



# Manage Your Security Alternative Methods

Setting up Single Sign-On (SSO) during first Sign-In

1

[SSO - Page 1](#)

[SSPR - Page 2](#)

[MFA - Page 3-4](#)

[Using SSPR/MFA - Page 5](#)

[Help - Page 6](#)

## Use your Temporary SSO password to set your new SSO password

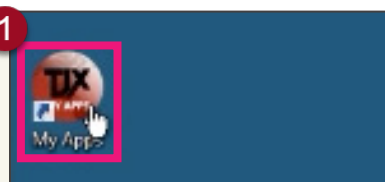
### MANAGEMENT MUST PROVIDE EACH ASSOCIATE WITH THEIR SSO USERNAME:

See eLibrary for Single Sign On, Accessing Oracle Report.



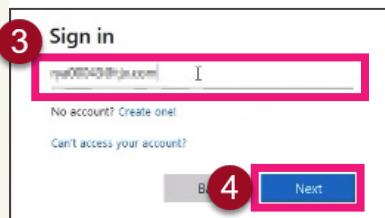
1. **Work with your Manager** to access the Store Web PC, then open **My Apps**.

1



2. Ask a Manager for **SSO Username and password**.
3. Enter your **SSO Username**.
4. Select **Next**.

3



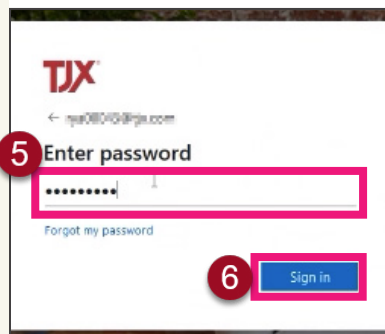
5. Enter your **SSO password**.

On your first time, use your temporary SSO password:  
(EXAMPLE: Jan199099876)

- First three letters of your birth month, with the first letter capitalized. (Example: Jan)
- Four-digit birth year. (Example: 1990)
- First five digits of your AIN. (Example 99876)

6. Select **Sign in**.

5



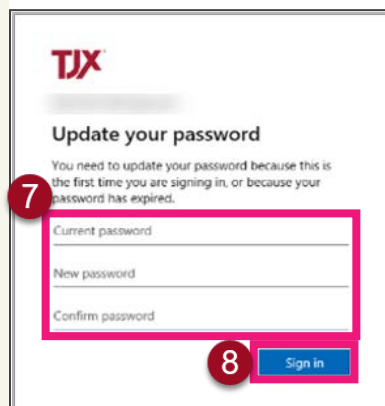
### When you see the *Update your password* screen:

Create a NEW password that is at least **8 characters long** including **lowercase [a-z]**, **uppercase [A-Z]**, **numbers [0-9]**, and **symbols**.

7. Enter your **temporary SSO password**, then enter your **NEW password twice**.

8. Select **Sign in**.

7



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# Manage Your Security SSPR

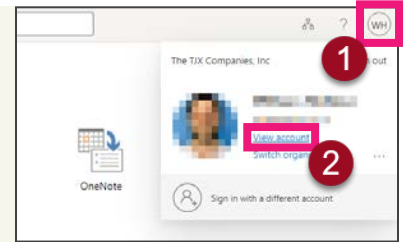
## Set Up Self-Service Password Reset (SSPR)

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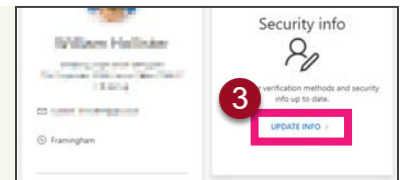
SSPR enables quick password resets without needing to call the Service Desk.



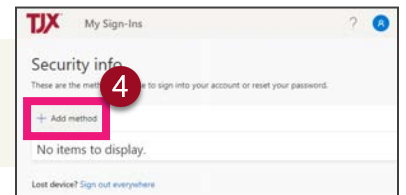
1. At the *My Apps* screen, in the top-right corner, select **My Profile**.
2. In the pop-up, select **View account**.



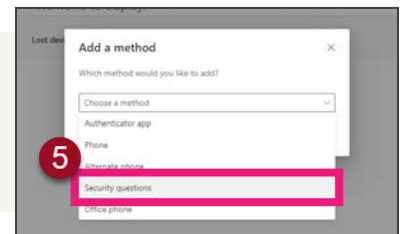
3. At the *Overview* screen, select **Update Info** to visit <https://aka.ms/MySecurityInfo>



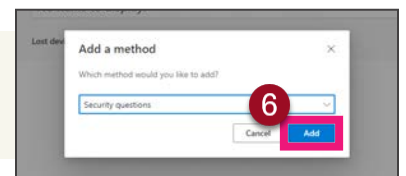
4. At the *Security info* screen, select **+Add method**.



