About User Accounts Certification Process for Organizations with Certification Representatives (CRep)

The FINRA Entitlement Program on-line user accounts certification process requires your organization to review and certify all user accounts with access to applications on the FINRA Entitlement Platform.

During the Certification Period, a Certification Representative (CRep) for each organization must certify that authorized users are only entitled to those privileges necessary to perform their job responsibilities on the FINRA Entitlement Platform.

Organizations with CReps are those organizations that do not have a Super Account Administrator (SAA) and are not Broker Dealer, Investment Adviser or Funding Portal Firms.

Organization CReps are required to complete the Annual Entitlement User Accounts Certification Process when directed by FINRA and within the timeframe communicated by FINRA. Consequences for failure to certify will result in disablement of all accounts associated with the organization. The CRep will be required to work with the FINRA Entitlement Team to have account re-enabled to complete the certification process, which will then enable all other accounts at the organization.

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Contact the Gateway Call Center at 301-590-6500.
For CAT Reporting Agents, contact the FINRA CAT Helpdesk at 888-696-3348.
Access Certification Process via Account Management System

1. Begin the certification process by accessing the Account Management System Information at https://accountmgmt.finra.org/ewsadmin2/

Enter your User ID and Password, read the Privacy Policy and Entitlement Program Terms of Use and click Accept and Continue.

Notes:
- Hold cursor down on View Password to see the actual characters entered.
- If you do not know your user ID or password, click the Forgot User ID or Password? hyperlink. Select the appropriate User ID or Password radio button, enter the required information and click Submit. An email with your User ID or a temporary password will be sent to you.
- To improve application security, FINRA has shortened the time before users are automatically logged off due to inactivity to 30 minutes. Please make sure to save your work frequently to avoid lost work due to a system timeout.
2. Answer **Security Question** and click **Submit**.

Note:

- Select the option to “Remember Device” only if you are using your personal computer.
Result: FINRA Entitlement User Certification screen opens.

3. Click 'Click here to begin User Accounts Certification Process'.

![Image of FINRA Entitlement User Certification screen]
Review Information

4. Review user account information that is listed in the Account Management: Search Results.

   Click 'Return to Search Results' to return to the listing of accounts.

   **Note:** You will need to review your organization's user accounts to determine that:
   - each user has a continuing need to access FINRA application(s) on the organization's behalf.
   - each user is entitled only to the applications and privileges needed to perform current job responsibilities; and
   - only users who require access to sensitive data (e.g., Social Security, Criminal History Record Information) are entitled to access this type of data.
Download Report

You can download your user account information into a report to send to other individuals within your organization to confirm individual's appropriate entitlement, including access to applications, privileges, and sensitive data.

5. Click Download Results

6. Determine the criteria for your Download Report and click Download.

Note: User ID and Permissions are default settings and will be provided in your Download Report. You may want to include other criteria such as first, middle and last name to facilitate your review. FINRA recommends that email be selected as an option, as email addresses may change.
7. Manipulate and disperse the data as needed.

Note: FINRA recommends that you certify your users on the same day you request the download to prevent having to perform a subsequent review of your users as the entitlement data may have changed since the download was requested.

Final Certification

Once the user information is verified, if needed, log back into Account Management and click User Accounts Certification.

8. Click the FINRA Entitlement User Account Certification checkbox that is located at the bottom of the screen.

Note: The Continue button will be enabled when the checkbox is selected.

9. Click Continue.

Result: FINRA Entitlement User Accounts Certification screen opens

10. Read the Terms and Conditions and click Agree.

Note: Selecting Do Not Agree will not permit you to complete the certification process but will cancel you out to complete the certification another time.
11. The system will display a **Successfully Completed** message and you will receive a confirmation.

Note:
Additional entitlement information can be found on the [FINRA Entitlement Program](#) page and in the [User Accounts Certification Process for Organizations with Certification Representatives (CRep)](#) page.

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