



## Multi-Factor Authentication (MFA) Guide

Beginning August 16, 2024, during a four-week period, FINRA will deploy a new security feature, multi-factor authentication (MFA), to all active FINRA Entitlement user accounts who have access to FINRA systems in the FINRA Entitlement Program. Super Account Administrators (SAAs) and Account Administrators (AAs) already use MFA to access the FINRA Entitlement Program.

Multi-factor authentication (MFA) is an additional layer of security beyond the user ID and password that enhances the security of your account by using another device to verify identity. This additional security control is provided by the vendor, Cisco Duo. You must enroll with a landline, smartphone, tablet or security key to initiate the MFA process and to use MFA going forward.

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, you will not be required to re-enter identifying information to re-authenticate each time you log in.

FINRA systems 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. For general help questions for SAAs and AAs, go to the [FINRA Entitlement Program > Entitlement Help & Training > FINRA Entitlement Reference Guide.](#)

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## 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

Effective 8/16/24, multi-factor authentication (MFA) has been enabled as an additional security layer. More info available on [MFA Web Site/Guide](#).

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 the enrollment for MFA.

FINRA

Enroll in Multi-Factor Authentication (MFA)

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

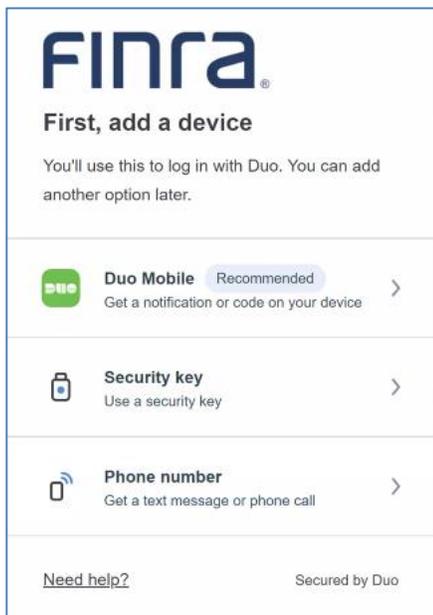
CONTINUE TO MFA

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

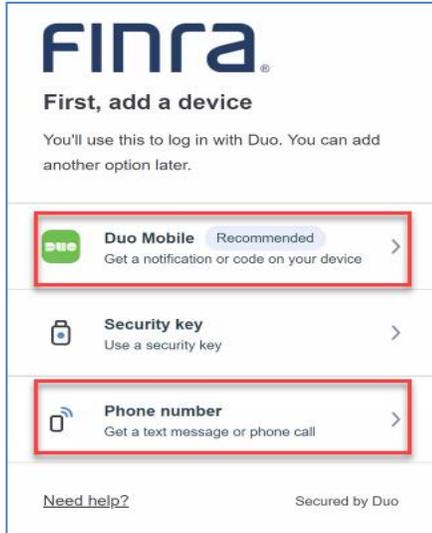
5. At the Duo Website to complete MFA, click **Get started**.



6. Select the **Device** you will use for MFA.  
**Duo Mobile or Security Key is considered to be more secure.**



## Enroll with Duo Mobile or Phone Number:

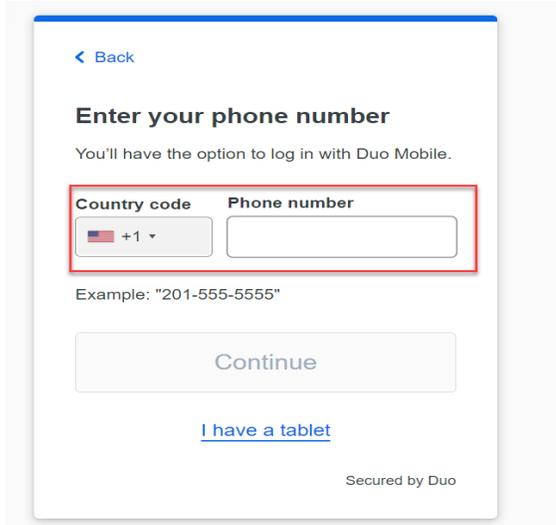


- a. Enter the phone number of the device, confirm the phone number, and click **Continue**;  
or
- b. Click on **I have a Tablet** without entering your phone number.

