

USPS Informed Delivery Sign Up Instructions

1. Visit the USPS Informed Delivery website: www.informedelivery.usps.com. Enter your zip code in the box to confirm your area is available for Informed Delivery service. Then click the Sign Up button.
2. Sign In To Your Account or Create a New Account. You must create a personal account to utilize the Informed Delivery service.
3. Once you are signed in, move your mouse over your name in the top right part of your screen and select My Profile.
4. Once you are on your Profile page choose Preferences from the menu on the left side of your screen.
5. Under the Account Management section click on the Informed Delivery box.
6. Read the Privacy Information and verify you want to Opt-In and Certify you are authorized to receive mail at the listed address.

FAQs

How long after requesting the feature will I get images of my mail?

Activation time for the feature may vary, but typically you will begin to receive notifications within 3 business days.

If I successfully signed up, but have not yet received notifications and/or images, what could be happening?

Notifications will be sent on days when mail is being processed and delivered to the home. Notifications are not sent on days when there is no mail to be delivered, or on Sundays or federal holidays. If you are not receiving notifications, you should check spam filter settings and the contents of your Deleted Items or Junk Email folder. You should also check the email address designated in your usps.com® profile. It is advised to add USPSInformed-Delivery@usps.gov to email contacts as a trusted source to help prevent the spam filter from blocking the feature. Email device and/or provider settings may also prevent the display of images. Your email provider can give further details on the settings required. You may also view notifications on your dashboard. If you are not receiving notifications by email and would like to, check your Email Opt-In settings on the dashboard at informedelivery.usps.com.

Can I get an image of incoming packages via the Informed Delivery® notification?

No. All USPS® customers have access to USPS Tracking® that enables them to track their household's packages. Visit My USPS® for additional details on personalized package tracking.

Why do I see a tab for packages on the Informed Delivery® dashboard?

The My USPS and Informed Delivery dashboards have been integrated. If you subscribe to both notification services, you will be able to access all of your information from the respective tabs within one dashboard. The dashboard benefits that each feature provides will remain the same.

How often are Informed Delivery® notifications sent?

An email will be generated each day your household receives mail that is processed through USPS® automation equipment. If no mail is processed through automation that day, you will not receive an Informed Delivery notification. Notifications are not sent on days when there is no mail to be delivered, or on Sundays or federal holidays.

How do I receive notifications?

Notifications are sent to your email inbox using the email address in your personal usps.com® account profile. If you receive over 10 pieces of mail, you will see 10 mailpieces in the email notification and will be provided a link to see the remainder of your household's mailpieces on the dashboard at informedelivery.usps.com.

What will I actually see in the notifications?

Informed Delivery® notifications include a grayscale image of the exterior, address side of the mailpiece which includes the sender address. The inside contents of the mailpiece are not imaged. For some mailpieces, the grayscale image may be replaced by a color image provided by the mailer and/or links that direct users to a related website.

At what time of the day can I expect to receive the daily email notifications?

A notification will typically be emailed before 9:00 AM EST daily, Monday through Saturday, on days that mail is being processed on USPS® automation equipment for delivery to your address. No mail is processed on Sundays or federal holidays, so you should not expect notifications on those days.

How can I be sure that notification emails are from USPS® and not spam?

All emails from the Postal Service originate from our mail system and the contents are strictly images of the mail associated with your delivery address. For consumers that use Informed Delivery®, we use the email registered on their usps.com® profile. Email messages will be sent from USPSInformedDelivery@usps.gov.

Why am I receiving notifications for my housemate's/roommate's mail?

Currently, all of your physical mail is delivered to one mailbox; therefore individuals who share a residence and mailbox (like roommates, families, etc.) will receive the images for all mail delivered to that household. There is currently no way to separate your mailpiece images from others' if a physical mailbox is shared.