

# **FTC Administrative E-Filing System**

## **External User Registration Guide**

### **(Filer)**

**June 2025**



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## 1. Introduction

The Federal Trade Commission's (FTC's) 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. 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>



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 'Customer Registration' form with the following fields and elements:

- First Name:** John
- Last Name:** Doe
- Business Email:** jdoe@xyz.com
- Phone number:** 555.555.5555
- Company Name:** XYZ Company
- Security Code:** A reCAPTCHA widget showing a green checkmark, the text 'I'm not a robot', and the reCAPTCHA logo with links for 'Privacy' and 'Terms'.
- Buttons:** A blue button labeled 'Rules of Behavior' and a light red button labeled 'Submit'. The 'Rules of Behavior' button is highlighted with a red rectangular box, and a red arrow points to it from the bottom left.

**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.

[Cancel](#) [Confirm](#)

Security Code

☒ I'm not a robot

reCAPTCHA  
Privacy - Terms

[Rules of Behavior](#) [Submit](#)

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.

https://ftcdev.servicenow.com/ftcdev/af\_registration\_acknowledgement\_page

DERAL TRADE COMMISSION  
Protecting America's companies

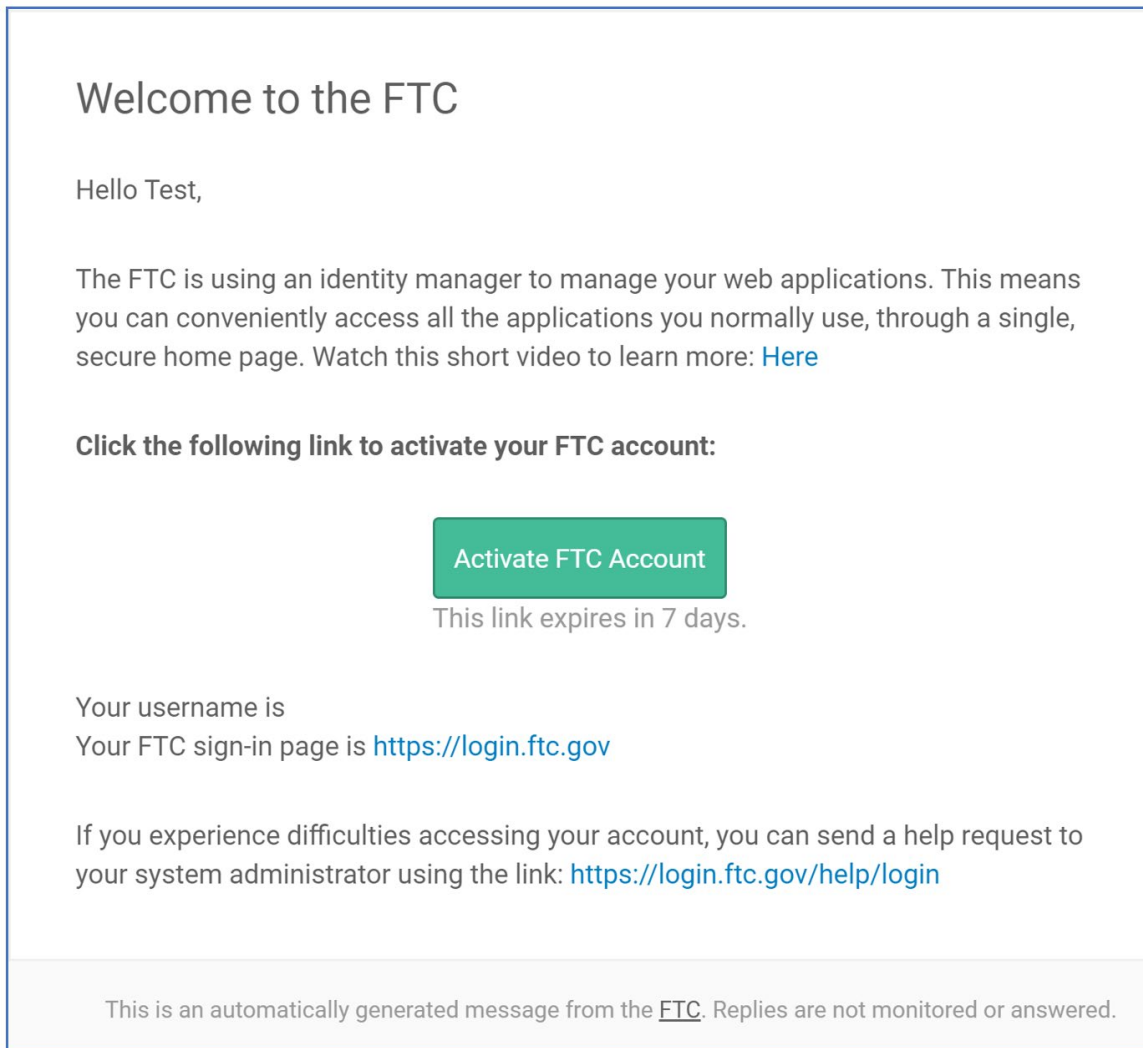
Login Register

**This System Contains CUI**


Thank you for registering with the FTC electronic filing system.  
You will be receiving an email with further steps to complete the registration process.

### 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.



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

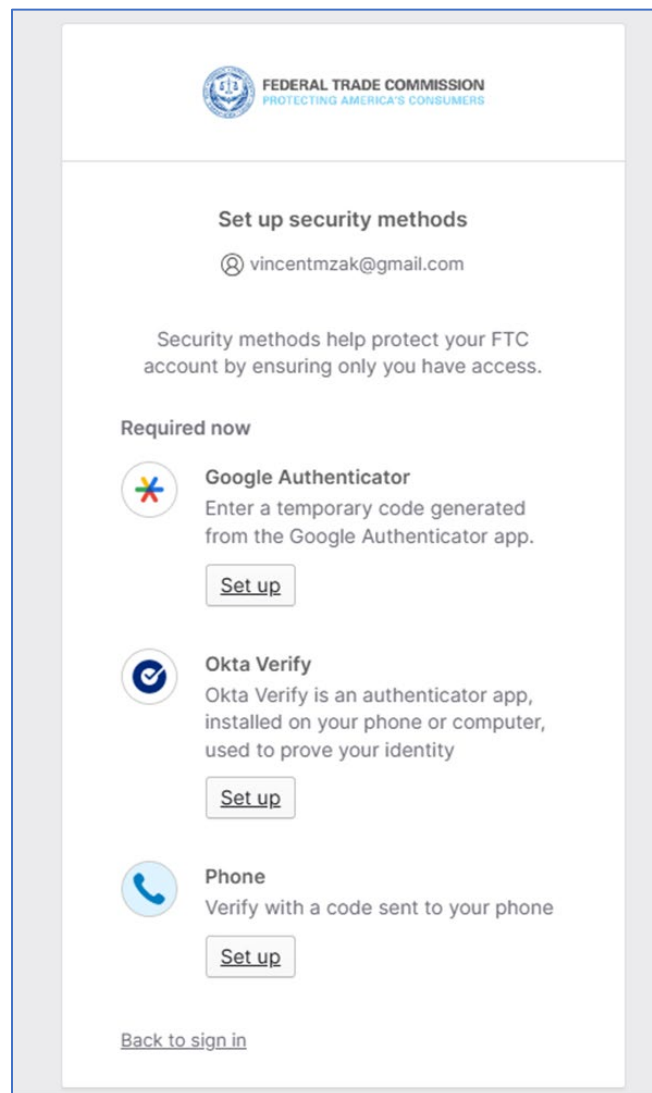
Create My Account

### 3.1.3 Setup Multi-Factor Authentication

You will then need to set up your Multi-Factor Authentication (MFA); you can select more than one option: Google Authenticator, Okta Verify – mobile, and Voice call (Note: Voice will be removed as an option later in 2025). We recommend that you complete this portion on a desktop or laptop because you will need to scan the QR code with your mobile device to complete.

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

Please select your option and click “Setup”.

