

New URLs for EFS-Web & Private PAIR FAQs

1Q) Why are the URLs changing?

A) The United States Patent and Trademark Office (USPTO) is upgrading the infrastructure of EFS-Web and Private PAIR in order to increase system capacity and stability.

2Q) What will happen if I continue to use the old URLs?

A) After the system upgrade, applicants who access the old URLs, which start with “<https://sportal.uspto.gov>,” will be redirected to a Web page with the new URLs as shown below.

Please note that the URLs to EFS-Web and Private PAIR have changed.

If you have bookmarks to the old URLs, please update them.

1. EFS-Web for Registered eFilers:
<https://efs.uspto.gov/efile/myportal/efs-registered>

2. EFS-Web for Unregistered eFilers:
<https://efs.uspto.gov/efile/portal/efs-unregistered>

3. EFS-Web Portal homepage:
<https://efs.uspto.gov/efile/portal/home>

4. Private PAIR:
<https://ppair.uspto.gov/epatent/myportal/privatepair>

5. Private PAIR Portal homepage:
<https://ppair.uspto.gov/epatent/portal/home>

3Q) Will the links on the USPTO homepage continue to work?

A) Yes. Applicants who access EFS-Web and Private PAIR using links on the www.USPTO.gov homepage may continue to do so, as URLs on the homepage and EFS-Web and Private PAIR landing pages will be automatically updated.

4Q) Will this upgrade change how I use EFS-Web or Private PAIR?

A) No. The change will not affect any EFS-Web or Private PAIR functionality.

5Q) Will the URL of Public PAIR also be changed?

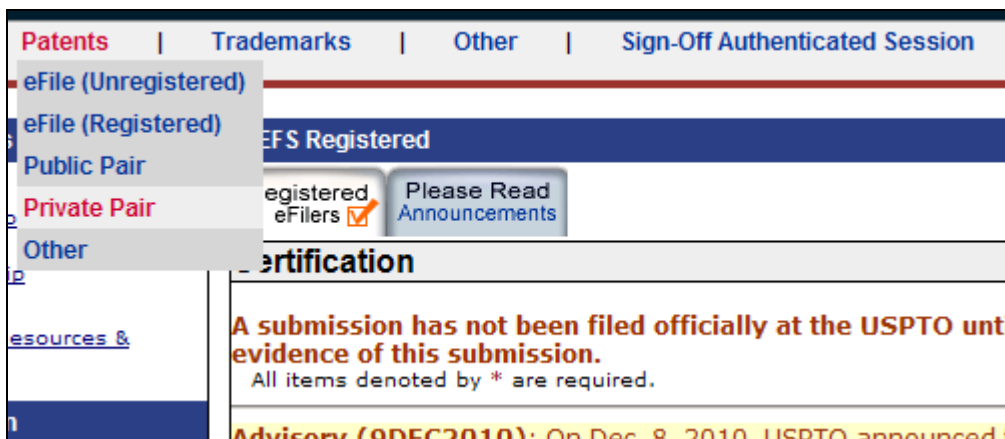
A) No. The URL of Public PAIR, <http://portal.uspto.gov/external/portal/pair>, remains the same.

6Q) Will I have to login to EFS-Web and Private PAIR separately?

A) No. Users will only be required to login one time in order to gain access to both systems.

7Q) Will I still be able to switch between EFS-Web and Private PAIR during the same authenticated session?

A) Yes. Once you have logged into either EFS-Web or Private PAIR, you can continue to switch between EFS-Web and Private PAIR sessions. Below is an example of how a user can switch between the two systems.

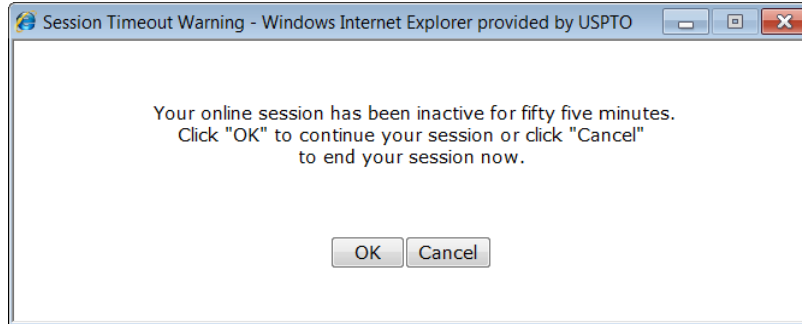


8Q) Has the duration of the time-out sessions changed.

A) No. Each session will time-out after 60 minutes of inactivity.

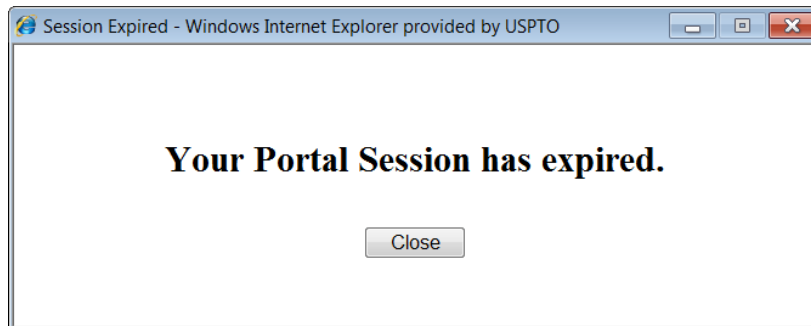
9Q) Will I receive a time-out warning before my session ends?

- A) Yes. After 55 minutes of inactivity (or 5 minutes before the session ends), you will receive a time-out warning (shown in the pop-up window below) and be prompted to extend it by validating the session.



- 10Q) What will happen if I do not click the OK button to revalidate the session?

- A) When the session time expires after 60 minutes of inactivity (as shown in the pop-up window below), your online session will end, you will be automatically logged off the system, and you will lose any unsaved work.



- 11Q) If I login to one system (e.g., EFS-Web), and switched to the other system, (e.g., Private PAIR), when I revalidate in one system, are both system sessions revalidated?

- A) No. Only the session that is currently displayed in the browser (e.g., Private PAIR) is revalidated. The session running in the background (e.g., EFS-Web) is not revalidated.

- 12Q) How do I revalidate the session running in the background?

- A) In order to extend the time for the background session, you must switch back to that session using the top portal navigation and perform any activity that communicates with that system (such as clicking the Continue button in EFS-Web or clicking on a different tab in Private PAIR).

If 60 minutes has elapsed since the last activity in the session, your unsaved data will be lost.

13Q) Will the URL of EFS-Web Contingency be changed?

A) No. The URL of EFS-Web Contingency, <https://epfportal.uspto.gov/efile/portal/efs-contingency>, remains the same.

14Q) Will my existing PKI digital certificate continue to work?

A) Yes. Your existing digital certificate will continue to work in the upgraded systems. Please use it to authentication into EFS-Web and Private PAIR as before.

15Q) Besides updating my bookmarks, do I need to change anything else?

A) No. If you are currently able to access EFS-Web and Private PAIR, you do NOT need to make any Web browser configuration changes to access the upgraded systems.