

FDA's ITACS

Account Management

Import Trade Auxiliary Communications System

January 2017
Food and Drug Administration
Division of Systems Solutions
Import Systems Branch

Topics

- Background and Overview
- Creating a New Account
- Retrieving Notices of FDA Action from ITACS
- Managing your Account, Users, and Groups

Background and Overview

ITACS web access currently provides the Import Trade Community with 4 functions:

- ❖ the ability to check the status of FDA-regulated entries and lines
- ❖ the ability to submit entry documentation electronically
- ❖ the ability to electronically submit the location of goods availability for those lines targeted for FDA exam
- ❖ the ability to check the estimated laboratory analysis completion dates

No login accounts are necessary to access these functions. All that is needed is a valid Customs entry number that has been successfully transmitted to FDA.

Background and Overview

ITACS Account Management allows users to:

- ❖ Receive Notices of FDA Action via email*
- ❖ Retrieve Notices of FDA Action as downloads from within ITACS
- ❖ View the details of specific information requests, which are currently delivered via hard copy Notices of FDA Action
- ❖ Will also allow for future enhancements requested by the Import Trade Community which require user verification

*Receipt of Notices of FDA Action via email is optional and will take the place of paper Notices if chosen. Account users will be able to retrieve Notices by downloading them from within ITACS regardless of whether they opt to receive them via email or regular mail.

Creating an ITACS Account

- NOTE – If you already have an FDA FURLS account you do not need to set up a new account. You can update your existing account access to include ITACS.

- Existing account types may include:
 - Food Facility Registration
 - Prior Notice System Interface
 - Acidified/Low-Acid Canned Foods Registration
 - Device Registration
 - Voluntary Qualified Importer Program
 - Tobacco Registration and Listing

Creating an ITACS Account

User Roles

Only one Firm Account is allowed per firm. A Firm Account should be created by the person who is authorized to act as the Firm Administrator

❖ **Firm Administrator** can:

- Create, Deactivate, Reactivate Firm Users
- Create, Modify, Delete Groups
- Grant/Transfer Group Admin and Firm Admin privileges

❖ **Group Administrator** can:

- Create new Users
- Add/Remove Users to their own group
- Modify Group settings

❖ **Firm User** can:

- Modify own user account
- Access to ITACS account functionality



Creating an ITACS Account

- Click on the Create Account link on the ITACS Home page
- Or go directly to FURLS: <https://www.access.fda.gov/oaa>

Creating an ITACS Account


ONLINE ACCOUNT
ADMINISTRATION (OAA)

FDA Industry Systems ▶ System Status

Login

Existing account holders, enter your account ID & password.

Account ID

Password

Under 18 U.S.C. 1001, anyone who makes a materially false, fictitious, or fraudulent statement to the U.S. Government is subject to criminal penalties.

I understand.

▶ Login
Forgot your password

Getting Started

To make submissions to FDA (e.g., Food Facility Registration, Prior Notice, etc.) you must first create an account. Select "Create New Account" towards the bottom left side of this page.

If you already have an account, enter your **account ID** and **password**.

WARNING: You are accessing a U.S. Government information system. The system usage may be monitored, recorded, and subject to audit. Unauthorized use of the system is prohibited and subject to criminal and civil penalties. Use of the system indicates consent to monitoring and recording, and anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible criminal activity, system personnel may provide the evidence of such monitoring to law enforcement officials.

Is your computer secure? Before using FDA Industry Systems (FIS), FDA strongly encourages all users to have current antivirus and antispyware software installed on your computer to help ensure the privacy of the information being entered.

FDA retains contractors to assist the agency in maintaining its databases. If you get a call from someone asking about your facility and you are concerned about whether the call is legitimate, get the name and company of the caller, as well as a phone number, and contact **FDA FURLS Help Desk at 1-800-216-7331** to confirm that the caller is acting on behalf of FDA.

New User

▶ Create New Account

Choose create new account

Creating an ITACS Account

Step 1: Select Applicable Center for Account Creation

- Center for Biological Evaluation & Research (Export Certification Application and Tracking)
- Center for Devices & Radiological Health (Device Registration and Listing / Export Certification Application and Tracking / Laboratory Developed Tests Notification)
- Center for Drug Evaluation & Research (Export Certification Application and Tracking)
- Center for Food Safety & Applied Nutrition (FFRM, FSMA, LACF, SEPRM, SFCN, NDIN, PNSI / Systems Recognition Program / Certification Application Program (Includes Landfood, Seafood, Cosmetics, Food Additive, Food Contact Substances, Dietary Supplements, Infant Formula, Medical Foods, and Foods for Special Dietary Use), etc.)
- Center for Tobacco Products (Tobacco Registration and Product Listing)

Other Systems

Choose Other Systems

Select the systems you will need to access

Import Trade Auxiliary Communication System (ITACS)

Choose ITACS

Please select your firm's official role(s) in the importation of FDA-regulated products. You may select more than one if applicable.

Importer of Record

Consignee

Filer

Indicate the type of firm.
One or all types may be chosen.

Creating an ITACS Account

Step 2: Enter Your Account Information

For assistance on the required fields below, please contact ITACS support at itacssupport@fda.hhs.gov.

2A: Point of Contact Information

First Name

Middle Initial *(Optional)*

Last Name / Surname

Job Title

Company Name

Phone Number

Country Area Phone Number Extension

Phone/FAX numbers have only numbers with no spaces, dashes, periods or parentheses. Country code is not required for US phone numbers.

FAX Number *(Optional)*

Country Area Fax Number

E-mail Address

Confirm E-mail Address

Does your firm agree that it no longer needs to receive paper Notices of FDA Action?

- Yes - If selected, FDA will no longer provide your firm with paper copies of Notices of FDA Action. Firm account holders may either receive Notices via email at the time they are generated by FDA or view Notices online.
- No - If selected, paper copies of Notices of FDA Action will continue to be sent to your firm. Firm account holders will still have the option to view Notices online, but will not receive them via email.

