

# FDA's ITACS

# Account Management

Import Trade Auxiliary Communications System

January 2025

Food and Drug Administration

Division of Import Business Informatics & Solutions

Import Business Solutions Branch

# Topics

- Background and Overview
- Creating a New Account
- Retrieving Notices of FDA Action from ITACS
- View line by line status history report
- 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
- ❖ View line by line status history report

ITACS accounts 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.



# Background and Overview

- ITACS Account Management functionality may be used by customs brokers (entry filers), importers of record, and consignees with an approved ITACS account.
- ITACS accounts are limited to one individual per firm at the corporate level. This person should be a high-ranking individual within the firm as they will have the responsibility to create and manage ITACS subaccounts for other users within their firm.
- *Note that an ITACS account is not required to import FDA regulated goods. To be granted an ITACS account a firm must have been a party (Filer, Importer of Record, and/or Consignee) to at least one previously transmitted, non-disclaimed FDA entry.*



# Benefits of ITACS Accounts

Benefits of ITACS accounts include:

- Faster receipt of Notices of FDA Action either via e-mail or via download from within ITACS
- No need to wait for hard copy mailed Notices of FDA Action
- No need to maintain paper copies of Notices of FDA Action as they will continue to be available in ITACS even after an entry is closed
- Receipt of requests for specific information sent via email or via download within ITACS
- Can view/download line by line status history report



# 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 but are not limited to:
  - 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 Administrator Account is allowed per firm. A Firm Administrator Account should be created by the person who is authorized to act as the Firm Administrator

❖ **Firm Administrator** can:

- Create, Deactivate, Reactivate Firm subaccounts
- Create, Modify, Delete groups
- Grant/Transfer Group Admin and Firm Admin privileges

❖ **Group Administrator** can:

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

❖ **Firm User** can:

- Modify own user account
- Access ITACS account functionality

# Creating an ITACS Account

- Click on the [ITACS Account Log-in\(FURLS\)](#) link on the ITACS Home page
- Or go directly to FURLS: <https://www.access.fda.gov/oa/>

# Creating an ITACS Account



**ONLINE ACCOUNT  
ADMINISTRATION (OAA)**

[System Status](#)

## FDA Industry Systems

### 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 Account ID](#)

[Forgot Password](#)

## Choose create new account

### New User

[Create New Account](#)

### 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:** This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes all devices/storage media attached to this system. This system is provided for Government-authorized use only. Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties. At any time, and for any lawful Government purpose, the government may monitor, record, and audit your system usage and/or intercept, search and seize any communication or data transiting or stored on this system. Therefore, you have no reasonable expectation of privacy. Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.

**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.

# Creating an ITACS Account

Create New Account



Create New Account

You must create a separate account to create your Medical Device Registration and Listing or Food Facility.

Step 1: Select Application(s) for Account Creation

Other FDA Systems ← Scroll to Other FDA Systems

Prior Notice System Interface

Import Trade Auxiliary Communication System (ITACS) ← Select ITACS

CDER Biological Product Deviation Reporting (CBDR eBPDR)

CDER Office of Manufacturing Quality (CDER OMQ e-Portal)

CDER Office of Manufacturing Quality (CDER OMQ e-Portal)

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 (Licensed Customs Broker) ← Indicate the type of firm. One or all types may be chosen if applicable.

Cancel

Clear

Continue

# 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](mailto:itacssupport@fda.hhs.gov).

### 2A: Point of Contact Information

**First Name**

**Middle Initial (Optional)**

**Last Name / Surname**

**Job Title**

**Company Name**

**Web Address (Optional)**  
  
(Example: <http://www.name.domain> or <http://name.domain>)

**Phone Number**

Country	123	4567890	Ext
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
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.

Select 'Yes' here to receive Notices of FDA Action via email when they are generated by FDA.

# Creating an ITACS Account

When the required information has been completely filled out, Click **Continue** 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.

