

ORA Data Exchange (DX) Frequently Asked Questions (FAQ) Knowledge Article

1. Summary

Frequently Asked Questions (FAQs) are the part of the ORA DX training resources. The short and easy to understand “question and answer” (Q&A) format allows users to quickly find answers to frequently asked questions about the ORA DX program and related systems.

2. FAQ Overview

The ORA DX program maintains two FAQs to support current or prospective users of ORA DX systems across FDA and regulatory partners. FAQs are searchable, printable, and downloadable PDFs. The document content is organized in logical groups with a convenient dynamic table of contents for ease of access and reference. Navigate to the Table of Contents (TOC) and click on any question to maneuver to its answer or search the document for the information.

- **ORA DX FAQ**
 - Comprehensive document that includes Q&A regarding the overall ORA DX program and systems (ORA Partners Portal [ORAPP], System-to-System, and Enhanced DX client)
 - Content is organized by topics including Top FAQs, ORAPP, System-to-System, FDA Systems Retirement, Overall DX Systems and Capabilities, Inspection and Inventory Data Sharing, Sample Data Sharing, and Training
 - Accessible by public
 - Updated every ORA DX release
- **ORA DX Sample Data Sharing FAQ**
 - Focuses on the Sample Collection, Receipt, and Analysis data sharing capabilities of ORA DX systems
 - Content is logically grouped by topics including Top FAQs, Sample Data Sharing, Sample Collections, Sample Receipt and Analysis, and the Glossary of Acronyms
 - Accessible by authorized ORAPP users
 - Updated whenever there are significant changes to sample data sharing capabilities

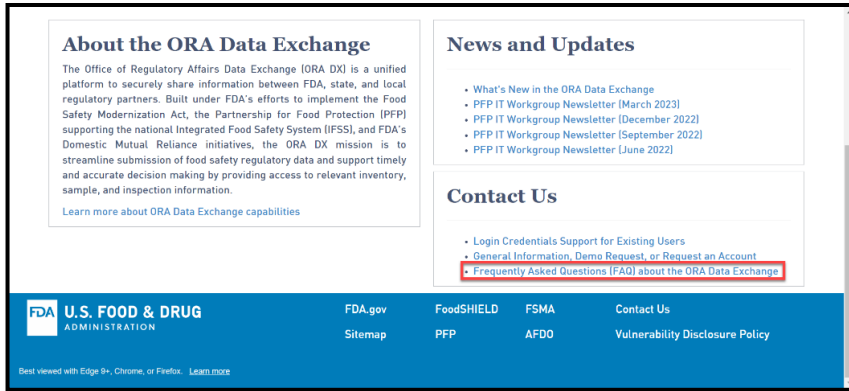
3. Access the ORA DX FAQ

The ORA DX FAQ can be accessed via the Home and Contact Us pages on the ORAPP site in addition to the Partnership for Food Protection (PFP) Information Technology (IT) Workgroup (WG) site.

3.1 Access via ORAPP Home page

1. Navigate to the [ORAPP home page](#) using a web browser.
2. The **Contact Us** section is located at the bottom of the page.

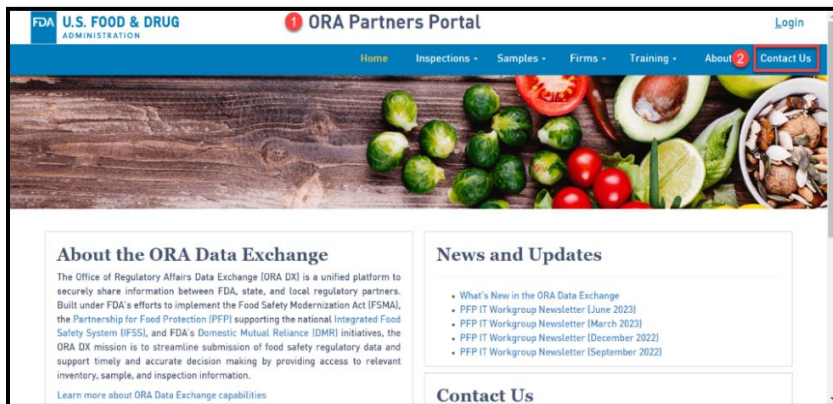
3. Select the **Frequently Asked Questions (FAQ)** about the ORA Data Exchange link.



