



myMailHouse

**MYMAILHOUSE USER GUIDE**  
**MAC OS (10.12.6 OR LATER)**

February 2018

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## About myMailHouse

**myMailHouse** is an easy-to-use print and mail service which allows users to send different types of documents (.doc, .docx, PDF, .xls) directly from your computer to the **myMailHouse** print center for professional, high-quality printing and mailing.

Documents are uploaded to **myMailHouse** through a simple downloaded desktop tool and managed with an easy-to-use website. Documents are then printed and mailed as First Class, Certified, Priority or Priority Express through the U.S. Postal Service.

Documents can be printed in black and white or color; one or two-sided.

## Get started

To use **myMailHouse**, you first need to set up a free account on the **myMailHouse** website, as follows:

1. From the home page of the **myMailHouse** website, click **Get Started**.
2. On the registration page, enter your email address and confirm.
3. Click **Create Your Free Account**.
4. Go to your email account for the confirmation email. Click the **Confirm your account** link from the email to verify your account. The myMailHouse website (Activation window) opens.
5. Enter a password and [complete your profile](#) to activate your account.

## Complete your profile

Next, complete your profile on the **myMailHouse** website.

1. Click Login. Enter the username (e-mail address) used during registration and the password
2. In the reserved customer area under the **Profile** section, complete your personal information.
3. Click **Submit**.

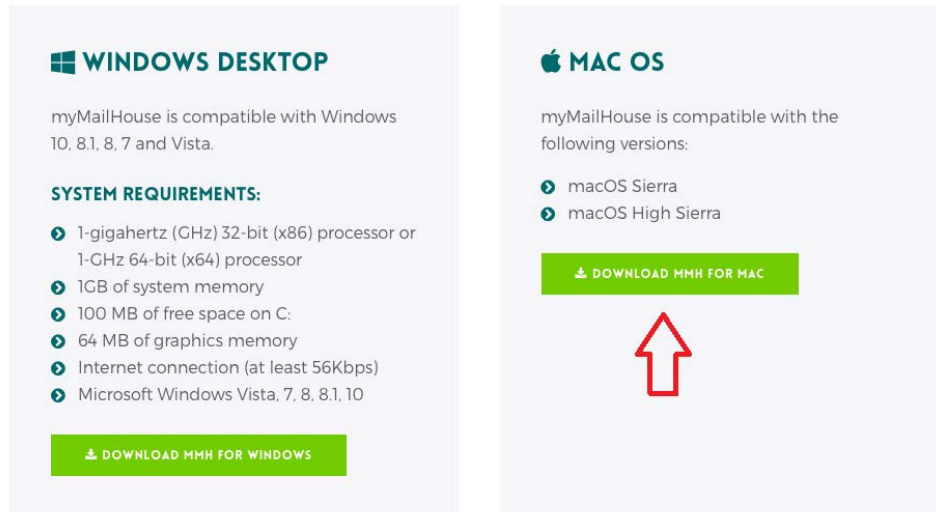
You next need to [download and install](#) the **myMailHouse** tool to your computer.