2C: Physical Address (Business) of Account Holder

Country / Area

Address Line 1

Address Line 2 *(Optional)*

City

State / Province / Territory

Zip Code (Postal Code)

DUNS Number *(Optional)*

Do you have preferred mailing address other than the physical address mentioned above?

- Yes
- No

Fill out the required information.

Creating an ITACS Account

When the required information has been completely filled out, Click 'Create Account' at the bottom of the page.

Under 18 U.S.C. 1001, anyone who makes a materially false, fictitious, or fraudulent statement to the U.S. Government is subject to criminal penalties.

I understand.

Cancel

Clear

Create Account

Creating an ITACS Account

Review the account information for accuracy and Click ‘Modify’ to edit the information or click ‘Submit’ to submit the account information for review.

Click the Submit button to create an account, or click the Modify button to return and edit your account profile.

A blue rectangular button with a white left-pointing arrow icon and the text "Modify". The button is circled in blue.

Modify

A blue rectangular button with a white right-pointing arrow icon and the text "Submit". The button is circled in blue.

Submit

Creating an ITACS Account

You will be provided with an account ID, but will need to await approval of your account to log into ITACS. You will also receive an email with this information.

Create New Account



[Home](#) [Create New Account](#)

Your account has been created but is currently inactive. An email has been sent to you with further details.
Your account ID is **abc57768**

YOU WILL NEED TO REMEMBER YOUR ACCOUNT ID AND PASSWORD TO LOGIN TO THE SYSTEM IN THE FUTURE.

[Return to Login Page](#)



Creating an ITACS Account

- Your account may be temporarily rejected pending further information. Please provide the requested information to ITACSSupport@fda.hhs.gov.

Department of Health and Human Services

Food and Drug Administration

February 17, 2016

Dear John Smith,

Your request for access to the Import Trade Auxiliary Communication System (ITACS) for account **abc57768** has been rejected at this time.

The request has been rejected for the following reason(s):

Comments: Please provide additional entry numbers for verification.

For general ITACS questions, please review the information posted at <http://www.fda.gov/ForIndustry/ImportProgram/ucm296314>

Please contact us at itacssupport@fda.hhs.gov if you have any specific questions about this rejection.

FDA ITACS Support Team

Please do not reply to this email. Emails sent to this address cannot be answered. Thank you.

Creating an ITACS Account

Reasons an account might be rejected:

- Your firm already has an account
- FDA is unable to verify the entry numbers provided
- Firm is not part of FDA's firm inventory

Your account may be temporarily rejected pending further information. If so, please provide the requested information to ITACSSupport@fda.hhs.gov.



Creating an ITACS Account

If your account has been approved you may log into your account to retrieve Notices via ITACS and manage your account users and groups.

Department of Health and Human Services

Food and Drug Administration

February 17, 2016

Dear John Smith,

Your ITACS Firm Administrator account (**abc57768**) request has been approved.

As Firm Administrator, you may now log into FURLS at <https://www.access.fda.gov/oa>. Once logged in, you can create groups and designate Group Administrators. For assistance with this functionality, please refer to the help link within the application or posted here: <http://www.fda.gov/ForIndustry/ImportProgram/ucm296314>

You may also contact FDA with questions at itacssupport@fda.hhs.gov

FDA ITACS Support Team

Please do not reply to this email. Emails sent to this address cannot be answered. Thank you.

Logging into Your ITACS Account



ONLINE ACCOUNT
ADMINISTRATION (OAA)

FDA Industry Systems

System Status

Login

Existing account holders, enter your account ID & password.

Account ID

abc57768

Password

.....

Under 18 U.S.C. 1001, anyone who makes a materially false, fictitious, or fraudulent statement to the U.S. Government is subject to criminal penalties.

I understand.

Login

Forgot your password

New User

Create New Account

Getting Started

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If you already have an account, enter your **account ID** and **password**.

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Is your computer secure? Before using FDA Industry Systems (FIS), FDA strongly encourages all users to have current antivirus and antispyware software installed on your computer to help ensure the privacy of the information being entered.

...retains contractors to assist the agency in maintaining its databases. If you get a ... from someone asking about your facility and you are concerned about whether the ... is legitimate, get the name and company of the caller, as well as a phone number, ... contact **FDA FURLS Help Desk at 1-800-216-7331** to confirm that the caller is ... acting on behalf of FDA.

Enter your
Account ID
and
Password

Acknowledge the
warning and click 'Login'



Logging into Your ITACS Account

Firm Administrator

Your Account Home Page

Account Management



Account Management

Edit Account Profile

Change My Password

Update System Access

Create a Subaccount

Deactivate a Subaccount

Reactivate a Subaccount

Manage Users

Welcome to the FDA Industry Systems. You are logged in as **abc57768** for **ABC Filers and Importers**.

You may choose an option on the left to manage your account or select an FDA system below. To obtain access to available FDA systems, choose the **Update System Access** option to add the FDA system to your account.

Other Systems

Click to launch the Application(s)

Import Trade Auxiliary Communication System (ITACS)

Managing your ITACS Account

Firm Administrator

Edit Account Profile allows you to edit your account information and subaccount information.

Account Management



Account Management

Edit Account Profile

Change My Password

Update System Access

Create a Subaccount

Deactivate a Subaccount

Reactivate a Subaccount

Manage Users

Welcome to the FDA Industry Systems. You are logged in as **abc57768** for **ABC Filers and Importers**.

You may choose an option on the left to manage your account or select an FDA system below. To obtain access to available FDA systems, choose the **Update System Access** option to add the FDA system to your account.

Other Systems

Click to launch the Application(s)

Import Trade Auxiliary Communication System (ITACS)

Managing your ITACS Account

Firm Administrator

Change My Password allows you to change your account Password.

