



U.S. FOOD & DRUG
ADMINISTRATION

**FURLS Online Account Administration (OAA)
Authentication**

**Instructions for using Identity, Credential, and Access
Management (ICAM) phishing-resistant multi-factor
authentication (MFA)**

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When you choose the Log-In button from the FDA Industry Systems page, you will arrive at the Login page (Figure 1).

Figure 1 – OAA Login



The screenshot shows the login interface for the FDA Industry Systems. At the top, it features the U.S. Department of Health and Human Services logo and the text "U.S. Department of Health and Human Services". Below this is the FDA OAA logo and the title "ONLINE ACCOUNT ADMINISTRATION (OAA)". The main heading is "FDA Industry Systems". Underneath, the "Login" section contains instructions: "Please select the 'I understand' checkbox and then click the Login button to enter your account ID and password." A prominent blue "Login" button with a right-pointing arrow is centered. Below the button is a disclaimer: "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." A checkbox labeled "I understand." is positioned below the disclaimer. At the bottom, there are two buttons: "Forgot Account ID" and "Forgot Password".

1. Review the 18 U.S.C. 1001 statement.
2. Select the “I understand” checkbox.
3. Click the “Login” button.

FURLS supports a phishing-resistant Multi-Factor Authentication (MFA) to provide stronger protection for your account. You can continue using your existing One-Time Passwords (OTP) or choose to set up passkey or device-based verification options for a more secure and seamless login experience.

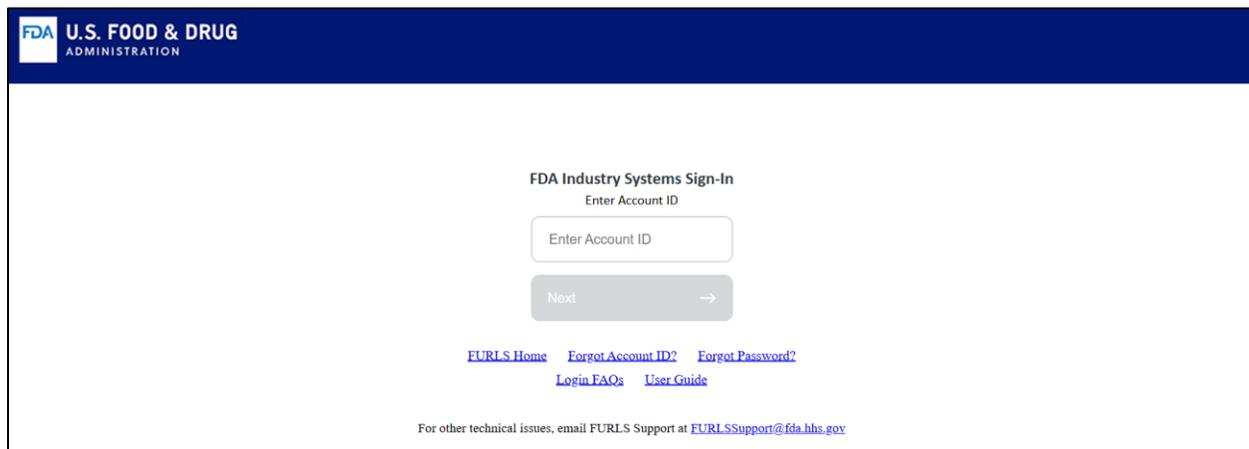
To use this new authentication method, continue to Setting up a Passkey for instructions on setting up a passkey.

If you have already set up a passkey or prefer to use your password, continue to Log in with a Passkey or Password.

