



United States Postal Service  
Click-N-Ship<sup>®</sup>: **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!

## Table of Contents

Organizational Account Management Overview.....	2
A. How to Access the Click-N-Ship Application.....	4
B. How to Set up Multifactor Authentication (MFA) for the Click-N-Ship Application .....	4
C. How to Add or Modify your Multifactor Authentication (MFA) for the Click-N-Ship Application .	10

## A. 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 > Click-N-Ship®.
- 2) Enter your **USPS.com® account username and password**.
- 3) Click **Log In**.

**Sign in to Your USPS.com Account**

Your USPS.com® account provides access to all of your applications and services on USPS.com. Usernames and Passwords are case sensitive.

User Name

Password

**Log In**

[Forgot your username?](#)

[Forgot your password?](#)

**Create New Account**

The United States Postal Service is serious about protecting your personal information. For added security, please consider changing your password periodically.

**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™
- Buy Stamps
- Hold Mail
- Change My Address
- Informed Delivery®
- Schedule a Pickup

## B. 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.

## 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.

### Multifactor Authentication (MFA)

For enhanced security, USPS.com uses multifactor authentication (MFA).

Please choose one to proceed

Enroll in MFA  
 Not Now

[Continue](#)

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

### 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](#)
- [Buy Stamps](#)
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- [Change My Address](#)
- [Informed Delivery®](#)
- [Schedule a Pickup](#)

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](mailto:USPostalService@usps.com) containing a link.

## Enhanced 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.

### Verify Your Email

For enhanced security, we'll guide you through setting up Multifactor Authentication (MFA) for your account. First, we need to verify the recovery email you'd like to use. You may use your USPS.com® verified email address or choose to enter a new one.

Your USPS.com account email address is:  
email@email.com

Would you like to use your existing email?

Yes  
 No, I'd like to change my email

[Continue](#)

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

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- 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. **Note:** Email verification is required every time you update your email.

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### Verify Your Email

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

Email

**Send Email Link**

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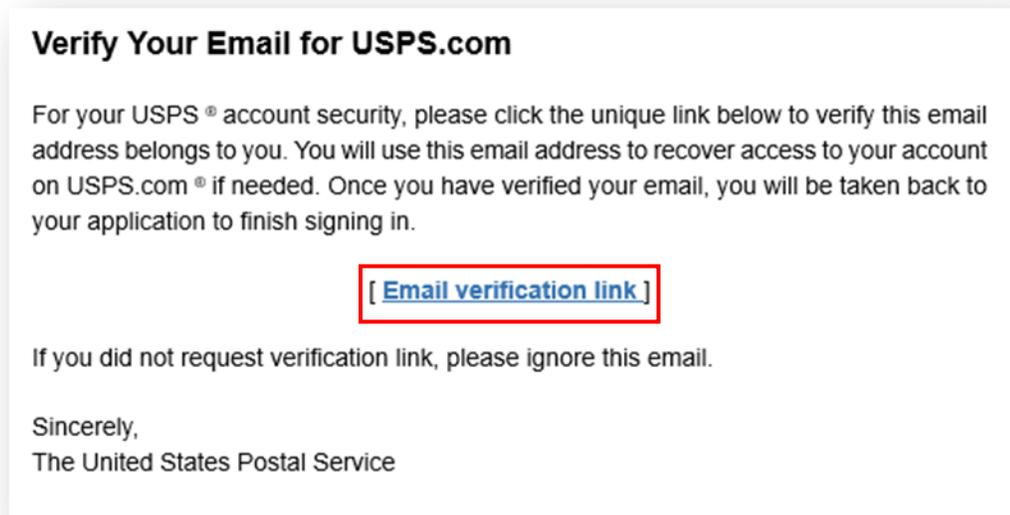
An email has been sent to the address you entered. Click the link in that email to proceed.

### Benefits of a USPS.com Account

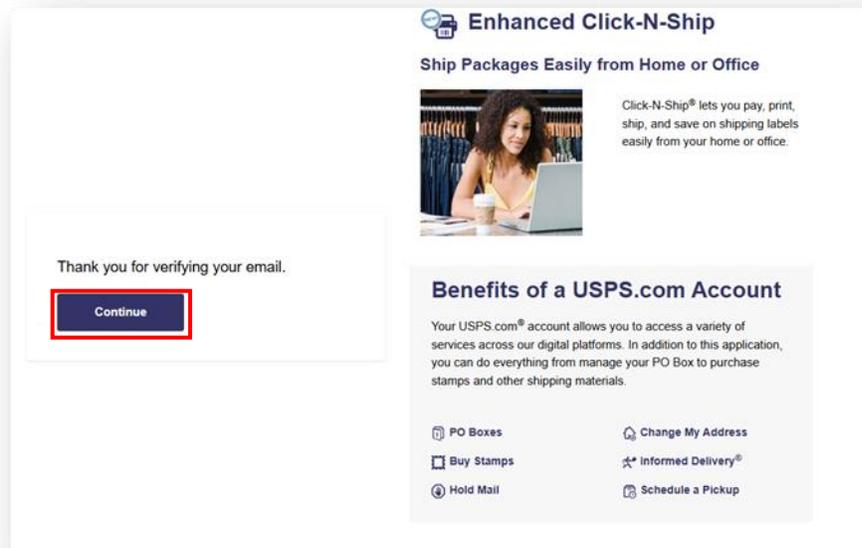
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- 3) Once you receive the verification email from [USPostalService@usps.com](mailto:USPostalService@usps.com), click the **Email verification link**.



- 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** or your **Verified Email** as a form of MFA. If you selected **SMS**, go to **step 7**. If you selected **Send Email**, go to **step 9**.

