



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.

Instructions

How to validate your contact information	2
How to enable two-step authentication.....	6

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.

Account Information

- Account Balance**
- Recent Transactions
- Activity Summary
- Statements
- Correspondence from the TSP
- Message Center

Online Transactions

- Contribution Allocations
- Interfund Transfers
- TSP Loans
- Withdrawals and Changes to Installment Payments

Personal Information

- Profile Settings**
- Beneficiaries

Account Balance: Civilian

Your account balance below is based on share prices as of close of business 09/27/2019.

Account balance information is updated by 6 a.m., Eastern time, each business day. On occasion, heavy volume during the nightly processing cycle may delay the update by a few hours.

Account balance as of: [Download CSV file](#)

Account Balance by Fund | **Account Balance by Contribution** | **Contribution Summary**

Investment Funds	Shares	Share Price	Balance	Distribution of Account	Contribution Allocation
Lifecycle Funds					
L 2050					
L 2040					
L 2030					
L 2020					
L Income					
Individual Funds					
G Fund - Government Securities					
F Fund - Fixed Income Index					
C Fund - Common Stock Index					
S Fund - Small Cap Stock Index					
I Fund - International Stock Index					
Total					

[View your 12-Month Personal Investment Performance \(PIP\)](#)

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.”

Profile Settings: Civilian

The screenshot displays the 'Profile Settings: Civilian' page with the following sections:

- Sign In**
 - [Create Your Own User ID](#)
 - [Change Your Password](#)
- Account Access**
 - [Block Online/ThriftLine Access](#)
 - [Participant Requested Hold](#)
- TSP Address**

Active participants: Change your address through your agency or service.
- Participant Statement Delivery**
 - [Request Quarterly Mailings](#)
 - [Request Annual Mailings](#)
- Email Notifications**
 - [Subscribe/Update Email Preferences](#)
- Two-Step Authentication**
 - [Log in with Extra Security](#)
- Contact Information**
 - Email 1: yourname1@domain.com
Not Validated [?](#) [Edit](#) | [Delete](#) | [Validate](#)
 - Email 2: youremail2@domain.com
Not Validated [?](#) [Edit](#) | [Delete](#) | [Validate](#)
 - Phone: 555-555-5555
Not Validated [?](#) [Edit](#) | [Delete](#) | [Validate](#)

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>

to me ▾



Dear Participant:

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

Your Validation Code is: 763259

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."

Validate Your Contact Information: Civilian

Validate Your Phone Number

In order to reset your password online using text messaging on your mobile phone, you must validate your phone number. Standard data fees and messaging rates may apply.

To validate your phone number, click "Validate" below.

No Thanks

Validate



TSP validation code: 480422. https://www.tsp.gov/tsp/validate.do?_name=validate Use in 1 hour.

Now

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

Validate Your Contact Information: Civilian

Enter Your Validation Code

Please enter the code you received via email or text message. You have 1 hour to complete the request. If you have not received a message after 1 hour, or if you leave this screen before you enter the code, you must return to the "Profile Settings" page in My Account to validate your contact information.

Enter Code: Why should I validate? [?](#)

Submit

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.

Validate Your Contact Information: Civilian

Thank you!

You have successfully validated your contact information.

Return to Profile Settings Menu

How to enable two-step authentication

1. After you log into My Account, select the **Profile Settings** link under the “Personal Information” menu.

Account Information

- Account Balance**
- Recent Transactions
- Activity Summary
- Statements
- Correspondence from the TSP
- Message Center

Online Transactions

- Contribution Allocations
- Interfund Transfers
- TSP Loans
- Withdrawals and Changes to Installment Payments

Personal Information

- Profile Settings**
- Beneficiaries

Account Balance: Civilian

Your account balance below is based on share prices as of close of business 09/27/2019.

Account balance information is updated by 6 a.m., Eastern time, each business day. On occasion, heavy volume during the nightly processing cycle may delay the update by a few hours.

Account balance as of: [Download CSV file](#)

Account Balance by Fund | **Account Balance by Contribution** | **Contribution Summary**

Investment Funds	Shares	Share Price	Balance	Distribution of Account	Contribution Allocation
Lifecycle Funds					
L 2050					
L 2040					
L 2030					
L 2020					
L Income					
Individual Funds					
G Fund - Government Securities					
F Fund - Fixed Income Index					
C Fund - Common Stock Index					
S Fund - Small Cap Stock Index					
I Fund - International Stock Index					
Total					

[View your 12-Month Personal Investment Performance \(PIP\)](#)

- Under the heading “Two-Step Authentication,” select the link, **Log in with Extra Security**.

Profile Settings: Civilian

Sign In <hr/> Create Your Own User ID Change Your Password	Participant Statement Delivery <hr/> Request Quarterly Mailings Request Annual Mailings
Account Access <hr/> Block Online/ThriftLine Access Participant Requested Hold	Email Notifications <hr/> Subscribe/Update Email Preferences
TSP Address <hr/> Active participants: Change your address through your agency or service.	Two-Step Authentication <hr/> Log in with Extra Security
	Contact Information <hr/> Email 1: yourname1@domain.com Validated ⓘ Edit Delete Email 2: youremail2@domain.com Not Validated ⓘ Edit Delete Validate Phone: 555-555-5555 Not Validated ⓘ Edit Delete Validate

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**.

Two-Step Authentication at Login: Civilian

You can help protect your account from fraudulent activity and add extra security at login with two-step authentication. Each time you log into your account with your password, we'll send a single-use code to your validated email address or cell phone. You'll then enter that code to verify your account access.

Add Extra Security to My Account

By selecting the box below, I understand that each time I log into my TSP account with my password:

1. I will choose to have a single-use code sent by email to my validated address or by text message to my cell phone.
2. I will need to enter that code on [tsp.gov](#) as part of the login process to access my account.

Yes, add extra security to my TSP account with two-step authentication.

[◀ Go Back](#) | [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.

Two-Step Authentication at login: Civilian

You've successfully opted into two-step authentication for your TSP account.

Next time you log into My Account with your password, we'll prompt you to complete a two-step authentication process using your validated contact information.

You can review your validated contact information in your [Profile Settings](#).

Note: If you give your account credentials to a third-party application, you may receive a My Account login code each time that application attempts to retrieve information from your TSP account. Providing your TSP account credentials to a third-party application may put your account security at risk. We recommend that you only log into My Account through [tsp.gov](#). The TSP cannot endorse any information or advice from third-party applications or services.