

Product Registry Frequently Asked Questions (FAQ)

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Product Registry Access

1. What should I do if the Product Registry stops working after I have been logged in for an extended period of time?

The Product Registry has a security feature that automatically logs out a user after 15 minutes of inactivity. Users should return to the Product Registry login page and enter their user ID and password to return to the system.

2. How do I reset my password?

Users can click “Forgot Password?” on the Product Registry login page and follow the on-screen instructions to complete the password reset process.

User Management

3. How can I update Business Account information, including the Certifier ID?

A Business Account Administrator may submit an email request for updates to the eFiling Support Mailbox at eFilingSupport@cpsc.gov. A new feature is coming soon that will allow Business Account Administrators to update Business Account information.

Data Management

4. How do I add citations to a certificate through the user interface?

There are two options. Users can **either** type the citation in the search box and press enter or scroll through the dropdown list and select the citation(s).

5. How can I correct Trade Party data in a Business Account?

A Business Account Administrator must submit an email request for correction of Trade Party Data to the eFiling Support Mailbox at eFilingSupport@cpsc.gov. A new feature is coming soon that will allow Business Account and Collection Administrators to modify Trade Party contact information within the Product Registry.

6. How do I correct certificate data that has been saved to a Product Collection?

To correct a completed certificate that is ‘certified’ by the authorized party, users must create a new Version ID, enter the correct certificate data, and submit for certification. If a certificate is not yet ‘certified,’ then it can be edited.

7. Are Version IDs required to be unique?

Version IDs must be unique for the Product ID to which they apply. Once a Version ID has been used for a specific product, it cannot be used again; however, that same Version ID can be used for other certificates with different Product IDs.

Other Questions

8. What is the difference between a testing exclusion and a disclaimer?

Use a testing exclusion code when a certificate is required for the product, but the product is not required to be tested to a specific performance requirement in a rule based on an exemption, exception, or determination in the underlying rule. More information can be found in the [eFiling Beta Pilot Citation and Testing Exclusion Code Guidance](#) document. Use a disclaimer when no certificate is required for the product because the product is not within CPSC's jurisdiction; is not subject to a rule, ban, standard, or regulation that requires certification; or because the Commission has issued an enforcement discretion for the product (i.e., certain refrigerators and adult wearing apparel). Instead of filing a Full or Reference Message Set, a Disclaim Message Set is filed.

9. What information is required for a Reference PGA Message Set?

Users must enter the following certificate data elements for a Reference PGA Message Set: (1) Certifier ID; (2) Product ID; and (3) Version ID. Please refer to the [CATAIR](#) for additional details.