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Bulletin for ALL TSA Employees – 04/01/2020

Employee Personal Page
Additional Option Added to the Two-Factor Authentication

An additional option for the two-factor authentication process has been added to the Employee Personal Page (EPP). The enhancement will allow EPP users to elect to receive a pass code via an automated phone call to the registered phone number on file. **Note:** This enhancement is an alternative to receiving a pass code via text message or authentication application.

The below instructions will assist to Authenticate Using the New Phone Call Option from the Two-Step Authentication:

1. Select the *Phone Call* radio button. **Note:** Phone call is available in the U.S. only. If you are outside of the U.S., you must use the Authentication Application option.

2. Select the *Continue* button. The Two-Step Authentication page (including the *Phone Number* field) is displayed.

3. Enter your phone number in the *Phone Number* field.

4. Select the **Submit** button. The Two-Step Authentication page (including the **Verification Code** field) is displayed. You will receive an automated phone call providing a verification code. **Note:** If you do not receive the code within 10 minutes, select **Resend** code.

5. Enter the verification code provided in the *Verification Code* field.

6. Select the **Submit** button. The My EPP Main Menu page is displayed.

   Note: By selecting the *Phone Call* option to receive the validation code, each time you log in to your account, a one-time-use code will be sent via an automated phone call to the verified phone number. Enter that code to access your account. Message and data rates may apply.

   To change the selected two-factor authentication option, go to **Preferences** and select **Change Two-Step Authentication**.

Resources

For additional information refer to the bulletin Inquiry 19-09, Implementation of Two-Factor Authentication for the Employee Personal Page, or click here.

Questions?

Due to the current COVID-19 pandemic, the HCAccess Help Desk hours of operation have temporarily changed. Live agents will be available from 8:00 a.m. to 8:00 p.m. Eastern Time (ET), Monday through Friday, excluding Federal holidays, and closed Saturday through Sunday until further notice. Employees can 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. Employees can visit the HCAccess website here for valuable Human Resources (HR) information on a wide variety of topics and visit Human Capital online at this link.