Setting up a Passkey

1. Enter your FURLS Account ID and click “Next” (Figure 2).

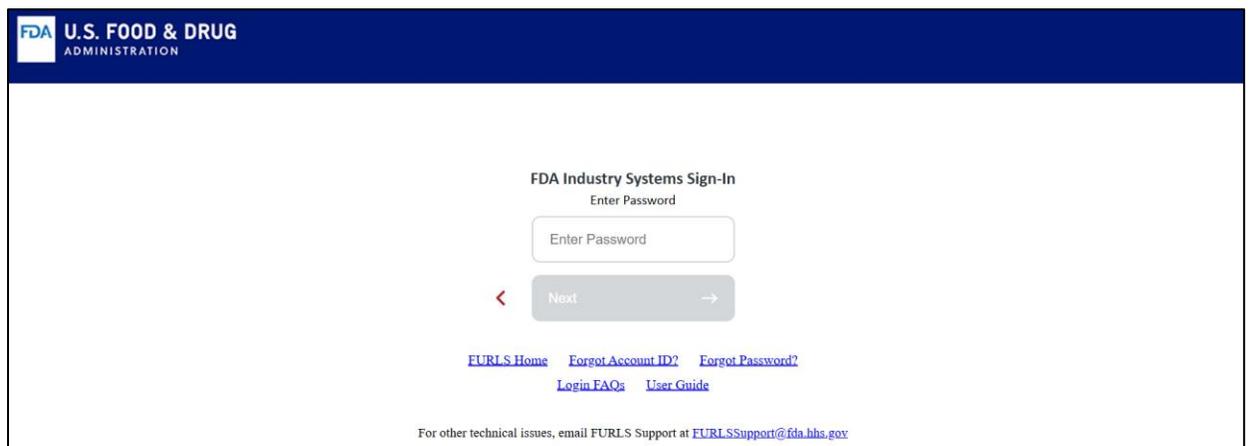
Figure 2 – OAA Login: Enter Account ID



The screenshot shows the 'FDA Industry Systems Sign-In' page. At the top left is the FDA U.S. Food & Drug Administration logo. The main heading is 'FDA Industry Systems Sign-In' with the sub-heading 'Enter Account ID'. Below this is a text input field labeled 'Enter Account ID' and a 'Next' button with a right-pointing arrow. At the bottom, there are links for 'FURLS Home', 'Forgot Account ID?', 'Forgot Password?', 'Login FAQs', and 'User Guide'. A footer note states: 'For other technical issues, email FURLS Support at FURLSSupport@fda.hhs.gov'.

2. Enter your password and click “Next” (Figure 3).

Figure 3 – OAA Login: Enter Password



The screenshot shows the 'FDA Industry Systems Sign-In' page. At the top left is the FDA U.S. Food & Drug Administration logo. The main heading is 'FDA Industry Systems Sign-In' with the sub-heading 'Enter Password'. Below this is a text input field labeled 'Enter Password' and a 'Next' button with a right-pointing arrow. At the bottom, there are links for 'FURLS Home', 'Forgot Account ID?', 'Forgot Password?', 'Login FAQs', and 'User Guide'. A footer note states: 'For other technical issues, email FURLS Support at FURLSSupport@fda.hhs.gov'.

3. You will be prompted to enter a verification code. Click the “Send Code” button (Figure 4). The verification code will be sent to the e-mail address entered on the “Account Information” page.

Note: Verification code emails will be sent from “ICAM OTP <icamotp@fda.hhs.gov>” with the subject “Your One Time Passcode (OTP)”.

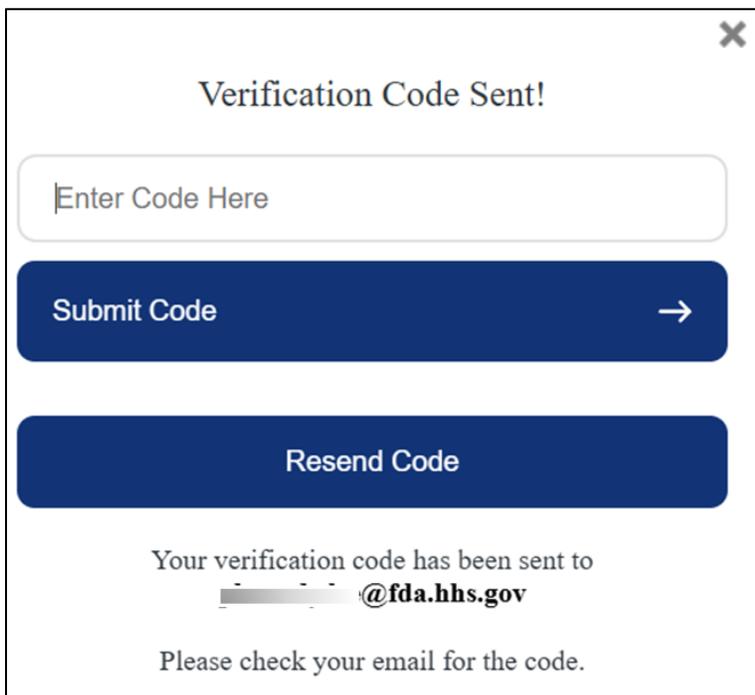
Figure 4 – Send Verification Code



4. If you have not received the verification code within ten minutes, click "Resend verification code" on the page. Once you have received the code, enter it in the box labeled "Enter Code Here," then click the "Submit Code" button (Figure 5).