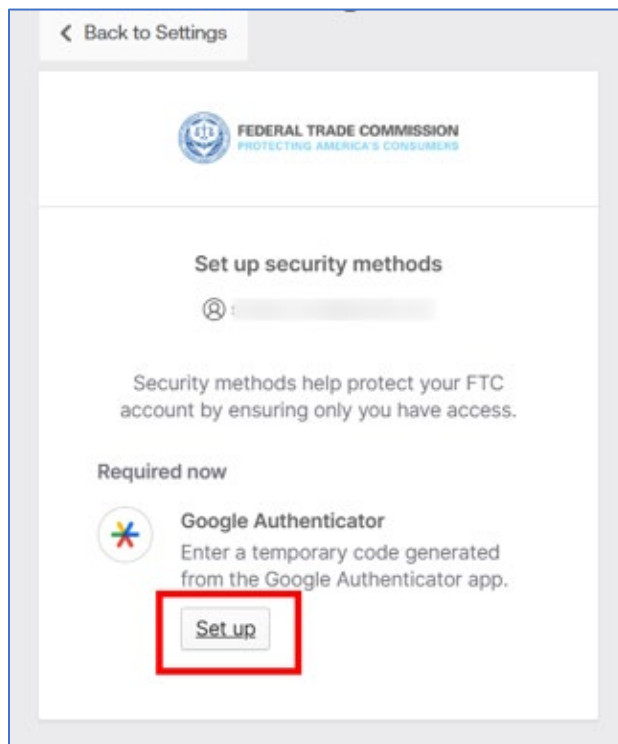


The screenshot shows the 'Set up security methods' page for a Federal Trade Commission account. At the top is the FTC logo and the text 'FEDERAL TRADE COMMISSION PROTECTING AMERICA'S CONSUMERS'. Below this is the heading 'Set up security methods' and the email address 'vincentmzak@gmail.com'. A message states: 'Security methods help protect your FTC account by ensuring only you have access.' Under the heading 'Required now', there are three options, each with an icon, a title, a description, and a 'Set up' button. The first option is 'Google Authenticator' with a colorful star icon, described as 'Enter a temporary code generated from the Google Authenticator app.' The second option is 'Okta Verify' with a blue circular icon containing a white checkmark, described as 'Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity'. The third option is 'Phone' with a blue circular icon containing a white telephone handset, described as 'Verify with a code sent to your phone'. At the bottom left is a link that says 'Back to sign in'.



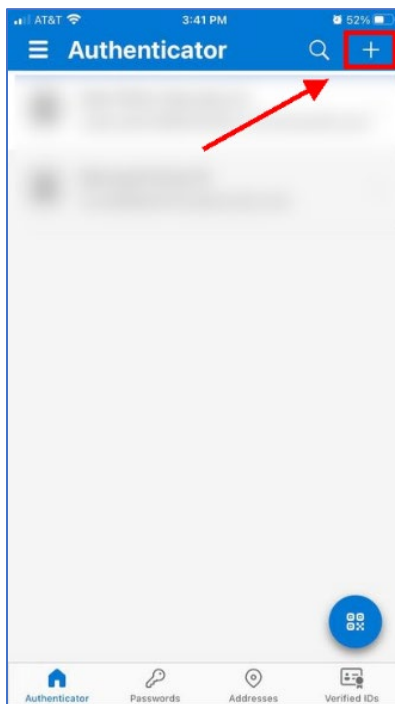
If you selected “Google Authenticator”, please select your device type and click “Next”.

**You will need to download the Google Authenticator App from the App Store on your mobile device to proceed.**

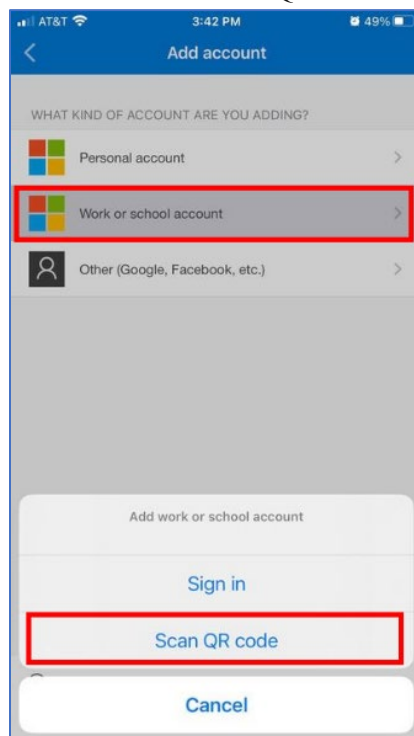


Continue by clicking “Set up”.

1. Open Google Authenticator app on your mobile device.
2. Select the “+”.



3. Select “Work or School Account” and “Scan QR code”.



- Okta will display a QR code on your computer screen that you need to scan with the Google Authenticator app on your mobile device and click “Next”.

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Set up Google Authenticator

Scan QR code

Launch Google Authenticator, tap the "+" icon, then select "Scan a QR code".

Can't scan?

Next

[Return to authenticator list](#)

- Once Google Authenticator is configured you will be asked to verify by entering the rolling OTP. Enter OTP from your phone onto your computer screen and click “Verify”.

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PROTECTING AMERICA'S CONSUMERS

Set up Google Authenticator

Enter code displayed from application

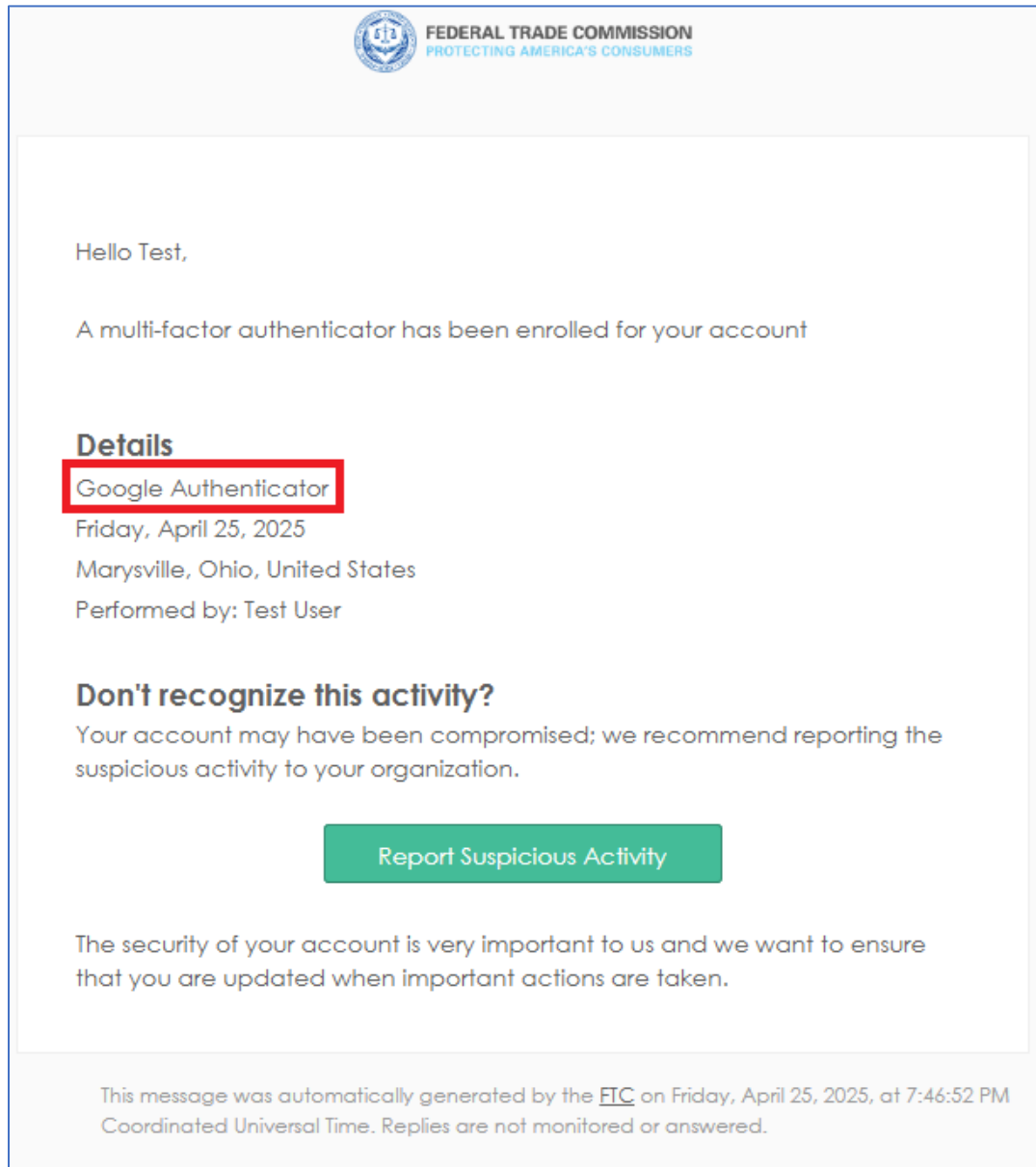
Enter code

112711

Verify

[Return to authenticator list](#)

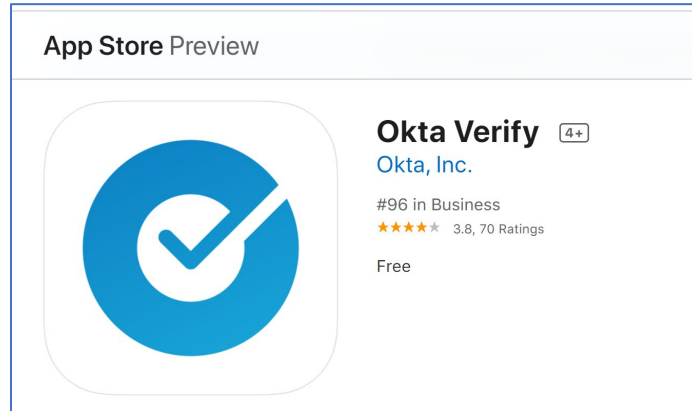
6. You will also receive an email confirmation with regarding your enrollment in “Google Authenticator” as shown below:



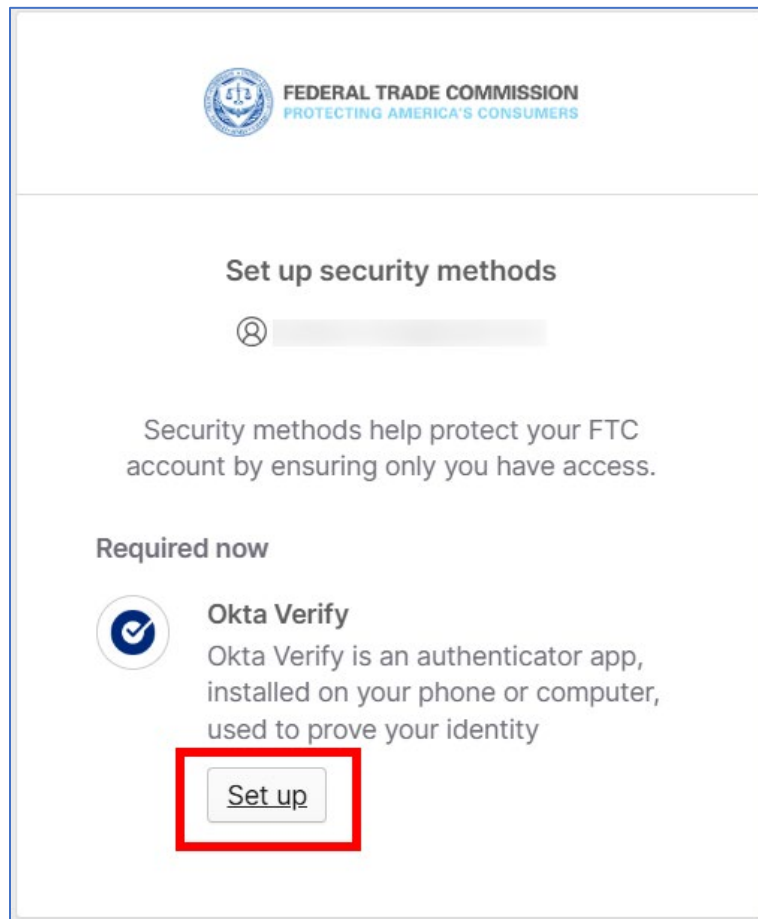
You have now successfully configured the Google Authenticator! This can now be used as a valid MFA factor when challenged reaching FTC CIAM resources.

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

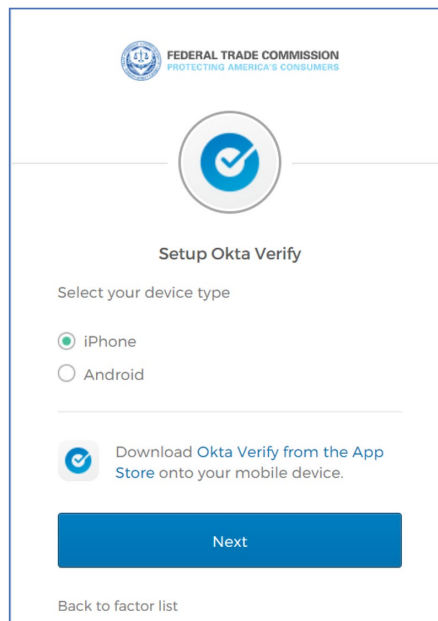
**You will need to download the Okta Verify App from the App Store onto your mobile device to proceed.**



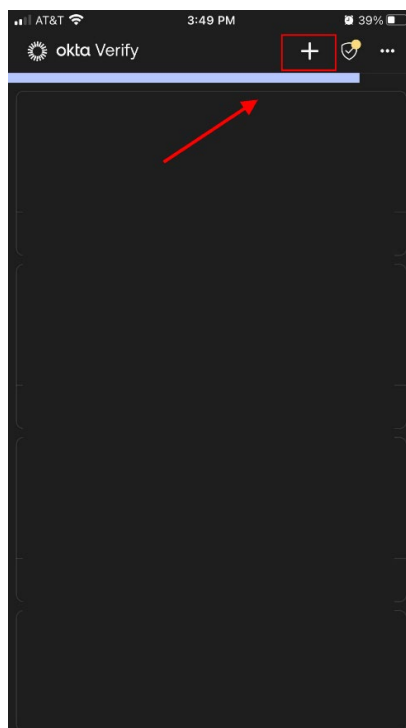
Continue by clicking “Set up” for Okta Verify.



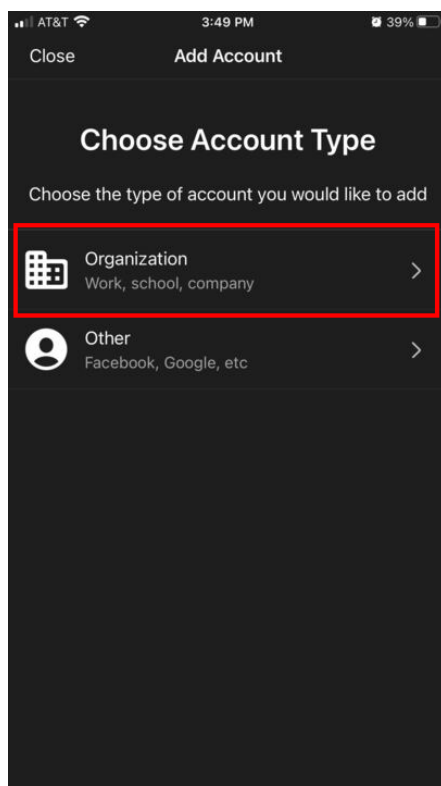
1. Open Okta Verify application on your mobile device.



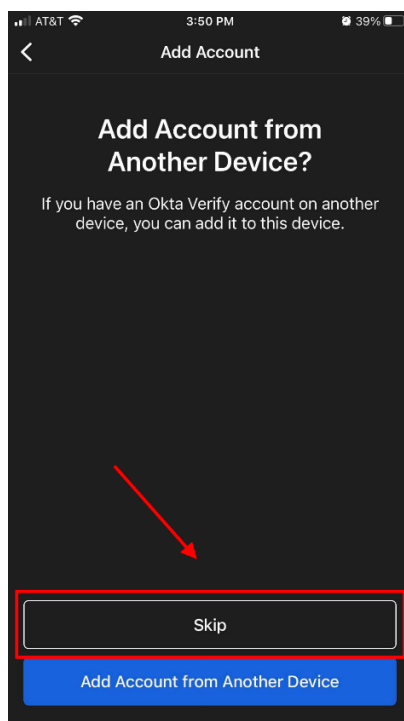
2. Select "+".



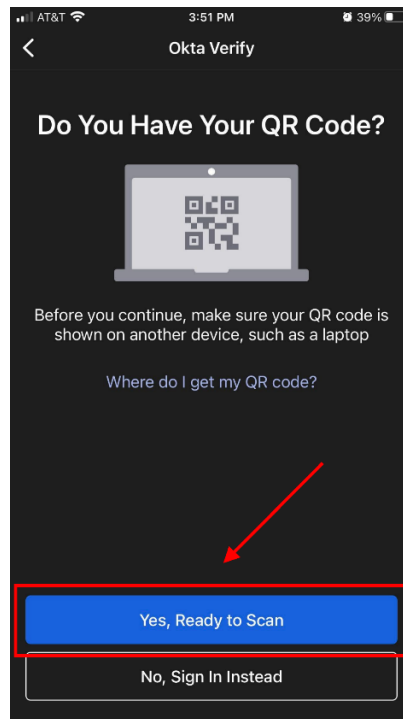
3. Select Add “Work or School Account”.



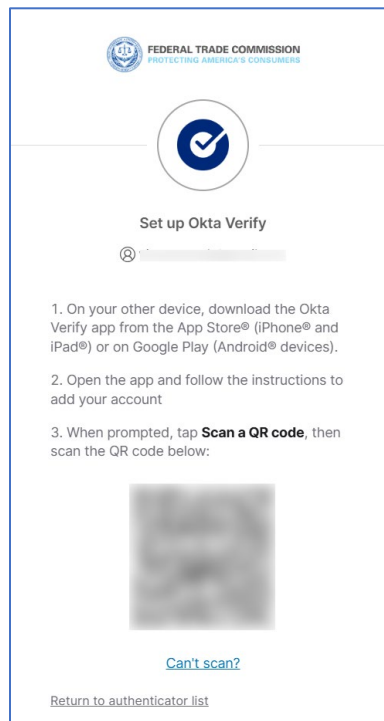
4. If you happen to have another Okta Verify account configured you can press “Skip” if not then you can ignore this screen because the account you are setting up will become your default account.