Account Management



Account Management

Edit Account Profile

Change My Password

Update System Access

Create a Subaccount

Deactivate a Subaccount

Reactivate a Subaccount

Manage Users

Welcome to the FDA Industry Systems. You are logged in as **abc57768** for **ABC Filers and Importers**.

You may choose an option on the left to manage your account or select an FDA system below. To obtain access to available FDA systems, choose the **Update System Access** option to add the FDA system to your account.

Other Systems

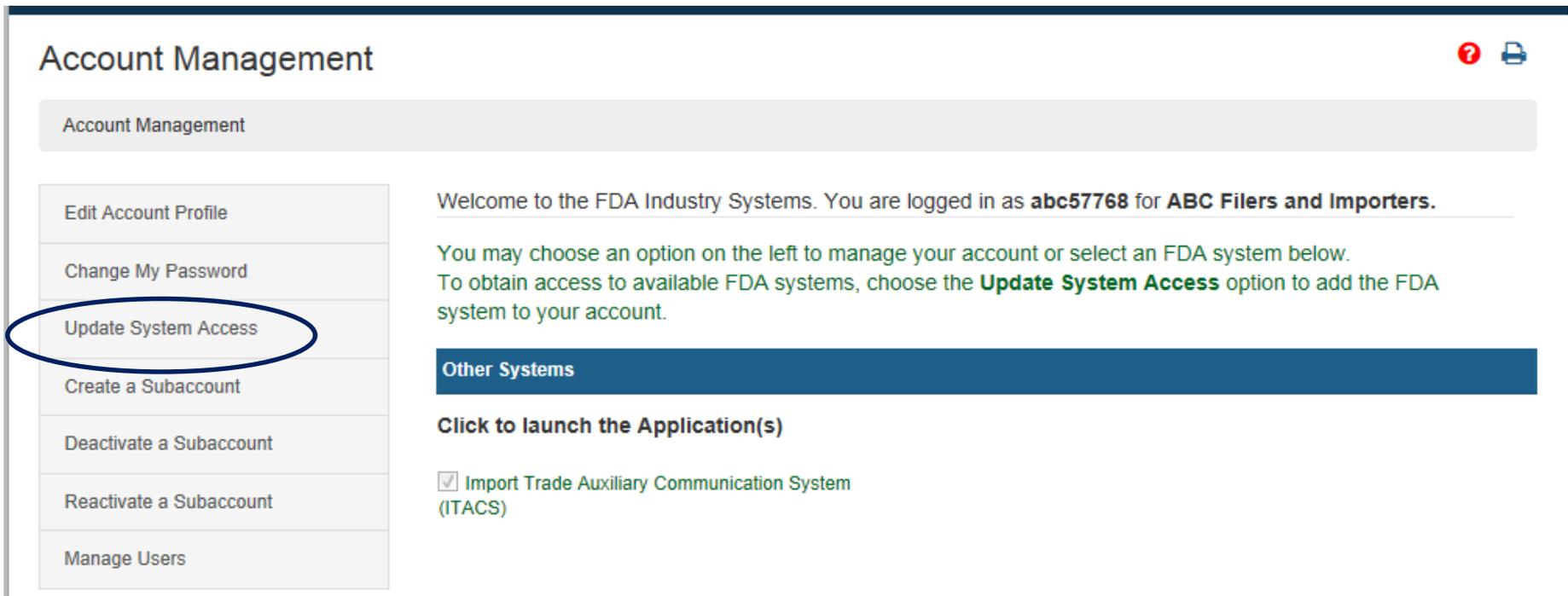
Click to launch the Application(s)

Import Trade Auxiliary Communication System (ITACS)

Managing your ITACS Account

Firm Administrator

Update System Access allows you to add or remove firm types, Filer, Importer, Consignee.



The screenshot shows the 'Account Management' page. On the left is a vertical menu with options: 'Edit Account Profile', 'Change My Password', 'Update System Access' (circled in blue), 'Create a Subaccount', 'Deactivate a Subaccount', 'Reactivate a Subaccount', and 'Manage Users'. The main content area has a header 'Account Management' with a help icon and a print icon. Below the header is a grey bar with the text 'Account Management'. The main content area contains a welcome message: 'Welcome to the FDA Industry Systems. You are logged in as abc57768 for ABC Filers and Importers.' Below this is a paragraph: 'You may choose an option on the left to manage your account or select an FDA system below. To obtain access to available FDA systems, choose the Update System Access option to add the FDA system to your account.' Below this is a blue bar with the text 'Other Systems'. Below the blue bar is the text 'Click to launch the Application(s)'. Below this is a checkbox labeled 'Import Trade Auxiliary Communication System (ITACS)' which is checked.

Managing your ITACS Account

Firm Administrator

Create, Deactivate and Reactivate Subaccount allows you to manage your user subaccounts.

Account Management



Account Management

Edit Account Profile

Change My Password

Update System Access

Create a Subaccount

Deactivate a Subaccount

Reactivate a Subaccount

Manage Users

Welcome to the FDA Industry Systems. You are logged in as **abc57768** for **ABC Filers and Importers**.

You may choose an option on the left to manage your account or select an FDA system below.

To obtain access to available FDA systems, choose the **Update System Access** option to add the FDA system to your account.

Other Systems

Click to launch the Application(s)

Import Trade Auxiliary Communication System (ITACS)

Managing your ITACS Account

Firm Administrator

Creating Subaccounts

Account Management

Click 'Create a Subaccount'



Account Management

Edit Account Profile

Change My Password

Update System Access

Create a Subaccount

Deactivate a Subaccount

Reactivate a Subaccount

Manage Users

Welcome to the FDA Industry Systems. You are logged in as **abc57768** for **ABC Filers and Importers**.

You may choose an option on the left to manage your account or select an FDA system below.
To obtain access to available FDA systems, choose the **Update System Access** option to add the FDA system to your account.

