



United States Postal Service
**Click-N-Ship®: Multifactor Authentication
(MFA)**
User Guide

Organizational Account Management Overview

The Click-N-Ship® application will have Multifactor Authentication (MFA) implemented as a security process that requires users to perform multiple steps or methods to gain access to certain programs or applications. It provides an additional level of security to help protect your users' identities, passwords, and other personal data from unauthorized access and misuse. This user guide will cover the steps users need to take to authenticate their Click-N-Ship account.

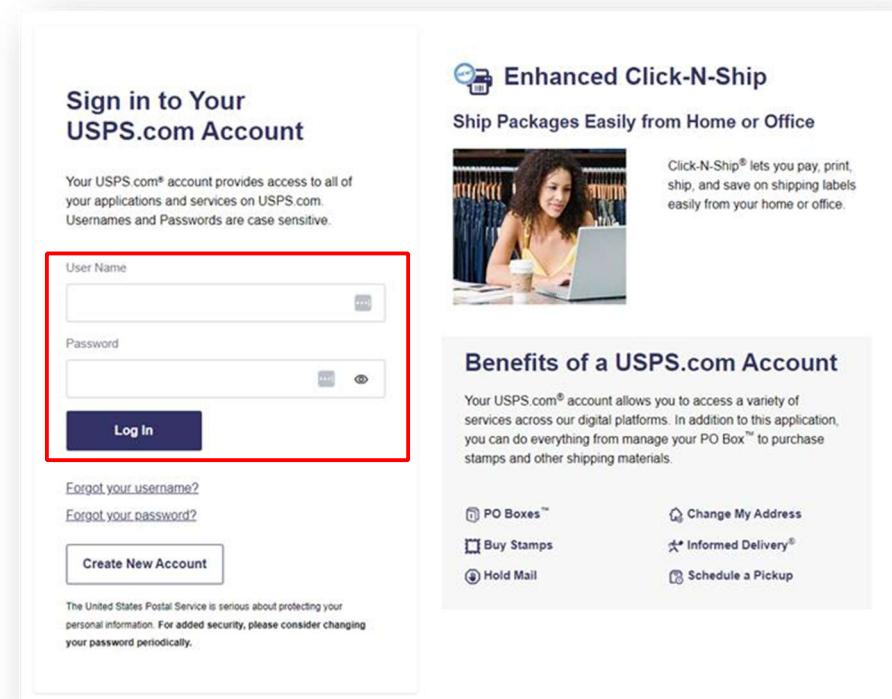
Thank you for choosing USPS® for your packing and shipping needs!

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How to Access the Click-N-SHIP Application

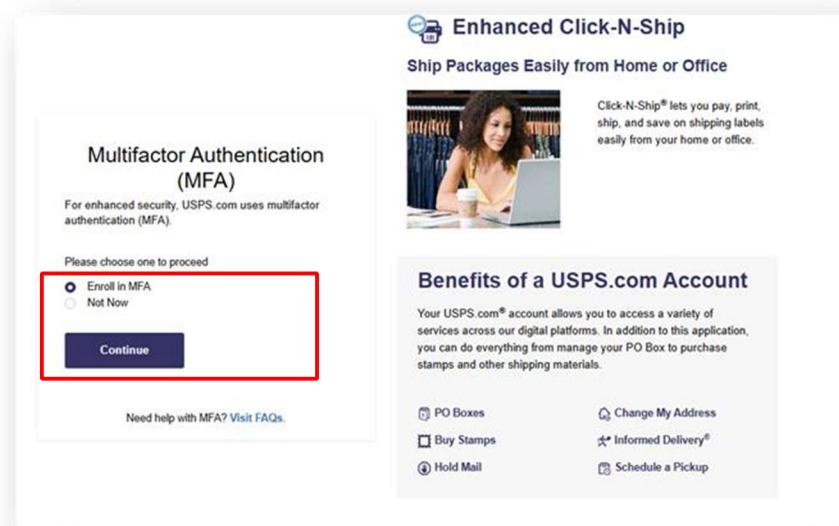
- 1) Navigate to the [Click-N-SHIP log in page here](#), or go to [USPS.com® > Quick Tools > ClickN-SHIP®](#).
- 2) Enter your **USPS.com® account username and password**.
- 3) Click **Log In**.



