

FTC Administrative E-Filing System

External User Registration Guide

(Filer)

October 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 screenshot 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 pink 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/ftcfile?id=af_registration_acknowledgement_page

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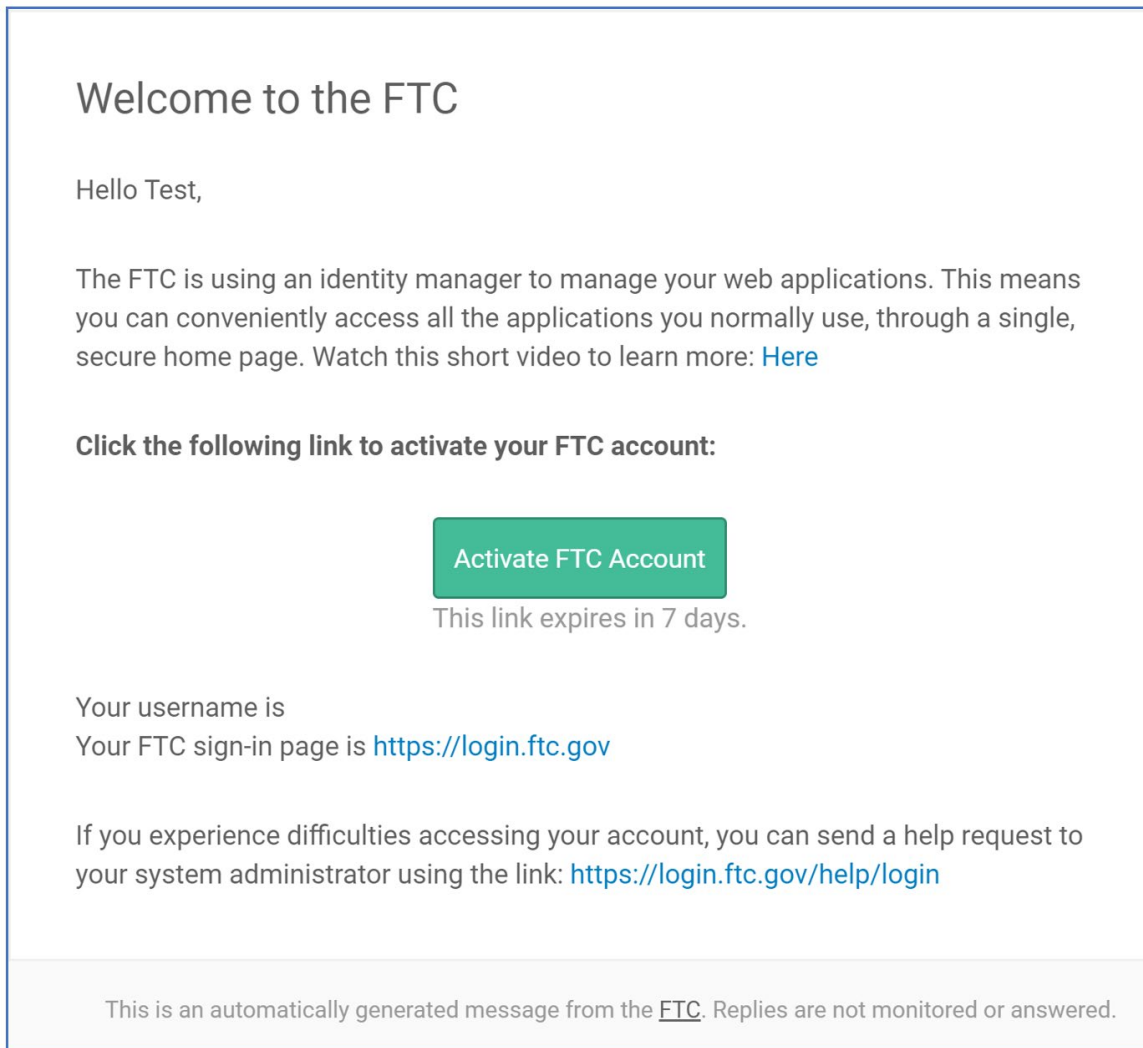
Login Register

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 now need to set up your Multi-Factor Authentication (MFA); **You are only required to configure one (1) MFA factor**, however, multiple MFA options can be setup: Google Authenticator, Okta Verify – mobile, and/or Security Key or Biometric Authenticator, also known as FIDO2 (WebAuthn). We suggest 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.

Important Notice Regarding Security Key or Biometric Authenticator, FIDO2 (WebAuthn)

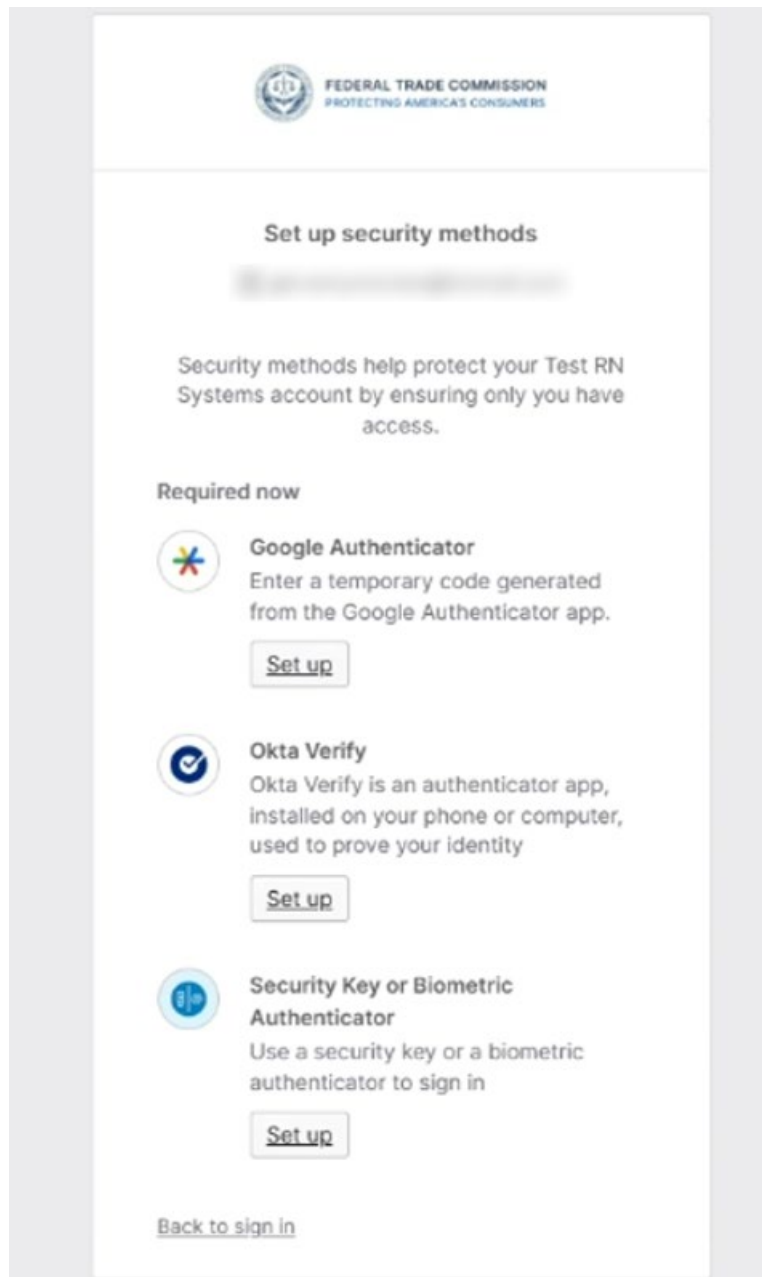
FIDO2 is the only phishing-resistant option. We suggest YubiKey 4 or higher. However, please be advised that the FTC **will not be able to provide support or resources for obtaining hardware tokens or other physical security keys or use of biometrics** for phishing-resistant MFA. While the FTC strongly encourages the use of phishing-resistant MFA to enhance security, individuals and organizations are responsible for acquiring and managing their own authentication hardware and ensuring devices are FIDO2 compliant.

FIDO2 Security Key Options:

- **YubiKey** (suggested) – YubiKey 4 (2015) or higher
- **Google Titan Security Key** – USB-A and NFC; widely supported
- **Token2 T2F2 Series** – Affordable keys with USB-A, USB-C, and NFC options
- **Feitian BioPass Series** – Biometric security keys (fingerprint) with FIDO2 support
- **SoloKeys Solo V2** – Open-source USB-C or USB-A keys with FIDO2/WebAuthn

Note: If you are unable to setup or use your security key or biometrics, please select another MFA option. Okta Verify is the suggested method of authentication if not using FIDO2.

Please select your option and click “Setup”.






The screenshot displays the 'Set up security methods' page for the FTC Administrative E-Filing system. At the top, the FTC logo and the text 'FEDERAL TRADE COMMISSION PROTECTING AMERICA'S CONSUMERS' are visible. Below this, the heading 'Set up security methods' is centered. A blurred redacted area follows. The text 'Security methods help protect your Test RN Systems account by ensuring only you have access.' is displayed. Under the heading 'Required now', three options are listed: 'Google Authenticator' (with a colorful star icon), 'Okta Verify' (with a blue checkmark icon), and 'Security Key or Biometric Authenticator' (with a blue key icon). Each option includes a brief description and a 'Set up' button. At the bottom left, there is a link 'Back to sign in'.

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PROTECTING AMERICA'S CONSUMERS

Set up security methods

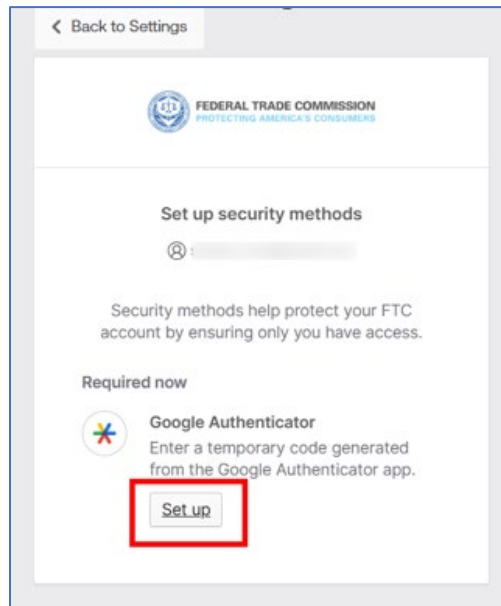
Security methods help protect your Test RN Systems account by ensuring only you have access.