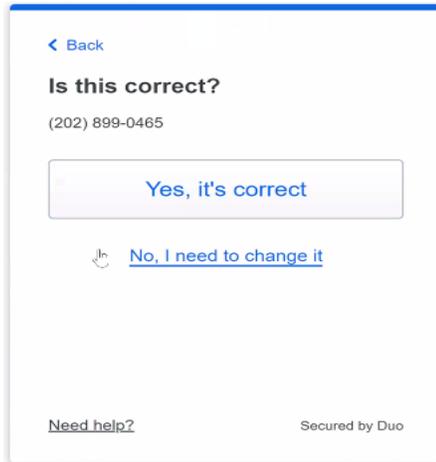
**Note:** The device type selection (Duo Mobile or Phone Number) affects the prompts displayed. Please follow the prompts appropriate to your selection.

### Option a - Phone

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



## 2. Verify your phone number.



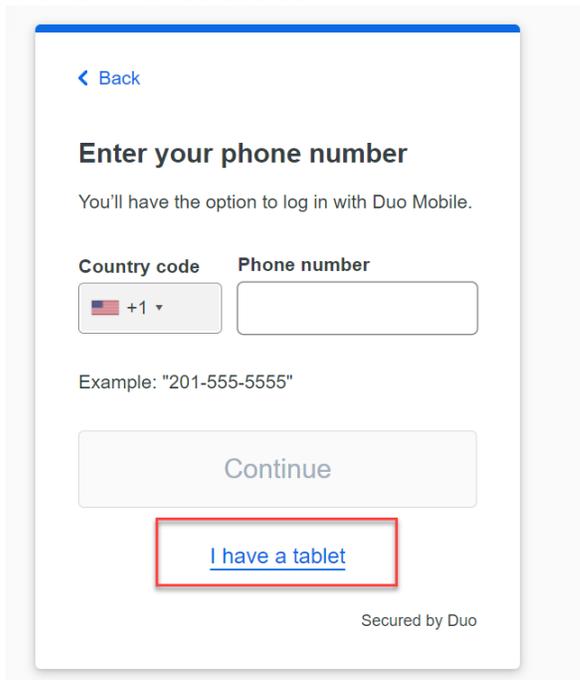
A screenshot of a Duo verification screen. At the top left is a blue back arrow and the text '< Back'. Below that is the question 'Is this correct?' followed by the phone number '(202) 899-0465'. There are two buttons: a large light blue button with the text 'Yes, it's correct' and a smaller blue link with a hand cursor icon and the text 'No, I need to change it'. At the bottom left is a link 'Need help?' and at the bottom right is the text '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.

**Note:** You must have access to the device associated with the phone number to complete MFA.

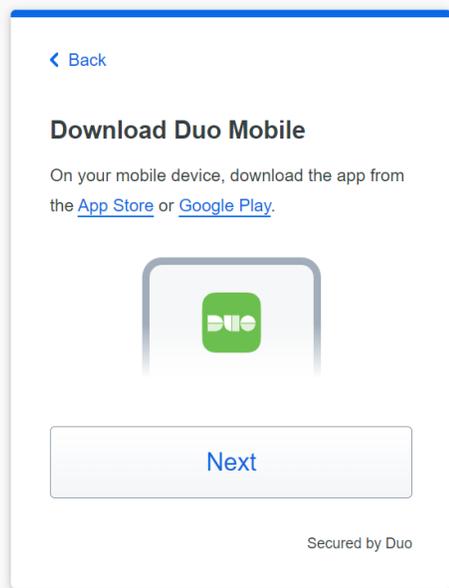
### Option b - Tablet

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



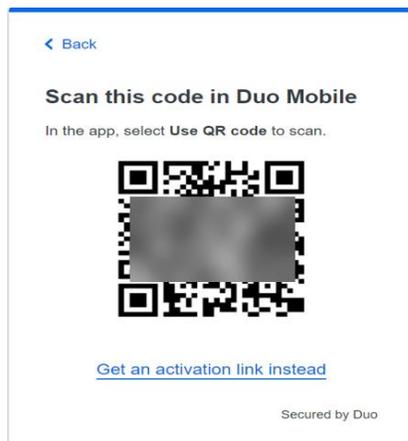
A screenshot of a Duo phone number entry screen. At the top left is a blue back arrow and the text '< Back'. Below that is the heading 'Enter your phone number' and the text 'You'll have the option to log in with Duo Mobile.'. There are two input fields: 'Country code' with a dropdown menu showing '+1' and a US flag icon, and 'Phone number' with an empty text box. Below the fields is the text 'Example: "201-555-5555"'. There are two buttons: a large light blue button with the text 'Continue' and a smaller blue link with a hand cursor icon and the text 'I have a tablet'. At the bottom right is the text 'Secured by Duo'.