5. Select “Yes. Ready to Scan”.

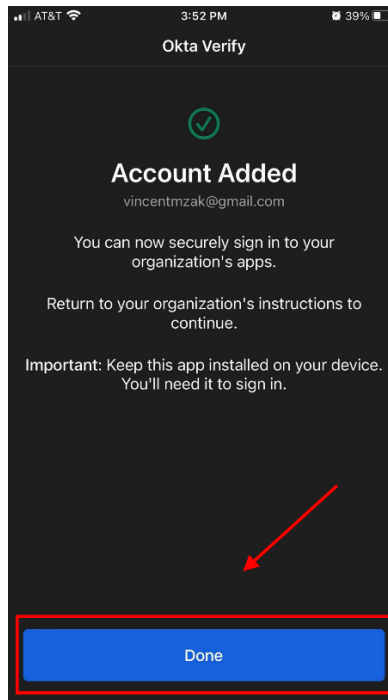


6. Okta will display a QR code on your computer screen that you need to scan with the Okta Verify app on your mobile device.

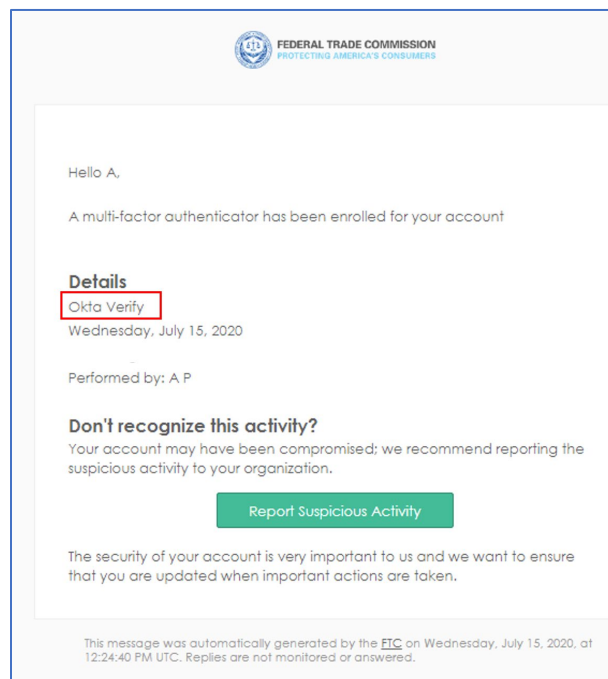




7. Once the “Okta Verify” process is complete, you will see a green check mark against the Okta Verify enrollment as shown below. Now select “Done”.



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

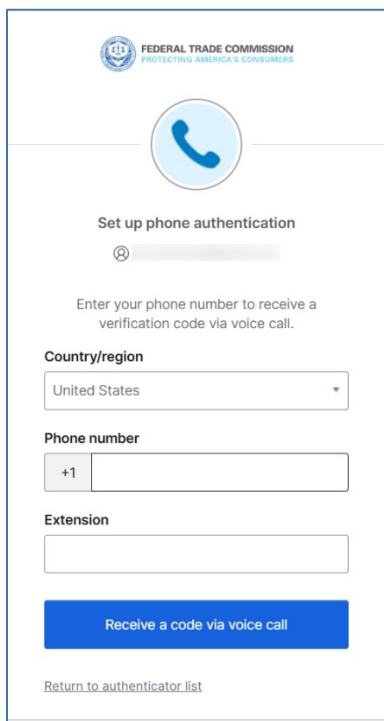


You have now successfully configured the Okta Verify! This can now be used as a valid MFA factor when challenged reaching FTC CIAM resources.

You have the option to also set up your multi-factor authentication using “Voice Call Authentication” (Note: Voice will be removed as an option later in 2025). If you select this option, click “Setup” as shown below:

The screenshot shows a web interface for the Federal Trade Commission. At the top is the FTC logo and the text "FEDERAL TRADE COMMISSION" and "PROTECTING AMERICA'S CONSUMERS". Below this is a section titled "Set up security methods". Under this title is a placeholder for a security method, represented by a circle with a question mark and a grey bar. Below this is a paragraph: "Security methods help protect your ftc-ciam\_default account by ensuring only you have access." Below this is a section titled "Optional". Under "Optional" is a "Phone" option, which includes a phone icon, the text "Phone", and the description "Verify with a code sent to your phone Used for access". Below the "Phone" option is a "Set up" button. At the bottom of the screen is a large blue "Continue" button.

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



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Set up phone authentication

Enter your phone number to receive a verification code via voice call.

Country/region  
United States

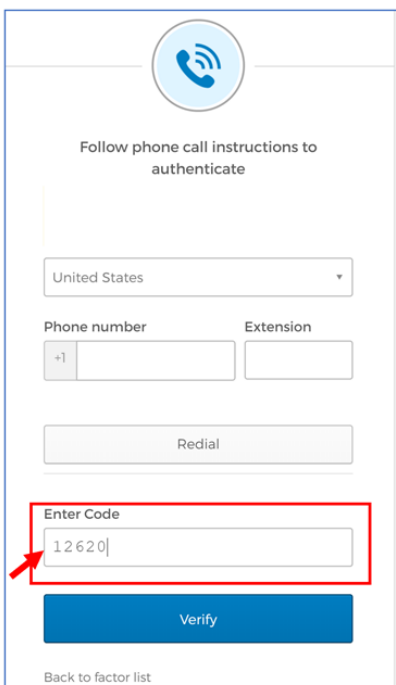
Phone number  
+1

Extension

Receive a code via voice call

[Return to authenticator list](#)

Enter in the code and click “Verify”.



Follow phone call instructions to authenticate

United States

Phone number  
+1

Extension

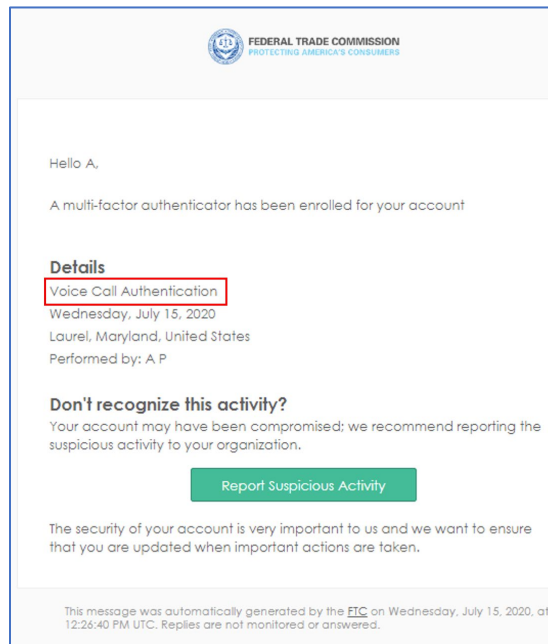
Redial

Enter Code  
12620

Verify

[Back to factor list](#)

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



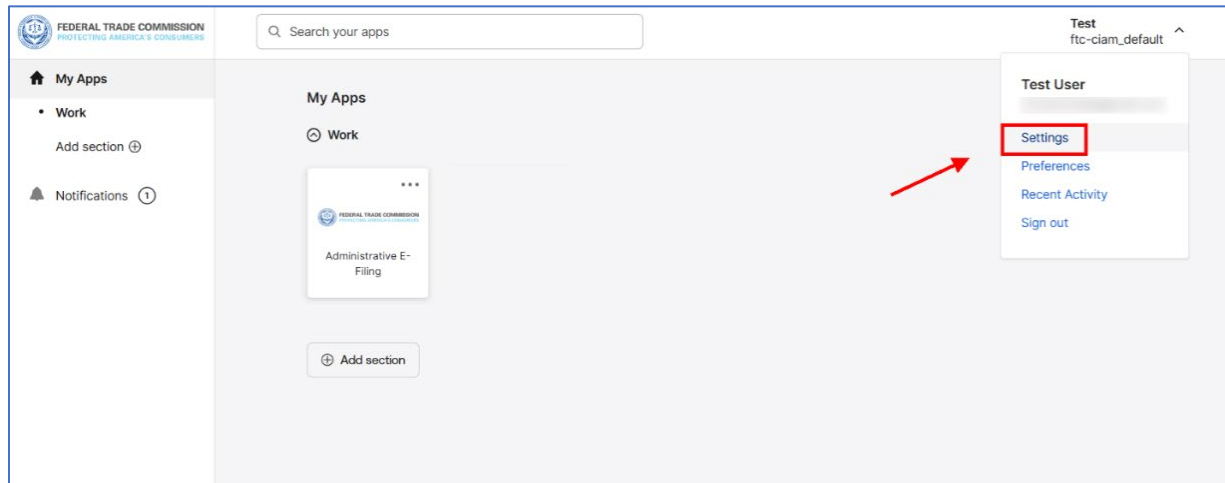
You have now successfully configured the Voice Call! This can now be used as a valid MFA factor when challenged reaching FTC CIAM resources.

