

My Mail Services App Documentation

Download the Application onto Your Smart Phone

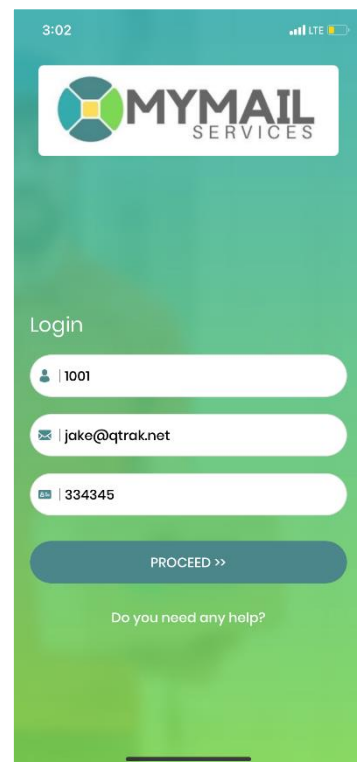
Android/Google Play QR Code



Apple iOS/App Store QR Code



1. Students/Users will need to download the My Mail Services App from the App Store or Google Play Store (Scan QR Codes above). If the scanner/ camera is not working type in “MyMailServices” into the app store and download.
2. Users will need to enter the following information into the MMS App to activate the app:
 - a. **Customer ID:** 1077
 - b. **Email Address:** This will be your school or work email associated with the account.
 - c. **Contact ID/Unique Id Number-** This will be your Student ID or other Unique ID number, and this may also be provided for you by your School/Organization.
3. Enter all the information in the App and use the picture on right for reference.
4. The user will be emailed a onetime 6-digit password (OTP) and enter it into the App.
5. Now enter and confirm your password. You should now be in the application and can manage your account.
6. This is the only time you will have to sign into the application using these fields below. Just the password will be needed when you log into the app.
 - a. CustomerID
 - b. Email Address
 - c. Contact/Unique Identifier



Password

Please enter password!

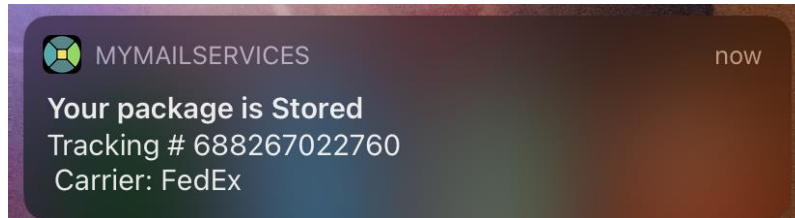
Remember me!

[Reset Password](#)

DONE

Using the MyMailServices Application (Locker)

1. Once a package is routed to you from the mailroom staff, you will receive an email and app notification saying that you package is ready. Then you will be able to see the package within your MyMailServices app.



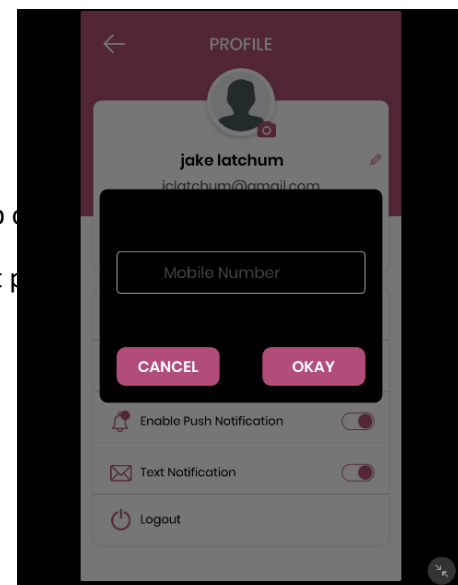
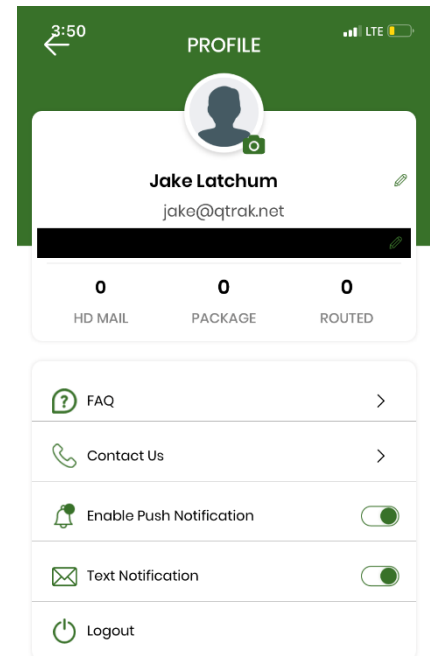
2. Make sure that you enable notifications for the app by going to settings on your Apple/Android device and make sure the MyMailServices app has the notifications turned on.