## Download and install myMailHouse tool

1. From the **myMailHouse** website home page, click **Dashboard** and then click **Download MMH**.



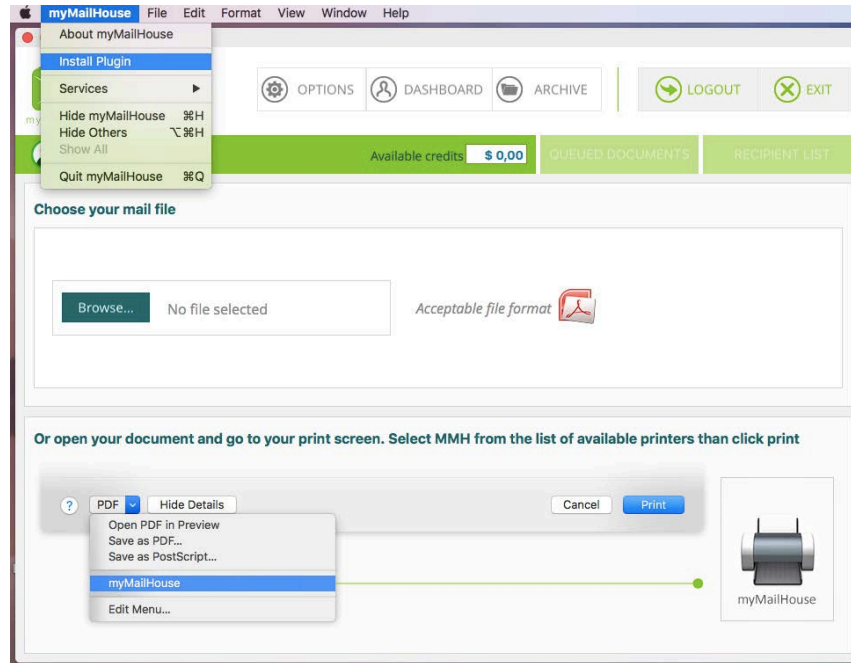
2. The system requirements for myMailHouse Mac OS are listed below. Click the **Download MMH For Mac** button to save the myMailHouse setup file to your computer.



3. The setup file will download to your computer. You must have administrative rights on your Mac.  
You will receive a message saying that myMailHouse is an application downloaded from the internet. Click **Open** to proceed with the installation.

When the installation is complete, the **myMailHouse** icon will be displayed and you will be asked to move the icon to your application folder.

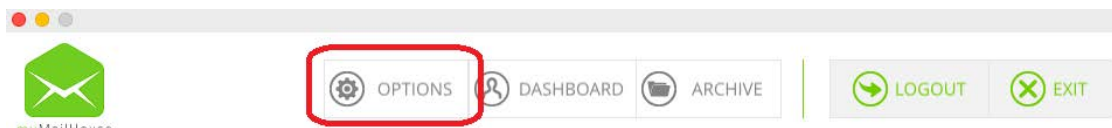
4. The first time you open the **myMailhouse** tool you need to install the virtual printer plugin, clicking **myMailHouse > Install Plugin** Once the plugin is installed myMailHouse will appear in the PDF dropdown window of the print screen.



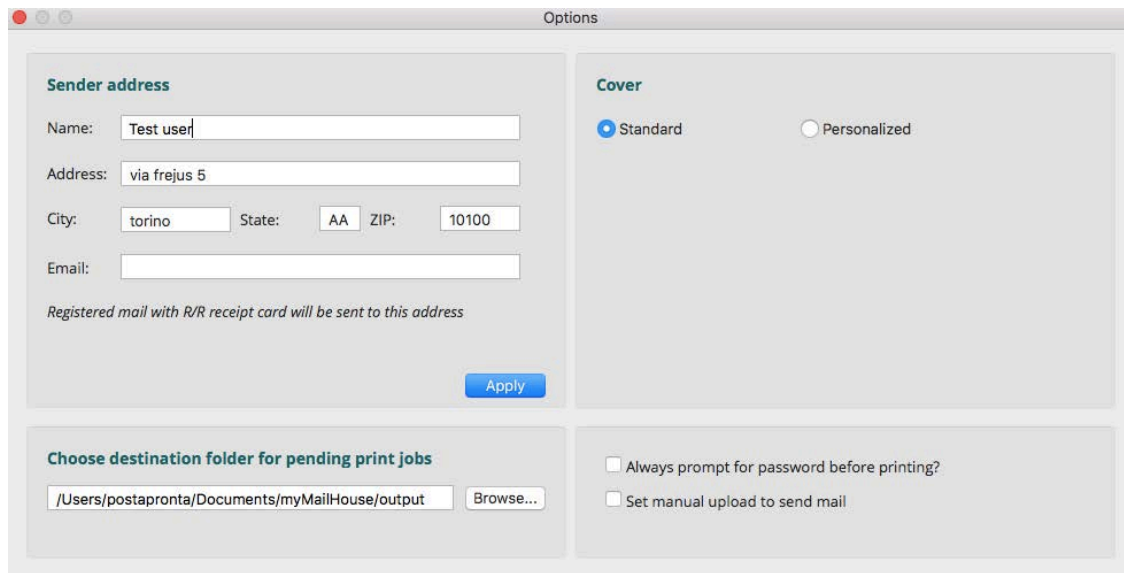
## General Requirements

### Options

The first time you use the **myMailHouse** tool from your computer, complete the **Options** section. This section is important because it contains the return address for the letters printed, as well as other details.



