



# 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

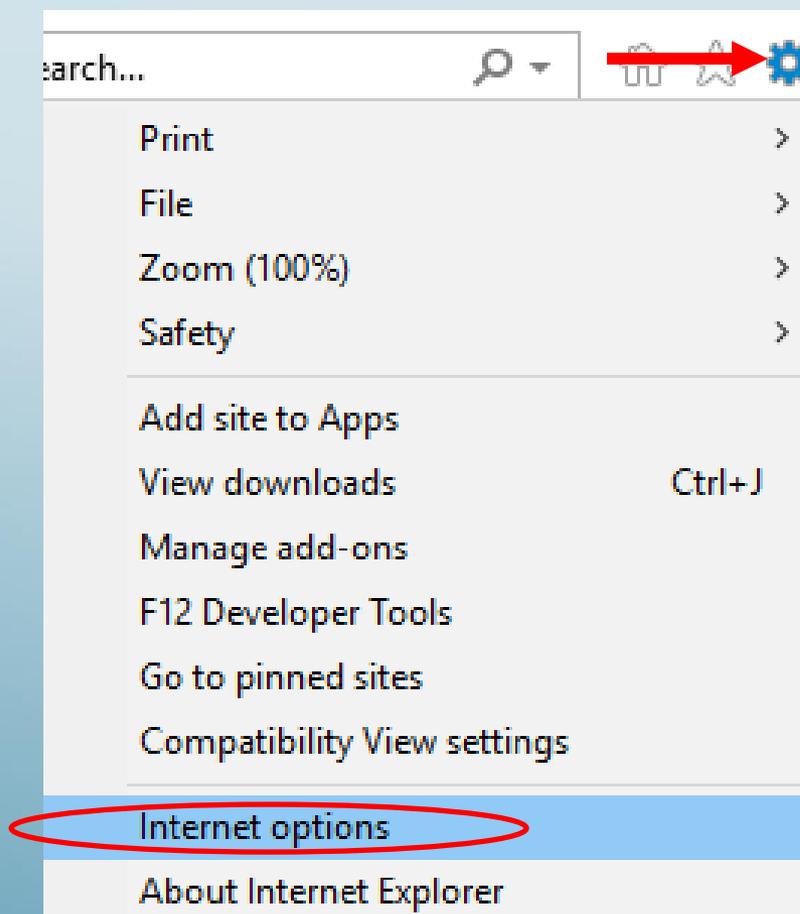
Due to the possibility of login session conflicts, we do not recommend adding the eFSAP system link to your Favorites or Bookmarks. However, we understand the convenience of their use.

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.

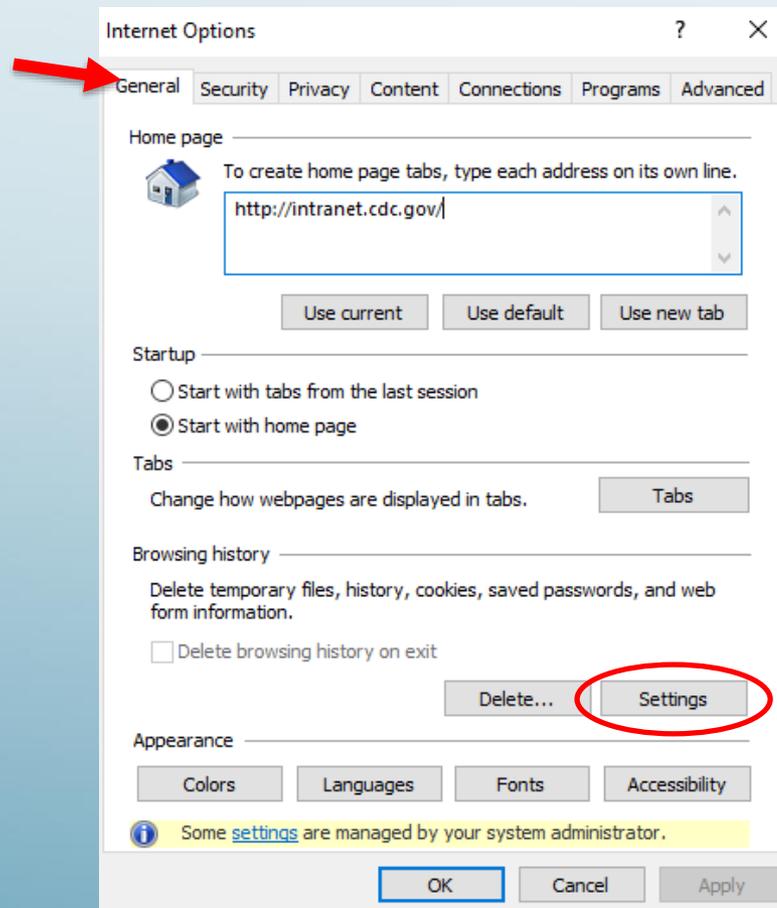
## Clearing Internet Browser Cache – Internet Explorer