Other Systems

Click to launch the Application(s)

Import Trade Auxiliary Communication System (ITACS)

Managing your ITACS Account

Firm Administrator

Creating Subaccounts

Create a Subaccount

Company Name is **ABC Filers and Importers**
Enter information for the subaccount holder.

Point of Contact Information	Physical Address (Business) of Account Holder
First Name <input type="text" value="Test"/>	Country / Area <input type="text" value="UNITED STATES"/>
Middle Initial (Optional) <input type="text"/>	Address Line 1 <input type="text" value="123 Main Street"/>
Last Name / Surname <input type="text" value="User 1"/>	Address Line 2 (Optional) <input type="text"/>
Job Title <input type="text" value="Associate"/>	City <input type="text" value="Anytown"/>
Subaccount Company Name (Optional) <input type="text"/>	State / Province / Territory <input type="text" value="Washington"/>
Phone Number <input type="text" value=""/> <input type="text" value="123"/> <input type="text" value="4567890"/> <input type="text" value=""/> Country Area Phone Number Extension	Zip Code (Postal Code) <input type="text" value="98148"/>
FAX Number <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> Country Area Fax Number	Do you have preferred mailing address other than the physical address mentioned above? <input type="radio"/> Yes <input checked="" type="radio"/> No
E-mail Address <input type="text" value="test.user@abc.com"/>	
Confirm E-mail Address <input type="text" value="test.user@abc.com"/>	
<input type="button" value="Cancel"/>	<input type="button" value="Clear"/> <input checked="" type="button" value="Continue"/>

Fill out the required information and click 'Continue'





Managing your ITACS Account

Firm Administrator

Creating Subaccounts

Review the account information for accuracy and Click Modify to edit the information or click Submit to submit the account information for review.

A large, empty rectangular box with a thin grey border, intended for account information.

Click the Submit button to create an account, or click the Modify button to return and edit your account profile.



The new user will receive separate emails with their user name and temporary password.

Managing your ITACS Account

Firm Administrator

Deactivating Subaccounts

Account Management Click Deactivate a Subaccount

Account Management

- Edit Account Profile
- Change My Password
- Update System Access
- Create a Subaccount
- Deactivate a Subaccount**
- Reactivate a Subaccount
- Manage Users

Welcome to the FDA Industry Systems. You are logged in as **abc57768** for **ABC Filers and Importers**.

You may choose an option on the left to manage your account or select an FDA system below. To obtain access to available FDA systems, choose the **Update System Access** option to add the FDA system to your account.

Other Systems

Click to launch the Application(s)

- Import Trade Auxiliary Communication System (ITACS)

Managing your ITACS Account

Firm Administrator

Deactivating Subaccounts

Select the subaccount you would like to deactivate, select a reason for account deactivation from the pull down menu and click Continue.

Account Management



Home > Deactivate a Subaccount

- Edit Account Profile
- Change My Password
- Update System Access
- Create a Subaccount
- Deactivate a Subaccount**
- Reactivate a Subaccount
- Manage Users

Deactivate a Subaccount

Select the accounts you want to deactivate:

<input checked="" type="checkbox"/> Subaccount	abc37130	Test User 1 ABC Filers and Importers Seattle, Washington 98148 UNITED STATES
Reason for account deactivation		
<div style="border: 1px solid black; padding: 2px;">Please Select ▼ Please Select Person left Other Account not needed</div>		

Cancel

Continue



Managing your ITACS Account

Firm Administrator

Deactivating Subaccounts

Verify that you would like to deactivate the account and click 'Submit'.

DEACTIVATE SUBACCOUNT

You are about to deactivate:

abc37130	Test User 1 ABC Filers and Importers Seattle, Washington 98148 UNITED STATES
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◀ Cancel

◀ Previous

▶ Submit

Managing your ITACS Account Firm Administrator

Reactivating a Deactivated Subaccount

Account Management

Click Reactivate a Subaccount



Account Management

Edit Account Profile

Change My Password

Update System Access

Create a Subaccount

Deactivate a Subaccount

Reactivate a Subaccount

Manage Users

Welcome to the FDA Industry Systems. You are logged in as **abc57768** for **ABC Filers and Importers**.

You may choose an option on the left to manage your account or select an FDA system below.

To obtain access to available FDA systems, choose the **Update System Access** option to add the FDA system to your account.

Other Systems

Click to launch the Application(s)

Import Trade Auxiliary Communication System (ITACS)

Managing your ITACS Account

Firm Administrator

Reactivating a Deactivated Subaccount

Select the deactivated account you would like to reactivate and click 'Continue'.

Account Management



Home > Reactivate a Subaccount

Edit Account Profile

Change My Password

Update System Access

Create a Subaccount

Deactivate a Subaccount

Reactivate a Subaccount

Manage Users

Reactivate a Subaccount

Select the accounts you want to reactivate:

<input checked="" type="checkbox"/> Subaccount	abc37130	Test User 1 ABC Filers and Importers Seattle, Washington 98148 UNITED STATES
--	----------	---

Cancel

Continue

Managing your ITACS Account Firm Administrator

Reactivating a Deactivated Subaccount

Verify the deactivated account you would like to reactivate and click 'Submit'.

Account Management



Home > Reactivate Subaccount

Edit Account Profile

Change My Password

Update System Access

Create a Subaccount

Deactivate a Subaccount

Reactivate a Subaccount

Manage Users

REACTIVATE SUBACCOUNT

You are about to reactivate:

abc37130

Test User 1
ABC Filers and Importers
Seattle, Washington 98148
UNITED STATES

Cancel

Previous

Submit

Managing your ITACS Account

Firm Administrator

Manage Users will navigate to the screen that allows you to manage user information and create and manage your firm's groups.