2. If you do not have the Duo Mobile app installed 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.



## Enroll with Security Key Device (Effective August 16, 2024)

Complete the following steps to enroll a **security key** in Duo MFA.

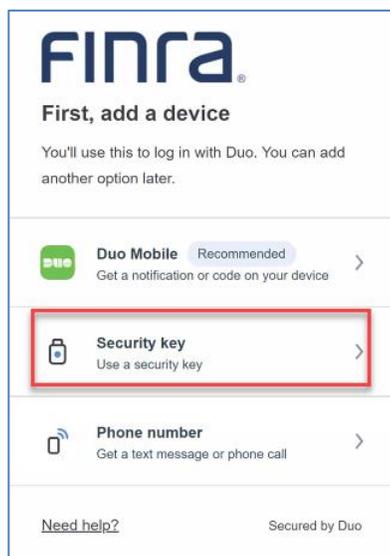
A digital service on your personal device or a physical device that allows users to authenticate through the MFA process.

You must have a supported security key. Duo MFA supports WebAuthn/FIDO2 security keys such as those offered by Yubico and Feitian. U2F-Only security keys such as Yubikey NEO-n are not supported with Firefox.

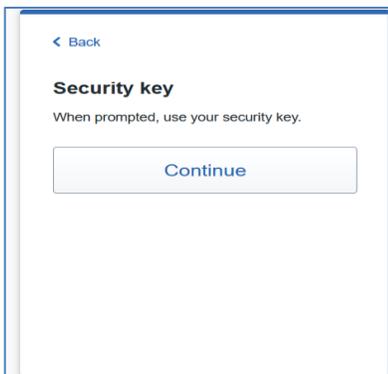
**Note:** FINRA does not endorse any specific security key vendor or model and recommends that organizations perform adequate testing to ensure that the device they intend to use is compatible with Duo MFA for FINRA. More information on Duo-compatible security keys is available on [Duo's website](#).

### 1. Select **Security Key**.

**Note:** If you would like to use a Passkey on your device instead of a physical security key, visit '[How to Set Up a Passkey](#)' for more information.



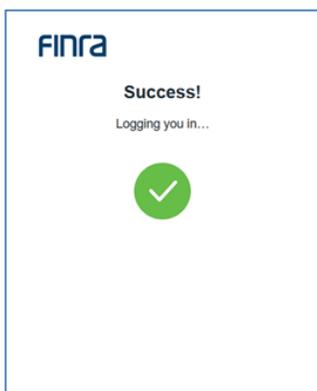
2. Click **Continue**.



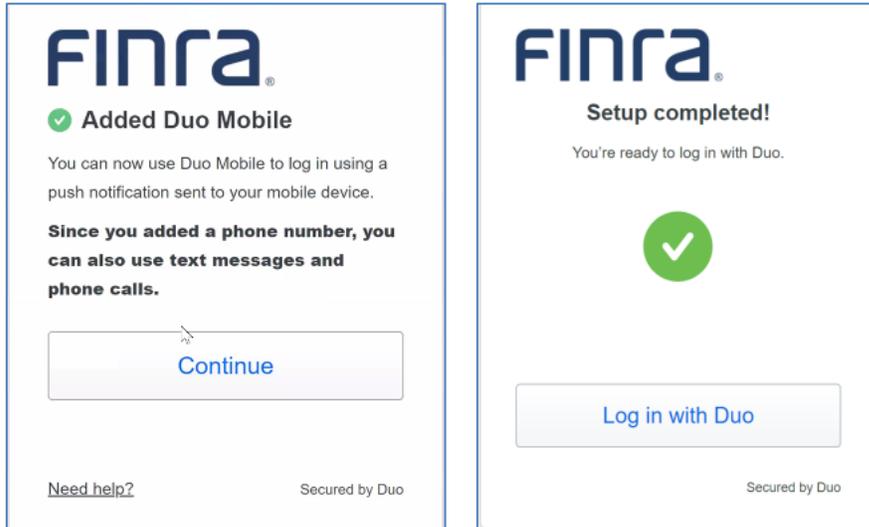
3. Insert your security key into the USB port on your computer and, if needed for the model used, tap the key or press the button.



