



Seattle's Stop Junk Mail Website

GUIDE #4: How to Track and Change Your Junk Mail Preferences

1. Go to www.seattle.gov/stopjunkmail.

2. Click the "Stop Junk Mail" button.



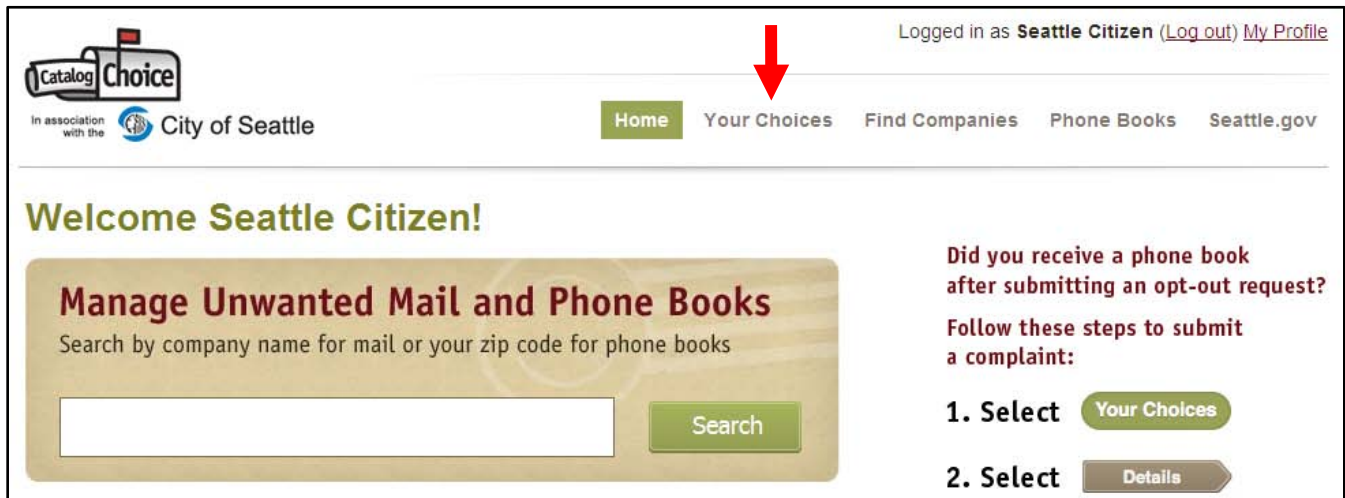
Clicking on the button will take you to a website managed by Catalog Choice, a 501(c)(3) non-profit organization the City of Seattle has hired to manage Seattle's Stop Phone Books and Junk Mail website.

3. Enter your "Email" and "Password." Then click the "Log in" button.

You must already have an account to log in and track and change your junk mail preferences. If you don't have an account yet, follow the "How to Set Up an Account" instructions.

The screenshot shows the Catalog Choice website interface. At the top, there are three input fields: "Email", "Password", and "Log in >". Red arrows point to each of these fields. Below the input fields is a navigation bar with links: "Welcome", "How it Works", "Find Companies", "Phone Books", and "Seattle.gov". The main content area is divided into two columns. The left column is titled "MANAGE JUNK MAIL" and includes a search box, a "Find Company" button, and a description: "Control the catalogs, coupons, credit offers, fliers, circulars, newsletters, and other unsolicited mail you receive." The right column is titled "MANAGE PHONE BOOKS" and includes a "Find Phone Books" button and a description: "Stop receiving phone books that you don't use. Eliminate repeat information and multiple deliveries." At the bottom, there is a banner with the text "Let's go green together." and a description: "Eliminate the waste and clutter of unwanted mail and phone books in your home, office and neighborhood." There are also links for "More Questions?" and "Stop it at The Source".

4. Click the “Your Choices” tab on the top navigation bar.



The screenshot shows the top navigation bar of the Catalog Choice website. The 'Your Choices' tab is highlighted with a red arrow. The page also displays a 'Welcome Seattle Citizen!' message and a section for 'Manage Unwanted Mail and Phone Books' with a search bar and a 'Search' button. On the right, there is a section for submitting a complaint with steps 1 and 2.

