MANAGEMENT MUST PROVIDE EACH ASSOCIATE WITH THEIR SSO USERNAME:
See eLibrary for Single Sign On, Accessing Oracle Report.

What is SSO and why we use it?

Single Sign-On (SSO) is a company provided username (example: username@mytjx.com), and a password created by the associate, which is used for many TJX services such as:

- My Apps on the Store Web PC.
- WorkJam app on your smart phone.
- Other TJX related services.

What is SSPR and why we use it?

Self-Service Password Reset (SSPR) empowers people to quickly reset their password without needing to contact the Service Desk. SSPR may be used in these situations:

- Forgotten password.
- Locked out of an account.
- SSO password may be known by others.

What is MFA and why we use it?

Multi-Factor Authentication (MFA) is an extra security check which is required when using an SSO username on personal devices. MFA is needed in these situations:

- Using the WorkJam mobile app on personal devices.
- Using Employee Self Service (ESS) on a personal computer.
- Accessing other TJX services or resources on certain devices.

The Store Web PC enables associates to access TJX services without requiring MFA.

When an associate registers for MFA they gain the ability to use eligible TJX services whenever they want on whatever device they want, such as their personal smart phone.

Page 2 explains the different SSPR and MFA methods available

Which SSPR methods are available?

TJX currently offers two methods for SSPR:

- Set up the Microsoft **Authenticator app** on a smart phone. This also sets up MFA.
- Set up **Security questions,** which you will be required to answer for a password reset.

Which MFA methods are available?

TJX currently offers two methods for MFA:

- Set up the Microsoft **Authenticator App** on a smart phone. This also sets up SSPR.
- Set up the **Phone** method to receive verification codes in text messages or answer a phone call.

Select your method for managing your security

Use the Authenticator app for SSPR & MFA
The **Authenticator App** is a single solution used for *SSPR* and *MFA*.
For instructions, use the document:
Manage Your Security using Authenticator App

Alternative methods for SSPR & MFA
Set up *SSPR*, using **Security Questions**.
Set up *MFA*, using the **Phone** method.
For instructions, use the document:
Manage Your Security using Alternative Methods

Why setting up multiple methods is a good idea...

Having more than one method for SSPR or MFA can prevent issues during these situations:

- Poor signal strength or WiFi not available
- Phone is lost or replaced
- Changed phone number

EXAMPLE: Set up the *Authenticator app* and *Security questions* to give you flexibility when you need to use *SSPR*.