How to Set up Multifactor Authentication (MFA) for the Click-N-SHIP Application

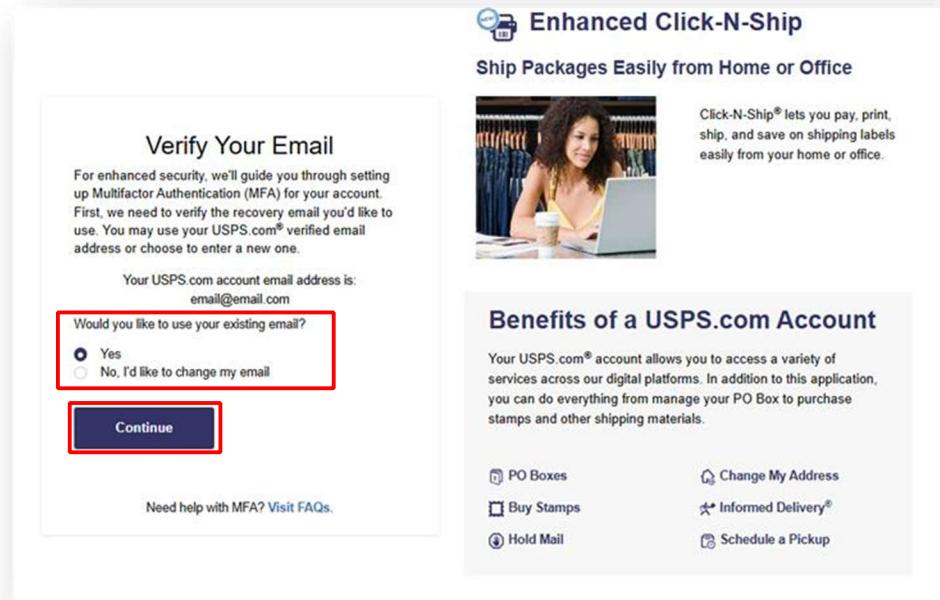
Note: Users who created accounts **before March 6, 2025** can opt out of MFA. Users whose accounts were created **after March 6, 2025** will be required to enroll in MFA.

- 1) After logging in to your account with your username and password you can click on **Enroll in MFA** and then click **Continue** to verify your email.



2) You can use the email that you used to set up your USPS.com account for your multifactor authentication.

- If you click **Yes**: you will be sent an email from USPostalService@usps.com containing a link.



- If you click **No, I'd like to change my email** you will be prompted to enter a different email address. Next, after you click on **Send Email Link** a verification link will be sent to your changed email address.

Verify Your Email

Enter the new email address you would like use for account recovery and MFA.

Send Email Link

Need help with MFA? Visit [FAQs](#).



Enhanced Click-N-Ship

Ship Packages Easily from Home or Office



Click-N-Ship® lets you pay, print, ship, and save on shipping labels easily from your home or office.

Benefits of a USPS.com Account

Your USPS.com® account allows you to access a variety of services across our digital platforms. In addition to this application, you can do everything from manage your PO Box to purchase stamps and other shipping materials.

 [PO Boxes](#)  [Change My Address](#)
 [Buy Stamps](#)  [Informed Delivery®](#)
 [Hold Mail](#)  [Schedule a Pickup](#)

Verify Your Email

An email has been sent to the address you entered. Click the link in that email to proceed.



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- 3) Once you receive the verification email from USPostalService@usps.com, click the **Email verification link**.

