

Self-Service Profile (SSP) FREQUENTLY ASKED QUESTIONS

To create your new password:

- Go to <https://liteblue.usps.gov>
- Click on the “Forgot Your Password?” option

You will be redirected to the Self-Service Profile Application where you can create your new password.

1. Why do I need a new password?

The new password to access online HR self-service applications will make your personal information more secure. You will have to enter your new password to access all online HR self-service applications as of April 28, 2014.

2. What happens if I don't create a new password?

If you don't create a new password by April 28, 2014, you will not be able to access online HR self-service applications (i.e. *LiteBlue*, *PostalEASE*, eOPF, eReassign, and eIDEAS).

3. Where do I go to create my new password?

A new website has been built for you to create and manage your new password. It's called “Self-Service Profile” — or SSP for short.

You can find the website at ssp.usps.gov. There is also a link on the LiteBlue login page to the SSP website. It is located at the end of the “Here's how you log on:” section and says “click here”.

4. What is the Self-Service Profile (SSP)?

Self-Service Profile, or SSP, is a secure application that allows USPS employees to manage how they log in to: *LiteBlue*, *PostalEASE*, eReassign, eIDEAS and eOPF.

5. How do I log on and create my new password?

OPTION ONE:

Go to ssp.usps.gov and click on “Forgot Password?,” and follow the prompts on the returned screen to create your new password. If you provide an email address, a verification link will be sent to that email address. You must click on that verification link, within 72 hours, to complete the setup of your new password.

OPTION TWO:

In April, 2014, letters were mailed to each employee's address of record with a temporary password to use on the SSP website. You must change the temporary password provided in the letter to a permanent password.

Below are instructions on how to set up your profile and change your temporary password:

- To log on to the SSP site, type ssp.usps.gov in the Internet Explorer address bar. Or from any page on *Blue*, type “SSP” in the address bar.
- Click on the “Enter SSP” button. The SSP login screen will display.

- Enter your Employee Identification Number (EIN).
- Enter your temporary password, which you can find printed in the top right hand corner of your letter.
- Click on the “Sign In” button. The Self-Service Profile Setup screen will display.
- Change your temporary password by typing it in the “New Password” box, then again in the “Confirm Password” box. There will be general information and the password rules displayed.
- Click the “Next” button to continue.
- Select two “Security Challenge Questions” and enter your answer to each question. These will allow you to regain access if you forget your new password.
- Click the “Next” button to continue.
- Enter your email address and confirm it. (This is OPTIONAL. If you choose not to enter an Email address check the “Skip Email and update later” box)
- Click the “Next” button to continue. Click on the “Submit” button. (Check for any error messages and make corrections if needed.)
- The Initial Profile Setup pop-up window will appear. If applicable, it’ll remind you to confirm your email through the link sent to the address that you entered in your profile.
- Click the “OK” button
- The SSP main page will display.
- From this page you can see your Profile Summary, manage your password, challenge questions, email address, or log out by clicking on the appropriate tab or button. You can also manage your 4-digit USPS personal identification number (PIN) for access to USPS telephone Interactive Voice Response IVR Self-Service applications.

After following these instructions, you will have successfully set up your SSP Profile. You can now use your EIN and new password to log on to any USPS HR self-service online application.

6. What happens if I do not click on the verification link and complete the setup of my new password within 72 hours:

Simply log back into the SSP application, ssp.usps.gov. Go to the “Manage Email” tab and follow instructions to setup your email information again. Remember, you must click on that verification link, within 72 hours, to complete the setup. Without confirming your Email no emails can be sent to the address you entered.

7. What do I do if I did not receive a letter with my temporary password?

By April 28, 2014, you should have received a letter at your mailing address of record with a temporary password. However, if you did not receive a letter with your temporary password, you can either:

- A. Go to ssp.usps.gov and click on “Forgot Password?,” and follow the prompts on the returned screen to create your new password. Note: You must know your Personal Identification Number (PIN) If you provide an email address, a verification link will be sent to that email address. You must click on that verification link, within 72 hours, to complete the setup of your new password.

Or

B. If your attempts to reset your password are still unsuccessful, contact the HR Shared Services Center (HRSSC) at 1-877-477-3273, option 5 or TDD/TTY – 866-260-7507 for a new temporary password. The HRSSC will give you a temporary password. You must establish your SSP profile to create a permanent password that can be used on the HR Self Service applications

8. Will I receive confirmation when I make changes to my SSP Profile?

Yes. If you provide an email address in your SSP Profile (either a USPS email address or personal email address), you will receive confirmation of any changes to your SSP Profile by email to that email address. If you do not provide an email address in your SSP Profile, you will receive confirmation of any changes at your address of record by First-Class Mail.

9. Why was I asked to give an email address when setting up my SSP Profile?

Your email address will allow you to more easily manage your password and enable immediate password resets. Your email address will also be used to notify you of changes that you make to your profile, such as password resets, changes to your security questions, 4-digit USPS PIN resets, changes to your email address, and confirmation when there are changes to your SSP Profile. However, as previously stated, you do not have to enter an email address on the SSP website.