In the **Options** window, specify your return mail address (if not already populated), as well as the cover page to use for print jobs.



## Sender Address

**myMailHouse** automatically inserts the information from your [profile](#) address in the **Sender Address** field. This is the return address that will be used for your mail document(s). You can change the address in this section if needed.

## Cover page

The cover page is a sheet that is placed, if necessary, before the first page of the document being printed and mailed. It is used to ensure the correct position of the sender and recipient addresses, CASS and NCOA updates as well as Certified, Priority and Priority Express labels.

You can personalize a cover page by checking the **personalized** box. Use the browse feature to identify the file path of a cover page (previously created).

**Note:** The personalized cover must be a PDF with the sender's information (logo, address, etc.) correctly positioned for the address window. The PDF file must not contain any protections.

**Always prompt for password before printing?** Check this box to disable the password prompt before printing a document.

## Dashboard

 **DASHBOARD**

You can access the **Dashboard** from the **myMailHouse** tool or website. The Dashboard provides access to the following functionality.

### Profile



The **Profile** section is where you can complete personal and billing information:

- Mailing/Billing – enter your contact information
- Change Username – change your username (from email address to a unique username)
- Change Email Address – change your contact email address
- Change Password
- Promo Code

### Add Credits



In the **Add Credits** section, you can add credits for future mailings.

To purchase credits via Credit Card (Visa, MasterCard, Discover, American Express):

- Select the amount you want to add and click **Submit**.
- You will be transferred to First Data's webpage for secure credit card processing
- On this page you will be prompted to enter your payment information. My mailHouse does not process or save credit card information. You will have to reenter this information each time you purchase credits.

### Payment History



**Payment History** allows you to view your purchases by date, user(s), type of service, and amount.

You can also download an excel file of the results.

## Price List



The **Price List** section displays your personal price list for printing and mailing documents.

## Manage Users



The **Manage Users** section allows you to add sub-users to your account. Sub-users can be used as a cost center or as a way to manage individual's processing history.

- Credits need to be transferred to users before they can send documents
- Users can be enabled and disabled at any time.



## Tracking





The **Tracking** section lets you track the status of your print and mail job(s) in real time, as well as create and view a summary of all documents you have processed. You can also see a list of all mailings processed as well as production status updates.

Select the reference period using the calendar and chose the search criteria. Click **search**.

### Action Icons

 : Mailing order information.

 : Low resolution image of document processed by the myMailHouse tool

 : Recipients and USPS delivery tracking information

All information in the initial tracking window, search results and recipient window can be downloaded as an Excel file.

## Support



The **Support** area allows you to send a request to **myMailHouse** Customer Support. Select your area of interest (General, Billing, Mailings, or Technical), the details of your request, and click **Send Request**.