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



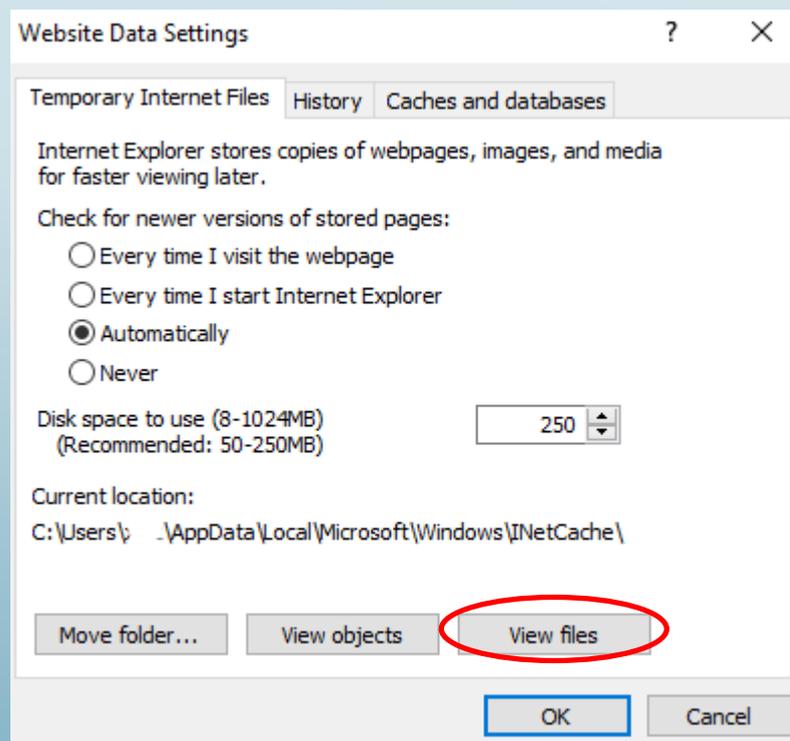
# Clearing Internet Browser Cache – Internet Explorer

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



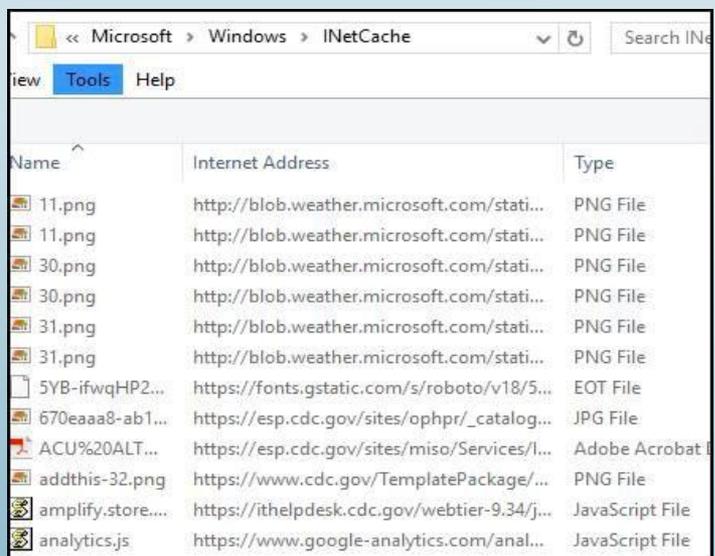
## Clearing Internet Browser Cache – Internet Explorer