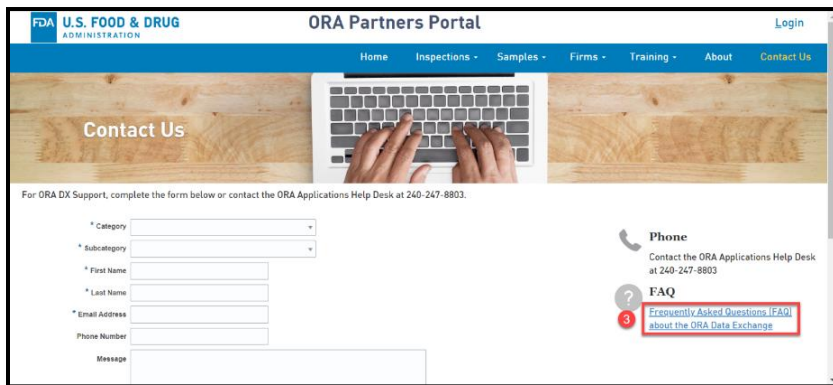
4. The document is opened in a separate tab of the browser.

3.2 Access via ORAPP Contact Us page

1. Navigate to the ORAPP home page using a web browser.
2. Hover over and select **Contact Us** on the menu bar.



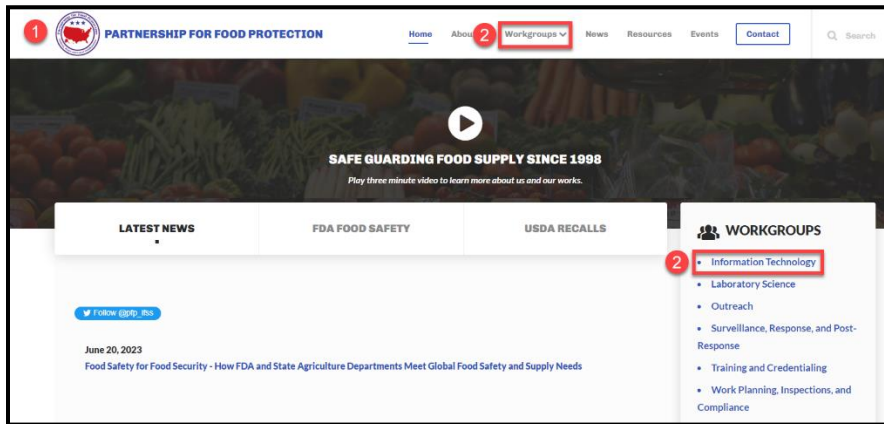
3. Select the **ORA DX FAQ** link located in the FAQ section on the page.



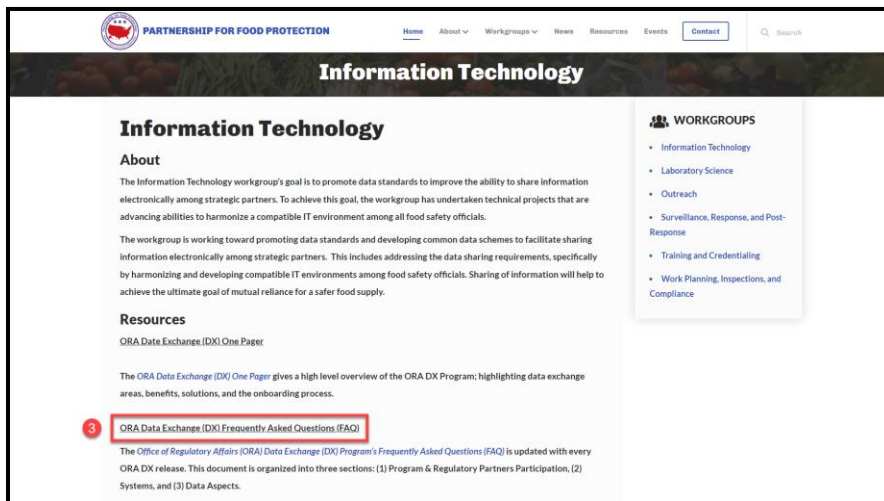
4. The document is opened in a separate tab of the browser.

