



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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