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



## Clearing Internet Browser Cache – Internet Explorer

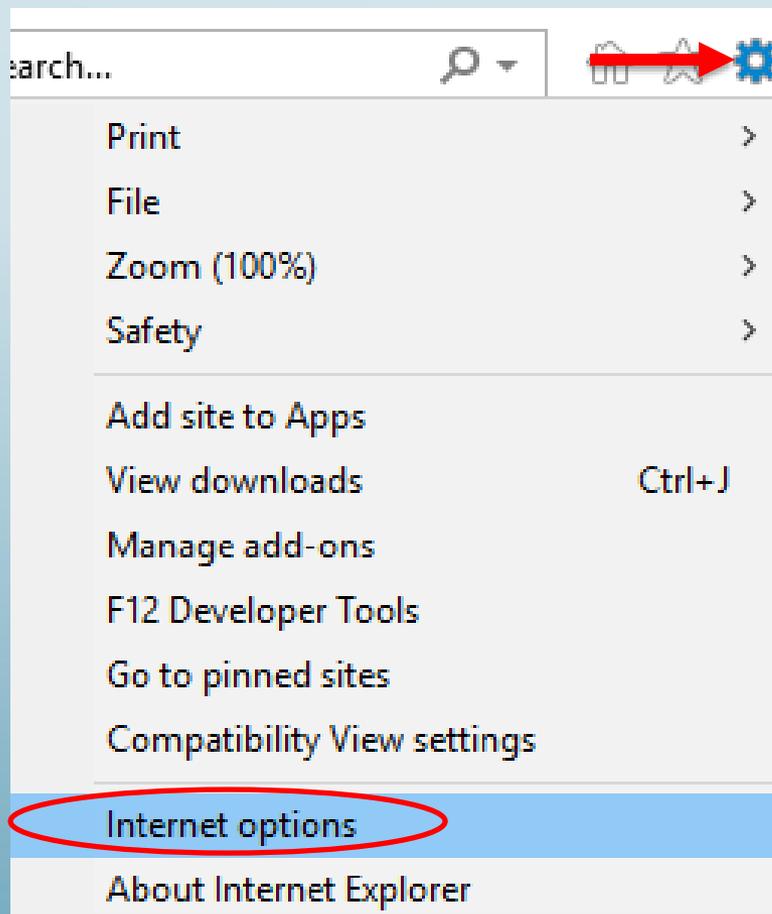
A Windows Explorer window will appear. This is the location of all cached files. Delete all files in the folder. You can quickly select all files by pressing the “CTRL” and “A” buttons simultaneously and then "Delete" to remove all the files permanently.



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.

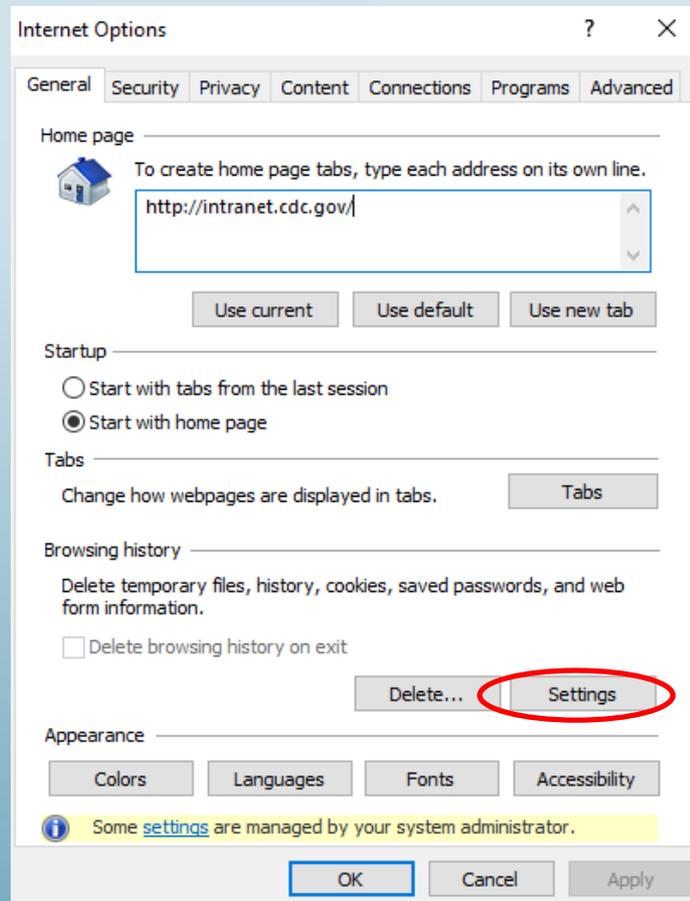
## Changing Internet Browser Caching Settings – Internet Explorer

