



Electronic Federal Select Agent Program (eFSAP) Information System User Log on Suggestions

Federal Select Agent Program Training







Introduction

The Federal Select Agent Program (FSAP) is committed to providing an optimal user experience for the Electronic Federal Select Agent Program (eFSAP) Information System. This presentation includes suggestions to address reported user log on issues.





Using Favorites and Bookmarks

Due to the possibility of login session conflicts, we do not recommend adding the eFSAP system link to your Favorites or Bookmarks. However, we understand the convenience of their use.

If you choose to create a Favorite/Bookmark link, please make sure that you:Log out of any current session in our system.

- •Clear your internet cache to ensure previous sign-in is not captured.
- •Create the Favorite/Bookmark prior to any attempt to log in again to the system.





Open Internet Explorer and click the gear icon in the upper right of the window. Click the **Internet Options**.

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	Print				>
	File				>
	Zoom (100%)				>
	Safety				>
	Add site to Apps				
	View downloads		C	Ctrl+.	J
	Manage add-ons				
	F12 Developer Tools				
	Go to pinned sites				
	Compatibility View setti	ngs			
	Internet options	>			
	About Internet Explorer				





Ensure you are on the "General" tab in the Internet Options window. Click **Settings** in the browsing history section.

Internet Options ?							\times
General	Security	Privacy	Content	Connections	Programs	Advan	ced
Home p	age —						_
9	http:	//intrane	page tabs, t.cdc.gov/	type each add	iress on its o	wn line.	
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		Use cu	irrent	Use default	Use n	ew tab	
Startup)						-
() St	tart with ta tart with b	abs from ti	he last ses	sion			
Tabs -		onic page					-
Chan	ge how we	ebpages a	ire displaye	d in tabs.	Ta	abs	
Browsin	ng history						-
Delet form	e tempora informatio	ry files, hi n.	istory, cool	kies, saved pas	swords, and	d web	
D	elete brow	sing histo	ry on exit				
			[Delete	Set	tings	\mathbf{D}
Appear	ance —						-
C	Colors	Lang	guages	Fonts	Acce	ssibility	
🚺 S	ome <u>settin</u>	<u>qs</u> are ma	naged by y	your system ad	ministrator.		
			Ok	(Ca	ancel	Appl	у





The Website Data Settings Box will appear. Ensure you are on the "Temporary Internet Files Tab". Select **View files**.

Website Data Settings				?	×
Temporary Internet Files	History	Caches ar	nd databases		
Internet Explorer stores of for faster viewing later.	copies of	webpages,	images, and me	dia	
Check for newer versions	ofstored	d pages:			
O Every time I visit th	ne webpa	ge			
O Every time I start I	internet E	xplorer			
Automatically					
ONever					
Disk space to use (8-1024 (Recommended: 50-250	HMB))MB)	[250 🜲		
Current location:					
C:\Users\; _\AppData\Lo	cal Micro	soft\Windo	ws\INetCache\		
Move folder	View obje	ects	View files	>	
			ОК	Ca	ncel





A Windows Explorer window will appear. This is the location of all cached files. Delete all files in the folder. You can quickly select all files by pressing the "CTRL" and "A" buttons simultaneously and then "Delete" to remove all the files permanently.

🔹 📙 « Microsoft	> Windows > INetCache ~	ර Search INe
iew Tools Help		
Name ^	Internet Address	Туре
🛋 11.png	http://blob.weather.microsoft.com/stati	PNG File
🎫 11.png	http://blob.weather.microsoft.com/stati	PNG File
🛲 30.png	http://blob.weather.microsoft.com/stati	PNG File
🏝 30.png	http://blob.weather.microsoft.com/stati	PNG File
🏝 31.png	http://blob.weather.microsoft.com/stati	PNG File
🎫 31.png	http://blob.weather.microsoft.com/stati	PNG File
] 5YB-ifwqHP2	https://fonts.gstatic.com/s/roboto/v18/5	EOT File
🎫 670eaaa8-ab1	https://esp.cdc.gov/sites/ophpr/_catalog	JPG File
🟃 ACU%20ALT	https://esp.cdc.gov/sites/miso/Services/I	Adobe Acrobat I
🛋 addthis-32.png	https://www.cdc.gov/TemplatePackage/	PNG File
🕈 amplify.store	https://ithelpdesk.cdc.gov/webtier-9.34/j	JavaScript File
💰 analytics.js	https://www.google-analytics.com/anal	JavaScript File

Close the Windows Explorer by clicking the X in the upper right corner. Click the OK icon in Internet Explorer Options window to close options. Finally, close all Internet Explorer Windows.





Changing Internet Browser Caching Settings – Internet Explorer

Open Internet Explorer and click the gear icon in the upper right of the window. Click the **Internet Options**.

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Print		>
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Zoom (100%)		>
Safety		>
Add site to Apps		
View downloads		Ctrl+J
Manage add-ons		
F12 Developer Tool	s	
Go to pinned sites		
Compatibility View	settings	
Internet options	>	
About Internet Expl	orer	





Changing Internet Browser Caching Settings – Internet Explorer

Ensure you are on the "General" tab in the Internet Options window. Click **Settings** in the browsing history section.

