

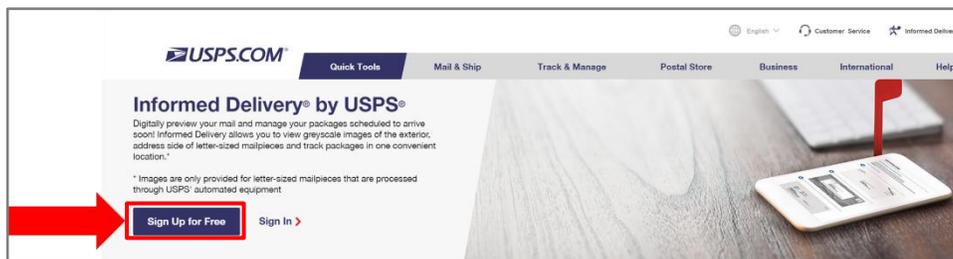
## How to Sign Up for Informed Delivery®

	Requirement	Description
<input type="checkbox"/>	You must be a residential consumer or rent a P.O. Box™ for personal use.	Informed Delivery notifications are <b>not</b> available to businesses (either physical or P.O. Box addresses).
<input type="checkbox"/>	Your ZIP Code™ and address must be eligible for Informed Delivery.	Your ZIP Code and address eligibility will be determined during the sign-up process.
<input type="checkbox"/>	You must complete an identity verification process.	Identity verification confirms you live at the address or rent the P.O. Box for which you are requesting the feature.

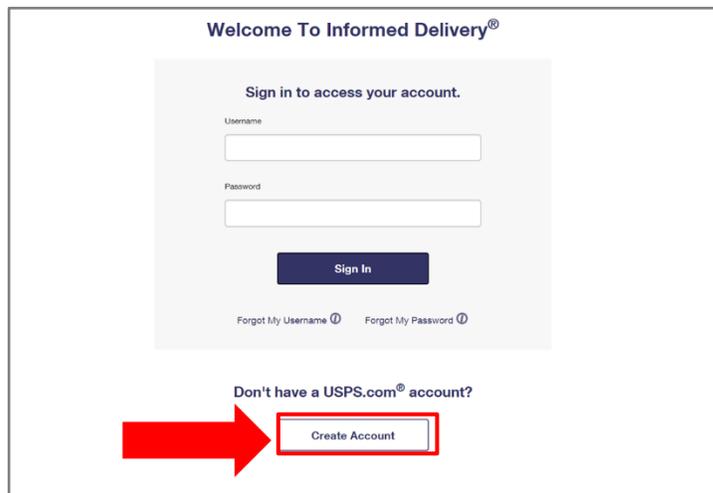
If you need help during the sign up process, please visit [Customer Support](#).  
Learn more about Informed Delivery by visiting our [online FAQs](#).

### Signing Up **without** an Existing *USPS.com*® Personal Account

1. Visit [informedelivery.usps.com](https://informedelivery.usps.com) and click “Sign Up for Free.”



2. Select “Create Account”. You will be directed to a page to begin the sign-up process.



3. Enter your residential address or personal P.O. Box address to verify that it is eligible for Informed Delivery.
  - a. **Notes:** If the information you provide corresponds to a variety of address options (e.g., showing apartment numbers or different 9-digit ZIP Codes), then you will need to choose a correct address from a list of options.

- b. If your residential address or P.O. Box is *not eligible* for Informed Delivery, please check back at a later date. You can continue to sign up for a *USPS.com* account to purchase stamps, create Click-N-Ship® labels, and manage your P.O. Box. This is done by selecting “Create Account.”
- c. If your residential address or P.O. Box is *eligible* for Informed Delivery, read the Terms and Conditions and check the box to accept these terms. Select “Continue” to proceed with the account creation process.

**Sign-Up For Informed Delivery®** Already have an account?  
Sign In >

**Verify Address** ██████████

First, we need to confirm your address is eligible for Informed Delivery. ⓘ

All fields required unless specified as optional (OPT).

<small>Street Address 1</small> <input type="text" value="1234 ½ Any Street"/>	<small>Street Address 2 (OPT)</small> <input type="text"/>
<small>City</small> <input type="text" value="Washington"/>	<small>State</small> <input type="text" value="DC - District of Columbia"/>
	<small>ZIP Code™ (OPT)</small> <input type="text" value="12345"/>

4. Create a personal *USPS.com* account.
  - a. Choose a username and password.
    - i. Confirm your username is available.
    - ii. Confirm your password meets requirements.
  - b. Select your security questions.
  - c. Add your contact information.
    - i. **Note:** The email address you enter for your contact information will be the address at which you receive Informed Delivery notifications if you choose to opt in to emails.
  - d. Read the Privacy Act Statement and select “Continue.”
  - e. Select “Continue” again to be directed to the page where you will verify your identity.