Previous

Clear

Continue

# 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 **abc27781**

**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](mailto:ITACSSupport@fda.hhs.gov).

**Department of Health and Human Services**

Food and Drug Administration

October 15, 2024

Dear Jane Smith,

Your request for access to the Import Trade Auxiliary Communication System (ITACS) for account **abc27781** has been rejected at this time.

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

Other

Invalid entry numbers provided

**FDA Comments:** The entry numbers provided are invalid or have not been transmitted to FDA. Please provide at least one valid entry, that has been transmitted to FDA, naming your firm as the Filer, Importer of Record, and/or Consignee.

For general ITACS questions, please review the information posted at <http://www.fda.gov/forindustry/importprogram/entryprocess/importsystems/ucm480953.htm>

Please contact us at [itacssupport@fda.hhs.gov](mailto: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 firm has not been named as an Importer of Record, Consignee, or Filer in an entry previously transmitted to FDA

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

October 15, 2024

Dear Jane Smith,

Your ITACS Firm Administrator account (**abc27781**) 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/entryprocess/importsystems/ucm480953.htm>

You may also contact FDA with questions at [itacssupport@fda.hhs.gov](mailto: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

## FDA Industry Systems

[System Status](#)

### Login

Existing account holders, enter your account ID & password.

Account ID

abc27781

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 Account ID](#)

[Forgot Password](#)

### New User

[Create New Account](#)

[See Instructions](#)

[See Tutorials](#)

[Help Desk](#)

### 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:** This warning banner provides privacy and security notices consistent with applicable federal law. For more information, please see the [Privacy and Security Notices](#) for this Government system, which includes all

To log in, enter your account id and the password entered during the account set up; acknowledge the warning, and click Login.

*Or 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.

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# 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 **abc27781** for **ABC Filers**.

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

Export Listing Module

Acidified/Low-Acid Canned Foods Registration  
and Process Filing

Qualified Facility Attestation

The system will show you logged in and display your account id and company name.



# 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 **abc27781** for **ABC Filers**.

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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

Export Listing Module

Acidified/Low-Acid Canned Foods Registration and Process Filing

Qualified Facility Attestation



# 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 **abc27781** for **ABC Filers**.

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

Export Listing Module

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Qualified Facility Attestation



# Managing your ITACS Account

## Firm Administrator

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

### 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 **abc27781** for **ABC Filers**.

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

Export Listing Module

Acidified/Low-Acid Canned Foods Registration and Process Filing

Qualified Facility Attestation

# Managing your ITACS Account

## Firm Administrator



Create a Subaccount, Deactivate a Subaccount, and Reactivate a Subaccount allow 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 **abc27781** for **ABC Filers**.

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

Export Listing Module

Acidified/Low-Acid Canned Foods Registration and Process Filing

Qualified Facility Attestation

# Managing your ITACS Account

## Creating 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 **abc27781** for **ABC Filers**.

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
- Export Listing Module
- Acidified/Low-Acid Canned Foods Registration and Process Filing
- Qualified Facility Attestation

