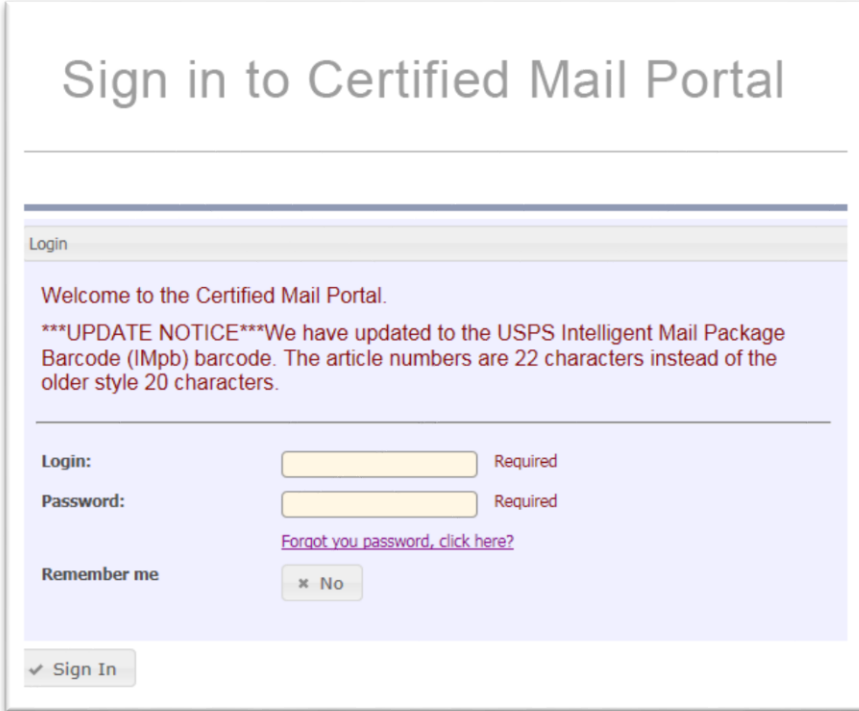


Certified Mail Portal Instructions

Welcome to the Certified Mail portal, below will be step by step instructions to access and use the mail portal:

1. Begin by entering the address shown below to access the login screen:

- <http://www.certifiedmailportal.com/LoginForm>
- The Login Screen will look like the one below:



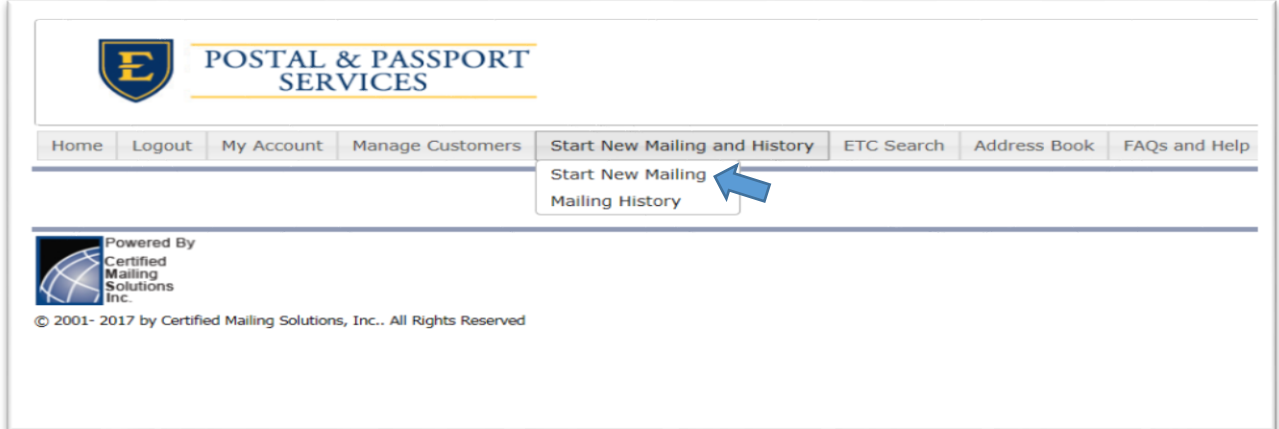
The screenshot shows a web browser window with the title "Sign in to Certified Mail Portal". The page content includes a "Login" header, a welcome message, an update notice about the USPS Intelligent Mail Package Barcode (IMpb) barcode, and a login form. The form has fields for "Login:" and "Password:", both marked as "Required". There is a "Remember me" checkbox with a "No" button next to it. A "Forgot your password, click here?" link is also present. At the bottom left, there is a "Sign In" button with a checkmark icon.