Note: You will be prompted to enter a verification code each time you login if you have not set up a passkey.

Figure 5 – Enter Verification Code



5. Next, you will be prompted to create a passkey. Select the "Create a Passkey" button (Figure 6). If you chose not to create a passkey, click "Continue with Password" to enter your password (Figure 7).

Note: You will be asked to create a passkey each time you login if you have not set up a passkey.

Figure 6 – Create Passkey

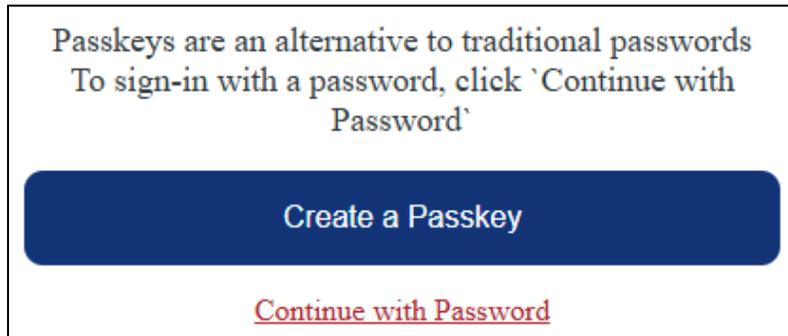
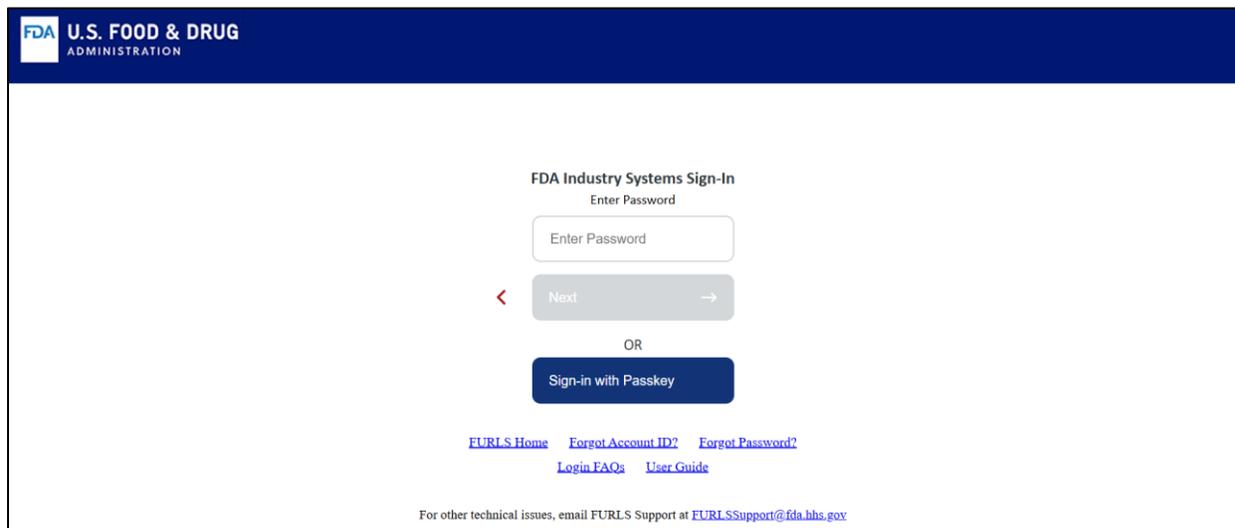
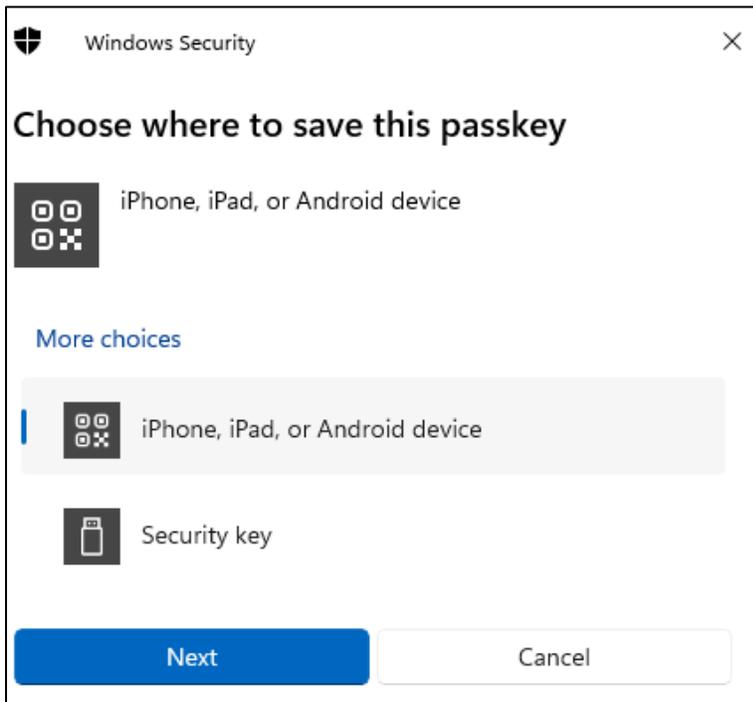


