

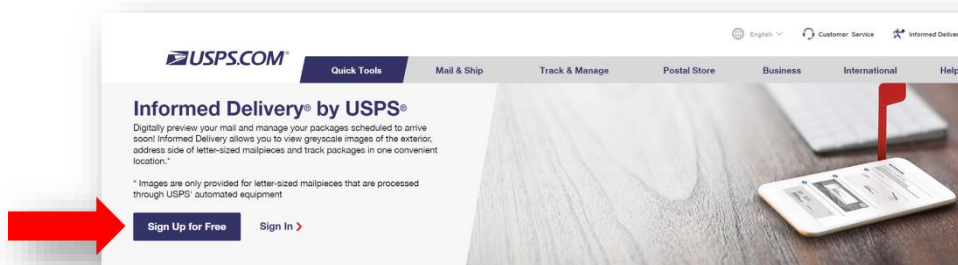
How to Sign Up for Informed Delivery®

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

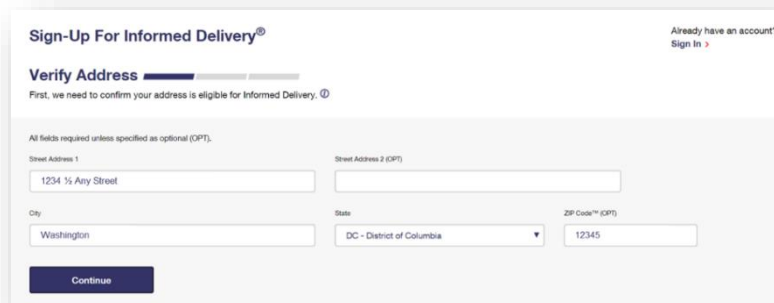
If you need help during the sign up process, please visit [Customer Support](#).
Learn more about Informed Delivery by visiting our [online FAQs](#).

Signing Up without an Existing USPS.com® Personal Account

1. Visit informedelivery.usps.com and click “Sign Up for Free.”

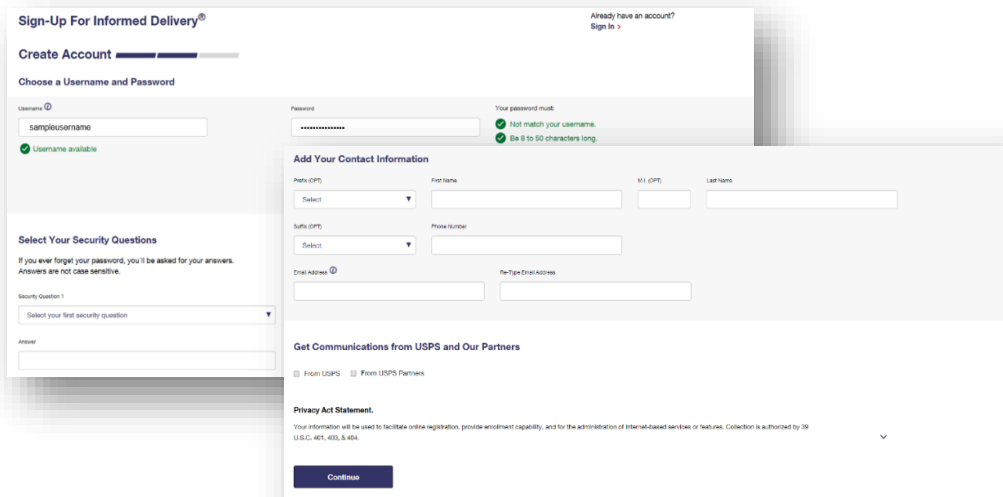


2. Enter your residential address or personal P.O. Box address to verify that it is eligible for Informed Delivery.
 - a. Please note the following might impact the ability for you to sign-up for Informed Delivery:
 - i. If the information you provide corresponds to a variety of address options (e.g., showing apartment numbers or different 9-digit ZIP Codes), then you will need to choose a correct address from a list of options.