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



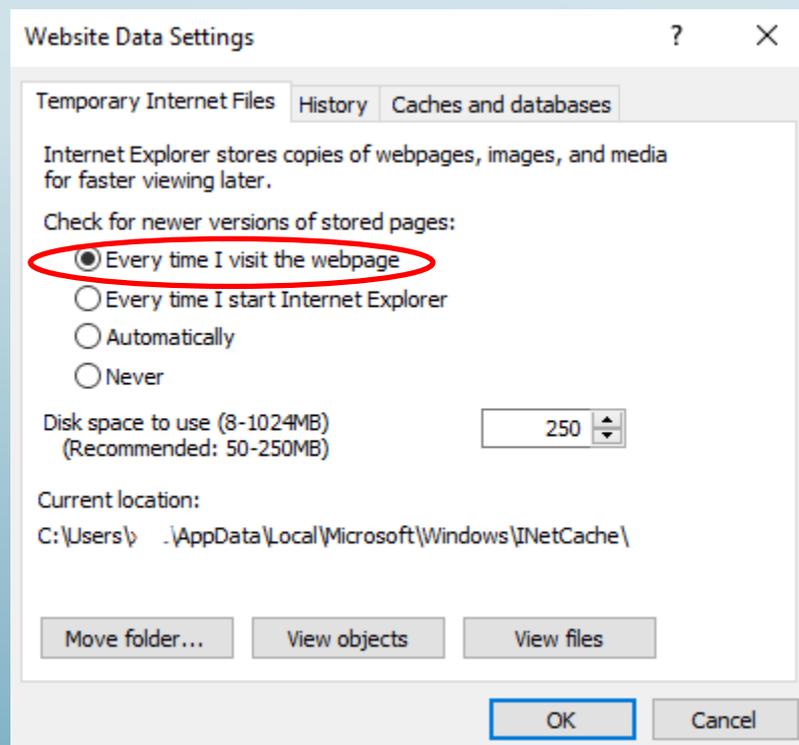
# Changing Internet Browser Caching Settings – Internet Explorer

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## Changing Internet Browser Caching Settings – Internet Explorer

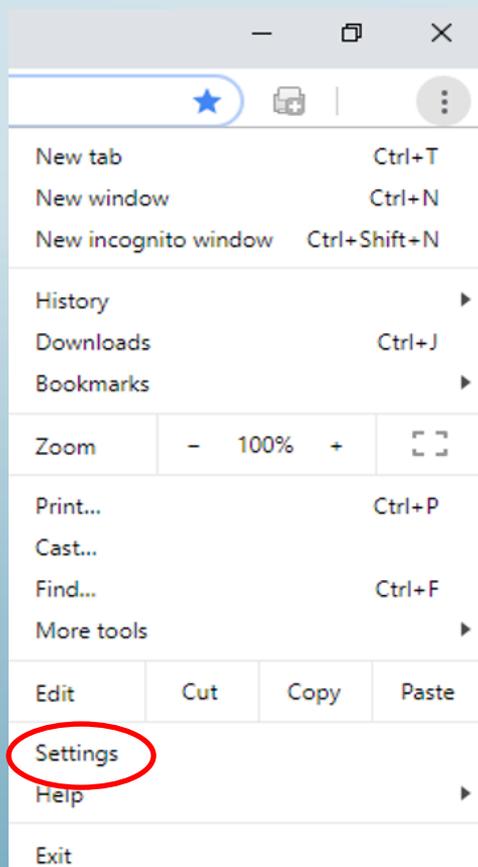
The Website Data Settings Box will appear. Ensure you are on the “Temporary Internet Files Tab”. In the middle there are options for “Check for newer versions of stored pages:” We recommend this setting to be “Every time I visit the webpage”.