Verify Your Email for USPS.com

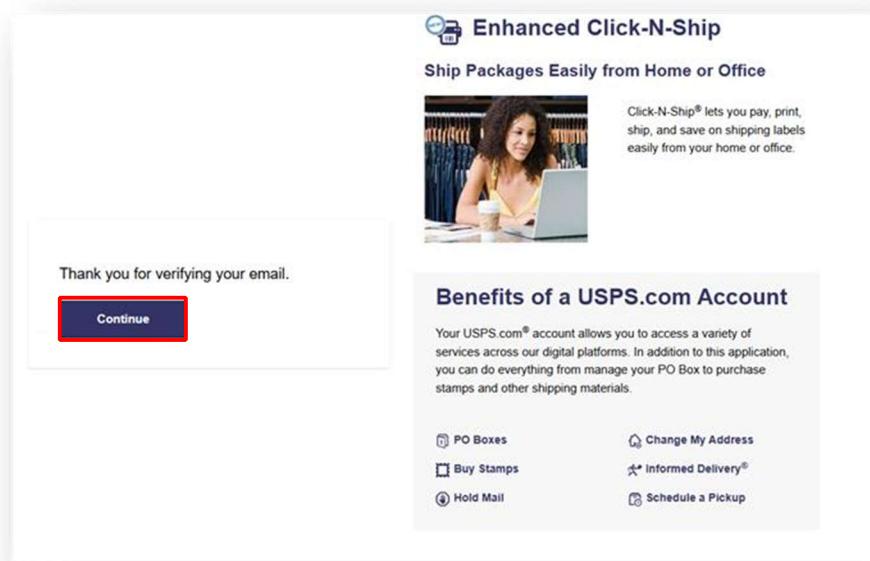
For your USPS® account security, please click the unique link below to verify this email address belongs to you. You will use this email address to recover access to your account on USPS.com® if needed. Once you have verified your email, you will be taken back to your application to finish signing in.

[[Email verification link](#)]

If you did not request verification link, please ignore this email.

Sincerely,
The United States Postal Service

- 4) Once you click the **Email verification link** – you'll be redirected back to Click-N-Ship to **Continue** to complete your MFA set up.



- 5) Now that you have verified your email, you can use either **SMS, Authenticator App or Email**.

Multifactor Authentication (MFA)

Please choose which method you would like to use to receive a temporary passcode. Standard message and data rates may apply.

SMS

Authenticator App

Send Email b*****@usps.gov

Continue

Need help with MFA? [Visit FAQs.](#)

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How to Set up SMS (Phone) MFA Option

- 1) Select **SMS** and **Continue**.

Multifactor Authentication (MFA)

Please choose which method you would like to use to receive a temporary passcode. Standard message and data rates may apply.

SMS

Authenticator App

Send Email b*****@usps.gov

Continue

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- 2) Enter your **mobile phone number** and click **Send Passcode**.

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Verify Your Phone Number

Please enter the 10-digit phone number (no spaces or dashes) for an SMS-enabled mobile phone* and select "Send Passcode." Each time you log in from a new device, you'll receive a temporary passcode at this number.

Phone Number

*Standard message and data rates may apply.

Send Passcode

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- 3) Enter the **One-Time Passcode (OTP)** and click **Submit**.

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Multifactor Authentication (MFA)

Please enter the 6-digit passcode sent to (XXX) XXX-XXXX

Passcode

Submit

[Resend](#) [Reenter Phone Number](#)

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How to Set up Authenticator App MFA Option

- 1) Select **Authenticator App** and **Continue**.

Multifactor Authentication (MFA)

Please choose which method you would like to use to receive a temporary passcode. Standard message and data rates may apply.

SMS
 Authenticator App
 Send Email b*****@usps.gov

Continue

Need help with MFA? [Visit FAQs.](#)

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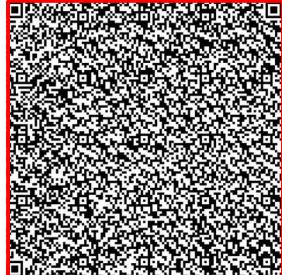
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[Hold Mail](#) [Schedule a Pickup](#)

2) Open your preferred Authenticator App* and **scan the QR code** on your screen and then hit **Next**.

- If you are logging in from your smartphone and cannot use your camera to scan the QR code, select **“On a mobile device?”**.
- **If you do not have an Authenticator App, go to the app store on your smartphone and download an authenticator app, such as Google Authenticator or Microsoft Authenticator.*

Add Authenticator App

Open your preferred authenticator application, such as Microsoft Authenticator or Google Authenticator, and scan the QR Code below to set up your device.



On a mobile device?