Required now

-  **Google Authenticator**
Enter a temporary code generated from the Google Authenticator app.
[Set up](#)
-  **Okta Verify**
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity
[Set up](#)
-  **Security Key or Biometric Authenticator**
Use a security key or a biometric authenticator to sign in
[Set up](#)

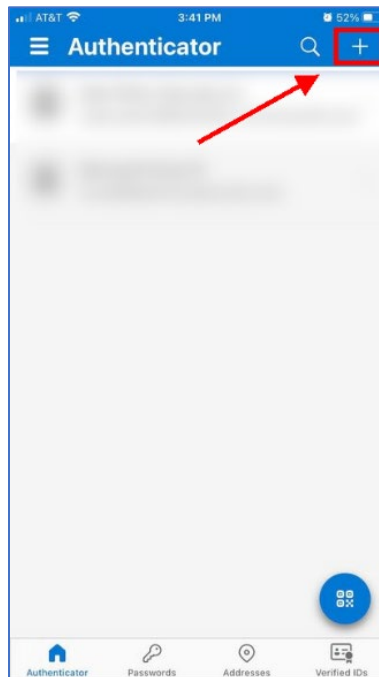
[Back to sign in](#)

- A. If you choose “Google Authenticator”, **you will need to download the Google Authenticator App from the App Store on your mobile device to proceed via Google.**

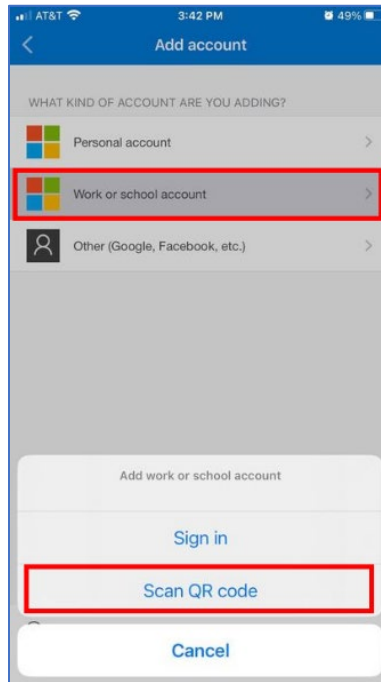


Continue by clicking “Set up”.

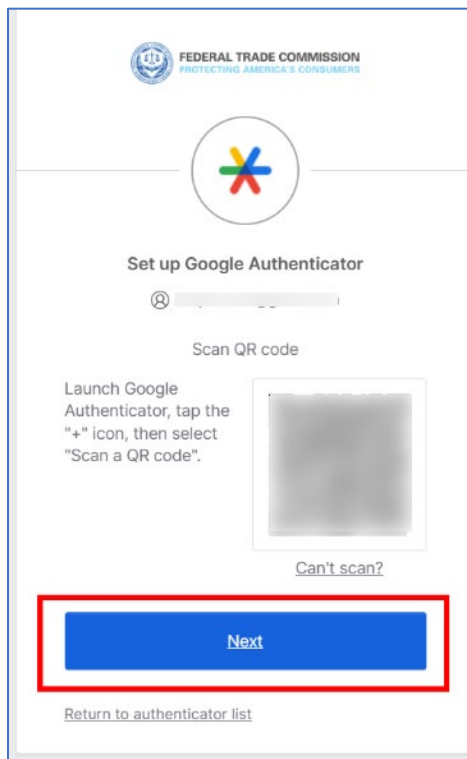
1. Open Google Authenticator app on your mobile device.
2. Select the “+”.



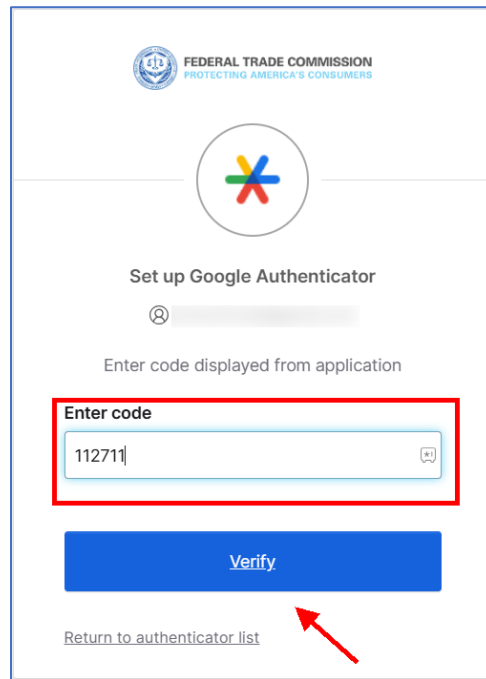
3. Select “Work or School Account” and “Scan QR code”.



4. Your website page 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”.

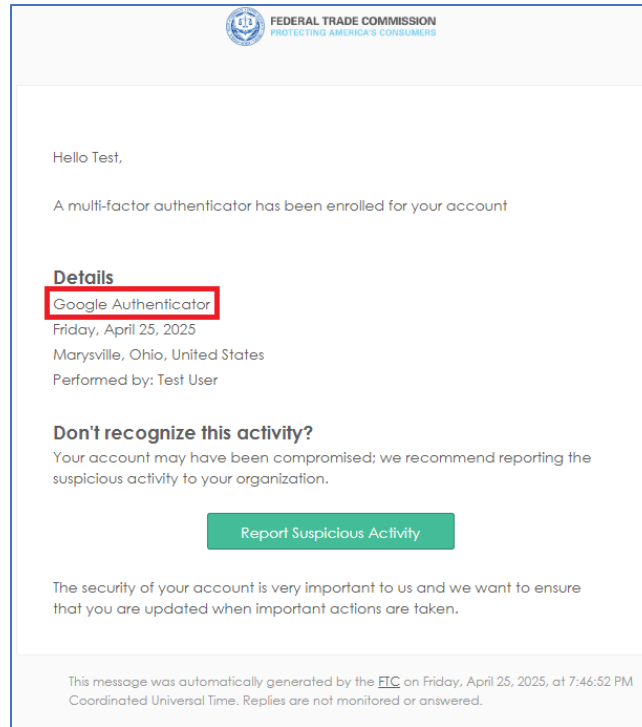


5. Once Google Authenticator is configured, you will be asked to verify by entering the rolling One Time Password (OTP). Enter OTP from your phone onto your computer screen and click “Verify”.



The screenshot shows the Google Authenticator verification interface for the Federal Trade Commission. At the top, the FTC logo and text "FEDERAL TRADE COMMISSION PROTECTING AMERICA'S CONSUMERS" are displayed. Below this is the Google logo. The heading "Set up Google Authenticator" is followed by a QR code placeholder. The instruction "Enter code displayed from application" is shown. A text input field labeled "Enter code" contains the number "112711" and is highlighted with a red border. Below the input field is a blue "Verify" button. At the bottom, there is a link "Return to authenticator list" with a red arrow pointing to it.

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

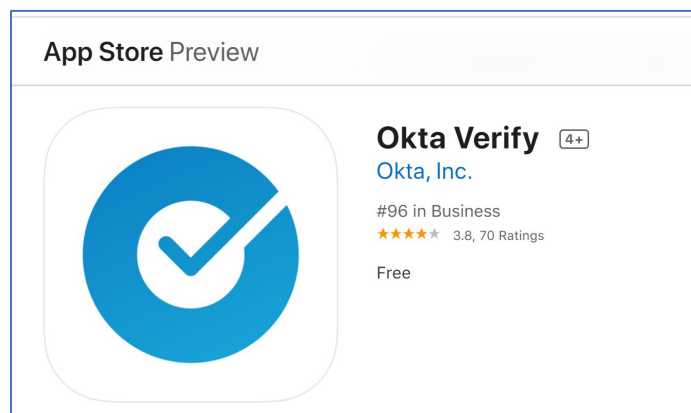


You have now successfully configured the Google Authenticator!

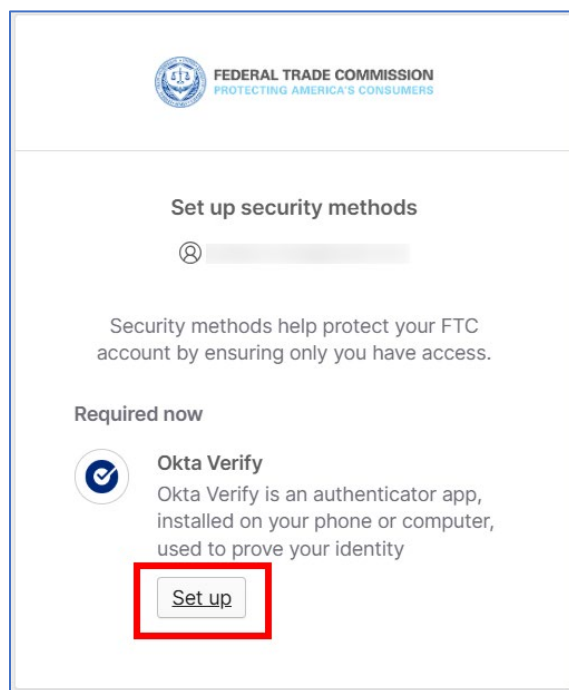
Your account registration with the FTC is now complete. You can now conveniently access all external FTC applications to which you have access through this account.

- B. If you selected “Okta Verify”, **you will need to download the Okta Verify App from the App Store onto your mobile device to proceed via Okta.**

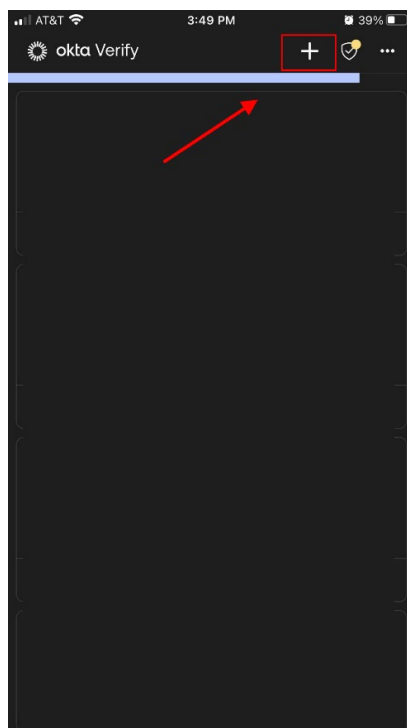
Please select your device type and click “Next”.



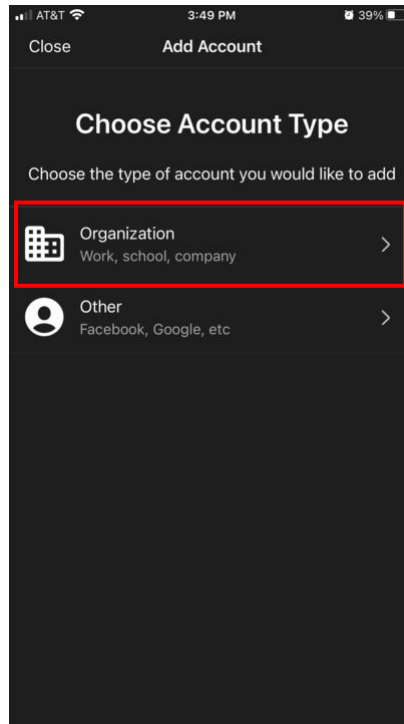
Continue by clicking “Set up” for Okta Verify.