**Sign-Up For Informed Delivery®** Already have an account?  
Sign In >

**Create Account** ██████████

**Choose a Username and Password**

<small>Username ⓘ</small> <input type="text" value="sampleusername"/> <span style="font-size: 0.8em;">✔ Username available</span>	<small>Password</small> <input type="password" value="*****"/> <small>Your password must:</small> <span style="font-size: 0.8em;">✔ Not match your username.</span> <span style="font-size: 0.8em;">✔ Be 8 to 50 characters long.</span>
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**Select Your Security Questions**

If you ever forget your password, you'll be asked for your answers. Answers are not case sensitive.

Security Question 1

Answer

**Add Your Contact Information**

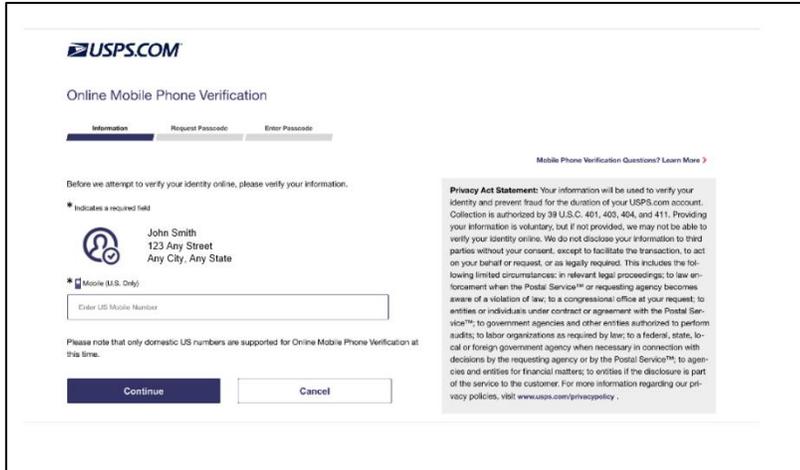
<small>Prefix (OPT)</small> <input type="text" value="Select"/>	<small>First Name</small> <input type="text"/>	<small>M.I. (OPT)</small> <input type="text"/>	<small>Last Name</small> <input type="text"/>
<small>Suffix (OPT)</small> <input type="text" value="Select"/>	<small>Phone Number</small> <input type="text"/>		
<small>Email Address ⓘ</small> <input type="text"/>		<small>Re-Type Email Address</small> <input type="text"/>	

**Get Communications from USPS and Our Partners**

From USPS  From USPS Partners

**Privacy Act Statement.**  
Your information will be used to facilitate online registration, provide enrollment capability, and for the administration of Internet-based services or features. Collection is authorized by 39 U.S.C. 401, 403, & 404.

5. Verify your identity by completing the mobile phone verification process:
  - a. Provide your mobile phone number and then enter the one-time numeric passcode sent to you via text message.



**USPS.COM**

Online Mobile Phone Verification

Information | Request Passcode | Enter Passcode

Mobile Phone Verification Questions? [Learn More](#)

Before we attempt to verify your identity online, please verify your information.

\* Indicates a required field

 John Smith  
123 Any Street  
Any City, Any State

Mobile (U.S. Only)

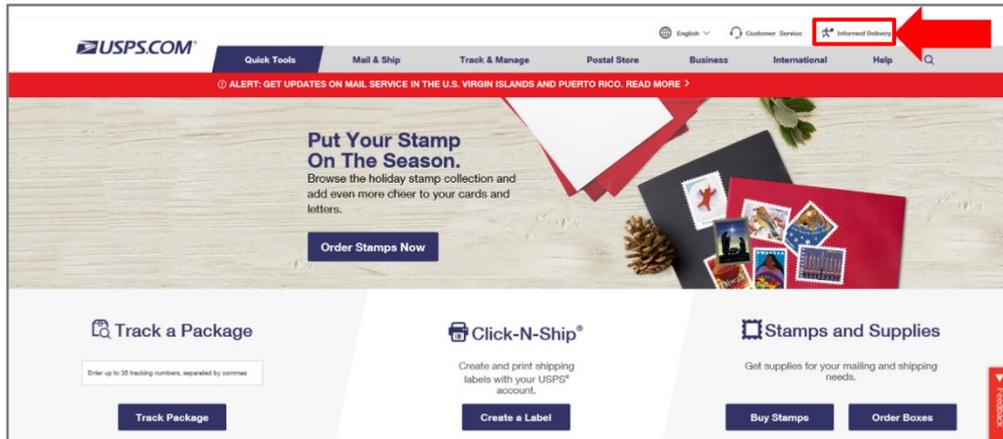
Please note that only domestic US numbers are supported for Online Mobile Phone Verification at this time.

