

How To Re-Register for the FTZ System for Returning Users

Welcome to the FTZ site! As of July 14, 2026, updates have been made to the system which require re-registration for existing users. When a returning user is accessing the site for the first time after July 14, 2026, they must re-register to the site by following the steps below.

Returning User:

1. Navigate to <https://ofis.trade.gov/> and select **“Sign In”** on the top right corner.

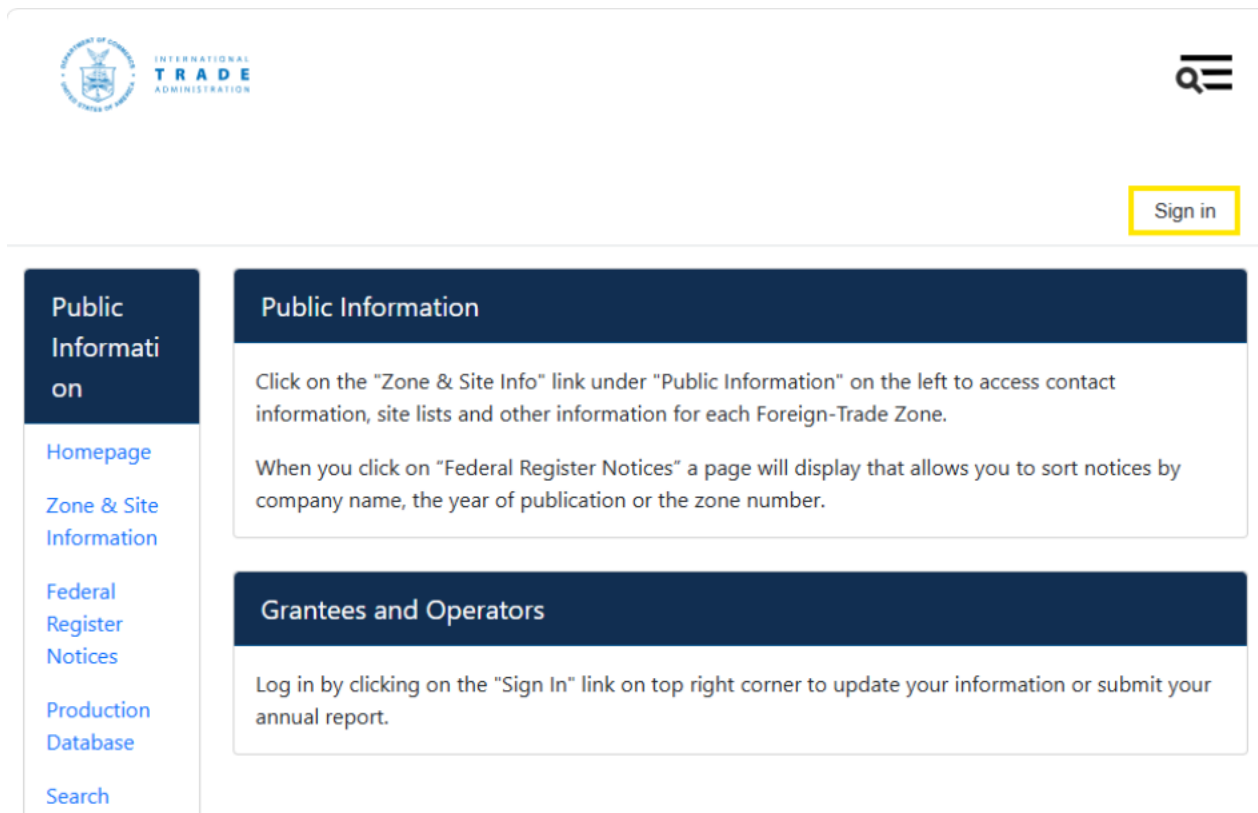


Figure 1

2. After selecting **“Sign in”** you will be navigated to the **“Sign In”** page, please select **“Sign up now”** as shown in Figure 2.

You are accessing a U.S. Government information system, which includes: 1) this computer, 2) this computer network, 3) all computers connected to this network, and 4) all devices and storage media attached to this network or to a computer on this network. You understand and consent to the following: you may access this information system for authorized use only; unauthorized use of the system is prohibited and subject to criminal and civil penalties; you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system at any time and for any lawful Government purpose; the Government may monitor, intercept, audit, and search and seize any communication or data transiting or stored on this information system; and any communications or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose. This information system may contain Controlled Unclassified Information (CUI) that is subject to safeguarding or dissemination controls in accordance with law, regulation, or Government-wide policy. Creating an account and logging into this system constitutes acknowledgement of this warning.



