

Multi-Factor Authentication (MFA) Guide for Super Account Administrators / Account Administrators

Multi-factor authentication (MFA) is an additional layer of security beyond the user ID and password that enhances security of your account, using another device to verify identity. It is required for all Super Account Administrators (SAAs) and Account Administrators (AAs) who have access to FINRA applications. This additional security control is provided by the vendor, Cisco Duo. Users must enroll with a landline, smartphone or tablet to initiate the MFA process and to use MFA going forward. Eventually, all users will have an opportunity to enroll in MFA to access FINRA systems.

The following enrollment steps only need to be completed once per account.

Note: If the same computer and browser are used within a 24-hour timeframe to access FINRA systems, the user will not be required to re-enter identifying information to re-authenticate each time the user logs on.

FINRA websites protected by MFA can be accessed from Windows or Mac computers running on one of the latest [versions](#) of the operating system. [Duo Mobile app](#) works with iOS and Android. Please note that end-of-life versions are not supported, and all access will be blocked.

This MFA Guide covers information specific to MFA. Go to the [FINRA Entitlement Program > Entitlement Help & Training > FINRA Entitlement Reference Guide](#) for general help for SAAs and AAs.

Table of Contents

Section 1: How to Enroll in FINRA Entitlement Program MFA	2
Section 2: How to Login to FINRA Applications Using MFA.....	8
Section 3: How to Rename or Add a New Device.....	10
Section 4: How to Delete My Device	12
Need Help?	12

Section 1: How to Enroll in FINRA Entitlement Program MFA

1. Open FINRA Gateway: <https://gateway.finra.org>
2. Select **Firm/Org** tab, enter your **User ID** and **Password**, read the **Entitlement Program Terms of Use** and click **Accept and Continue**.

FINRA

Firm/Org Individual Single Sign-On (SSO)

Welcome to FINRA Gateway

User ID

Enter User ID here (ex.: jdoe12)

Password

Enter password here

[View Password](#)

By clicking "Accept and continue" I certify that I have read, understood, and accepted the [Privacy Policy](#) and the FINRA [Entitlement Program Terms of Use](#).

ACCEPT AND CONTINUE

[Forgot User ID or Password?](#)

Don't have an account? [Create Account Here](#)

3. Enter your **Security Answers** and click **Continue**.
4. Click **Continue to MFA**
As an enhanced security measure, you will be directed to the Duo website to complete MFA.

FINRA

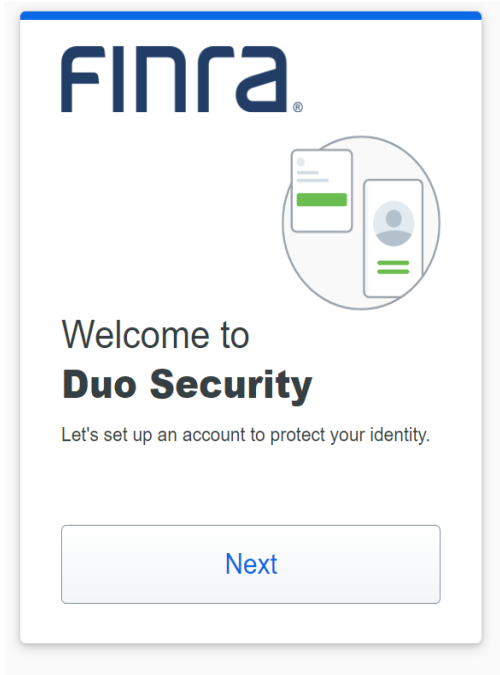
Enroll in Multi-Factor Authentication (MFA)

As an enhanced security measure, you will be redirected to DUO website to complete MFA.

