Office of Regulatory Affairs Partners Portal (ORAPP) Security Overview Knowledge Article

ORA Partners Portal (ORAPP) Security Overview

The ORA Partners Portal (ORAPP) is a data exchange (DX) system used by regulatory partners to share food safety data with FDA. Security features such as **ORAPP login accounts** and **reCAPTCHA** are implemented in ORAPP to safeguard business data and personal identifiable information (PII) of ORAPP users. ORAPP also contains **public** and **private** pages to manage access to ORA DX capabilities and data. Public pages are accessible to everyone and provide general information on the ORA DX program, systems, training, and resources. ORAPP private pages are exclusive to users with an ORAPP login account, typically FDA and regulatory partners, and provide access to data sharing capabilities for **inventory**, **inspection**, and **sample** data.

ORAPP Login Accounts

ORAPP login accounts are the primary security feature implemented in ORAPP to secure private pages and prevent unauthorized activity. ORAPP login accounts ensure only authorized users such as **FDA** and **regulatory partners participating in the ORA DX program** can access private pages. Access to private pages is determined by the user's role and varies from user to user based on their participation in specific ORAPP data sharing capabilities. Regulatory partners must be **fully onboarded in an ORA DX capability** to receive an ORAPP account.

Requests for ORAPP login accounts must be reviewed and **approved by the ORA DX Outreach Coordinator** before an account is created. The ORA DX Outreach Coordinator will validate the **user's agency participation in the ORA DX program**, **confirm ORA DX onboarding status**, and confirm **participation in data sharing capabilities** prior to approving an ORAPP login account request. For security purposes, users will receive two separate emails from ORADX.Support@fda.hhs.gov once the request has been approved. One email contains the username and the other email contains the temporary password.

To request an ORAPP account:

1. Navigate to the ORAPP Contact Us page.
2. Select **ORAPP User Support** on the Category dropdown menu.
3. Select **New Account Request** on the Subcategory dropdown menu.
4. On the Data Sharing Area dropdown menu, select the **data sharing area** in which your firm participates.
5. Then, enter your **first name**, **last name**, and **email address** in the respective fields.
6. If any additional information should be included with the request, enter the details in the Message section.
7. Perform the reCAPTCHA verification and select **Submit**.

Alternatively, an email can be sent to the ORADX.Info@fda.hhs.gov mailbox with the following information:

1. Full Name
2. State Agency or FDA Email Address
3. State Agency/Firm Name *(Regulatory Partners Only)*
4. ORA DX System and Participating Capabilities *(Regulatory Partners Only)*

ORAPP First Time Login

To log into ORAPP for the first time:

1. Navigate to the ORAPP website in your browser.
2. Select **Login** on the top-right side of the ORAPP home page. The ORAPP Login page displays.

3. Read the disclaimer and select the checkbox next to the **Accept** field. The Username and Password fields display.

4. Enter the **username** and **initial password** in the respective fields and select **Login**. An email containing a one-time PIN is sent to the email address associated with the user's ORAPP account and the Second Factor Authentication page displays.

5. Enter the one-time PIN provided in the email into the **Enter One Time Pin** field and select **Login**.

    a. If the email was not received or if the PIN entered was rejected:
        i. Select **Return to options**.

        ii. Select **One Time Pin through Email** and then select the **email address** listed.
        iii. Select **OK** to generate a new one-time PIN.

6. Once the one-time PIN has been accepted, the security questions page displays. Select **three security questions** and enter the corresponding **answers**.
7. Select **Save**. The security questions and answers are stored and the Set Up New Password page displays.

8. Enter the FDA-provided password in the **Temporary Password** field.
9. Enter a new password in the **New Password** field that meets the password requirements listed on the page.
10. Re-enter the new password in the **Confirm New Password** field and select **Save**. A password change confirmation message displays.

11. Select **Proceed to ORAPP Homepage**. The ORAPP homepage displays.

ORAPP Password Expiration

ORAPP login account passwords expire every 60 days. Starting 14 days prior to password expiration, ORAPP displays a password expiration warning message upon login. The warning message provides an option to **change the password** or **proceed without changes**. If the password is not changed, the warning message displays every day upon login until the password is changed or expires.