3.3 Access via PFP IT WG site

1. Navigate to the PFP site using a web browser.
2. Select the **Information Technology** link on the right or within Workgroups menu.



3. Select the **ORA Data Exchange (DX) Frequently Asked Questions (FAQ)** link.



4. The document is opened in a separate tab of the browser.

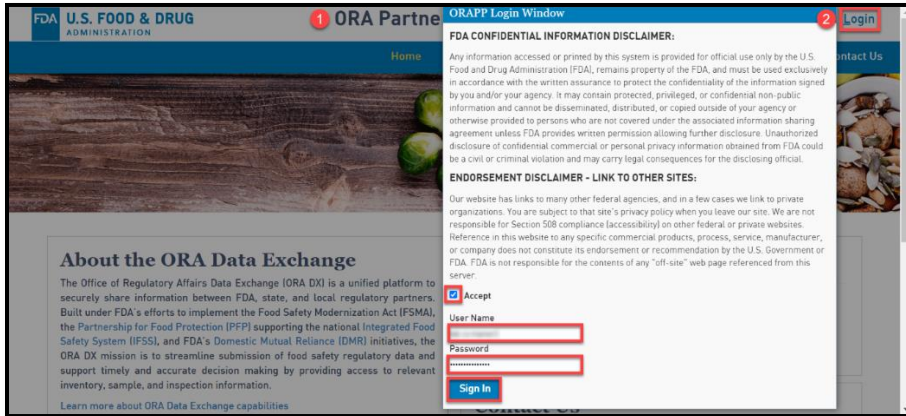
4. Access the ORA DX Sample FAQ

This document is updated every ORA DX release. The ORA DX Sample FAQ can be accessed via the **Collection Guidance Materials** from the ORAPP Sample Collections page or via the **Receipt and Analysis Guidance Materials** from the ORAPP Sample Receipt and Analysis page.

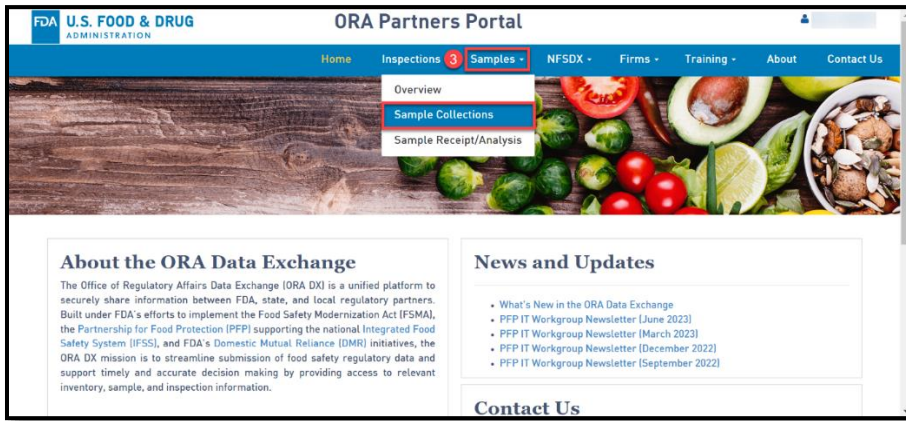
4.1 Access via ORAPP Sample Collections page

1. Navigate to the ORAPP home page using a web browser.

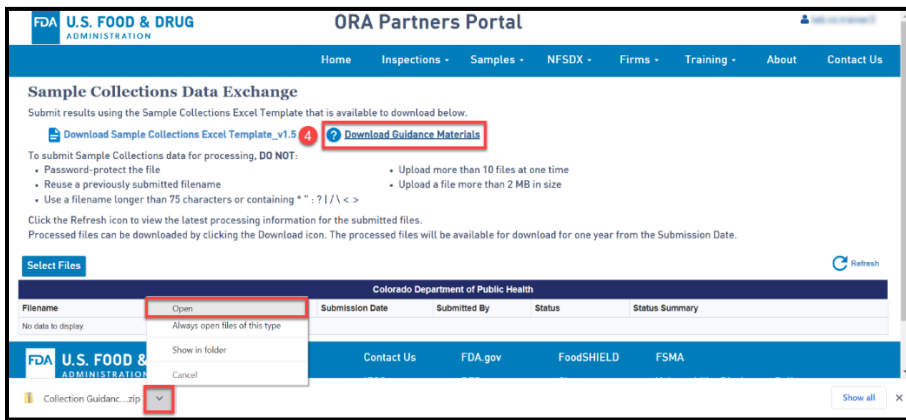
2. Log in to ORAPP using the FDA provided credentials.