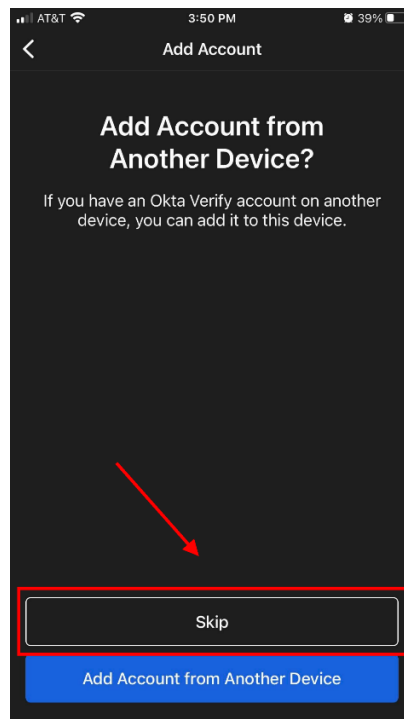
1. Open Okta Verify application on your mobile device. (Android/iPhone).
2. Select “+”.



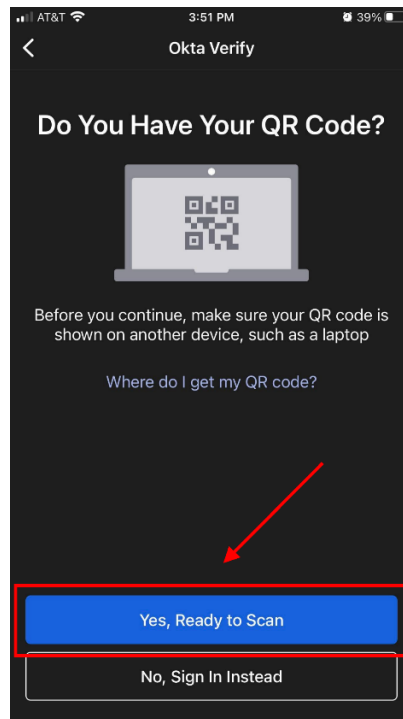
3. Select Add “Work or School Account”.



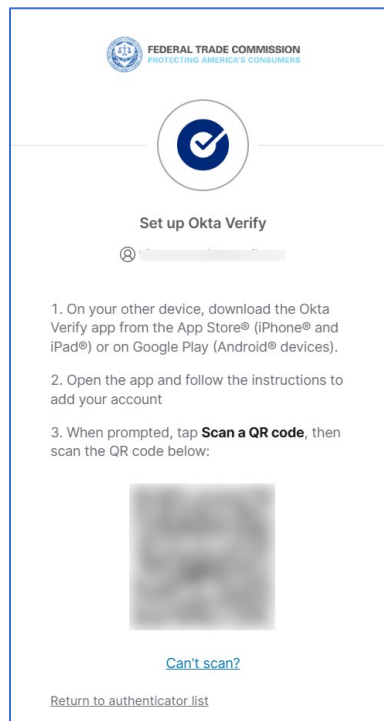
4. If you happen to have another Okta Verify account configured, you can press “Skip,” if not, then you can ignore this screen because the account you are setting up will become your default account.



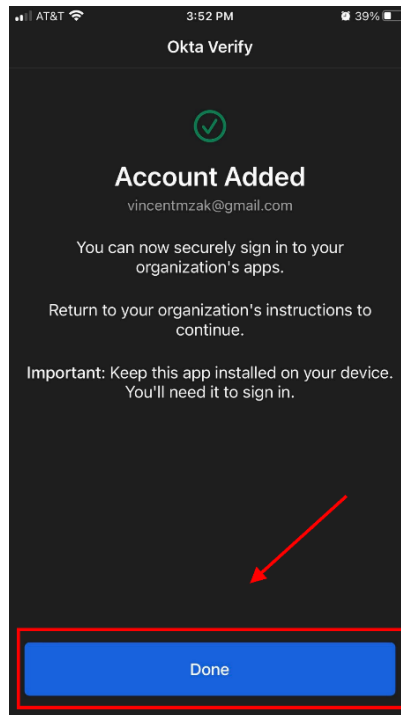
5. Select “Yes. Ready to Scan”.



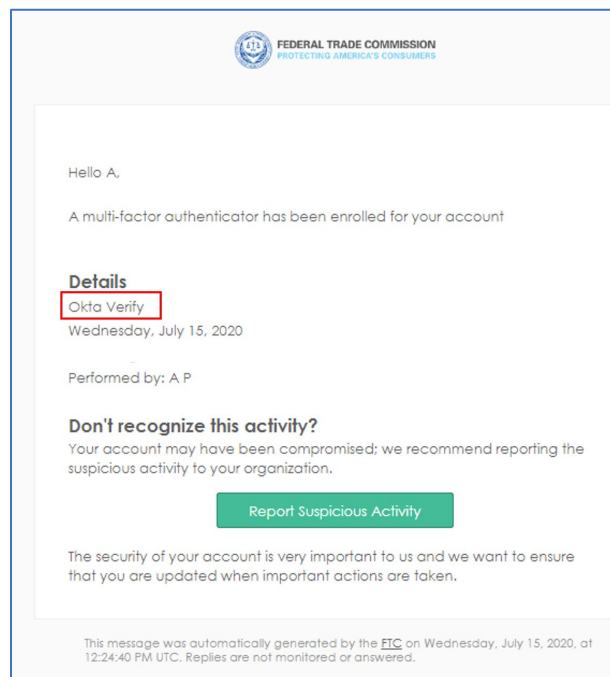
6. Okta will display a QR code on your computer screen that you will need to scan with the Okta Verify app on your mobile device.



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!

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

- C. If you choose “Security Key or Biometric Authenticator” (also known as FIDO2 (Webauthn)), **you will need the Security Key hardware token on your person and available to insert into your device or have the biometric authentication already setup on your computer.**

If using Security Key enrollment:

- You must have a computer with a USB port.
- You must have a supported browser: Chrome, Firefox, Edge, or Safari.
- Your Security Key should be unlocked and ready.

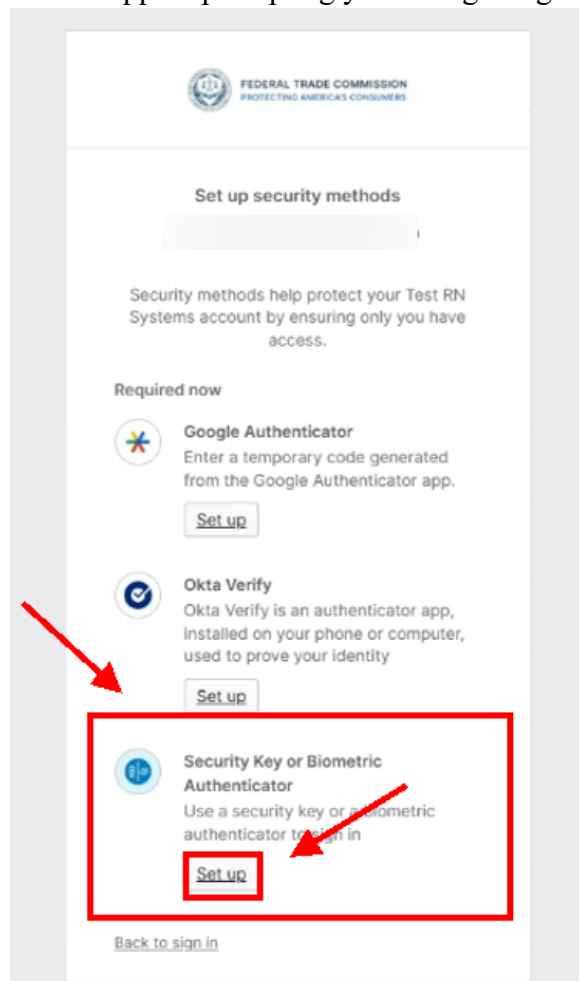
If using Biometric Authenticator enrollment, you will need to have already set it up on your computer based upon your computer’s system requirements.

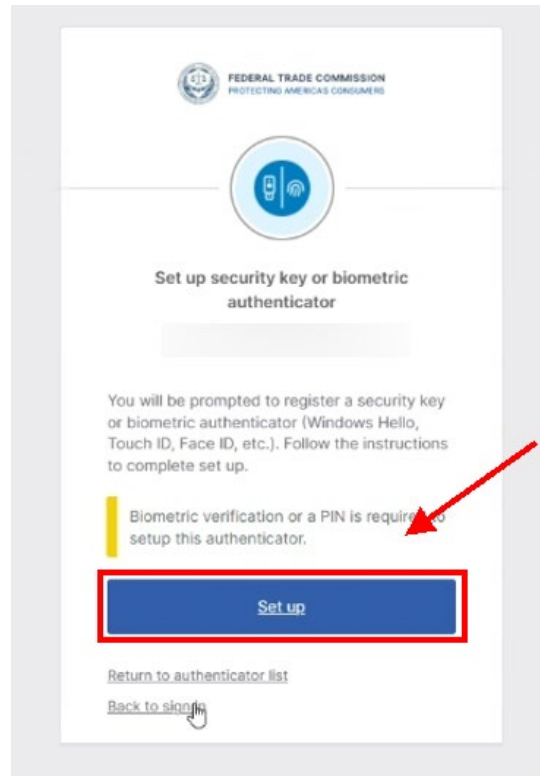
Note: If you are unable to setup or use your security key or biometrics, please select another MFA option.

The Security Key enrollment example below only mirrors YubiKey setup. If you chose a different FIDO2 hardware token or choose to use biometrics, please follow the steps Okta will provide on screen during your enrollment process.

Step 1: Enroll Your YubiKey as a Security Key

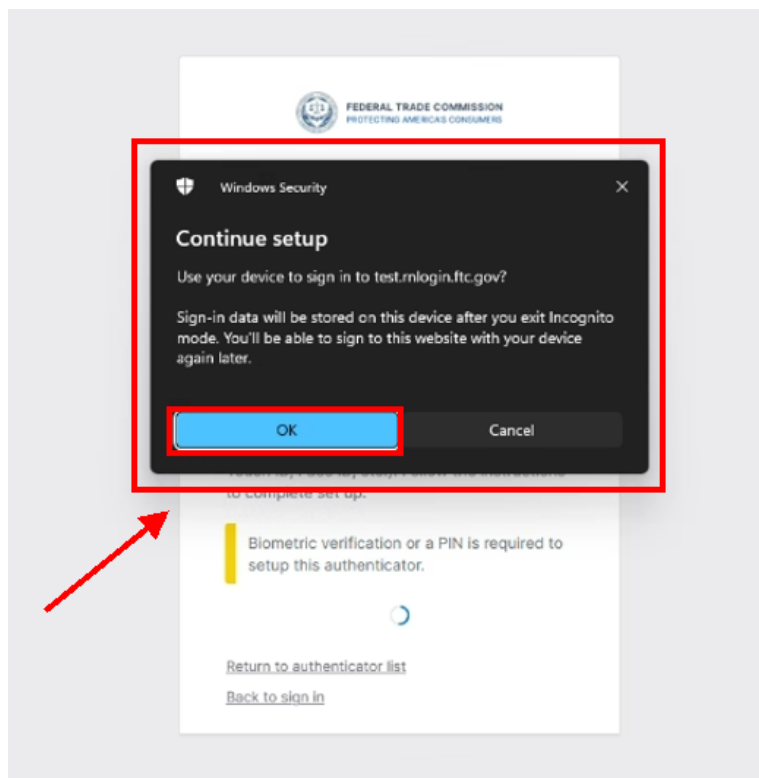
1. You must have a YubiKey 4 (2015) or higher.
2. Look for the option called “Security Key or Biometric Authenticator”, also known as FIDO2 (WebAuthn).
3. Click “Set up”.
4. A popup or new window will appear prompting you to begin registration.



