

Instructions to set up Multi-Factor Authentication (MFA) for USPS.com

User Guide

August 2026

CONTENTS

This user guide contains step-by-step instructions for you to set up multi-factor authentication (MFA) for your USPS.com® account.

To navigate using the Table of Contents, click on the appropriate topic below.

OVERVIEW 3

How to access USPS.com to set up your MFA 4

How to enroll in MFA 5

How to set up the SMS (phone) MFA security method 8

How to set up the Authenticator App MFA method 10

How to set up the email MFA method..... 12

How to Enable MFA via Account Preferences 14

How to set up SMS (phone) MFA method via Account Preferences 17

How to set up the Authenticator App MFA method via Account Preferences..... 19

How to modify your Email MFA method via Account Preferences 22

How to modify your SMS (phone) MFA method via Account Preferences 25

How to modify your Authenticator App MFA method via Account Preferences 27

OVERVIEW

Multi-factor authentication (MFA) is a security process that requires users to perform multiple steps or methods of authentication to gain access to certain programs or applications. It provides an additional level of security to help protect identities, passwords, and other personal data from unauthorized access and misuse.

Here's what you need to know about the new MFA process:

- If you signed up for an account after March 6, 2025, you will be required to enroll in MFA.
- If you signed up for an account after March 6, 2025, you will also be required to verify your email.
- If you signed up for an account prior to March 6, 2025, you will have the option to enroll in MFA.
- When you enroll in MFA, you will be required to verify your email.
- If you signed up for a Business Account between Oct. 3, 2024, and March 6, 2025, you will not have to verify your email to enroll in MFA because it was previously verified during the registration process.

This guide will cover the steps you need to take to set up MFA.

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

How to access USPS.com to set up your MFA

1. On your computer or smartphone, navigate to the following link.
verified.usps.com

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

Sign 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.

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

2. Enter your USPS.com account **User Name** and **Password**.

Select **Sign 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

Sign In

[Forgot your username?](#)

[Forgot your password?](#)

Create New Account

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

How to enroll in MFA

1. Enter your USPS.com account **User Name** and **Password**.

Select **Sign 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

Sign In

[Forgot your username?](#)

[Forgot your password?](#)

Create New Account

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

2. Select **Enroll in MFA**.

Select **Continue**.

EXISTING customers who signed up for their accounts **before** March 6, 2025, will be presented with the MFA enrollment screen. They can select **Enroll in MFA** to enroll or **Not Now** to opt out of MFA.

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.](#)

3. Select **Yes** and select **Continue**.

*If you would like to use a different email, select **No, I'd like to change my email** and select **Continue**.*

*Then enter the email you would like to use and select **Send Email Link**.*

EXISTING customers who signed up for their accounts between **Oct. 3, 2024, and March 6, 2025**, will not have to verify their email to enroll in MFA because it was previously verified during the registration process.

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.](#)

4. Go to your email and find the email from USPostalService@usps.com.

Verify Your Email for USPS.com®

For your USPS® account security, please enter the passcode below to verify that 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 given the option to set up additional Multifactor Authentication (MFA) methods.

Your one-time passcode: 294470

For security reasons, this code will expire in 10 minutes. If you did not request this verification, please contact the USPS Help Desk immediately.

Sincerely,
The United States Postal Service

5. Enter the **one-time Passcode** sent to your email address.

Select **Submit**.

Multifactor Authentication (MFA)

Please enter the passcode sent to your verified email associated with your account.

Passcode

☐ Remember my device

Submit

[Resend](#)

6. After verifying your email, you will be presented with a list of MFA methods.

Email MFA is now enabled for your account using your validated email address.

Select the MFA method(s) you would like to set up and follow the prompts on your screen, or the instructions below.

Choose **Skip For Now** if you do not want to add any additional methods at this time. You will still be protected by email MFA and can set up additional methods at a later login or under your account preferences.

Note: We highly recommend setting up more than one MFA method for enhanced security.

Multifactor Authentication (MFA)

You've successfully set up MFA with your email
e*****@email.com

If you would like to add an additional MFA method, please select one below.

