

Product Registry Frequently Asked Questions (FAQ)

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Product Registry Access

1. What should I do if the Product Registry suddenly logs me out 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.

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

Editing of the company information associated with a Business Account is not yet available. In the meantime, Business Account Administrators can submit requests for updates to eFilingSupport@cpsc.gov if there is a critical inaccuracy in their company information that must be corrected. Please note that in most cases, a Certifier ID cannot be changed once it has been established.

User Management

4. Can collection-specific users access multiple Business Accounts to collaborate?

Yes. Collection-specific users can access multiple Business Accounts as long as they are invited. Any user who is not a Business Account Administrator can be added to multiple importers' Product Collections. The Product Registry was designed to support collaboration between trade partners, so importers can invite users from partner organizations to work within their collections. A collection-specific user can use the same email address to participate in multiple importers' Business Accounts. Please keep in mind that each email address used to create a Product Registry account must belong to a single individual.

Business Account Administrators are **not** currently allowed to hold any additional roles and therefore cannot collaborate on any Business Accounts outside of their own. However, the Product Registry is under active development so this restriction may be modified or removed in the future.

5. How do I add/remove users within my Business Account?

Navigate to the user management page by clicking the "MANAGE USERS" button from the eFiling dashboard. To add Account Administrators or Collection Users, click the "Invite a User" button in the appropriate section, fill in the user's email and Account permissions, and click "SEND INVITATION". To remove Account Administrators or Collection Users, click the trash can icon next to the user's contact information and confirm deletion.

To remove a Collection User from a specific Product Collection, click the "Edit" button next to the trash can icon, then change the "Role" selection next to the appropriate collection to "None" before clicking "Apply Changes" to confirm the removal.

Product Management

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

Changes to the name and address fields of trade parties added to a Business Account are only allowed during a short "grace period" window after the trade party is created, enabling users to correct errors made during the entry process. However, the editing grace period will end immediately if a Reference PGA Message Set is filed against any certificate that the trade party is used on. The phone number and email address of a stored trade party can be updated by users at any time without needing to create an entirely new entry.

At this point in time the process for correcting trade party data that does not have an active grace period is to create a new trade party entry with a new, unique Alternate ID, and discontinue using the outdated, incorrect version (the new ID can be as simple as appending a "-1" to the end of the old ID). Then, all certificate entries that refer to the incorrect trade party should be updated to point to the correct version, and any relevant users should be instructed to discontinue use of the old, incorrect version.

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

If the product certificate has been certified, users have a **48-hour editing grace period** to edit product details using the same Version ID and do not have to create a new version (**Note:** the exact duration of this grace period is subject to change). If a product certificate has been certified for longer than the 48-hour grace period or has been used in a Reference PGA Message Set within the 48-hour grace period, users must create a new version of the completed product certificate with a new Version ID. If edits are made within the 48-hour editing grace period after certification, the product certificate will need to be re-certified. After the product certificate has been re-certified, the 48-hour editing grace period restarts.

8. How do I delete certificate data that has been saved to a Product Collection?

The Product Registry allows users to archive/unarchive rather than delete product certificates within a Product Collection. The archive feature allows the user to hide obsolete or erroneous data for later access if needed.

To archive a product certificate, navigate to the appropriate Product Collection for which the product certificate is entered. Under the "Action" column of that product certificate, click the three-dot icon. Click "Archive" and then "OK" to confirm intent to archive the selected product(s), including all previous completed certificate versions.

To unarchive a product certificate, navigate to the appropriate Product Collection for which the product certificate was originally entered. Click "Active Products" to view a drop-down list. Select "Archived Products" or "Both" depending on your needs. Once archived products are shown, click the three-dot icon under the "Action" column of that product certificate. Click "Unarchive" and then "OK" to confirm intent to unarchive the selected product(s), including all previous completed certificate versions.

Please note that archive and unarchive actions can both be performed in bulk by selecting one or more certificates using the check boxes located on the left side of the Product Collection screen. Once a selection has been made, click the dropdown menu indicated by 3 vertical dots next to the "Bulk selected" text on the left side of the page (above the Product ID column header).

9. How Should I manage Version IDs?

CPSC encourages importers and their trade partners to come up with any system for generating and maintaining Version IDs that works best for their specific business processes.

