



Possible reasons the 'Manage Users' button is not appearing on the BCG

Reason 1

Account holder only has user access to their location's BCG Account

Only Admin users can add additional users to a BCG account. If the account holder only has user access, they will not be able to add iPostal1 as a user.

To resolve:

The individual with Admin Access to your CMRA location on the BCG should be the one to add iPostal1 as a user. Please contact the CMRA owner to complete these steps.

Reason 2

Account holder's CMRA address is listed on the BCG, but Admin Access has not yet been requested for the location

Before you can add iPostal1 as a user, you must first claim your CMRA address on the BCG by requesting a verification code be mailed to your address.

To resolve:

1. Search for your address by ZIP code under the "CMRA Location (1583-A)" tab.
2. Click the 'Request Admin' button next to your CMRA address and wait for a letter with a verification code to arrive by mail.
3. Once you receive the letter, return to the same section on the BCG to enter the verification code. After entering the code, you will instantly gain full Admin Access to your account.

Once you have Admin Access, you can proceed with adding iPostal1 as a user.

Reason 3

Account holder's CMRA address is not listed on the BCG

If your CMRA address is not listed on the BCG, you will need to first get it recognized as a CMRA by USPS.

To resolve:

1. Bring a copy of your completed 1583-A Form to your local post office and request to meet with your Postmaster (it's a good idea to call ahead or schedule an appointment).
2. Inform your Postmaster that although you have completed the 1583-A Form, your CMRA address is not appearing on the BCG. Ask your Postmaster to upload your form and information into the USPS Facilities Database (FDB).
3. Your CMRA address should appear on the BCG within a few business days after your Postmaster uploads the details.

Next steps: Once your address is recognized on the BCG, follow the steps in Reason 2 to request Admin Access.