**Privacy Act Statement:** Your information will be used to verify your identity and prevent fraud for the duration of your USPS.com account. Collection is authorized by 39 U.S.C. 401, 403, 404, and 411. Providing your information is voluntary, but if not provided, we may not be able to verify your identity online. We do not disclose your information to third parties without your consent, except to facilitate the transaction, to act on your behalf or request, or as legally required. This includes the following limited circumstances: in relevant legal proceedings; to law enforcement when the Postal Service™ or requesting agency becomes aware of a violation of law; to a congressional office at your request; to entities or individuals under contract or agreement with the Postal Service™; to government agencies and other entities authorized to perform audits; to labor organizations as required by law; to a federal, state, local or foreign government agency when necessary in connection with decisions by the requesting agency or by the Postal Service™; to agencies and entities for financial matters; to entities if the disclosure is part of the service to the customer. For more information regarding our privacy policies, visit [www.usps.com/privacypolicy](http://www.usps.com/privacypolicy).

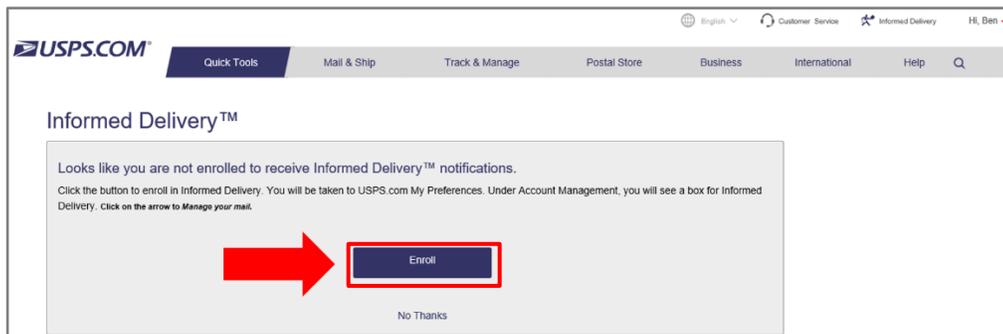
6. Once you successfully verify your identity, you will be shown a confirmation page. Either select “Go to Dashboard,” or, simply wait to be redirected to your Informed Delivery dashboard (which will happen after a few seconds).
  - a. **Note:** If you are unable to verify your identity via mobile phone authentication, see the Appendix of this guide to learn about In-Person Identity Verification.
7. Congratulations! You are now signed up for Informed Delivery and can digitally preview your mail and manage packages—all in one convenient location.
  - a. Activation time for the feature may vary, but typically you will begin to receive email notifications or see dashboard images within three business days. In some instances, it can take up to seven days for activation to complete.
  - b. Watch for a Welcome Letter in the mail. If you recognize the account information listed in the letter, no further action is required. If the account was not created by you or someone in your household, you have the option to deactivate it by following the instructions in the letter.
  - c. Check out the Informed Delivery mobile app if you want to access the feature on-the-go.

## Signing Up with an Existing *USPS.com*® Personal Account

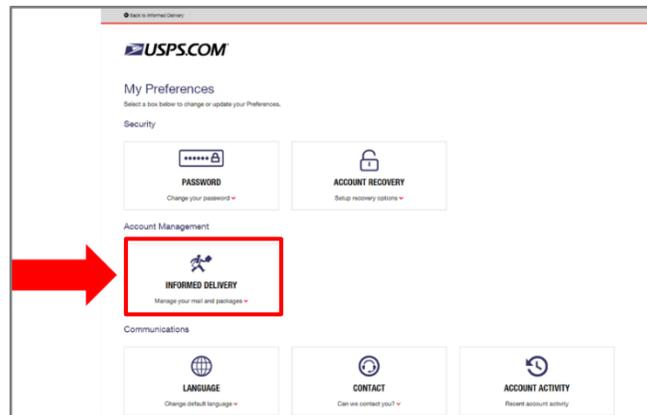
1. Sign in to your personal account on *USPS.com*.
2. Select “Informed Delivery” in the upper right-hand corner of your screen.