Version IDs can be any alphanumeric string, but each string can only be used once per Primary Product ID within a Business Account.

Because the uniqueness requirement is enforced at the Business Account level, importers should be aware that different trade partners may encounter Version ID error messages if the same versioning system is being used in different collections with different groups of users.

10. How do I export Product Certificate data?

Navigate to the Product Collection of interest. Click the "Export" button located at the top right side of the collection page then select "CSV" or "PDF" and name your file before clicking the "Export" button.

Certificates can also be exported as PDF files individually or in bulk using the checkbox selectors and action menus within the user interface.

11. Who is responsible for the certification of Product Certificates in the Product Registry?

The certification process is ultimately the responsibility of the importer, but the importer's Business Account Administrator may choose to designate certification permissions to other users in the Product Registry. By certifying the product certificate, the importer is certifying that the finished product covered by the certificate complies with the stated rules, bans, standards, and regulations and that all data provided in the certificate is true and accurate to the best of the importer's knowledge.

Other Questions

12. Can I include more than one product per certificate?

Users may not enter certificate data for multiple, similar products into a single certificate, but must create a separate certificate for each unique product. CPSC considers two products unique if there has been a [material change](#), such as a change to the design, manufacturing process, or source of components. Different colors of the same model would be considered unique products and, therefore, would require a separate certificate if a material change, as described above, applies. Please note that CPSC considers apparel items from the same material with multiple styles, sizes, and colors to be one product, if the items were manufactured and tested together.

13. 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 Testing Exclusion and Disclaimer Guidance document found in the [eFiling Document Library](#). 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.

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

Users must enter the following certificate data elements, also known as Certificate Identifiers, for a Reference PGA Message Set: (1) Certifier ID; (2) Product ID; (3) and Version ID. Please refer to the CPSC Implementation Guide (CATAIR) and eFiling Quick Start Guide in the [eFiling Document Library](#) for additional details.

15. What are the Certificate Identifiers in the Product Registry?

The Certifier ID is a unique identifier created by the importer upon initial Business Account creation, that ensures that the correct importer is linked to the certificate of compliance that is filed in the Product Registry and subsequently entered into a Message Set for ACE transmission. The Certifier ID does not change after initial creation. The importer's Certifier ID will remain the same for all eFiled Message Sets. For example, an importer named ABC Co. imports regulated consumer products. When creating their Business Account in the Product Registry, they created **Certifier ID: ABCCo**. Their broker then knows to include ABCCo as this importer's Certifier ID each time they file a Reference PGA Message Set on their behalf.

The Product ID is a unique identifier for the product that is being certified. The Product ID can be one of seven possible ID types: GTIN, SKU, UPC, Model Number, Serial Number, Registered Number, or Alternate ID. For example, importer ABC Co. imports a product with the Product SKU of A1234567. Their Product ID is then created as, **Product ID: A1234567**.

The Version ID is a unique identifier for the *specific version* of product certificate in the Product Registry. The Version ID is an alphanumeric ID that importers and their trade partners can easily track and sequentially increment as they add and update product certificates in the Product Registry. For example, importer ABC Co. entered their first product certificate for Product ID: A1234567 using **Version ID: V1**. They need to make an update to the certificate now that they have conducted annual retesting. In the Product Registry, they create a new version of the product certification after updating the applicable testing information using the **Version ID: V2**

16. What ongoing processes are importers responsible for in the Product Registry?

After the account creation process, it's the responsibility of the importer to manage their users, trade parties, and product data on a continuous basis and update their information as needed. Businesses must establish their own processes to ensure that their certificate data is entered and managed properly to meet CPSC requirements.

17. What security features does the Product Registry have?

The Product Registry uses a range of data security techniques and best practices to protect user and business information. Some notable security features include:

- All eFiled certificate data are encrypted at rest (encrypted storage) and in flight (Secure Sockets Layer and other secure protocols).
- Authentication to the Product Registry is handled by a web access management platform that requires verified ownership of a valid email address, which includes standard intruder detection and account recovery protocols.
- The Product Registry utilizes a token-based authorization scheme and access controls for accounts and roles. These determine level-of-access permissions for application components and for individual data requests.
- Data are segregated by Business Account and by Product Collection. Only users authorized by the Business Account administrators can access the collection-specific data.