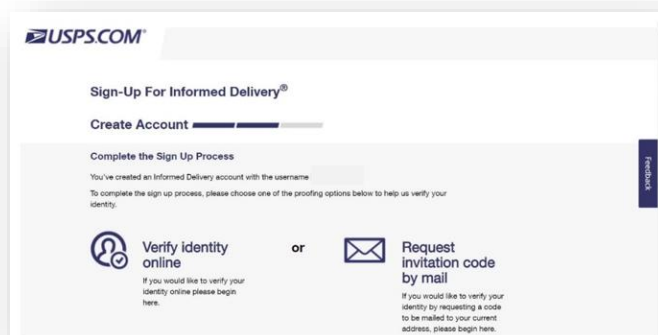
The screenshot shows the 'Sign-Up For Informed Delivery' form. The title is 'Sign-Up For Informed Delivery®' with a link 'Already have an account? Sign In >'. The section is 'Verify Address' with a progress bar. Below the title is the text 'First, we need to confirm your address is eligible for Informed Delivery. ⓘ'. A note states 'All fields required unless specified as optional (OPT)'. The form has four input fields: 'Street Address 1' (with '1234 ½ Any Street' as an example), 'Street Address 2 (OPT)', 'City' (with 'Washington' as an example), and 'State' (with 'DC - District of Columbia' as an example). There is also a 'ZIP Code™ (OPT)' field with '12345' as an example. A 'Continue' button is at the bottom.

- 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.



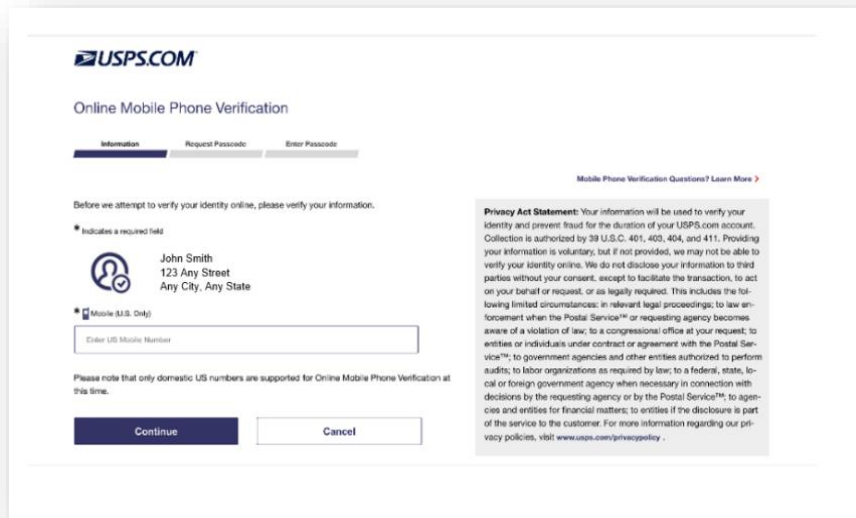
The screenshot shows the 'Sign-Up For Informed Delivery' web page. It features a progress bar for 'Create Account' and a 'Sign In' link for existing users. The 'Choose a Username and Password' section includes a username field (with a 'Username available' confirmation) and a password field (with requirements: 'Not match your username' and 'Be 8 to 50 characters long'). Below this is the 'Add Your Contact Information' section with dropdowns for 'Prefix (ZIP)', 'First Name', 'Middle (ZIP)', and 'Last Name', and 'Suffix (ZIP)', 'Phone Number', 'Email Address', and 'Pre-Type Email Address' fields. A 'Get Communications from USPS and Our Partners' section has checkboxes for 'From USPS' and 'From USPS Partners'. At the bottom, there is a 'Privacy Act Statement' and a 'Continue' button.

4. Verify your identity by completing the (a) mobile phone verification process or (b) request the invitation code by mail.



The screenshot shows the 'Sign-Up For Informed Delivery' web page at the 'Complete the Sign Up Process' step. It states: 'You've created an Informed Delivery account with the username. To complete the sign up process, please choose one of the proofing options below to help us verify your identity.' Two options are presented: 'Verify identity online' (with a person icon) and 'Request invitation code by mail' (with an envelope icon). Each option includes a brief instruction on how to proceed.

- 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.