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

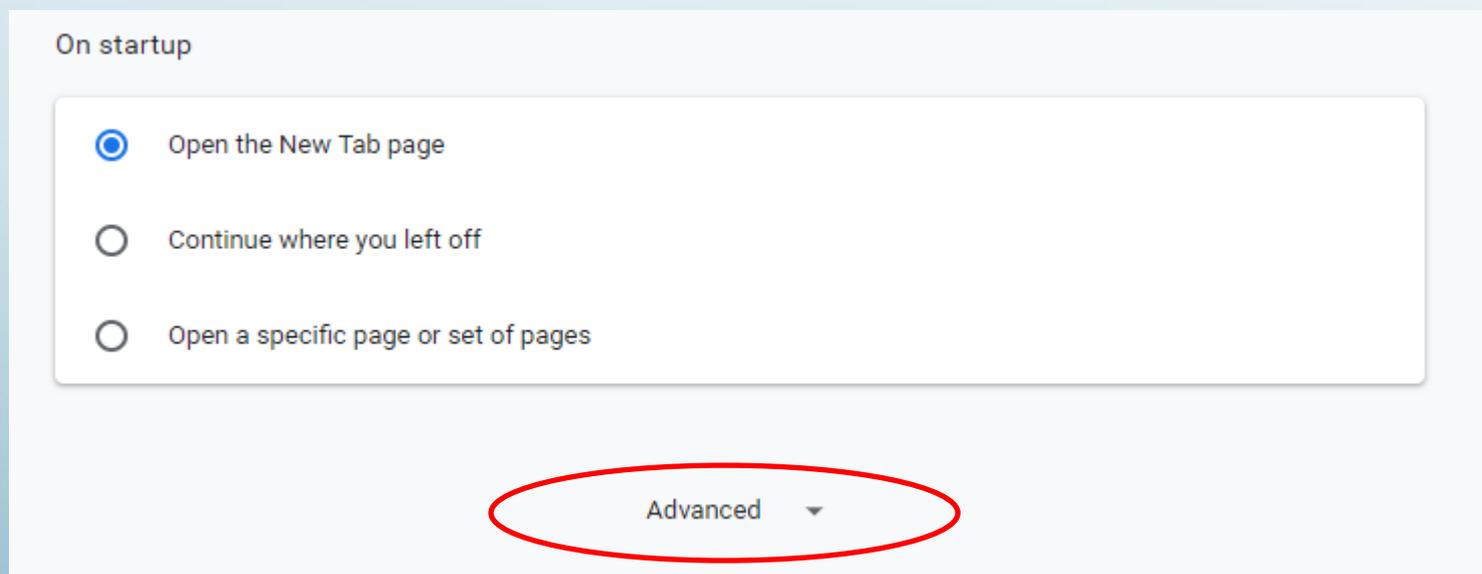
## Clearing Cache – Google Chrome

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



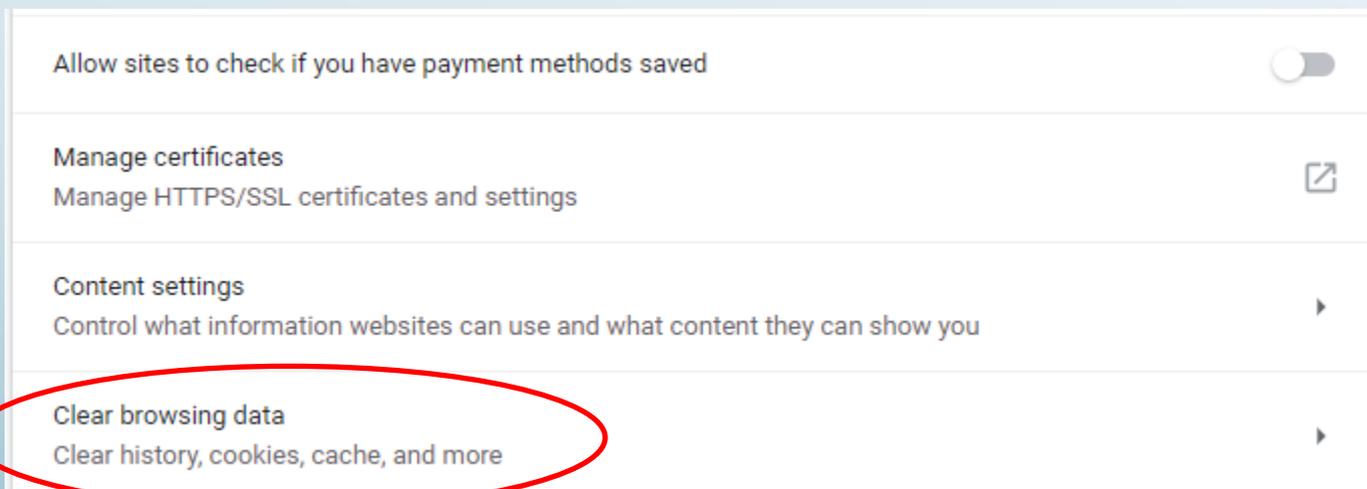
## Clearing Cache – Google Chrome

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



## Clearing Cache – Google Chrome

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



## Clearing Cache – Google Chrome

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

