Logging in at PostNL

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Afzender PostNL IT

Frequently asked questions

Creating your account

The login page is in Dutch. How can I go to the English page?

- Your internet browser language is probably set to Dutch. You can switch to the English page by changing the language in the top right corner of the page

I created an account and I am redirected to a "My Applications" page with a lot of icons. What do I need to do?

- Go to mijnpostnl.nl for Mijn PostNL and mijnwerk.postnl.nl for Mijn werk

The login page does not recognize my email address. What do I do?

- Please call the IT servicedesk: 088-8684000

The password I chose is not accepted. What do I do?

- Please choose a new password that complies with the PostNL password requirements (see the end of this document).

I chose a password according to the password requirements, but it is not accepted by the login page. What do I do?

- Please call the IT servicedesk: 088-8684000

The activation email is not working or arrives too late. What do I do?

- There might be technical issues with the login page. Please try again later or contact the IT Servicedesk: 088-86 84000.

I successfully created an account, but I cannot log in. What do I do?

- There might be technical issues with the login page. Please try again later or contact the IT Servicedesk: 088-86 84000.

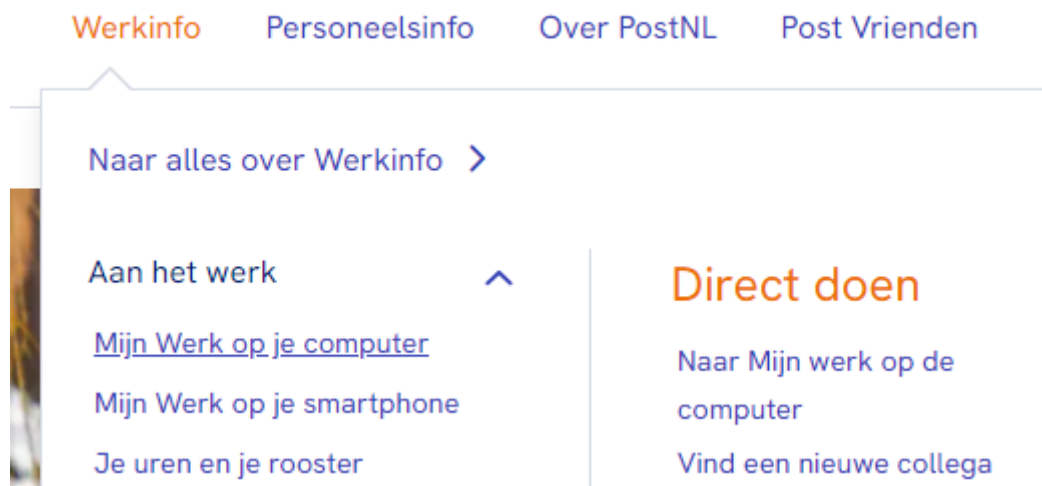The login screen disappears when I click "Login" and I see a blank screen. What do I do?

- There might be technical issues with the login page. Please try again later, renew the page by pressing 'F5' or contact the IT Servicedesk (088-86 84000) if the issue is not resolved.

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Mijn werk (voor bezorgers, voorbereiders en sorteerders van post)

Where can I find Mijn Werk on Mijn PostNL?

- Go to Mijn PostNL and click on "Naar Mijn werk op de computer" below Werkinfo. On the new page, click the mijnwerk.postnl.nl link to go to Mijn werk. If you would like to login to Mijn werk directly, go to mijnwerk.postnl.nl

Why am I not logging in to Mijn Werk via mijnpostnl.nl

- The internet address mijnpostnl.nl is linked to the Mijn PostNL website. If you use this address, you will be directed to the homepage of Mijn PostNL instead of Mijn werk. Go to mijnwerk.postnl.nl to log in to Mijn werk

Logging in at PostNL

Extra secure access

I need to log in with extra validation step. Why is this the case?

- The program or application you want to start is additionally secured. This is called multi factor authentication (MFA). You can recognize the additional validation step from the text "Additional security is required"

My login code does not work or arrives too late. What do I do?

- There might be technical issues with the login page. Please try again later or contact the IT Servicedesk: 088-86 84000.

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Password settings

What are the PostNL password settings?

- The PostNL password must meet the following requirements.

Property	Requirements
Characters allowed	a – z A – Z 0 – 9 * # $ % ^ & * - _ ! + = [ ] { } | \ : ' , . ? / ` ~ " ( ) ;
Characters not Allowed	spaces Unicode characters
Wachtwoord beperkingen	Your password has at least 12 characters and a maximum of 64 characters. Your password requires 3 out of 4 of the following categories: Lowercase characters Uppercase characters Number (0-9) Special characters (see password restrictions above) Your password cannot contain any part of your first name, last name, full name or (unique) personnel number.
Not allowed: Allowed:	Your full name is for example: Erin Hagens Password: Erin2017 (not allowed) It is not allowed to use "erin" or "Hagens" in your password. Password: Er!nH@gen3 (Allowed).
Password history	You cannot re-use your last 10 passwords.
Not allowed:	Old already used passwords: Password1, Password2, Password3. Current password: Password4 New Password: Password2 (Not allowed) New password Password5 (Allowed)
Not allowed:	It is not allowed to use frequently used or context dependent passwords, for example: "Welcome00", "TheHague2020", "Summer2019" Furthermore, the use of sequential passwords is not allowed. Examples are: "Welcome01" and "Welcome02" and so on.
Create a password with the help of the passwordgenerator.	http://passwordsgenerator.net/ http://www.onlinewachtwoordgenerator.nl/