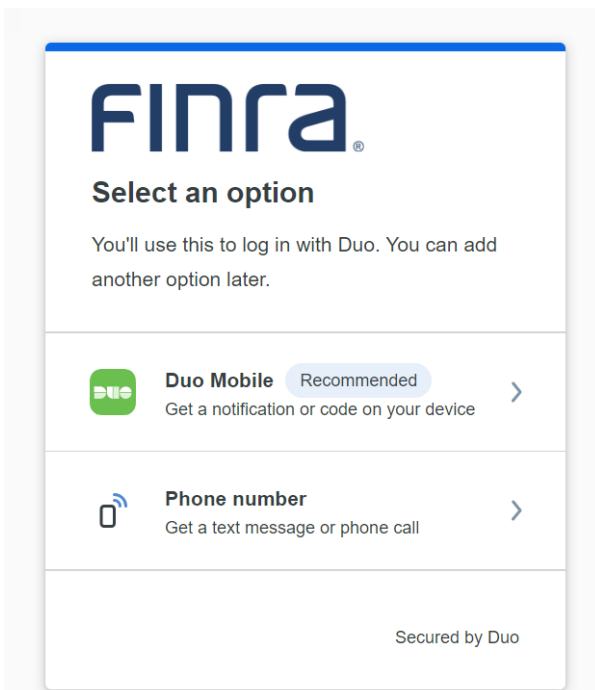
CONTINUE TO MFA

[What is Multi-Factor Authentication \(MFA\)?](#)

5. At the Duo Website to complete MFA, click **Next**.



6. Select the **Option** you will use for MFA.
Recommended Option – Duo Mobile



7. Options from the Duo Mobile Option screen:

- a. Enter the phone number of the device, confirm the phone number, and click **Continue**; or
- b. Click on **I have a Tablet** without entering your phone number.

Note: The device type selection (Duo Mobile, or Phone Number) affects the prompts displayed. Please follow the prompts appropriate to your selection.

< Back

Enter your phone number

You'll have the option to log in with Duo Mobile.

Country code Phone number

+1

Example: "201-555-5555"

Continue

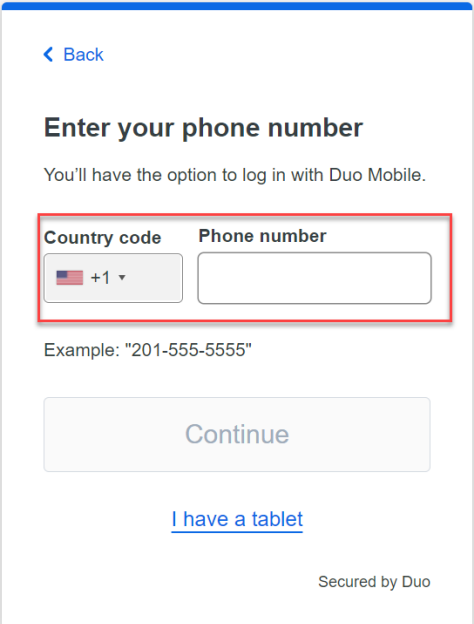
[I have a tablet](#)

Secured by Duo

Note: The user must have access to the device associated with the phone number to complete MFA.