- ☒ SMS
☐ Authenticator App
☐ Skip For Now

Continue

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

How to set up the SMS (phone) MFA security method

1. Select SMS. Select Continue.	Multifactor Authentication (MFA) You've successfully set up MFA with your email e*****l@email.com If you would like to add an additional MFA method, please select one below. ☒ SMS ☐ Authenticator App ☐ Skip For Now Continue Need help with MFA? Visit FAQs.
2. Enter your phone number you want to use for MFA. Select 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. MFA Phone Number *Standard message and data rates may apply. Send Passcode Need help with MFA? Visit FAQs.

3. Enter the six-digit passcode that was sent to your phone.

Select **Submit**.

Multifactor Authentication (MFA)

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

Passcode

☐ Remember my device

Submit

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

4. You have successfully set up the SMS (phone) MFA method.

You should receive an email confirmation.



Changes to Your Multifactor Authentication (MFA)

This message is to confirm that you have successfully updated the phone number used for MFA on USPS.com[®]. If you did not take this action, please contact the USPS[®] Help Desk immediately.

Sincerely,
The United States Postal Service

How to set up the Authenticator App MFA method

1. Select **Authenticator App**.

Select **Continue**.

Multifactor Authentication (MFA)

You've successfully set up MFA with your email
e*****l@email.com

If you would like to add an additional MFA method, please
select one below.

- ☐ SMS
- ☒ **Authenticator App**
- ☐ Skip For Now

Continue

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

2. Open your preferred Authenticator App* and **scan the QR code** on your screen.

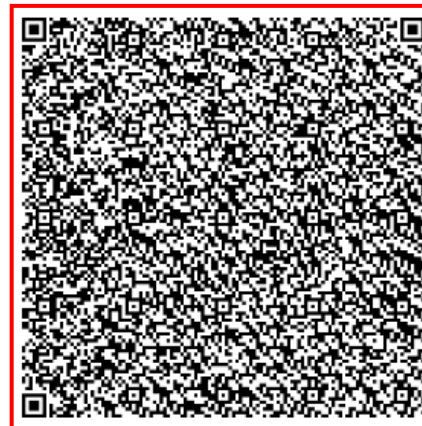
Select **Next**.

If you are logging in from a smartphone and cannot use the phone's 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.](#)

3. Enter the six-digit one-time passcode from your Authenticator App.

Select **Submit**.

Multifactor Authentication (MFA)

Please enter the passcode from the Authenticator App associated with your account.

Enter verification code

☐ Remember my device

Submit

4. You have successfully set up the Authenticator App MFA method.

You should receive an email confirmation.



Changes to Your Multifactor Authentication (MFA)

This message is to confirm that you have successfully added an authenticator app or reset your existing authenticator app used for MFA on USPS.com[®]. If you did not take this action, please contact the USPS[®] Help Desk immediately.

Sincerely,
The United States Postal Service

How to set up the email MFA method

1. Select Send Email Select Continue. <i>Note: You will only see this screen if you previously verified your email when you created your business account.</i>	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 e*****@email.com Continue Need help with MFA? Visit FAQs.
2. A temporary passcode will be sent to your verified USPS.com email.	 Your Multifactor Authentication (MFA) Temporary Passcode Your one-time passcode: 300824 For security reasons, this code will expire in 10 minutes. If you did not take this action, please contact the USPS® Help Desk immediately. Sincerely, The United States Postal Service

3. Enter the six-digit one-time passcode code that was sent to your email.

Select **Submit**.

Multifactor Authentication (MFA)

Please enter the passcode sent to your verified email associated with your account.

Passcode

☐ Remember my device

Submit

[Resend](#)

4. You have successfully set up the email MFA method.

You should receive an email confirmation.



Changes to Your Multifactor Authentication (MFA)

This message is to confirm that you have successfully updated the verified email address used for MFA on USPS.com®. If you did not take this action, please contact the USPS® Help Desk immediately.

Sincerely,
The United States Postal Service

How to Enable MFA via Account Preferences

1. On your computer or smartphone, navigate to the following link:

preferences.usps.com

Select the **Multi-Factor Authentication** option.

USPS Account Preferences

Change Password



Create a new password for your account.

Multi-Factor Authentication



Manage multi-factor authentication preferences for your account.

2. Select **Enable MFA**.

Manage Multifactor Authentication

Add an extra layer of security to your account by using a one-time passcode in addition to your password each time you log in.

