How to validate your contact information and enable two-step authentication in My Account on tsp.gov

All TSP participants must have validated contact information and use two-step authentication to log into My Account beginning December 2019. You can avoid interruption to your account access by logging in and adding these security features in Profile Settings now.

Two-step authentication helps you protect your account against fraud by prompting you for a one-time verification code each time you log in. This login process is more secure because it means that 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 you receive in your email or on your phone). Someone who tries to log into your account fraudulently won’t be able to gain access without the code.

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Note: You need your account number (or user ID) and password to log into My Account.

If you’ve forgotten your account number:

You can request your account number online or by calling the ThriftLine at 1-877-968-3778. We will mail your account number to the address we have on file for you, which should take 3 – 5 business days.

To request your account number online, go to the My Account section of tsp.gov and select the link Forgot your account number or user ID?

If you’ve forgotten your user ID:

You can access your account with your account number and password. Then you can create a new user ID in the Profile Settings section of My Account.

If you’ve forgotten your password:

You may be able to reset your password online. Go to the My Account section of tsp.gov and select the link Forgot your password?

If that doesn’t work for you, call the ThriftLine at 1-877-968-3778.
How to validate your contact information

1. After you log into My Account, select the **Profile Settings** link under the “Personal Information” menu.
2. If you have contact information in your account, there will be a label underneath each email or phone number that reads “Validated” or “Not Validated.” Select the **Validate** link for the contact method you want to validate.

We recommend that you include at least one contact method that will stay with you through career transitions, such as a personal email. Consider validating more than one contact method to prevent losing access to your account if you lose access to your contact method.

If you choose to edit or add any contact information, you may need to answer one or more of “Your Security Challenge Questions.”
3. **Validate your contact information.**

   **For email,** log into your email account and open the email from alert@tsp.gov with the subject line “TSP Account Information - Your One Time Validation Code.”

   **Thrift Savings Plan**<alert@tsp.gov>

   Dear Participant:

   Here is the Validation Code you will need to validate your contact information:

   Your Validation Code is: 763250

   This code will expire in 1 hour. Please enter it into the appropriate field and click "Submit."

   **For a cell phone,** select the **Validate** button on the next screen. You’ll receive a text message with your “TSP validation code.”

Return to your browser and enter the six-digit code in the field labeled Enter Code and select the Submit button.

You’ll receive a confirmation message by email or text message.

4. Continue to Profile Settings to opt into two-step authentication.

From here, you can select the button Return to Profile Settings Menu to validate additional contact methods, enable two-step authentication, or perform other account actions.
How to enable two-step authentication

1. After you log into My Account, select the **Profile Settings** link under the “Personal Information” menu.
2. Under the heading “Two-Step Authentication,” select the link, **Log in with Extra Security**.
3. Select the box next to “Yes, add extra security to my TSP account with two-step authentication” and then select the button **Confirm Change**.

4. You will see a confirmation screen.

   From here, you can select the link to **Profile Settings** to confirm or change your contact info, validate additional contact methods, or perform other account actions.