Option a - Phone Number

1. Enter your phone number and click **Continue**.

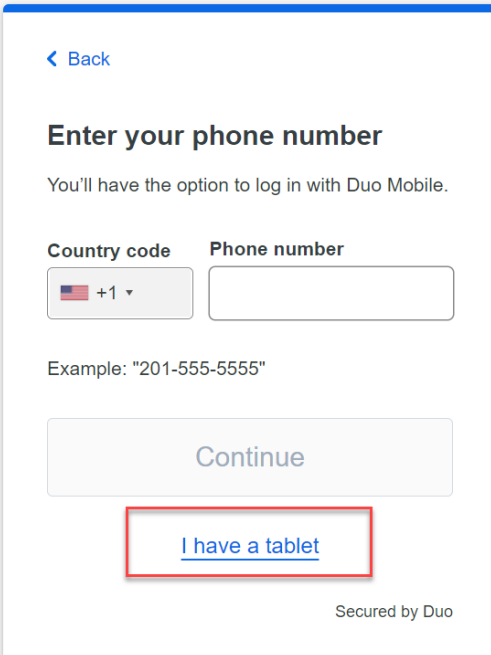


The screenshot shows a mobile application screen titled "Enter your phone number". At the top left is a blue back arrow and the text "< Back". Below the title is a subtitle: "You'll have the option to log in with Duo Mobile." There are two input fields: "Country code" with a dropdown menu showing a US flag and "+1", and "Phone number" with an empty text box. These two fields are enclosed in a red rectangular box. Below the fields is the text "Example: '201-555-5555'". At the bottom of the form area is a large grey button labeled "Continue". Below the button is a blue link that says "I have a tablet". At the very bottom of the screen, it says "Secured by Duo".

- If the phone number can receive a text, you will receive a verification code which you will need to enter on the Duo screen to finish enrollment.
- If the phone number is a landline, you will receive a call and will be required to press any key on the phone to finish enrollment.

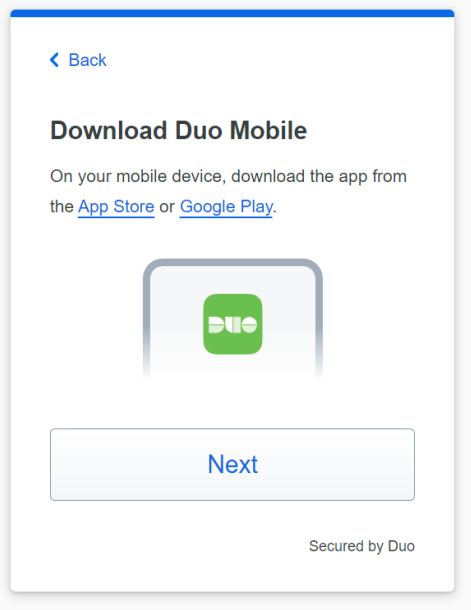
Option b - I have a tablet

1. Click on **I have a tablet**.



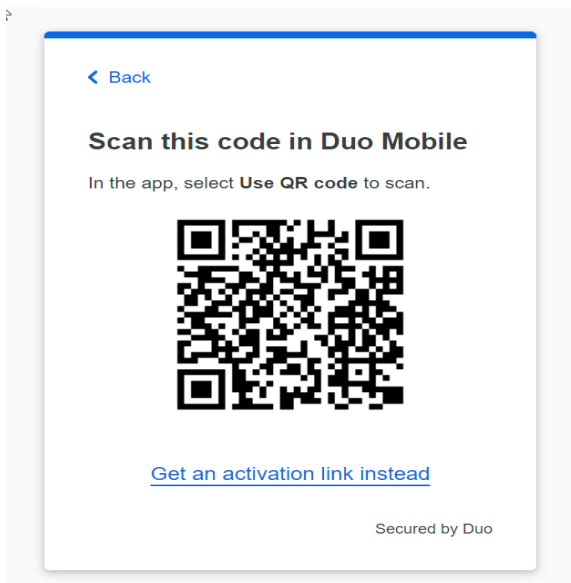
This screenshot is identical to the one above, showing the "Enter your phone number" screen. However, in this version, the "Continue" button is disabled (greyed out), and the blue link "I have a tablet" is highlighted with a red rectangular box. The rest of the screen, including the back arrow, subtitle, input fields, example text, and "Secured by Duo" footer, remains the same.

2. If you do not have the Duo mobile app on your smartphone, download the **Duo Mobile** app either from App store (iOS) or Google Play (Android) (visit the [Duo Mobile app](#) Web Site for more information) and then click **Next**.