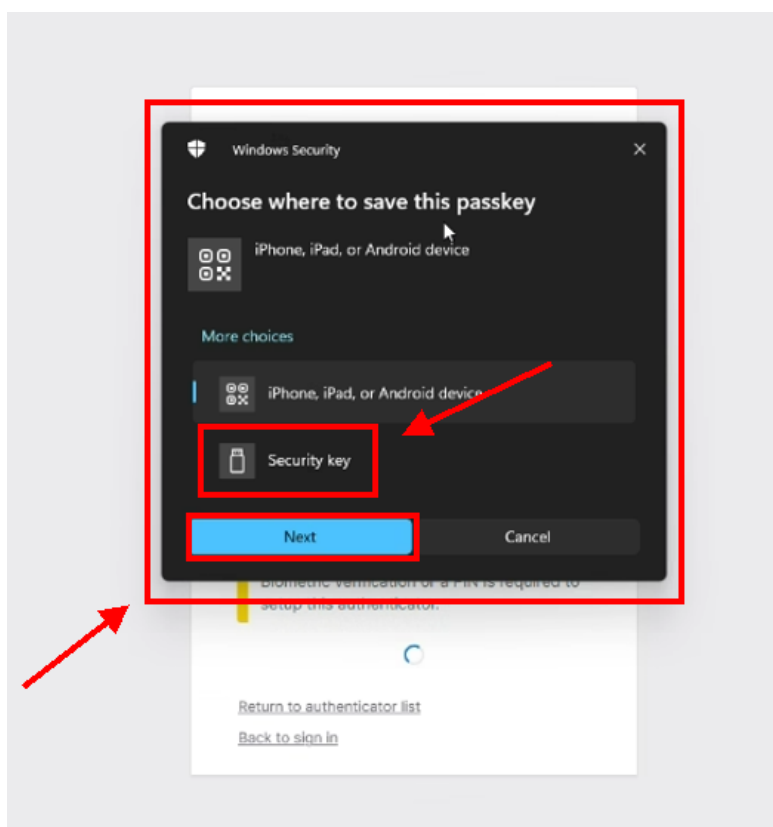


Step 2: Insert and Register Your YubiKey

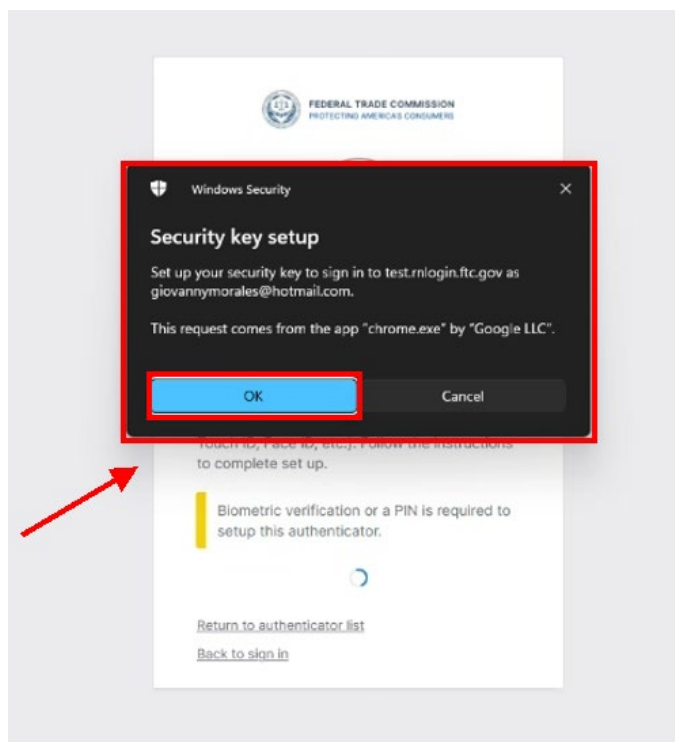
1. Insert your YubiKey into a USB port (or tap it to your device if using NFC).
2. Follow the browser prompt.
3. Touch the metal contact on your YubiKey when prompted.
4. Your browser and Okta will complete the registration.
5. You may be asked to give your key a nickname (e.g., "Work YubiKey").
6. Select "OK".



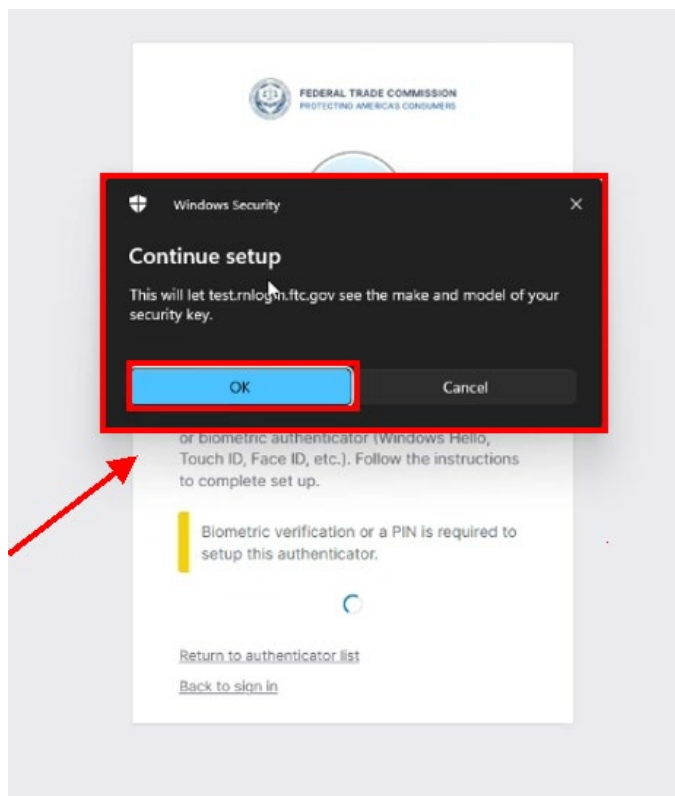
Click "OK" for the "Security Key Setup".



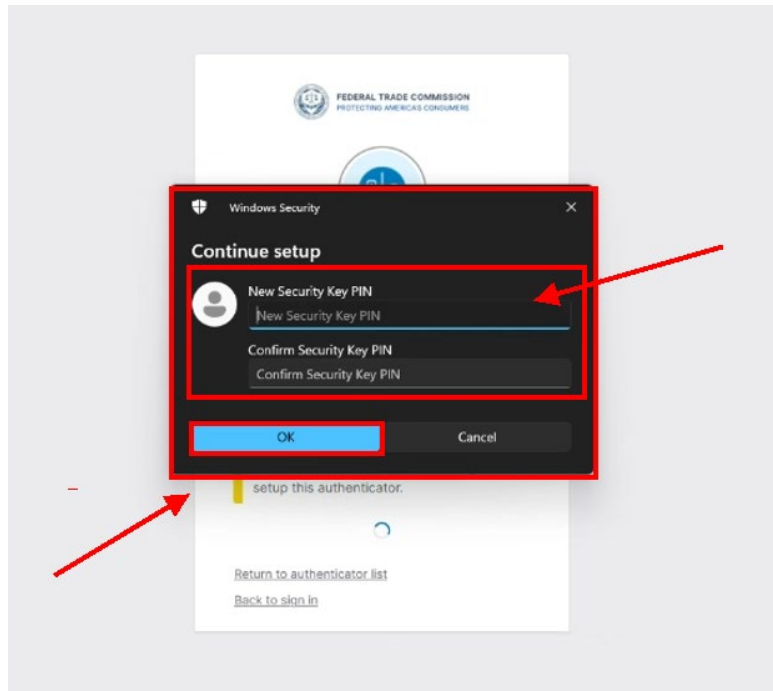
Click “OK”.



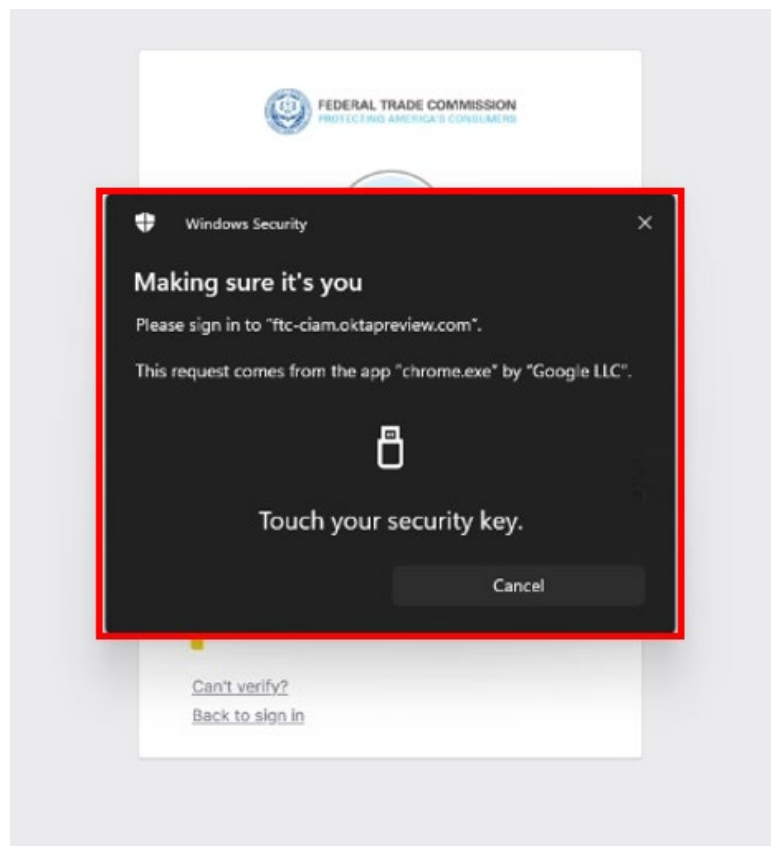
Click “OK” to Continue Setup.



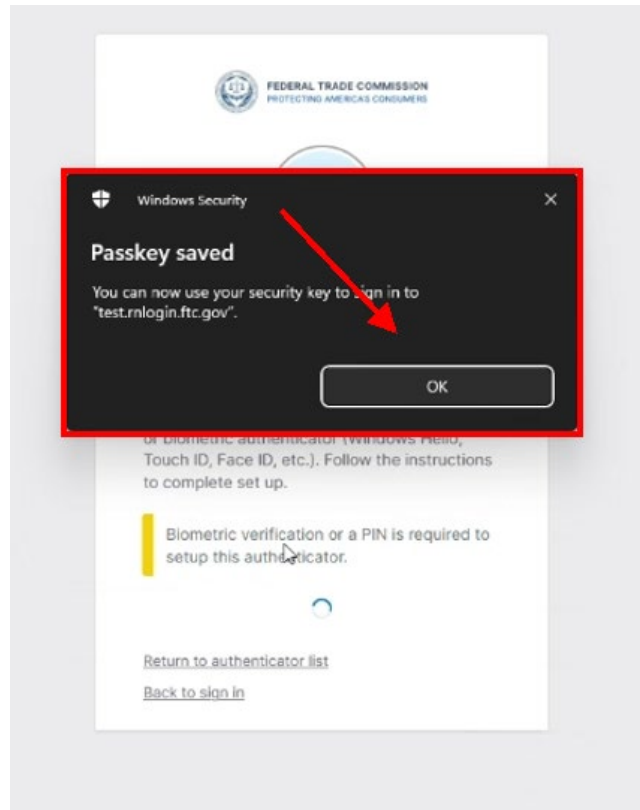
Enter a “PIN” and confirm the “PIN” number, select “OK”.