INTERNATIONAL
TRADE
ADMINISTRATION

Sign in

Sign in with your email address

Email Address

Please enter your Email Address

Password

[Forgot your password?](#)

[Sign in](#)

Don't have an account? [Sign up now](#)

Figure 2

- Please enter your existing email address into the prompt to continue your access to the FTZ Site (*providing your previously registered email address*) as shown in Figure 3.

< Cancel



User Details

Email Address *

Email Address is required.

[Send verification code](#)

New Password *

Confirm New Password *

Display Name *

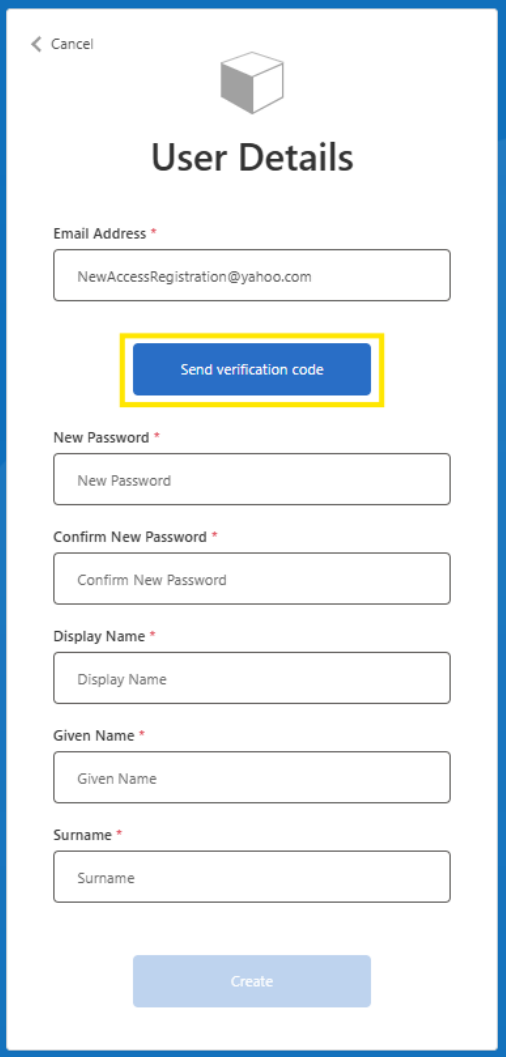
Given Name *

Surname *

[Create](#)

Figure 3

4. Select **“Send verification code”** as shown in Figure 4, and a code will be sent to the provided email address. Please ensure that this is the previously registered email address for the previous FTZ site to access the site as a returning user.



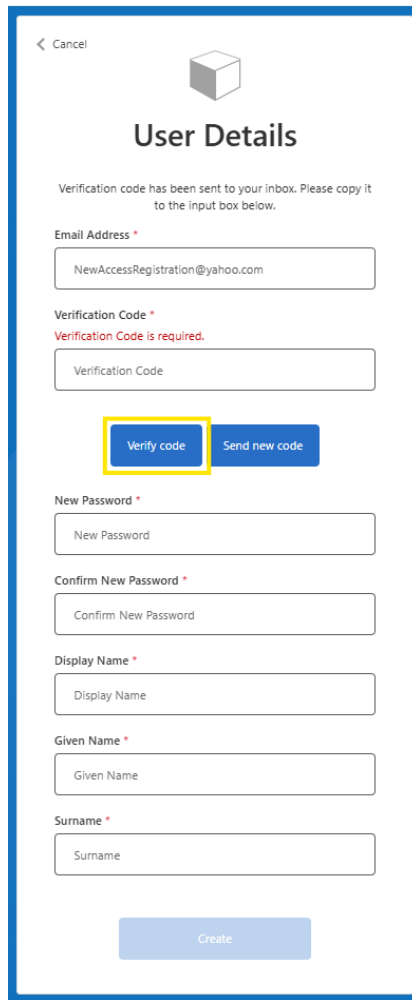
The image shows a mobile application screen titled "User Details". At the top left is a back arrow and the word "Cancel". Below this is a 3D cube icon. The title "User Details" is centered. The form contains several input fields, each with a red asterisk indicating it is required: "Email Address" (containing "NewAccessRegistration@yahoo.com"), "New Password", "Confirm New Password", "Display Name", "Given Name", and "Surname". A blue button labeled "Send verification code" is highlighted with a yellow rectangular border. At the bottom of the form is a light blue button labeled "Create".