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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)

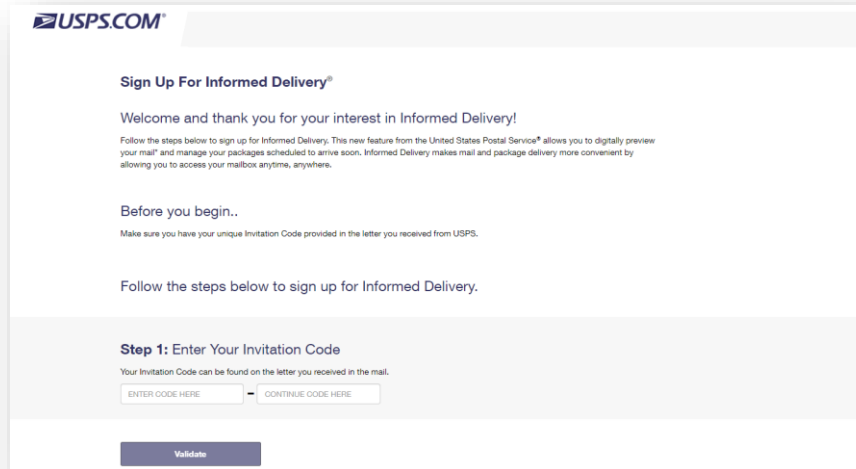
Enter US Mobile Number

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

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

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.

- 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.



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Sign Up For Informed Delivery®

Welcome and thank you for your interest in Informed Delivery!

Follow the steps below to sign up for Informed Delivery. This new feature from the United States Postal Service® allows you to digitally preview your mail® and manage your packages scheduled to arrive soon. Informed Delivery makes mail and package delivery more convenient by allowing you to access your mailbox anytime, anywhere.

Before you begin..

Make sure you have your unique Invitation Code provided in the letter you received from USPS.

Follow the steps below to sign up for Informed Delivery.

Step 1: Enter Your Invitation Code

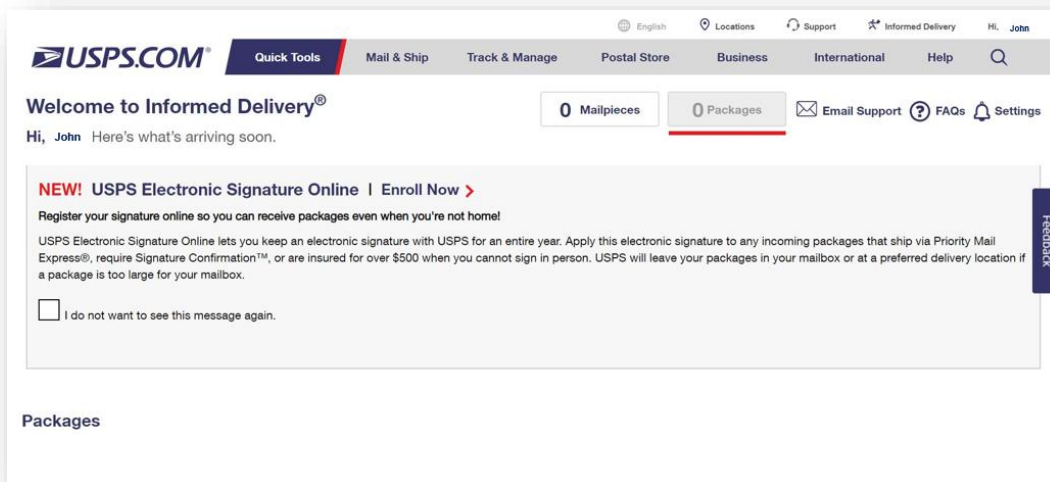
Your Invitation Code can be found on the letter you received in the mail.

ENTER CODE HERE - CONTINUE CODE HERE

[Validate](#)

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.

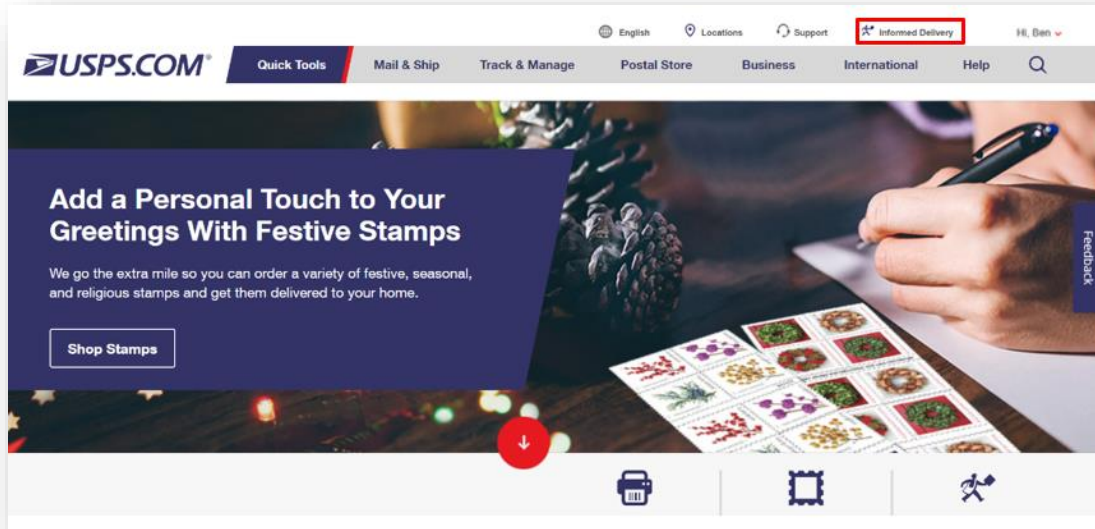
- a. From your Dashboard, select the “Settings” option. We recommend you opt in to getting our email digest, so you never miss a notification! If you want more frequent package tracking information, set your Package Notification preferences too.
- b. Activation time for the feature may vary, but typically 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.