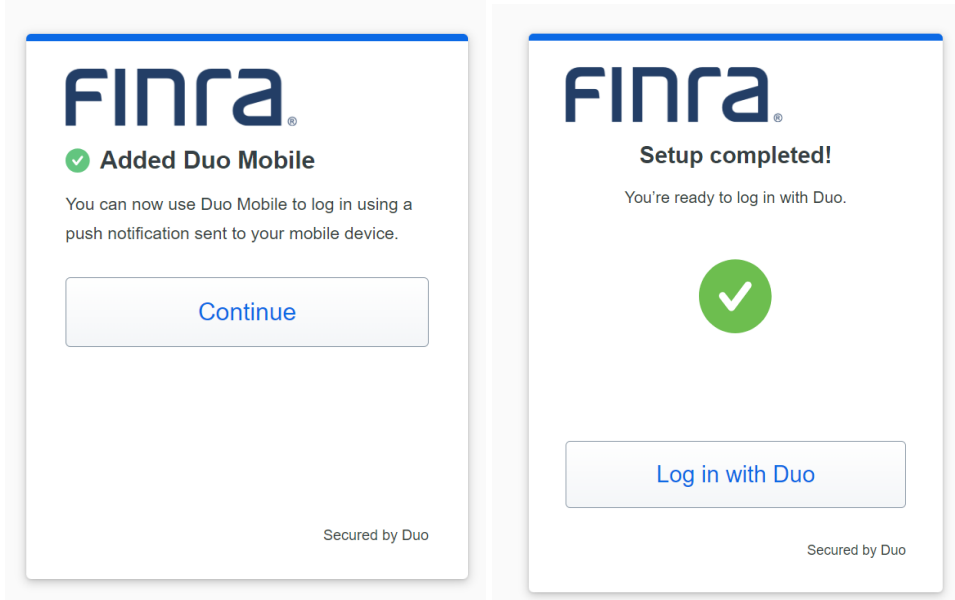


Note: You must authorize Duo Mobile to access your smartphone or tablet camera to complete this step. If you are unable to scan the QR code, click the option to have an activation link sent via email. Note that the activation link must be opened from your mobile device.

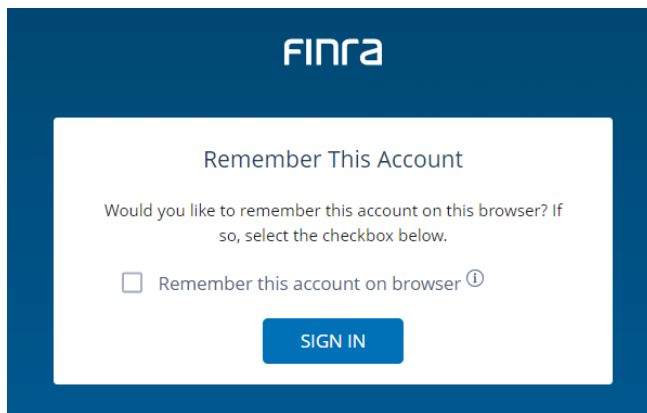
3. Follow the instructions on the screen to **activate Duo Mobile** app.



4. Click **Continue** to complete the setup process. Click **Log in with Duo**.



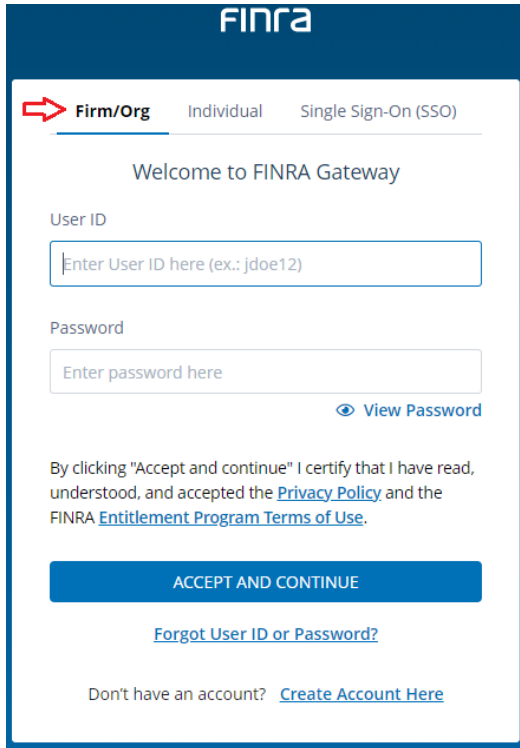
5. You will be prompted to sign in to your FINRA Gateway account.