Figure 7 – Continue with Password



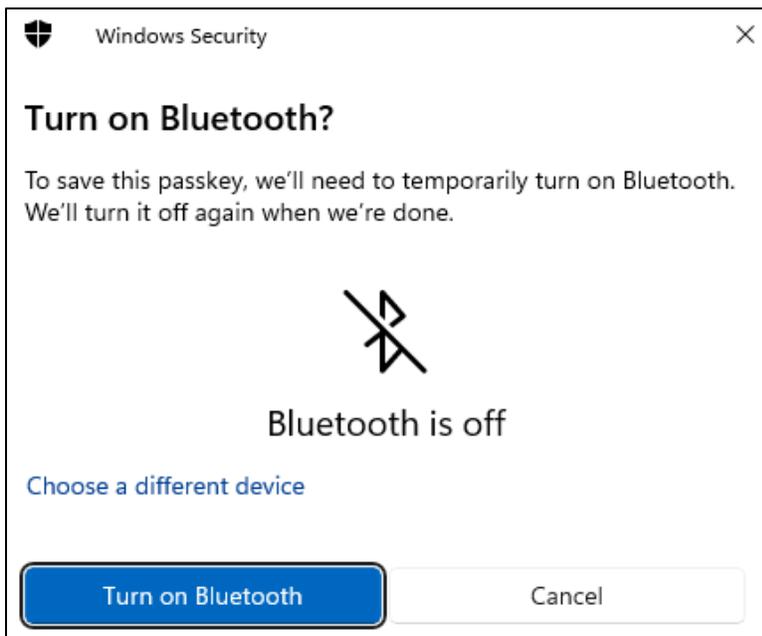
6. If you elected to enter your password, you will then be directed to the FURLS Industry Systems “Account Management” home page/welcome screen (Figure 12).
7. If you clicked the “Create a Passkey” button, the below image is displayed (Figure 8). Select the “iPhone, iPad, or Android device” option and click “Next”.

Figure 8 – Save Passkey



8. Click "Turn on Bluetooth" button (Figure 9). **Note:** If Bluetooth is already enabled on your laptop, this step is not needed.

Figure 9 – Turn on Bluetooth



9. A QR Code is displayed (Figure 10).

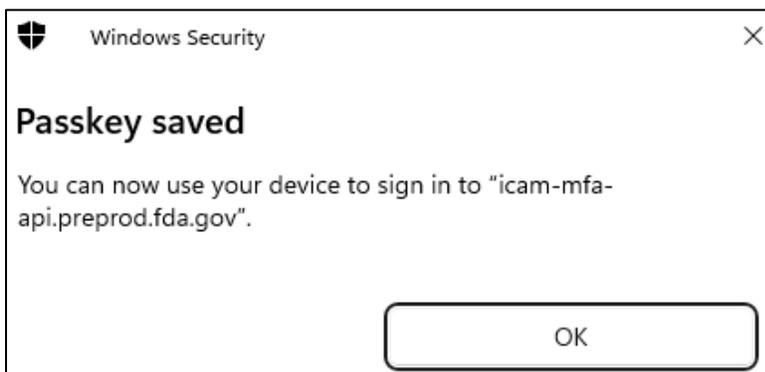
Figure 10 – Scan QR Code



10. Scan the QR Code using your device’s camera app and follow the prompts on your device to create and save the Passkey. Once the passkey has been saved, click the “OK” button (Figure 11).