MFA Status: OFF

Enable MFA

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

3. Select **Yes** and select **Continue**.

*If you would like to use a different email, select **No, I'd like to change my email** and select **Continue**.*

*Then enter the email you would like to use and select **Send Email Link**.*

Manage Multifactor Authentication

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](#)

4. Go to your email and find the email from USPostalService@usps.com.

Verify Your Email for USPS.com®

For your USPS® account security, please enter the passcode below to verify that 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 given the option to set up additional Multifactor Authentication (MFA) methods.

Your one-time passcode: 294470

For security reasons, this code will expire in 10 minutes. If you did not request this verification, please contact the USPS Help Desk immediately.

Sincerely,
The United States Postal Service

5. Enter the **one-time passcode** sent to your email address

Select **Submit**.

You will have the option to Resend the one-time passcode (OTP).

Manage Multifactor Authentication

Verify Your Email

Please enter the passcode sent to your verified email associated with your account.

* Passcode

Submit

[Resend 2s](#)

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

6. After verifying your email, you will be presented with a list of MFA methods.

Email MFA is now enabled for your account. You can add or modify any additional MFA methods at any time.

Note: USPS recommends setting up more than one MFA method for enhanced security.

Manage Multifactor Authentication

Add an extra layer of security to your account by using a one-time passcode in addition to your password each time you log in.

MFA Status: ON



Email Address

✓ email@email.com

[Edit](#)



Mobile Phone

— No mobile device registered

[Add](#)



Authenticator App

— No authenticator app registered

[Add](#)

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

7. You will receive an email confirmation confirming that your MFA email was updated successfully.



Thank You for Verifying Your Email

This message is to confirm that you have successfully verified your MFA recovery email for USPS.com®. If you did not take this action, please contact the USPS® Help Desk immediately.

Sincerely,
The United States Postal Service

How to set up SMS (phone) MFA method via Account Preferences

1. On your computer or smartphone, navigate to the following link: preferences.usps.com Select the Multi-Factor Authentication option.	USPS Account Preferences Change Password Create a new password for your account. Multi-Factor Authentication Manage multi-factor authentication preferences for your account.
2. Select Add next to the Mobile Phone option.	Manage Multifactor Authentication Add an extra layer of security to your account by using a one-time passcode in addition to your password each time you log in. MFA Status: ON Email Address ✓ email@email.com Mobile Phone No mobile device registered Authenticator App No authenticator app registered Need help with MFA? Visit FAQs
3. Enter your phone number you want to use for MFA. Select Send Passcode.	Manage Multifactor Authentication 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 Need help with MFA? Visit FAQs

4. Enter the six-digit one-time passcode (OTP) that was sent to your phone.

Select **Verify**.

You will have the option to Resend the one-time passcode (OTP).

Manage Multifactor Authentication

Enter Your Code

We sent a 6-digit verification code to (XXX) XXX-XXXX.

* Verification Code

Verify

[Resend](#)

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

5. You will receive an email confirmation confirming that your MFA SMS (phone) was updated successfully.



Changes to Your Multifactor Authentication (MFA)

This message is to confirm that you have successfully updated the phone number used for MFA on USPS.com®. If you did not take this action, please contact the USPS® Help Desk immediately.

Sincerely,
The United States Postal Service

How to set up the Authenticator App MFA method via Account Preferences

1. On your computer or smartphone, navigate to the following link:
preferences.usps.com
- Select the **Multi-Factor Authentication** option.

USPS Account Preferences

Change Password

Create a new password for your account.

Multi-Factor Authentication

Manage multi-factor authentication preferences for your account.

2. Select **Add** next to the Authenticator App option.

Manage Multifactor Authentication

Add an extra layer of security to your account by using a one-time passcode in addition to your password each time you log in.

MFA Status: ON

Email Address Edit

✓ email@email.com

Mobile Phone Add

⊘ No mobile device registered

Authenticator App Add

⊘ No authenticator app registered

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

3. Open your preferred Authenticator App* and **scan the QR code** on your screen.

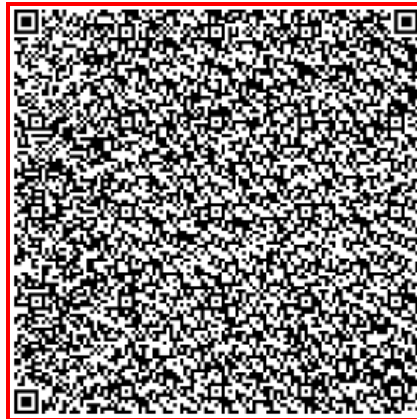
Select **Next**.