Note: If the same computer and browser are used within a 24-hour timeframe to access FINRA systems, the user will not be required to re-enter identifying information to re-authenticate each time the user logs on.

Section 2: How to Login to FINRA Applications Using MFA

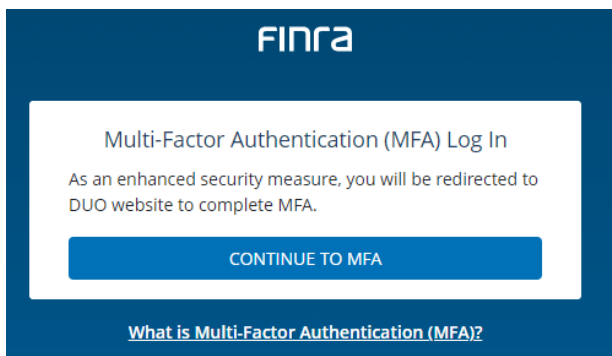
1. Open FINRA Gateway: <https://gateway.finra.org>
2. Select **Firm/Org** tab, enter your **User ID** and **Password**, read the **Entitlement Program Terms of Use** and click **Accept and Continue**.



The screenshot shows the FINRA Gateway login interface. At the top, the FINRA logo is displayed. Below it, there are three tabs: "Firm/Org" (selected with a red arrow), "Individual", and "Single Sign-On (SSO)". The main heading is "Welcome to FINRA Gateway". There are two input fields: "User ID" with a placeholder "Enter User ID here (ex.: jdoe12)" and "Password" with a placeholder "Enter password here" and a "View Password" link. Below the password field is a checkbox area with the text: "By clicking 'Accept and continue' I certify that I have read, understood, and accepted the [Privacy Policy](#) and the FINRA [Entitlement Program Terms of Use](#)." There is a large blue button labeled "ACCEPT AND CONTINUE". Below the button is a link: "Forgot User ID or Password?". At the bottom, there is a link: "Don't have an account? [Create Account Here](#)".

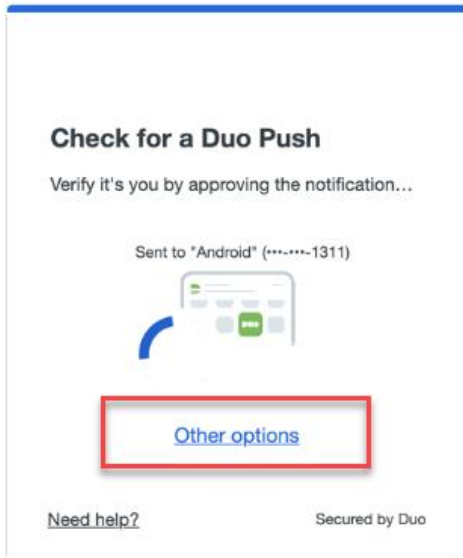
3. Click **Continue to MFA**.

As an enhanced security measure, you will be directed to the Duo website to complete MFA.