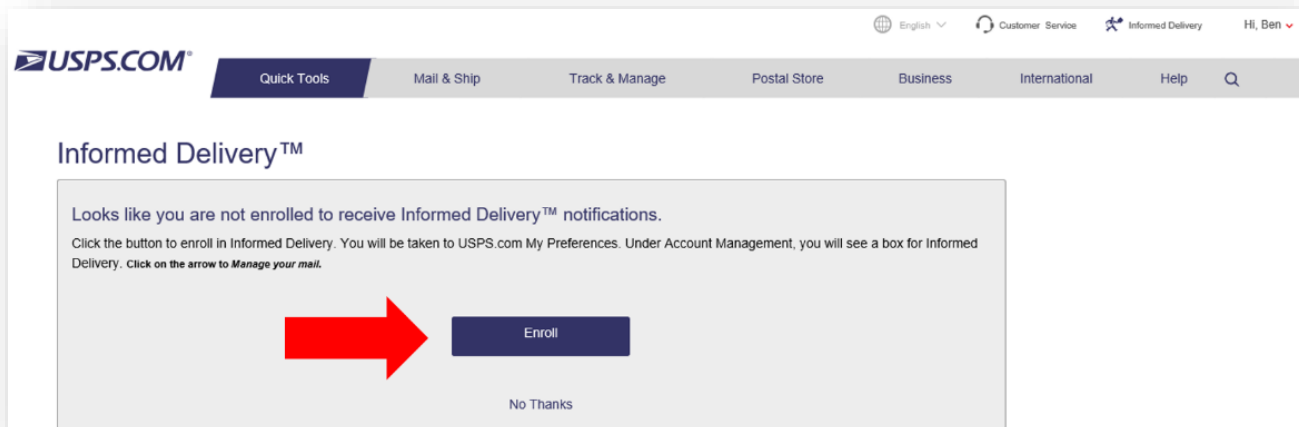
- e. Check out the USPS Mobile app if you want to access Informed Delivery and many other features on-the-go.
 - i. The mobile app is free to download and is available for iOS, Android, and Windows in your app store.

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

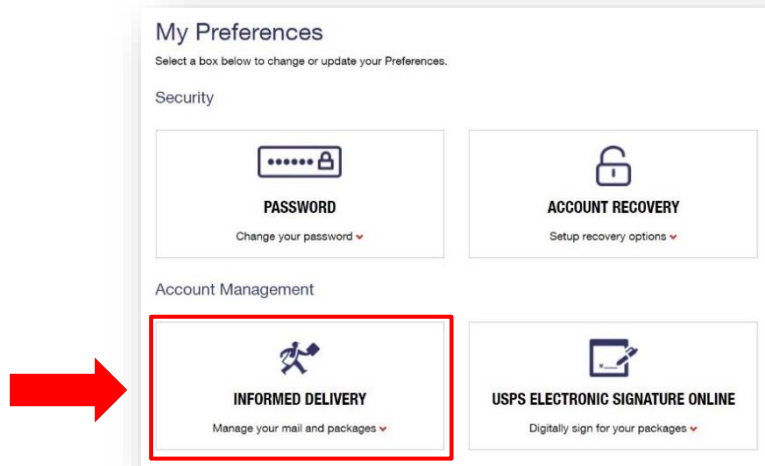
1. Sign in to your personal account on *USPS.com*.
2. Select 'Informed Delivery' located in the upper-right hand corner of your screen.