Internet O	ptions					?	×
General	Security	Privacy	Content	Connections	Programs	Advar	nced
Home pa	age	ate home	page tabs,	type each add	ress on its o	own line	 2.
	, http:/	//intrane	t.cdc.gov/				1 1
		Use cu	rrent	Use default	Use n	ew tab	
Startup							-
⊖st	art with ta	bs from t	he last ses	sion			
● St	art with h	ome page					
Tabs —							-
Chan	ge how we	ebpages a	re displaye	d in tabs.	Ta	abs	
	-						-
Browsin	g history						-
Deleti form i	e tempora informatio	ry files, hi n.	story, cool	kies, saved pas	swords, and	d web	
De	elete brow	sing histo	ry on exit				
			[Delete	Set	tings	
Appear	ance —						-
C	olors	Lang	juages	Fonts	Acce	ssibility	
🚺 So	ome <u>settin</u>	<u>qs</u> are ma	naged by y	our system ad	ministrator.		
			Ok	Ca	incel	Арр	ly





Changing Internet Browser Caching Settings – Internet Explorer

The Website Data Settings Box will appear. Ensure you are on the "Temporary Internet Files Tab". In the middle there are options for "Check for newer versions of stored pages:" We recommend this setting to be "Every time I visit the webpage".

Website Data Settings				?	×
Temporary Internet Files	History	Caches	and databases		
Internet Explorer stores of for faster viewing later.	copies of	webpage	s, images, and n	nedia	
Check for newer versions	of stored	pages:			
Every time I visit the	ne webpa	ge			
O Every time I start I	nternet E	xplorer			
 Automatically 					
ONever					
Disk space to use (8-1024 (Recommended: 50-250	HMB) MB)		250 🜩		
Current location:					
C:\Users\> .\AppData\Lo	cal (Micro	soft\Wind	lows\INetCache	١	
Move folder	View obje	cts	View files		
			OK		Cancel

Click **OK** to close out of Website Data Settings and Internet Options Windows.





On the top right of the page click menu option, and click on "Settings" from among the drop down menu.

	-	- 0	×
	*		:
New tab			Ctrl+T
New windo	w		Ctrl+N
New incog	nito windo	w Ctrl+S	hift+N
History			•
Downloads			Ctrl+J
Bookmarks			Þ
Zoom	- 10	• * 00%	50
Print			Ctrl+P
Cast			
Find			Ctrl+F
More tools			•
Edit	Cut	Сору	Paste
Settings)		
Help			•
Exit			1





Click **Advanced** at the bottom of the settings page.

On star	On startup						
۲	 Open the New Tab page 						
0	Continue where you left off						
0	Open a specific page or set of pages						
	Advanced 🗸						





Under Privacy option click on **Clear browsing data**.

	Allow sites to check if you have payment methods saved	
	Manage certificates Manage HTTPS/SSL certificates and settings	
	Content settings Control what information websites can use and what content they can show you	•
\langle	Clear browsing data Clear history, cookies, cache, and more	×





Make sure all the boxes are checked and click on **Clear Data**.

Clea	Clear browsing data						
		Basic		Advanced			
Time	range	All time	•				
✓	Browsin Clears I	ng history history and autocompletic	ons in the addre	ess bar.			
✓	Cookie: Signs y	s and other site data ou out of most sites.					
	Cached Frees u	l images and files p 319 MB. Some sites ma	ay load more sle	owly on your next visit.			
				Cancel Clear data			





Trusted Sites

Internet browser security rules are usually set by your local IT department. In many cases, we have found that the local settings prevent access if our system hyperlinks are not listed in your local "Trusted Sites" settings. We recommend that you add the <u>Secure Access Management Page</u> as a "trusted site" to computers accessing our system.





Adding System Links to Trusted Sites* – Internet Explorer

Open Internet Explorer and click the gear icon in the upper right of the window. Click the **Internet Options**.

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	Print			>
	File			>
	Zoom (100%)			>
	Safety			>
	Add site to Apps			
	View downloads		Ctrl+	J
	Manage add-ons			
	F12 Developer Tools			
	Go to pinned sites			
	Compatibility View setti	ngs		
<	Internet options			
	About Internet Explorer			

*If you are unable to perform this change, please contact your local IT for assistance.





Adding System Links to Trusted Sites – Internet Explorer

The Internet Options Window will appear. Click on the **Security tab**. Select the **Trusted Sites** icon so that it is highlighted, then click on **Sites**.







The Trusted Sites window will appear. To add a link, type the website URL into the text field and click Add. If your Text Box and Add button are greyed out, contact your local IT team to assist you in adding our sites. Ensure the <u>Secure Access Management Page</u> is added.







Additional Assistance

- □ The <u>eFSAP Resource Center</u> has resources to assist with the use of eFSAP.
- For technical assistance with eFSAP, or for assistance with the Secure Asset Management System (SAMS), please submit a help request ticket at <u>eFSAP</u> <u>Customer Support Request Form</u>, email <u>eFSAPSupport@cdc.gov</u>, or call 1 (877) 232-3322.
- For all other inquiries regarding your entity's registration, please contact your designated FSAP point of contact (POC).