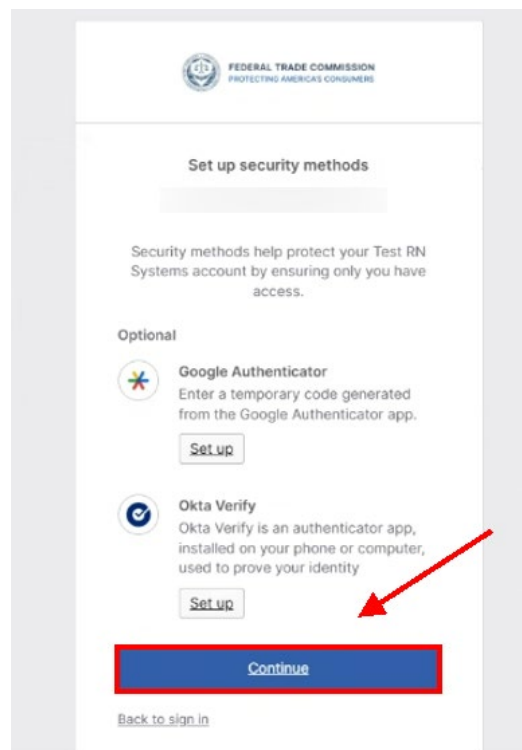
You will then be prompted to touch your “YubiKey”.

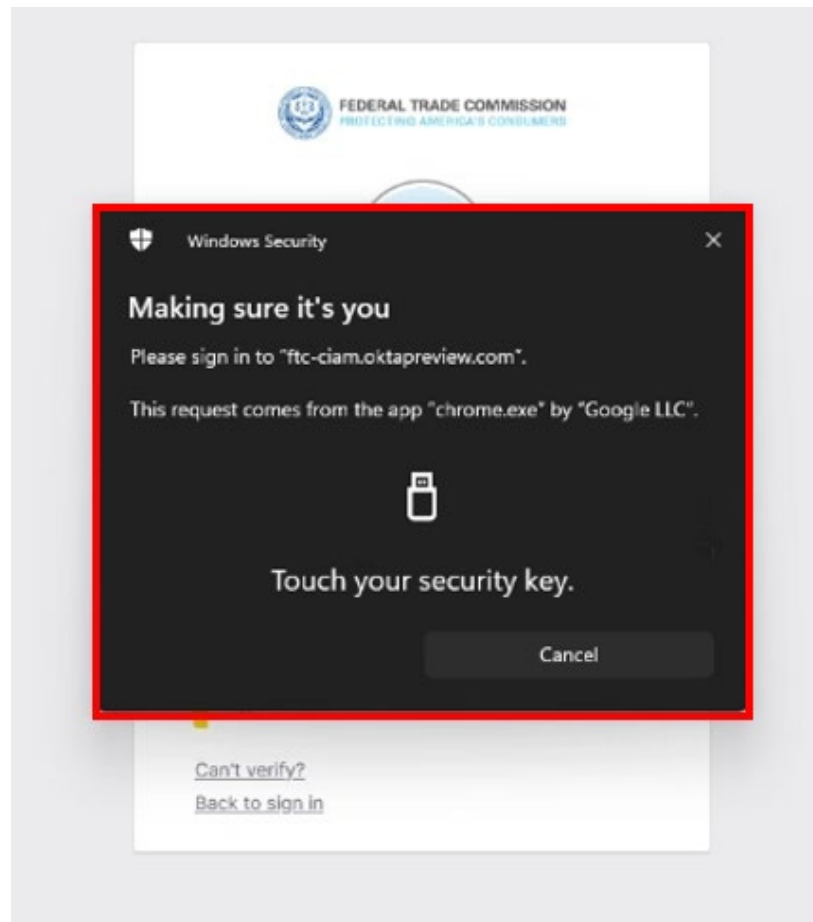
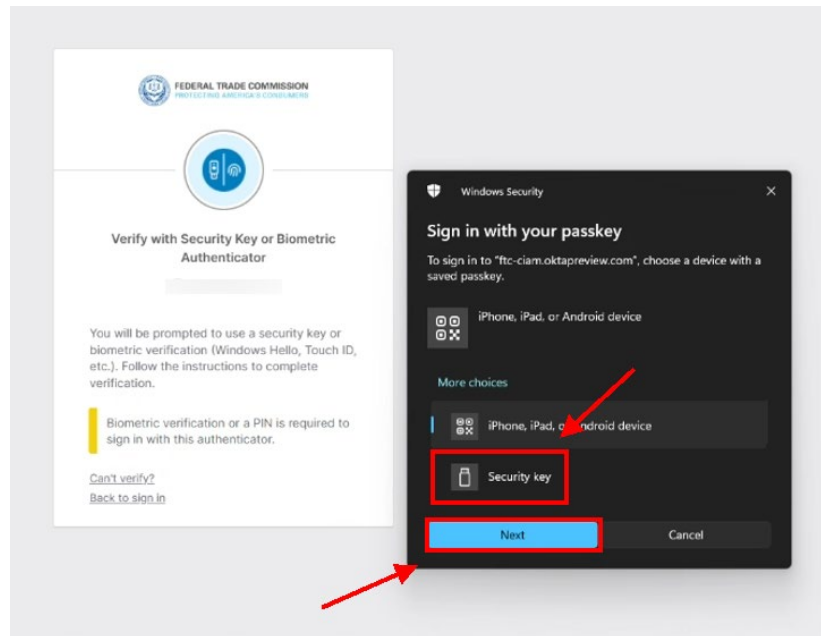


Your Passkey has now been saved, click “OK”.



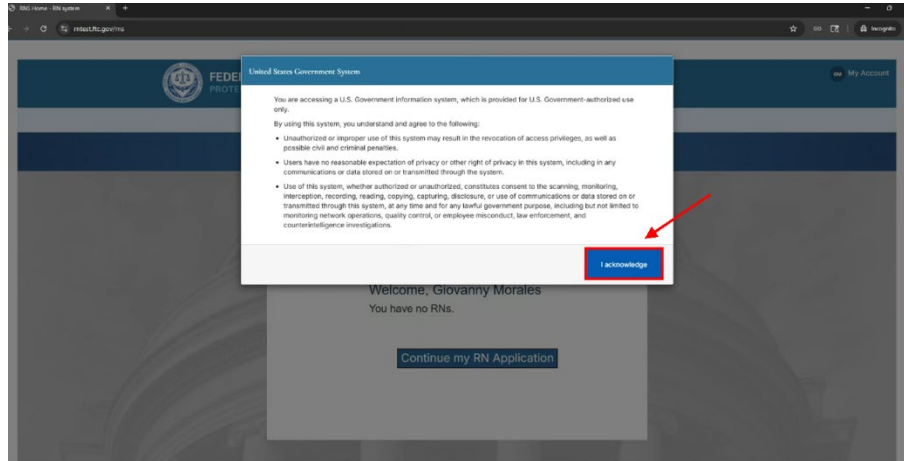
Now select “Continue” or configure another MFA factor if you choose, but not required.



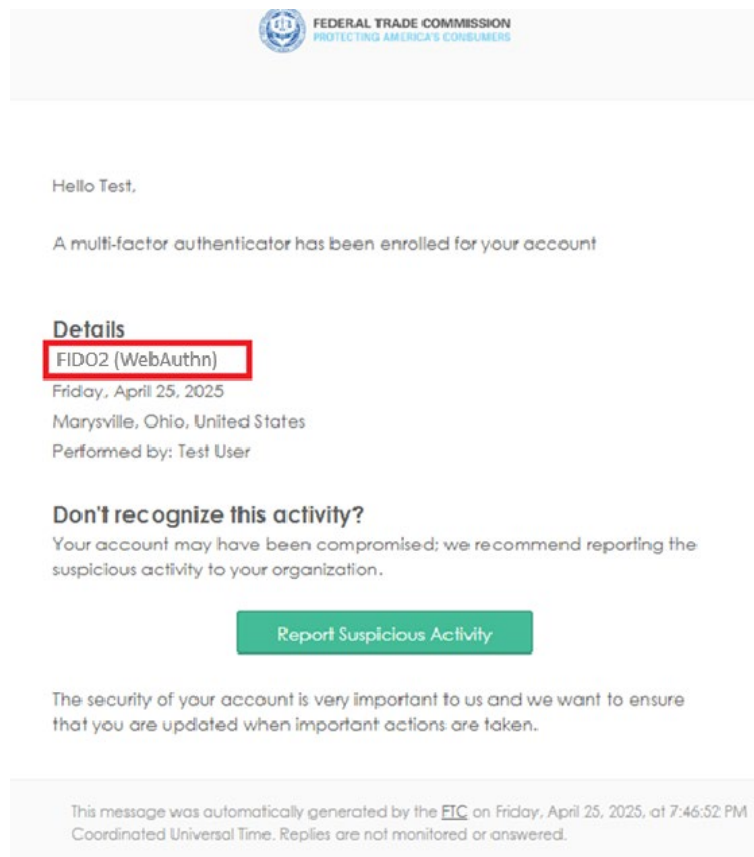


Step 3: Confirm and Save

1. Once successfully enrolled, Okta will display confirmation.
2. You can now use this YubiKey for authentication.



3. You will also receive an email confirmation with regarding your enrollment in “FIDO2 (WebAuthn)” as shown below:



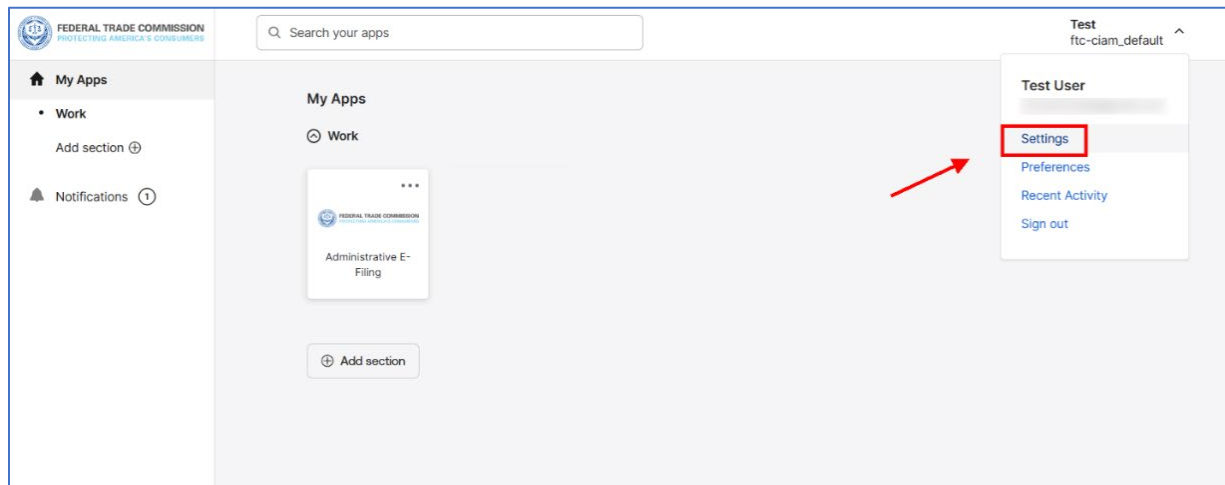
You have now successfully configured the FIDO2 (WebAuthn) Authenticator!