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

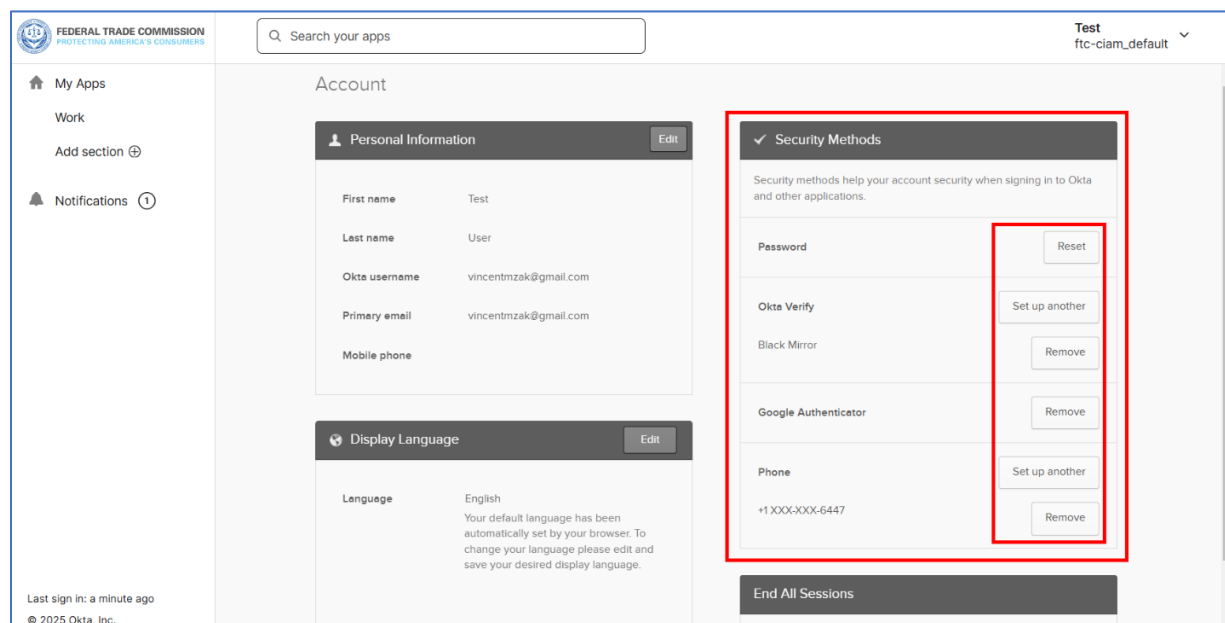
### 3.1.4 Updating Multi-Factor Authentication Settings

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.



## 3.2 Registered Users

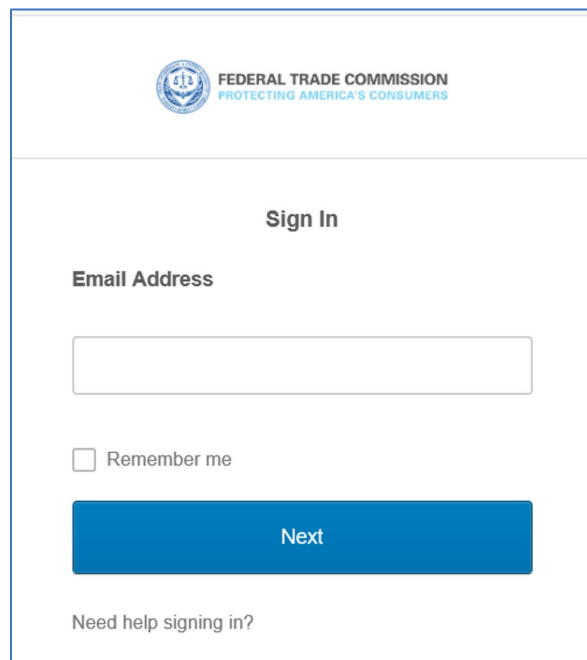
### 3.2.1 Login

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

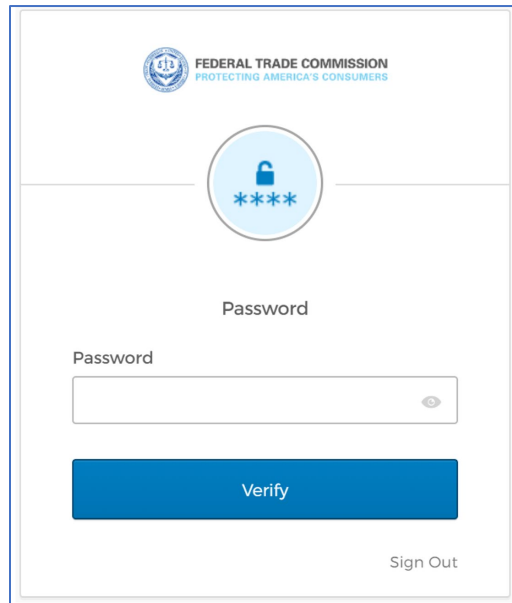
Click “Login” under Registered Users and enter the e-mail address and password associated with the registered user account.



Enter your email address and click “Next”.



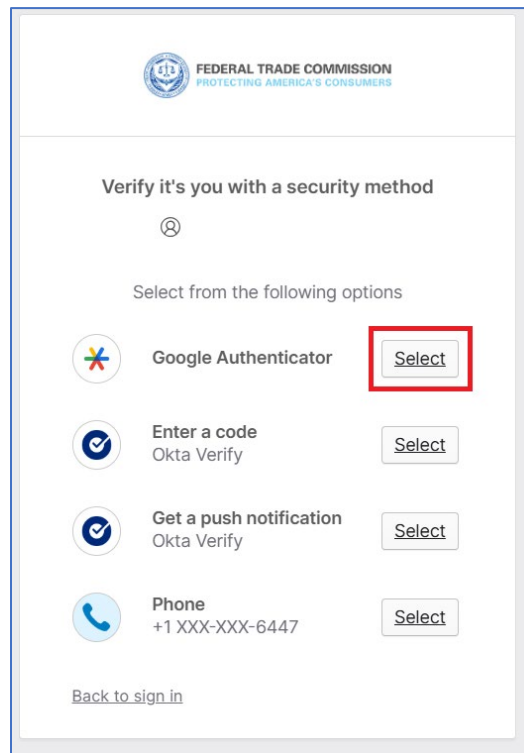
Then, enter in your password and click “Verify”.



The screenshot shows a login interface for the Federal Trade Commission. At the top is the FTC logo and the text "FEDERAL TRADE COMMISSION" and "PROTECTING AMERICA'S CONSUMERS". Below this is a circular icon containing a padlock and the text "\*\*\*\*\*". Underneath the icon is the label "Password". A text input field labeled "Password" is provided, with a small eye icon to its right. Below the input field is a large blue button labeled "Verify". At the bottom right of the form is a link labeled "Sign Out".

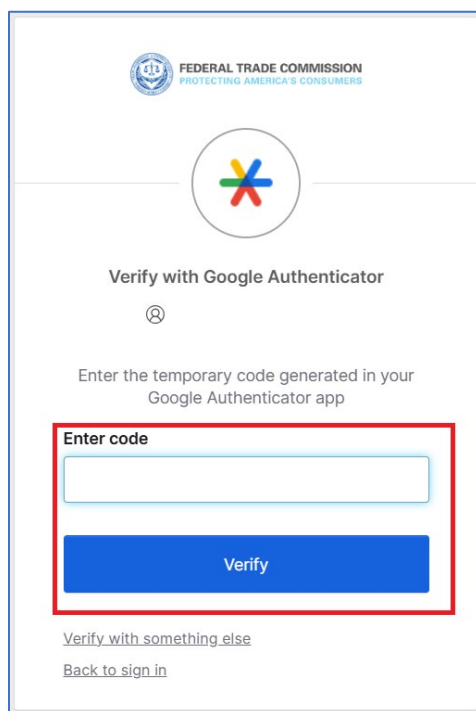
You will then be prompted to complete the authentication process. Please proceed with either “Okta Verify”, “Google Authenticator”, or “Voice Call Authentication”.

If you want to use “Google Authenticator”, push “Select”.



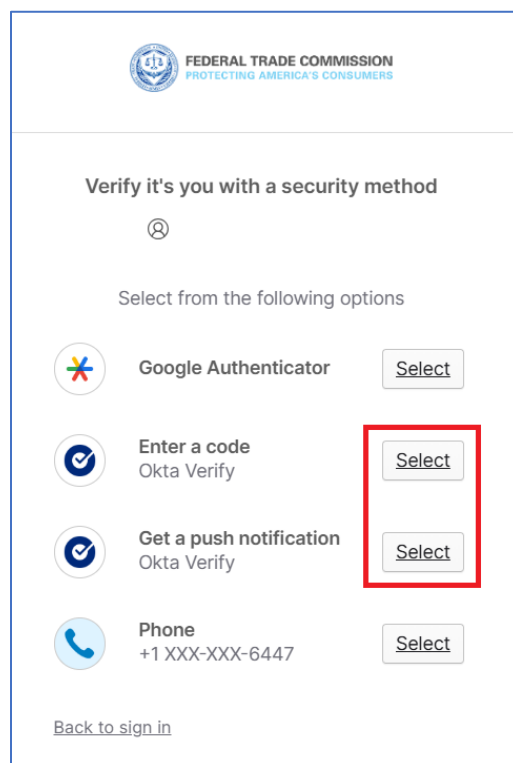
The screenshot shows a screen titled "Verify it's you with a security method". Below the title is a small circular icon with a question mark. Underneath is the text "Select from the following options". There are four options listed, each with an icon, a label, and a "Select" button. The first option is "Google Authenticator" with a colorful star icon; its "Select" button is highlighted with a red rectangle. The second option is "Enter a code Okta Verify" with a blue checkmark icon. The third option is "Get a push notification Okta Verify" with a blue checkmark icon. The fourth option is "Phone +1 XXX-XXX-6447" with a blue phone icon. At the bottom left is a link labeled "Back to sign in".

