

Sample IAM Cover Letter and Rules of Behavior (ROB)

If an Agent is the IAM

Use only Applicant Manufacturer Letterhead if available

January 21, 2018

Food and Drug Administration
Center for Tobacco Products
Document Control Center
Building 71, Room G335
10903 New Hampshire Avenue
Silver Spring, MD 20993-0002

Subject: CTP Portal IAM Account for Sample Company, LLC
(Company/Applicant Name)

To CTP Document Control Center:

We are requesting the creation of a CTP Portal user account designating the following person as the Industry Account Manager (IAM):

Applicant Name: Sample Company LLC
Applicant Address: 123 Sample Avenue, Silver Spring, MD 12345
IAM Name: Agent A. Person
IAM Employer: Agent Company, LLC
IAM Address: 234 Sample Avenue, Silver Spring, MD 12345
IAM Email address: info@agentcompany.com
IAM Phone number: 103-456-7890

Certification statement to comply with 21 CFR 11.100 such as: Pursuant to Section 11.100 of Title 21 of the Code of Federal Regulations, this is to certify that [**Sample Company, LLC**], intends that all electronic signatures executed by its employees, agents, or representatives thereof, located anywhere in the world, are the legally binding equivalent of traditional hand-written signatures

POC Name: Sample A. Person *(Can be different from the IAM)*
POC Applicant Address: 123 Sample Avenue, Silver Spring, MD 12345 *(Can be different from Applicant address)*
POC Applicant Email: info@samplecompany.com *(Can be different from the IAM)*
POC Applicant Phone number: 123-456-7890

Sincerely,

Sample A. Person

Sample A. Person *(must be authorizing applicant employee)*

Department of Health and Human Services
Food and Drug Administration
Center for Tobacco Products

CTP Portal Industry Account Manager Rules of Behavior

As the Industry Account Manager (IAM) for the applicant listed below, you agree to these Rules of Behavior:

- You must conduct only authorized business on the system.
- You must maintain the confidentiality of your account information such as your password.
- You must follow proper logon/log out procedures. Do not store your password locally on your system or utilize any automated logon capabilities. You must promptly log out when session access is no longer needed. If a log out function is unavailable, you must close your browser. Never leave your computer unattended while logged into the system.
- You must report all security incidents or suspected incidents (e.g., lost passwords, improper or suspicious acts) to the FDA Systems Management Center at SMC_Cyberops@fda.hhs.gov. You must immediately change your password if it is compromised or suspected to have been compromised.
- You must not establish any unauthorized connections between systems, networks, and applications owned by the FDA.
- Your access to systems and networks owned by the FDA is governed by, and subject to, all Federal laws, including, but not limited to, the Privacy Act, 5 U.S.C. 552a.
- You must not browse, search or reveal information hosted by the FDA except in accordance with that which is required to perform your legitimate tasks or assigned duties.
- You agree to contact the CTP eSubmissions Helpdesk at CTPeSub@fda.hhs.gov if you do not understand any of these rules.
- As an IAM, you agree to create and manage the CTP Portal Accounts on behalf of the Manufacturer that you represent, This includes the deactivation of accounts (*e.g. when employees leave or agents change*), changing an account holder's access level, resetting a user's account that have become deactivated, and unlocking user accounts that become locked.
- As an IAM, you understand that accounts will only exist in CTP Portal for the tobacco manufacturers as defined under section 900(20) of the Family Smoking Prevention and Tobacco Act (PL 111-31), not for the companies that may represent them. An IAM will administer the user accounts under separate tobacco manufacturer accounts, for each tobacco manufacturer they represent. For example, if you are an agent and serve the role of IAM for multiple tobacco product manufacturers, you will have and be responsible for managing a separate user account for each tobacco product manufacturer you represent.
- You will regularly review the list of accounts established for the applicant to determine whether each user's access is appropriate.

IAM Signature: <i>Agent A. Person</i>	Date: 01/21/2018
IAM Printed Name: Agent A. Person	
Applicant (i.e. Company) Name: Sample Company, LLC	