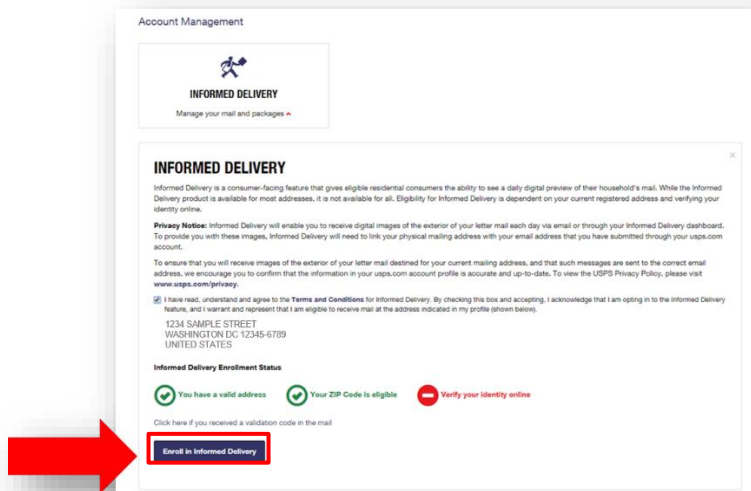
3. When presented with the screen view below, click 'Enroll' to be directed to your Profile.



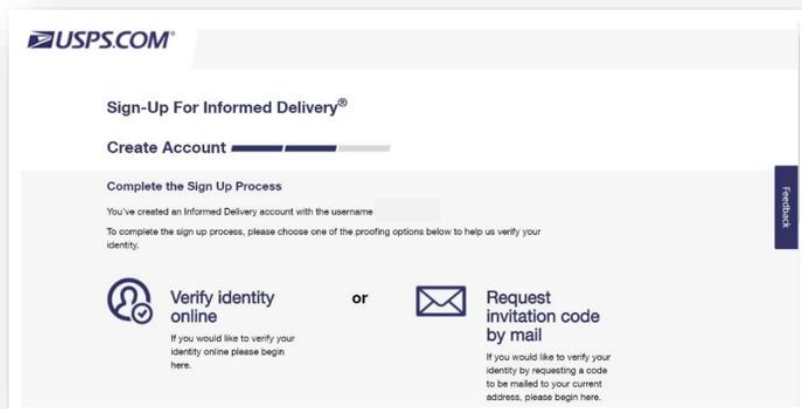
4. Within your Profile, on the “My Preferences” page, select the box labeled ‘Informed Delivery.’



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.



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Sign-Up For Informed Delivery®

Create Account ██████████


Complete the Sign Up Process

You've created an Informed Delivery account with the username ██████████

To complete the sign up process, please choose one of the proofing options below to help us verify your identity.

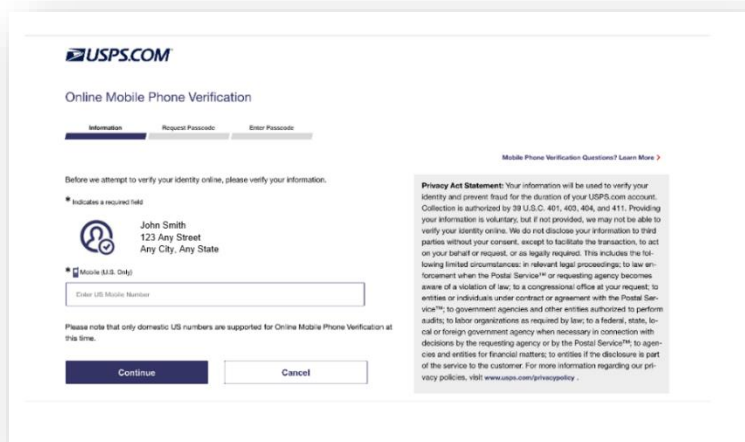
 **Verify identity online**
If you would like to verify your identity online please begin here.

or

 **Request invitation code by mail**
If you would like to verify your identity by requesting a code to be mailed to your current address, please begin here.

[Feedback](#)

- 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.