Now open Google Authenticator and enter the rolling One Time Password (OTP) and select “Verify”.



The screenshot shows the FTC login page with the heading "Verify with Google Authenticator". Below the heading is a circular icon with a blue 'X'. The text "Enter the temporary code generated in your Google Authenticator app" is displayed. A red rectangular box highlights the "Enter code" input field and the blue "Verify" button. At the bottom, there are links for "Verify with something else" and "Back to sign in".

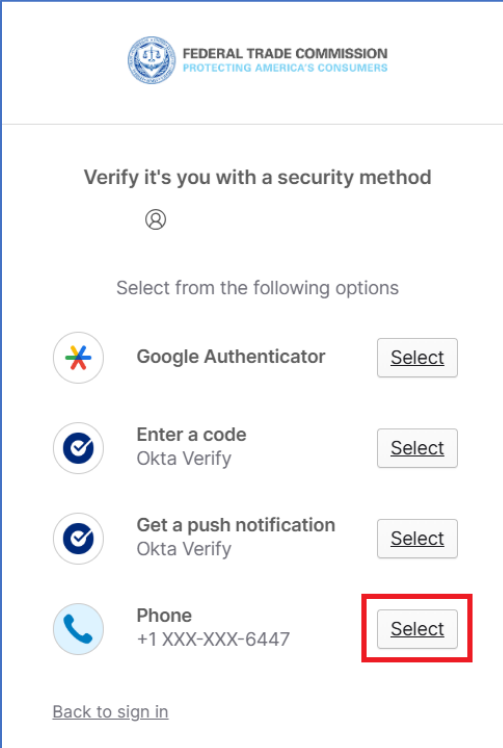
If want to use “Okta Verify”, select you “Enter a Code” or “Get a Push Notification”—**Push Notification is the preferred Method**. Open your mobile device and push the prompt.



The screenshot shows the FTC login page with the heading "Verify it's you with a security method". Below the heading is a circular icon with a blue 'X'. The text "Select from the following options" is displayed. There are four options listed, each with a circular icon and a "Select" button. The "Enter a code Okta Verify" and "Get a push notification Okta Verify" options are highlighted with a red rectangular box. The "Phone" option is also visible. At the bottom, there is a link for "Back to sign in".



If you want to use “Voice Call”, click “Select”. (Note: Voice will be removed as an option later in 2025).



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PROTECTING AMERICA'S CONSUMERS

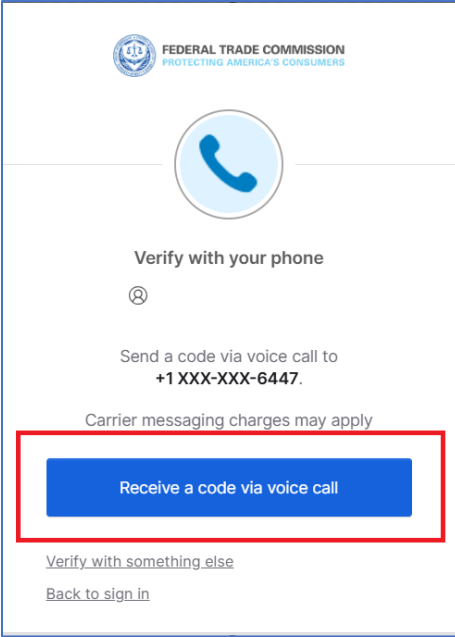
Verify it's you with a security method

Select from the following options

- Google Authenticator [Select](#)
- Enter a code  
Okta Verify [Select](#)
- Get a push notification  
Okta Verify [Select](#)
- Phone  
+1 XXX-XXX-6447 [Select](#)

[Back to sign in](#)

Select “Receive a Code via Voice Call”.



FEDERAL TRADE COMMISSION  
PROTECTING AMERICA'S CONSUMERS

Verify with your phone

Send a code via voice call to  
**+1 XXX-XXX-6447.**

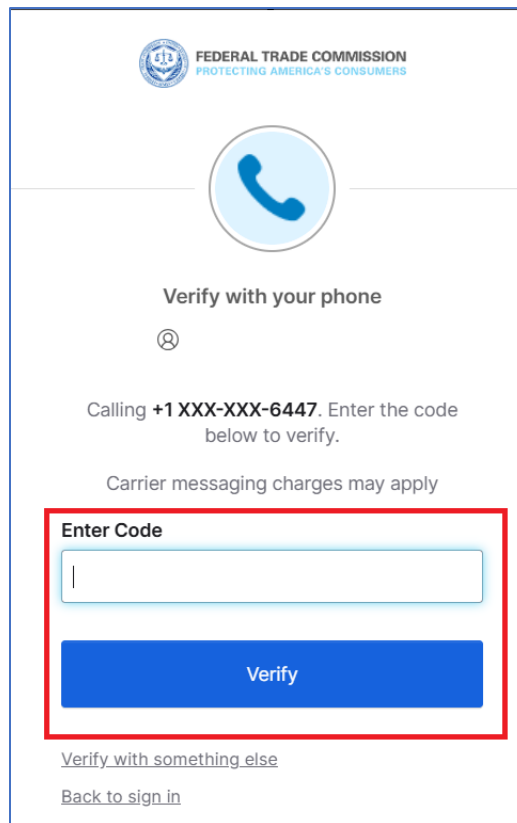
Carrier messaging charges may apply

[Receive a code via voice call](#)

[Verify with something else](#)

[Back to sign in](#)

Now enter the code you received via voice call and select “Verify”.



FEDERAL TRADE COMMISSION  
PROTECTING AMERICA'S CONSUMERS

Verify with your phone

Calling +1 XXX-XXX-6447. Enter the code below to verify.

Carrier messaging charges may apply

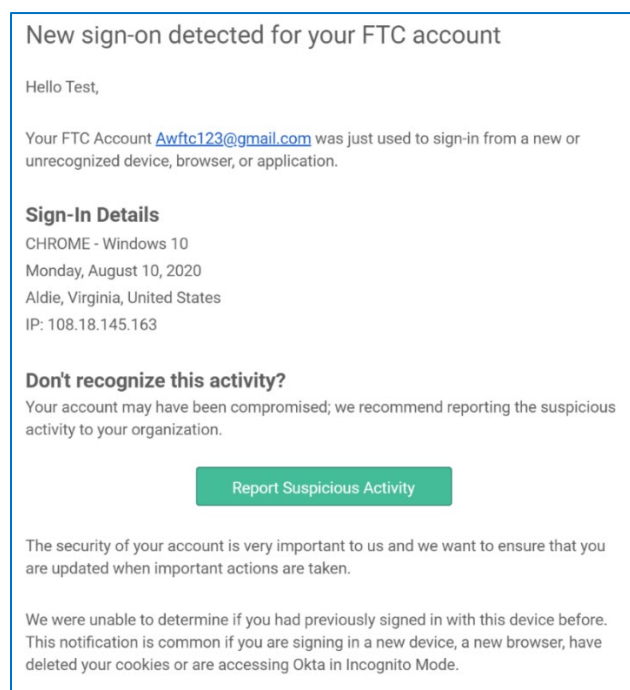
Enter Code

Verify

[Verify with something else](#)

[Back to sign in](#)

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](#) 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.

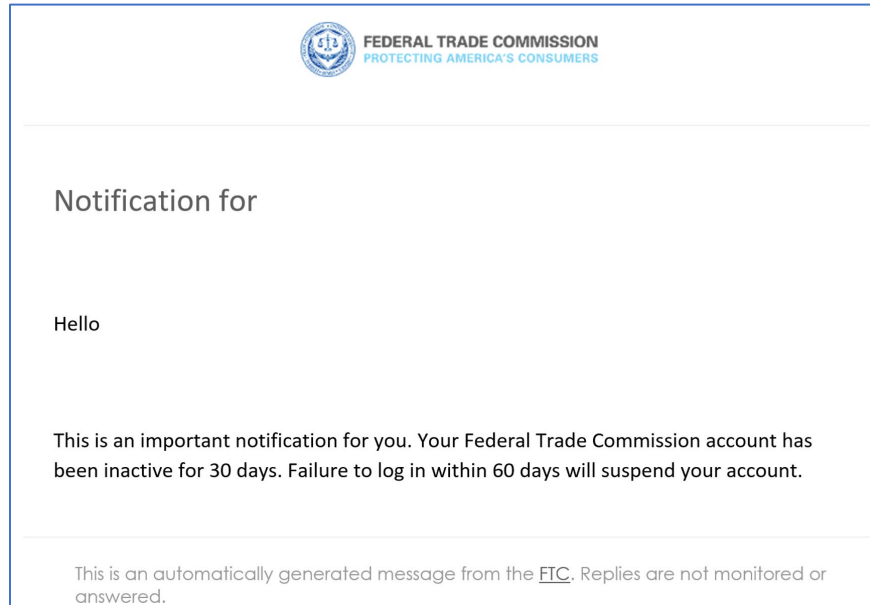
[Report Suspicious Activity](#)

