



Getting Started: Enrolling in Postal Service Health Benefits

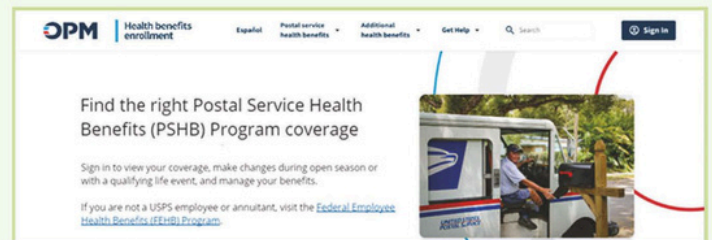
Setting Up Your Account



- Set up an account with *login.gov* to view plans, compare and enroll.
- For additional help or questions, please call (844) 451-1261

1 Step 1: Navigating to Enrollment Site and *login.gov*

- To start, navigate to the **Postal Service Health Benefits (PSHB)** enrollment site landing page by going to *health-benefits.opm.gov/pshb*
- From the home page, select “**Sign In,**” which directs you to *login.gov*



2 Step 2: Creating an Account

- Click “**Create an account**”
- Enter your personal email address (one that you will always be able to access) and not your work email address
- Select your preferred language
- Read the “**Rules of Use**” and click the checkbox
- Click “**Submit**”

If you already have a *login.gov* account:

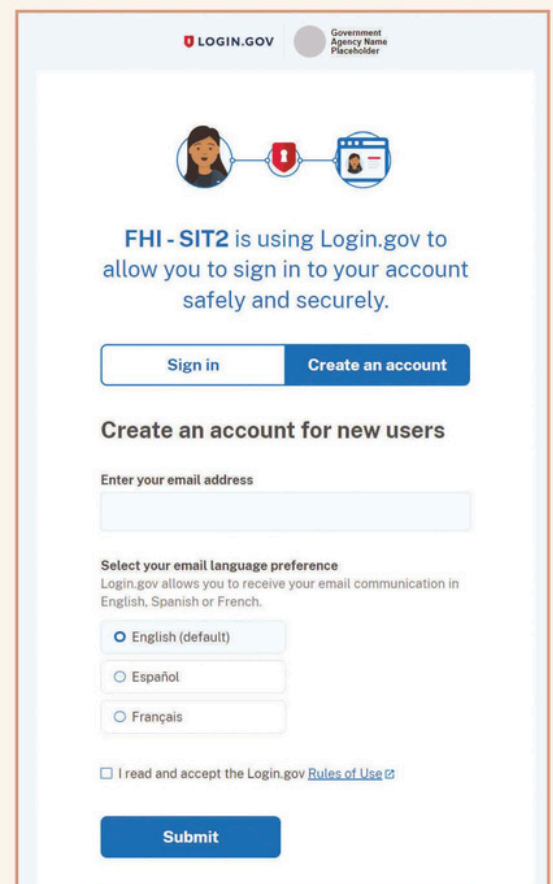
- Enter your credentials to “**Sign In**” and you will be taken to the authentication page. You will be prompted to upload identity documentation, as shown in steps 6-8

If you cannot remember the login information to your existing account:

- Follow the instructions to reset password or register with a different email address

To change your *login.gov* email address:

- Follow instructions at *login.gov/help/manage-your-account/change-your-email-address/*



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Step 3: Confirming Your Email Address

- Check your email for a message from *login.gov*
- Click “**Confirm email address**”



Confirm your email

Thanks for submitting your email address. Please click the link below or copy and paste the entire link into your browser. This link will expire in 24 hours.

Confirm email address

Please do not reply to this message. If you need help, visit login.gov/help/

[About Login.gov](#) | [Privacy policy](#)

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Step 4: Creating a Password

- Create your *login.gov* password. Your password must have 12 or more characters and avoid combinations such as:
 - Common phrases or repeated characters, such as ABC or 111
 - Parts of your email address or personal dates, such as your birthday
- Click “**Continue**”

Note: Passwords will need to reach a strength threshold designated by *login.gov*



Government Agency Name Placeholder

✔ You have confirmed your email address

Create a strong password

Your password must be **12 characters** or longer. Don't use common phrases or repeated characters, like abc or 111.