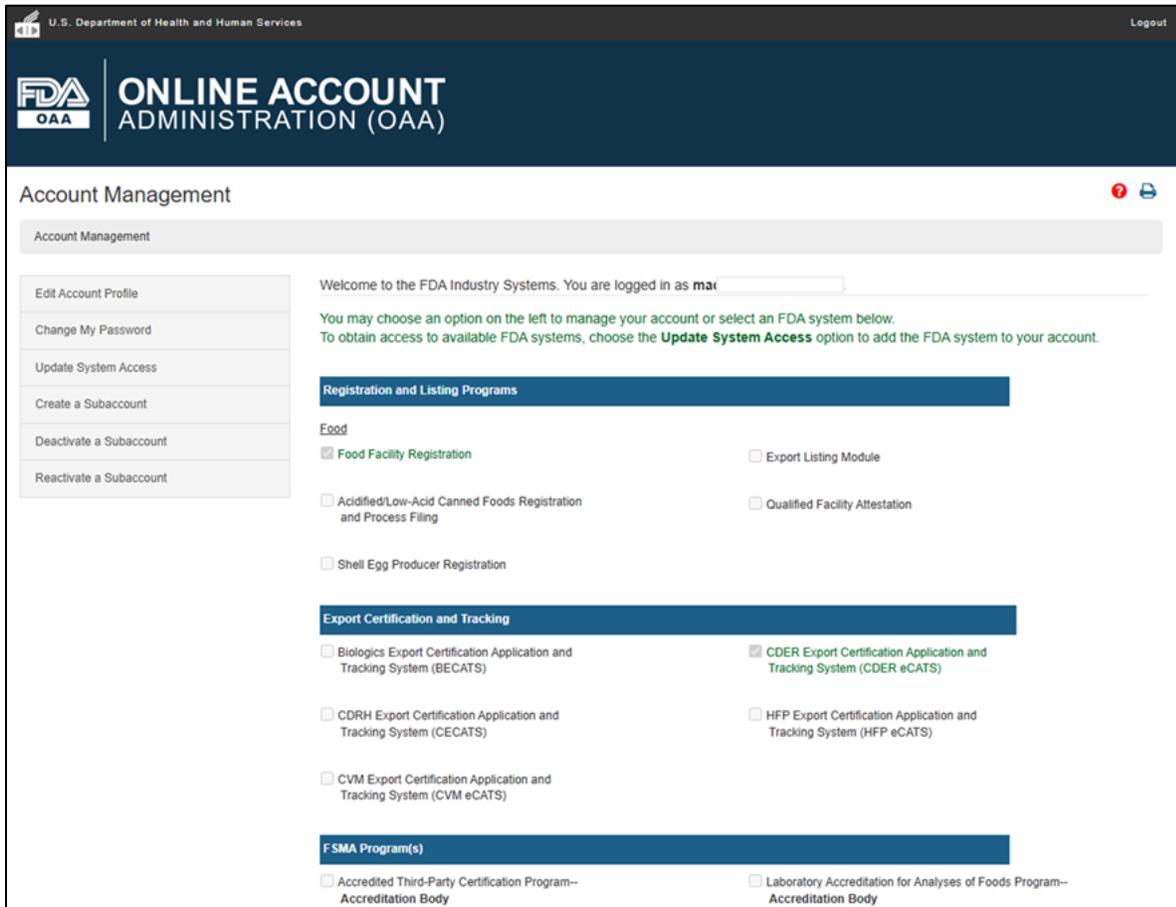
Note: Third-party QR reader apps are not supported.