## 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.

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### 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

Send Email e\*\*\*\*\*@email.com

[Continue](#)

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

6) If you selected **SMS**, 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

[Send Passcode](#)

\*Standard message and data rates may apply.

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

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

## 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.

### Multifactor Authentication (MFA)

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

Passcode

**Submit**

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

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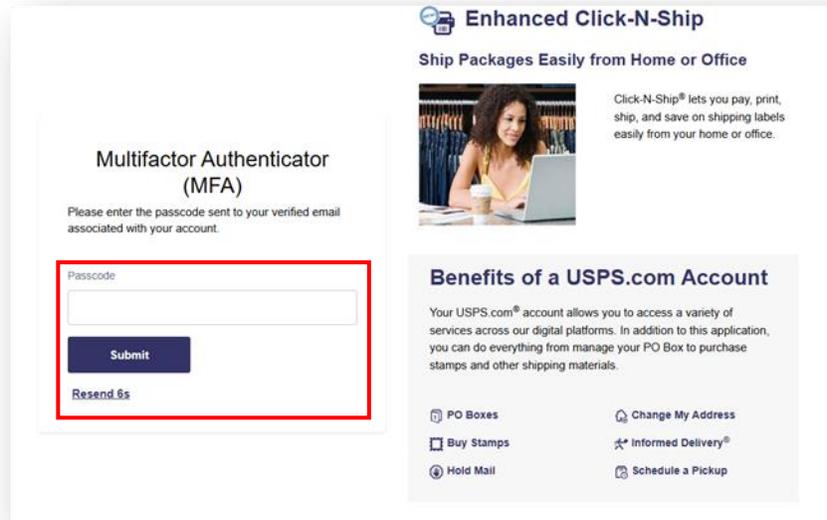
- 8) If you selected the **Send Email** option, [USPostalService@usps.com](mailto:USPostalService@usps.com) will send a 6-digit one-time passcode. Enter the **One-Time Passcode (OTP)** and click **Submit**
- **Note:** You have the option to Resend your **One-Time Passcode (OTP)**.

### 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



## C. How to Add or 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 your **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 (\*\*\*) \*\*\* - ####

Send Email e\*\*\*\*\*@email.com

Modify MFA options after login

[Continue](#)

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



### Enhanced Click-N-Ship

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[PO Boxes](#)

[Change My Address](#)

[Buy Stamps](#)

[Informed Delivery®](#)

[Hold Mail](#)

[Schedule a Pickup](#)

2) Enter the **One-Time Passcode (OTP)** sent to your Phone or Email and click **Submit**.

### Multifactor Authentication (MFA)

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

Passcode

[Submit](#)

[Resend](#)



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[Informed Delivery®](#)

[Hold Mail](#)

[Schedule a Pickup](#)

3) Select the **Email** or **Phone** MFA option you would like to **Add/Modify** and click **Continue**. If you selected **SMS**, continue to **step 4**. If you selected **Email**, go to **step 6**.

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

### MFA Options

Which MFA option would you like to update or add?

Change Phone Number (\*\*\*) \*\*\* - \*\*##  
 Change Email e\*\*\*\*\*@email.com

[Continue](#) [Cancel](#)

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

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- 4) If **SMS** was selected, enter the new **Phone Number** you want to use and click **Send Passcode**.

### 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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- 5) Enter the **One-Time Passcode (OTP)** and click '**Submit**'.
- Note:** You have the option to Resend your **One-Time Passcode (OTP)** to the mobile number you just entered or to **reenter a different mobile phone number**.

## Multifactor Authentication (MFA)

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

Passcode

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

**Submit**

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6) If **Email** was selected, enter the new **Email** you want to use and click **Send Email Link**.

## Verify Your Email

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

Email

**Send Email Link**

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- 7) Once you receive the verification email from [USPostalService@usps.com](mailto:USPostalService@usps.com), click the **Email verification link**.

**Verify Your Email for USPS.com**

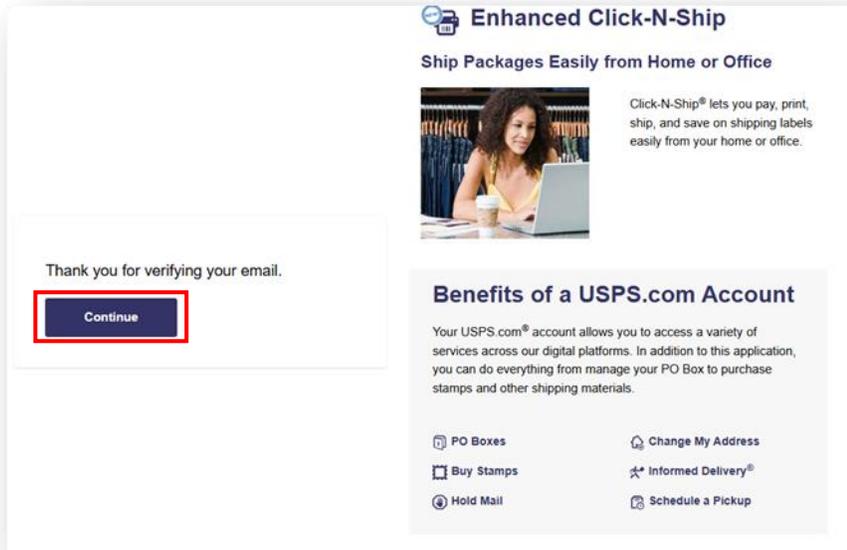
For your USPS® account security, please click the unique link below to verify this email address belongs to you. You will use this email address to recover access to your account if needed. Once you have verified your email, you will be taken back to your application to finish signing in.

[ [Email verification link](#) ]

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

Sincerely,  
The United States Postal Service

- 8) Click **Continue**.



- 9) 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'.

