

What is Multi-Factor Authentication?

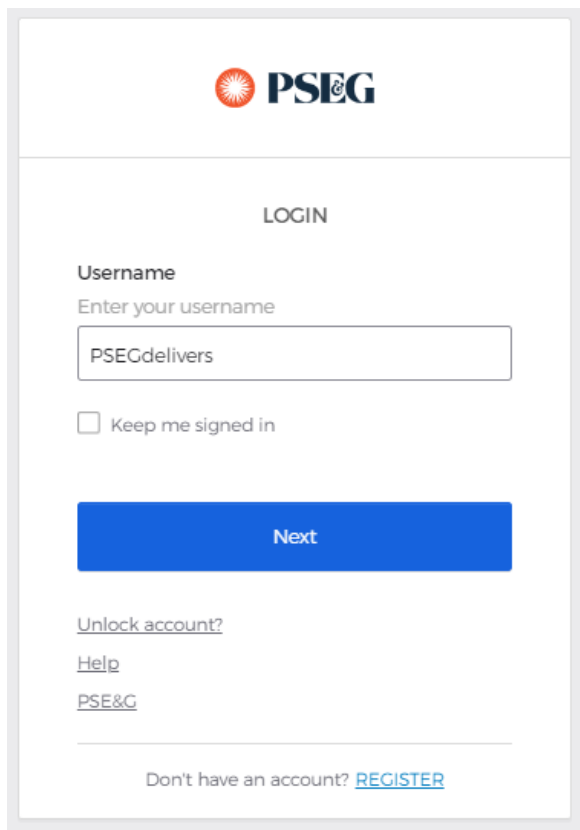
Multi-factor Authentication (MFA) is an additional security measure to prevent unauthorized access to your account(s). MFA is an authentication process that requires you to provide two or more verification factors in order to access your *My Account*.

What will my login experience look like?

The first time you log in, you will be prompted to reset your password to meet our new password requirements. Then, you will validate your email address on file with a one-time authentication code. Lastly, you'll enter a phone number where you will receive an authentication code.



For all future logins, you'll need to enter your username and password, and verify one security setting with an authentication code or link. See below for step-by-step instructions:

1. Enter your PSE&G Username




The screenshot shows the PSE&G login interface. At the top is the PSE&G logo. Below it is the word "LOGIN". The "Username" field is labeled "Enter your username" and contains the text "PSEGdelivers". There is a checkbox for "Keep me signed in" which is unchecked. A blue "Next" button is positioned below the checkbox. At the bottom, there are links for "Unlock account?", "Help", and "PSE&G". A footer line reads "Don't have an account? REGISTER".

2. Enter your Password



Verify with your password




Password
Enter your password

[Forgot password?](#)
[Verify with something else](#)
[Back to sign in](#)

3. Reset Password to meet NEW requirements

Your password has expired



Password requirements:

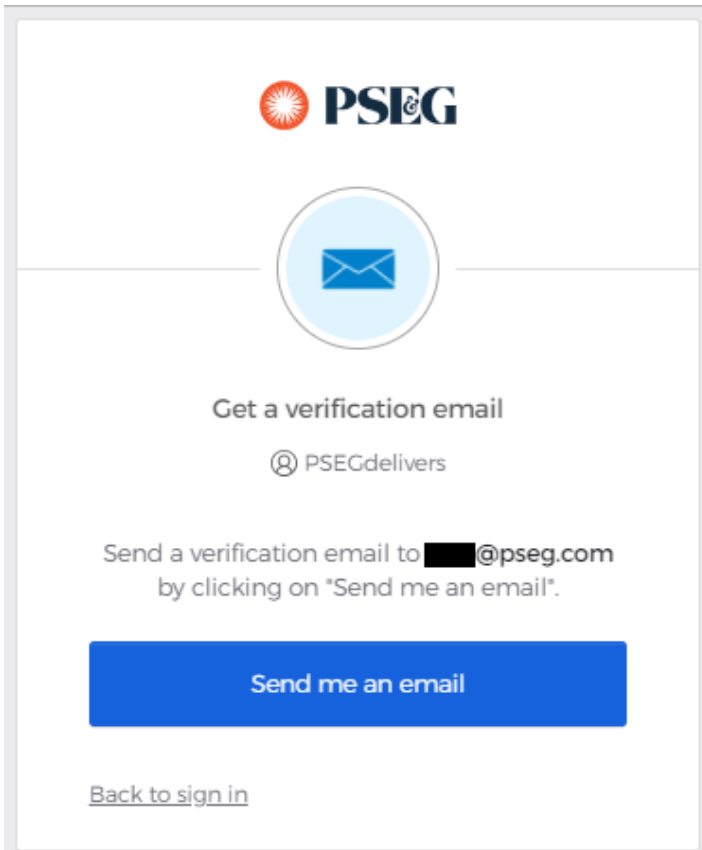
- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Password can't be the same as your last 2 passwords

