

## SSP Self Service Profile FAQs

The following questions and answers are for the guidance of USPS employees managing their Self Service Profile or SSP.

### SSP Frequently Asked Questions

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#### 1. **What is Self Service Profile or SSP?**

Self Service Profile or SSP is the application in which USPS employees manage their login credentials for USPS employee self-service web applications. SSP allows you to manage your access to USPS web applications that offer convenient, confidential, and secure ways to complete employee-elected activities. These Self-Service web applications are LiteBlue, PostalEASE, eldeas, eOPF, and eReassign.

Authentication using the stronger security authentication password for Self-Service web applications is required as of 4/28/14.

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#### 2. **What happens to my PIN? Do I still use my PIN?**

You use your EIN 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**. 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).

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#### 3. **Is SSP Secure?**

Yes! SSP is secure. No one can see your SSP information. Your PIN, Password, and Security Answers in SSP and the database are encrypted.

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#### 4. **Who has access to SSP?**

Every USPS employee can access Self Service Profile SSP to manage their profile. Log into the Self-Service Profile (SSP) application to set up your profile, at <https://ssp.usps.gov>. This is the only location for changing your Self-service Password .

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## 5. How do I log into SSP?

To log into SSP, on Internet Explorer (IE) type <https://ssp.usps.gov> in the address bar. Or from the “Blue Page” enter [SSP](#) in the browser address bar. When managing your profile you will have the opportunity to change the PIN and Password to something easily remembered. This is the only location for changing your Self-service Password.

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## 6. I just received a letter with a password for 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](https://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.)
  - The Self-Service Profile - Initial Setup screen will display
- Change your temporary password by entering your New Password and Confirm Password. There will be general information and the password rules displayed. (Strong Password must contain at least one character from three of the four following types of characters: Numbers 0-9, English letters a-z, English letters A-Z, or special characters -!@\$%^\*\_+~; for a total length of 8 to 16 characters.)
- Click Next 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 SSP password.
- Click Next to continue
- Enter your email address and confirm email address. (This is OPTIONAL. Enter your USPS email or personal email address if you would like future notifications via email. If you do not enter an email address, you will receive verification of updates via First-Class mail. You can always log into SSP and add or change your email address)
- Click on the Submit My Profile button. (Check for any error messages and correct.)
- The SSP Main page will display.
- From the SSP Main page you can manage your Password, PIN, Challenge Questions, email address, or Log Out by clicking on the appropriate tab or button.

You have successfully set up your SSP profile. You can now use your EIN and SSP Password to log on to any USPS HR Self Service web application including USPS LiteBlue.

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## 7. What if I forgot my SSP Password?

Generally if you forgot your SSP password, but have previously set up your Self Service Profile, you can regain access by logging into [ssp.usps.gov](https://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 process to regain access or reset your password. See the SSP [Quick Reference Guide](#) for further assistance.

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## 8. What if I forgot my PIN?

The USPS PIN (4 Digit Number) is only used for USPS HR Self Service Interactive Voice Response (IVR) applications. You will continue to use your EIN and PIN to log on to the Jobbidding IVR, PostalEASE IVR, and HRSSC IVR. If you forgot your PIN see the SSP Quick Reference Guide or in IT Self Help search for PIN.

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## 9. When do I use my SSP Password?

The Self Service Profile (SSP) Password (strong password) is used for all USPS web HR Self Service applications. You will use your EID and SSP password to log into [eldeas](#), [eOPF](#), [eReassign](#), [PostalEASE](#), and [LiteBlue](#).

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## 10. Is the SSP Password the same as my ACE Password?

NO. 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](#))

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#### 11. Why do I have to select questions and answers in SSP?

The Self Service Profile (SSP) was created to allow more control by the employee to manage the password for web HR Self Service applications. The security questions you select and answer allow you a way to regain access to SSP by answering these questions correctly.

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#### 12. When did the SSP Password go into effect?

As of April 28, 2014 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)

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#### 13. What does the information on the SSP Profile Summary tab mean?

The SSP Profile Summary tab lets you know at a glance what SSP functions (security questions, answers, email, pin, password) you have updated and the last date that they were updated. If you have questions or concerns about these changes, contact the HR Shared Service Center at 1-877-477-3273, option 5.

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#### 14. 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](http://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.

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#### 15. 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.

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#### 16. Who supports SSP?

SSP has information available through **ITSelfHelp**, the HELP link on SSP, and the SSP Quick Reference Guide. However, if these resources do not answer your questions or provide the necessary solutions for problems with the application or Unknown Errors, a ServiceNOW incident should be created.

ServiceNow Incident should be created with:

<https://usps.service-now.com>

- Product CI** = PIN DB-HR,
- Affected Area** = Applications Services,
- Assignment Group** = SDS PINDB.

Limited but additional help is available for Password or PIN resets by calling HRSSC 1-877-477-3273

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#### 17. When do I use my PIN?