## Using myMailHouse

### Mailing from the myMailHouse tool

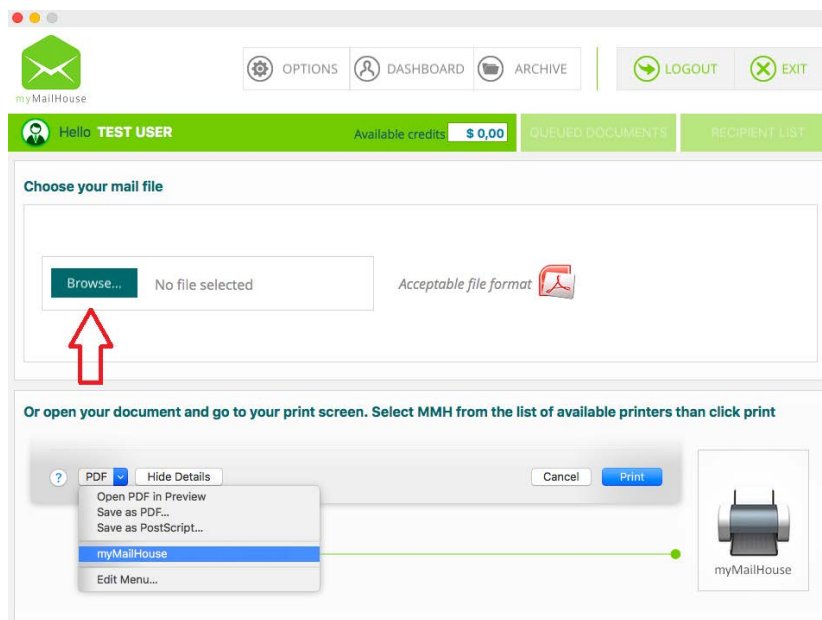
You can mail the document by opening the **myMailHouse** tool:

1. Double-click the **myMailHouse** launchpad icon from your computer to open the tool.



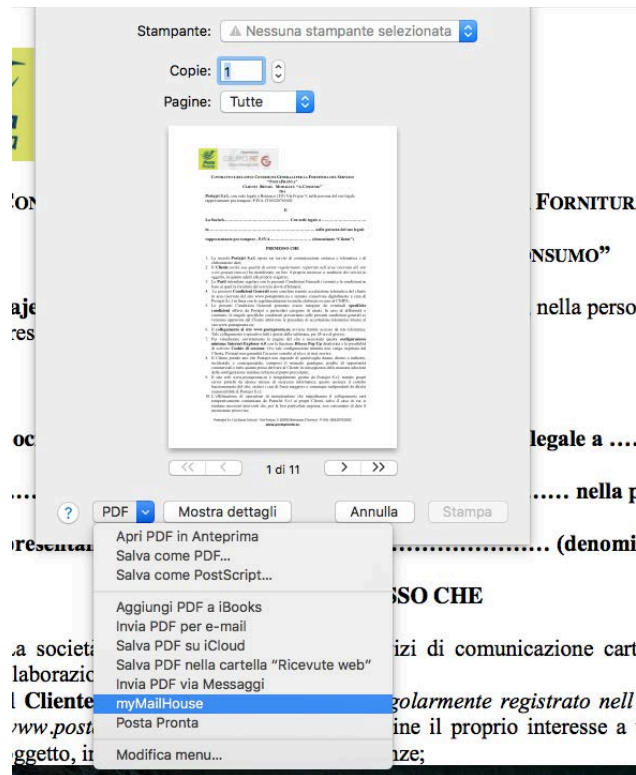
- Enter your email address or username and password.
- Click **Log In**.

2. Click **Browse** to choose the document(s) you wish to mail. You can select PDF files only.



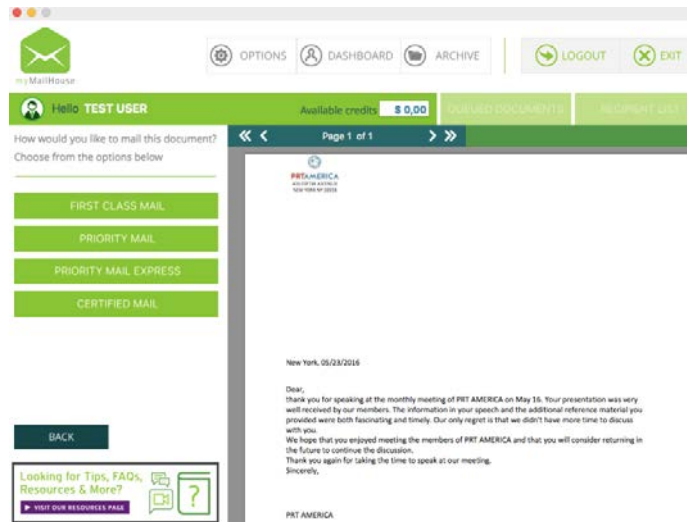
## Mailing your document using the myMailHouse printer