Click Create Subaccount

# Managing your ITACS Account

## Creating Subaccounts

### Create a Subaccount

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

Point of Contact Information	Physical Address (Business) of Account Holder								
<b>First Name</b> <input type="text" value="John"/>	<b>Country / Area</b> <input type="text" value="UNITED STATES"/>								
<b>Middle Initial (Optional)</b> <input type="text" value="Optional"/>	<b>Address Line 1</b> <input type="text" value="123 Main Street"/>								
<b>Last Name / Surname</b> <input type="text" value="Doe"/>	<b>Address Line 2 (Optional)</b> <input type="text" value="Optional"/>								
<b>Job Title</b> <input type="text" value="Associate"/>	<b>City</b> <input type="text" value="Anytown"/>								
<b>Subaccount Company Name (Optional)</b> <input type="text" value="Optional"/>	<b>State / Province / Territory</b> <input type="text" value="Washington"/>								
<b>Phone Number</b> <table border="1"><tr><td>Country</td><td>123</td><td>4568790</td><td>Ext</td></tr><tr><td>Country</td><td>Area</td><td>Phone Number</td><td>Extension</td></tr></table>	Country	123	4568790	Ext	Country	Area	Phone Number	Extension	<b>Zip Code (Postal Code)</b> <input type="text" value="98123"/>
Country	123	4568790	Ext						
Country	Area	Phone Number	Extension						
<p>Phone/FAX numbers have only numbers with no spaces, dashes, periods or parentheses. Country code is not required for US phone numbers.</p> <b>FAX Number (Optional)</b> <table border="1"><tr><td>Country</td><td>Area</td><td>Fax Number</td></tr><tr><td>Country</td><td>Area</td><td>Fax Number</td></tr></table>	Country	Area	Fax Number	Country	Area	Fax Number	<p>Do you have preferred mailing address other than the physical address mentioned above?</p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p>		
Country	Area	Fax Number							
Country	Area	Fax Number							
<b>E-mail Address</b> <input type="text" value="john.doe@abc.com"/>									
<b>Confirm E-mail Address</b> <input type="text" value="john.doe@abc.com"/>									

Fill out the required information and click 'Continue'

Cancel

Clear **Continue**

# Managing your ITACS Account

## 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.



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 username and temporary password.

# Managing your Account

## Deactivating 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 **abc27781** for **ABC Filers**.

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

Export Listing Module

Acidified/Low-Acid Canned Foods Registration  
and Process Filing

Qualified Facility Attestation

Click Deactivate a Subaccount

# Managing your Account

## Deactivating Subaccounts

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

- 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	abc94286	John Doe ABC Filers Bellingham, Washington 98225 UNITED STATES
Reason for account deactivation		
Please Select 		

- Please Select
- Account not needed
- Person left
- Other

 Cancel

 Continue



# Managing your ITACS Account

## Deactivating Subaccounts

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

### Account Management



Home > Deactivate Subaccount

Edit Account Profile

Change My Password

Update System Access

Create a Subaccount

**Deactivate a Subaccount**

Reactivate a Subaccount

Manage Users

### DEACTIVATE SUBACCOUNT

You are about to deactivate:

abc94286

John Doe  
ABC Filers  
Bellingham, Washington 98225  
UNITED STATES

Cancel

Previous

**Submit**

# Managing your ITACS Account

## Reactivating a Deactivated Subaccount

### 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 **abc27781** for **ABC Filers**.

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

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Click Reactivate a Subaccount



# Managing your ITACS Account

## Reactivating Subaccounts

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	abc94286	John Doe ABC Filers Bellingham, Washington 98225 UNITED STATES
--	----------	---

[Cancel](#)

[Continue](#)



# Managing your Account

## Reactivating Subaccounts

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:

abc94286

John Doe  
ABC Filers  
Bellingham, Washington 98225  
UNITED STATES

Cancel

Previous

**Submit**

# Managing your ITACS Account

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

## 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 **abc27781** for **ABC Filers**.

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

Export Listing Module

Acidified/Low-Acid Canned Foods Registration and Process Filing

Qualified Facility Attestation



# Managing your ITACS Account

## Firm Administrator

### Creating Groups

Firm Name: ABC Filers  
Firm Address: 123 Any Street,Bellingham,WA,98225

**ITACS account management functionality is no longer supported on Internet Explorer. Please use a modern browser such as Edge, Chrome, Firefox or Safari to access ITACS account management functionality.**

### Manage Users

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

**Manage Groups** ← To create or manage groups click Manage Groups.

Search For User

**Users**

Group Admin?	Group Name	Name	Email	Account ID	Phone	Job Title	Date Added	Get Email?
No		Jane A Smith	jane.smith@abc.com	abc27781	1-1231237890	Team Lead	10/15/2024	Yes
No		John Doe	john.doe@abc.com	abc94286	1-1234568790	Associate	10/15/2024	Yes