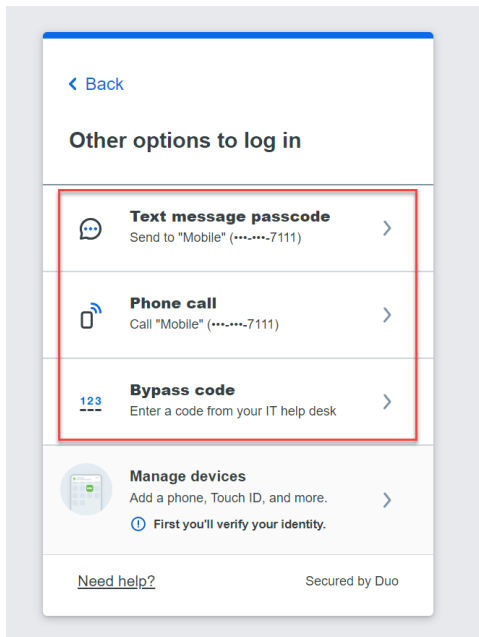


The screenshot shows the "Multi-Factor Authentication (MFA) Log In" screen. The heading is "Multi-Factor Authentication (MFA) Log In". Below the heading is the text: "As an enhanced security measure, you will be redirected to DUO website to complete MFA." There is a large blue button labeled "CONTINUE TO MFA". At the bottom, there is a link: "What is Multi-Factor Authentication (MFA)?".

- You will be prompted with the default MFA option based on the type of device. If you are using a smartphone, the default option is Duo push notification. You can change the default option by selecting **Other options**.



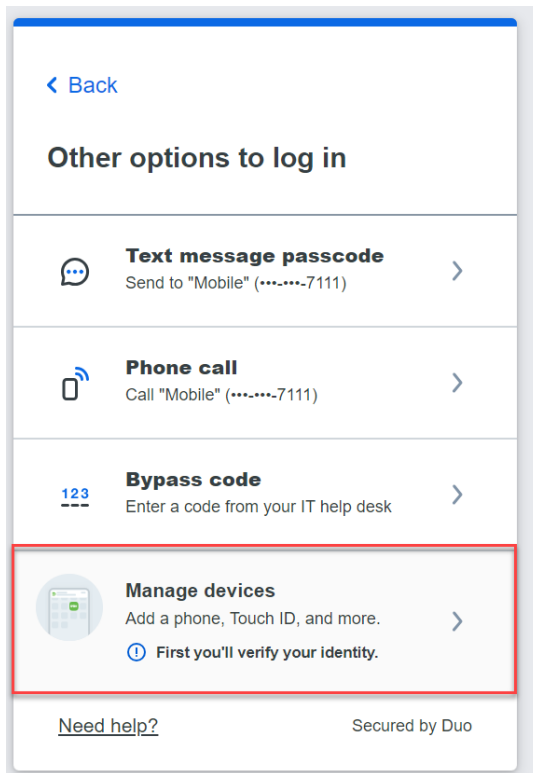
- If you choose to change your option, click any of the other options to complete MFA.



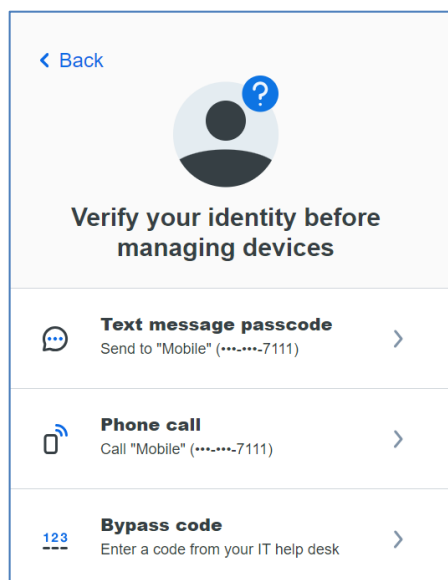
<u>Text Message Passcode:</u>	<u>Phone Call:</u>	<u>Bypass code:</u>
Verify it's you by entering the passcode sent to a text to "Mobile" (...-...-7111).	Verify it's you by pressing any key on your phone....	Verify it's you by entering a code from your FINRA Support Center.