Figure 4

5. Enter Verification Code sent to the provided Email Address and select “**Verify code.**” (Figure 5)

Note: The verification email will be sent from:
msonlineserviceteam@microsoftonline.com

****If there was no code sent to your email address after checking your Inbox & Spam Folder, please select “Send new code” as seen on Figure 5, and repeat this step. ****



The screenshot shows a mobile app interface for user registration. At the top, there's a 'Cancel' link and a 3D cube icon. The title 'User Details' is centered. Below it, a message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' The form contains several input fields: 'Email Address' (with 'NewAccessRegistration@yahoo.com' entered), 'Verification Code' (with a red error message 'Verification Code is required.'), 'New Password', 'Confirm New Password', 'Display Name', 'Given Name', and 'Surname'. Two buttons are positioned below the 'Verification Code' field: 'Verify code' (highlighted with a yellow box) and 'Send new code'. At the bottom of the form is a 'Create' button.

Figure 5

6. Once your code is verified, please provide all the following details and select “**Create**” as shown in Figure 6.

- New Password
- Confirm New Password
- Display Name - please enter your full name.
- Given Name - please enter your first name.
- Surname - please enter your last name.

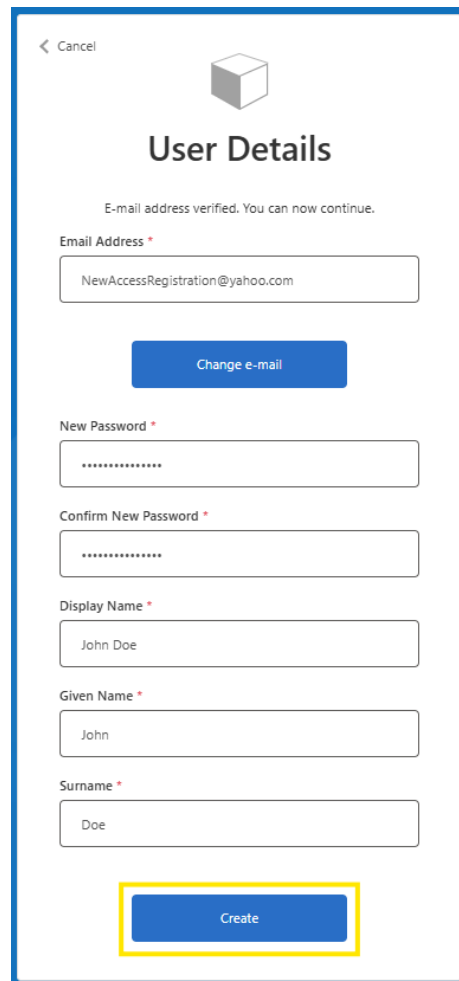
The image shows a mobile application screen titled "User Details". At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon is the title "User Details" and a message: "E-mail address verified. You can now continue." The form contains several input fields: "Email Address *" with the value "NewAccessRegistration@yahoo.com", "New Password *" with masked characters, "Confirm New Password *" with masked characters, "Display Name *" with the value "John Doe", "Given Name *" with the value "John", and "Surname *" with the value "Doe". There is a blue button labeled "Change e-mail" below the email field. At the bottom is a blue button labeled "Create", which is highlighted with a yellow rectangular border.