[Create User Account](#) [Modify User](#) [Deactivate User](#) [Convert to Firm Admin](#)

# Managing your ITACS Account

## Firm Administrator

### Creating Groups

 U.S. FOOD & DRUG ADMINISTRATION **FDA/ORA Account Management**

 Logged in as: **Jane Smith**    [ITACS Login](#)    [Modify Account Information](#)    [logout](#)    [Help](#)

Firm Name: ABC Filers  
 Firm Address: 123 Any Street,Bellingham,WA,98225

### Manage Groups

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

[Manage Users](#)

#### Groups

Group Name <span style="font-size: small;">↑</span>	Date Created	Created By	Administrator
No data to display.			

Create New Group
Modify Group
Delete Group

#### Group Details

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

[Convert to Group Admin](#)

To create a new group click Create New Group.

# 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

Available Ports :

Selected Ports :

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

Select the applicable ports. (Filers only)  
Defaults to all ports.

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

Send Electronic Notices to :  
 All Group Members  
 Other  
Email for Receiving : \*

Send Notices to all group member emails or select Other to specify group email distribution

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

### Managing 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	Account ID	Phone	Job Title	Date Added	Get Email?
No		Jane A Smith	jane.smith@abc.com	abc27781	1-1231237890	Team Lead	10/15/2024	Yes
No		John Doe	john.doe@abc.com	abc94286	1-1234568790	Associate	10/15/2024	Yes

Create User Account

Modify User

Deactivate User

Convert to Firm Admin

To add or remove users for a group, highlight the user and click Modify User.

# Managing your Account

## Firm Administrator

### Modify Users

Name : **John Doe**  
Contact Email Address \* : john.doe@abc.com  
Job Title : Associate  
Contact Phone \* : 1 1234568790  
Country Code Phone Number

Note: Once a user is assigned to a group, the group's preferences become their preferences.

The Firm Administrator has chosen the following method to receive FDA Notices of Action :  Electronic  Paper  
Personally Receive FDA Notices of Action :  Yes  No

#### Available Ports :

#### Selected Ports :

- > 0101 -Portland, ME
- >> 0102 -Bangor, ME
- < 0103 -Eastport, ME
- << 0104 -Jackman
- 0105 -Vanceboro
- 0106 -Houlton
- 0107 -Fort Fairfield

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

Select the group

Select a Group :

Please select a value

Group 1

Cancel

# 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

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

#### Users

Group Admin?	Group Name	Name	Email	Account ID	Phone	Job Title	Date Added	Get Email?
No		Jane A Smith	jane.smith@abc.com	abc27781	1-1231237890	Team Lead	10/15/2024	Yes
No	Group 1	John Doe	john.doe@abc.com	abc94286	1-1234568790	Associate	10/15/2024	Yes

Create User Account

Modify User

Deactivate User

Convert to Firm Admin

# Managing your Account

## Firm Administrator

### Managing 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
Group 1	10/15/2024	Jane A Smith	

Create New Group

Modify Group

Delete Group

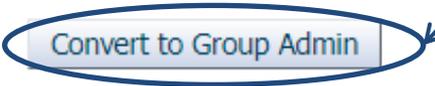
#### Group Details

Group Name: Group 1

Name	Email Address	Account ID	Phone	Job Title	Date Added
John Doe	john.doe@abc.com	abc94286	1-1234568790	Associate	10/15/2024

Convert to Group Admin

Highlight the group, then highlight the user, then click Convert to Group Admin.



## Managing your Account

- ❖ 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

Firm Name: ABC Filers  
Firm Address: 123 Any Street,Bellingham,WA,98225

**ITACS account management functionality is no longer supported on Internet Explorer. Please use a modern browser such as Edge, Chrome, Firefox or Safari to access ITACS account management functionality.**

### 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

From the Manage Users screen you can also create or deactivate subaccount users, modify user preferences, and convert another user to be the ITACS Firm Administrator.