Logged in as **Seattle Citizen** ([Log out](#)) [My Profile](#)

[Home](#) **Your Choices** [Find Companies](#) [Phone Books](#) [Seattle.gov](#)

Welcome Seattle Citizen!

Manage Unwanted Mail and Phone Books

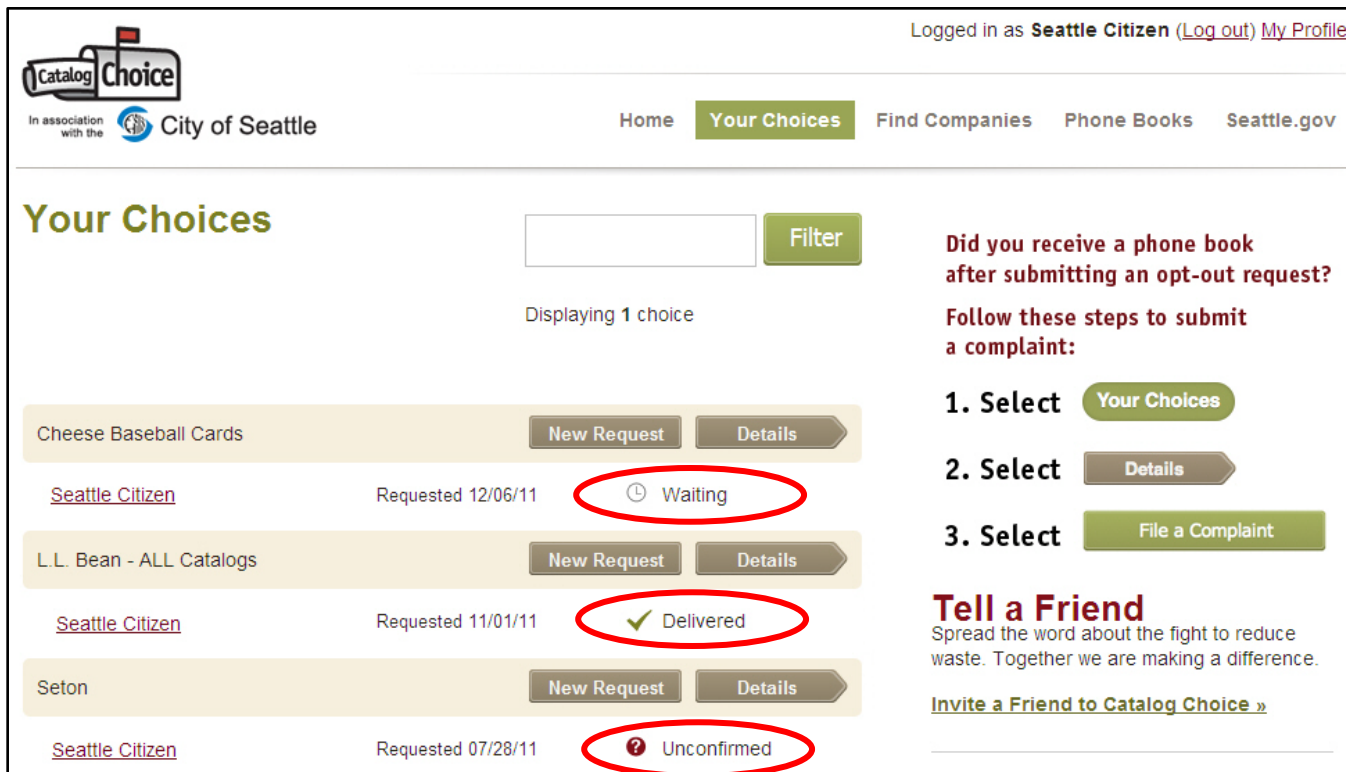
Search by company name for mail or your zip code for phone books

Did you receive a phone book after submitting an opt-out request?
Follow these steps to submit a complaint:

1. Select [Your Choices](#)
2. Select [Details](#)

5. On the “Your Choices” page, you can view the status of your junk mail requests.

A status of “Waiting” or “Unconfirmed” means the company hasn’t downloaded your request yet. Once they download your request the status will change to “Delivered.”