The USPS PIN (4 Digit Number) is only used for USPS IVR Self Service applications. (i.e. the telephone line Jobbidding IVR, PostalEASE IVR, and HRSSC IVR)

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## 18. Why do you need my email id?

SSP allows USPS employees to receive updates to their Self Service Profile using either their USPS email or a personal email. If you choose not to supply an email in SSP, all communications from SSP will be sent to your address of record by USPS First Class Letter.

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## 19. How is my email id used?

The email that you enter in SSP is used to notify you of changes that you made to your profile, such as password resets, changes to your security questions, pin resets, changes to your email itself, and confirmation links when these types of changes. Only the employee can make changes to their Self Service Profile. HRSSC can assist in **resetting** the SSP password or PIN. If you have an email set up in your profile you will receive a message that the reset was performed by the HRSSC team.

Your information is used only to perform routine personnel functions.

Collection is authorized by 39 USC 401, 410, 1001, 1005, and 1206. Providing the information is **voluntary**, but if not provided, it may result in delayed or inaccurate handling of routine personnel matters. We may disclose your information as follows: in relevant legal proceedings; to law enforcement when the U.S. Postal Service (USPS) or requesting agency becomes aware of a violation of law; to a congressional office at your request; to entities or individuals under contract with USPS; to entities authorized to perform audits; to labor organizations as required by law; to federal, state, local or foreign government agencies regarding personnel matters; to the Equal Employment Opportunity Commission; and to the Merit Systems Protection Board or Office of Special Counsel. If you choose not to supply an email in SSP all communications from SSP will be sent to your address of record by USPS First Class Letter. To view the entire privacy policy, click the link on the bottom of the SSP Welcome Page.

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## 20. I don't have an email id. How will I receive communication?

If you choose not to supply an email in SSP or do not have an email account, all communications from SSP will be sent to your address of record by USPS First Class Letter.

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## 21. How can I find my Employee ID?

There are two ways to find your Employee ID.

1. On your USPS pay stub, your Employee ID will be located on the top line, following your name.
2. From the USPS Blue Page, enter "eAccess" in the browser address line. Then, log into eAccess, and click the tab labeled "My Profile" your EIN will be displayed at the top of the page.

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## 22. When does my SSP password expire? Does my SSP password expire?

Your SSP password does not expire. However, you can change your SSP password as often as you choose.

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## 23. Can my SSP password be the same as my ACE password?

Your SSP password can be anything that you want. However, it must follow the [strong password rules](#).

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## 24. What are the "strong" password rules? Why does my password need to contain 3 of 4 types of characters?

The use of an Employee Identification Number (EIN) and Personal Identification Number (PIN) for security authentication did not provide sufficient protection for USPS web applications. The Information Systems Security Office (ISSO) determined the need to increase web security and mandated the strong password requirements for USPS employee data protection. Your SSP password can be anything that you want. However, it must follow the Strong Password Requirements as follows:

- Must contain at least one character from three of the four following types of characters:
- Numbers 0-9, English letters a-z, English letters A-Z, or special characters !@%&^\*\_+~ for a total length of 8 to 16 characters.

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## 25. How do I verify my address of record?

If you have an ACE ID and password you can update your address by

- Open Internet Explorer on a postal computer and navigate to the USPS Blue page (home).
- In the upper right-hand corner of the page, click on Log On.
- Log in using your ACE ID and password.
- When logged in select the My Life tab at the top of the page.
- In the My Life tab in the top right corner under My Profile, select Address/Phone.
- Your address of record for residence and mailing will be displayed if it is incorrect you can update it from here.

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## 26. Why do I need a new password?

The new password to access the HR self-service applications on the web will make your personal information more secure. You will have to enter your new password to access all web HR self-service applications starting on April 28, 2014.

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

If you don't create your new password, you will not be able to access any of the HR self-service applications on the web. You will still be able to use your USPS 4-digit PIN to access PostalEASE and Jobbidding applications using the IVR.

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## 28. Where do I go to create my new password?

You can create your new password by setting up a profile in the SSP application.

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## 29. I'm having trouble with the verification link in the emails from SSP, what do I do?

Here are some helpful tips:

- Some email programs (like web based yahoo.com, gmail.com, etc.), take away the ability to simply click on the link and instead show it to you in plain text. If you cannot click on the link, highlight the entire link, copy it and paste it into the address bar at the very top of your web browser and press Enter. Depending on what you're trying to do you'll either get a message telling you that the link was successfully verified or you'll be taken to a password reset screen to set up your password.
- The link works only the first time you use it (either by clicking on it once or by pasting it in the address bar). If you use the link again, you'll receive a message stating that the link has either expired or has been used before. Sometimes it's possible to inadvertently double-click on the link and receive the error page. Log back in to your SSP application and verify the status of the EMAIL component on the Profile Summary.
- The confirmation link automatically becomes invalid within 72 hours of issue if not used. If that occurs, log back into the SSP application (ssp.usps.gov), go to the "Manage Email" tab and follow instruction to setup your email information again.

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### ***Revision History:***

Original 1-25	February 2014
Adding Items 26-29	May 2014