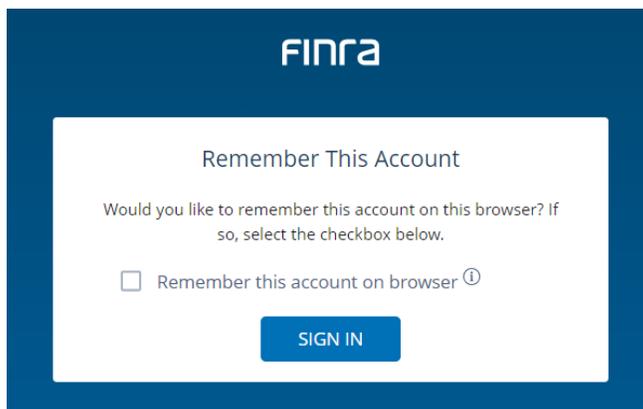
4. A message will appear confirming that your enrollment was successful.



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



6. 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, you will not be required to re-enter identifying information to re-authenticate each time you log in during that timeframe.

## 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**.

FINRA

⇒ Firm/Org Individual Single Sign-On (SSO)

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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. Click **Continue to MFA**.

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

FINRA

Multi-Factor Authentication (MFA) Log In

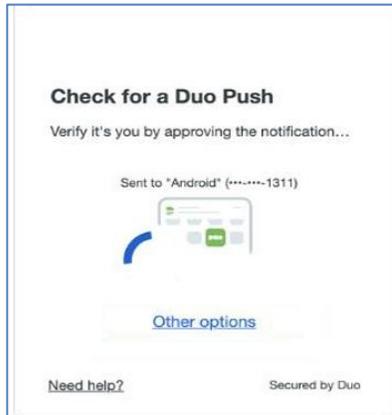
As an enhanced security measure, you will be redirected to DUO website to complete MFA.

**CONTINUE TO MFA**

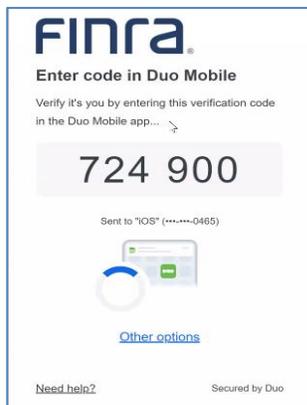
[What is Multi-Factor Authentication \(MFA\)?](#)

- 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**.

Effective August 16, 2024, Duo Push will be replaced with Verified Duo Push and will require a verification code.

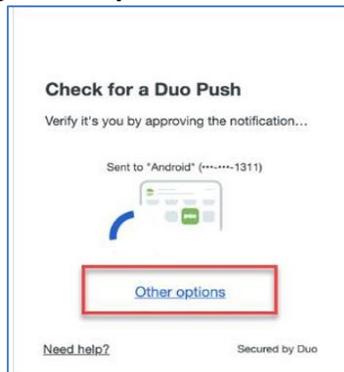


- When you attempt to log in on or after August 16, 2024, your browser will display a verification code.

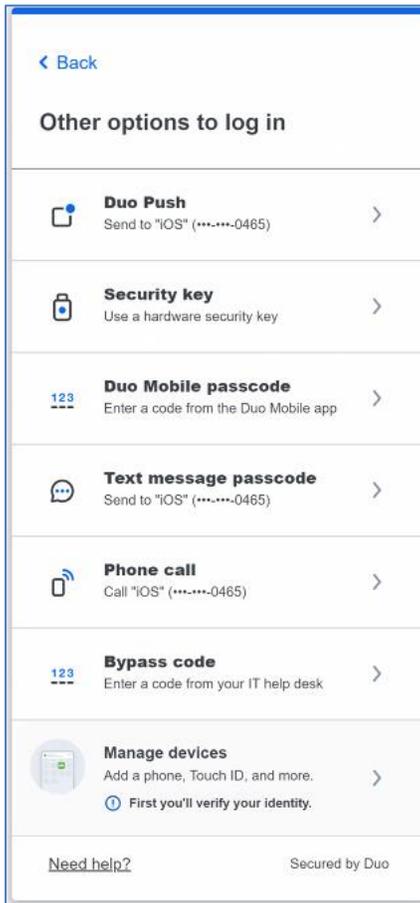


- Verify yourself by entering the verification code, displayed on the FINRA Login page, into the Duo App via your phone. Code must be entered within 60 seconds.