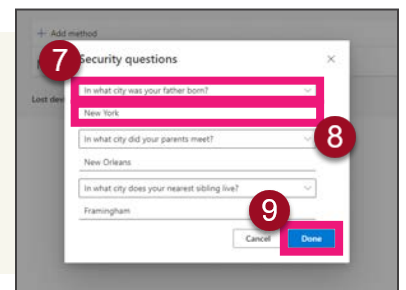
5. In the *Add a method* pop-up, select **Security questions**.



6. In the *Add a method* pop-up, select **Add**.



7. **Select** your preferred questions.
8. **Enter an answer** under each question.
9. Select **Done**.



Well done! You added the Security Questions method for SSPR!



# Manage Your Security MFA

## Set Up Multi-Factor Authentication (MFA) using Text Messages

3

### MFA enables TJX services on personal devices. (Example: WorkJam mobile app)

These instructions set up the *text message method* for MFA.

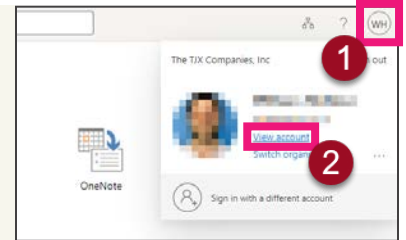
If you would prefer to answer a phone call for MFA, select *Call me* instead of *Text me a code*.

The *Authenticator app* method uses a smart phone app to set up MFA and SSPR together.

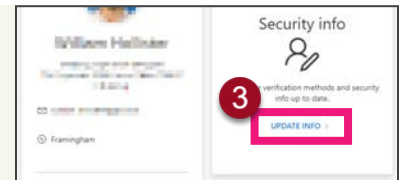
For instructions, use the document **Manage Your Security using Authenticator App**.



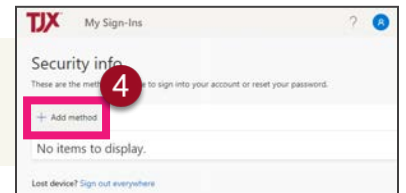
1. At the *My Apps* screen, in the top-right corner, select **My Profile**.
2. In the pop-up, select **View account**.



3. At the *Overview* screen, select **Update Info** to visit <https://aka.ms/MySecurityInfo>



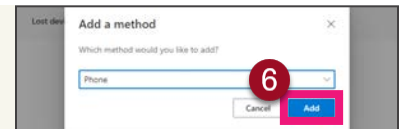
4. At the *Security info* screen, select **+Add method**.



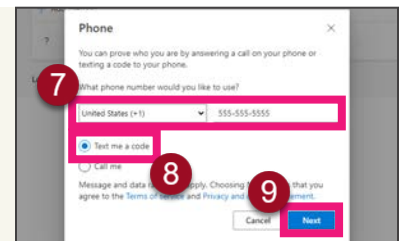
5. In the *Add a method* pop-up, select **Phone**.



6. In the *Add a method* pop-up, select **Add**.



7. Enter a **phone number**.
8. Select **Text me a code**.
9. Select **Next**.





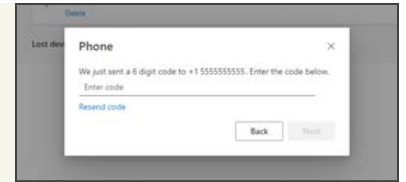
# Manage Your Security MFA

## Set Up Multi-Factor Authentication (MFA) using Text Messages

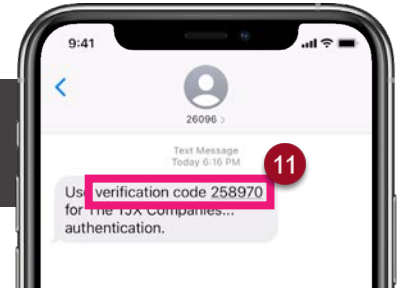
4



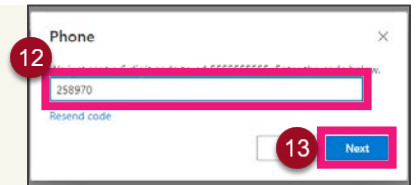
10. At the *Enter code* screen, **WAIT for the text.**  
The text can take a while. Be patient.