- a. ***If notifications not working delete and redownload app
- b. Also make sure within the app notifications are enabled like the picture to the right
- c. Text notifications are also available after confirming your mobile number.

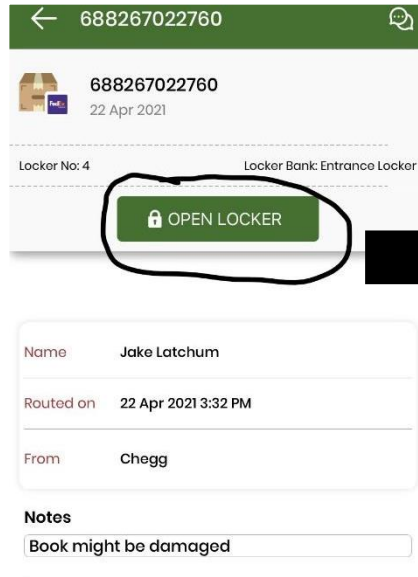
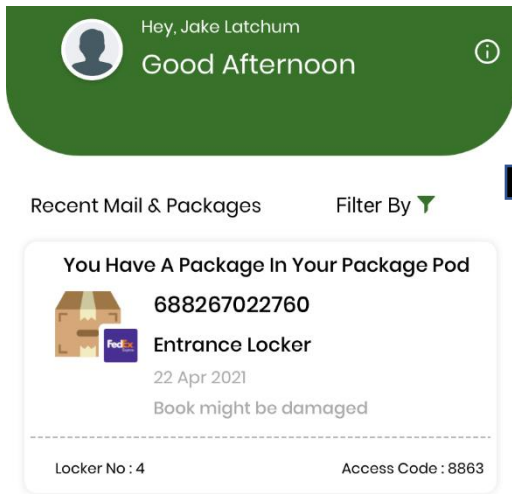
3. On the home screen of the app, you will see all the packages that are waiting for you to be picked up.

- a. Simply press on the package, then click open locker and pick up your package.
- b. Do not forget to shut the locker when finished.

4. There are two ways you can chose to open the locker. One being the app or enter in on the kiosk when you arrive. They will be described on the next p

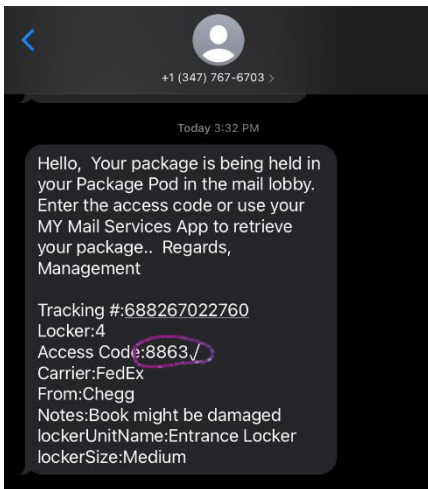


Using App to Open Locker



Using Email or Text to Open Locker

**** Using either the text or email as shown below can be used to open the locker



You Have A Package In Your Package Pod

Tracking # 688267022760
Item: FedEx
To: Jake Latchum
From: Chegg
Note: Book might be damaged
In Locker Entrance Locker
Bank:
Locker size: Medium
Use code: 8863

Comment: Hello,

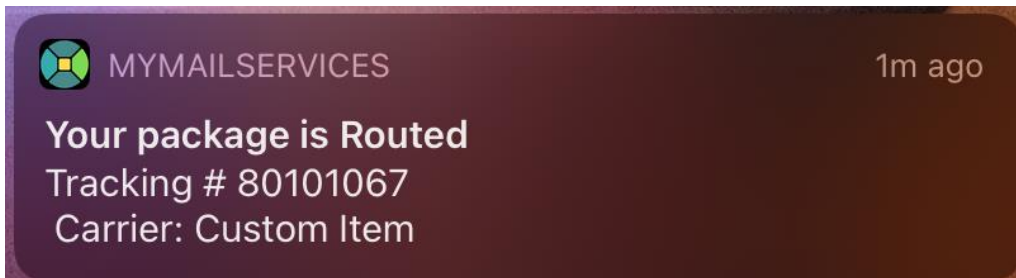
Your package is being held in your Package Pod in the mail lobby. Enter the access code or use your MY Mail Services App to retrieve your package..

