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>
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<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. Select “Create Account”. You will be directed to a page to begin the sign up process.

3. Enter your residential address or personal P.O. Box address to verify that it is eligible for Informed Delivery.
   a. Notes: 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.
b. 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.”

c. 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.

4. Create a personal USPS.com 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 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.
5. Complete the identity verification process by responding to the questions posed to you (examples are shown on the following page). Your responses are confidential and are not shared with USPS. When done, click “Continue.”

![Verification Questions](image)

6. 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 online, see the Appendix of this guide to learn about In-Person Identity Verification.

7. Congratulations! You are now signed up for Informed Delivery and have the opportunity to digitally preview your mail and manage packages—all in one convenient location.
   a. Activation time for the feature may vary, but typically you will begin to receive email notifications or see dashboard images within 3 business days. In some instances, it can take up to 7 days for activation to complete.
   b. 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.
   c. Check out the Informed Delivery mobile app if you want to access the feature on-the-go.
Signing Up with an Existing USPS.com® Personal Account

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

3. Click “Enroll.”

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. Complete the identity verification process by responding to the questions posed to you (examples are shown below). Your responses are confidential and are not shared with USPS. When done, click “Continue.”

7. 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 online, visit the Appendix of this guide to learn about In-Person Identity Verification.

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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 the information you provided does not match records from the third party identity verification service or if you use a credit monitoring service.
   a. In these cases, the Postal Service offers In-Person Identity Verification. If you would like to continue with In-Person Identity Verification at a local Post Office™, click the “Opt-In” button.
   b. **Note:** In-Person Identity Verification is not available at all Post Office locations. As a result, there may not be a location close to you. In-person Identity Verification will not be offered if the closest Post Office is more than 50 miles away from the address on the account. We ask for your patience as we continue to expand these services to additional locations.

![Unable to Verify Identity](Image)

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.