- If you choose not to use the default Option-Duo Push, you can change the default option by selecting **Other options**.



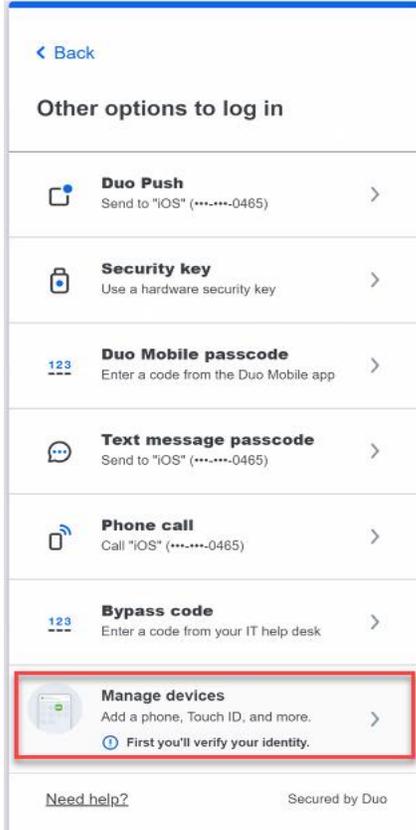
8. If you choose to change your **option** to log in, click any of the other options to complete MFA. For more information on option, see chart below.



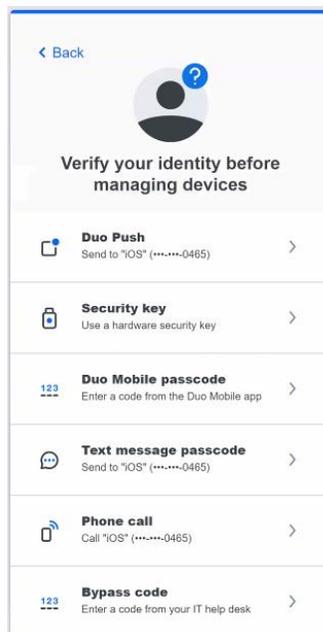
<u>Duo Push:</u>	<u>Security Key:</u>	<u>Duo Mobile Passcode:</u>	<u>Text Message Passcode:</u>	<u>Phone Call:</u>	<u>Bypass code:</u>
<p><b>*Effective August 16, 2024</b></p> <p>Verify yourself by entering the verification code, displayed on the FINRA Login page, into the Duo App via your phone.</p>	<p><b>*Effective August 16, 2024</b></p> <p>Verify yourself by tapping key or pressing button.</p>	<p>Verify yourself by entering the verification code, displayed in the Duo App, into the FINRA Login page.</p>	<p>Verify yourself by entering the passcode sent to a text to "Mobile" (...-...-7111).</p>	<p>Verify yourself by pressing any key on your phone....</p>	<p>Verify yourself by entering a code provided by the FINRA Support Center.</p> <p>*This code is provided on an exception basis when a user is experiencing issues with their mobile device and only after the user has provided accurate responses to all security questions.</p>

