

# **FTC Administrative E-Filing System**

## **External User Registration Guide**

### **(Filer)**

**February 2021**



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**1) Introduction:**

The Federal Trade Commissions’ (FTC) Administrative E-Filing System (AEFS) is a new web-based, user friendly application that receives electronic filings in adjudicative proceedings conducted under Part 3 of the Commission's Rules of Practice that governs how competition and consumer protection cases are tried before an Administrative Law Judge (ALJ). The FTC’s new Administrative E-Filing Application has been created to secure, streamline and improve efficiencies for FTC’s Administrative E-Filing application users.

**2) Administrative E-Filing System External User Registration Guide**

**Overview:**

This Administrative E-Filing System (AEFS) User Guide is an instruction manual that provides guidance on how to navigate and securely access the Admin E-Filing System for an optimal user experience.

**3) Application/User Registration:**

**3.1 New/First time Users:**

**3.1.1 Registration:**

In order to access the Administrative E-Filing System, you must first register and create an account.

Please follow the steps below to register and create an account:

- 1) Click on the link below and then click on ‘Register’ under *New Users*:  
<https://adminefiling.ftc.gov>



Figure 1: Administrative E-Filing Landing Page

- 2) You will be redirected to the Customer Registration Page. To successfully complete registration, you must:
  - First, enter in the requested information for each of the input fields on the Customer Registration page
  - Then, click on the ‘**Rules of Behavior**’ button and review the Rules thoroughly.
  - After you have reviewed the rules, you must sign and date the Rules of Behavior. *Note: You must input the signature in the following format: “/name of the user/.”*
  - Next, enter in the **Security Code (reCAPTCHA)**
  - Finally, click on ‘**Submit**’ to complete the registration process

**PLEASE NOTE:** All users MUST sign the Rules of Behavior to complete the registration process.

The image shows a registration form titled "Customer Registration" with the following fields and values:

- First Name: John
- Last Name: Doe
- Business Email: jdoe@xyz.com
- Phone number: 555.555.5555
- Company Name: XYZ Company
- Security Code: I'm not a robot (with a green checkmark icon)

At the bottom of the form, there are two buttons: "Rules of Behavior" (highlighted with a red box and a red arrow) and "Submit". A reCAPTCHA logo and "Privacy - Terms" link are also visible in the Security Code section.

Figure 2: Administrative E-Filing Registration Page

**Accountability**

- I understand that I will be held accountable for my actions while accessing and using the FTC E-Filing Systems.
- I understand that I am responsible for maintaining copies of submitted documents for my own records and FTC is not expected to provide copies back to me.

**Acknowledgement Statement**

**I acknowledge that I have read the Rules of Behavior, I understand them, and I will comply with them. I understand that failure to comply with these rules could result in disciplinary actions, criminal or civil prosecution or termination.**

Signature (Print Name in the following format: /s/ Attorney Name):

*(Please limit your signature to letters and the following special characters (" ", " /" and "-")*


Date:


I consent to using an electronic signatures.

I consent to receive email notifications from the Electronic Filing System and Premerger Notification System.

Figure 3: Rules of Behavior Details

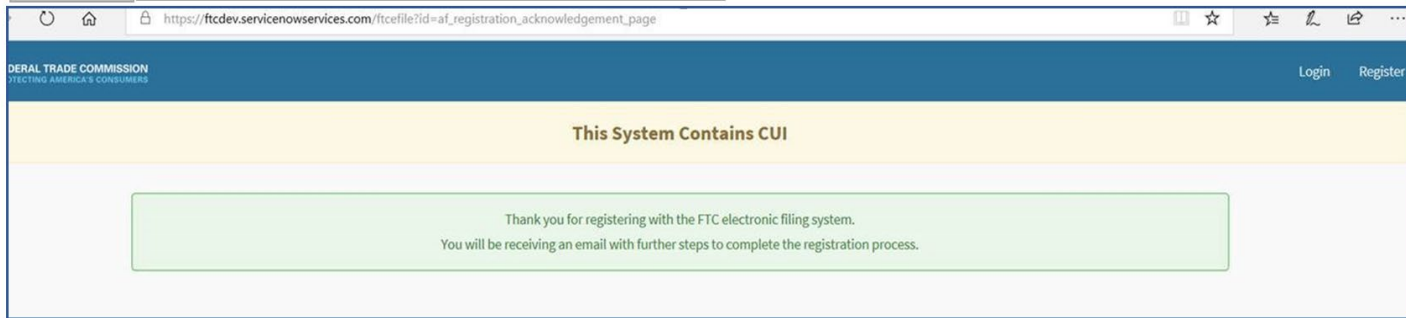
Security Code

  
I'm not a robot

  
reCAPTCHA  
[Privacy](#) - [Terms](#)

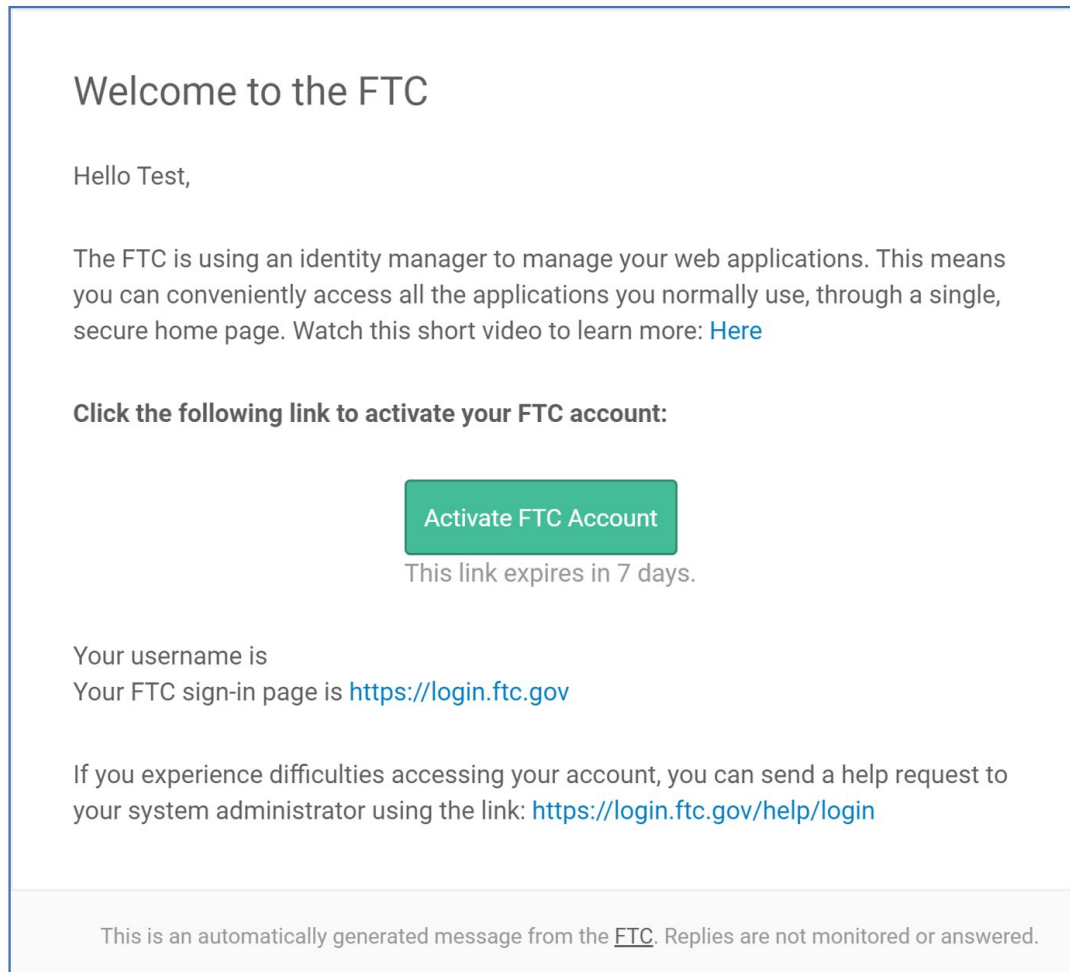
The Submit button will now be enabled and you can click on it to proceed.

- 3) Upon successful submission, the application will display a confirmation page and you will receive an email with next steps to ‘Activate’ your account with the FTC.



*Figure 4: Confirmation Page*

- 3.1.2 **Account Activation:** Upon receiving the activation email (example below) from the FTC, click on the ‘Activate FTC Account’ button to activate your account.



*Figure 5: Account activation email*



Upon clicking on the Activate link from your email, you will be automatically redirected to the FTC “Create your FTC account” page. Please enter in a new password, then repeat the password, then answer your security questions and click “Create Account”

**Enter new password**

.....

Password requirements: at least 14 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username, does not include your first name, does not include your last name. Your password cannot be any of your last 4 passwords. At least 2 hour(s) must have elapsed since you last changed your password.

**Repeat new password**

.....

