

Log On at usps.org

Your PIN was sent in the mail to you on the same card paper as your membership card. However, to use it you must first select a Security Question and Answer.

Selecting a Security Question and Answer:

1. Click [here](#) to get on the Security Question Selection page.
2. Enter your certificate number.
3. Select your security question
4. Click the continue button.
5. Enter the answer to your selected question.
6. RECORD THIS SOMEWHERE IF YOU CAN'T REMEMBER.
7. Logoff. You're now able to Log on using your PIN. Click [here](#)

If you get a logon failure notice, follow this procedure:

1. Click on the "[ReSubmit](#)" button
2. Click on the link for the "[Security Information](#)" page.
3. Enter your certificate number
4. If you do not remember your security question
 - a. Click on I don't know my security question
 - b. Click Continue
 - c. Your Security Question will be sent to your email address of record in the national membership database. If it does not arrive check 8 a and b.
5. If you know your security question
 - a. Click on I know my security question
 - b. Select your security question
 - c. Click Continue
6. Enter the answer to your security question
7. Click Continue
8. Your PIN will be sent to your email address of record in the national membership database
 - a. If you do not receive it, please check your JUNK email box.
 - b. If you have a Spam Filter on your email, add nobody@usps.org to the "Never Block Sender" list. Start over at Step 5 (I know my security question).
5. Go to [Login Page](#), enter your certificate number, PIN and mark the box "Remember These Values?". Click on the Continue button.

We suggest that everyone change their password/PIN to something they can remember.

Changing Your PIN:

1. Click [here](#) and Login to www.usps.org.
2. When you get the Welcome screen
2. Go to the "[Manage Your Security Information](#)" it will present the Security Question Setup/Change PIN screen
3. Choose the second option of the first question – "I want to Change My PIN".
4. Enter your current PIN and click on Continue.
5. Enter your NEW PIN, and the same NEW PIN again in the Confirm PIN, box.

A Few Items to Remember:

1. A PIN must be from 6 to 8 characters in length; no embedded blanks are allowed; PINs are case insensitive, all lower case letters are converted to capitals. They must contain at least 1 character and 1 number. They may also contain any of the characters "." "," "#" "\$" "*" and "_" .
2. The National website uses Cookies to remember who you are and to allow you access to each page, without having you login every time you change pages. You need to have your Internet Browser set to accept cookies.

If you have any issues, you may contact help@usps.org to assist you.

Screen for establishing the security question

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Member Security Information

You are not logged on as a USPS member - [Logon using your PIN](#)

or enter:

Your Certificate Number

I don't remember my Security Question.
You will be emailed your Question

I know my Security Question (select it below).
You will be asked your Answer, and emailed your PIN

Click Here 

Select your question

[Continue](#)

For more information

[Back](#)

In what city did you meet your spouse/significant other?
What is the name of your favorite childhood friend?
What street did you live on in third grade?
What is your oldest sibling's birthday month and year?
What is the middle name of your youngest child?
What is your oldest sibling's middle name?
What school did you attend for sixth grade?
What was your childhood phone number including area code?
What was the name of your first stuffed animal?
In what city or town did your mother and father meet?
What is the first name of the boy or girl that you first kissed?
What was the last name of your third grade teacher?
What is the street number of the house you grew up in?
What are the last 5 digits of your driver's license number?
Where does your nearest sibling live?
What is your youngest brother's birthday?
What was the name of your elementary / primary school?
What is your maternal grandmother's maiden name?
In what town was your first job?
What time of the day were you born?
What are the last 5 digits of your credit card?
What are the last 5 of your Social Security number?
What was your first pet's name?
What is your ZIP code?