



DIRECTOR – CIVILIAN BENEFITS CENTER

Date: 18 November 2019

To: All Civilian Employees

Subj: Mandatory Thrift Savings Plan (TSP) Two-Step Authentication Begins December 2019

1. Beginning December 2019, all TSP participants must have validated their contact information and use a two-step authentication to log into their TSP My Account at TSP.gov. You can avoid interruption to your TSP account access by adding these security features now. You must:

- Log into your TSP My Account, click **Profile Settings** under the "Personal Information" menu, and click **Validate** next to the contact method you wish to validate. You will receive a one-time validation code; enter the code in the field labeled **Enter Code** and click **Submit**.
- Click **Return to Profile Settings Menu**. Under "Two-Step Authentication," click **Log in with Extra Security**.
- Select the box next to "Yes, add extra security to my TSP account with two-step authentication"; click **Confirm Change**. You have successfully opted in to the two-step authorization process.

2. TSP.gov will prompt the user to complete the two-step authorization process for each user session. This process is more secure since online access to your account requires something you know (your account number or username and password) and something you have (a one-time verification code). Additional instructions are available at <https://www.tsp.gov/PDF/formspubs/tsplf43.pdf>, or you can call the ThriftLine at 877-968-3778.

3. This increased security measure eliminates the ability to transfer your TSP contribution data into the GRB Platform. However, you may manually enter your TSP contribution amounts into the GRB Platform and continue use of the TSP Calculators.

4. If you have questions about your benefits or the GRB Platform, please call the Benefits Line at 888-320-2917 from 7:30 a.m. - 7:30 p.m., EST, Monday - Friday, except on federal holidays. During the Federal Benefits Open Season (11 November - 9 December 2019), hours of operations are extended to 9:30 p.m. The TTY number is 866-359-5277. The Benefits Line typically experiences high call volume during the open season, so you may experience a longer than normal call wait time.

Another way to reach the Benefits Line is to email your questions to navybenefits@navy.mil. You must include your full name, pay plan, grade, and contact telephone number. Please do not include Privacy Act or other Personally Identifiable Information such as date of birth or social security number in your email correspondence.

Thank you,

Mary E. Foley