The screenshot shows the 'Account Management' page. On the left is a sidebar with the following options: Edit Account Profile, Change My Password, Update System Access, Create a Subaccount, Deactivate a Subaccount, Reactivate a Subaccount, and Manage Users. The 'Manage Users' option is circled in blue. The main content area displays a welcome message: 'Welcome to the FDA Industry Systems. You are logged in as abc57768 for ABC Filers and Importers.' Below this, it states: 'You may choose an option on the left to manage your account or select an FDA system below. To obtain access to available FDA systems, choose the Update System Access option to add the FDA system to your account.' A section titled 'Other Systems' contains a link: 'Click to launch the Application(s)' with a checkbox for 'Import Trade Auxiliary Communication System (ITACS)' which is checked.

Managing your ITACS Account

Firm Administrator

Creating Groups

Manage Groups

As a Firm Administrator, you are able to create new groups or modify group information.

Manage Users

Groups

Group Name	Date Created	Created By	Administrator
------------	--------------	------------	---------------

No data to display.

Click Create New Group

Create New Group

Modify Group

Delete Group

Group Details

Name	Email Address	Phone	Job Title	Date Added
------	---------------	-------	-----------	------------

No data to display.

Clicking 'Manage Users' on the home page will open Manage Users and Manage Groups functionalities.

Convert to Group Admin

Managing your ITACS Account

Firm Administrator

Creating Groups

Create Group

Group Name * : → **Name the Group**

The Firm Administrator has chosen the following method to receive FDA Notices of Action :
 Electronic
 Paper

Applicable only to Filers. This users in this group will receive Notices of FDA Action only for selected Ports :

Available Ports :

- 0101 - Portland, ME
- 0102 - Bangor, ME
- 0103 - Eastport
- 0104 - Jackman
- 0105 - Vanceboro
- 0106 - Houlton
- 0107 - Fort Fairfield
- 0108 - Van Buren
- 0109 - Madawaska
- 0110 - Fort Kent
- 0111 - Rath

Selected Ports :

→ **Select the applicable ports (Filers only)**

Send Electronic Notices to :
 All Group Members
 Other → **Send Notices to all member emails or to group email**

Email for Receiving Notices :

Click Save



Managing your ITACS Account

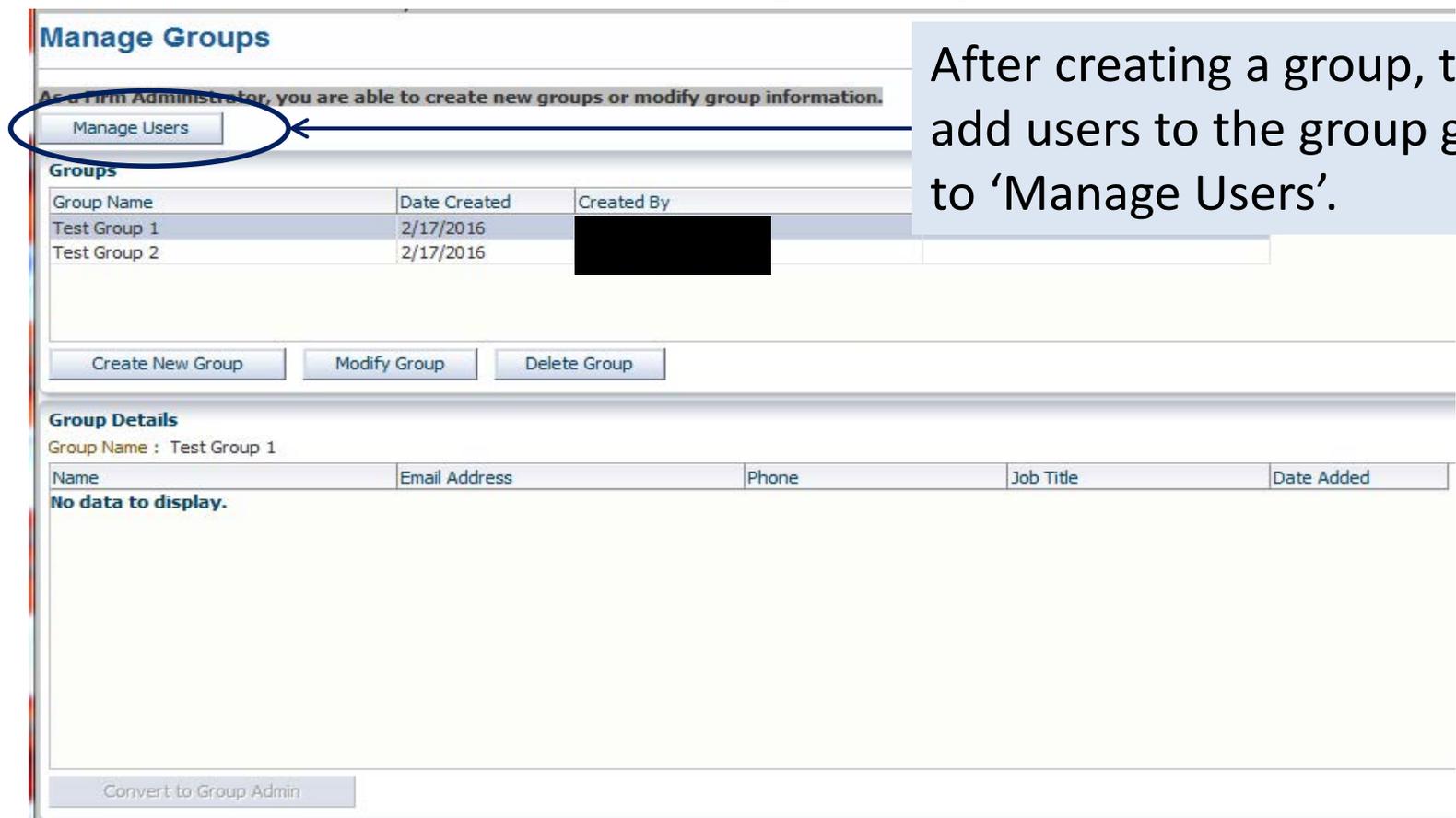
Firm Administrator

- ❖ Filers may specify which ports of entry for which a particular Group should receive Notices of FDA Action.
- ❖ All Ports should be selected if it is not desired to limit a Group's access to Notices.
- ❖ Importers of Record and Consignees will receive all Notices of FDA Action

Managing your ITACS Account

Firm Administrator

Creating Groups



Manage Groups

As a Firm Administrator, you are able to create new groups or modify group information.

