MyUSPTO Help - Using MyUSPTO - Basics

Why do I need to log back into MyUSPTO during the day?

MyUSPTO must follow cybersecurity policy that protects both your information and our systems. Because of this, our information systems must terminate user sessions after 30 minutes of inactivity. If you have not interacted with MyUSPTO after 25 minutes, you will receive a warning message. At 30 minutes of inactivity, you will be signed out and need to log back in to start a new session.

What is the MyUSPTO homepage?

MyUSPTO is a personalized collection of widgets that serve you recent news, information, and status changes. We are adding new customizable features monthly to make your MyUSPTO homepage increasingly useful as a launch pad into your USPTO activities.

How can I personalize my MyUSPTO homepage?

From the MyUSPTO homepage, you can change the placement of your widgets via the “Arrange widgets” button. You can also add and remove widgets using the widget library by selecting the “Add widgets” button.

How do I create an account?

Please visit https://my.uspto.gov and select the “Create an account” button. You will be asked to enter the email address you will use to sign in, as well as other necessary account information. To continue, please verify the ReCaptcha and select the terms of service and privacy policy check box.

Once completed, the page will notify you that an email was sent to the provided email address. The email sent will provide you with instructions on how to activate your account. The account activation link will expire in 48 hours so it is advised to check your email and select the link as soon as possible.

After you have successfully activated your account, please create your password and security questions. You will also need to provide additional account information in order to complete your registration.

I cannot complete the account creation process because the security questions in the drop-down list are blank. What can I do to complete my account creation?
If you received an email to create a myuspto.gov account, copy the activation link from the email and paste it into the browser. If the security questions are still blank, delete the url and try again. If you still cannot see the security questions call USPTO Contact Center (UCC) at 1-800-786-9199.

- **Is there a cost to sign up?**

  There is no cost to sign up with a USPTO.gov account.

- **How do I securely sign out of my USPTO.gov account?**

  For your security and to help protect your account, select your name in the top navigation and choose the sign-out option when you are ready to end your session. While fully closing your browser will sign you out, closing a tab will not sign you out.

- **Where do I sign in?**

  Please visit [https://my.uspto.gov/signin](https://my.uspto.gov/signin) and select the “Sign in” button.

**MyUSPTO Help - Using MyUSPTO - Widgets**

- **What is a MyUSPTO widget?**

  MyUSPTO widgets are small applications that display snippets of important information on the MyUSPTO homepage. Our widgets are shortcuts to larger USPTO applications and affiliated sites.

- **What does the "Alpha" label next to the widget title mean?**

  It’s a very early version of the widget that may not contain all features planned for the final version.
  Not for official use.

- **How do I change what fields are displayed on the expanded view of my Patent or Trademark Docket?**

  Go to the **Actions** area within the **Full screen** view of your docket to set your personalized view.

- **Where did my Trademark Application Docket go?**

  The Trademark Application Docket is now the Trademark Docket. You can now add registered trademarks to this docket and track everything in one location.

- **What is the Trademark Docket notification option for updates to certain prosecution history entries?**

  A prosecution history update occurs when some action has been taken on an application or registration. We identified certain history entries that our customers may want to know about because those entries may identify unauthorized changes.

  A notification bell icon will appear when certain prosecution history entries are updated in cases in your docket. This bell also appears when updates are made to the status of cases in your docket.
Which prosecution history updates are included in the Trademark Docket notification option?

A small subset of prosecution history changes was chosen because they may indicate unauthorized changes to a trademark case. This subset does not reflect all possible changes that can be made to cases in your docket. We may add more history changes in a future release.

Prosecution history updates included in the March 2018 release:

**Change of owner information**
- Assignment of ownership not updated automatically
- Automatic update of assignment of ownership
- Change of owner received from IB
- Change of owner received from IB
- TEAS change of owner address received

**Change of correspondence information**
- TEAS change of correspondence received

**Change of attorney information**
- Attorney/domestic representative revoked and/or appointed
- TEAS withdrawal of attorney received – firm retains
- TEAS revoke/appoint/change address of attorney/domestic representative received
- TEAS newly appearing attorney received
- TEAS attorney information removed – power of attorney ended
- Revocation/withdrawal of attorney received
- TEAS withdrawal of attorney received

**Change of domestic representative information**
- TEAS change of domestic representative address
- TEAS withdrawal as domestic representative received

**Amendments to record**
- TEAS voluntary amendment received
- TEAS post publication amendment received
- TEAS Section 7 request received
- Section 7 request filed

**Voluntary abandonment/surrender**
- TEAS express abandonment received
- TEAS Section 7 surrender received

What is my responsibility for monitoring the status changes of cases in my Trademark Docket?