**Choose a forgot password question**

What is the food you least liked as a child? ▾

**Answer**

test

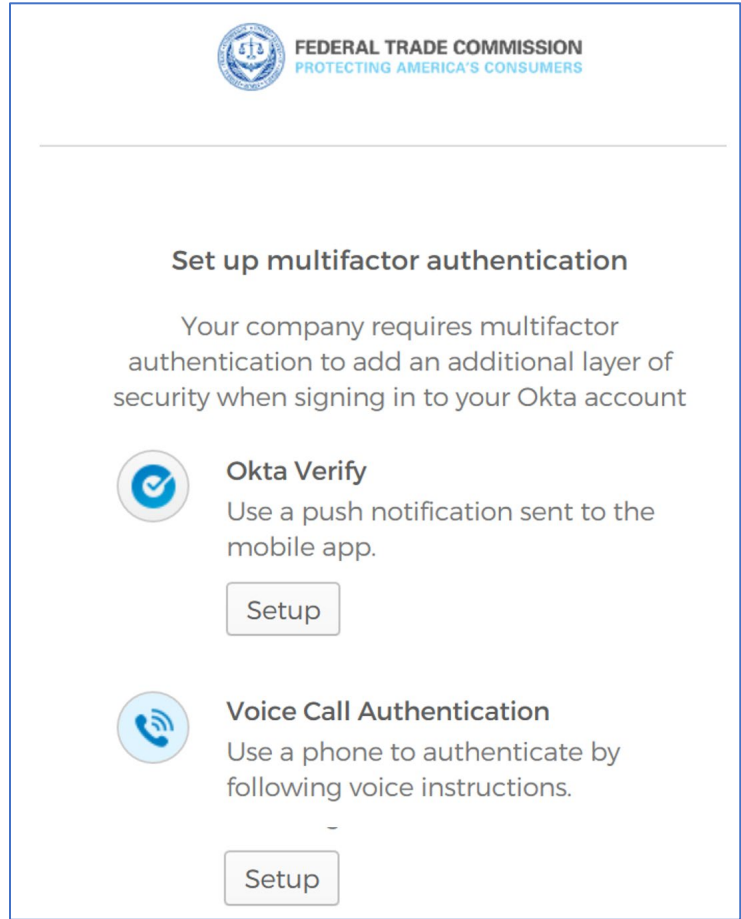
**Create My Account**

Figure 6: Create password page

3.1.5 **Setup two-factor authentication:** You will then need to set up your two-factor Authentication (Okta Verify - mobile and Voice call).

**Okta Verify is the preferred method of authentication.**

Please select your option and click “Setup”



*Figure 7: Two-factor authorization*

If you selected ‘Okta Verify’, please select your device type and click “Next”.

**You will need to download the Okta Verify App from the App Store onto your mobile device to proceed.**

FEDERAL TRADE COMMISSION  
PROTECTING AMERICA'S CONSUMERS

Setup Okta Verify

Select your device type

iPhone

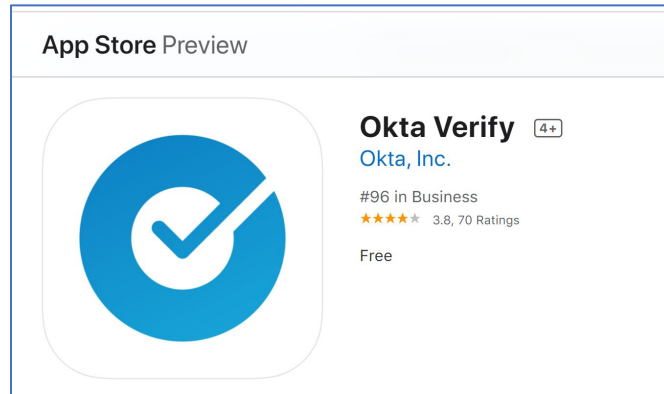
Android

Download Okta Verify from the App Store onto your mobile device.

Next

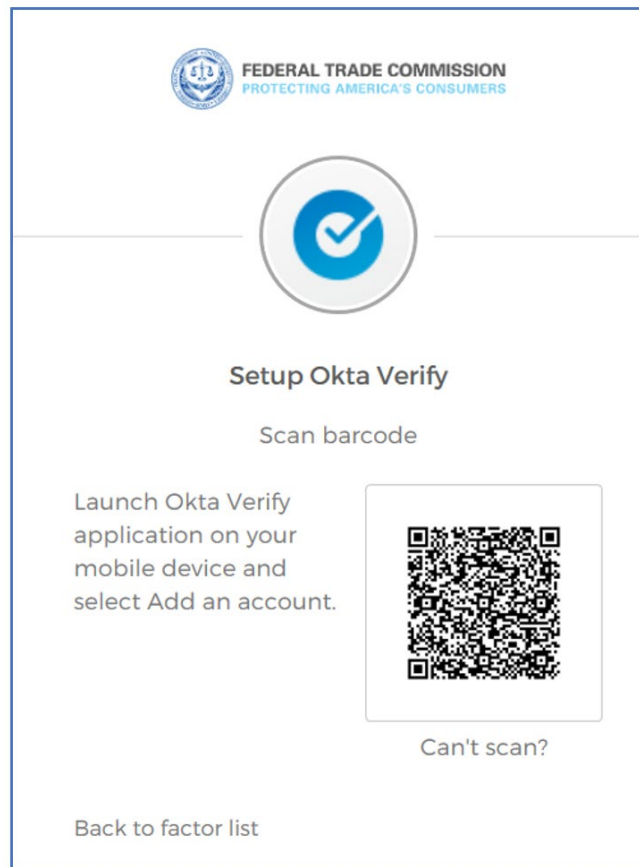
[Back to factor list](#)

*Figure 8: Two-factor authorization (Okta Verify)*



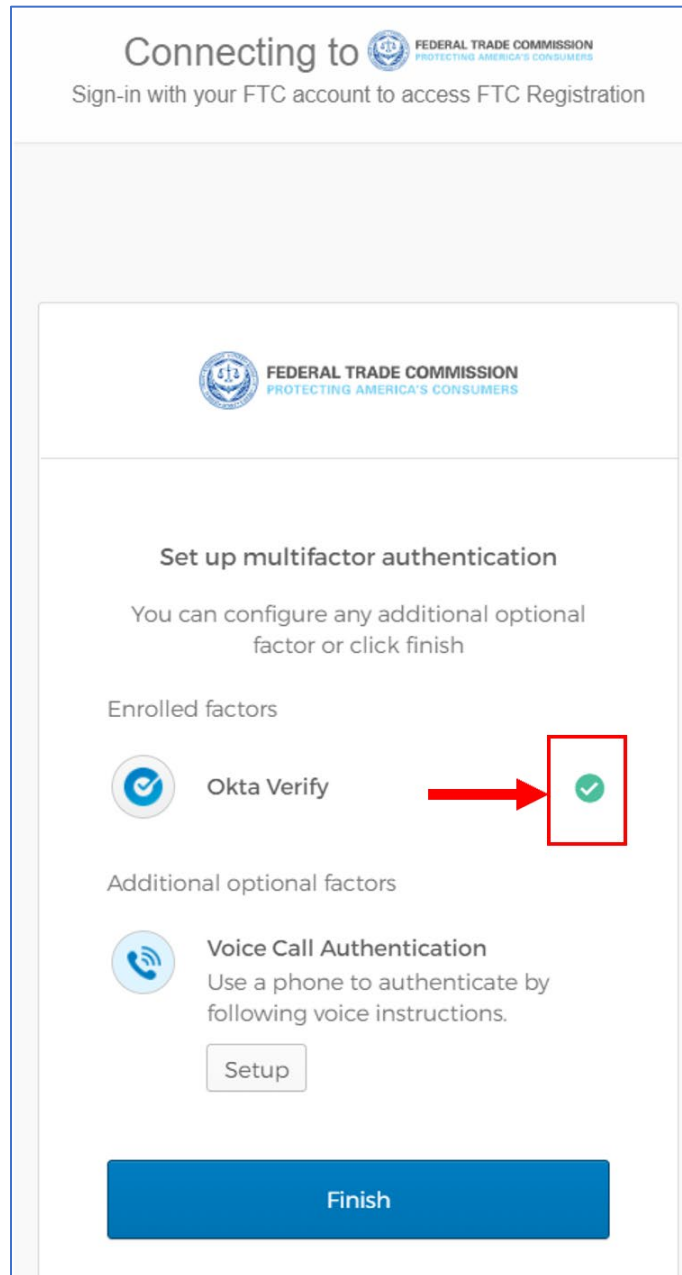
Please open the Okta Verify App from your mobile device and click ‘Add Account’ as shown below. Then scan the barcode or proceed with entering in the code.