10. What happens if I don't enter an email address?

If you do not supply an email address in your SSP Profile, all communications from SSP will be sent to your address of record by First-Class Mail. For example, if you need to reset your password, a temporary password will be mailed to your address of record if you did not provide an email address.

11. What if I forget my SSP password?

If you forget your SSP password, you can reset your password by going to ssp.usps.gov.

- Click on the “Enter SSP” button. The “Self-Service Profile Login” screen will display.
- Click on the “Forgot Password?” link and the application will lead you through the steps to establish or reset your password. Note: You must know your Personal Identification Number (PIN)

12. Why was I denied access to my SSP Profile?

If you make 6 failed attempts to enter your password you will be locked out of the SSP application for 15 minutes. Try to log on later with your correct EIN and SSP password.

13. When do I use my SSP password?

The SSP password is used along with your EIN to access *LiteBlue*, *PostalEASE*, *eReassign*, *eIDEAS* and *eOPF*.

14. Can my SSP password be the same as my ACE password?

Your SSP password can be anything that you want, as long as it follows the rules provided to ensure a strong password is created.

Note: SSP passwords and ACE passwords are independent from each other.

15. What are the strong password rules?

- Must contain at least one character from three of the four following types of characters:
 - Numbers 0-9
 - Alphabet letters a-z (lowercase)
 - Alphabet letters A-Z (uppercase)
 - Special characters !@\$%^*_+~ (no other special characters are accepted)
- Must be a total length of 8 to 16 characters.

16. Does my SSP password expire?

No, your SSP password does not expire. However, you can change your password as often as you choose.

17. Will I still use my 4-digit USPS PIN for anything?

Yes, after April 28, 2014, your USPS 4-digit PIN will only be used for telephone IVR transactions.

18. How do I use my 4-digit USPS PIN for telephone IVR transactions?

There is no change to the process for telephone IVR transactions. Call the USPS self-service hotline at 1-877-477-3273 and enter your 4-digit USPS PIN when prompted.

19. What transactions can I perform using the telephone IVR system?

The change in access requirements for online HR self-service applications do not change any of the current transactions you can perform using the telephone IVR system. For example, you may still access *PostalEASE* and Job Bidding through the telephone IVR system.

20. Will I still be able to use my 4-digit USPS PIN at the self-service HR Kiosk?

No. As of April 28, 2014, the Kiosks will require the new self-service password to access *PostalEASE*, eReassign, eIDEAS, and Job Bidding.

21. Can I create my new SSP password at a Kiosk?

No, you must create your new password at ssp.usps.gov or by calling the HRSSC.

22. What can I do if I have trouble setting up my new password or if I do not receive a temporary password in the mail?

A. Go to ssp.usps.gov and click on "Forgot Password?" and follow the prompts on the returned screen to create or reset your new password. Note: You must know your Personal Identification Number (PIN) If you provide an email address, a verification link will be sent to that email address. You must click on that verification link, within 72 hours, to complete the setup of your new password.

B. If your attempts to reset your password are still unsuccessful, employees can contact the HRSSC at 1-877-477-3273, option 5 or TDD/TTY – 866-260-7507 for step-by-step assistance with setting up your password.

23. How can the HRSSC help me set up my new password?

The HRSSC will be able to assist you by providing step-by-step instructions on how to set up a new password. HRSSC can provide you with a temporary password; however, you must establish your SSP profile to create a permanent password that can be used on the HR Self Service applications.

24. What are the HRSSC normal operating hours?

The hours of operation for the HRSSC are Monday through Friday, 7:00 am – 8:30 pm EST.

25. What if I have trouble setting up my password and it is outside of normal operating HRSSC hours?

HRSSC hours of operation are Monday through Friday, 7:00 am – 8:30 pm EST. If the HRSSC is closed, you can visit ssp.usps.gov to request a new password, reset a password, update your email address, update your security questions, and change your 4-digit USPS PIN. If you provide an email address, a verification link will be sent to that email address. You must click on that verification link, within 72 hours, to complete the setup of your new password.

26. I have previously set up my password and profile information, but I am having trouble or have questions. What support is available?

- A. This FAQ document.
- B. IT Self Help if you are working on a USPS computer.
- C. Lost or forgotten passwords: Go to ssp.usps.gov and click on “Forgot Password?” and follow the prompts on the returned screen to create your new password, or reset your password. If you remember the answers to your security questions, you’ll be able to set up your new password immediately. If you have forgotten the answers to your security questions and have an active email address in your SSP profile, a verification link will be sent to that email address. You must click on that verification link, within 72 hours, to complete the setup of your new password. If you have not provided an email address, you can request a first-class letter to arrive at your address of record within 7-10 business days with a new temporary password.

Note: It should take approximately 7-10 days to receive the temporary password.

- D. If your attempts to reset your password are still unsuccessful, you can contact the HRSSC during normal operating hours. HRSSC hours of operation are Monday through Friday, 7:00 am – 8:30 pm EST