Next

Need help with MFA? [Visit FAQs.](#)

Click-N-Ship

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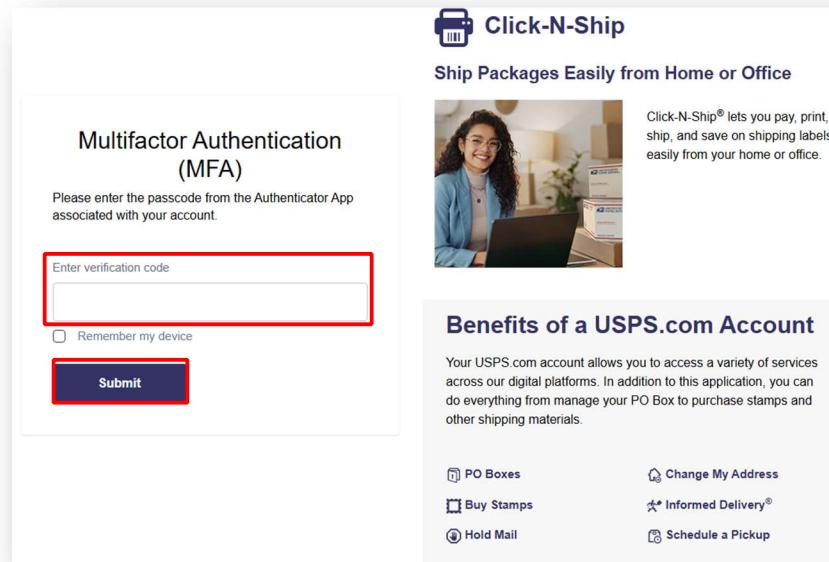
Click-N-Ship® lets you pay, print, ship, and save on shipping labels easily from your home or office.

Benefits of a USPS.com Account

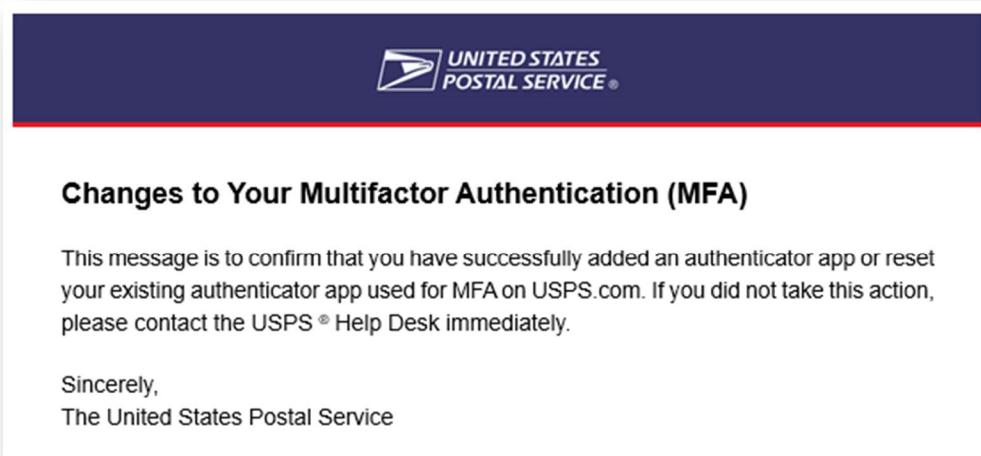
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[Hold Mail](#) [Schedule a Pickup](#)

- 1) Enter the six-digit one-time verification code from your Authenticator App and then select **Submit**.

