How to Sign Up for Informed Delivery®

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
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<tbody>
<tr>
<td>☐ You must be a residential consumer or rent a P.O. Box™ for personal use.</td>
<td>Informed Delivery notifications are not available to businesses (either physical or P.O. Box addresses).</td>
</tr>
<tr>
<td>☐ Your ZIP Code™ and address must be eligible for Informed Delivery.</td>
<td>Your ZIP Code and address eligibility will be determined during the sign-up process.</td>
</tr>
<tr>
<td>☐ You must complete an identity verification process.</td>
<td>Identity verification confirms you live at the address or rent the P.O. Box for which you are requesting the feature.</td>
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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 informeddelivery.usps.com and click “Sign Up for Free.”

2. Enter your residential address or personal P.O. Box address to verify that it is eligible for Informed Delivery.

   a. Please note the following might impact the ability for you to sign-up for Informed Delivery:
      i. 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.
ii. 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.”

iii. 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.

3. Create a USPS.com personal 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 email 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.

4. Verify your identity by completing the (a) mobile phone verification process or (b) request the invitation code by mail.
a. If you select to verify your identity online, provide your mobile phone number, and a one-time numeric passcode will be sent to you via text message.

![Online Mobile Phone Verification](image1)

b. If you select to verify your identity by invitation code, you will request to have an invitation code sent to your current address. Please follow the directions in the letter to input the invitation code.

![Sign Up For Informed Delivery](image2)

5. 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 or the mailed invitation code, please see the Appendix of this guide to learn about In-Person Identity Verification.

6. Congratulations! You are now signed up for Informed Delivery and can digitally preview your mail and manage packages—all in one convenient location.
a. From your Dashboard, select the “Settings” option. We recommend you opt in to getting our email digest, so you never miss a notification! If you want more frequent package tracking information, set your Package Notification preferences too.
b. 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.
c. 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.
d. You can also enroll for USPS Electronic Signature Online™ (eSOL) within your Settings. eSOL allows you to apply your electronic signature to any incoming packages that ship via Priority Mail Express®, require Signature Confirmation™, or are insured for over $500 when you cannot sign in person. USPS will leave your packages in your mailbox or at a preferred delivery location if a package is too large for your mailbox.
e. Check out the USPS Mobile app if you want to access Informed Delivery and many other features on-the-go.
   i. The mobile app is free to download and is available for iOS, Android, and Windows in your app store.
Signing Up with an Existing USPS.com® Personal Account

1. Sign in to your personal account on USPS.com.
2. Select ‘Informed Delivery’ located in the upper-right hand corner of your screen.

3. When presented with the screen view below, click ‘Enroll’ to be directed to your Profile.
4. Within your Profile, on the “My Preferences” page, select the box labeled ‘Informed Delivery.’

![Image of My Preferences page]

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.
6. If your address is eligible, verify your identity by completing the (a) mobile phone verification process or (b) request the invitation code by mail.

a. If you select to verify your identity online, provide your mobile phone number, and a one-time numeric passcode will be sent to you via text message.
b. If you select to verify your identity by invitation code, you will request to have an invitation code sent to your current address. Please follow the directions in the letter to input the invitation code.

7. Once you successfully verified 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.

8. Congratulations! You are now signed up for Informed Delivery and can digitally preview your mail and manage packages—all in one convenient location.
   a. From your Dashboard, select the “Settings” option. We recommend you opt in to getting our email digest, so you never miss a notification! If you want more frequent package tracking information, set your Package Notification preferences too.
   b. 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.
   c. 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.
d. You can also enroll for USPS Electronic Signature Online™ (eSOL) within your Settings. eSOL allows you to apply your electronic signature to any incoming packages that ship via Priority Mail Express®, require Signature Confirmation™, or are insured for over $500 when you cannot sign in person. USPS will leave your packages in your mailbox or at a preferred delivery location if a package is too large for your mailbox.

![Image of Informed Delivery](image.png)

```
Welcome to Informed Delivery®
Hi, John. Here’s what’s arriving soon.

NEW! USPS Electronic Signature Online Enroll Now
Register your signature online so you can receive packages even when you’re not home!
USPS Electronic Signature Online lets you keep an electronic signature with USPS for an entire year. Apply this electronic signature to any incoming packages that ship via Priority Mail Express®, require Signature Confirmation™, or are insured for over $500 when you cannot sign in person. USPS will leave your packages in your mailbox or at a preferred delivery location if a package is too large for your mailbox.

[ ] I do not want to see this message again.

Packages
```

e. Check out the USPS Mobile app if you want to access Informed Delivery and many other features on-the-go.
   i. The mobile app is free to download and is available for iOS, Android, and Windows in your app store.

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 fail the Online Mobile Phone Verification.

   ![Image of Online Mobile Phone Verification](image.png)

   a. If you select “Return to Preferences” you can select to have an invitation code mailed to your address that will allow you to enter the code. Please follow the directions in the letter that is mailed to your home.
b. The Postal Service also 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.
   i. **Note:** In-Person Identity Verification is *not* available at all Post Office 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.