#### Users

Group Admin?	Group Name	Name	Email	Account ID	Phone	Job Title	Date Added	Get Email?
No		Jane A Smith	jane.smith@abc.com	abc27781	1-1231237890	Team Lead	10/15/2024	Yes
No	Group 1	John Doe	john.doe@abc.com	abc94286	1-1234568790	Associate	10/15/2024	Yes

[Create User Account](#)

[Modify User](#)

[Deactivate User](#)

[Convert to Firm Admin](#)



# Managing your Account

## Firm Administrator

### Converting another user to Firm Administrator

Firm Name: ABC Filers  
Firm Address: 123 Any Street, Bellingham, WA, 98225

**ITACS account management functionality is no longer supported on Internet Explorer. Please use a modern browser such as Edge, Chrome, Firefox or Safari to access ITACS account management functionality.**

#### 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

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

#### Users

Group Admin?	Group Name	Name	Email	Account ID	Phone	Job Title	Date Added	Get Email?
No		Jane A Smith	jane.smith@abc.com	abc27781	1-1231237890	Team Lead	10/15/2024	Yes
No	Group 1	John Doe	john.doe@abc.com	abc94286	1-1234568790	Associate	10/15/2024	Yes

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

Email preferences for individual users can be updated by highlighting the username and clicking Modify User.

#### Users

Group Admin?	Group Name	Name	Email	Account ID	Phone	Job Title	Date Added	Get Email?
No		Jane A Smith	jane.smith@abc.com	abc27781	1-1231237890	Team Lead	10/15/2024	Yes
No		John Doe	john.doe@abc.com	abc94286	1-1234568790	Associate	10/15/2024	Yes

Create User Account

Modify User

Deactivate User

Convert to Firm Admin

# Managing your Account

## Firm Administrator

### Updating email to receive Notices of FDA Action

#### Modify Users

Name : John Doe

Contact Email Address \* : john.doe@abc.com

Job Title : Associate

Contact Phone \* : 1 1234568790  
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 : john.doe@abc.com

Available Ports :

Selected Ports :

- 0101-Portland, ME
- 0102-Bangor, ME
- 0103-Eastport, ME
- 0104-Jackman
- 0105-Vanceboro
- 0106-Houlton
- 0107-Fort Fairfield

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

Select a Group : Please select a value ▼

Click Save →

Select Same As Contact Email or enter an alternate email for receiving Notices.



# 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

Firm Admins can update the firm's email preferences by highlighting their username and clicking Modify User.

#### Users

Group Admin?	Group Name	Name	Email	Account ID	Phone	Job Title	Date Added	Get Email?
No		Jane A Smith	jane.smith@abc.com	abc27781	1-1231237890	Team Lead	10/15/2024	Yes
No		John Doe	john.doe@abc.com	abc94286	1-1234568790	Associate	10/15/2024	Yes

Create User Account

Modify User

Deactivate User

Convert to Firm Admin

# Managing your Account

## Firm Administrator

### Updating email to receive Notices of FDA Action

#### Modify Users

Name : Jane A Smith

Contact Email Address \* : jane.smith@abc.com

Job Title : Team Lead

Contact Phone \* : 1 1231237890

Country Code Phone Number Ext

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

Alternate Email(s) for Receiving Notices :

Same As Contact Email :

Email for Receiving Notices : jane.smith@abc.com

Available Ports :

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

On this page Firm Admins can select the method for receiving Notices. Select Electronic to receive Notices via email when they are generated by FDA.

Firm Admins can also select Same As Contact Email or enter an alternate email(s) or distribution lists for receiving Notices.