Figure 11 – Passkey Saved



11. You will be directed to the FURLS Industry Systems “Account Management” home page/welcome screen (Figure 12).

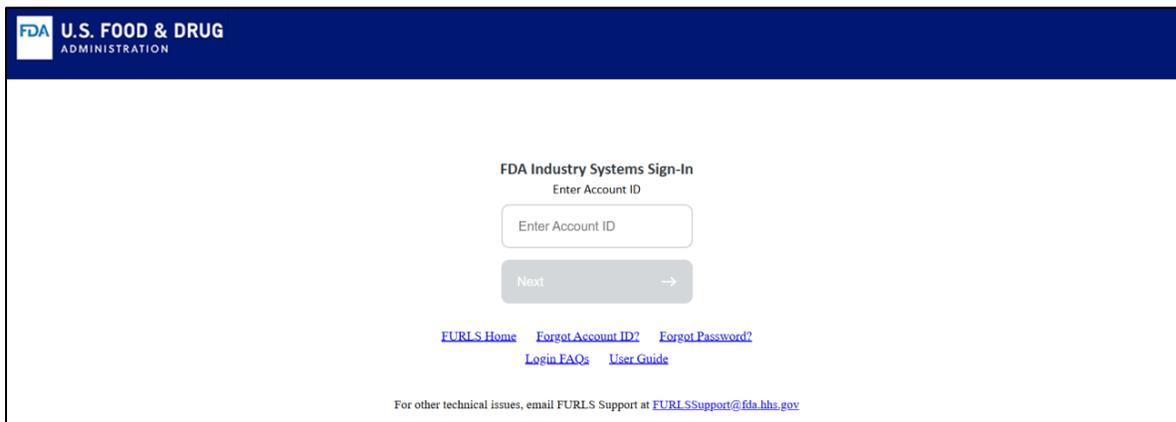
Figure 12 – OAA – FURLS Account Management Home Page



Log in with a Passkey or Password

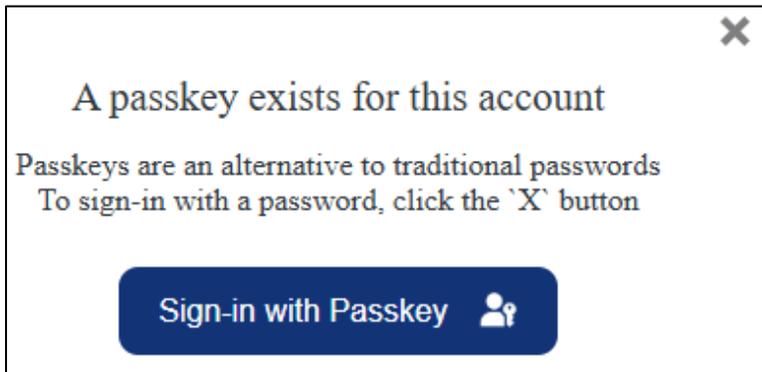
1. Enter your FURLS Account ID and click the “Next” button (Figure 13).

Figure 13 – OAA Login



2. To continue with passkey option, select the “Sign-in with Passkey” button (Figure 14). To authenticate with your password, click the “X” in the right corner. The OAA Login screen to enter your password is displayed (Figure 17).

Figure 14 – Sign-in with Passkey



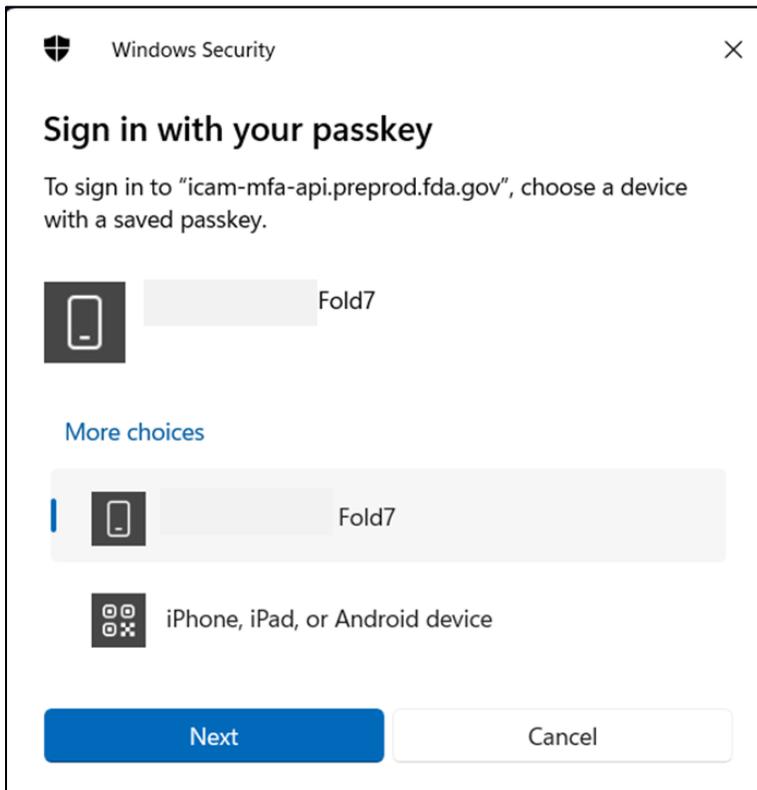
3. If you are using an iPhone or iPad, scan the QR Code using your phone’s camera and follow the prompts on the device for passkey authentication (Figure 15). If you are using an Android device, select the device name and follow the prompts on the device for passkey authentication (Figure 16).

