
[Technical Support for FCC Online and FCC Forum](#)

Reporting Problems to USP Technical Support Staff

The USP technical support team is available during standard business hours (EST) of 9:00 a.m. to 5:00 p.m.

Phone: 800-822-8772 ext. 8291 or 1-301-816-8291

FAX: 301-816-8301

Email: support@usp.org

For specific questions about using Acrobat® Reader®, refer to the Adobe support site at <http://www.adobe.com/support>.

Food Chemicals Codex (FCC) Online

Technical Requirements

Web Browsers:

- Microsoft® Internet Explorer 11.0.
- Google® Chrome

How do I optimize my browser settings?

You can adjust your browser's default settings by doing the following:

- In an Internet Explorer browser window, select Tools > Internet Options from the menu bar.
- On the General tab, click the Settings button.
- In the Settings window, verify the following is selected for checking for newer versions of stored pages: Every visit to the page.
- Click OK to close the Settings window.
- Click the Privacy tab.
- Click the Sites button.
- Enter the following in the Address of Web Site field: online.foodchemicalscodex.org.
- Click the Allow button.
- Click OK.
- Click OK.

Do you support Mac operating systems?

While most browsers perform normally on the Mac OS, we do not officially support Mac.

Does FCC Online access my hard drive?

FCC Online requires that cookies are enabled on your web browser. However, the application does not access your hard drive except to store and read these cookies.

Why do I need a username and password?

FCC Online is available only to licensed FCC subscribers. User authentication prevents unauthorized use of your account.

Are usernames and passwords case-sensitive?

Yes, your username and password are case-sensitive.

If I lose or forget my username and/or password, can this information be emailed to me?

Yes. Contact USP Technical Support at support@usp.org or call (800) 227-8772, ext. 8291 to have your username or password (or a new password) emailed to you.

Why am I prompted to log back into the application if my system has been idle for a while?

FCC Online will prompt you to log back into the application if your session has been inactive for more than 30 minutes. This frees up the application's availability to other users.

Why am I logged out when I click the browser Refresh or Reload button?

Clicking the Refresh or Reload button resets the browser session, and the application must re-verify user authentication. Thus, you are returned to the Login page. For this reason, we advise that you do not use the Refresh, Reload, or Back buttons while logged into the application.

How do I print a page from the application?

To print a document within the application's Document panel, right-click within the frame and select Print from the dropdown menu. To print a document within a pop-up information window, use the Print icon located at the top of the window.

Can I save text or graphics into Microsoft Word?

Yes. Use the following process(es):

To save text into Microsoft Word:

- Highlight the text you want to save.
- Right-click and select Copy from the dropdown menu.
- Open a new Word document.
- Select Paste or Paste Special from Edit menu.
- To save a graphic into Microsoft Word:
 - Right-click on the graphic and select Save Picture As from the dropdown menu.
 - Assign the graphic a file name and save it to your C:\ drive.
 - Open a new Word document.
 - Select Insert > Picture > From File.
 - Specify the file location in the Insert Picture window and click Insert.

Food Chemicals Codex (FCC) Forum

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Do you support Mac® operating systems?

While most browsers perform normally on the Mac OS®, we do not officially support Mac operating systems.

Is registration required in order to access the application?

You are required to register in order to access FCC Forum online. Requiring an email address and password helps to ensure secure access to the application. Only those with a valid email address and password can access the FCC Forum web site. Access **Frequently Asked Questions** page by clicking on the **Need Help** button on the Account Registration page for step-by-step instructions on the process of registration.

USP respects your right to privacy. Refer to USP's privacy policy at <https://www.usp.org/privacy-policy> for more information.

What if I need to modify the information I provided when originally registering?

If you need to modify your registration information, you can access the *Login* page and refer to **Frequently Asked Questions** page on updating profile information. If unable to update, please contact technical support team at support@usp.org.

What are the criteria for choosing a password?

Your password must meet the following requirements:

- Password is case sensitive.
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.
- Must be at least 8 characters long and include at least one of each of the following:
 - Uppercase or lowercase letter (A-Z or a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)

What do I do if I lose or forget my password?

If you lose/forget your password, click the **Forgot password** link on the Login page. You will be guided through the process of changing your password. For assistance, access Frequently Asked Questions web page or contact USP Technical Support at support@usp.org or call (800) 227-8772, ext. 8291.

Why am I prompted to log back into the application if my system has been idle for a while?

FCC Forum Online will prompt you to log back into the application if your session has been timed out. This frees up application's availability to other users.

Can I save text or graphics into Microsoft® Word?

Yes. To save text into Microsoft Word:

- Highlight the text you want to save.
- Right-click and select **Copy** from the dropdown menu.
- Open a new Word document.
- Select **Paste** or press **<CTRL+V>** keys to paste.
- To copy/paste a graphic into Microsoft Word:
 - Right-click on the graphic and select **Copy** from the dropdown menu.
 - Open a new Word document and select **Paste** or press **<CTRL+V>** keys to paste picture.
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