New password

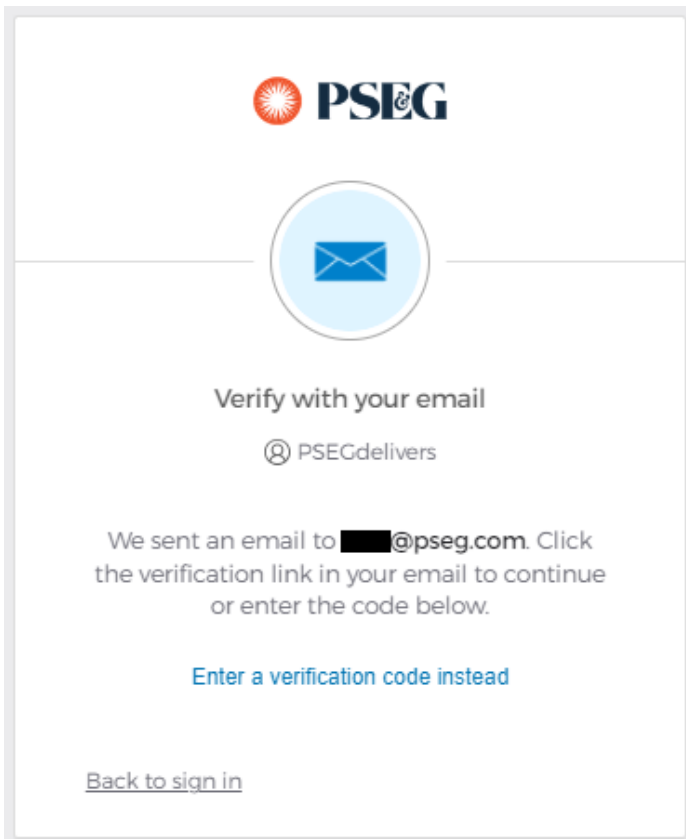
Re-enter password

[Back to sign in](#)

4. Receive a verification email



5. Click on the one-time authentication code link in the email or enter the code in the box provided by selecting "Enter a verification code instead"





Verify with your email

PSEGdelivers

We sent an email to [redacted]@pseg.com. Click the verification link in your email to continue or enter the code below.

Enter Code

Verify

[Verify with something else](#)

[Back to sign in](#)

6. Set up phone security method



Set Up Security Methods

PSEGdelivers

Security methods help protect your account by ensuring only you have access.

Set up required





Phone

Verify with a code sent to your phone
Used for access or recovery


[Set up](#)

[Back to sign in](#)

7. Enter your phone number and receive an authentication code via text message or voice call. Enter the code in the box provided to verify.

Set up phone authentication

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Enter your phone number to receive a verification code via SMS.

SMS
 Voice call

Country

Phone Number

[Receive a code via SMS](#)

[Return to authenticator list](#)
[Back to sign in](#)



Set up phone authentication

PSEGdelivers

A code was sent to your phone . Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

Verify

[Return to authenticator list](#)

[Back to sign in](#)

How can you prepare for MFA?

Now is a good time to review the email address on file to be sure it is current and accurate. If you want to change your email address on file, you can do so in the My Profile section of *My Account*.

Having trouble accessing your *My Account*?

If you are having trouble accessing your *My Account*, please try resetting your password or contacting us at 1-888-234-9209 for further assistance.