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

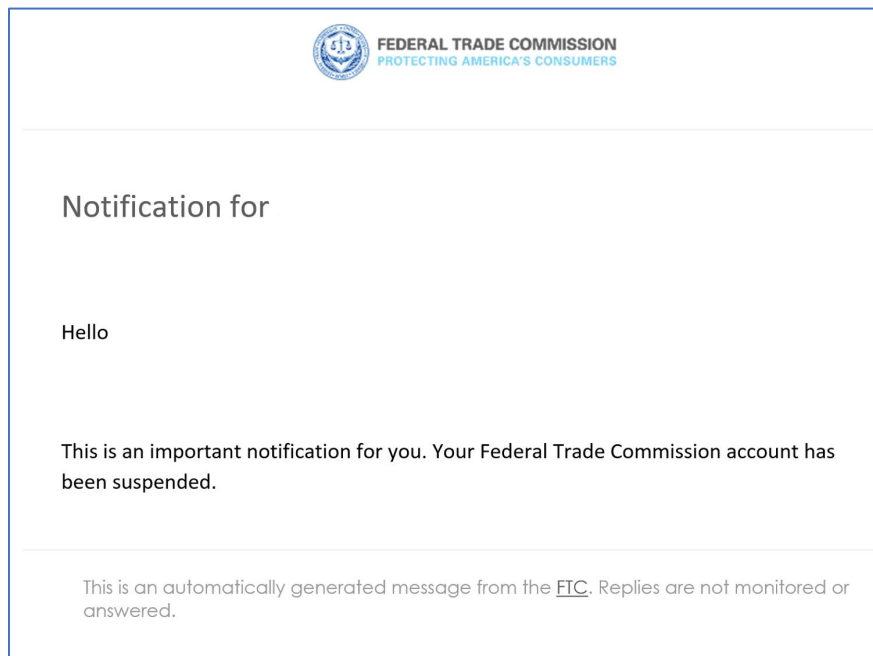
We were unable to determine if you had previously signed in with this device before. This notification is common if you are signing in a new device, a new browser, have deleted your cookies or are accessing Okta in Incognito Mode.

### 3.2.2 Reactivate Account

Your account will be 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 your 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 be 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:

This System Contains CUI

## Administrative E-Filing System

**Registered or FTC Users**  
If you have already registered or are a FTC user, click Login below

**Login**

Need to reactivate your account? Click here

**New Users**  
New User? Click Register below to register for access to the Administrative E-Filing System

**Register**

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

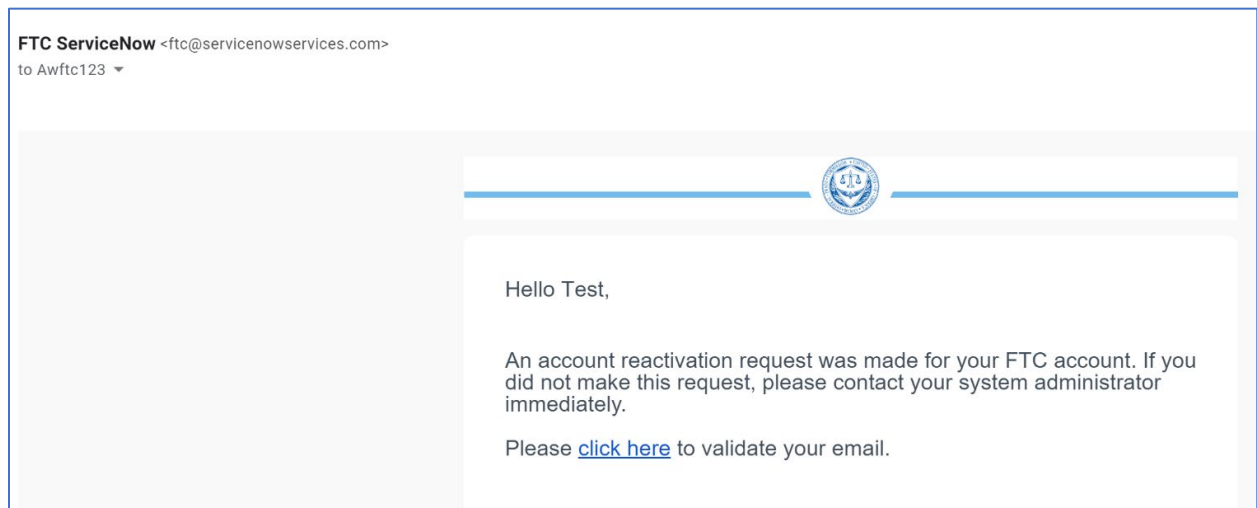
Please Enter your email address here

**Reactivate My Account**

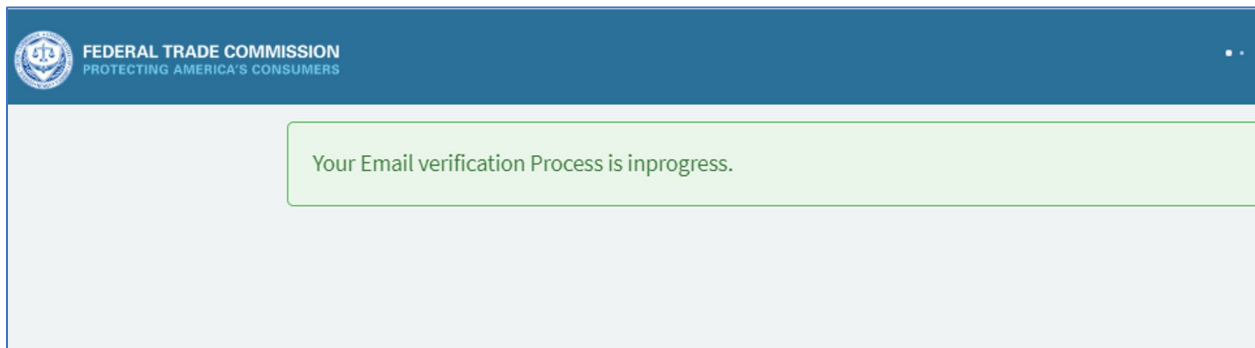
Upon entering your email address and clicking “Reactivate My Account”, you will receive the below on-screen confirmation, and you will also receive an email notification with a link to verify your account.



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.

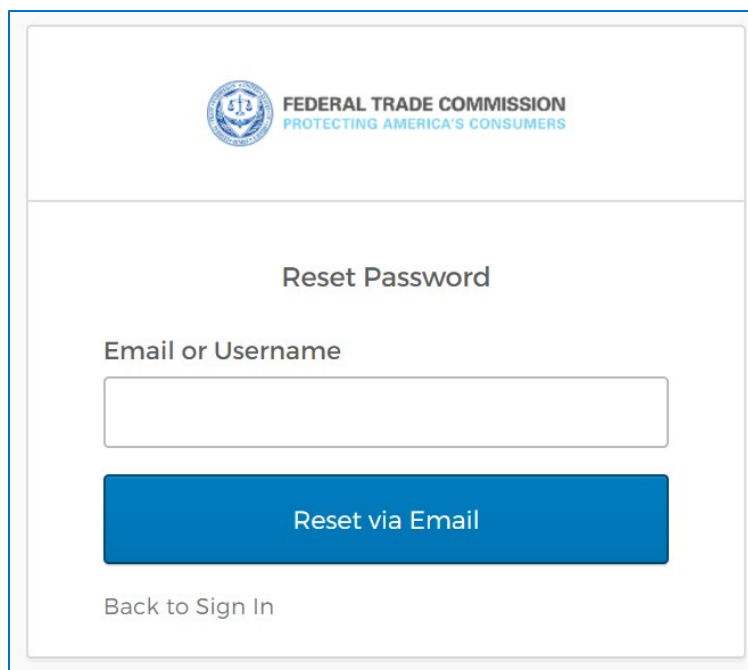


### 3.2.3 Reset Password

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

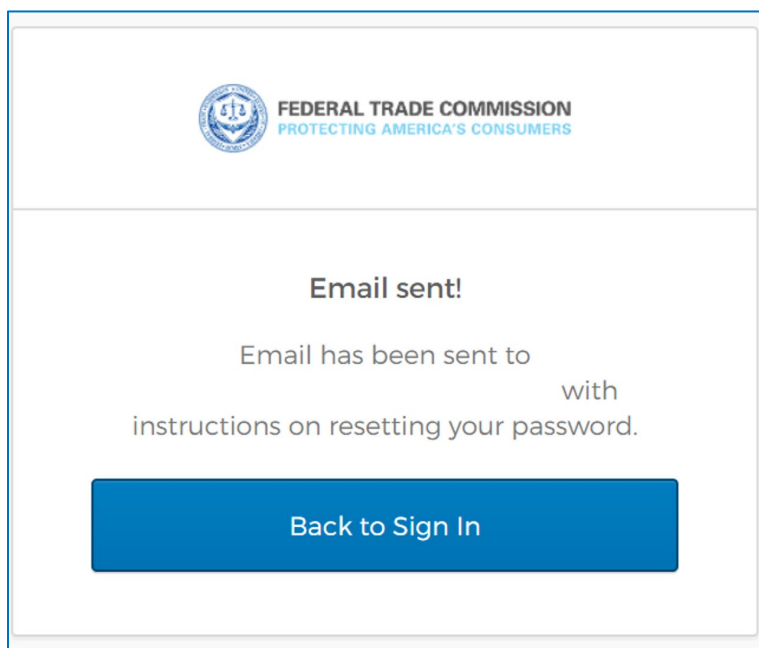
A screenshot of the "Sign In" page for the Federal Trade Commission. The page has a white background with the FTC logo and name at the top. The title "Sign In" is centered. Below it is a "Username" label followed by a text input field. Under the input field is a checkbox labeled "Remember me". Below that is a large blue button labeled "Next". At the bottom, under the heading "Need help signing in?", there are three links: "Forgot password?", "Reactivate account?", and "Help". The "Forgot password?" link is highlighted with a red rectangular border.

