



## VIA E-MAIL

**ATT – 062**

December 10, 2024

**To: Local Presidents Representing AT&T Legacy T Members**

**Re: Security Keys**

Brothers and Sisters,

Please see the communication below I received from AT&T Labor Relations:

*As part of our ongoing commitment to enhancing our security, AT&T is upgrading the way we sign into our work systems. **Starting in January, we will begin moving to Security Key as our main method of Multifactor Authentication (MFA) for all AT&T systems.***

### ***What are Security Keys?***

*A Security Key is easy to use. It's a small hardware device that works on a computer, phone or tablet. You simply insert the key into a USB port or connect wirelessly with Near-Field Communication (NFC), enter a PIN code and touch the key.*

### ***Why Security Keys?***

*Security Key is phish-resistant. Even if someone manages to get your Global Logon password, they cannot access your account without your physical key and your secret PIN. After a transition period, other MFA methods, such as Mobile Key and RSA tokens, will be retired. This means everyone will be getting a Security Key.*

### ***What is the schedule for rollout?***

*Currently, the plan is for Security Keys to be distributed January 2025 through March 2025 using a phased approach. Some groups will receive the keys earlier than others.*

***How does an employee access systems if he/she forgets their Security Key?***

*Departments may have backup Security Keys for employees and will have the capability to temporarily bypass the Security-Key requirement if necessary.*

***When will employees receive communications?***

*The communications plan hasn't been finalized. However, leadership will learn of the initiative starting as early as today December 9, and I think it's important for union leadership to know as well. Please ask your leadership to keep this confidential until it's more widely known.*

If you have any questions, please contact your Staff Representative.

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