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**To:** Kester, Tonykester@aging.sc.gov  
**Date:** 8/15/2016 3:33:29 PM  
**Subject:** Important update on new authentication for my Social Security

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Dear Colleague:

On July 30, 2016, Social Security began requiring new and current [my Social Security](#) account holders using a one-time code sent via text message.

This second layer of security that requires more than a username and a password is known as “multi-factor authentication.” Although we have always provided the “extra security” option to account holders, we implemented this requirement with the President’s Executive Order on *Improving the Security of Consumer Financial Transactions*.

We have a fundamental responsibility to protect the public’s personal information. However, multi-factor authentication has inconvenienced or restricted access to some of our account holders. We’re listening to the public’s concerns and temporarily rolling back this mandate.

We strive to balance security and customer service options, and we want to ensure that our online services remain secure.

We regret any inconvenience [my Social Security](#) account holders may have experienced. We appreciate you keeping the public informed about our programs and services.

Sincerely,

J. Jioni Palmer  
Associate Commissioner for External Affairs  
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