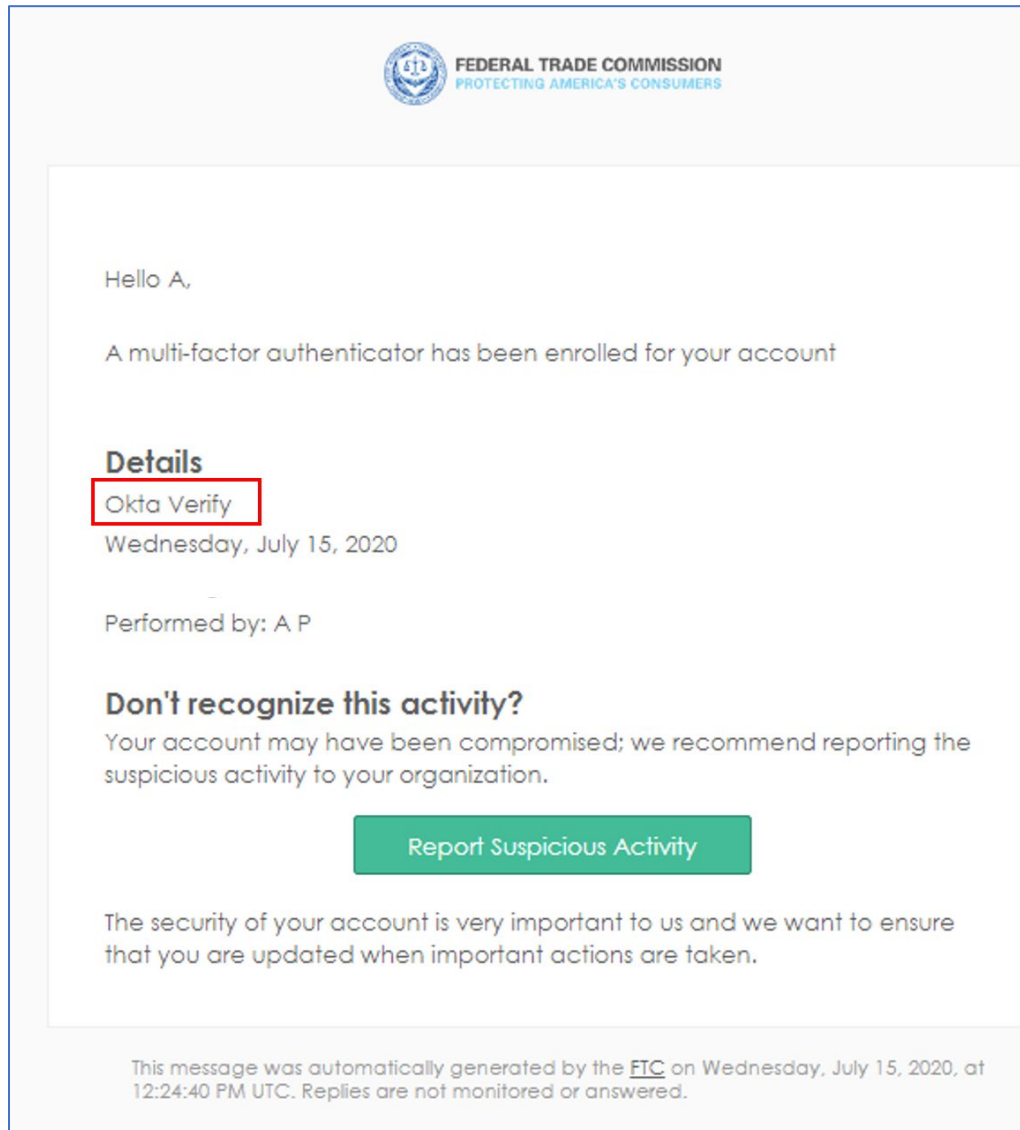


*Figure 9: Okta verification (scanning the barcode)*

Once the “Okta Verify” process is complete, you will see a green check mark against the Okta Verify enrollment as shown below:



You will also receive an email confirmation with regarding your enrollment in “Okta Verify” as shown below:



You have the option to also set up your multi-factor authentication using “Voice Call Authentication”. If you select this option, click ‘Setup’ as shown below:

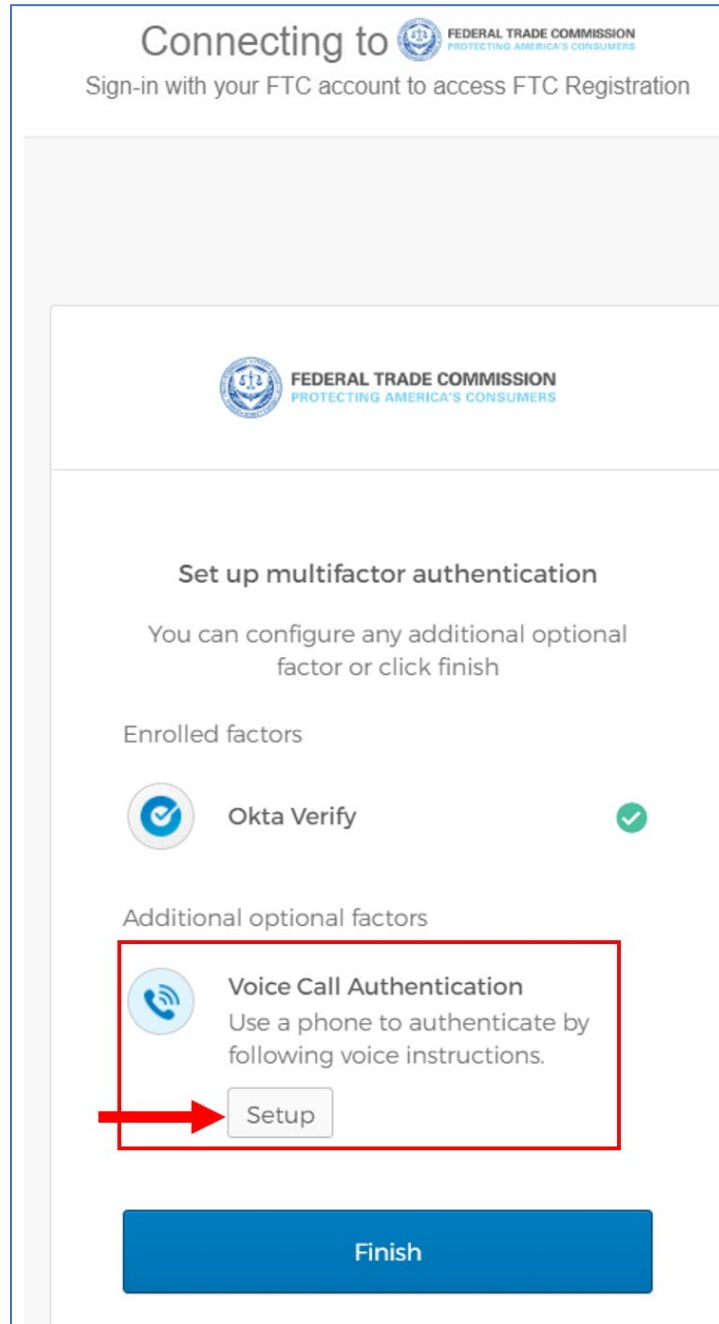



Figure 10: Voice Call Authentication





Please enter your phone number here and click 'Call'. You should receive a call with a code in the next few minutes.

Connecting to  **FEDERAL TRADE COMMISSION**  
PROTECTING AMERICA'S CONSUMERS

Sign-in with your FTC account to access FTC Registration

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 **FEDERAL TRADE COMMISSION**  
PROTECTING AMERICA'S CONSUMERS



Follow phone call instructions to  
authenticate

United States ▼

Phone number      Extension

+1 |     

**Call**

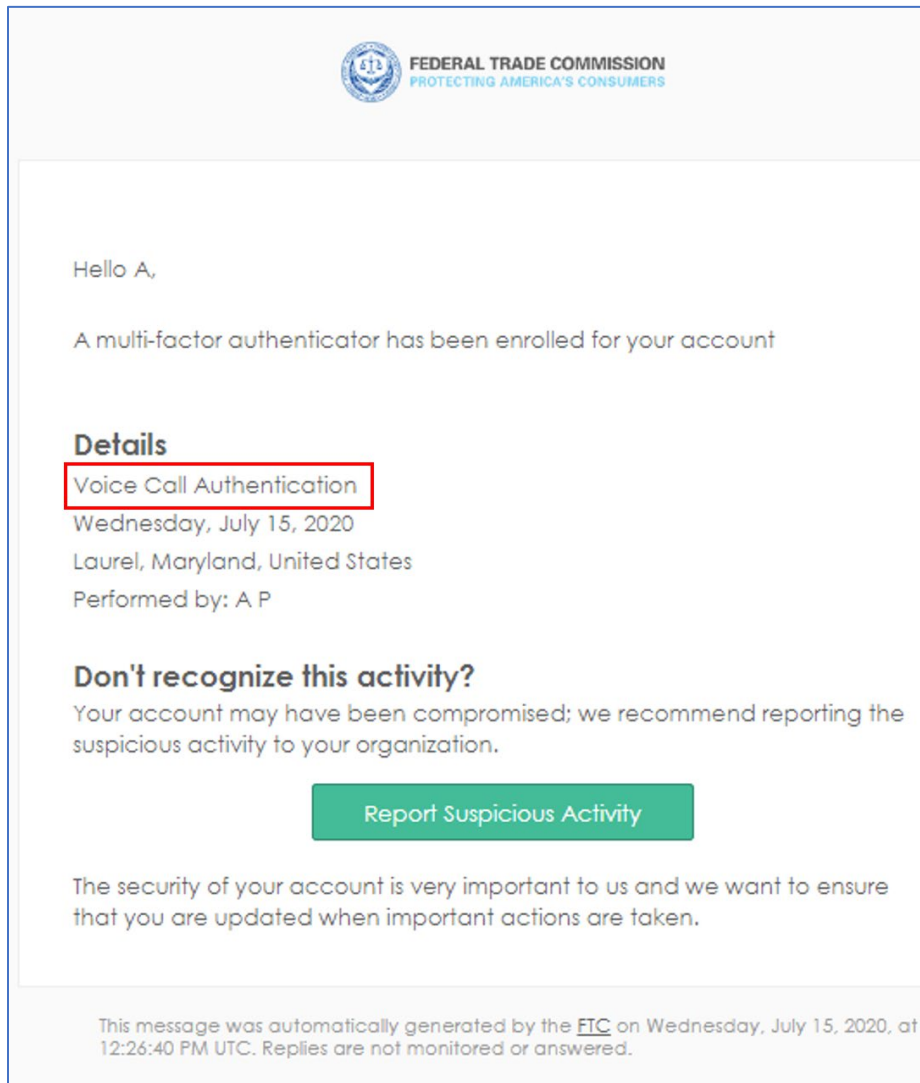
[Back to factor list](#)