Manage Users

Groups

Group Name	Date Created	Created By
Test Group 1	2/17/2016	
Test Group 2	2/17/2016	

Create New Group Modify Group Delete Group

Group Details

Group Name : Test Group 1

Name	Email Address	Phone	Job Title	Date Added
No data to display.				

Convert to Group Admin

After creating a group, to add users to the group go to 'Manage Users'.

Managing your ITACS Account

Firm Administrator

Creating Groups

Manage Users

As a Firm Establishment Administrator, you are able to create, modify, or deactivate ITACS user accounts and manage groups.

Manage Groups

> Search for User

Users

Group Admin?	Group Name	Name	Email Address	Phone	Job Title	Date Added	Get Email?
No		Group Leader 1	[REDACTED]	1-1234567890	Group Lead	2/17/2016	Yes
No		[REDACTED]	[REDACTED]	1-0000000000	President	2/10/2016	Yes
No		Test User 1	[REDACTED]	1-1234567890	Associate	2/17/2016	Yes

Highlight the user to be added to the group and click 'Modify User'.

Create User Account

Modify User

Deactivate User

Convert to Firm Admin

Managing your ITACS Account

Firm Administrator

Creating Groups

Modify Users

Full Name : **Group Leader 1**

Contact Email Address * : [REDACTED]

Job Title : Group Lead

Contact Phone * : 1 1234567890 — Extension (Optional)
Country Code Phone Number

The Firm Administrator has chosen the following method to receive FDA Notices of Action : Electronic Paper

Same as Contact Email :

Choose the Group

Available Ports :

- 0101 - Portland, ME
- 0102 - Bangor, ME
- 0103 - Eastport
- 0104 - Jackman
- 0105 - Vanceboro
- 0106 - Houlton
- 0107 - Fort Fairfield
- 0108 - Van Buren
- 0109 - Madawaska
- 0110 - Fort Kent
- 0111 - Bath

Applicable only to Filers. This user will receive Notices of FDA Action only for selected Ports :

Select a Group : Test Group 1

Please select a value

Test Group 1

Test Group 2

Test Group 1

Note: when the Group is chosen that person will be associated with that Group's ports and email preferences.

Managing your Account

Firm Administrator

Creating Groups

Manage Users

As a Firm Establishment Administrator, you are able to create, modify, or deactivate ITACS user accounts and manage groups.

Manage Groups

> Search for User

Users

Group Admin?	Group Name	Name	Email Address	Phone	Job Title	Date Added	Get Email?
No	Test Group 1	Group Leader 1	[REDACTED]	1-1234567890	Group Lead	2/17/2016	Yes
No		[REDACTED]	[REDACTED]	1-0000000000	President	2/10/2016	Yes
No		Test User 1	[REDACTED]	1-1234567890	Associate	2/17/2016	Yes

After a user is associated with a Group they can be converted to Group Admin. To do so click Manage Groups.

Create User Account

Modify User

Deactivate User

Convert to Firm Admin

Managing your Account

Firm Administrator

Creating Groups

Manage Groups

As a Firm Administrator, you are able to create new groups or modify group information.

Manage Users

Groups

Group Name	Date Created	Created By	Administrator
Test Group 1	2/17/2016	[REDACTED]	
Test Group 2	2/17/2016	[REDACTED]	

Create New Group Modify Group Delete Group

Group Details

Group Name : Test Group 1

Name	Email Address	Phone	Job Title	Date Added
Group Leader 1	[REDACTED]	1-1234567890	Group Lead	2/17/2016

Convert to Group Admin

Highlight the Group Name and highlight the User Name for whom you would like to make Group Admin. Then click Convert to Group Admin.

Managing your Account

Firm Administrator

- ❖ After groups and Group Administrators are established, Group Administrators can create subaccounts and add/remove users to their group and can manage group settings.
- ❖ Firm Administrators can continue to manage all users/groups if needed.

Managing your Account

Firm Administrator

Manage Users

As a Firm Establishment Administrator, you are able to create, modify, or deactivate ITACS user accounts and manage groups.

Manage Groups

> Search for User

Users

Group Admin?	Group Name	Name	Email Address	Phone	Job Title	Date Added	Get Email?
No		Group Leader 1	[REDACTED]	1-1234567890	Group Lead	2/17/2016	Yes
No		[REDACTED]	[REDACTED]	1-0000000000	President	2/10/2016	Yes
No		Test User 1	[REDACTED]	1-1234567890	Associate	2/17/2016	Yes

Note from this screen you can also Create, Modify and Deactivate Subaccount Users. You can also convert another user to be the Firm Admin.

Create User Account

Modify User

Deactivate User

Convert to Firm Admin

Managing your Account

Firm Administrator

Manage Users

As a Firm Establishment Administrator, you are able to create, modify, or deactivate ITACS user accounts and manage groups.

Manage Groups

> Search for User

Users

Group Admin?	Group Name	Name	Email Address	Phone	Job Title	Date Added	Get Email?
No		Group Leader 1	[REDACTED]	1-1234567890	Group Lead	2/17/2016	Yes
No		[REDACTED]	[REDACTED]	1-0000000000	President	2/10/2016	Yes
No		Test User 1	[REDACTED]	1-1234567890	Associate	2/17/2016	Yes

If you convert another user to Firm Admin you will lose your Firm Administrator privileges and be converted to a Firm User.