Note: Third-party QR reader apps are not supported.

Figure 15 – OAA Login using Passkey on iPhone or iPad

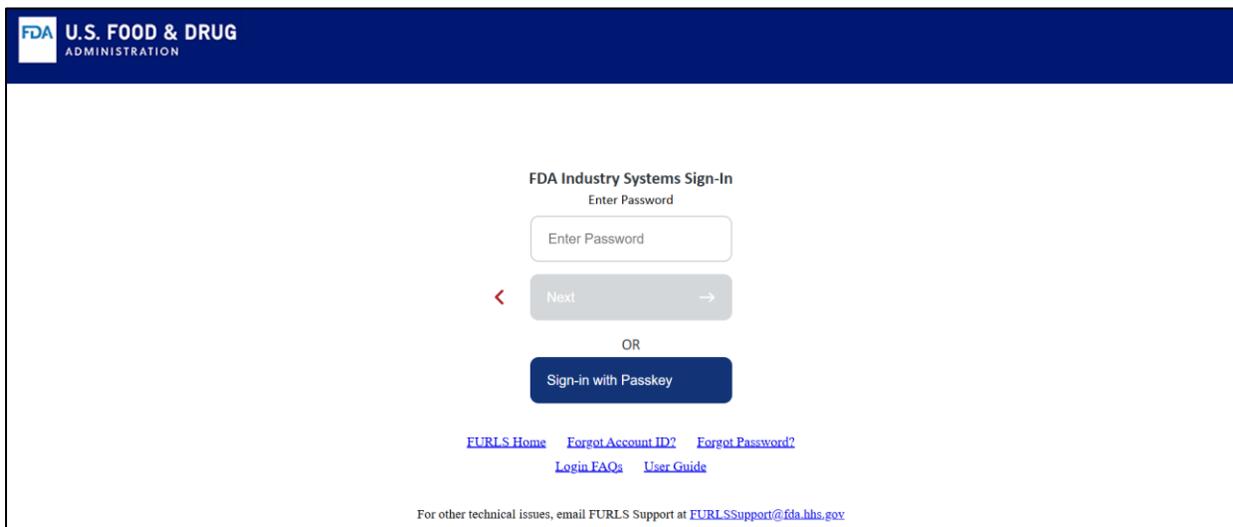


Figure 16 – OAA Login using Passkey on Android



4. To authenticate with your password, click the "Cancel" button. The OAA Login screen to enter your password is displayed (Figure 17).