Enter in the code and click 'Verify'

The screenshot shows a mobile-style interface for voice call verification. At the top is a blue phone icon with signal waves. Below it, the text reads "Follow phone call instructions to authenticate". A dropdown menu is set to "United States". There are two input fields: "Phone number" with a grey box containing "+1" and an empty field, and "Extension" with an empty field. A "Redial" button is below these. The "Enter Code" field is highlighted with a red box and contains the code "12620", with a red arrow pointing to the first digit. A blue "Verify" button is at the bottom, and a "Back to factor list" link is at the very bottom.

Figure 11: Voice Call code verification

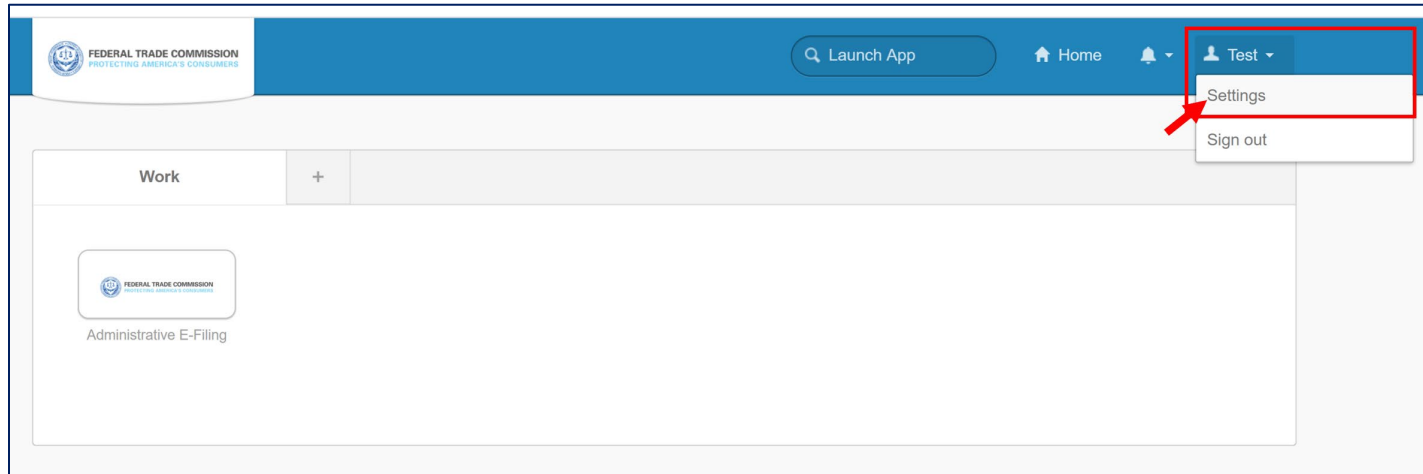
Upon verification, you will receive an email confirmation that you have successfully enrolled in the multi-factor authentication with the FTC.



Your account registration with the FTC is now complete. You can now conveniently access all external FTC applications through this account.

**Updating your Multi-Factor Authentication Settings:** If you need to update/change your selections for Multi-factor Authentication, please follow the steps below:

- 1) Navigate to: <https://login.ftc.gov/>
- 2) Enter in your username and password
- 3) You will be asked once again to complete the authentication process
- 4) Upon successful authentication, you will see the below screen:



- 5) Click on your Account and then “Settings”

- 6) Here you will have the option to make changes to your account, please click on the option you would like to change and proceed.

The screenshot displays a user account management interface with the following sections:

- Personal Information:** A table with fields for First name (Test), Last name (test2), Okta username (Awftc123@gmail.com), Primary email (Awftc123@gmail.com), and Mobile phone. An 'Edit' button is located in the top right corner.
- Extra Verification:** A section with a checkmark icon and the title 'Extra Verification'. Below the title is a descriptive paragraph: 'Extra verification increases your account security when signing in to Okta and other applications you use'. Two verification methods are listed: 'Okta Verify' and 'Voice Call Authentication', each with a 'Remove' button. A red box highlights these two methods, and a red arrow points to the 'Voice Call Authentication' entry.
- Change Password:** A section with a lock icon and the title 'Change Password'. It includes a paragraph of password requirements: 'Password requirements: at least 14 characters, a lowercase letter, uppercase letter, a number, a symbol, no parts of your username, not include your first name, does not include your last name. Your password cannot be any of your last 4 passwords. At least 2 hours must have elapsed since you last changed your password.' Below this are three input fields: 'Current password', 'New password', and 'Confirm new password'. A 'Change Password' button is visible at the bottom right of this section.
- Forgotten Password Question:** A section with a speech bubble icon and the title 'Forgotten Password Question'. It contains the text: 'Select a forgotten password question so you can reset your password in case you have trouble signing in to your Okta account.'

## 3.2 Registered Users:

### 3.2.1 Login:

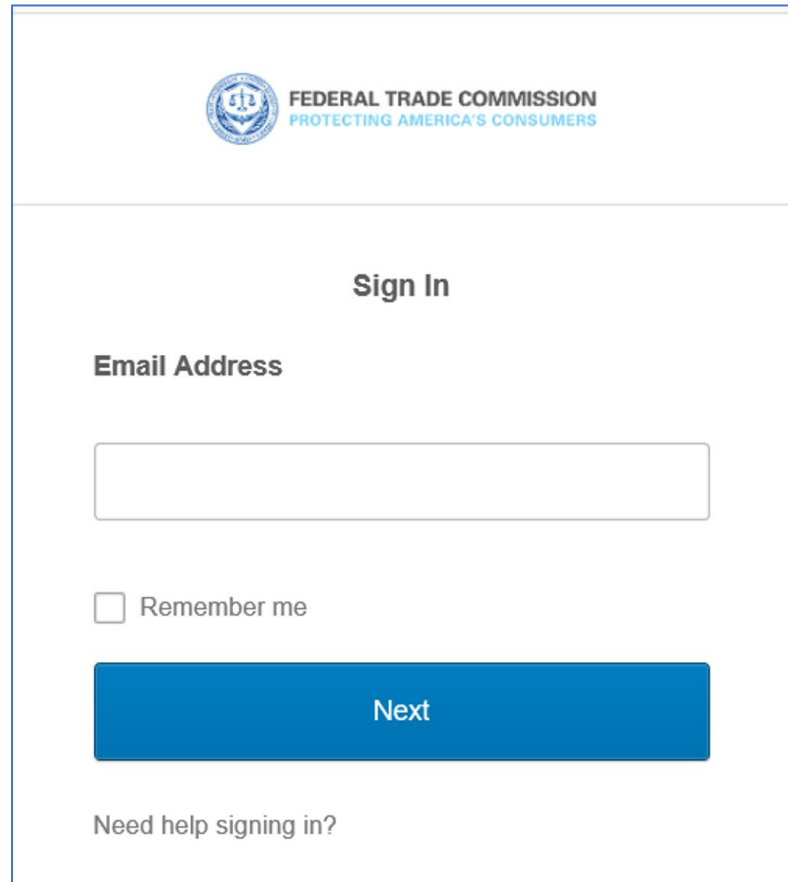
If you have previously registered with the FTC, you can access the Administrative E-Filing System by going to <https://adminefiling.ftc.gov>

Click ‘Login’ under Registered Users and enter the e-mail address and password associated with the registered user account.