Click Save



# 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 **abc27781** for **ABC Filers**.

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 FDA Systems

Prior Notice System Interface

Systems Recognition Program

Import Trade Auxiliary Communication System (ITACS)

CBER Biological Product Deviation Reporting (CBER eBPDR)

CDER Office of Manufacturing Quality (CDER OMQ e-Portal)

Observations and Corrective Action Report (OCAR) Industry Portal

After logging into your FURLS account, scroll to the bottom and click the link to ITACS under Other FDA Systems.

# Retrieving Notices of FDA Action from ITACS



## Welcome to Import Trade Auxiliary Communications System

**WARNING:** This warning banner provides privacy and security information for a U.S. Government system, which includes all devices/storage media. Improper use of this system is prohibited and may result in criminal or civil penalties. The government may monitor, record, and audit your system usage. You have no reasonable expectation of privacy. Any communication sent to or received from this system is for your official purpose.

The system indicates that you are logged in and displays your username. It also provides links to back to FURLS to modify your account and manage users if you are a Firm Admin or Group Admin.

ITACS is no longer supported on Internet Explorer. Please use a modern browser such as Edge, Chrome, Firefox or Safari to access ITACS.

ITACS allows the Import Trade Community to:

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



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 reCAPTCHA verification is required for entry, when provided by the system.

\* are required fields

Entry Number \*  (Example: xxx-xxxxxxx-x)

CBP Line Number

FDA Line Number

Enter the entry number and click Submit

No CAPTCHA Code required when logged into your account

# Retrieving Notices of FDA Action from ITACS



## Status and Actions

### Results

Entry Number: 0 [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"/>	0 [redacted]-1	:	54YBS99	Total: 740.0 Drum (740.0 Drum, 25.0 Kilograms)	China	FDA Examination Pending	10/16/2024	Line Availability Received	10/16/2024

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

[Export as PDF for Print](#) [Export Current Status History PDF for Print](#)

### 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 (location of goods for examination) for the selected item(s)
- Submit Entry Level Documents
- Submit Line Level Documents for selected item(s)
- View Expected Lab Completion Date
- Retrieve Notices of FDA Action

TAKE ACTION REFRESH FINISHED

# Retrieving Notices of FDA Action from ITACS

## Status and Actions

### Results

Entry Number:  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"/>	<input type="text"/> -1		54YBS99	Total: 740.0 Drum (740.0 Drum, 25.0 Kilograms)	China	Detained - Refer to Notice of FDA Action for Violation Charges	10/17/2024	Line Availability Received	10/16/2024

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.

### 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	Oct 16, 2024	
2	Oct 17, 2024	

Previous  FINISHED



# Emailed Notices of FDA Action

## Example Email

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

Notice of FDA Action Number 1 for Entry Number [REDACTED]

 itacs@fda.hhs.gov  
To [REDACTED]

  Reply  Reply All  Forward  

Wed 10/16/2024 1:45 PM

 ora214rpt2\_423691\_10162024\_163734885885\_oamq0111.pdf 4 KB ▾

Start your reply all with:     Feedback

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](mailto:ITACSSupport@fda.hhs.gov).

# Retrieving Information Requests from ITACS

## Status and Actions

### Results

Entry Number:  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"/>	<input type="text"/>		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 - <a href="#">Requested Information</a>	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

# 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"/>	<span style="background-color: #0070C0; color: white; padding: 2px;">[REDACTED]</span> 1/1-1		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 - <a href="#">Requested Information</a>	06/24/2016	Document Submitted	03/24/2016

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

**Information Requested for line [REDACTED]**

Details: Please provide FCE and SID.;

