   Enter a phone number where you can receive SMS text messages.

   Then select Receive a code via SMS.

3. Enter the Code that you received on your phone via SMS message and select Verify.

   You have successfully configured your Phone SMS security method.

   Important: Click here to return to MFA security methods.
How to set up Phone (Voice) MFA security method

1. Select **Set up** under Phone to configure **Voice call**.
2. Select **Voice call**.

   **Enter a phone number** where you can receive a verification code via voice call.

   Then select **Receive a code via voice call**.

3. Receive a phone call and **enter the code** (six-digit numeric code) provided via the phone call.

   Select **Verify**.

   You have successfully configured your Voice Call security method.

   **Important:** Click [here](#) to return to MFA security methods.
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: [https://liteblue.usps.gov](https://liteblue.usps.gov)

2. Select Sign In.
3. Enter **Employee Identification Number (EIN)** and select **Next**.

4. Enter **Password** and select **Verify**.

   Click the eye icon to validate you typed your password correctly.
5. You will then have the option to select **Enter a code** or **Get a push notification** in the Okta Verify app.

Click **Select** next to **Get a push notification Okta Verify**.

Alternatively, you can Select Enter a code to receive a six-digit code in the Okta Verify app.

If you choose Enter a code, go to step 9.

6. Click on **Okta push notification**.
7. 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.

8. You have successfully logged in to LiteBlue.

If you selected Enter a code, go to step 9.

9. If you selected Enter a code, open the Okta Verify App to locate the six-digit code.
10. Then **Enter code from Okta Verify app** and click **Verify**.

11. You have successfully logged in to **LiteBlue**.
How to log in to LiteBlue after setting up Google Authenticator MFA security method

1. On your computer or smartphone, open a web browser and navigate to LiteBlue:  [https://liteblue.usps.gov](https://liteblue.usps.gov)
2. Select **Sign In**.

3. Enter **Employee Identification Number (EIN)** and select **Next**.
4. Enter **Password** and select **Verify**.
   
   Click the eye icon to validate you typed your password correctly.

5. Click **Select** next to input a one-time code from **Google Authenticator**.
6. On your phone, open the Google Authenticator app.

7. Look for the six-digit code associated with your LiteBlue account.

8. Enter the six-digit code and click Verify.
9. You have successfully logged in to LiteBlue.

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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: https://liteblue.usps.gov

2. Select Sign In.
3. Enter **Employee Identification Number (EIN)** and select **Next**.

4. Enter **Password** and select **Verify**.
   
   Click the eye icon to validate you typed your password correctly.
5. Click **Select** next to **Phone**.

You will receive a six-digit code on your mobile phone.

6. **Enter code**.
7. Select Verify.

8. You have successfully logged in to LiteBlue.
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: https://liteblue.usps.gov

2. Select Sign In.
3. Enter **Employee Identification Number (EIN)** and select **Next**.

4. Enter **Password** and select **Verify**.

   Click the eye icon to validate you typed your password correctly.
5. **Click Select next to Phone.**

If you did not set up SMS as one of your security methods, you will receive a phone call with the code. Go to step 7.

If you set up SMS as a second security method, you will be prompted to use SMS or a voice call. Go to step 6.

6. **Select Receive a voice call instead.**

You will receive a phone call where the code will be read to you.
7. **Enter code** provided by the phone call.

8. **Select Verify**.
9. You have successfully logged in to LiteBlue.
How to log in to LiteBlue using Email MFA security method

1. On your computer or smartphone, open a web browser and navigate to LiteBlue: [https://liteblue.usps.gov](https://liteblue.usps.gov)

2. Select Sign In.
3. Enter **Employee Identification Number (EIN)** and select **Next**.

4. Enter **Password** and select **Verify**.

   Click the eye icon to validate you typed your password correctly.
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.

6. Select Send me an email.

   You will receive a six-digit code to the email you have on your SSP profile.
7. You will see a screen that verifies that an email has been sent to the email address on file.

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.
9. 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.

- Didn't receive an email? Send again

Enter Code

004325

Verify
10. Select Verify.

Verify with your email

04250041

We sent an email to m***@bellsouth.net.
Click the verification link in your email to continue or enter the code below.

Haven’t received an email? Send again

Enter Code
004325

Verify

11. You have successfully logged in to LiteBlue.
How to access your Self-Service Profile from the LiteBlue sign in page

1. On your computer or smartphone, open a web browser and navigate to LiteBlue: [https://liteblue.usps.gov](https://liteblue.usps.gov)

   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.
2. Click on the **Self-Service Profile** link.

3. Select **Enter SSP**.
4. The sign in page will open in a new tab.

Enter Employee Identification Number (EIN) and select Next.

5. Enter Password and select Verify.

Click the eye icon to validate you typed your password correctly.
6. Click **Select** next to **Phone**.

You will receive a six-digit code on your mobile phone.

*Or verify it's you with another preconfigured security method.*

7. **Enter code.**
8. Select **Verify**.