Please enter your email and click “Reset via Email”.



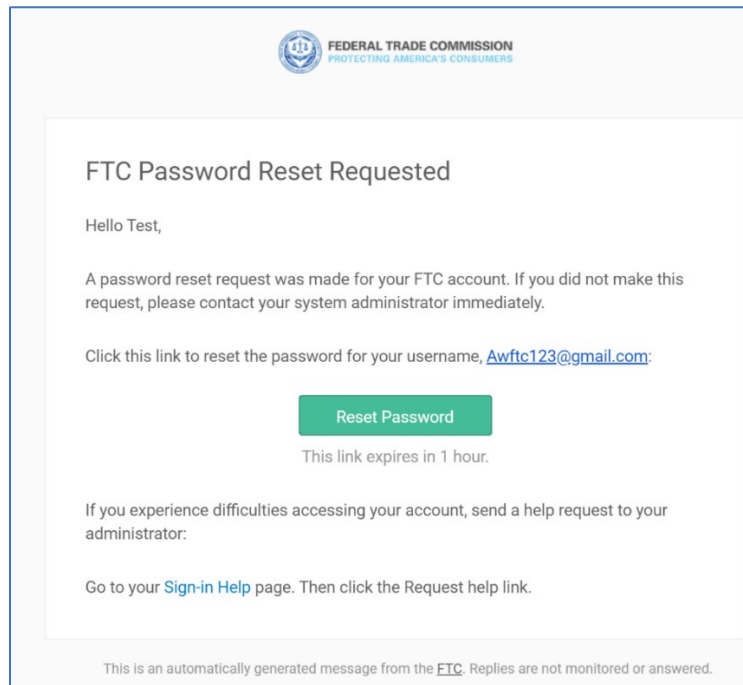
The screenshot shows a web form for the Federal Trade Commission. At the top is the FTC logo and the text "FEDERAL TRADE COMMISSION" and "PROTECTING AMERICA'S CONSUMERS". Below this is the heading "Reset Password". Under the heading is a text input field labeled "Email or Username". Below the input field is a blue button labeled "Reset via Email". At the bottom left of the form is a link labeled "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 a confirmation screen from the Federal Trade Commission. At the top is the FTC logo and the text "FEDERAL TRADE COMMISSION" and "PROTECTING AMERICA'S CONSUMERS". Below this is the heading "Email sent!". Under the heading is the text "Email has been sent to" followed by a blank space, 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](#)

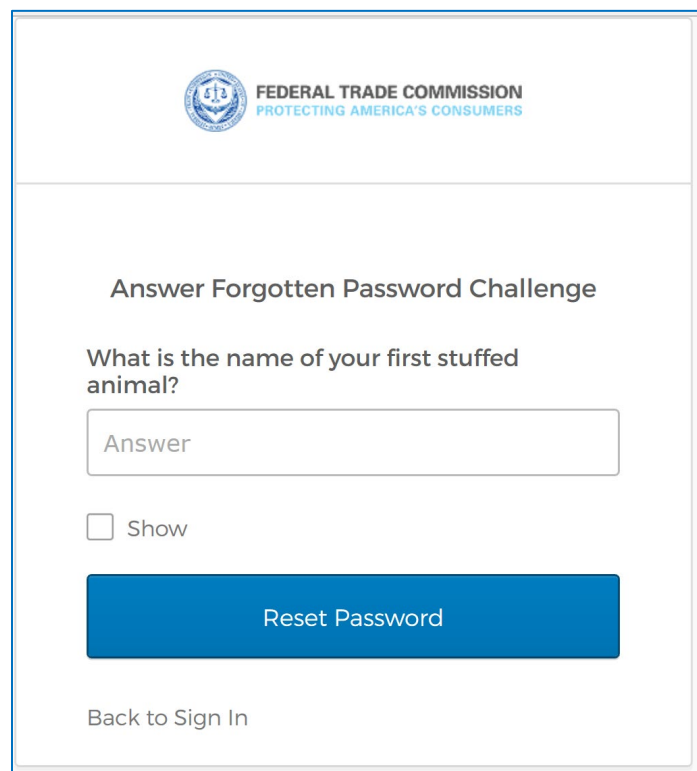
This link expires in 1 hour.


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”.



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### Answer Forgotten Password Challenge

What is the name of your first stuffed animal?

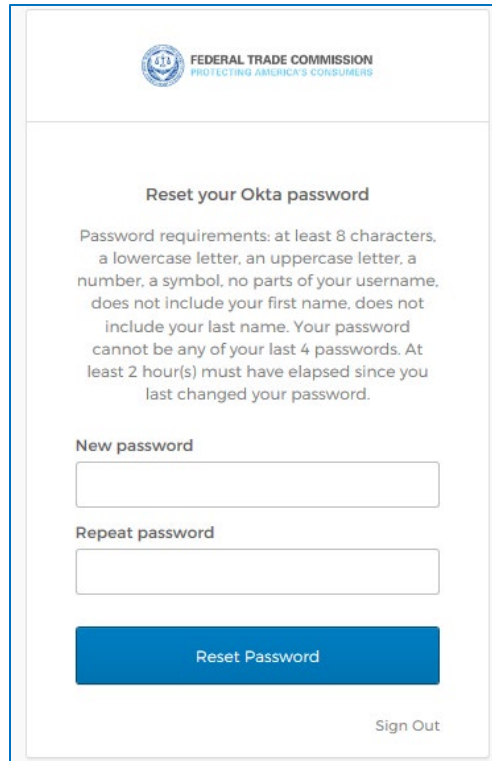
☐ Show

[Reset Password](#)

[Back to Sign In](#)



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



The screenshot shows a web form titled "Reset your Okta password" with the Federal Trade Commission logo at the top. Below the title, it lists password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of the username, does not include the first or last name, and cannot be any of the last 4 passwords. It also states that at least 2 hours must have elapsed since the last password change. There are two input fields: "New password" and "Repeat password". A blue "Reset Password" button is at the bottom, and a "Sign Out" link is in the bottom right corner.

**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.

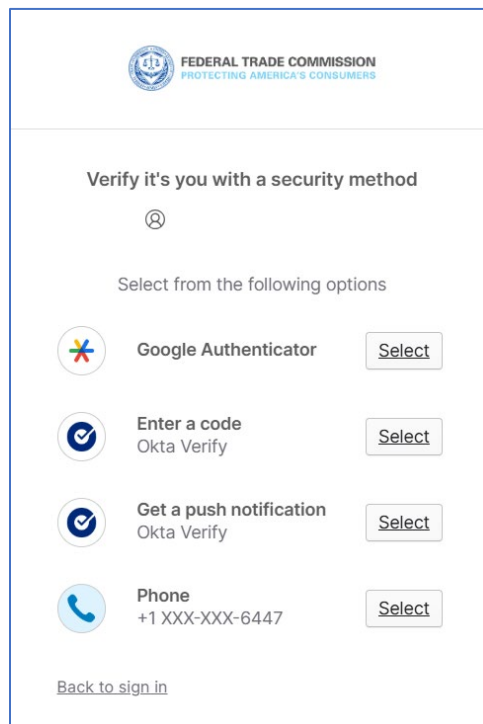
New password

Repeat password

**Reset Password**

[Sign Out](#)


You will be prompted to complete the multi-factor authentication process. Please select your preferred MFA factor and click “Select”.





The screenshot shows a web form titled "Verify it's you with a security method" with the Federal Trade Commission logo at the top. Below the title, it says "Select from the following options". There are four options, each with an icon, a label, and a "Select" button: "Google Authenticator" (Google logo), "Enter a code Okta Verify" (Okta logo), "Get a push notification Okta Verify" (Okta logo), and "Phone +1 XXX-XXX-6447" (phone icon). A "Back to sign in" link is at the bottom left.


**Verify it's you with a security method**

Select from the following options

 **Google Authenticator** [Select](#)

 **Enter a code**  
Okta Verify [Select](#)

 **Get a push notification**  
Okta Verify [Select](#)

 **Phone**  
+1 XXX-XXX-6447 [Select](#)

[Back to sign in](#)

## 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)).