If you are logging in from a smartphone and cannot use the phone's 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.](#)

4. Enter the six-digit one-time passcode from your Authenticator App.

Select **Submit**.

Manage Multi-Factor Authentication

Verify Passcode

Please enter the passcode from the Authenticator App associated with your account.

Enter verification code

Submit

5. You have successfully set up the Authenticator App MFA method.

Manage Multifactor Authentication

Add an extra layer of security to your account by using a one-time passcode in addition to your password each time you log in.

MFA Status: ON



Email Address

 email@email.com

 [Edit](#)



Mobile Phone

 No mobile device registered

 [Edit](#)



Authenticator App

 Enabled

 [Edit](#)

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

6. You will receive an email confirmation confirming that your MFA Auth App was updated successfully.

 UNITED STATES
POSTAL SERVICE®

Changes to Your Multifactor Authentication (MFA)

This message is to confirm that you have successfully added an authentication app or reset your existing authentication app used for MFA on USPS.com. If you did not take this action, please contact the USPS® Help Desk immediately.

Sincerely,
The United States Postal Service

How to modify your Email MFA method via Account Preferences

1. On your computer or smartphone, navigate to the following link:
preferences.usps.com

Select the **Multi-Factor Authentication** option.

USPS Account Preferences

Change Password

Create a new password for your account.

Multi-Factor Authentication

Manage multi-factor authentication preferences for your account.

2. Select **Edit** next to the Email Address option.

Manage Multifactor Authentication

Add an extra layer of security to your account by using a one-time passcode in addition to your password each time you log in.

MFA Status: ON

Email Address

✓ email@email.com

Edit

Mobile Phone

✓ XXXXXXXXXX

Edit

Authenticator App

✓ Enabled

Edit

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

3. Enter the new email address you want to use for MFA.

Select **Send Passcode**.

Manage Multifactor Authentication

Verify Your Email

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

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

Verified Email

Send Passcode

4. Go to your email and find the email from USPostalService@usps.com.

Verify Your Email for USPS.com®

For your USPS® account security, please enter the passcode below to verify that 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 given the option to set up additional Multifactor Authentication (MFA) methods.

Your one-time passcode: 294470

For security reasons, this code will expire in 10 minutes. If you did not request this verification, please contact the USPS Help Desk immediately.

Sincerely,
The United States Postal Service

5. Enter the **one-time Passcode** sent to your email address

Select **Submit**.

You will have the option to Resend the one-time passcode (OTP).

Manage Multifactor Authentication

Verify Your Email

Please enter the passcode sent to your verified email associated with your account.

* Passcode

Submit

[Resend 2s](#)

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

6. You have successfully updated your email MFA method.

The email address displayed in your MFA dashboard will reflect the latest updates.

Manage Multifactor Authentication

Add an extra layer of security to your account by using a one-time passcode in addition to your password each time you log in.

MFA Status: ON

✉ Email Address [✍ Edit](#)
✓ email@email.com

📱 Mobile Phone [✍ Edit](#)
✓ XXXXXXXXXX

🔑 Authenticator App [✍ Edit](#)
✓ Enabled

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

7. You will receive an email confirmation confirming that your MFA Email was updated successfully.



Thank You for Verifying Your Email

This message is to confirm that you have successfully verified your MFA recovery email for USPS.com®. If you did not take this action, please contact the USPS® Help Desk immediately.

Sincerely,
The United States Postal Service

How to modify your SMS (phone) MFA method via Account Preferences

1. On your computer or smartphone, navigate to the following link: preferences.usps.com

Select the **Multi-Factor Authentication** option.

USPS Account Preferences

Change Password



Create a new password for your account.

Multi-Factor Authentication



Manage multi-factor authentication preferences for your account.

2. Select **Edit** next to the Mobile Phone option.

Manage Multifactor Authentication

Add an extra layer of security to your account by using a one-time passcode in addition to your password each time you log in.