On this page, you can:

- Create your Self-Service Password
- Add or change an email address
- Add or edit MFA security methods
- Add or edit your security question

*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 page, you can:

   Click on the Self-Service Profile tile to return to your Self-Service Profile.

   Click on the LiteBlue tile to return to LiteBlue.

   Or close the tab and navigate back to LiteBlue.
How to access your Self-Service Profile in LiteBlue

1. On your computer or smartphone, open a web browser and navigate to LiteBlue: https://liteblue.usps.gov

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.
2. Select **Sign In**.

3. Enter **Employee Identification Number (EIN)** and select **Next**.
4. Enter **Password** and select **Verify**.
   Click the eye icon to validate you typed your password correctly.

5. Click **Select** next to **Phone**.
   You will receive a six-digit code on your mobile phone.
6. Enter code.

7. Select Verify.
8. Click on **Self-Service Profile** under Employee Apps.

   - Change of address
   - Disability Self-ID
   - eCareer
   - eJob bidding
   - eLRA
   - eOPF
   - ePayroll
   - eReassign
   - eRetire
   - IM Barcode Generator
   - Name change
   - PostalEASE
   - New: Self-Service PIN
   - Reset
   - New: Self-Service Profile
   - Virtual timecard

   Access these from any page using the Apps tab above.

9. Click **Enter SSP**.
10. Your Self-Service Profile will open in a new tab.

On this page, you can:

- Create your Self-Service Password
- Add or change an email address
- Add or edit MFA security methods
- Add or edit your security question

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.

11. If you are redirected to the My Apps page, you can:

Click on the Self-Service Profile tile to return to your Self-Service Profile.

Click on the LiteBlue tile to return to LiteBlue.

Or close the tab and navigate back to LiteBlue.
How to reset your Self-Service Profile Password if you forget your Security Question Answer

1. On your computer or smartphone, open a web browser and navigate to LiteBlue: https://liteblue.usps.gov
2. Select the **Self-Service Profile** link.

3. Enter **Employee Identification Number (EIN)** and select **Next**.
4. If you do not remember your password, select the **Password Recovery** link below the Verify button.

5. **Select** one of the MFA security methods to reset your password.

   *Phone (SMS) is used here for illustrative purposes.*

   *Only Email, Phone (SMS and Voice), and Okta Verify can be used for password recovery.*
6. Select **Receive a code via SMS**.

7. Enter the six-digit code received via SMS and select **Verify**.
8. If you cannot remember the answer to your security question, select Reset Password.

9. Enter your Employee ID, Birth Date, and Last 4 digits of SSN.
10. **Enter the code** from the image below.

11. Select **Request Reset**.

    If all fields are entered correctly, you will be sent first-class mail with a temporary password.
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.


Select Sign In.
14. Enter **Employee Identification Number (EIN)** and select **Next**.

15. Enter the **temporary password** you received via first-class mail and select **Verify**.
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.

Select Change Password.
How to reset your Self-Service PIN in LiteBlue

1. On your computer or smartphone, open a web browser and navigate to LiteBlue: https://liteblue.usps.gov

2. Select Sign In.
3. Enter **Employee Identification Number (EIN)** and select **Next**.

4. Enter **Password** and select **Verify**.

   Click the eye icon to validate you typed your password correctly.
5. Click **Select** next to **Phone**.

You will receive a six-digit code on your mobile phone.

6. Enter code.
7. Select Verify.

8. Click on Self-Service PIN Reset under Employee Apps.
9. **Click Enter SSP.**

10. **Enter your Employee ID, Birth Date, and Last 4 digits of SSN.**
11. **Enter the code** from the image below.

![Image of USPS Self-Service Profile Pin Reset](image)

12. Select **Request PIN Reset**.

![Image of USPS Self-Service Profile Pin Reset](image)
13. You will receive a letter via first-class mail with a new Self-Service PIN. The PIN will appear in the upper right-hand corner of the letter.

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:

1. By calling the PostalEASE self-service line at 1-877-477-3273 Option 1.
2. By calling the Telephone Bidding toll free number at 1-877-477-3273 Option 2.
How to unlock your account in LiteBlue

1. On your computer or smartphone, open a web browser and navigate to LiteBlue: [https://liteblue.usps.gov](https://liteblue.usps.gov)

   Please note the self-service account unlock option is only available to users that have already set up MFA for LiteBlue.

2. Select Sign In.
3. Enter **Employee Identification Number (EIN)** and select **Next**.

4. If you see the “Your account is locked” error message, select one of the MFA security methods below to unlock your account.

   *Phone SMS is selected in the user guide for illustrative purposes.*
5. Click **Select** next to **Phone**.

You will receive a six-digit code on your mobile phone.

6. Enter code.
7. Select **Verify**.

8. You will now enter LiteBlue.

If you forgot your password, please navigate to your Self-Service Profile to reset your password.

Click [here](#) for instructions to access your Self-Service Profile.