Your account registration with the FTC is now complete. You can now conveniently access all external FTC applications to which you have access 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.

The screenshot displays the 'Account' page for a user named 'Test'. The left sidebar contains navigation links: 'My Apps', 'Work', 'Add section', and 'Notifications'. The main content area is divided into two sections: 'Personal Information' and 'Display Language'. The 'Security Methods' section is highlighted with a red box and contains the following fields and buttons:

- Password:** Includes a 'Reset' button.
- Okta Verify:** Includes a 'Set up another' button.
- Black Mirror:** Includes a 'Remove' button.
- Google Authenticator:** Includes a 'Remove' button.
- Phone:** Includes a 'Set up another' button and a 'Remove' button.

At the bottom of the 'Security Methods' section, there is an 'End All Sessions' button. The footer indicates 'Last sign in: a minute ago' and '© 2025 Okta, Inc.'.

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>.

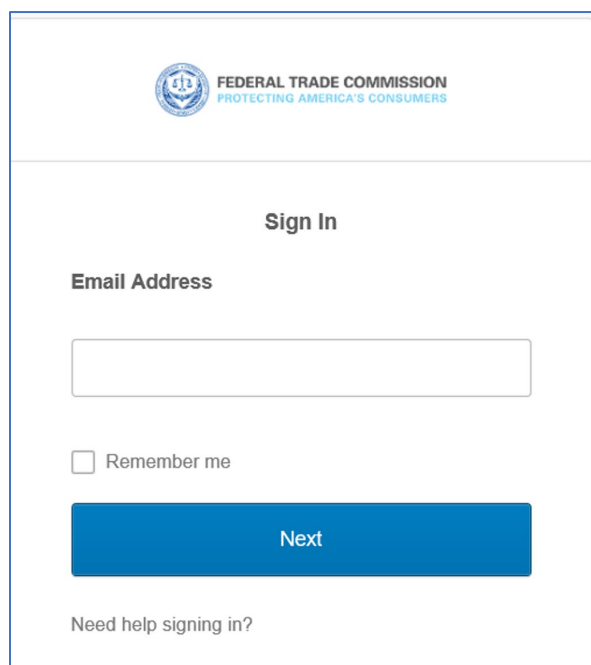
Click “Login” under Registered Users and enter the e-mail address and password associated with the registered user account.

The screenshot shows the 'Administrative E-Filing System' login page. At the top, there is a 'This System Contains CUI' warning. The main heading is 'Administrative E-Filing System'. Below this, there are two primary sections:

- Registered or FTC Users:** This section includes the text 'If you have already registered or are a FTC user, click Login below' and a large blue 'Login' button. A red box and an arrow point to the 'Login' button. Below the button, it says 'Need to reactivate your account? Click here'.
- New Users:** This section includes the text 'New User? Click Register below to register for access to the Administrative E-Filing System' and a grey 'Register' button.

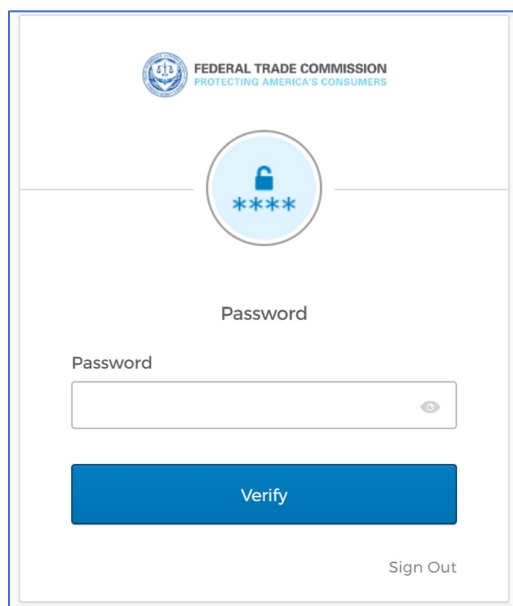
The page also features the FTC logo and the text 'FEDERAL TRADE COMMISSION PROTECTING AMERICA'S CONSUMERS' in the top left corner.

Enter your email address and click “Next”.



The image shows a web form for signing in to the Federal Trade Commission's administrative e-filing system. At the top, there is the FTC logo and the text "FEDERAL TRADE COMMISSION" and "PROTECTING AMERICA'S CONSUMERS". Below this, the heading "Sign In" is centered. Under the heading, the label "Email Address" is followed by a text input field. Below the input field is a checkbox labeled "Remember me". At the bottom of the form is a large blue button labeled "Next". Below the button, there is a link that says "Need help signing in?".

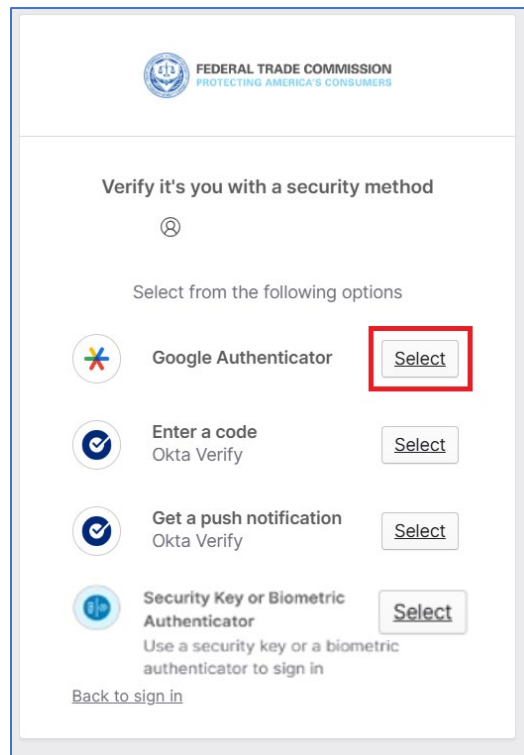
Then, enter in your password and click “Verify”.



The image shows a web form for password verification. At the top, there is the FTC logo and the text "FEDERAL TRADE COMMISSION" and "PROTECTING AMERICA'S CONSUMERS". Below this, there is a circular icon containing a padlock and the text "****". Under the icon, the label "Password" is centered. Below the label, the word "Password" is followed by a text input field with a toggle icon on the right. At the bottom of the form is a large blue button labeled "Verify". Below the button, there is a link that says "Sign Out".

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

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







The screenshot shows the FTC login page with the heading "Verify it's you with a security method". Below this is a list of four security options, each with an icon, a title, and a "Select" button. The "Google Authenticator" option is highlighted with a red box. The other options are "Enter a code Okta Verify", "Get a push notification Okta Verify", and "Security Key or Biometric Authenticator". At the bottom, there is a link "Back to sign in".

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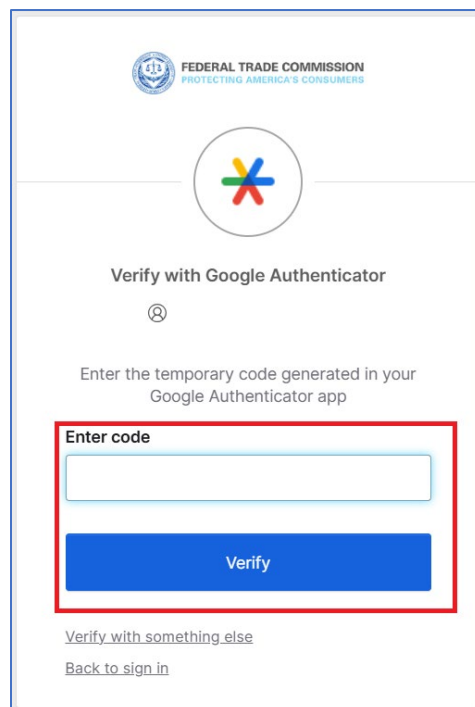
Verify it's you with a security method

Select from the following options

-  **Google Authenticator** [Select](#)
-  **Enter a code**
Okta Verify [Select](#)
-  **Get a push notification**
Okta Verify [Select](#)
-  **Security Key or Biometric Authenticator**
Use a security key or a biometric authenticator to sign in [Select](#)

[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 this is a large Google Authenticator logo. The text "Enter the temporary code generated in your Google Authenticator app" is displayed. A red box highlights the "Enter code" input field and the "Verify" button. At the bottom, there is a link "Verify with something else" and a link "Back to sign in".

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Verify with Google Authenticator

Enter the temporary code generated in your Google Authenticator app

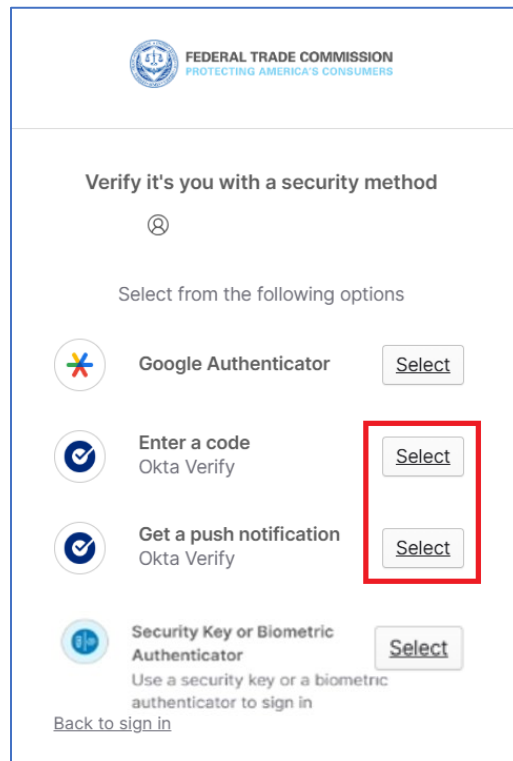
Enter code

[Verify](#)

[Verify with something else](#)

[Back to sign in](#)