Section 3: How to Rename or Add a New Device

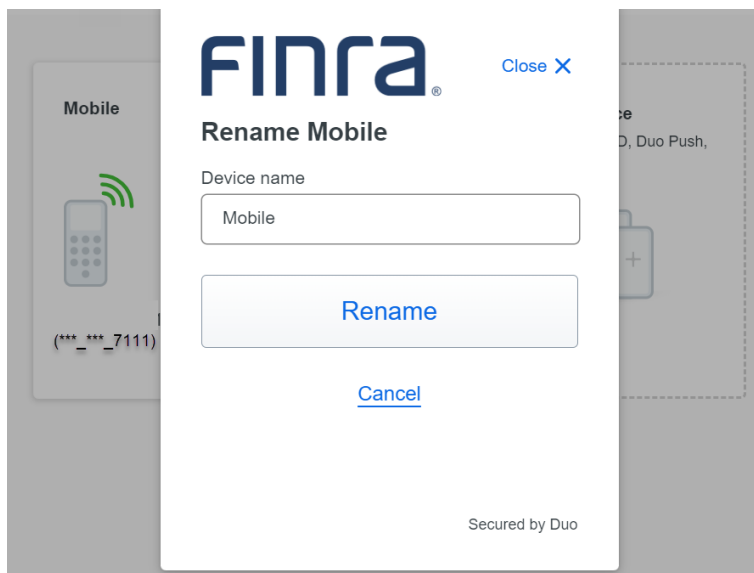
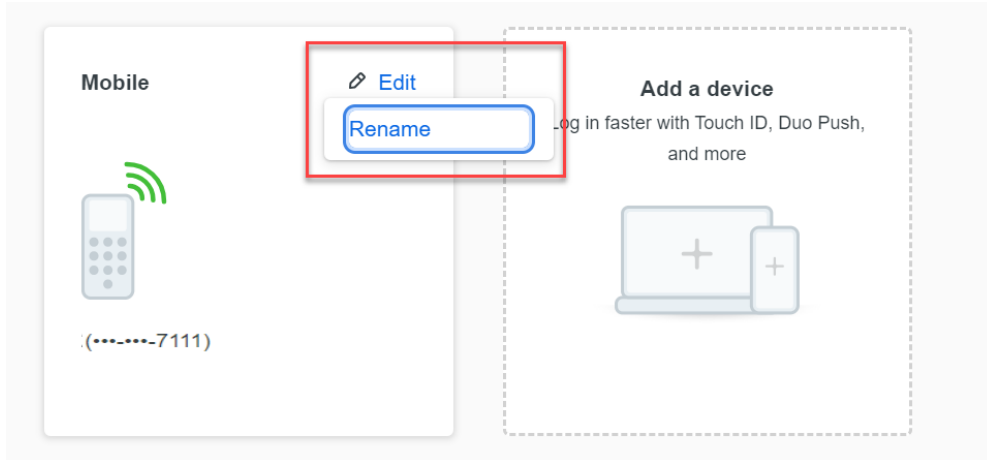
1. Click on **Manage devices** from the Other Options screen.



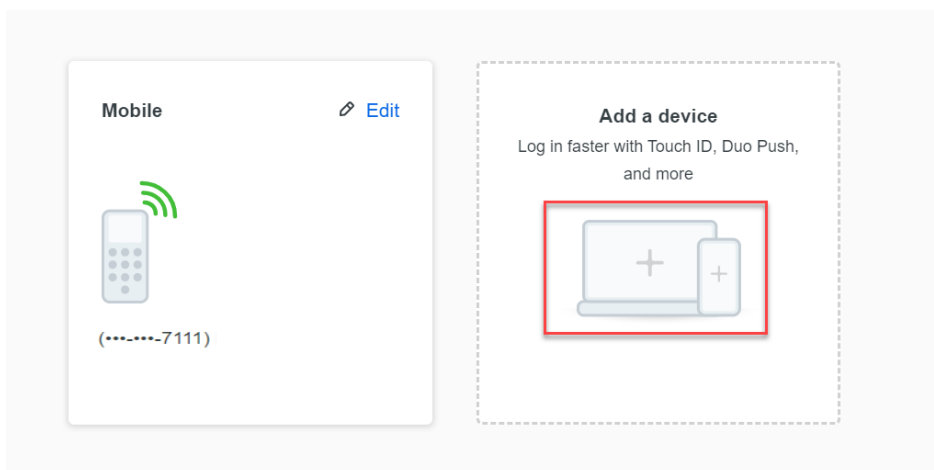
2. **Verify** your identity before managing devices. You will be prompted with the default Duo MFA Option on the phone.

