

Bulletin for ALL TSA Employees – 11/22/2019

Employee Personal Page Two-Factor Authentication

On Friday, November 22, 2019, a **two-factor authentication** will be added to the **Employee Personal Page (EPP)**. The enhancement will affect all EPP users whether a user ID and password or eAuthentication is used to access EPP.

Note: EPP Users will be required to enter both a work email address and a personal email address the first time EPP is accessed, once two-factor authentication is implemented. After the email addresses have been validated, a prompt will display to establish two-factor authentication.

The below instructions will assist on or after Friday, November 22, to Validate Your Email Address and Establish Two-Factor Authentication:

1. Log in to EPP or click [here](#). The Enter Your Work Email address page is displayed.
2. Enter your work email address in the *Work E-mail* field. The work email must end in either .gov, .edu, or .mil.
3. Select the **submit** button. An email containing a verification code is sent to the email address entered, and the Verify Your Work E-mail Address page is displayed.
4. Verify your work email address by entering the code provided in the email.
5. Select the **Submit** button. The Enter Your Personal E-mail Address page is displayed.
6. Enter your personal email address in the *Personal E-mail* field. An email containing a verification code is sent to the email address entered, and the Verify Your Personal E-mail Address page is displayed.
7. Verify the personal email address by entering the code provided in the email. The Two-Step Authentication page is displayed.
8. To authenticate using a phone number, select the **Text Message (SMS)** radio button and select the **Continue** button. The Two-Step Authentication page (including the *Phone Number* field) is displayed. Enter your phone number in the *Phone Number* field. Select the **submit** button. A text message containing a verification code is sent to your phone, and the Two-Step Authentication page (including the *Verification Code* field) is displayed. Verify your phone number by entering the code provided in the text. Select the **Submit** button. The user is now logged in to EPP.

OR

To authenticate using an authentication application:

1. Select the *Authentication Application* radio button and select the **Continue** button.

The Two-Step Authentication page (including the authentication key and the QR (scan) code to be scanned) is displayed.

2. Either enter the key provided on an authentication application or scan the QR (scan) code.
A security code will be provided by the authentication application.
3. Enter the code provided in the *Enter the code from the app* field. Select the **submit** button.

You are now logged in to EPP.

Remember the following details below:

- Both the user ID and eAuthentication users must following this process the first time logging in to EPP after the implementation of two-factor authentication. EPP users that utilize the User ID and password will be promoted to enter a verification code each time logging in to EPP.
- If users attempt to access EPP from a smart device, you will be required to log in via EPP user ID and password. eAuthentication will no longer be available when accessing EPP on smart devices.
- Employees who are located outside of the United States will not be able to use the text message option for two-factor authentication. The Authentication App must be utilized.

Questions?

Please contact the HCAccess Help Desk by phone at 1-877-872-7990, by fax at 1-877-872-7993, or by email at this [link](#). Live agents are available 7:00 a.m. to 10:00 p.m. Eastern Standard Time (EST) Monday through Friday, excluding Federal holidays, with additional hours for recruitment calls only from 11:00 a.m. to 3:00 p.m. EST Saturday and 12:00 p.m. to 4:00 p.m. EST Sunday. Visit our website at this [link](#), and check out HCAccess online at this [link](#).