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

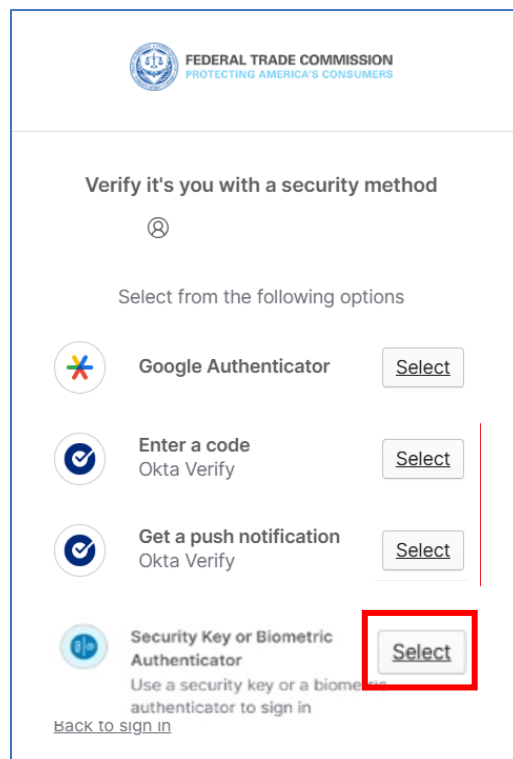


The screenshot shows the FTC login interface. At the top is the FTC logo and the text "FEDERAL TRADE COMMISSION PROTECTING AMERICA'S CONSUMERS". Below this is the heading "Verify it's you with a security method" followed by a user icon. The instruction "Select from the following options" is displayed. There are four options listed, each with an icon and a "Select" button:

- Google Authenticator
- Enter a code Okta Verify (highlighted with a red box)
- Get a push notification Okta Verify (highlighted with a red box)
- Security Key or Biometric Authenticator

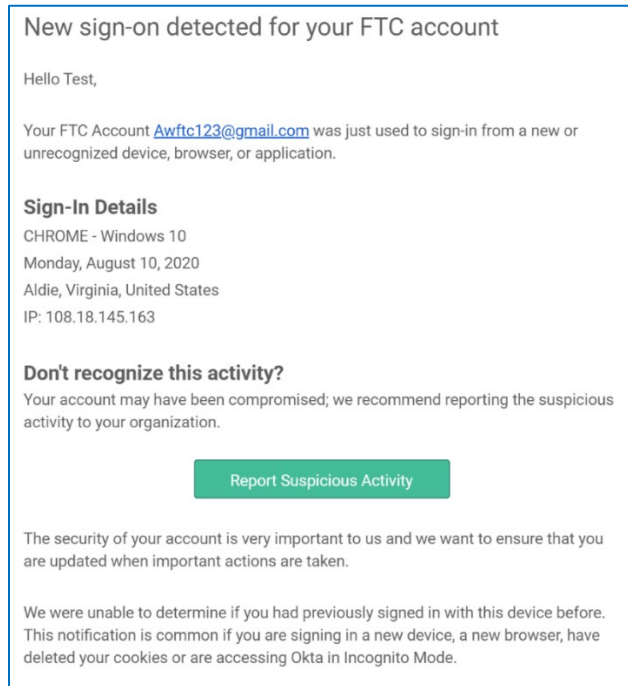
At the bottom, there is a link that says "Back to sign in".

If want to use “Security Key or Biometric Authentication,” click “Select”.



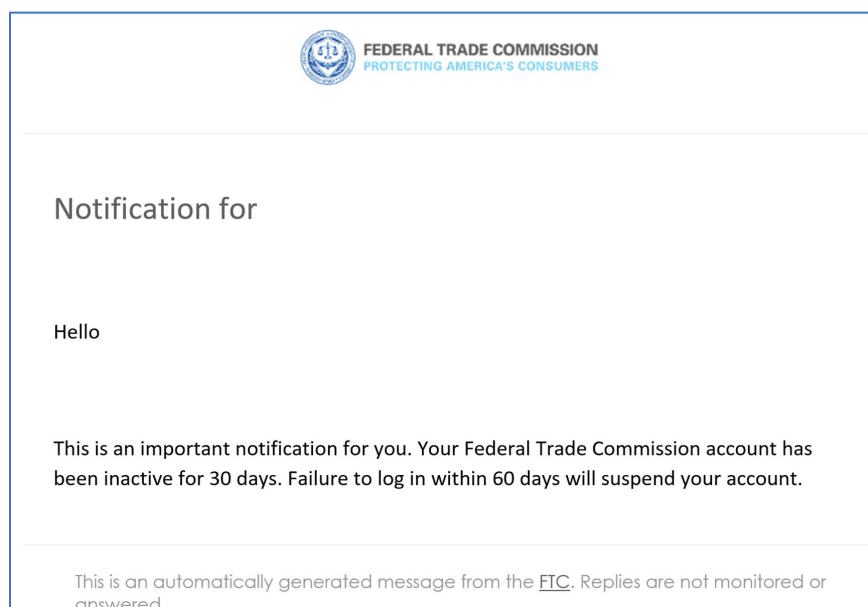
This screenshot is identical to the one above, showing the same login options. In this instance, the "Security Key or Biometric Authenticator" option and its corresponding "Select" button are highlighted with a red box.

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

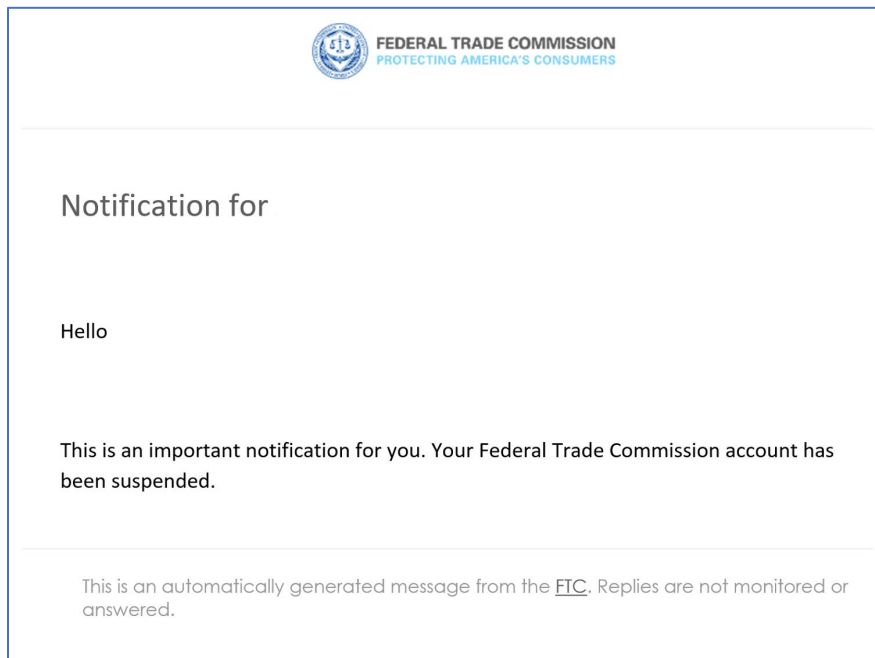


3.2.2 Reactivate Account

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:



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

This System Contains CUI

Administrative E-Filing System




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

Reactivate My Account

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

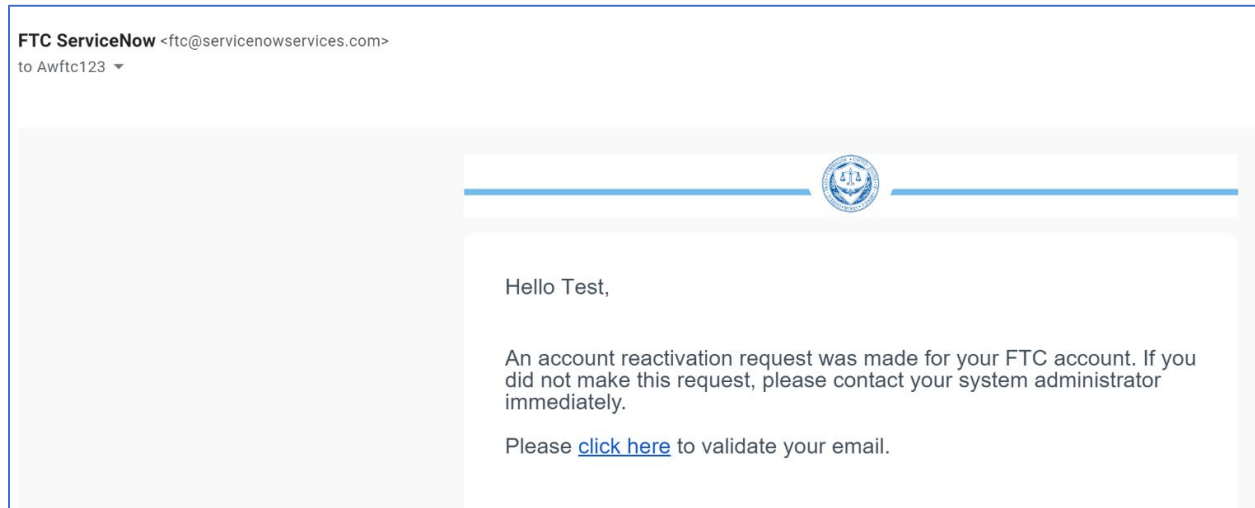
This System Contains CUI

Administrative E-Filing System

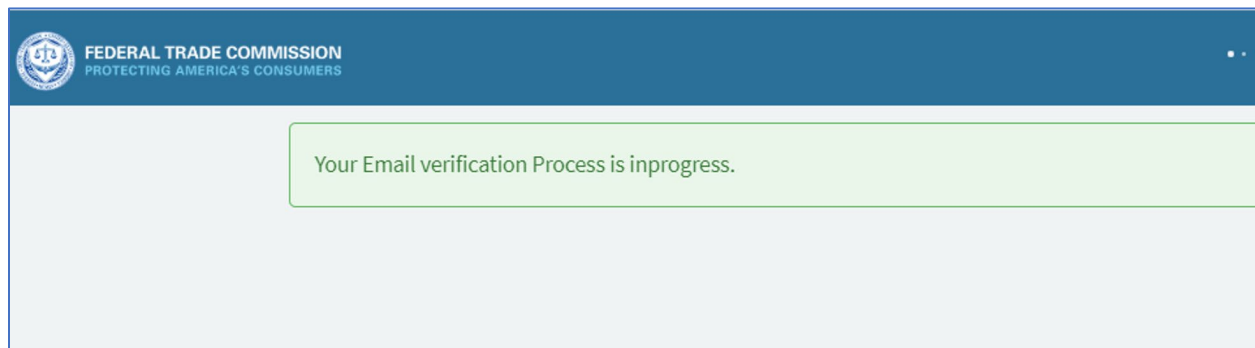


Your reactivation submission has been completed.
You will receive an email notification to verify the submitted email address.