Clear browsing data

**Basic** Advanced

Time range: All time

- Browsing history  
Clears history and autocompletions in the address bar.
- Cookies and other site data  
Signs you out of most sites.
- Cached images and files  
Frees up 319 MB. Some sites may load more slowly on your next visit.

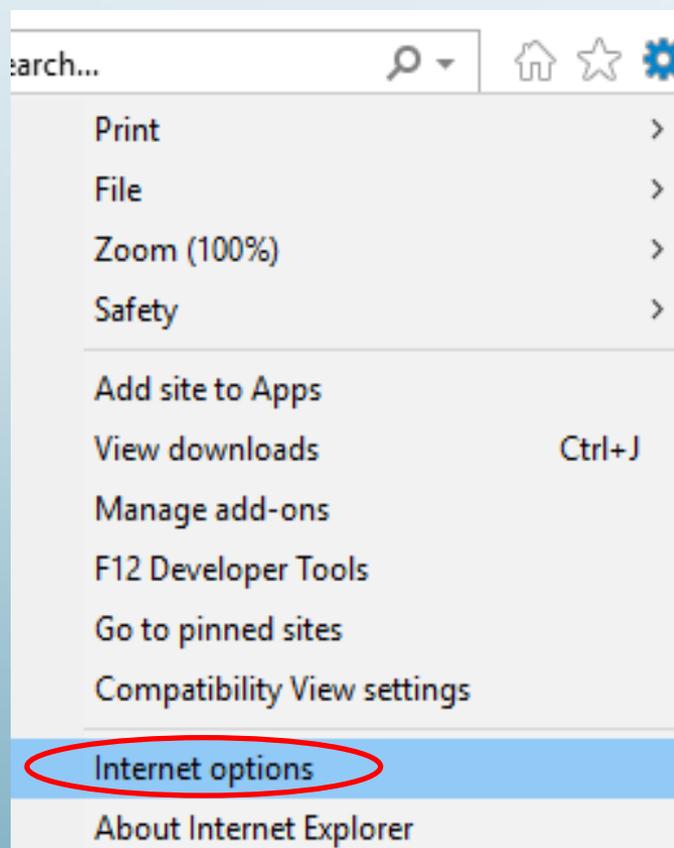


## Trusted Sites

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 [Secure Access Management Page](#) as a “trusted site” to computers accessing our system.