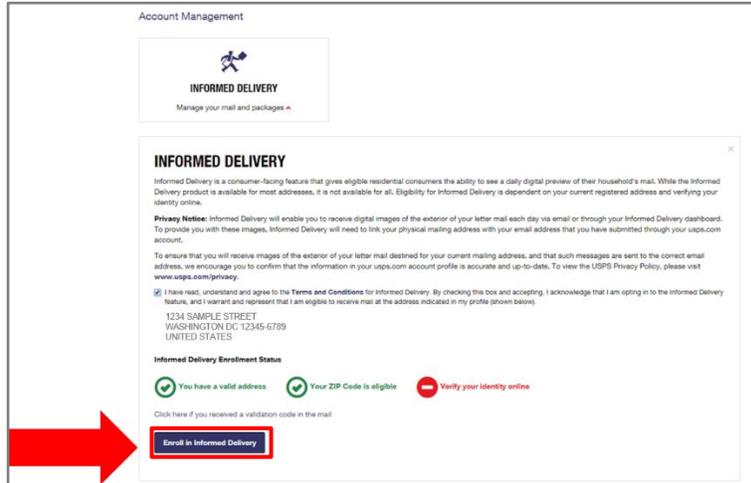
3. Click “Enroll.”



4. Within your Profile, on the “My Preferences” page, select the box labeled “Informed Delivery.”



5. Read the Terms and Conditions, check the box indicating you accept the terms, and select “Enroll in Informed Delivery.”
  - a. **Note:** You can only proceed if you have a valid address and live in eligible ZIP Code. If you do not meet these requirements, you cannot enroll in Informed Delivery at this time.



Account Management

**INFORMED DELIVERY**  
Manage your mail and packages

**INFORMED DELIVERY**

Informed Delivery is a consumer-facing feature that gives eligible residential consumers the ability to see a daily digital preview of their household's mail. While the Informed Delivery product is available for most addresses, it is not available for all. Eligibility for Informed Delivery is dependent on your current registered address and verifying your identity online.

**Privacy Notice:** Informed Delivery will enable you to receive digital images of the exterior of your letter mail each day via email or through your Informed Delivery dashboard. To provide you with these images, Informed Delivery will need to link your physical mailing address with your email address that you have submitted through your usps.com account.

To ensure that you will receive images of the exterior of your letter mail destined for your current mailing address, and that such messages are sent to the correct email address, we encourage you to confirm that the information in your usps.com account profile is accurate and up-to-date. To view the USPS Privacy Policy, please visit [www.usps.com/privacy](http://www.usps.com/privacy).

I have read, understand and agree to the Terms and Conditions for Informed Delivery. By checking this box and accepting, I acknowledge that I am opting in to the Informed Delivery feature, and I accept and consent that I am eligible to receive mail at the address indicated in my profile (shown below).

1234 SAMPLE STREET  
WASHINGTON DC 12345-6789  
UNITED STATES

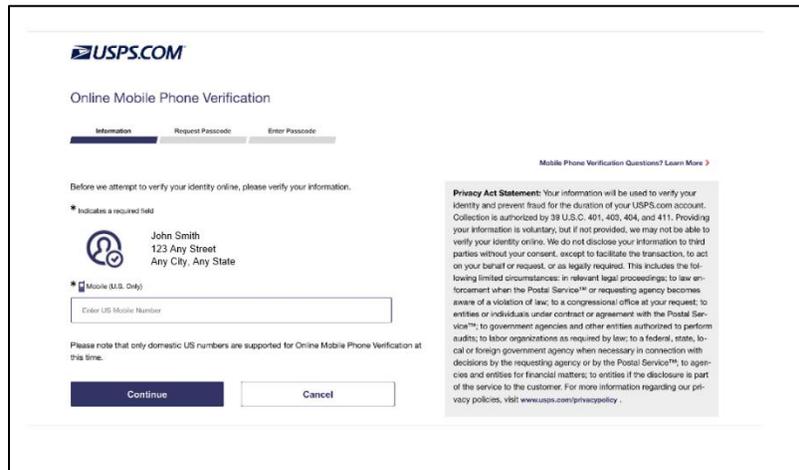
**Informed Delivery Enrollment Status**

You have a valid address  Your ZIP Code is eligible  Verify your identity online

Click here if you received a validation code in the mail

**Enroll in Informed Delivery**

- b. Provide your mobile phone number and then enter the one-time numeric passcode sent to you via text message.



**USPS.COM**

Online Mobile Phone Verification

Information | Request Passcode | Enter Passcode

Mobile Phone Verification Questions? Learn More

Before we attempt to verify your identity online, please verify your information.

\* Indicates a required field

John Smith  
123 Any Street  
Any City, Any State

\*  Mobile (U.S. Only)

Enter US Mobile Number

Please note that only domestic US numbers are supported for Online Mobile Phone Verification at this time.