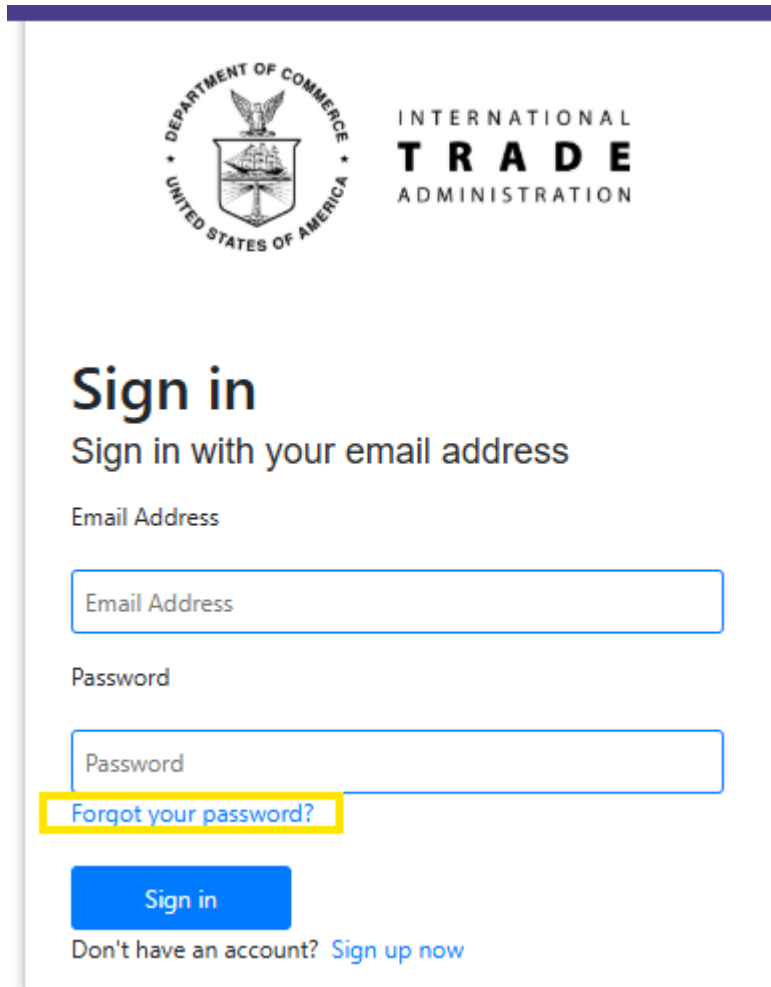
Figure 6

Once “**Create**” has been selected, your account has been created for the FTZ site.

How to Resolve Password Issues:

If your password is forgotten, or needs to be changed, please follow the steps prompted in “Forgot your password?” to reset your password.

i.) Navigate to “Sign in” Site as shown in Step 1, and select “Forgot your password?” as shown in Figure A.



DEPARTMENT OF COMMERCE
UNITED STATES OF AMERICA

INTERNATIONAL
TRADE
ADMINISTRATION

Sign in

Sign in with your email address

Email Address

Password

[Forgot your password?](#)

[Sign in](#)

Don't have an account? [Sign up now](#)

Figure A

ii.) Enter your current email address as shown in Figure B.

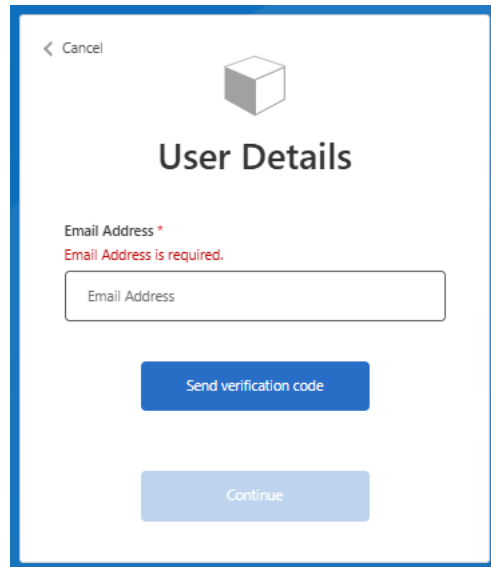


Figure B

iii.) Select “**Send verification code**” as shown in Figure C. Note: The verification email will be sent from: msonlineserviceteam@microsoftonline.com

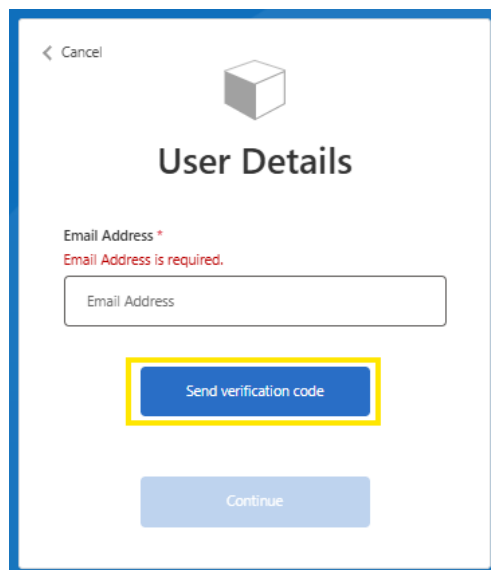


Figure C

iv.) Enter Verification code sent to your current email address then Select “**Verify code**” as shown in Figure D.