Password

Confirm password

Show password

Continue

Password safety tips



5 Step 5: Choosing an Authentication Option

- As an added layer of protection, *login.gov* requires you set up multifactor authentication through the options listed in the diagram at right.
- Learn more about each authentication option at www.login.gov/help/get-started/authentication-methods
- Click **“Continue”**

LOGIN.GOV Government Agency Name Placeholder

Getting started Verify your ID Verify your information Verify your phone number Re-enter your password

How would you like to add your ID?

We'll collect information about you by reading your state-issued ID.

Recommended

Use your phone to take photos

You won't have to sign in again, and you'll switch back to this computer after you take photos. Your mobile phone must have a camera and a web browser.

Phone number

Send link

Continue on this computer

Don't have a phone? Upload photos of your ID from this computer.

Upload photos

[Cancel](#)

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Authentication method setup

Add an additional layer of protection to your Login.gov account by selecting a multi-factor authentication method.

We recommend you select at least two different options in case you lose one of your methods.

- Authentication application**
Download or use an authentication app of your choice to generate secure codes.
- Text or voice message**
Receive a secure code by (SMS) text or phone call.
- Backup codes**
A list of 10 codes you can print or save to your device. When you use the last code, we will generate a new list. Keep in mind backup codes are easy to lose.
- Security key**
Connect your physical security key to your device. You won't need to enter a code.
- Government employee ID**
PIV/CAC cards for government and military employees. Desktop only.

Continue

6 Step 6: Verifying Your ID

- Choose between the two methods to verify your identity by sharing your state-issued ID by taking photos with your phone or uploading files from your computer
- Click **“Submit”** when complete

7 Step 7: Verifying Your Information

- Enter your full Social Security number in the field
- Click **“Continue”**
- On the next screen, verify all information you have entered is correct and update any incorrect information
- Click **“Submit”**

LOGIN.GOV Government Agency Name Placeholder

Getting started Verify your ID **Verify your information** Verify your phone number Re-enter your password

✓ We verified your information

Verify your phone number

We'll check this number with records and send you a one-time code. This is to help verify your identity.

Enter a phone number that is:

- Based in the United States (including U.S. territories)
- Your primary number (the one you use the most often)

[Learn more about what phone number to use](#)

Phone number

🇺🇸 (479) 352-3671

How should we send a code?

If you entered a landline above, please select "Phone call" below.

Text message (SMS) Phone call

Send code

LOGIN.GOV Government Agency Name Placeholder

Getting started **Verify your ID** Verify your information Verify your phone number Re-enter your password

✓ We verified your ID

Enter your Social Security number

We need your Social Security number to verify your name, date of birth and address. [Learn more about how we protect your sensitive information](#)

Don't have a Social Security number?

You must have a Social Security number to finish verifying your identity. [Exit Login.gov and return to FHI-SIT2](#)

Social Security number
Example: 123-45-6789

Show Social Security number

Continue

[Cancel](#)

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Step 8: Verifying Phone Number and Re-entering Password

- Enter your phone number
- Select to receive a code via text or phone call; click **“Send code”**
- Enter the one-time code; click **“Submit”**
- Re-enter your password; click **“Continue”**
- Save the personal key; check “I have saved my personal key in a safe place” box; click **“Continue”**
- Click **“Agree and Continue”** to finish and be sent back to your Health Benefits Enrollment dashboard
- For any additional assistance needed, contact the PSHB Helpline at (844) 451-1261

LOGIN.GOV Government Agency Name Placeholder

Getting started Verify your ID Verify your information **Verify your phone number** Re-enter your password

✓ We secured your verified information

Save your personal key

5XEJ - BCSY - HB0A - Y2GJ

Your personal key was generated on April 18, 2024 at 11:38 AM

[Copy](#) [Download \(text file\)](#) [Print](#)

You need your personal key if you forget your password. Keep it safe and don't share it with anyone.

If you reset your password without your personal key, you'll need to verify your identity again.

[Learn more about the personal key](#)

I saved my personal key in a safe place.

Continue