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

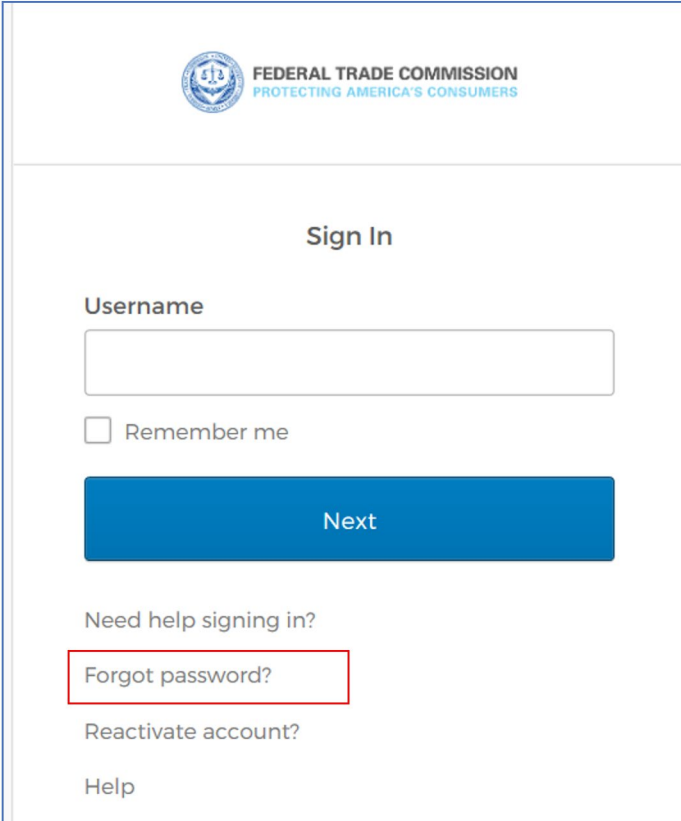


The following on-screen notification will be displayed confirming that your email verification is in progress. You will then receive another email confirming that your account has been successfully verified or if there was a problem with the verification.



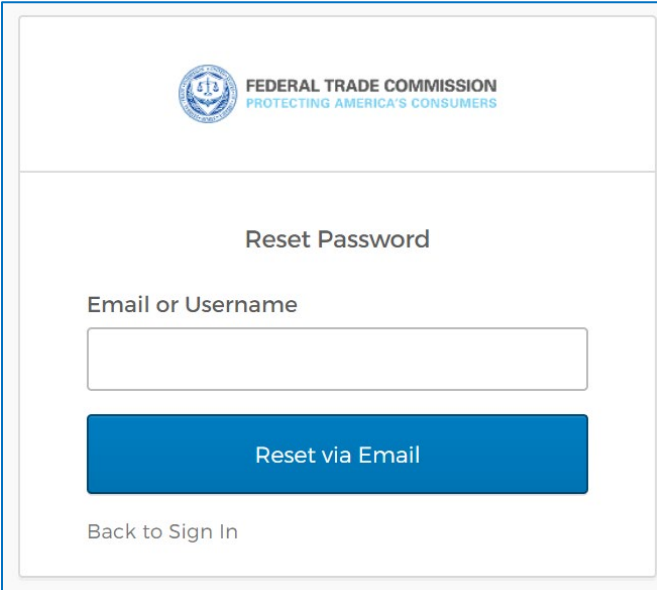
3.2.3 Reset Password

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



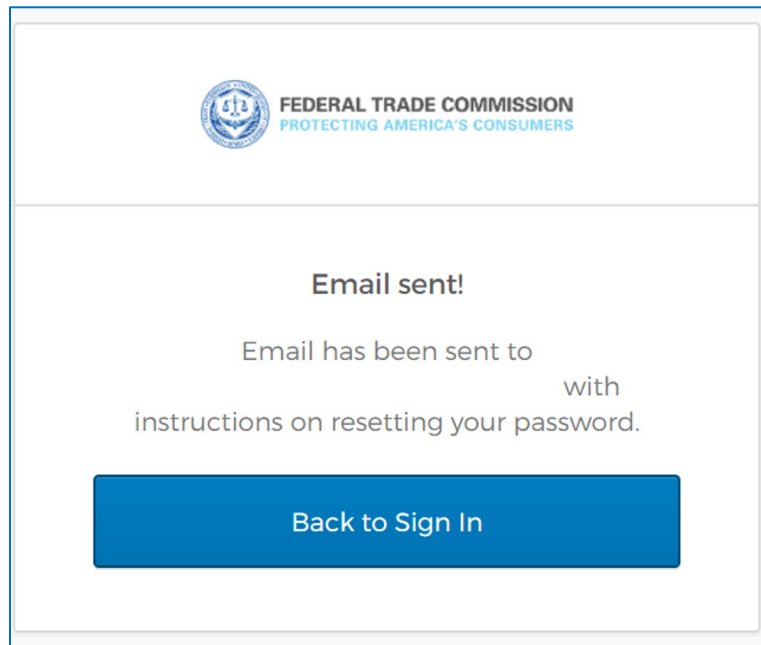
The screenshot shows the FTC Sign In page. At the top is the FTC logo and the text "FEDERAL TRADE COMMISSION" and "PROTECTING AMERICA'S CONSUMERS". Below this is the "Sign In" heading. There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Remember me". A blue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

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

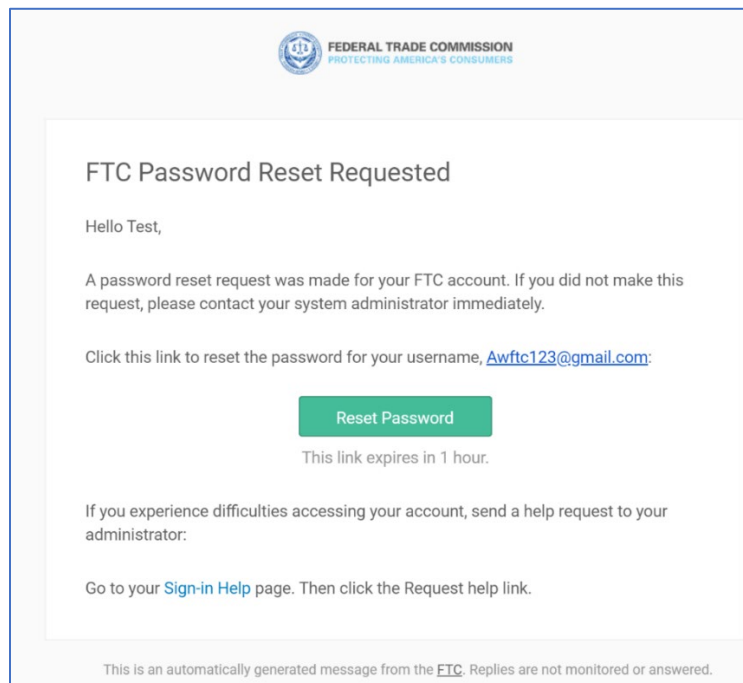


The screenshot shows the FTC Reset Password page. At the top is the FTC logo and the text "FEDERAL TRADE COMMISSION" and "PROTECTING AMERICA'S CONSUMERS". Below this is the "Reset Password" heading. There is an "Email or Username" label above a text input field. A blue "Reset via Email" button is positioned below the input field. At the bottom of the form is a link "Back to Sign In".

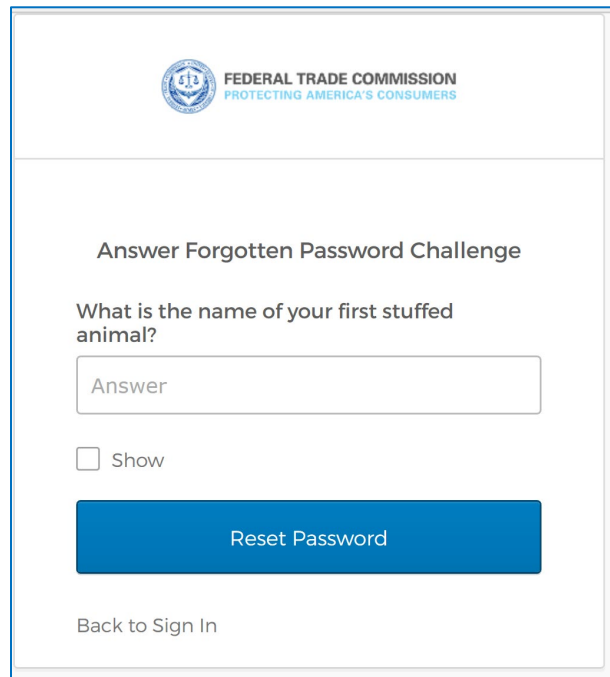
An on-screen confirmation will be displayed confirming that an email has been sent to your registered email account. Please open the email to proceed.




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



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



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

Answer Forgotten Password Challenge

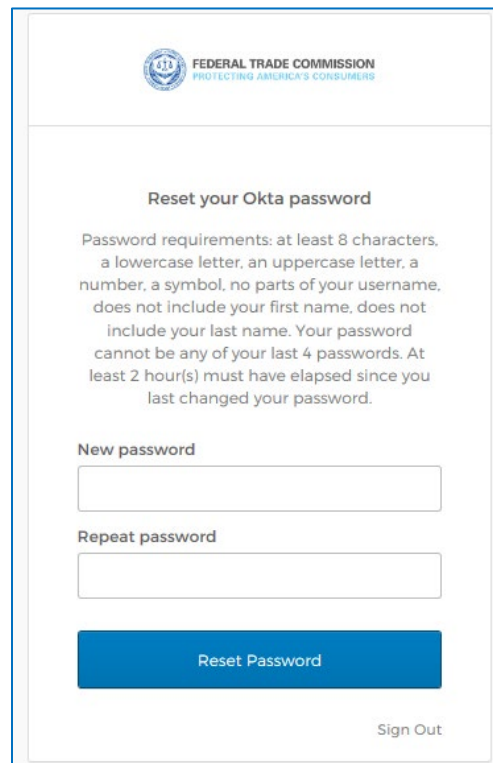
What is the name of your first stuffed animal?


☐ Show

Reset Password

[Back to Sign In](#)

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



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

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.

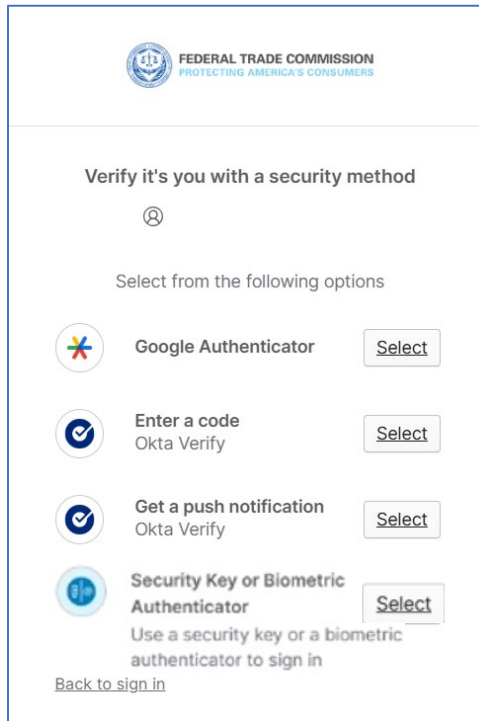
New password

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 the FTC Administrative E-Filing multi-factor authentication (MFA) selection screen. At the top is the FTC logo with the text "FEDERAL TRADE COMMISSION" and "PROTECTING AMERICA'S CONSUMERS". Below the logo is the heading "Verify it's you with a security method" followed by a circular icon with a question mark. The instruction "Select from the following options" is displayed. There are four options, each with a circular icon, a text label, and a "Select" button:

- Google Authenticator**: Icon of a multi-colored star.
- Enter a code** / **Okta Verify**: Icon of a blue circle with a white checkmark.
- Get a push notification** / **Okta Verify**: Icon of a blue circle with a white checkmark.
- Security Key or Biometric Authenticator**: Icon of a blue circle with a white checkmark. Below the label is the text "Use a security key or a biometric authenticator to sign in".

At the bottom left is a link that says "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).