Figure 17 – OAA Login using Password

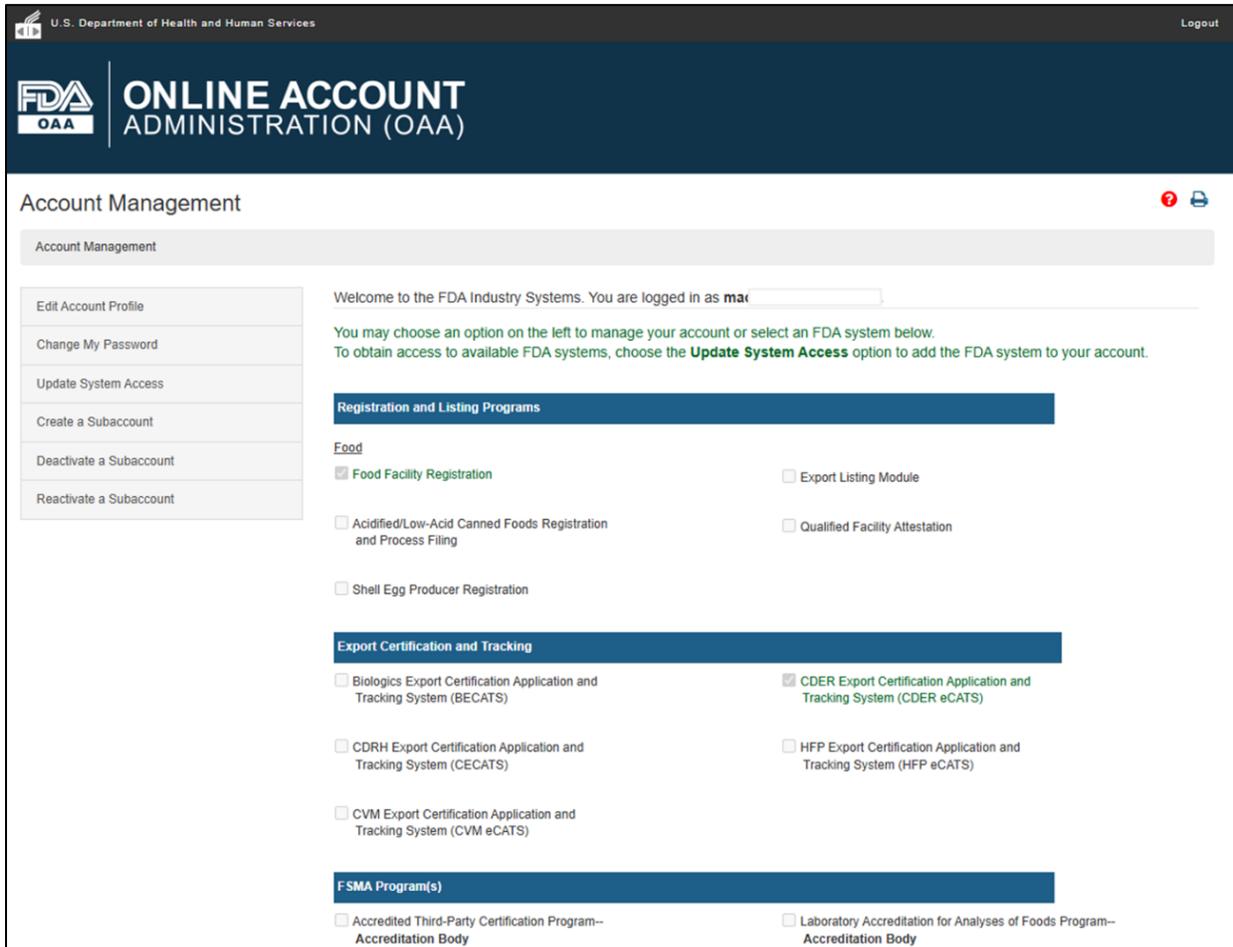


5. Enter your password and click “Next”. Follow the prompts to request and enter a verification code.

Note: Verification code emails will be sent from “ICAM OTP <icamotp@fda.hhs.gov>” with the subject “Your One Time Passcode (OTP)”.

6. Upon successful authentication via passkey or password, you will then be directed to the FURLS “Account Management” home page (Figure 18).

Figure 18 – OAA – FURLS Account Management Home Page



Problems Logging In

If you are unable to login to FDA Industry Systems, one of the following problems may be the cause:

- Failure to confirm understanding of the 18 U.S.C. 1001 Statement.

Under United States Code Title 18, Section 1001, anyone who makes a materially false, fictitious, or fraudulent statement to the U.S. Government is subject to criminal penalties. Confirmation that the account holder understands this is required.

- Too many login attempts

If you've tried to login with the same Account ID and Password multiple times, your account may be temporarily suspended for security purposes. Wait an hour and try logging in again.

- Forgot your password

If you have forgotten your password, you can have a new account password sent to you.

1. Select "Forgot your password?" link
2. Type in your account ID, select your secret question, and type in your secret answer.
3. Select "Continue" to complete the process.

Your new password will be mailed to the e-mail address recorded for your account.

- Issues with optional passkey authentication

Refer to the Login FAQs link.

For any technical issues, please email FURLS Support at FURLSSupport@fda.hhs.gov.