

Financial Professional Gateway (FinPro Gateway)

Maintaining Email Addresses in FinPro Gateway Guide

Email addresses are essential for Financial Professional Gateway (FinPro Gateway™) account access and communications. This guide provides step-by-step instructions for updating email addresses in FinPro Gateway profiles.

©2025. FINRA. All rights reserved. Materials may not be reprinted or republished without the express permission of FINRA. Individuals, firms, and data mentioned in these materials are fictitious and are presented exclusively for purposes of illustration or example.



TABLE OF CONTENTS

Email Address Confirmation or Edit	3
Edit Your Email Address.....	3

Email Address Confirmation or Edit

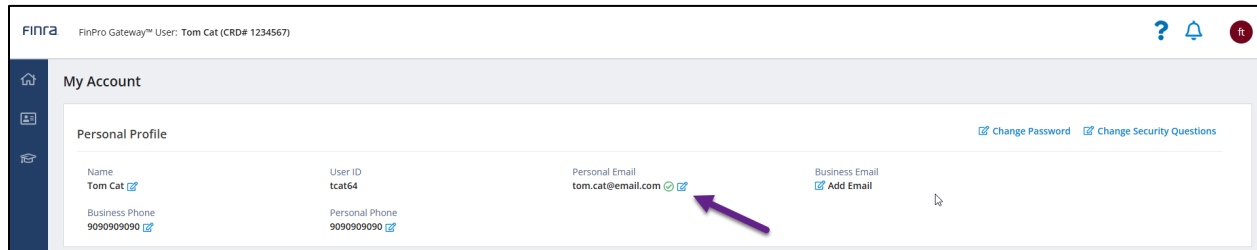
You will see a task to **Confirm that your email address(es) are up to date** displayed on your **My Tasks** list every three months to ensure the information is accurate.

Click **CONFIRM** if the information is accurate, if not click **EDIT** to update the information.



Edit Your Email Address

Select the edit icon next to the email address that needs to be updated to make the necessary change.



To initiate a change, you must select **CONFIRM** on the Change Email window to send a one time passcode to your original email address (which is prepopulated into the field).

Change Email

To verify, we'll send a one time password to your email.
We'll send it to this email.

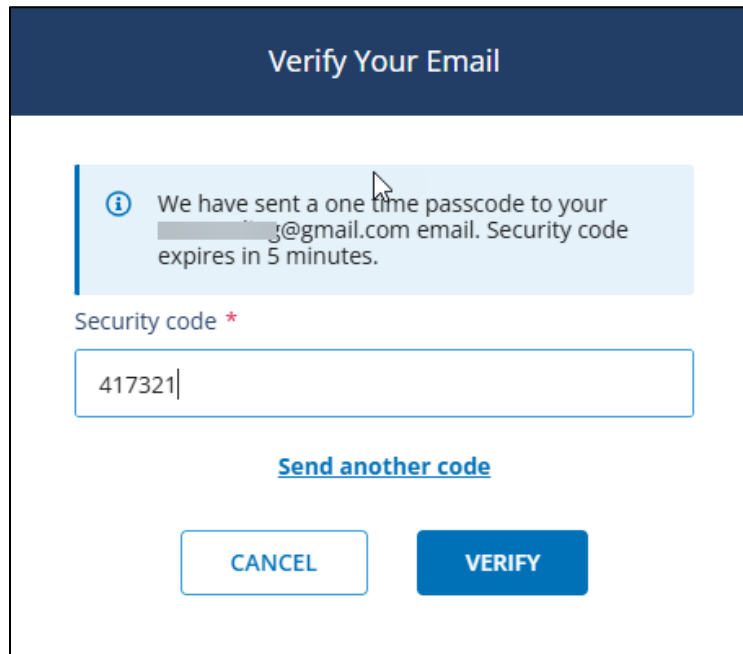
tom.cat@email.com

[Can't receive the passcode?](#)

CANCEL

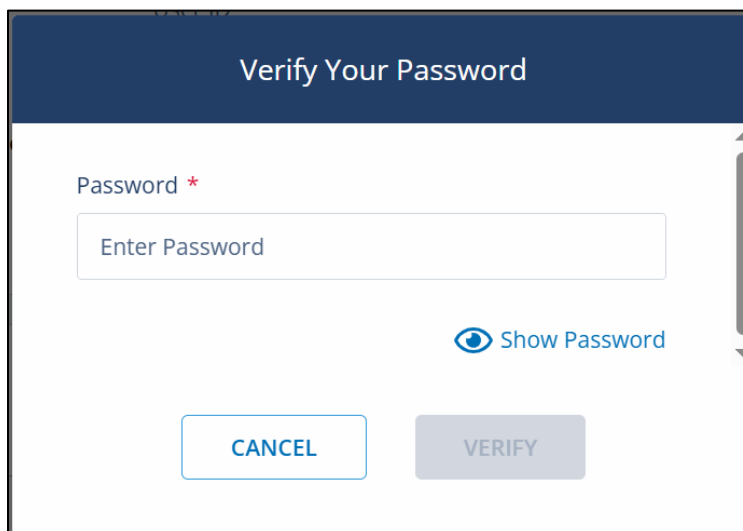
CONFIRM

Once you receive a one time passcode to your original email address, enter it and click the **VERIFY** button to initiate the email address change.



The 'Verify Your Email' form has a dark blue header with the title 'Verify Your Email'. Below the header is a light blue informational box with an information icon and the text: 'We have sent a one time passcode to your [redacted]@gmail.com email. Security code expires in 5 minutes.' Below this box is the label 'Security code *' followed by a text input field containing '417321'. Under the input field is a blue link that says 'Send another code'. At the bottom are two buttons: 'CANCEL' (outlined) and 'VERIFY' (solid blue).

If you cannot access the original email account on your profile, you may select **Can't receive the passcode?** on the Change Email window, which will prompt you to input your FinPro Gateway password to initiate the email address change. Once your FinPro Gateway password has been entered, click the **VERIFY** button to initiate the email address change.



The 'Verify Your Password' form has a dark blue header with the title 'Verify Your Password'. Below the header is the label 'Password *' followed by a text input field with the placeholder text 'Enter Password'. To the right of the input field is a blue eye icon and the text 'Show Password'. At the bottom are two buttons: 'CANCEL' (outlined) and 'VERIFY' (solid grey).

After you verify, enter your new email address on the Change Email window then select **CONFIRM** to make the change.

Change Email

New Email *

Verify New Email *

[CANCEL](#) [CONFIRM](#)

Once your new email address has been confirmed, the system will prompt you to verify the new email address with a one time passcode sent to your new updated email address.

Enter the passcode you received to the new email address to complete the process.

If you do not receive a code to your new email address, confirm that the new email address that you provided is correct. If it is, check your spam or junk folder. If necessary, select **Send another code** and enter the code received to complete the process.

Your email is now successfully updated.