1. Open the document in your you wish to mail.
2. Select **File > Print**.
3. Select the **myMailHouse** printer from the PDF drop down menu. (The MMH printer plugin must have already been installed, see installing the MMH tool above)

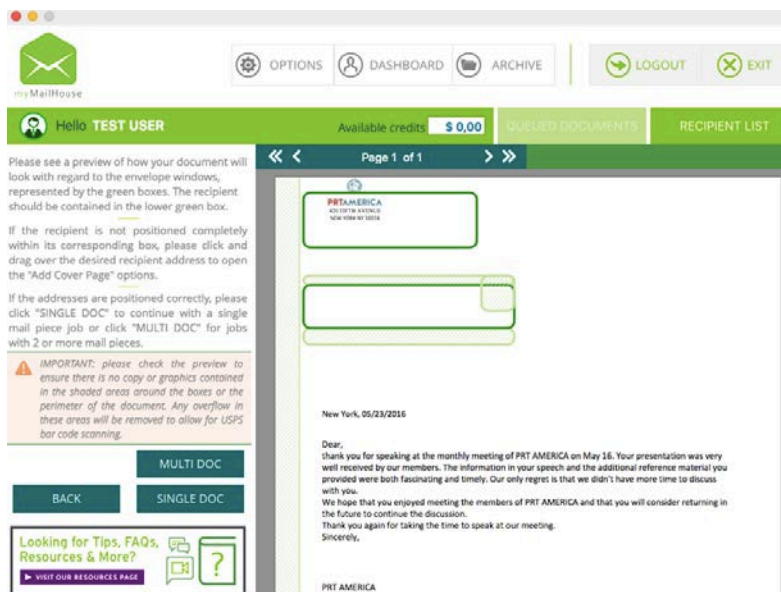


The **myMailHouse** tool will open and your document will be displayed in the righthand window of the MMH tool.

4. Choose **First Class Mail, Priority mail or Priority Mail Express or Certified Mail**



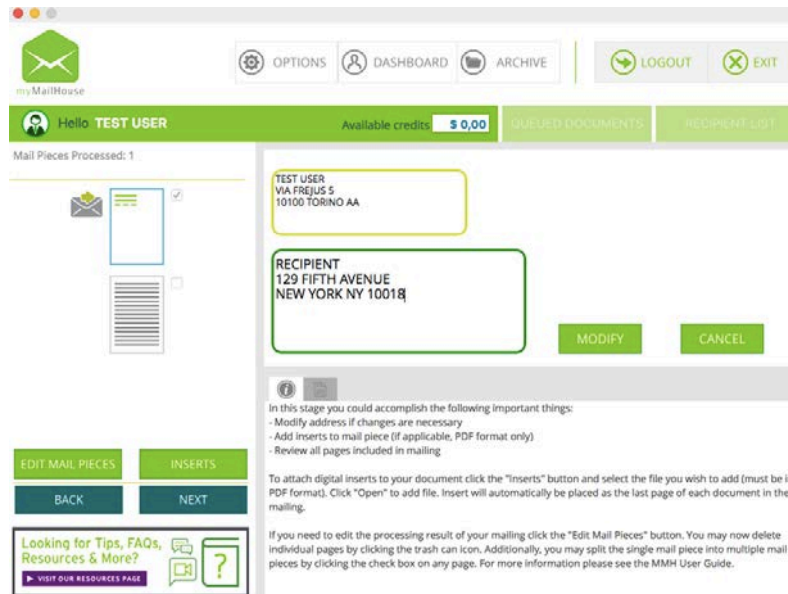
5. If the recipient address is properly positioned in the lower green box you can continue to the next step. **NOTE:** Properly positioned means the complete address falls within the green box and no other type, data or graphics is visible. The lightly shaded green surrounding the green box must also be clear.



6. If the address is incorrectly positioned, click and drag the red dotted line around the address to capture the data. A cover page will be added to your document and the address will be placed in the proper position for processing.

