

Bulletin for ALL TSA Employees – 12/12/2019

Two-step Authentication Mandatory before the End of 2019 for Thrift Savings Plan Participants

On Wednesday, December 4, 2019, the mandatory **two-step authentication** was announced to all Thrift Savings Plan (TSP) participants. It is required that participants log into “My Account” to have contact information validated and use the two-step authentication before end of 2019.

The two-step authentication helps protect your account against fraud. This login process is more secure because it means that online access to your account will require information known to you (account number or username and password) and something you have (the one-time code automatically sent to your email or phone).

Note: It is recommended that at least one contact method is included on your account that will stay throughout your career, e.g., personal email.

To avoid interruption to your account access, add these security features in your “My Account Profile Settings” by following the step-by-step instructions titled, *How to validate your contact information and enable two-step authentication in My Account*, on www.tsp.gov, or click [here](#).

For more information about the mandatory two-step authentication, click [here](#).

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](#).