ORAPP login account passwords can be changed at any time using the **Change Password** feature. To change your password in using the **Change Password** feature in ORAPP:

1. While logged in to ORAPP, select your **username** at the top-right corner of the page and select **Change Password**.
2. Enter your current password in the **Current Password** field.
3. Enter a new password that meets the password requirements listed on the page in the **New Password** field.
4. Re-enter the new password in the **Confirm New Password** field and select **Save**.
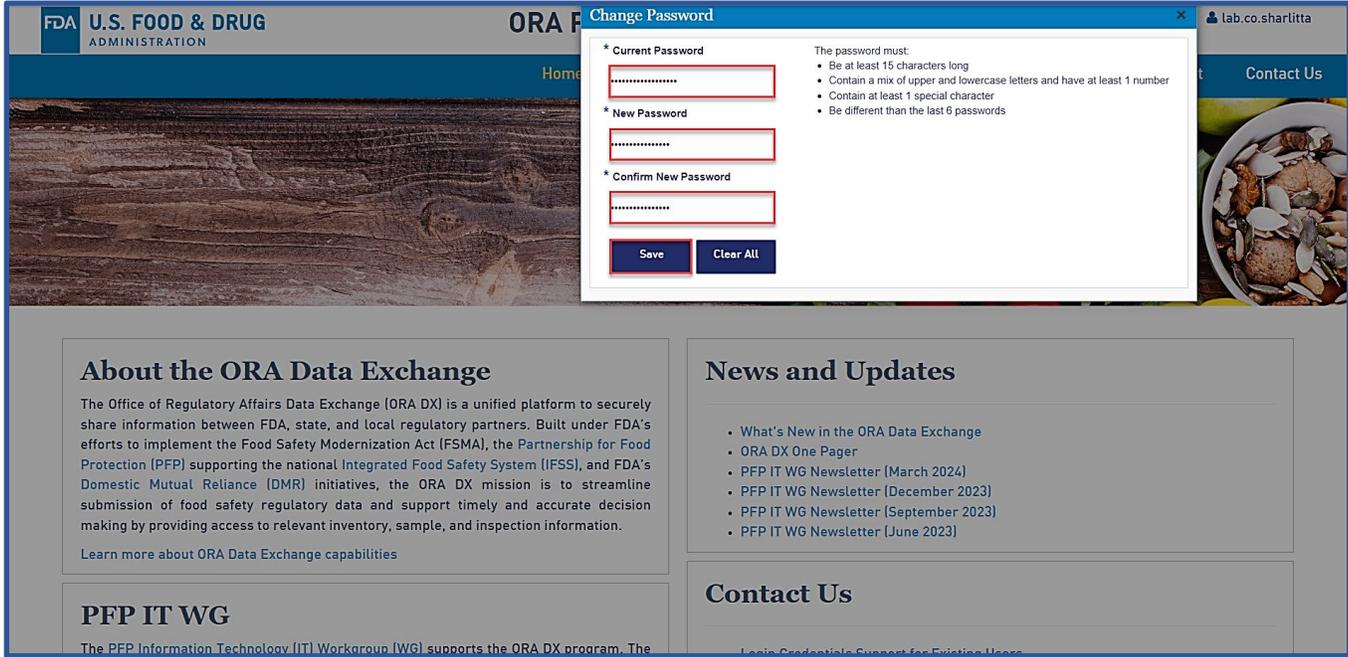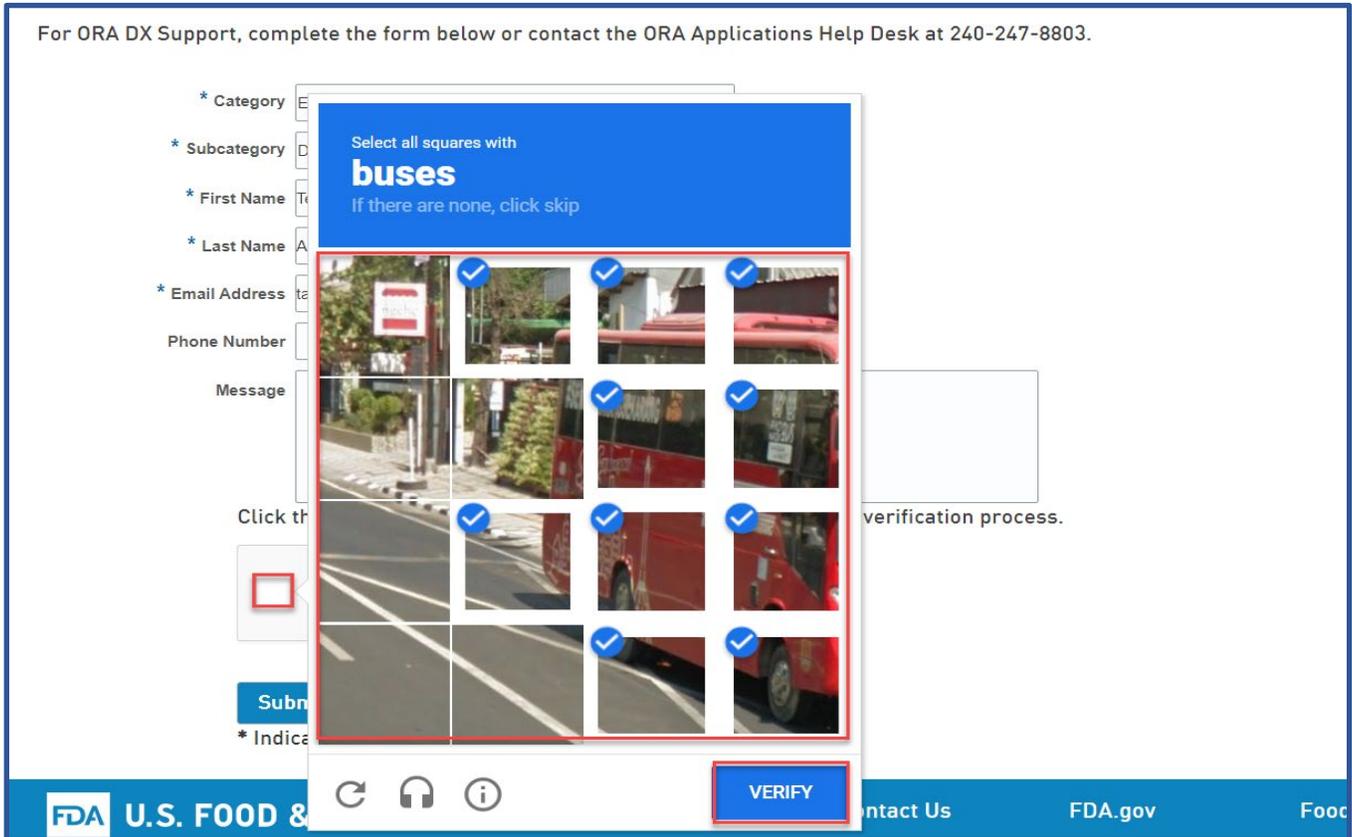