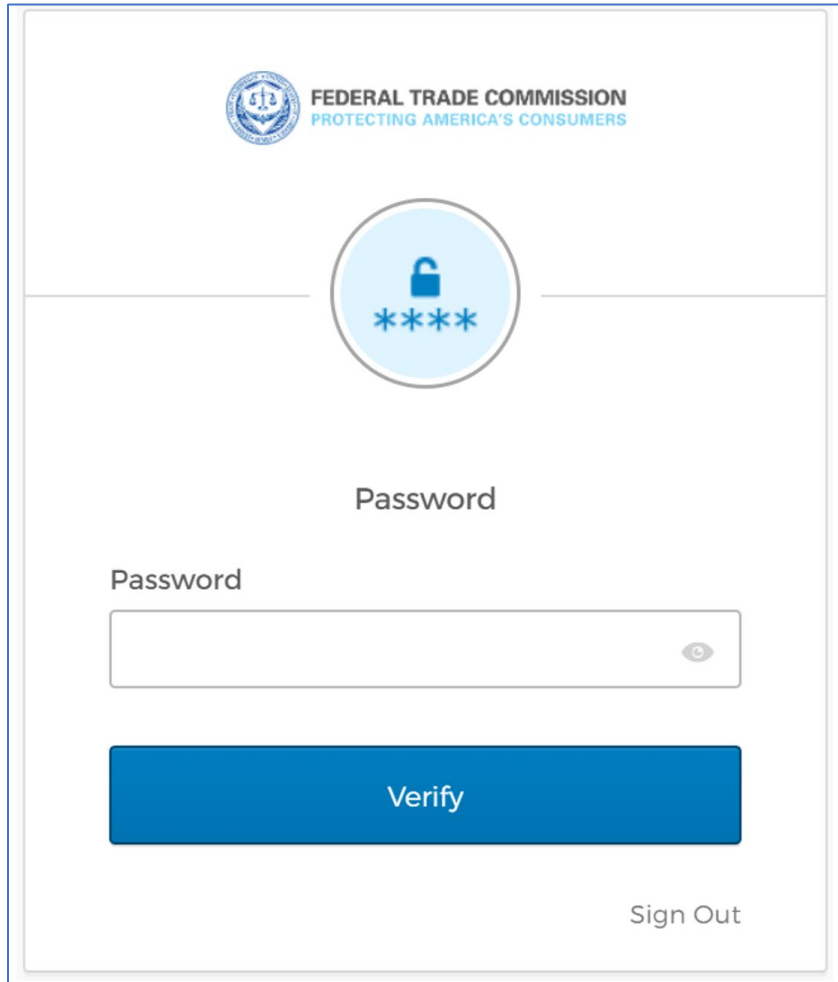
*Figure 12: Administrative E-Filing System Login Page*

Enter your email address and click ‘Next’.



The screenshot shows a web form for signing in to the FTC Administrative E-Filing system. At the top left is the FTC logo, which includes a circular seal with a scale of justice and the text 'FEDERAL TRADE COMMISSION' and 'PROTECTING AMERICA'S CONSUMERS'. Below the logo, the text 'Sign In' is centered. Underneath, the label 'Email Address' is positioned above a single-line text input field. Below the input field is a checkbox labeled 'Remember me'. A large blue button with the text 'Next' is centered below the checkbox. At the bottom of the form area, the text 'Need help signing in?' is displayed.

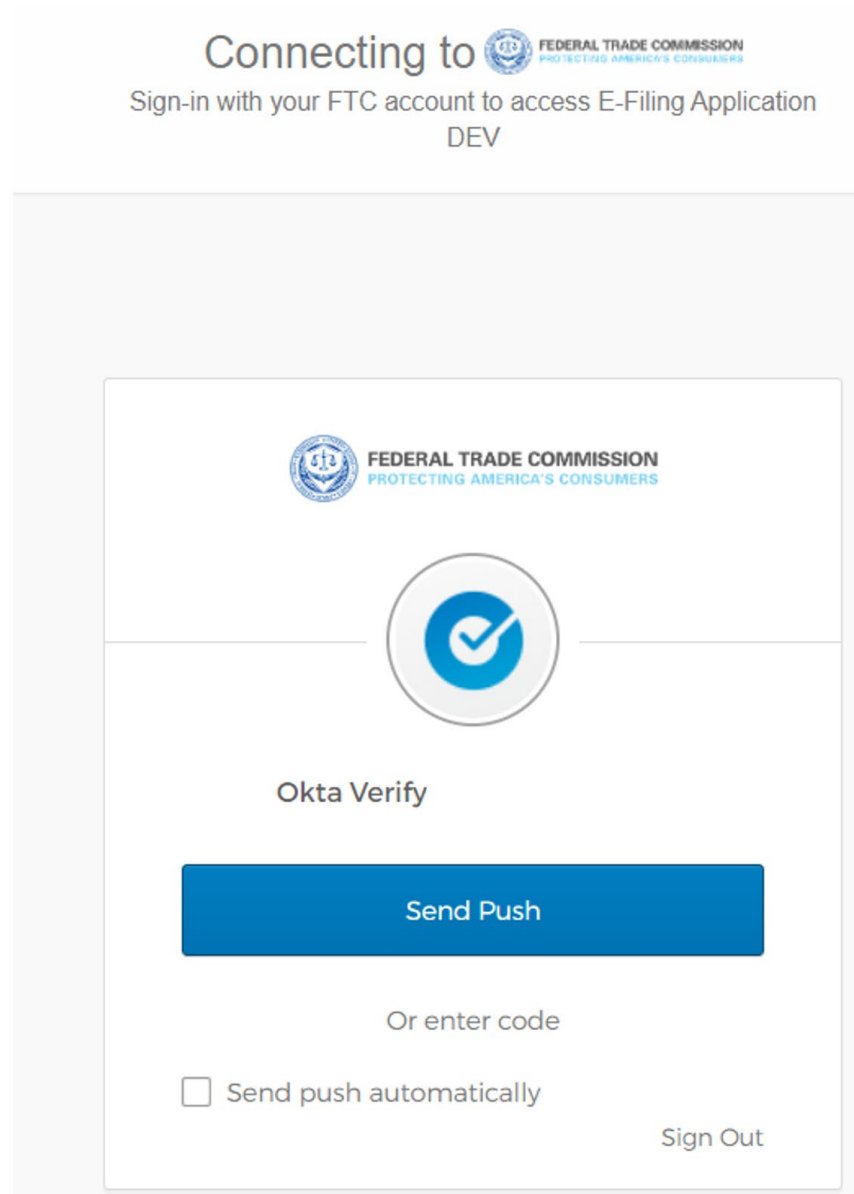
Then, enter in your password and click 'Verify'.



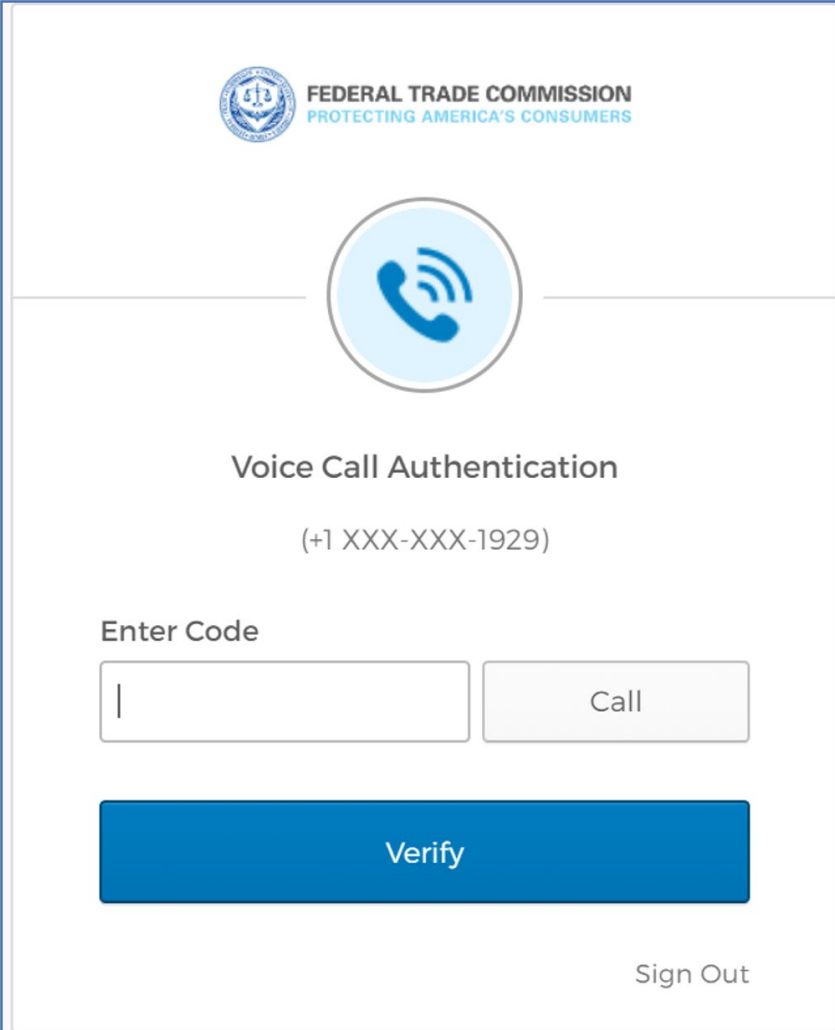
The screenshot displays a user interface for password verification. At the top left is the Federal Trade Commission logo, featuring a scale of justice and the text "FEDERAL TRADE COMMISSION" and "PROTECTING AMERICA'S CONSUMERS". Below the logo is a circular icon containing a blue padlock and five asterisks "\*\*\*\*\*". Underneath the icon is the label "Password". A text input field is labeled "Password" and contains five asterisks. To the right of the input field is a small eye icon. Below the input field is a large blue button with the text "Verify". In the bottom right corner, there is a "Sign Out" link.