## Section 3: How to Rename or Add a New Device

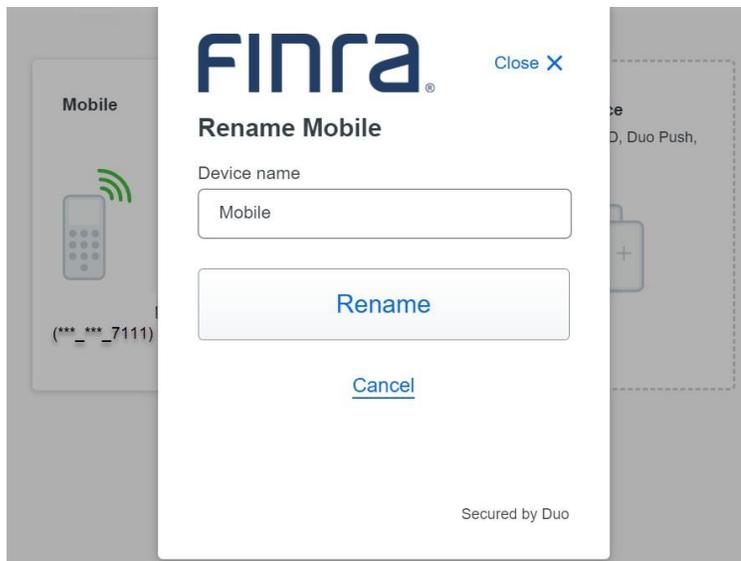
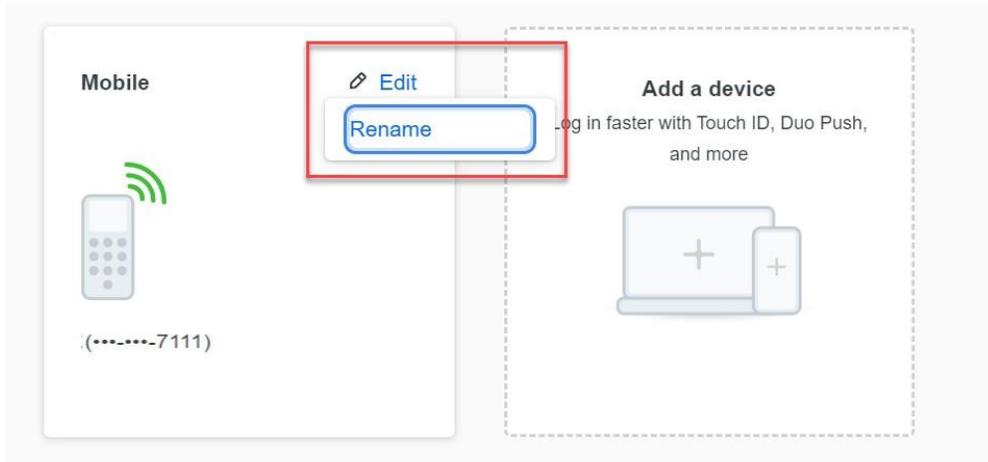
1. Click on **Manage devices** from the Other Options screen.



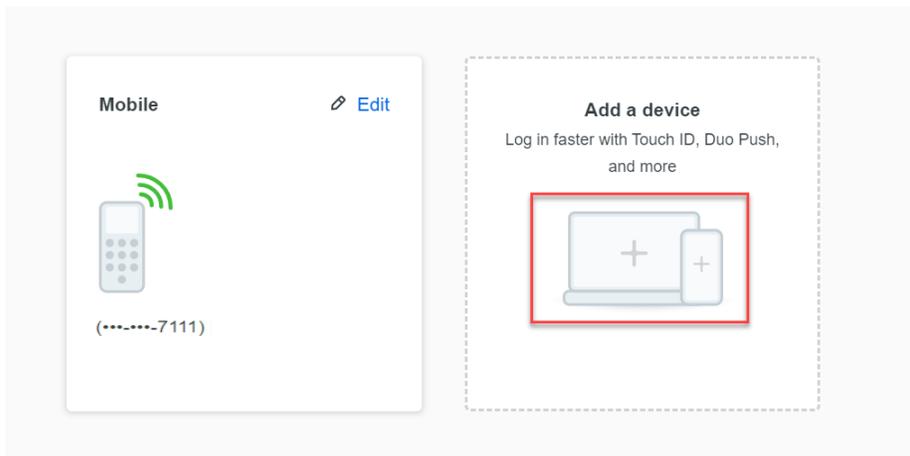
2. **Verify** your identity before managing devices. You will be prompted with the default Duo MFA Option on the phone.



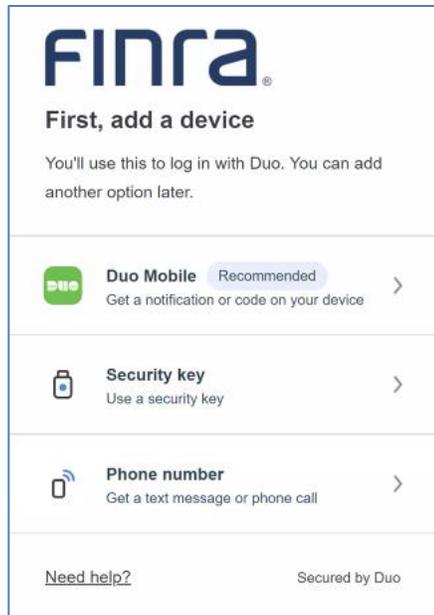
3. Click on **Edit** and then **Rename** to update your mobile phone information. (e.g., rename from Mobile to iPhone)



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 Support Center at (301) 590 6500.