Regards,
Management



Using the MyMailServices Application (Without Locker Pickup)

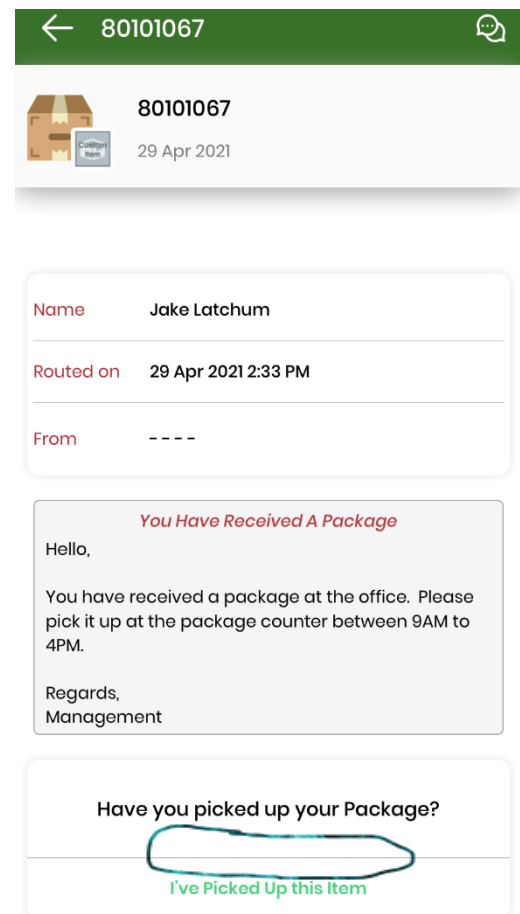
1. Once a package is routed to you from the mailroom staff, you will receive an email and app notification saying that your package is ready for pickup. Then you will be able to see the package within your MyMailServices app. (Note: that it says "Routed" not stored)



2. The notification will direct you to go to your mailroom either on campus, or an area within the building.
 - a. They might make a note depending on the size of the package to "pick up behind mailroom counter" for example for packages that are too big to store in lockers.
 - b. If so, my mail services application can be used to confirm that you picked up your package.
3. When picking up the package from the location:
 - a. Sign into the My Mail Services App
 - b. Click on the package on the main screen that you are picking up.
 - c. Scroll down to bottom and press "I've Picked Up this Item".
 - i. See Picture to the right for reference. □□□□

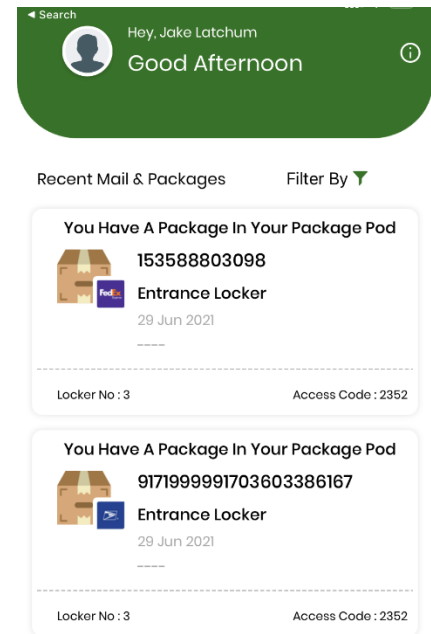
****Mailroom staff should scan the Item before handing over the package to complete the delivery, but situations where it is left in an area, can occur. This notifies both parties to complete the transaction.

4. Once you press "I've Picked Up this Item", you will get an email and/or text message confirmation and the item will be taken out of your available packages in the My Mail Services Application



Using MMS for Packages Stored in Same Locker

1. Once a package is routed to you from the mailroom staff, you will receive an email and app notification saying that your letter mail is ready for pickup.
2. Since they have stored two packages to you in the same locker, you can use the same access code to pick up both packages.
3. It will display something like this in the MMS application.
4. As a recipient all you must do is select on other packages
5. Press Open Locker
6. Retrieve both packages that were stored in the same locker bank.
7. Once you refresh the screen in the MMS app, both will be deleted from that screen.
8. If you have packages at different locker numbers or banks, you will have to select those packages and open them individually via the app or using the code at the kiosk.



Using My Mail Services App with HD Mail Folders

1. Once a package is routed to you from the mailroom staff, you will receive an email and app notification saying that your letter mail is ready for pickup.
2. It will give you the Mailbox Folder number in the app, in the bottom right and in the contents of the email.
3. That mailbox number is what you will need to find and identify where your mail is in the HD mail station.
4. Tell the mailroom staff your mail folder number and they will retrieve your mail.