You will then be prompted to complete the authentication process. Please proceed with either “Okta Verify” or “Voice Call Authentication”. If you select Okta Verify, click on ‘Send Push’ to receive a push notification on your phone.



If you select “Voice Call Authentication”, click ‘Call’ and enter in the code that you receive via the verification phone call. If you selected the mobile phone option during registration, you will receive a text message with the code. After you enter the code, click ‘Verify’.



The image shows a user interface for Voice Call Authentication. At the top, there is the Federal Trade Commission logo and the text "FEDERAL TRADE COMMISSION" and "PROTECTING AMERICA'S CONSUMERS". Below this is a circular icon of a telephone handset with signal waves. The text "Voice Call Authentication" is centered, followed by a phone number "(+1 XXX-XXX-1929)". There is a section labeled "Enter Code" with a text input field containing a vertical bar and a "Call" button. Below this is a large blue "Verify" button. In the bottom right corner, there is a "Sign Out" link.

Upon successful authentication, you will be logged in to the application and you will receive an email notification confirming your login.

### New sign-on detected for your FTC account

Hello Test,

Your FTC Account [Awftc123@gmail.com](mailto:Awftc123@gmail.com) was just used to sign-in from a new or unrecognized device, browser, or application.

#### Sign-In Details

CHROME - Windows 10

Monday, August 10, 2020

Aldie, Virginia, United States

IP: 108.18.145.163

#### Don't recognize this activity?

Your account may have been compromised; we recommend reporting the suspicious activity to your organization.

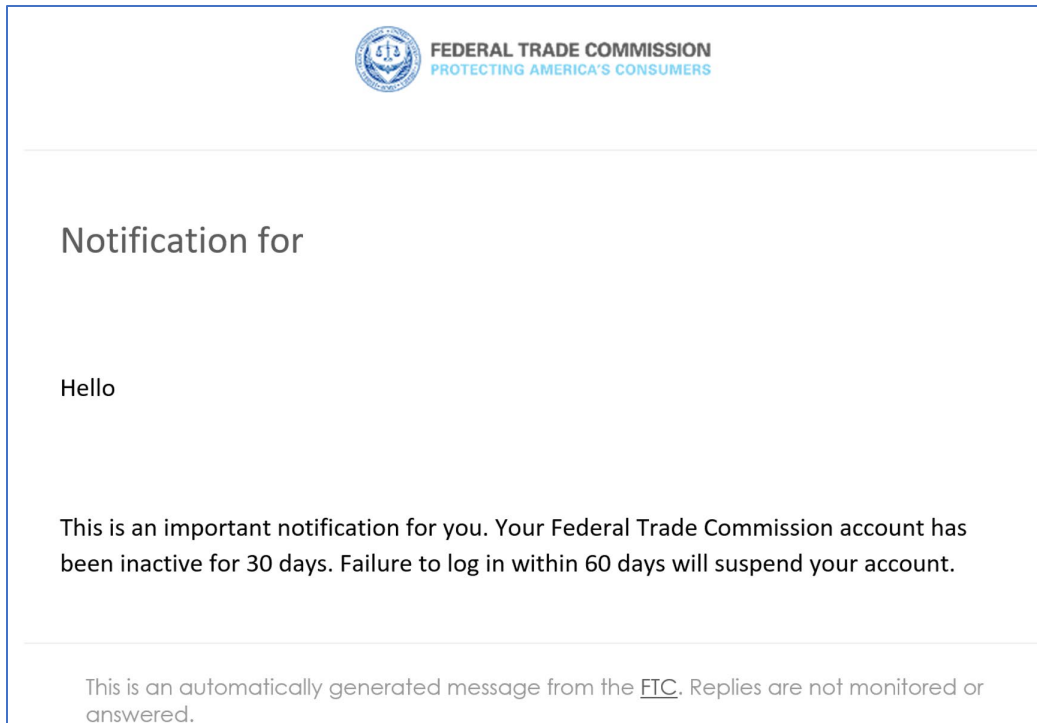
[Report Suspicious Activity](#)

The security of your account is very important to us and we want to ensure that you are updated when important actions are taken.

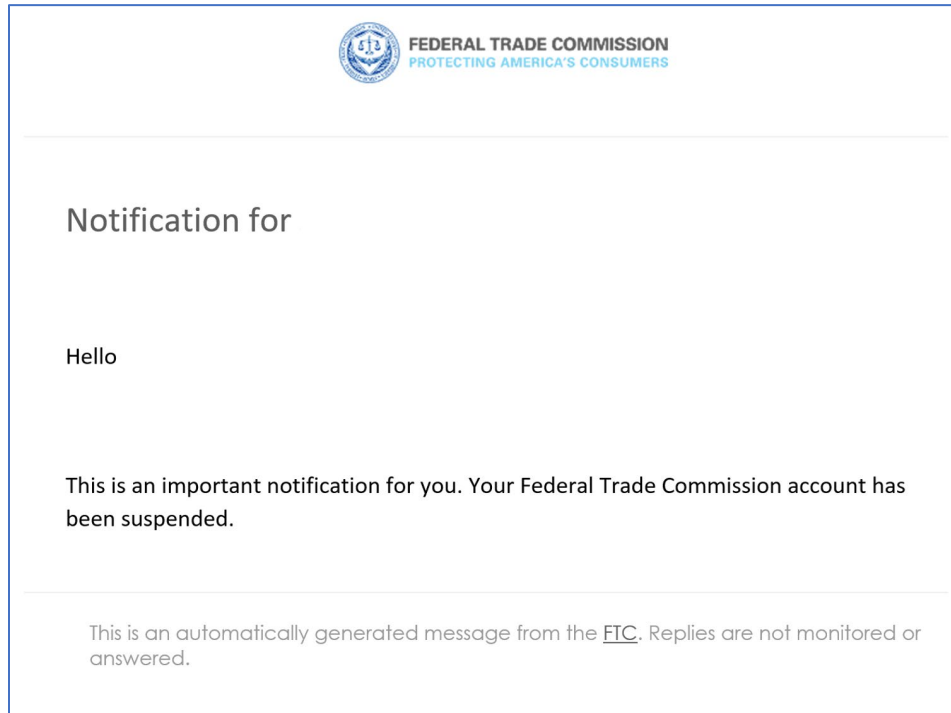
We were unable to determine if you had previously signed in with this device before. This notification is common if you are signing in a new device, a new browser, have deleted your cookies or are accessing Okta in Incognito Mode.

### 3.2.2 Reactivate Account:

Your account will get automatically deactivated after 90 days of inactivity. You will receive emails at 30, 60 and 83 days of inactivity reminding that you need to login to keep you account active. Sample reminder email at 30 days is shown below:



If you do not have activity in your account at 90 days, it will get automatically deactivated and you will receive the following email notification:



If your account has been deactivated and you need to reactivate it, please click on “Reactivate account” as shown below:

Navigate to <https://adminefiling.ftc.gov/ftcefile> and click on the link to reactivate your account that is below the “Login” button:




You will be taken to the reactivation page. Enter your email address and click 'Reactivate My Account':



This System Contains CUI

## Administrative E-Filing System



Please enter your email address and click reactivate to get the email instructions to reactivate your account

Reactivate My Account

Upon entering your email address and clicking 'Reactivate My Account', you will receive the below on-screen confirmation and you will also receive an email notification with a link to verify your account.