7. Click **Single Doc** for a single mail piece or **Multi Doc** if more than one document is contained in the PDF. For additional information on **Multi Doc** processing refer to the How to process **Multi Doc** video.
8. The next window will display the results of the **Single Doc** or **Multi Doc** process. The dark green lower box contains the recipient address, while the light green upper box contains the sender address. In some cases, the warning “insert a valid address will appear”. If this warning appears you must enter a complete address.

You can alter each address and capture the changes by clicking **Modify**. At this point the tool will confirm the validity of the address in the green box. This is represented by the envelope icon located in the left-hand window. Green represents a valid address, yellow should be checked for all address components (this can also be confirmed in the CASS option available after next is clicked), red is an invalid address and will **NOT** be a deliverable address by the USPS.

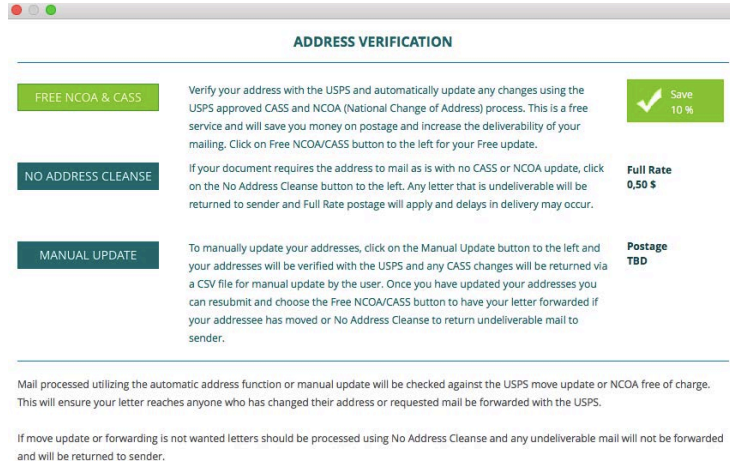


9. Once the addresses are displayed correctly, click **Next**.

**Note:** You can also **Edit Mail Pieces** or **Add Inserts**.

- **Edit Mail Pieces** displays the document in the right panel so you can make changes to the address. Click **Modify** when complete.
- **Inserts** allows you to add additional documents (PDF) to your original document. This insert will be added as the last page.

- In the next window the **Address Verification** options will be displayed. Select the type of address cleansing required by your mailing.



**ADDRESS VERIFICATION**

**FREE NCOA & CASS** Verify your address with the USPS and automatically update any changes using the USPS approved CASS and NCOA (National Change of Address) process. This is a free service and will save you money on postage and increase the deliverability of your mailing. Click on Free NCOA/CASS button to the left for your Free update. **Save 10%**

**NO ADDRESS CLEANSE** If your document requires the address to mail as is with no CASS or NCOA update, click on the No Address Cleanse button to the left. Any letter that is undeliverable will be returned to sender and Full Rate postage will apply and delays in delivery may occur. **Full Rate 0.50 \$**

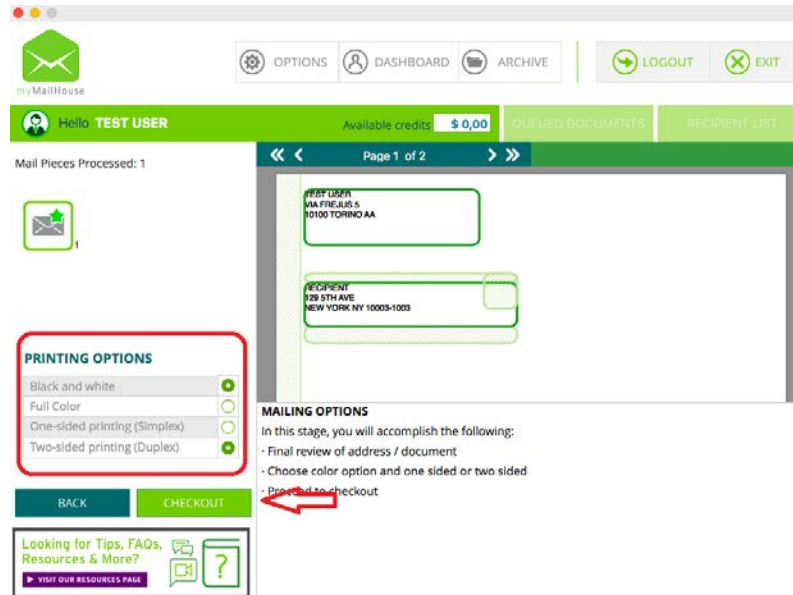
**MANUAL UPDATE** To manually update your addresses, click on the Manual Update button to the left and your addresses will be verified with the USPS and any CASS changes will be returned via a CSV file for manual update by the user. Once you have updated your addresses you can resubmit and choose the Free NCOA/CASS button to have your letter forwarded if your addressee has moved or No Address Cleanse to return undeliverable mail to sender. **Postage TBD**