## Adding System Links to Trusted Sites\* – Internet Explorer

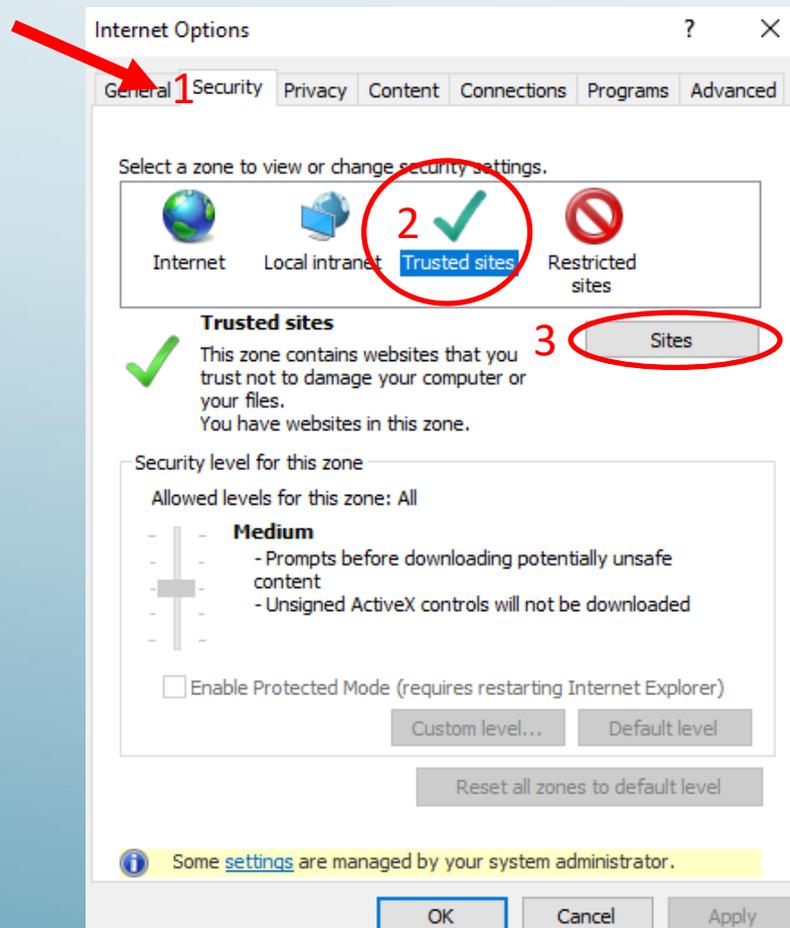
Open Internet Explorer and click the gear icon in the upper right of the window. Click the **Internet Options**.



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

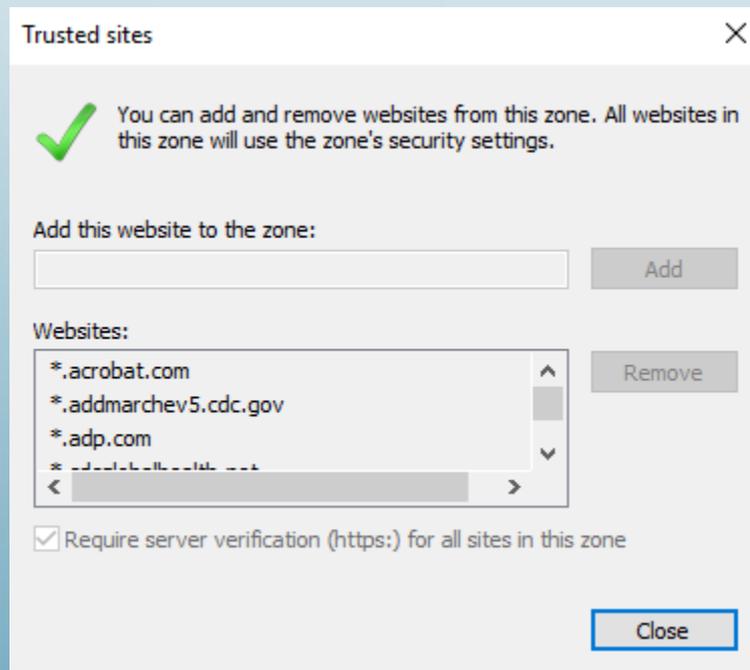
# Adding System Links to Trusted Sites – Internet Explorer

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**.



## Clearing Cache – Google Chrome

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 [Secure Access Management Page](#) is added.



## Additional Assistance

- ❑ The [eFSAP Resource Center](#) 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 [eFSAP Customer Support Request Form](#), email [eFSAPSupport@cdc.gov](mailto:eFSAPSupport@cdc.gov), or call 1 (877) 232-3322.
- ❑ For all other inquiries regarding your entity's registration, please contact your designated FSAP point of contact (POC).