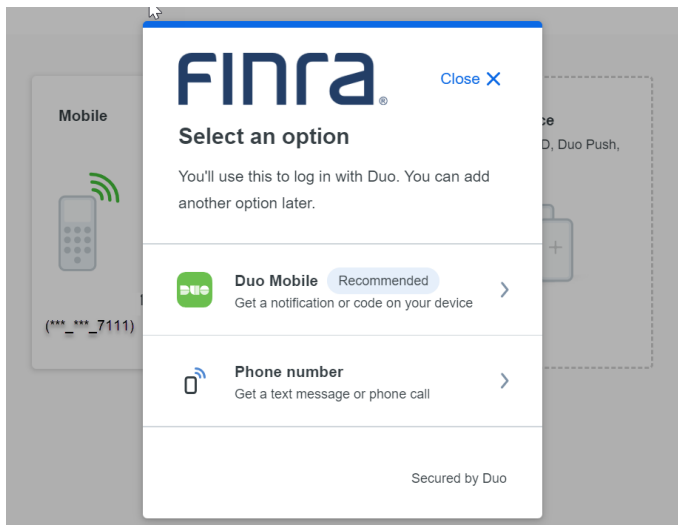


3. Click on **Edit** and then **Rename** to update your mobile phone information. (e.g., rename from Mobile to iPhone)



4. Click on **Add a device** to update your device option.

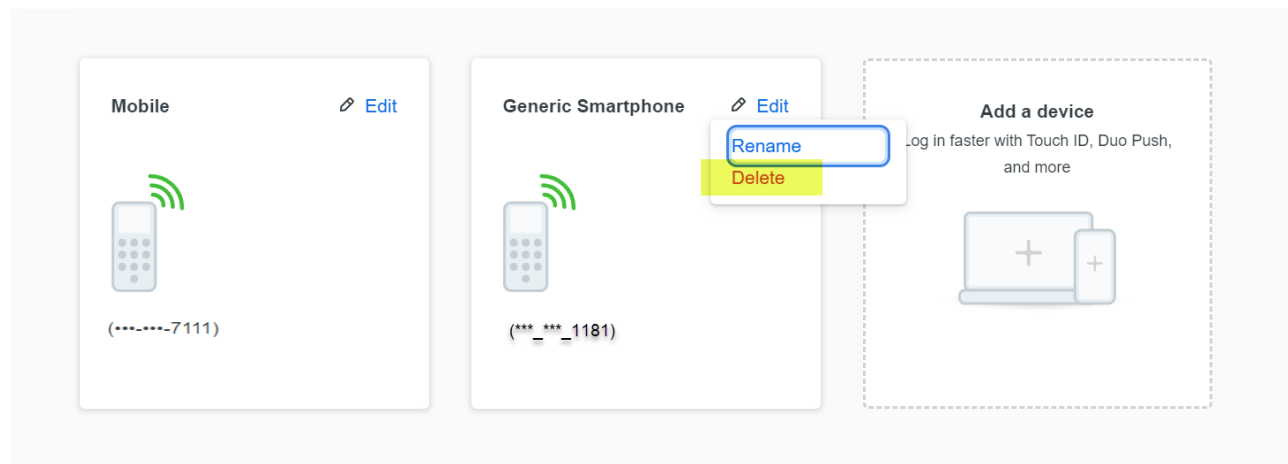




5. Follow the MFA enrollment process described in Section 1 to add a new MFA device.

Section 4: How to Delete My Device

1. Once a second device has been added, click Edit and Delete to remove the device not being used.



Note: You must have at least two devices enrolled in order to delete one.

Need Help?

If you need assistance enrolling or using MFA, contact the FINRA Gateway Support Center at (301) 590 6500.