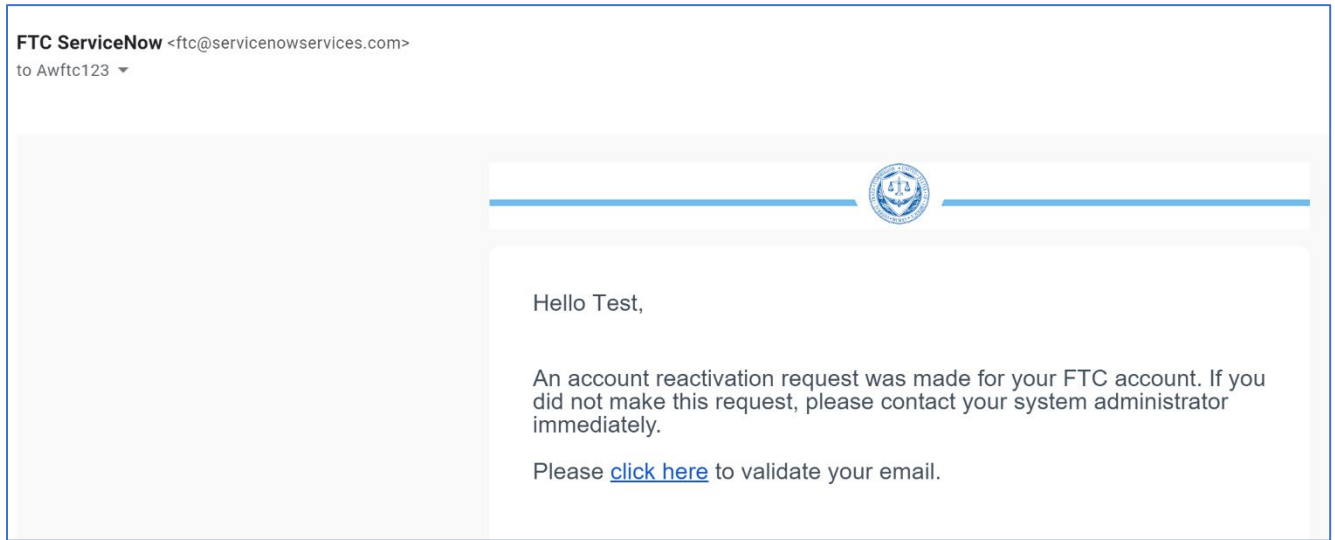
This System Contains CUI

## Administrative E-Filing System



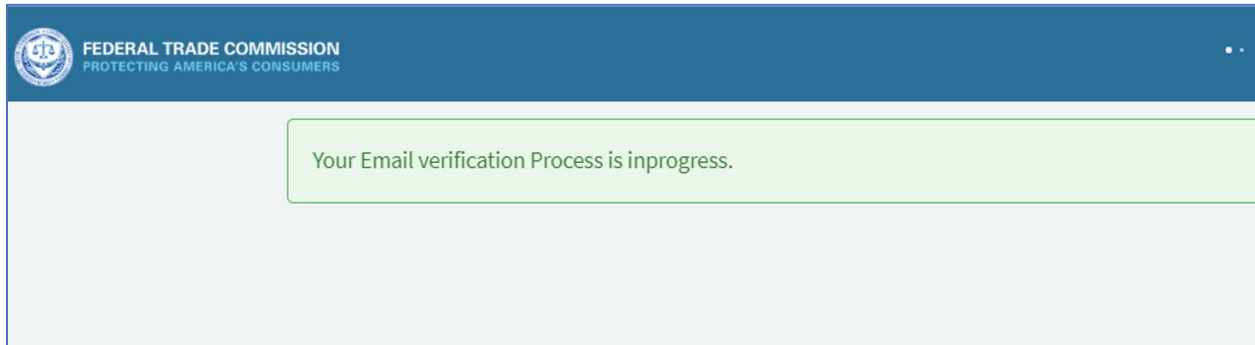
Your reactivation submission has been completed.  
You will receive an email notification to verify the submitted email address.

You will receive an email to verify your account for reactivation, please follow the instructions in the email to proceed.



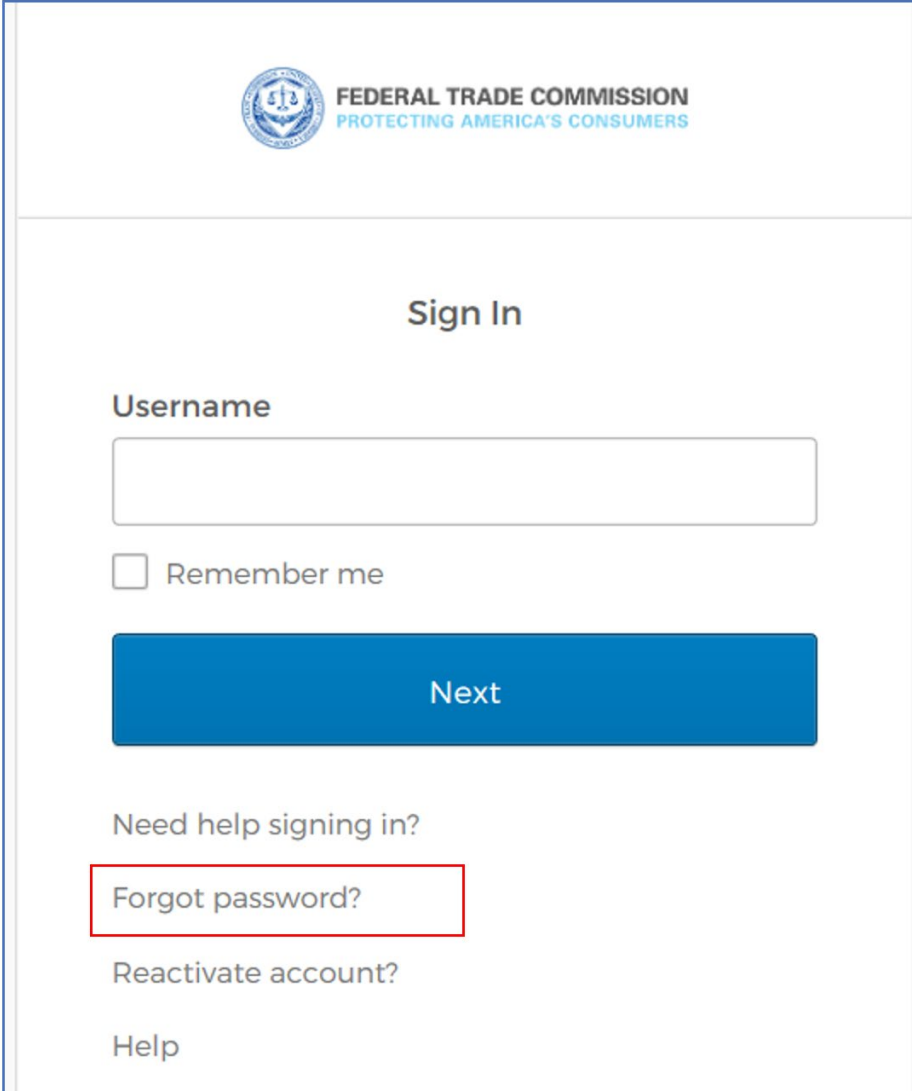


The following on-screen notification will be displayed confirming that your email verification is in progress. You will then receive another email confirming that your account has been successfully verified or if there was a problem with the verification.



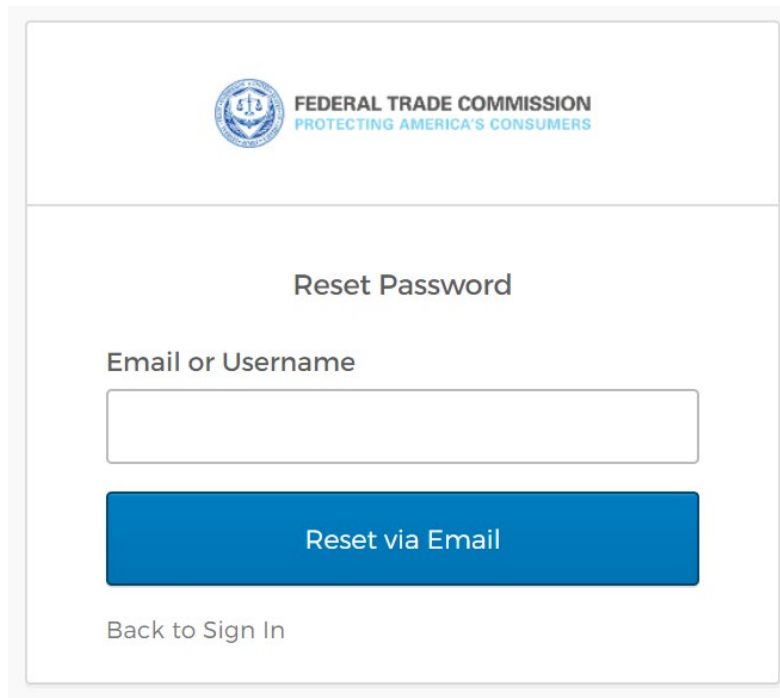
### 3.2.3 Reset Password:

If your password needs to be reset, please click on “Forgot password” as shown below:



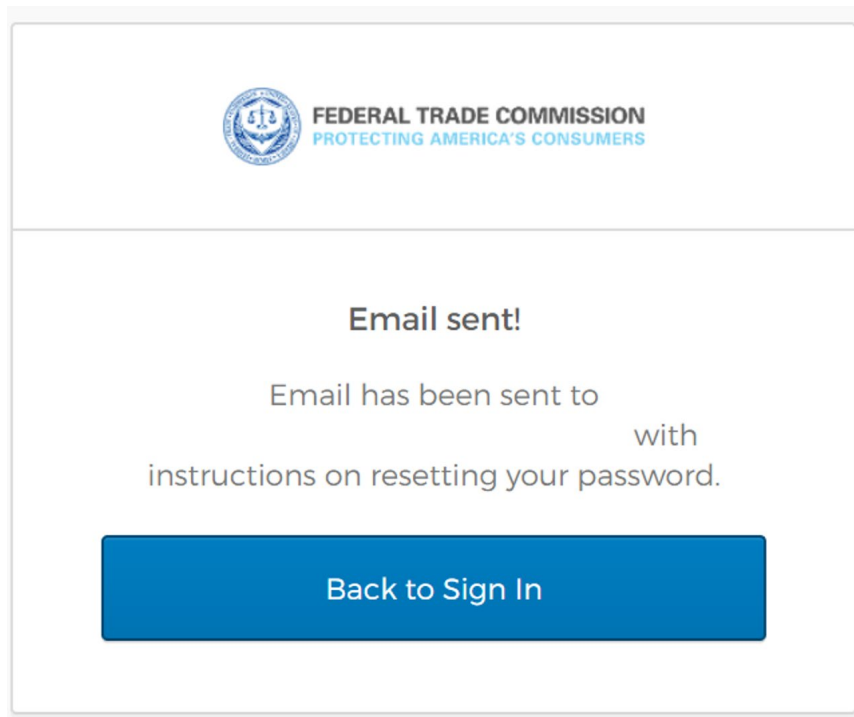
The screenshot shows the FTC Sign In page. At the top, there is the FTC logo and the text "FEDERAL TRADE COMMISSION PROTECTING AMERICA'S CONSUMERS". Below this is the "Sign In" heading. There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Remember me". A blue "Next" button is positioned below the checkbox. Underneath the button, there is a section titled "Need help signing in?". Within this section, the "Forgot password?" link is highlighted with a red rectangular border. Below it are the links "Reactivate account?" and "Help".