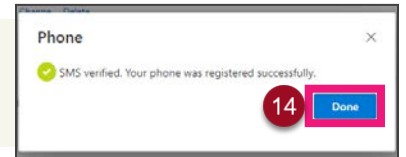
11. On your phone, **find the code** in the text.



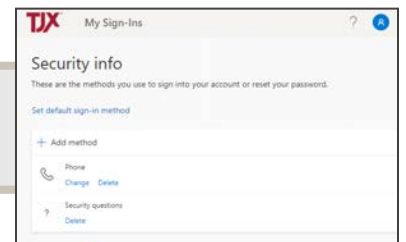
12. **Enter the code** from the text.  
13. Select **Next**.



14. Select **Done**.



**Well done! You added the text message method!**





# Using Your Security Choices SSPR & MFA

See what SSPR and MFA looks like

5

## Using SSPR to reset your password:

1. **Open** <https://aka.ms/sspr>
2. **Enter your SSO username**, then **enter the characters** in the picture, and select **Next**.

Who are you?

To recover your account, begin by entering your email or username and the characters below.

Email or Username: \*

abc123@mytjx.com

Example: user@contoso.onmicrosoft.com or user@contoso.com

xgs6d

Enter the characters in the picture or the words in the audio. \*

Next Cancel

3. Select **Answer my security questions**, then **answer your security questions**, and select **Next**.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Answer my security questions

☐ Enter a code from my authenticator app

In what city was your first job?

Seattle

What was the name of your first pet?

Luna

What was the make and model of your first car?

Ford Focus

Next Contact your administrator

4. **Enter your new password twice**, then select **Finish**.

## Completing an MFA request:

1. **Sign in** with your SSO username.

Microsoft

Sign in

abc123@mytjx.com

Can't access your account?

Next

2. Enter the **verification code** from the **text message**, and select **Verify**.

Enter code

We texted your phone +X XXXXXXXX48. Please enter the code to sign in.

914530

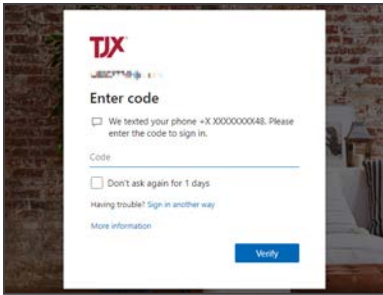
Verify

9:41

69525

Text Message Today 11:45 AM

Use verification code 914530 for Microsoft authentication

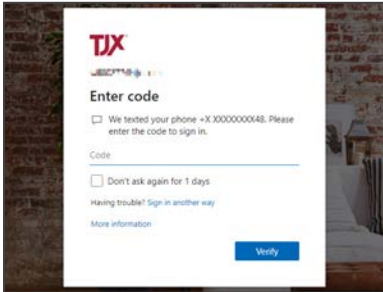


### Cannot get to Security Info page:

If you are asked to **Approve sign in request** or **Enter code**, then you already set up an MFA method.

#### Solution:

**Complete the MFA request** using your existing method **or call the Service Desk** and say "I need to **RESET** my MFA method."

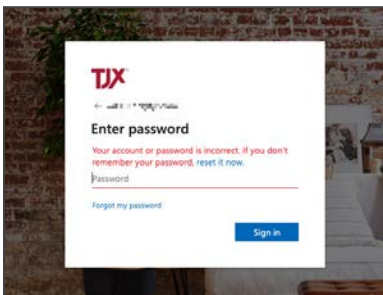


### Text message with verification code not received:

If you see the "Enter code" screen but you do not receive a text message, then the phone reception may not be strong enough.

#### Solution:

**Move to an area with better reception**, and try again. If the problem persists, **call the Service Desk**.

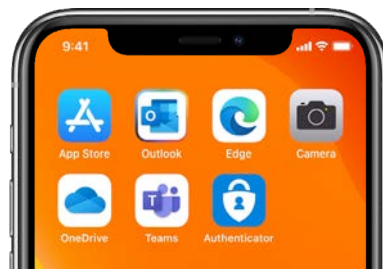


### SSO Password is not allowing me to sign in:

If you repeatedly see the message "Your account or password is incorrect", then you may need to reset your password.

#### Solution:

**Use SSPR to quickly reset your password!** If you do not have SSPR set up yet, **call the Service Desk** and say "I need a **password reset**."



### I have a NEW phone number:

To set up your new phone number for the Text or Call method you will need to complete an MFA request.

TJX encourages you to always have a backup MFA method.

#### Solution:

**Call the Service Desk** and say "I need to **RESET** my MFA method."

### Call the TJX Store Service Desk:

US & Canada: **888-444-4848**