Create User Account

Modify User

Deactivate User

Convert to Firm Admin

Managing your Account

Firm Administrator

Updating email to receive Notices of FDA Action

Manage Users

As a Firm Establishment Administrator, you are able to create, modify, or deactivate ITACS user accounts and manage groups.

Manage Groups

> Search for User

Users

Group Admin?	Group Name	Name	Email Address	Phone	Job Title	Date Added	Get Email?
No				1-2061234567	Licensed Customs ...	5/31/2016	Yes
No				1-2061234567	In Charge	2/10/2016	Yes
No	Test Group 1	Test User 1		1-1234567890	User 1	2/10/2016	Yes
No	Test Group 2	Test User 2		1-1234567890	User 2	2/29/2016	Yes
Yes	Test Group 2	Test User GA		1-1234567890	Trade Director	2/10/2016	Yes
Yes	Test Group 1	Test User GA		1-1234567890	Group Supervisor	2/10/2016	Yes

In Manage Users, highlight the user name for whom you would like to provide an alternate email address and click 'Modify User'.

Create User Account

Modify User

Deactivate User

Convert to Firm Admin

Managing your Account

Firm Administrator

Updating email to receive Notices of FDA Action

Full Name : **Test User 1**

Contact Email Address * : [REDACTED]

Job Title : User 1

Contact Phone * : 1 1234567890 - Extension (Optional)
Country Code Phone Number

The Firm Administrator has chosen the following method to receive FDA Notices of Action : Electronic Paper

Personally Receive FDA Notices of Action : Yes No

Same as Contact Email

Email for Receiving Notices

Uncheck 'Same as Contact Email'. This will open the text box for 'Email for Receiving Notices'. Enter one or more emails (separated by a semicolon if more than one).

Managing your Account

Firm Administrator

Updating email to receive Notices of FDA Action

Full Name : ██████████

Contact Email Address * : ██████████

Job Title : Licensed Customs Filer

Contact Phone * : 1 2061234567 - Extension (Optional)
Country Code Phone Number

The Firm Administrator has chosen the following method to receive FDA Notices of Action : Electronic Paper

Alternate Email(s) for Receiving Notices : Enter a single email, distribution list, or a semi-colon separated list of values.

Same as Contact Email :



As Firm Administrator you can add alternate emails for receiving Notices (i.e. add a group distribution email and also receive Notices at your contact email address.

Retrieving Notices of FDA Action from ITACS

Account Management

Account Management

Edit Account Profile

Change My Password

Update System Access

Create a Subaccount

Deactivate a Subaccount

Reactivate a Subaccount

Manage Users

Welcome to the FDA Industry Systems. You are logged in as **abc57768** for **ABC Filers and Importers**.

You may choose an option on the left to manage your account or select an FDA system below.

To obtain access to available FDA systems, choose the **Update System Access** option to add the FDA system to your account.

Registration and Listing Programs

Food

Food Facility Registration

Dairy Listing Module

Acidified/Low-Acid Canned Foods Registration and Process Filing

Structure/Function Claims Notification

Shell Egg Producer Registration

After logging into your account, scroll down to Other FDA Systems and click the link to ITACS

Other FDA Systems

Prior Notice System Interface

Systems Recognition Program

Laboratory Developed Test Notification

Import Trade Auxiliary Communication System (ITACS)

Retrieving Notices of FDA Action from ITACS

Welcome to Import Trade Auxiliary Communications System

ITACS allows the Import Trade Community to:

- 1) Check status of Entries
- 2) Input Line Availability
- 3) Submit Requested Documents

Indicates that you are logged in and the User Name for the account. Also provides links to modify your account and manage users if a Firm or Group Admin

To get started, at a minimum please enter an Entry Number. If you would like to narrow your entry search, please provide a Line Number. The security letters are required for entry, when provided by the system.

* are required fields

Entry Number* (Example: xxx-xxxxxxx-x)
 CBP Line Number
 FDA Line Number

No CAPTCHA Code required when logged into your account

Helpful Links

[ITACS Industry Page](#)
[FDA Import Office Locations and Contact Information](#)
[Import Refusals](#)
 For assistance please contact (itacssupport@fda.hhs.gov)

[Import Program Page](#)
[Import Alerts](#)
[Access FDA Product Code Query](#)

Retrieving Notices of FDA Action from ITACS

Status and Actions

Results

Entry Number: [REDACTED]-8901696-0 Entry Level Status: Hold Pending Further Written Notice from FDA

Select	Entry/CBP-FDA(Suffix)	Product	Product Code	Quantity	Country Name	FDA Line Status	FDA Line Status Date	ITACS Status	ITACS Status Date
<input type="checkbox"/>	[REDACTED]-8901696-0/1-1	VIDEO GAME [REDACTED]	95R-EJ	Total: 20.0 Pieces (20.0 Pieces)	China	Notify FDA of Location for FDA Examination	02/12/2016		

To retrieve Notices choose 'Retrieve Notices of FDA Action' radio button and click TAKE ACTION

[Export as PDF for Print](#) [Select All Lines](#) [Clear Selected](#)

Actions

If an action needs to be taken for the lines selected above, please choose the appropriate action option and press the Take Action button. The action taken will be applied to all of the selected lines.
Note: If you opt to submit entry level documents, ITACS will automatically select all of the lines of the entry for you.

- Input Line Availability for the selected item(s)
- Submit Entry Level Documents
- Submit Line Level Documents for the selected item(s)
- View Expected Lab Completion Date
- Retrieve Notices of FDA Action

Retrieving Notices of FDA Action from ITACS

FDA MARCS Import Trade Auxiliary Communications System Logged in as: Test User
[Manage Users](#) [Modify Your Own Profile](#) [Log out](#) [Help](#)

Status and Actions

Results

Entry Number: [REDACTED] 8901698-6 Entry Level Status: Entry Closed by FDA

Select	Entry/CBP-FDA[Suffix]	Product	Product Code	Quantity	Country Name	FDA Line Status	FDA Line Status Date	ITACS Status	ITACS Status Date
<input type="checkbox"/>	[REDACTED]-8901698-6/1-1	SAMPLE - [REDACTED]	95R-EJ	Total: 1.0 Pieces (1.0 Pieces)	China	Released	02/24/2016		

Available Notices of FDA Action will be listed at the bottom of the page. Click on the PDF icons to open and view the Notices.