MFA Status: ON

Email Address  [Edit](#)
✓ email@email.com

Mobile Phone  [Edit](#)
✓ XXXXXXXXXX

Authenticator App  [Edit](#)
✓ Enabled

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

3. Enter the new phone number you want to use for MFA.

Select **Send Passcode**.

Manage Multifactor Authentication

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

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

4. Enter the six-digit one-time passcode (OTP) that was sent to your phone.

Select **Verify**.

You will have the option to Resend the one-time passcode (OTP).

Manage Multifactor Authentication

Enter Your Code

We sent a 6-digit verification code to (XXX) XXX-XXXX.

* Verification Code

Verify

[Resend](#)

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

5. You have successfully updated your SMS (Phone) MFA method.

The Mobile Phone displayed in your MFA dashboard will reflect the latest updates.

Manage Multifactor Authentication

Add an extra layer of security to your account by using a one-time passcode in addition to your password each time you log in.

MFA Status: ON

✉ Email Address [Edit](#)
✓ email@email.com

📱 Mobile Phone [Edit](#)
✓ XXXXXXXXXX

🔑 Authenticator App [Edit](#)
✓ Enabled

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

6. You will receive an email confirmation confirming that your MFA SMS (phone) was updated successfully.



Changes to Your Multifactor Authentication (MFA)

This message is to confirm that you have successfully updated the phone number used for MFA on USPS.com®. If you did not take this action, please contact the USPS® Help Desk immediately.

Sincerely,
The United States Postal Service

How to modify your Authenticator App MFA method via Account Preferences

1. On your computer or smartphone, navigate to the following link:
preferences.usps.com

Select the **Multi-Factor Authentication** option.

USPS Account Preferences

Change Password

Create a new password for your account.



Multi-Factor Authentication

Manage multi-factor authentication preferences for your account.



2. Select **Edit** next to the Authenticator App option.

Manage Multifactor Authentication

Add an extra layer of security to your account by using a one-time passcode in addition to your password each time you log in.

MFA Status: ON



Email Address

✓ email@email.com

[Edit](#)



Mobile Phone

✓ XXXXXXXXXX

[Edit](#)



Authenticator App

✓ Enabled

[Edit](#)

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

3. Confirm that you would like to invalidate your existing Auth App MFA method

Select **Continue** to confirm.

Cancelling will bring you back to the MFA dashboard page.

Manage Multifactor Authentication

You can only have one Authenticator App for USPS.com at a time. Click Continue to set up a new authenticator app. Your current one will be replaced once you finish.

Continue

[Back to MFA Options](#)

4. Open your preferred Authenticator App* and **scan the QR code** on your screen.

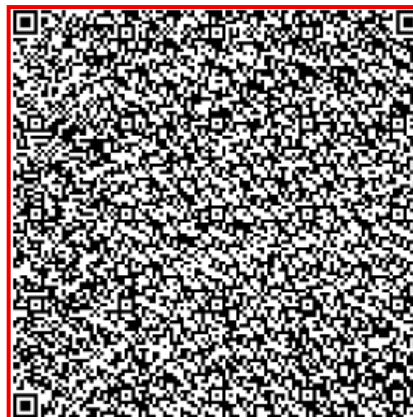
Select **Next**.

If you are logging in from a smartphone and cannot use the phone's 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.](#)

5. Enter the six-digit one-time passcode from your Authenticator App.

Select **Submit**.

Manage Multi-Factor Authentication

Verify Passcode

Please enter the passcode from the Authenticator App associated with your account.

Enter verification code

Submit

6. You have successfully set up the Authenticator App MFA method

The Authenticator App showing enabled means your Authenticator App was successfully updated.

Manage Multifactor Authentication

Add an extra layer of security to your account by using a one-time passcode in addition to your password each time you log in.

MFA Status: ON

	Email Address ✓ email@email.com	 Edit
	Mobile Phone ✓ XXXXXXXXXX	 Edit
	Authenticator App ✓ Enabled	 Edit

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

7. You will receive an email confirmation confirming that your MFA Auth App was updated successfully.



Changes to Your Multifactor Authentication (MFA)

This message is to confirm that you have successfully added an authentication app or reset your existing authentication app used for MFA on USPS.com. If you did not take this action, please contact the USPS ® Help Desk immediately.

Sincerely,
The United States Postal Service