The screenshot shows the 'Your Choices' page with a list of junk mail requests. The status of each request is circled in red: 'Waiting' for Cheese Baseball Cards, 'Delivered' for L.L. Bean - ALL Catalogs, and 'Unconfirmed' for Seton. The page also includes a search bar, a 'Filter' button, and a 'Tell a Friend' section.

Logged in as **Seattle Citizen** ([Log out](#)) [My Profile](#)

[Home](#) **Your Choices** [Find Companies](#) [Phone Books](#) [Seattle.gov](#)

Your Choices

Displaying 1 choice

Cheese Baseball Cards	New Request	Details
Seattle Citizen	Requested 12/06/11	Waiting
L.L. Bean - ALL Catalogs	New Request	Details
Seattle Citizen	Requested 11/01/11	Delivered
Seton	New Request	Details
Seattle Citizen	Requested 07/28/11	Unconfirmed

Did you receive a phone book after submitting an opt-out request?
Follow these steps to submit a complaint:

1. Select [Your Choices](#)
2. Select [Details](#)
3. Select [File a Complaint](#)

Tell a Friend

Spread the word about the fight to reduce waste. Together we are making a difference.

[Invite a Friend to Catalog Choice »](#)

6. To CANCEL a junk mail request:

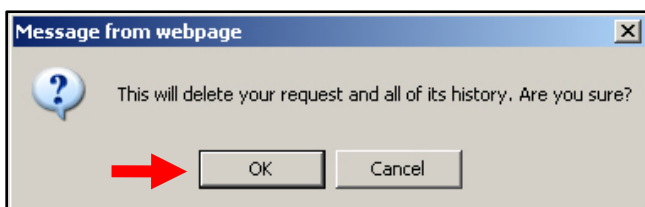
- (A) On the “Your Choices” page, click the “Details” button for the request you want to cancel.



- (B) Click the “Delete” button.



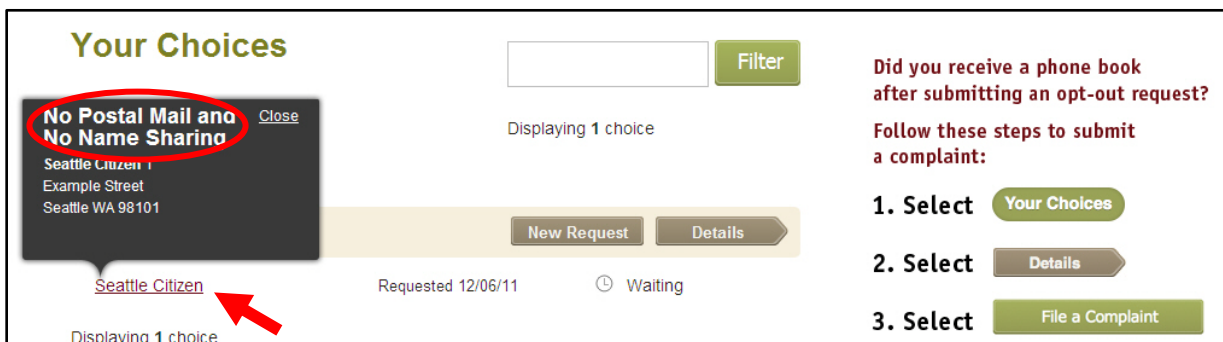
- (C) You will see the following pop-up box. Click the “OK” button.



7. To CHANGE a junk mail request:

- (A) On the “Your Choices” page, click on the name (here listed as “Seattle Citizen”) to see your original request for each junk mail company.

“No Postal Mail and No Name Sharing” means you requested that the company stop sending you mail and stop sharing your name and contact information with other companies



- (B) On the “Your Choices” page, click the “New Request” button for the junk mail preference you want to change.



Cheese Baseball Cards

[Seattle Citizen](#) Requested 12/06/11 ⌚ Waiting

New Request Details

- (C) Change your “Postal & Privacy Preference” by following Step 8 in the How to Submit Your Junk Mail Preferences guide.



Postal & Privacy Preference

☐ No Postal Mail and No Name Sharing

☐ Holiday only - Fourth of July, and other summer holidays do not have mailings

☒ Spring/Fall Collection

☐ Receive All Postal Mail