3. Hover over **Samples** on the menu bar, then select the **Sample Collections** submenu.



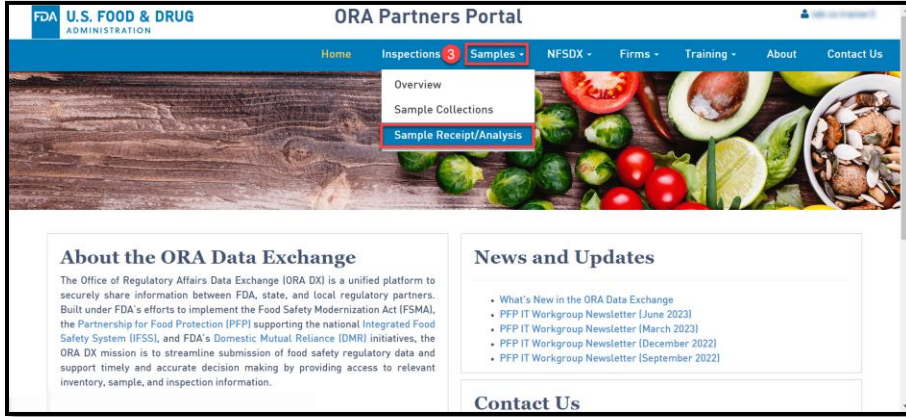
4. Select the **Download Guidance Materials** link. When the download is complete, click on the chevron next to the **Collection Guidance Materials.zip** file and select **Open**.



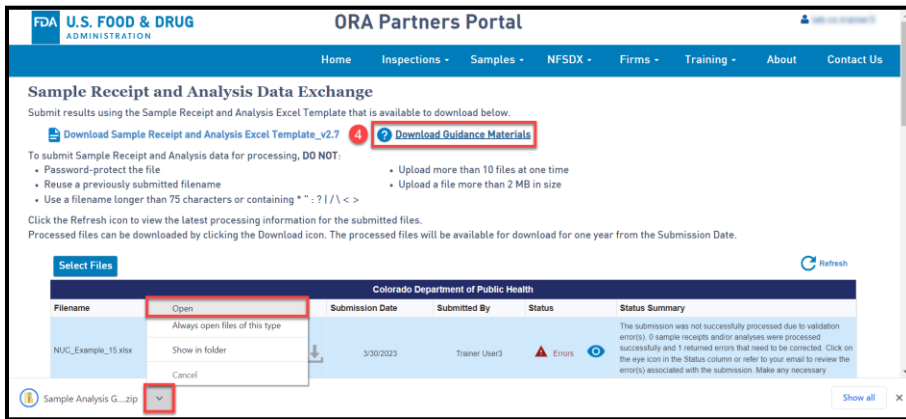
5. Select and open the ORA DX Samples FAQ in the open window to reference the contents.

4.2 Access via ORAPP Sample Receipt and Analysis page

1. Navigate to the ORAPP website using a web browser.
2. Log in to ORAPP using the FDA provided credentials.
3. Hover over **Samples** on the menu bar, then select **Sample Receipt and Analysis** submenu.



4. Select the **Download Guidance Materials** link. When the download is complete, click on the chevron next to the **Collection Guidance Materials.zip** file and select **Open**.



5. Contact Us

The ORA DX Training team would love to hear from you to continuously improve ORA DX training to support regulatory partners. We invite you to contact the ORA DX Training team via the [ORAPP Contact Us Page](#) for any of the following:

- ORA DX training inquiries and support
- Request an instructor-led course, e-Learning course, or knowledge article
- Provide feedback on ORA DX training