These notifications are sent only as a courtesy. Failure by the USPTO to send a notification or non-receipt of a notification does not excuse you from complying with or meeting any relevant legal obligations, requirements, or deadlines. Always check the Trademark Status and Document Retrieval (http://tsdr.uspto.gov/) (TSDR) database to review status information and documents.

What should I do if I get a Trademark Docket notification of status or certain prosecution history changes?
From your MyUSPTO docket, click on the serial number to view the record in TSDR.

- To see the current status, select the “Status” tab and scroll down to “Status” (underneath the Status Descriptor symbol).
- To see the prosecution history entries, select the “Status” tab and scroll down to “Prosecution History” and click on it. To see the documents that correspond to the prosecution history entries, select the “Documents” tab. Check for a document with a date that matches or is near the date you received the prosecution history notification. Click on the document description to view the document that was submitted.

What should I do if I see a Trademark Docket notification regarding an unauthorized change?

If you are notified about a change to your application or registration that you did not authorize, including a change to one or more email addresses, email TEAS@uspto.gov (mailto:TEAS@uspto.gov) with the following information:

1. Your name and phone number.
2. The application serial numbers and/or registration numbers affected by the unauthorized changes.
3. The type of document or form that was filed (examples: Change of Correspondence Address form or Change of Owner Address form).
4. The date of the filing.

MyUSPTO Help - Using MyUSPTO - Customer support

How can I provide feedback or submit ideas?

We are looking for your suggestions on ways we can improve. Please visit our Ideascale (http://usptoglobalsignon.ideascale.com/) page to vote, comment, and share ideas about new tools and features as they become available.

You may also send your feedback, ideas, and other inquiries via email to signonfeedback@uspto.gov (mailto:signonfeedback@uspto.gov).

How do I contact customer support?

External customers (public callers):

Step 1: Dial 1-800-786-9199 (toll-free) | 571-272-1000 (local) | 1-800-877-8339 (TTY)

Step 2: Choose option #3

Step 3: Choose option #4

USPTO employees:

Step 1: Dial 1-877-786-3721 (toll-free) | 571-272-9000 (local)

Step 2: Choose option #4

or

Email: servicedesk@uspto.gov (mailto:servicedesk@uspto.gov?subject=USPTO.gov%20account)

MyUSPTO Help - Managing my account - Two-step authentication
How do I enable and setup two-step authentication?

1. Go to your Account from the drop down menu in the top right corner under your name
2. Under the Two-step authentication heading, select one of the available authentication methods: email, phone or authenticator app
3. Then select the checkbox stating "I want to use the two-step authentication method every time I sign into MyUSPTO"
4. Select the Save button

Why is my two-step authentication code not working?

For various reasons, USPTO web applications are tested and optimized for the latest major browser versions. Older browser versions and some versions of Safari may not be compatible with the two-step authentication process and may cause your account to be locked. Be sure to use the latest versions of your browser while signing in.

How do I choose to receive the two-step authentication sign in?

Go to your Account from the drop down menu in the top right corner under name display. Select the check box for "I want to be prompted with the two-step authentication method every time I sign in." in the Two-step authentication section.

Is two-step authentication optional?

Yes. Two-step authentication provides an additional layer of security for your MyUSPTO account, but it is optional. However, some applications require the two-step authentication to gain access.

What is two-step authentication?

Two-step authentication is a feature that provides an additional layer of security for your MyUSPTO account. Two-step authentication requires an extra piece of information, beyond a username and password. This extra piece of information (often a code) must be something only the user can access.

How is MyUSPTO incorporating two-step authentication?