Please enter your email and click 'Reset via Email'




The screenshot shows the 'Reset Password' form on the FTC website. At the top left is the FTC logo with the text 'FEDERAL TRADE COMMISSION' and 'PROTECTING AMERICA'S CONSUMERS'. Below the logo is the heading 'Reset Password'. Underneath is a label 'Email or Username' followed by a text input field. Below the input field is a blue button labeled 'Reset via Email'. At the bottom left of the form is a link 'Back to Sign In'.

An on-screen confirmation will be displayed confirming that an email has been sent to your registered email account. Please open the email to proceed.



The screenshot shows the 'Email sent!' confirmation message on the FTC website. At the top left is the FTC logo with the text 'FEDERAL TRADE COMMISSION' and 'PROTECTING AMERICA'S CONSUMERS'. Below the logo is the heading 'Email sent!'. Underneath is the text 'Email has been sent to' followed by a placeholder for an email address, then 'with instructions on resetting your password.'. Below this text is a blue button labeled 'Back to Sign In'.

You will receive an email with a link to proceed with password reset. Please click on the ‘Reset Password’ link.

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## FTC Password Reset Requested

Hello Test,

A password reset request was made for your FTC account. If you did not make this request, please contact your system administrator immediately.

Click this link to reset the password for your username, [Awftc123@gmail.com](mailto:Awftc123@gmail.com):

Reset Password

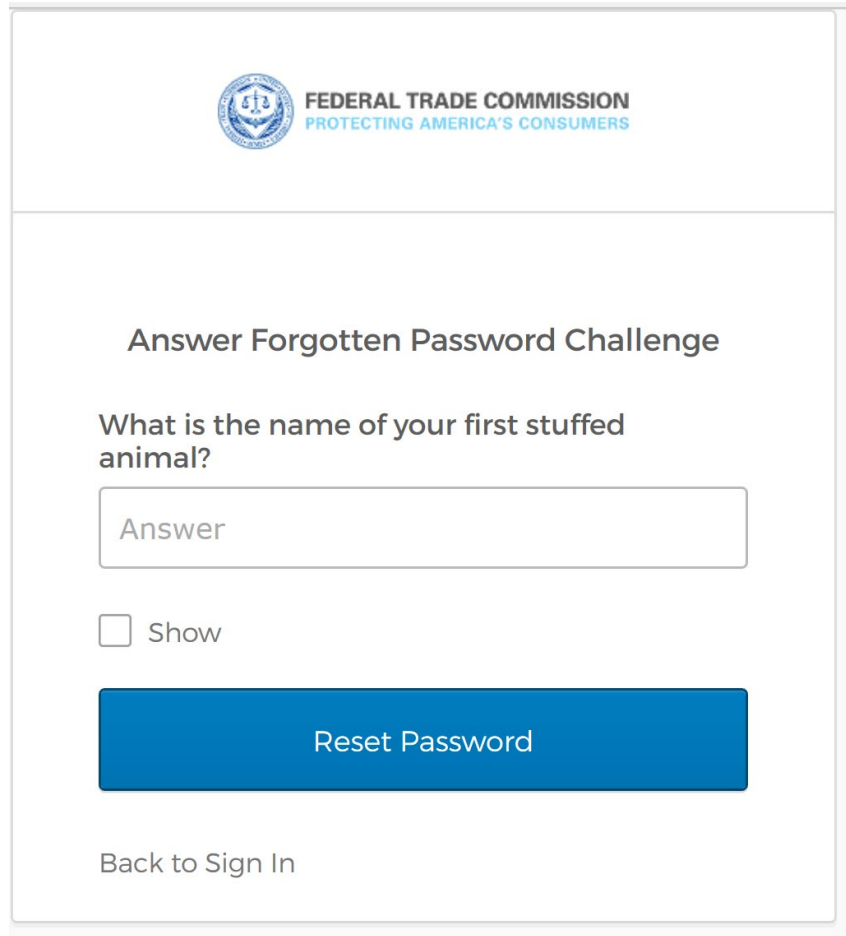
This link expires in 1 hour.

If you experience difficulties accessing your account, send a help request to your administrator:

Go to your [Sign-in Help](#) page. Then click the Request help link.


This is an automatically generated message from the [FTC](#). Replies are not monitored or answered.

Upon clicking the link, you will be prompted to answer your security questions. Please enter in the answer and click “Reset Password”.



The screenshot shows a web form for the Federal Trade Commission. At the top left is the FTC logo, a circular seal with a scale of justice and the words 'FEDERAL TRADE COMMISSION' and 'PROTECTING AMERICA'S CONSUMERS'. To the right of the logo is the text 'FEDERAL TRADE COMMISSION' in bold and 'PROTECTING AMERICA'S CONSUMERS' in a smaller font. Below the logo and text is a horizontal line. Underneath the line is the title 'Answer Forgotten Password Challenge' in bold. Below the title is the question 'What is the name of your first stuffed animal?'. Below the question is a text input field with the placeholder text 'Answer'. Below the input field is a checkbox labeled 'Show'. Below the checkbox is a large blue button with the text 'Reset Password' in white. At the bottom left of the form is a link that says 'Back to Sign In'.

Please create a new password, repeat the password and click “Reset Password”.



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### Reset your Okta password

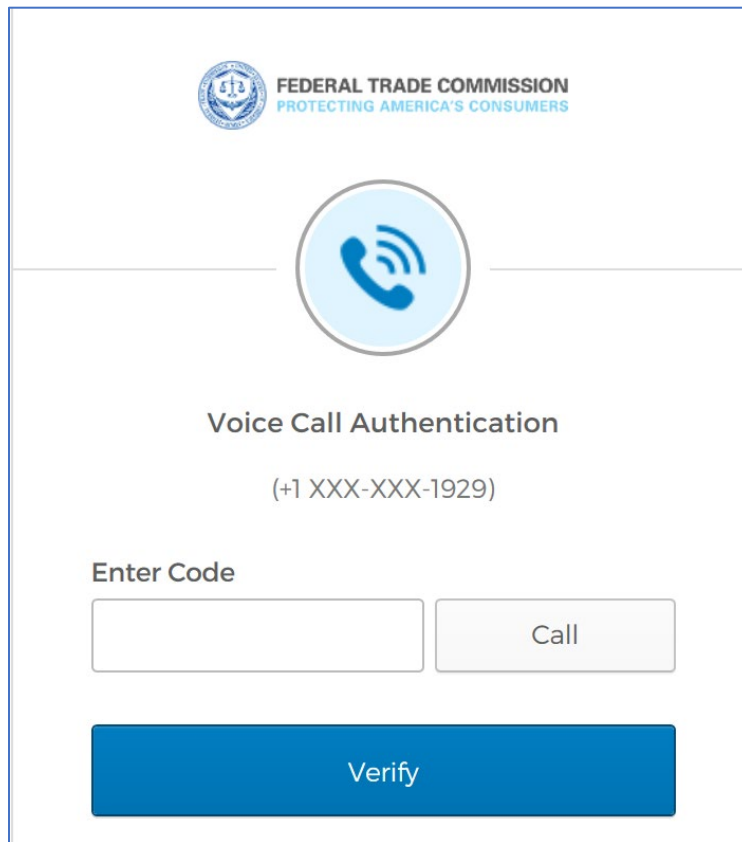
Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username, does not include your first name, does not include your last name. Your password cannot be any of your last 4 passwords. At least 2 hour(s) must have elapsed since you last changed your password.

**New password**

**Repeat password**

[Sign Out](#)

You will be prompted to complete the multi-factor authentication process. Please enter in the code and click ‘Verify’.



The screenshot shows a mobile-style interface for voice call authentication. At the top left is the Federal Trade Commission logo with the text 'FEDERAL TRADE COMMISSION' and 'PROTECTING AMERICA'S CONSUMERS'. Below this is a large circular icon of a telephone handset with signal waves. Underneath the icon, the text reads 'Voice Call Authentication' followed by the phone number '(+1 XXX-XXX-1929)'. There is an input field labeled 'Enter Code' and a 'Call' button to its right. At the bottom of the form is a large blue button labeled 'Verify'.

#### 4) Login to Administrative E-Filing:

That should complete the password reset process and you should be able to login to the Admin E-Filing application: <https://adminefiling.ftc.gov>

After logging-in, go to the Contact Us page to find the Administrative E-Filing System External User Guide for instructions on how to use the application.

#### 5) Troubleshooting:

If you need further assistance and are experiencing technical difficulty, please contact the Federal Trade Commission Technical Support Team ([support.adminefiling@ftc.gov](mailto:support.adminefiling@ftc.gov)).