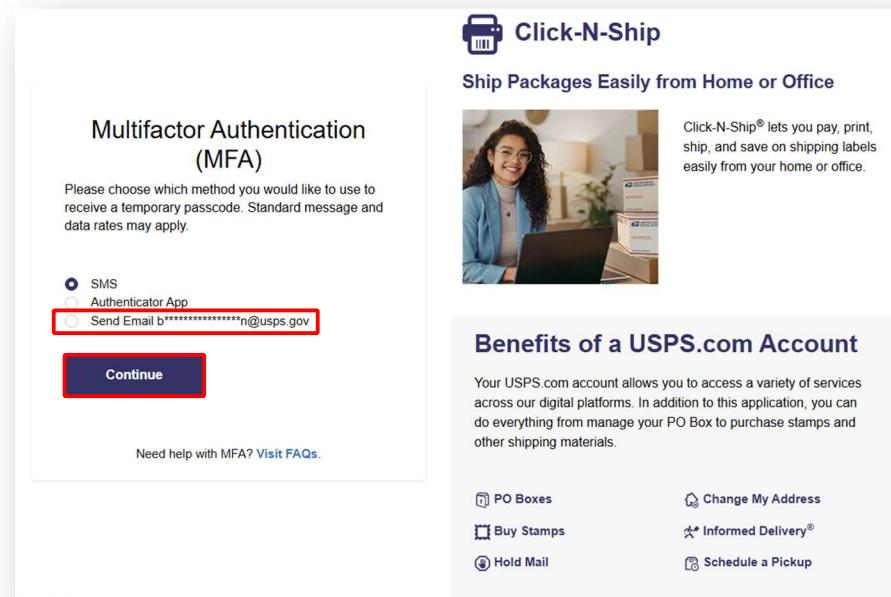


- 2) You have successfully set up the **Authenticator App MFA** option. You should receive an email confirmation.



How to Set up Email MFA Option

- 1) Select the **Send Email** option and **Continue**.



Multifactor Authentication (MFA)

Please choose which method you would like to use to receive a temporary passcode. Standard message and data rates may apply.

SMS

Authenticator App

Send Email b*****n@usps.gov

Continue

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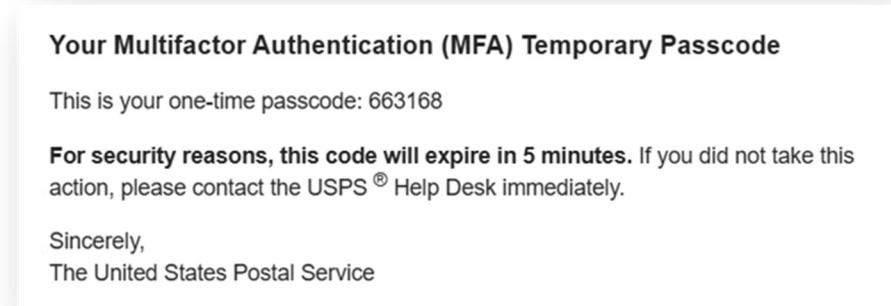
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PO Boxes Change My Address

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- 2) USPostalService@usps.com will send a 6-digit onetime passcode. Enter the **One-Time Passcode (OTP)** and click **Submit**
 - **Note:** You have the option to Resend your **One-Time Passcode (OTP)**.

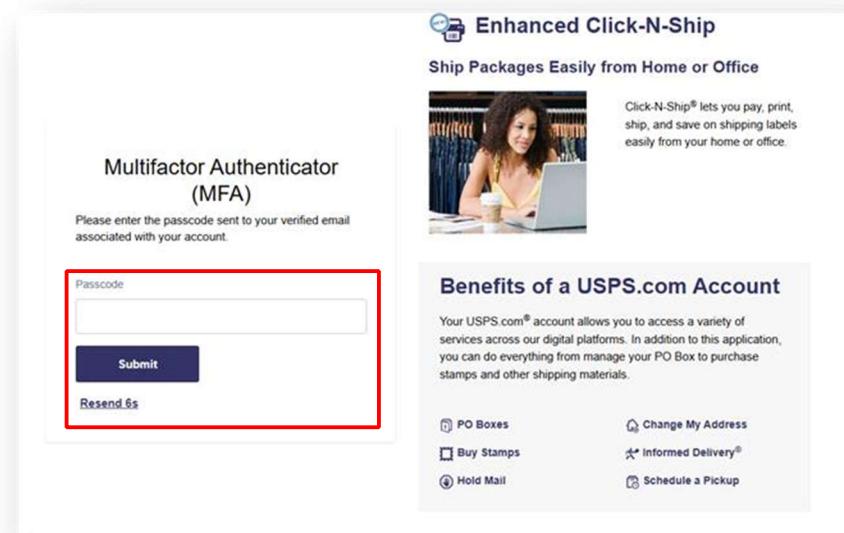


Your Multifactor Authentication (MFA) Temporary Passcode

This is your one-time passcode: 663168

For security reasons, this code will expire in 5 minutes. If you did not take this action, please contact the USPS® Help Desk immediately.

Sincerely,
The United States Postal Service



How to Modify your Multifactor Authentication (MFA) for the Click-N-Ship Application

- 1) Each time you log into Click-N-Ship, you will have the option to **Modify MFA options** after completing MFA with the method of have established previously.
 - **Note:** If you're experiencing any issues modifying your MFA, please contact the [Internet Customer Care Center by email](#) or call 1-800-344-7779.

