Congress of the United States

Washington, DC 20515

November 18, 2026

The Honorable David Steiner
Postmaster General and Chief Executive Officer
United States Postal Service
475 L'Enfant Plaza, SW Washington, DC 20260

Dear Postmaster General Steiner,

We write to convey concerns we have heard from constituents regarding the accessibility of the U.S. Postal Service's (USPS) Login.gov website. Specifically, we are concerned about the lack of an alternative access capability, which is critical to employee benefit and retirement information.

The Office of Management and Budget (OMB) recently published a memorandum enforcing the use of the universal single sign-on platform. According to OMB Memorandum M-26-18,[1] government agencies are expected to transition to Login.gov, a service operated by General Services Administration (GSA)'s Technology Transformation Services[2] with the goal of using a digital design that lowers technology costs, cuts duplicative security measures, and provides ease for users of government agency websites.

In 2024, USPS expanded its use of Login.gov by requiring employees to make an account to access the Postal Service Health Benefits Program.[3] While this transition was intended to simplify access for employees, constituents in our districts are facing prohibitive barriers caused by simple technical errors, such as a failure to match phone numbers during identity verification. That means USPS employees are only one error message away from losing access to critical information regarding their retirement and benefit plans.

GSA's Login.gov website states that "applications using Login.gov's identity verification services are required to provide an alternative method of accessing agency services to support users who are unable to complete Login.gov's identity verification process."[4] This requirement is based on OMB Memorandum M-23-22, which states that agencies "must always maintain an

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[1] Executive Office of the President, OMB, "M-26-18 Scaling Use of Login.gov to Deliver a Universal Sign-on for Public Services," The White House, August 31, 2026, https://www.whitehouse.gov/wp-content/uploads/2026/08/M-26-18-Scaling-Use-of-Login.gov-to-Deliver-a-Universal-Sign-on-for-Public-Services_3e1851.pdf.

[2] The White House, "Fact Sheet: Delivering a Universal Sign-on for Public Services," The White House, August 31, 2026, https://www.whitehouse.gov/fact-sheets/2026/08/fact-sheet-delivering-a-universal-sign-on-for-public-services/.

[3] "This website can help you access important services," United States Postal Service, October 22, 2024, https://news.usps.com/2024/10/22/this-website-can-help-you-access-important-services/.

accessible method (i.e., physical availability) for completing a digital service through in-person, paper-based, or other means, so customers without the ability to use a digital service are not deprived of or impeded in their ability to access it."[5]

While Login.gov offers in-person identity verification for some services, this method also requires phone number authentication prior to obtaining materials to complete in-person processes,[6] creating an additional barrier for individuals who are already unable to authenticate by phone. As employees are planning for retirement, seeking health care, or making important financial decisions, they should not lose access to essential information because an online identity-verification system fails. USPS employees deserve a reliable way to access the benefits they have earned.

Given these concerns, we are requesting answers to the following questions:

1. Please verify whether USPS currently does or does not provide alternative access pathways for employees to view retirement information or benefits when Login.gov is inaccessible.
2. Does USPS track instances in which employees are unable to access benefits or retirement information because of Login.gov errors?
    a) If so, how many USPS employees have been unable to access their benefits or retirement information because of Login.gov issues since the system was implemented?
    b) What are the most common causes of Login.gov authentication failures reported by USPS employees?
    c) How many individuals were prevented from logging into their accounts due to phone number verification issues?
    d) How many of those cases remain unresolved?
3. What steps has USPS taken to assess whether its current use of Login.gov's requirement that agencies using its identity verification services provide an alternative method of access, as well as the alternative access standard in OMB Memorandum M-23-22?
4. What is USPS's timeline for establishing an alternative access pathway for employees who cannot use Login.gov?
5. How does USPS coordinate with the Office of Personnel Management when an employee cannot access benefit information, so that employees are not referred back and forth between agencies without a resolution?

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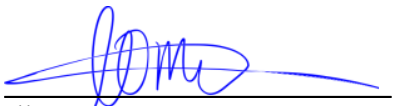
[4] "User Experience," Login.gov Developer Guide | Login.gov, https://developers.login.gov/user-experience/failure-proof/.

[5] Executive Office of the President, OMB, "M-23-22: Delivering a Digital-First Public Experience," The White House, September 22, 2023, https://www.whitehouse.gov/wp-content/uploads/2023/09/M-23-22-Delivering-a-Digital-First-Public-Experience.pdf.

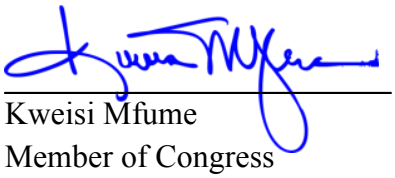
[6] "Verify in Person," Login.gov, https://www.login.gov/help/verify-your-identity/verify-your-identity-in-person/.

We urge you to act swiftly to establish alternative access pathways for USPS websites and services that require Login.gov. Employees should never be left without access to critical benefits and retirement information because of a technical error.

Sincerely,



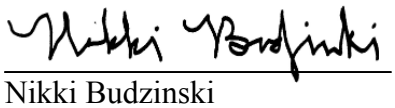
Ilhan Omar
Member of Congress



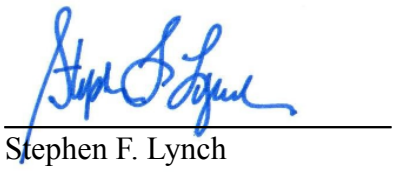
Kweisi Mfume
Member of Congress



James R. Walkinshaw
Member of Congress



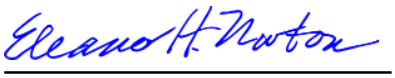
Nikki Budzinski
Member of Congress



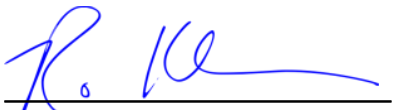
Stephen F. Lynch
Member of Congress



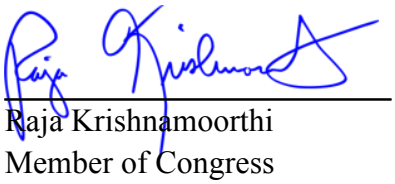
Angie Craig
Member of Congress



Eleanor Holmes Norton
Member of Congress



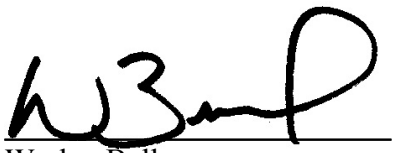
Ro Khanna
Member of Congress



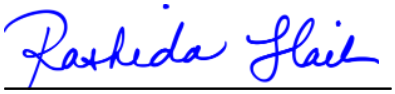
Raja Krishnamoorthi
Member of Congress



Maxwell Alejandro Frost
Member of Congress



Wesley Bell
Member of Congress



Rashida Tlaib
Member of Congress



Greg Casar
Member of Congress

Cc: The Honorable Scott Kupor
Director, U.S. Office of Personnel Management