- Email
  - A 6-digit code will be sent to the primary email address associated with your uspto.gov account
  - If the code is not used within 20 minutes, it will no longer be active and a new code will need to be requested

- Authentication app
  - A 6-digit code will be generated by a RFC 6238-compliant authenticator app
  - In order to be used, the application will need to be installed and configured on your device

- Phone call
  - A 6-digit code will be generated and a phone call made to the verified number on your account. You must verify and enable the number through your account page.

I opted in to two-step authentication, why are some sites not asking for the second method when logging in?
Not all sites that use the uspto.gov login are currently configured for two-step authentication. Therefore, some sites may not ask for a second authentication method upon logging in, even when the user has opted in to using two-step authentication for logging into MyUSPTO.

MyUSPTO Help - Managing my account - Account issues

**Why does the system log me out after 30 minutes of inactivity?**

MyUSPTO must comply with the USPTO security policy, which states: For authenticated sessions of public users on public-facing systems that provide access to sensitive data, USPTO information systems must terminate user sessions after no longer than 30 minutes of inactivity. This is to ensure the online security of both our customers' private information and our systems.

**Why am I receiving “There was an error with the system, please try again later” when I sign into MyUSPTO?**

Older versions of Internet Explorer 11 and Safari 11 are causing error messages with the MyUSPTO sign in feature. If you are unable to update your browser version or use an alternate browser (e.g., Google Chrome, Mozilla Firefox) please sign by using [https://fees.uspto.gov/](https://fees.uspto.gov/) and selecting MyUSPTO under your personal account icon.

**Why am I unable to access EFS-web or Private PAIR with my USPTO.gov account credentials from a mobile device?**

You must complete the two steps below in order to access EFS-Web and Private PAIR using your USPTO.gov account.
- You have opted in for 2 step authentication on the USPTO.gov account page
- You have migrated your PKI certificate
If these steps are not completed and you attempt to access the new EFS-Web and Private PAIR sites, you will receive a “access denied” or “there was an error with the system, please try again later” message.

**Why do I receive the message “There was an error with the system, please try again later” when trying to sign into EFS-web or Private PAIR using the USPTO.gov account, and the system locks me out?**

Mobile users who have not completed the two steps below and are attempting to access EFS-Web and Private PAIR using your USPTO.gov account will receive an error message and get locked out after a four attempts entering the one-time PIN.
- You have opted in for 2 step authentication on the USPTO.gov account page
- You have migrated your PKI certificate

**What do I need to do to migrate my account from a PKI certificate to USPTO.gov in order to access EFS-Web and Private PAIR?**

- You must be a Registered practitioner or Pro Se inventor
- You must create a USPTO.gov account
- You must opt into 2 step authentication on your USPTO.gov account profile
MyUSPTO Help - Managing my account - Password

✈️ I’m not a Registered practitioner – can I migrate my account?

At this time, only Registered practitioners and Pro Se inventors can link their existing PKI certificate with the USPTO.gov account. This does not include paralegal or support staff.

✈️ My account is locked. How can I get it unlocked?

If your account is locked after 5 invalid login attempts, please visit the forgot password page and follow the steps to unlock your account and reset your password.

If you are still unable to unlock your account, then please contact customer support.

**For external customers:**

Step 1: Dial 1-800-786-9199 (toll-free) | 571-272-1000 (local) | 1-800-877-8339 (TTY)

Step 2: Choose option #3

Step 3: Choose option #4

**For internal employees:**

Step 1: Dial 1-877-786-3721 (toll-free) | 571-272-9000 (local)

Step 2: Choose option #4

or

Email: servicedesk@uspto.gov (mailto:servicedesk@uspto.gov?subject=USPTO.gov%20account)

✈️ I forgot my user name. How can I reset it?

Your user name is the email address used to create your MyUSPTO account. If you forgot the email address you used to register please call the USPTO contact center at 800-786-9199.

✈️ How can I change my password?

To change your password, please visit your accounts page.

At the top right of the blue navigation bar, you will see your name along with a carat icon next to it. Select your name and you will be given a drop down list of options. One of the options is “Account”, please select the link in order to proceed. Once selected, you will be taken to your account page where you will be able to change your password.

✈️ How often do I need to change my password?

If you created your uspto.gov password before June 14, 2016, you will be asked to reset your password 60 days later. Then, after you change your password, you will not be asked to reset your password for 180 days.