reCAPTCHA

reCAPTCHA is a security feature implemented in ORAPP to prevent abusive activities and spamming by distinguishing human activity from that of bots and malicious software. reCAPTCHA verification is required for all users regardless of login status when submitting an inquiry on the ORAPP Contact Us page. Public users and users not logged into ORAPP must also complete reCAPTCHA verification on the ORAPP e-Learning page when viewing an e-Learning course.
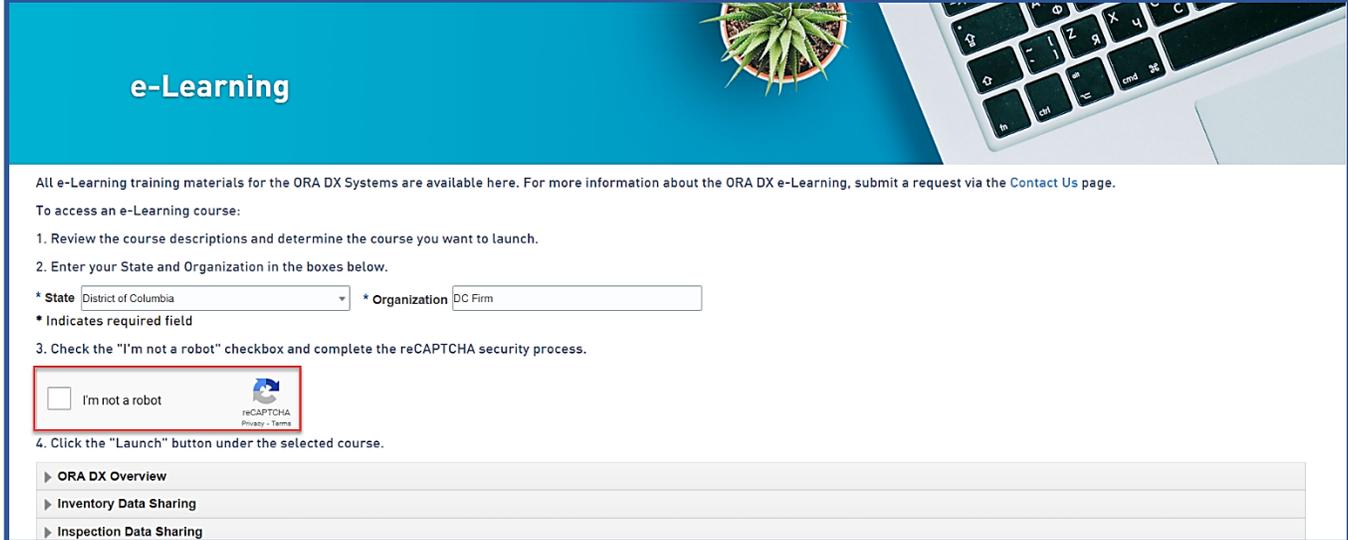
To complete reCAPTCHA verification:

1. Select the **checkbox** next to the reCAPTCHA field.
2. If prompted, follow the onscreen instructions to complete the reCAPTCHA verification and select **Next** or **Verify**.

3. The reCAPTCHA verification displays a green checkmark once completed. **Note**: reCAPTCHA verification expires after 60 seconds. A new reCAPTCHA verification is required to perform an additional task on the page once the verification has expired.
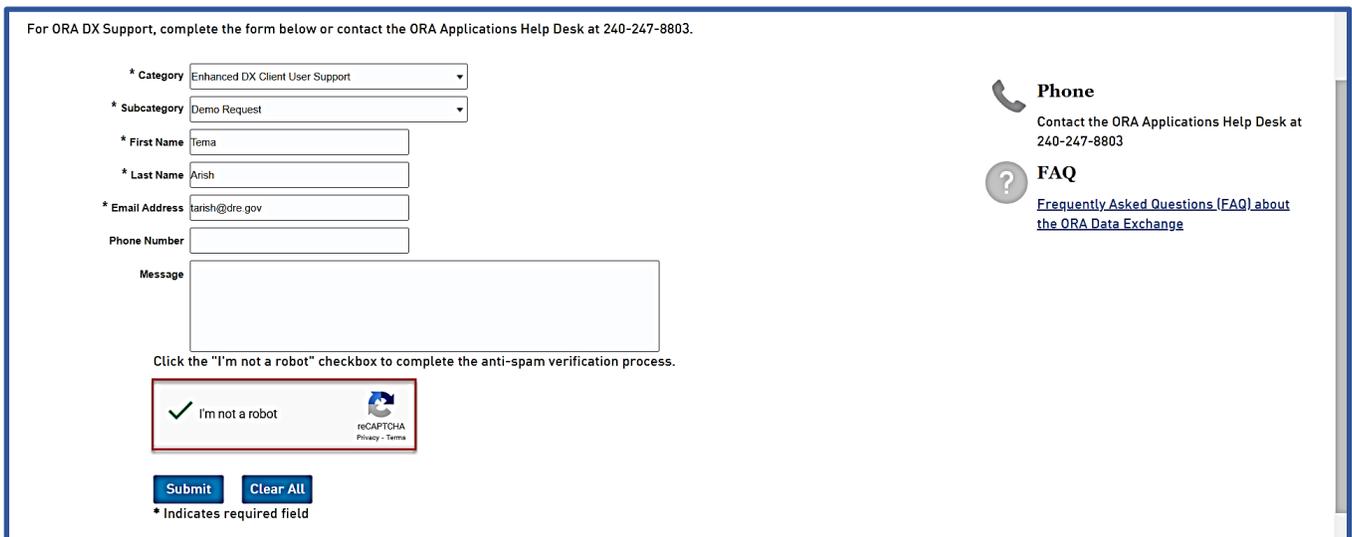
Contact Us

The ORA DX Training team would love to hear from you to continuously improve ORA DX training. Contact the ORA DX Training Team with training inquiries, requests, or feedback via the ORAPP Contact Us Page.