Mail processed utilizing the automatic address function or manual update will be checked against the USPS move update or NCOA free of charge. This will ensure your letter reaches anyone who has changed their address or requested mail be forwarded with the USPS.

If move update or forwarding is not wanted letters should be processed using No Address Cleanse and any undeliverable mail will not be forwarded and will be returned to sender.

## Printing Options

- In **Printing Options**, select the type of printing:
  - Black and White or Full Color
  - Print one-sided or two-sided
- Make a final review of the address and document, and click **Checkout**.



myMailHouse

OPTIONS DASHBOARD ARCHIVE LOGOUT EXIT

Hello TEST USER Available credits \$ 0.00 QUEUED DOCUMENTS RECIPIENT LIST

Page 1 of 2

Mail Pieces Processed: 1

**PRINTING OPTIONS**

Black and white

Full Color

One-sided printing (Simplex)

Two-sided printing (Duplex)

**MAILING OPTIONS**

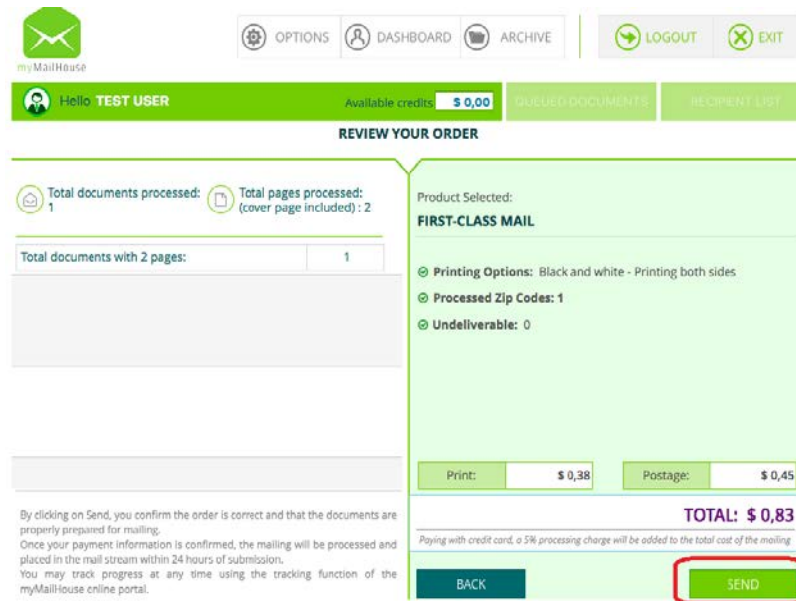
In this stage, you will accomplish the following:

- Final review of address / document
- Choose color option and one sided or two sided
- Proceed to checkout

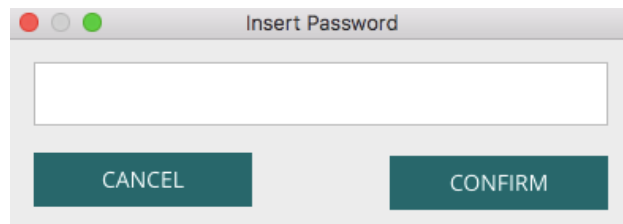
BACK CHECKOUT

Looking for Tips, FAQs, Resources & More? VISIT OUR RESOURCES PAGE

- Next, review your order and click **Send**.



- Enter your password and click **Confirm**.



A message displays verifying your print and mail job has transmitted.