2. Enter your username and password, then click Sign in

- Your username will be your departments account number with the E at the beginning
 - i. EX E001234
- Your password will be your last name, followed by your first initial
 - i. EX- Bucky Buccaneer would have the password: buckyb

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- Next, hover your cursor over the "Start New Mailing and History" tab and click "Start New Mailing" as pictured below



- After you enter the Mail Job Setup page you can begin customizing your mailing:
 - Name your job
 - Select the envelope size that you will be using
 - Request a purchase signature/ERR (Electronic Return Receipt) (If needed)
 - CASS Address should always be marked yes
 - Manually enter an address or Upload an address file
 - Click Submit for Processing

A screenshot of the 'Mail Job Setup' page in the portal. The page has a grey header with the title 'Mail Job Setup'. Below the header are several form fields. On the left side, there are six boxes labeled A through F, each with a blue arrow pointing to a specific part of the form. Box A points to the 'Name your Job:' label and the text input field 'Enter a Job Name', which has a red 'Required' label next to it. Box B points to the 'Select Envelope:' label and the dropdown menu showing '6" X 9" Envelope'. Box C points to the 'Purchase Signature:' label and the 'Yes' radio button. Box D points to the 'CASS Addresses:' label and the 'Yes' radio button. Box E points to the '+ Add New Address' button. Below this button, there is a 'Total Addresses' label and a text input field containing '0'. Below that, there is a red 'OR' separator. Box F points to the 'Submit for Processing' button at the bottom of the page. The page also includes a section for 'Manually Add Addresses?' with a '+ Add New Address' button, a 'Total Addresses' field, and a link to 'Click here to view CSV spreadsheet layout!'. Below that is an 'Upload CSV Data:' section with a '+ Add File' button and a note: 'If you manually added addresses uploading a file will negate those entries.' At the bottom, there is a paragraph: 'When finished click on "Submit for Processing" button, OR click the "Save" button to finish at a later time.'

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5. Next, you will be automatically directed to mail history
6. You will now see a list of mailings you have submitted for processing along with the status of the mailing. If the mailing you have just completed still says "Submitted" click refresh and it should now say "completed"
 - Click the blue hyperlink associated with your mailing under the "Mail Inserts" row as pictured below:

Home | Logout | My Account | Manage Customers | Start New Mailing and History | ETC Search | Address Book | FAQs and Help

Browse History

Please press F5 key after submitting your mailing to refresh the status.
 Please be patient as uploads of very large files take 5-20 minutes to complete.
 If there is a delay, remember all files are processed in the order in which they were received


Search

Job No	Job Date	Job Name	Status	Uploaded Filename	Mail Count	Mail Inserts
600928	2018-02-16	Lance Job	COMPLETED	Address(es) Added Manually	1	365356DC-7765-4C12-9A718FF20AA24772_600928-Mail.pdf
599640	2018-02-12	Enter a Job Name	INCOMPLETE	Address(es) Added Manually	0	
599639	2018-02-12	Enter a Job Name	INCOMPLETE	Address(es) Added Manually	0	
599505	2018-02-12	Enter a Job Name	INCOMPLETE	Address(es) Added Manually	0	
598339	2018-02-05	Enter a Job Name	INCOMPLETE	Address(es) Added Manually	0	
598337	2018-02-05	Enter a Job Name	INCOMPLETE	Address(es) Added Manually	0	

7. Next a PDF file with your mailing information will open as pictured below:


RETURN RECEIPT REQUESTED ELECTRONICALLY

East Tennessee State University
 Auxiliaries
 Attn: Jennifer Crigger
 PO BOX 70732
 Johnson City TN 37614-1710



9314 8001 1300 0128 6671 56

SEQ# 0000001


 POSTAL AND PASSPORT SERVICES
 ATTN: DON MCCARTY
 400 J L SEEHORN JR RD
 PO BOX 70267
 JOHNSON CITY TN 37614-1700

E40110

8. Click the "print" button, fold, and insert this page in your envelope with the information showing through the windows
9. Place your certified letter in the appropriate area to be picked up by ETSU Postal Services

Certified Mail Portal Instructions

10. Finally, after 1-2 business days check the delivery status of your Mailing by clicking on the “ETC Search” tab as pictured below:



The screenshot displays the search results page. At the top, there are navigation tabs: Home, Logout, My Account, Start New Mailing and History, ETC Search, Address Book, and FAQs and Help. Below the navigation is a 'Select Days to Export' section with buttons for 30 Days, 60 Days, 90 Days, and an Export button. A search bar with a search icon and a clear button is present. The main content is a table with the following data:

Print	Date	Article Number	Last Tracking Event	Delivered
	2017-12-05	9314800113000127972688	WAITING FOR USPS SCAN	No
	2017-12-05	9314800113000127972695	WAITING FOR USPS SCAN	No
	2017-12-05	9314800113000127972701	WAITING FOR USPS SCAN	No
	2017-11-15	9314800113000127877099	WAITING FOR USPS SCAN	No
	2017-11-14	9307100113000127876109	WAITING FOR USPS SCAN	No
	2017-11-14	9307100113000127876192	WAITING FOR USPS SCAN	No
	2017-11-13	9314800113000127869285	Your item has been marked as DELIVERED TO AGENT on November 18, 2017 at 9:34AM in OGDEN,UT 84401.	Yes

A blue arrow points to the 'Yes' status in the 'Delivered' column of the last row.

Delivery Status