

New Password System Will Replace Employee PIN Online for LiteBlue, PostalEASE, eOPF, ePayroll

Effective April 28, 2014, Postal Service employees will be required to use a new, more secure password to access USPS self-service web applications such as *PostalEASE*, *eCareer*, *ePayroll*, and *eOPF*. A new Self-Service Profile (SSP) application will be launched in which employees will create and manage their self-service password, email address, security challenge questions, and 4-digit Personal Identification Number (PIN) for telephone transactions.

Go to the site: <https://ssp.usps.gov> Enter your temporary PASSWORD received in the mail.

"Please utilize the temporary password provided to you in the top right corner of the Enhanced Security letter mailed to you on April 14, 2014 or after, and establish your profile."

What happens to my Old PIN? Do I still use my PIN?

You use your EIN (employee identification number) and PIN to log on to USPS Interactive Voice Response (IVR) **phone lines** such as, the Jobbidding IVR, PostalEASE IVR, and HRSSC IVR. The USPS PIN (4 Digit Number) is only used for USPS HR Self Service Interactive Voice Response **phone lines**.

To retrieve your USPS PIN follow these instructions:

1. Dial **1- 877-477-3273**
2. Press 1 when prompted, enter your Employee ID printed at the top of your earnings statement.
3. When prompted for your PIN, pause and then press 2. Your USPS PIN will be mailed to your address of record the next business day.

I just received a letter with a password for Self-Service Profile (SSP). What do I need to do?

The password in the letter is only a temporary SSP password. The temporary SSP password cannot be used to log in to any HR Self Service applications. You must first change the temporary password to a permanent password. If it is your first time into SSP or if you have recently had your password reset, the SSP application will walk you through the proper steps.

Set Up your SSP Profile in Self-Service Profile (SSP) Application

From any web browser:

Go to ssp.usps.gov

Click on the Enter SSP button

The Self-Service Profile Login screen will display

Enter your Employee Identification Number (EIN) (Your Employee Identification Number EIN is printed at the top of your earnings statement. Enter all 8 digits, even if the first digit is a zero (0).)

Enter your temporary Self-Service Password (Your temporary Self Service Password is printed in the top right hand corner of the letter.)

What do I do if I have not received a letter with my temporary SSP password?

If you have not received a letter with your temporary SSP password, verify that the USPS has your correct address on file. You can reset your password or request that your password be reset.

- Log into ssp.usps.gov,
- Click on the Enter SSP button, the Self-Service Profile Login screen will display,
- Click on the Forgot Password? link, enter your Employee ID
- Click Verify Employee button,
- If you have set up your profile previously you will be presented with your security questions to answer,
- If you don't remember the answers, click the Forgot Answers? link,
- If you have not set up your profile you will go directly to the password reset screen,
- enter your employee ID, your birthdate, and the characters presented in the image to continue with the reset process.
- If you had previously set up your profile and had entered an email you will receive an email with the link to reset your password.
- If you had/have not set up your profile a USPS First Class letter with a temporary password will be sent to your address of record.
- If you have performed all of these steps and still do not have your temporary password, contact the HR Shared Service Center at 1-877-477-3273, option 5.

Why do I have an SSP Password and a PIN?

The Self Service Profile (SSP) Password (strong password) was implemented for all USPS **web** HR Self Service applications (i.e. *eldeas*, *eOPF*, *eReassign*, *PostalEASE*, and *LiteBlue*). The USPS PIN (4 Digit Number) is only used for USPS HR Self Service Interactive Voice Response **phone lines**. You use your EIN and PIN to log on to the Jobbidding IVR, *PostalEASE* IVR, and HRSSC IVR.

Once the employee has set up his or her SSP Profile in the SSP application, the employee self-service web applications will be accessible through the Internet at <http://www.liteblue.usps.gov> from your home computer.

Note: Employees will continue to be able to use their current USPS **EIN and PIN** to conduct self-service telephone transactions (Job Bidding, *PostalEASE*, etc.) via the Interactive Voice Response (IVR) system: Job Bidding phone number: 800-222-2415