FDA CIRCULAR
No. 2025-006

16 DEC 2025

SUBJECT : **IMPLEMENTATION OF ONLINE USER ACCOUNT REGISTRATION AND RENEWAL FOR FDA EPORTAL, EPORTAL2, AND RRDPORTAL WITHIN THE FDA ESERVICES PLATFORM**

I. RATIONALE/BACKGROUND

The Food and Drug Administration (FDA) had previously issued guidelines governing the application and use of FDA User Accounts, such as FDA Circular No. 2023-006, FDA Circular No. 2020-033, FDA Circular No. 2016-004, and FDA Advisory No. 2020-1929.

As early as 2016, FDA Circular No. 2016-004 laid the foundation for electronic submission through the ePortal System, defining the process of account creation and approval for regulated entities, thereby transitioning from manual to online filing. Subsequently, FDA Circular No. 2020-033 was issued institutionalizing the use of the FDA ePortal System for the online submission of License to Operate (LTO) and Certificate of Product Registration (CPR) applications, emphasizing the need for registered User Accounts as a prerequisite for online transactions. Complementing the above issuances, FDA Advisory No. 2020-1929 provided additional guidance on the use of both the ePortal and eServices Portals, including instructions on account registration, activation, and maintenance to ensure secure and efficient access to FDA online services.

Finally, FDA Circular No. 2023-006 was issued, providing guidelines for implementing the FDA eServices Portal, an integrated platform that consolidates access to the Agency's various online services. It introduced the use of a unified User Account to facilitate transactions across multiple FDA portals.

Notwithstanding and in its relentless pursuit of continuous evaluation and improvement of its transaction systems and procedures and reengineer the same with the end in view of enhancing operational efficiency and service delivery, the FDA shall implement the Online User Account Registration for ePortal, ePortal2, and RRDPortal within the eServices Portal. This newly developed system aims to streamline the process by which users gain access to FDA's online portals, improving the end-to-end online application process for all clients and stakeholders.

II. OBJECTIVES

This Circular aims to automate User Account access to FDA's ePortal, ePortal2, and RRDPortal and prescribe the implementation guidelines for the use of the Online User Account Registration, repealing for the purpose FDA Circular No. 2023-006, FDA Circular No. 2020-033, FDA Circular No. 2016-004, and FDA Advisory No. 2020-1929.

III. SCOPE AND COVERAGE

This Circular applies to all clients and stakeholders who use the FDA ePortal, ePortal2, and RRDPortal for regulatory submissions and online applications.

IV. DEFINITION OF TERMS

For the purposes of this Circular, the following terms are defined as follows:

A. ***eServices*** refer to FDA's online portal (eservices.fda.gov.ph) for various FDA authorizations such as, License to Operate for Non-manufacturer (except cosmetic establishments, Certificate of Product Registration (automatic renewal for pharmaceutical products), Compassionate Special Permit, and Certificate of Medical Device Notification.
B. ***ePortal*** refers to the older FDA electronic application portal (eportal.fda.gov.ph) used for various FDA submissions for Food Certificate of Product Registration, License to Operate for Manufacturers and cosmetic establishments under the legacy system.
C. ***ePortal2*** refers to FDA's online application portal (eportal2.fda.gov.ph) exclusively used by the Center for Cosmetic and Household/Urban Hazardous Substances Regulation and Research (CCHUHSRR) for the processing of LTO and product applications.
D. ***RRDPortal*** refers to FDA's online portal (rrdportal.fda.gov.ph) for radiation / x-ray / radiological facilities (Radiation Regulatory Division), used for licensing, registration, and inspection of radiation emitting facilities and Certificate of Safety Evaluation for cell sites.

V. GUIDELINES

A. Access to all FDA online portals, namely ePortal, ePortal2, and RRDPortal, requires a prior *User Account Registration*. The creation or activation of a User Account shall be facilitated solely through the *Online User Account Registration* within the eServices.
B. The process shall be fully automated and no longer require manual confirmation or intervention by any FDA Center or Office for *User Account* creation or activation.
C. *User Accounts* created or activated through the online registration system shall be valid for two (2) years from the date of issuance, subject to renewal.
D. If no application for Licensing or Registration/Notification is submitted within a period of one (1) year from the date of issuance of a *User Account*, the account will automatically expire, and a new registration will be required.
E. If an application is submitted within the one (1) year period, the *User Account* will remain active and may continue to be used for subsequent licensing, registration/notification transactions until it becomes due for renewal.
F. Renewal of *User Accounts* may also be initiated and automatically processed through the system. To proceed, the user must provide their valid *username* and *password*. Upon successful credential verification, the system will extend the validity of the *User Account* for another two (2) year period from the date of renewal. The expiration of

User Accounts stated in Paragraph D above shall likewise apply, to be counted from the date of renewal.

G. Users are instructed to visit https://eservices.fda.gov.ph/account_registration to create or renew their *User Accounts*.
H. Existing procedures and annexes concerning *User Account* registration, as outlined in the following, are hereby superseded and rendered ineffective:
    - FDA Circular No. 2023-006
    - FDA Circular No. 2020-033
    - FDA Circular No. 2016-004
    - FDA Advisory No. 2020-1929
I. All clients and concerned stakeholders are directed to utilize the *new Online User Account Registration* for a streamlined and efficient application process.
J. All *User Accounts* issued by FDAC and the Centers prior to the effectivity of this Circular shall remain valid and unaffected.
K. Requests for Retrieval of *User Accounts* shall be emailed to the FDAC at fdac@fda.gov.ph and shall be subject to validation.
L. For further details, kindly refer to Annex A of this circular or email us at info@fda.gov.ph.

VI. REPEALING CLAUSE

FDA Circular No. 2023-006, FDA Circular No. 2020-033, FDA Circular No. 2016-004, and FDA Advisory No. 2020-1929 are hereby repealed. Any provisions of other FDA issuances, inconsistent with this Circular, are likewise repealed, rescinded, or modified accordingly.

VII. SEPARABILITY CLAUSE

If any provision of this Circular, or the application thereof to any person or circumstance, is declared invalid or unconstitutional, the remainder of this Circular or the application of such provision to other persons or circumstances shall not be affected.

VIII. EFFECTIVITY

This Circular shall take effect immediately upon posting on the FDA website and publication in a newspaper of general circulation and/or Official Gazette.

ATTY. PAOLO S. TESTON
Director General