Multifactor Authentication (MFA)

Please choose which method you would like to use to receive a temporary passcode. Standard message and data rates may apply.

Send SMS (***-**31)
 Use Authenticator App
 Send Email b*****@usps.gov

[Modify MFA options after login](#)

Continue

Need help with MFA? [Visit FAQs.](#)

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[!\[\]\(3f91bd6024b7cae0f6f1231e503b901a_img.jpg\) Buy Stamps](#) [!\[\]\(6863bd10ae8c53b4b4e18ddb3baa0dcd_img.jpg\) Informed Delivery®](#)
[!\[\]\(889e396e649b1aab818f3e31ccde5a09_img.jpg\) Hold Mail](#) [!\[\]\(381d97ae2fb2bc70002a8023b9bd429f_img.jpg\) Schedule a Pickup](#)

2) Enter the **six-digit one-time passcode** that was sent to your phone and select **Submit**.

Multifactor Authentication (MFA)

Please enter the passcode sent to the phone number associated with your account.

[Resend 6s](#)

Remember my device

Submit

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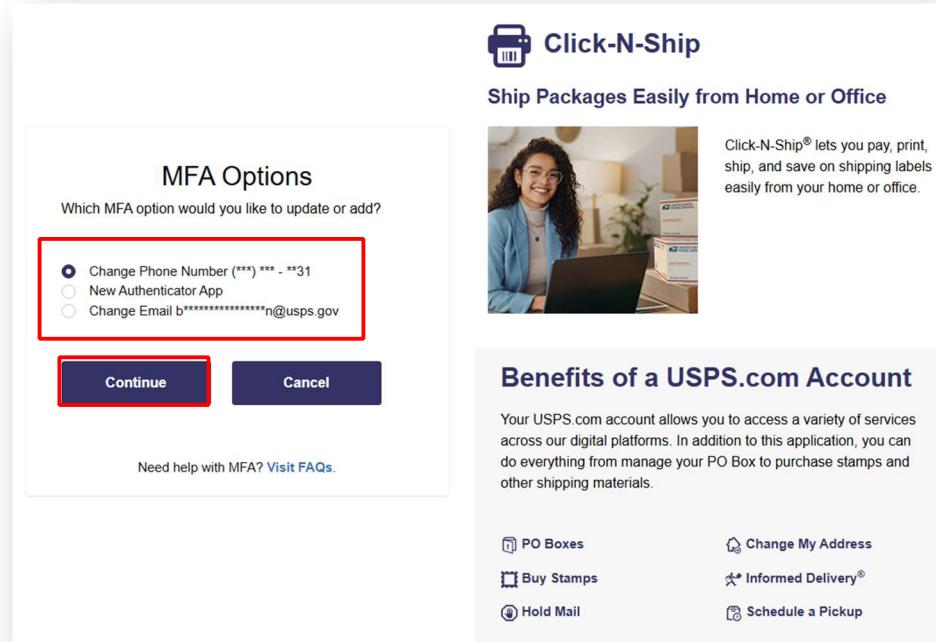
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[!\[\]\(e49b5d3abe30177be99592ac6403a42e_img.jpg\) PO Boxes](#) [!\[\]\(0d7522ebf082147982951f3b5e3b123c_img.jpg\) Change My Address](#)
[!\[\]\(ce4208838c88d9ec43e44675aab7390c_img.jpg\) Buy Stamps](#) [!\[\]\(018ab209a40b7338bc6b150c83dbd719_img.jpg\) Informed Delivery®](#)
[!\[\]\(e514593da7e0aa83fe6fb3d5b8f1d39c_img.jpg\) Hold Mail](#) [!\[\]\(da1e61879b0053e471185d7075fad4bf_img.jpg\) Schedule a Pickup](#)

3) Select the **SMS, Authenticator App** or **Email** option you would like to **Modify** and click **Continue**.

- **Note:** Selecting **Cancel** will log you in.



4) After a successful login, you will be redirected to the Click-N-Ship application.

- **Note:** If this is your first time logging into the CNS application, Read the Terms and Conditions and click 'I Agree'.