** If no code was sent to the email address after ensuring both the inbox and spam folder did not receive the Verification Code email, please request a new code by selecting “**Send new code**” as shown in Figure D repeating step iv. **

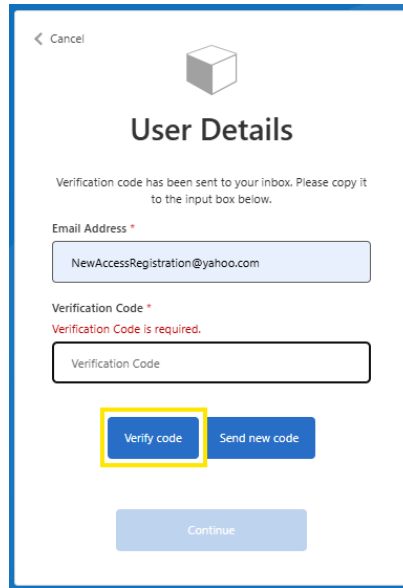


Figure D

v.) Once your code is verified, select “Continue” as shown in Figure E.

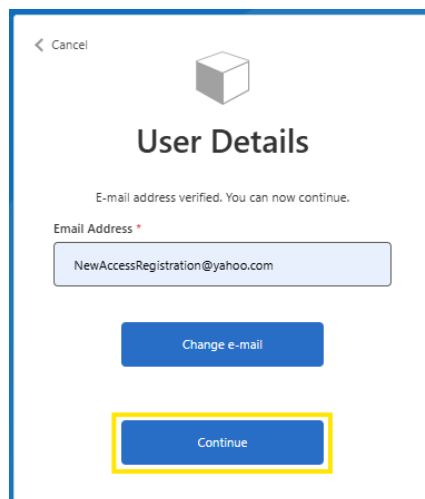


Figure E

vi.) You will now be prompted to enter your new desired password as shown in Figure F.

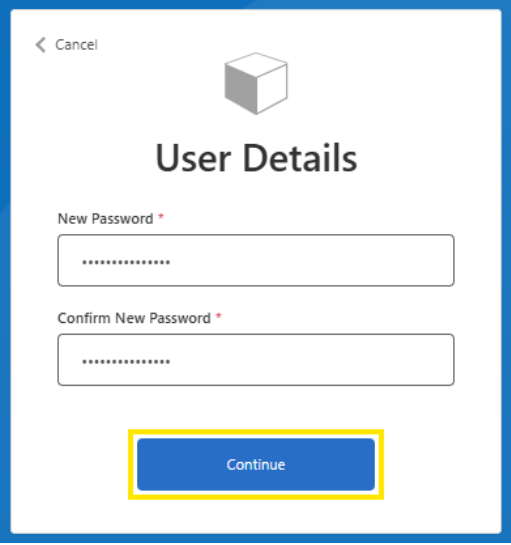
A screenshot of a mobile application interface titled "User Details". At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon is the title "User Details". There are two text input fields: the first is labeled "New Password *" and the second is labeled "Confirm New Password *". Both fields contain masked characters (dots). At the bottom is a blue button with the text "Continue", which is highlighted by a yellow rectangular border.

Figure F

vi.) Once your new password is provided & confirmed, select “**Continue**” as shown in Figure F.

vii.) You should now be navigated to the **FTZ Home Page**.

Not receiving the verification code:

When prompted to enter a Verification Code, and you have ensured the verification was not sent to your email address after verifying the current email address, checking your inbox & spam folder please try the following steps: (Figures Below)

Select “**Send new code**” if you are requesting a new code from within the *Sign-in* process as shown in Figure i.

OR

Select “**Send new code**” if you are requesting a new code from within the *Forgot password* process as shown in Figure ii.

The screenshot shows a mobile application interface for 'User Details'. At the top, there is a back arrow and the word 'Cancel'. Below this is a 3D cube icon and the title 'User Details'. A message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' The form contains several input fields: 'Email Address *' with the value 'NewAccessRegistration@yahoo.com', 'Verification Code *' with a red error message 'Verification Code is required.', 'New Password *', 'Confirm New Password *', 'Display Name *', 'Given Name *', and 'Surname *'. Below the 'Verification Code' field are two buttons: 'Verify code' and 'Send new code'. The 'Send new code' button is highlighted with a yellow border. At the bottom of the form is a 'Create' button.

Figure i Sign-In Process New Code Request

< Cancel

User Details

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address *

NewAccessRegistration@yahoo.com

Verification Code *

Verification Code

Verify code Send new code

Continue

Figure ii Forgot Password New Code Request

B.) Once you have selected “**Send new code**” the system will send another code to the email address specified. Please ensure to check your inbox & spam folder, as well as ensuring the provided email address is accurate.

Note: The verification email will be sent from:
msonlineserviceteam@microsoftonline.com

C.) Once you receive this code, please enter the verification code and select “**Verify code**” as can be seen in Figures above.

D.) Once your code is verified, select continue to proceed with your sign-up process or password change.