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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

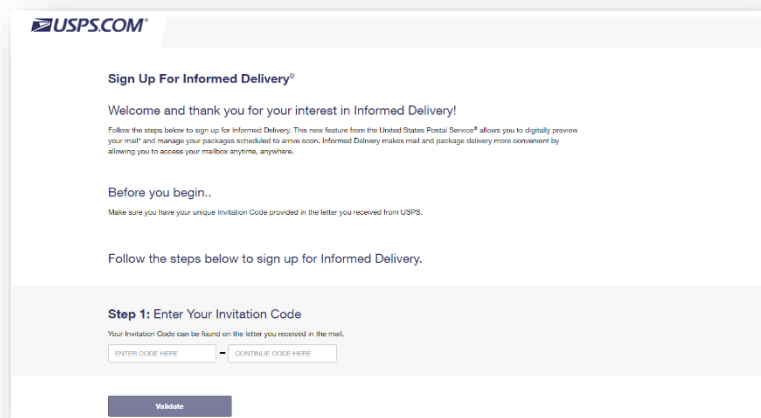
 **John Smith**
123 Any Street
Any City, Any State

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 18 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/privacy.

- 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.



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Sign Up For Informed Delivery®

Welcome and thank you for your interest in Informed Delivery!

Follow the steps below to sign up for Informed Delivery. This new feature from the United States Postal Service® allows you to digitally preview your mail® and manage your packages scheduled to arrive soon. Informed Delivery makes mail and package delivery more convenient by allowing you to access your mailbox anytime, anywhere.

Before you begin..

Make sure you have your unique Invitation Code provided in the letter you received from USPS.

Follow the steps below to sign up for Informed Delivery.

Step 1: Enter Your Invitation Code

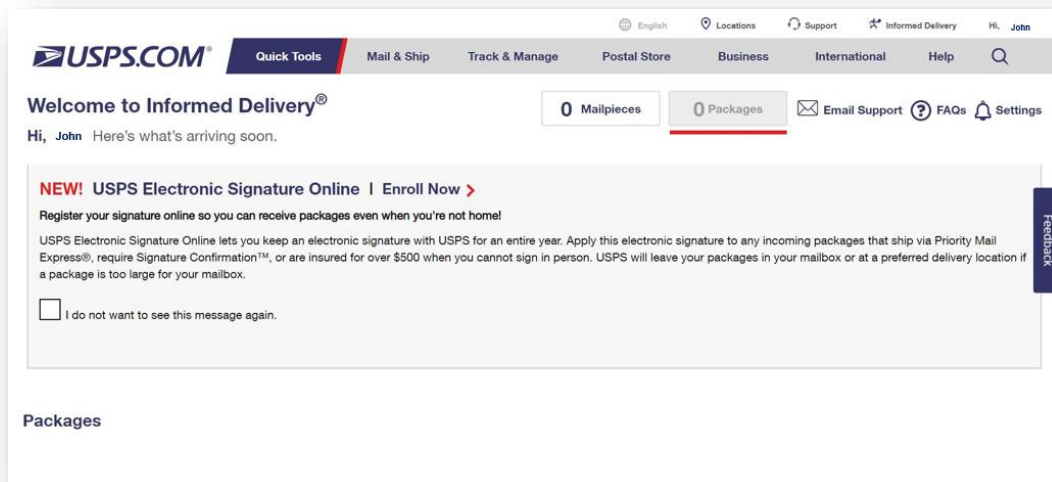
Your Invitation Code can be found on the letter you received in the mail.

ENTER CODE HERE CONTINUE CODE HERE

Validate

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.

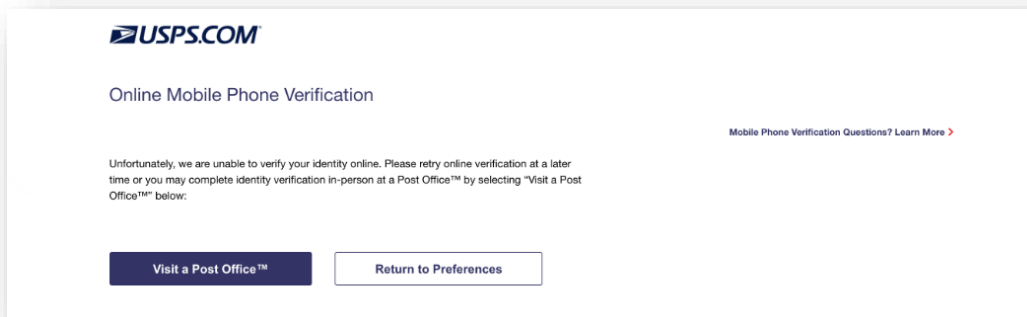


- e. Check out the USPS Mobile app if you want to access Informed Delivery and many other features on-the-go.
- The mobile app is free to download and is available for iOS, Android, and Windows in your app store.

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:

- 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.



- 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.