[Export as PDF for Print](#) [Select All Lines](#) [Clear Selected](#)

▼ Notices of FDA Action Issued to Your Firm

All Notices of FDA Action issued to your firm for the selected entry are displayed in the table below.
To retrieve a notice, click on the corresponding PDF file. To open the notice, you will need to have the free Adobe Acrobat Reader installed. The PDF format provides the capability to review, save, and print the document.

Notice Number	Notice Date	Notice
1	Feb 18, 2016	
2	Feb 18, 2016	
3	Feb 24, 2016	

[PREVIOUS](#) [FINISHED](#)



Emailed Notices of FDA Action

Example email received by the account holder with the Notice of FDA Action attached.

From: itacs@fda.hhs.gov Sent: Mon 2/22/2016 2:45 PM
To: [REDACTED]
Cc:
Subject: Notice of FDA Action Number 1 for Entry Number [REDACTED]

Message  423691_02182016_051332_oamq0111.pdf (4 KB)

Attached please find Notice Number 1 for Entry Number [REDACTED]. Any questions about this Notice should be directed to the contact listed on the Notice. DO NOT REPLY to this email as it is not monitored.

If you have received this e-mail in error, please notify FDA at ITACSSupport@fda.hhs.gov.

Retrieving Information Requests from ITACS

Status and Actions

Results

Entry Number: XXXXXXXXXX Entry Level Status: Document Submitted

Select	Entry/CBP-FDA[Suffix]	Product	Product Code	Quantity	Country Name	FDA Line Status	FDA Line Status Date	ITACS Status	ITACS Status Date
<input type="checkbox"/>	XXXXXXXXXX	TUNA CHUNK IN WATER WITH VEGETABLE BROTH	16AEE45	Total: 2240.0 Case (2240.0 Case, 48.0 Can, Cylindrical, 5.0 Ounces, weight (avdp))	Thailand	Information Requested - See Notice of FDA Action for Details - Requested Information	06/24/2016	Document Submitted	03/24/2016

Click the link to show the information request.

[Export as PDF for Print](#) [Select All Lines](#) [Clear Selected](#)

Actions

 If an action needs to be taken for the lines selected above, please choose the appropriate action option and press the Take Action button. The action taken will be applied to all of the selected lines.
 Note: If you opt to submit entry level documents, ITACS will automatically select all of the lines of the entry for you.

- Input Line Availability for the selected item(s)
- Submit Entry Level Documents
- Submit Line Level Documents for the selected item(s)
- View Expected Lab Completion Date
- Retrieve Notices of FDA Action

 TAKE ACTION  FINISHED

Retrieving Information Requests from ITACS

Status and Actions

Results

Entry Number: [REDACTED] Entry Level Status: Document Submitted

Select	Entry/CBP-FDA[Suffix]	Product	Product Code	Quantity	Country Name	FDA Line Status	FDA Line Status Date	ITACS Status	ITACS Status Date
<input type="checkbox"/>	[REDACTED] 1/1-1	TUNA CHUNK IN WATER WITH VEGETABLE BROTH	16AEE45	Total: 2240.0 Case (2240.0 Case, 48.0 Can, Cylindrical, 5.0 Ounces, weight (avdp))	Thailand	Information Requested - See Notice of FDA Action for Details - Requested Information	06/24/2016	Document Submitted	03/24/2016

The Information Request will be displayed in a pop up box.

Information Requested for line [REDACTED] 1-1

Details: Please provide FCE and SID. ;
Respond By: Jun 29, 2016

Requests also available to download as pdf under Retrieve Notices of FDA Action.

[Export as PDF for Print](#) [Select All Lines](#) [Clear Selected](#)

Actions

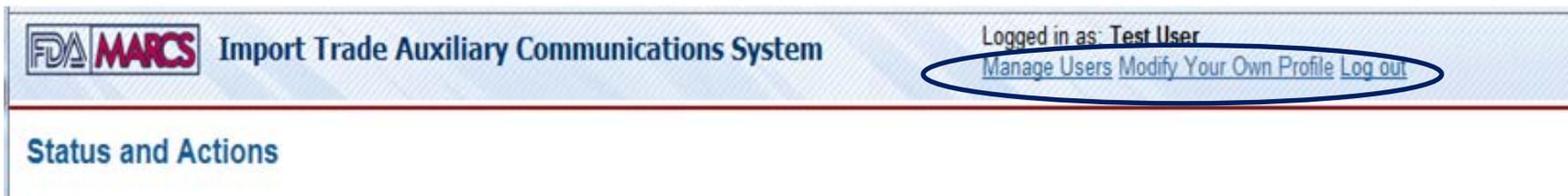
 If an action needs to be taken for the lines selected above, please choose the appropriate action option and press the Take Action button. The action taken will be applied to all of the selected lines.
Note: If you opt to submit entry level documents, ITACS will automatically select all of the lines of the entry for you.

- Input Line Availability for the selected item(s)
- Submit Entry Level Documents
- Submit Line Level Documents for the selected item(s)
- View Expected Lab Completion Date
- Retrieve Notices of FDA Action

Managing your Account

Firm Administrator

Links to Manage your account and manage users found at the top of the screen





ITACS Links

ITACS: <https://itacs.fda.gov>

ITACS Support – for technical assistance regarding ITACS or to suggest additional functionality please email:

ITACSSupport@fda.hhs.gov

To view the ITACS Presentation to Industry PP and this ITACS Account Management PP visit:

<http://www.fda.gov/forindustry/importprogram/entryprocess/importsystems/ucm480953.htm>