Respond By: Jun 29, 2016

Requests are 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



# Viewing Status History Report

## Status and Actions

### Results

Entry Number: [redacted] Entry Level Status: Hold Designated Lines

Select	Entry/CBP-FDA[Suffix]	Product	Product Code	Quantity	Country Name	FDA Line Status	FDA Line Status Date	ITACS Status	ITACS Status Date
<input checked="" type="checkbox"/>	[redacted]-1		16YCI13	Total: 30.0 Carton (30.0 Carton, 24.0 Bottle, Non-Protected,Cyl, 5.0 Ounces, weight (avdp))	Thailand	FDA Examination Pending	04/19/2024	Line Availability Received	05/21/2024
<input checked="" type="checkbox"/>	[redacted]-2		16YCI13	Total: 6000.0 Ounces, weight (avdp) (50.0 Carton, 10.0 Bottle, Non-Protected,Cyl, 12.0 Ounces, weight (avdp))	Thailand	FDA Examination Completed	09/04/2024	Line Availability Received	05/21/2024
<input type="checkbox"/>	[redacted]-1		35AEE99	Total: 50.0 Carton (50.0 Carton, 24.0 Can, Rectangular, 14.0 Ounces, weight (avdp))	Thailand	May Proceed Without FDA Examination	04/04/2024	Line Availability Received	05/21/2024
<input type="checkbox"/>	[redacted]-1		30ACE99	Total: 30.0 Carton (30.0 Carton, 12.0 Bottle, Non-Protected,Cyl, 24.65 Ounces, weight (avdp))	Thailand	May Proceed Without FDA Examination	08/13/2024	Line Availability Received	05/21/2024
<input type="checkbox"/>	[redacted]-1		30ACE99	Total: 70.0 Carton (70.0 Carton, 12.0 Bottle, Non-Protected,Cyl, 26.0 Ounces, fluid)	Thailand	May Proceed Without FDA Examination	04/04/2024	Line Availability Received	05/21/2024

[Export as PDF for Print](#) [Export Current Status History PDF for Print](#)

Actions

A line-by-line status history report can be generated by selecting the line(s) and clicking Export Current Status History PDF for Print.

# Viewing Status History Report

## Example PDF



FDA Status History for Entry # [REDACTED] Thu Oct 17 2024 08:46:55 GMT-0700 (Pacific Daylight Time)

**Entry/CBP-FDA[Suffix]** [REDACTED] 1-1

**Product**

**Product Code** 54YBS99

**Quantity** Total: 740.0 Drum (740.0 Drum, 25.0 Kilograms)

**Country Name** China

FDA Line Status	FDA Line Status Date	ITACS Status	ITACS Status Date
Detained - Refer to Notice of FDA Action for Violation Charges	10/17/2024	Line Availability Received	10/17/2024
FDA Examination Completed	10/17/2024	Document Submitted	10/16/2024
FDA Examination Pending	10/16/2024		
Notify FDA of Location for Examination	10/16/2024		
Second and final request for information. Submit Entry Documents to FDA (Invoice, B/L, CBP Entry Document)	10/16/2024		
Entry Documents Required	10/12/2024		

A report is generated with a page for each selected line showing the full status history as PDF for print or storage.

# Helpful Links

- Found at the bottom of every ITACS page and provides links to helpful information.

## ▼ Helpful Links

[ITACS Industry Page](#)

[Import Program Page](#)

[FDA Import Office Locations and Contact Information](#)

[Import Alerts](#)

[Import Refusals](#)

[Access FDA Product Code Query](#)

[For technical assistance please contact \(\[itacssupport@fda.hhs.gov\]\(mailto:itacssupport@fda.hhs.gov\)\)](#)

[Log In or Request an ITACS Account](#)

[Vulnerability Disclosure Policy](#)



# ITACS Links

Access ITACS directly at: <https://itacs.fda.gov>

ITACS Support – for technical assistance  
regarding ITACS:

[ITACSSupport@fda.hhs.gov](mailto:ITACSSupport@fda.hhs.gov)

To view the ITACS Presentation to Industry and  
this ITACS Account Management presentation  
visit FDA's ITACS for Industry web page:

[https://www.fda.gov/industry/import-  
systems/itacs](https://www.fda.gov/industry/import-systems/itacs)