Passwords created on or after June 14, 2016, will expire after 180 days.

✈️ My password is expired, how do I update it?
For your security, passwords will expire every 180 days unless changed. To update your expired password, please complete the following steps:

2. Select the “Sign in” button that's found on the secondary navigation or on the “Sign up” widget
3. Enter your email address or username and password.
4. When prompted, enter a new password and retype the new password in the fields provided
5. Select the “Update password” button to sign in

**Why do I need to change my password every 180 days?**

Changing your password on a regular basis can help ensure the security of your account.

**What are the requirements for creating a password?**

Passwords must be at least 12 characters long.

They must include:

- One uppercase and one lowercase letter
- One number and one special character

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**I forgot my password, how can I reset it?**

You can visit the forgot your password page.

To keep your account secure, please enter your email address you use to sign in with in the designated field.

Afterwards, please verify your account by answering your security questions. This is required in order to proceed with your password reset.

Once verified, the page will notify you that an email was sent to your registered email address and secondary email address (if any).

The email will provide you with instructions and a reset password link. The reset password link will expire in 48 hours so it is advised to check your email and select on the link as soon as possible.

**MyUSPTO Help - Managing my account - Editing my account**

**How do I get my deposit authorization code or link my existing payment methods to my new uspto.gov account?**

To obtain the deposit account’s authorization code, an authorized user can contact the Receipts Accounting Division (RAD) at 571-272-6500 Monday through Friday from 8:30 a.m. to 5:00 p.m. Eastern Time.

For Fees Self-Service Portal Help visit https://fees.uspto.gov/help

Additional transition resources are available at: http://www.uspto.gov/learning-and-resources/fees-and-payment/transition-resources
I created an account and setup my security questions, do I need to setup my security questions again on my account page?

No, you do not need to setup your security questions again. The security questions on the account page itself is used in instances where you would like to change your security questions and answers for any reason.

How do I change my account information?

At the top right of the blue navigation bar, you will see your name along with a carat icon next to it. Select your name and you will be given a drop down list of options. One of the options is “Account,” please select on the link in order to proceed. Once selected, you will be taken your account page where you can:

- Change your password
- Change your email address
- Change your security questions
- Modify your personal and contact information
- View your 10 most recent sign-ins

Can I change the answers to my accounts security questions?

Yes, you can change the answers to the security questions provided when you originally signed up for your account.

At the top right of the blue navigation bar, you will see your name along with a carat icon next to it. Select your name and you will be given a drop down list of options. One of the options is “Account,” please select on the link in order to proceed. Once selected, you will be taken your account page where you can change your security questions.

Do I have to enable cookies in order to use my USPTO.gov account?

Yes, cookies must be enabled in order to access any functionality that requires your USPTO.gov account for authentication and authorization.

What is a cookie?

Cookies are small text files that websites put on your computer to store information about you and your preferences.

How do I enable cookies on my browser?

For instructions on how to enable cookies, visit your browser's help resources:

Internet Explorer  

Google Chrome  
[https://support.google.com/chrome/answer/95647?hl=en](https://support.google.com/chrome/answer/95647?hl=en)

Firefox  

What happens if I fail the reCAPTCHA?
If you fail the reCAPTCHA after five unsuccessful attempts, copy and paste the code you receive as directed to complete the challenge.

**reCAPTCHA is not displaying correctly in Internet Explorer 11, how can I resolve this?**

reCAPTCHA cannot display correctly if the “Display intranet sites in Compatibility View” is checked. We suggest that you uncheck this box by going into your Compatibility View Settings. You can find the Compatibility View Settings under the tools menu or the gear icon.

**The pages are not displaying properly in Internet Explorer 9. Why?**

Please check your browser settings to ensure “Compatibility View” has been turned off. Once turned off, please refresh your screen and try again.

**I am getting a blank page, what happened?**

If you are receiving a blank page, we recommend that you refresh your page.
- Windows: ctrl + F5
- Mac/Apple: Apple + R or command + R
- Linux: F5

**Why am I getting a Transport Layer Security (TLS) certificate error?**

You must have a Transport Layer Security (TLS) certificate of 1.0 or higher.