**Privacy Act Statement:** Your information will be used to verify your identity and prevent fraud for the duration of your USPS.com account. Collection is authorized by 39 U.S.C. 401, 404, 404, and 411. Providing your information is voluntary, but if not provided, we may not be able to verify your identity online. We do not disclose your information to third parties without your consent, except to facilitate the transaction, to act on your behalf or request, or as legally required. This includes the following limited circumstances: in relevant legal proceedings; to law enforcement when the Postal Service™ or requesting agency becomes aware of a violation of law; to a congressional office at your request; to entities or individuals under contract or agreement with the Postal Service™; to government agencies and other entities authorized to perform audits; to labor organizations as required by law; to a federal, state, local or foreign government agency when necessary in connection with decisions by the requesting agency or by the Postal Service™; to agencies and entities for financial matters; to entities if the disclosure is part of the service to the customer. For more information regarding our privacy policies, visit [www.usps.com/privacy](http://www.usps.com/privacy).

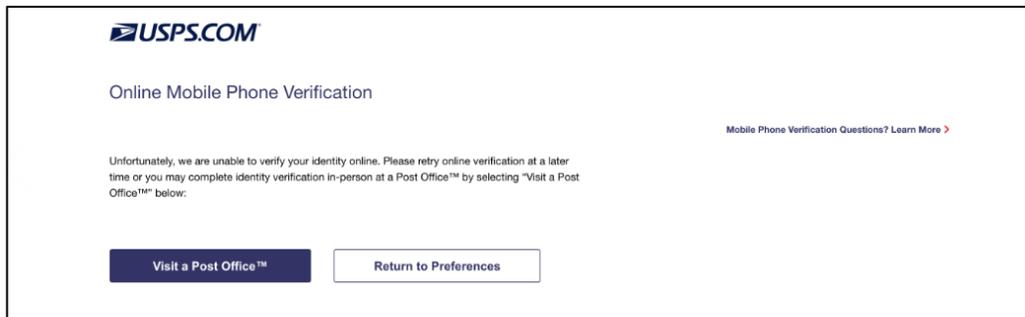
6. Once you successfully verify your identity, you will be shown a confirmation page.
  - a. **Note:** If you are unable to verify your identity online, visit the Appendix of this guide to learn about In-Person Identity Verification.
7. Congratulations! You are now signed up for Informed Delivery and can digitally preview your mail and manage packages—all in one convenient location.
  - a. Activation time for the feature may vary, but typically you will begin to receive email notifications or see dashboard images within three business days. In some instances, it can take up to seven days for activation to complete.
  - b. Watch for a Welcome Letter in the mail. If you recognize the account information listed in the letter, no further action is required. If the account was not created by you or someone in your household, you have the option to deactivate it by following the instructions in the letter.

- c. Check out the Informed Delivery mobile app if you want to access the feature on-the-go.

## Appendix: Unable to Verify Identity Online While Signing Up for Informed Delivery

If you were **unable to verify your identity online** while signing up for Informed Delivery, follow the steps below.

1. If you were unable to verify your identity online, you will be presented with the message below. This may occur if you incorrectly complete the mobile verification.
  - a. In these cases, the Postal Service offers In-Person Identity Verification. If you would like to continue with In-Person Identity Verification at a local Post Office™, click the “Visit a Post Office™” button.
  - b. **Note:** In-Person Identity Verification is *not* available at all Post Office locations. As a result, there may not be a location close to you. In-person Identity Verification will not be offered if the closest Post Office is more than 50 miles away from the address on the account. We ask for your patience as we continue to expand these services to additional locations.



2. A screen will appear showing you Post Office locations that are close to the address in your *USPS.com* profile. You can search additional Post Office locations based on proximity to the ZIP Code you type into the search bar.
3. Once you identify the Post Office location you would like to visit, click the “Continue to In-Person Verification” button.
  - a. At this point, you will see detailed instructions, including a barcode, for the remainder of the In-Person Identity Verification process.
  - b. Print the form (or bring a copy of it on your smartphone) containing the barcode along with the other requested forms of documentation to the designated Post Office within 30 days.
  - c. **Note:** If you are verifying for a P.O. Box address, you need to provide proof of your P.O. Box rental and use. Documents (e.g., Form 1093 or online record of payment) may be required to successfully complete the sign up process.
4. Once you have **completed** the In-Person Identity Verification process, you can sign up for Informed Delivery by following the steps outlined in the “**Signing Up with an Existing USPS.com® Personal Account**” section.