

DR Portal Mobile App Quick Start Guide for Case Participants

A step-by-step guide for case participants

Use this tutorial to download the app, sign in securely, set up mobile permissions, navigate your case information, and know where to get help.

Audience FINRA arbitration case participants	Purpose Mobile app setup and quick reference
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Welcome: Start Here

This tutorial walks you through the mobile app experience in the order most users will follow. Download the app, allow key permissions, sign in securely, find your case(s), review important case activity, and use the main app features. The app is compatible with Android 7.0+ and iOS 15.1+.

In this tutorial, you will learn how to download the DR Portal mobile app, allow app permissions, sign in securely, find and open your arbitration cases, use key case tabs, register for case access, turn on reminders, manage preferences, and contact technical support.

Step 1. Download	Step 2. Allow Permissions	Step 3. Sign In	Step 4. Explore Features
Install the DR Portal app from your device's app store.	Allow permissions needed for notifications, calendar access, document downloads, and uploads.	Use your account's credentials, then enable a supported device security option for faster future access.	Review documents, messages, schedules, fees, pleadings, users, and hearing details.

Step 1: Download the App

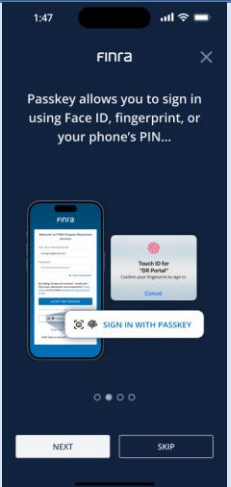
- **iOS:** Search for “DR Portal” in the App Store.
- **Android:** Search for “DR Portal” in the Google Play Store.
- **QR code:** Scan the QR code below to access the mobile app download page.

Download the DR Portal Mobile App	
Scan or visit the DR Portal page 	Available on the App Store GET IT ON Google Play

Step 2: Allow App Permissions

Permission	Why it matters
Calendar	Sync hearing dates, deadlines, and case-related appointments.
Notifications	Receive timely alerts for updates, deadlines, schedules, and important communications.
Files and documents	Download case documents and upload supported documents from your device.
Camera	Capture and upload photos of physical documents, evidence, or signed forms when needed.
App Permissions	
<i>App permission prompts help enable core features such as notifications, calendar access, documents, and uploads.</i>	
What to do: Allow the permissions needed to receive notifications, sync calendar items, download case documents, and upload supported files from your device.	

Step 3: Sign In and Set Up Secure Access

 Facial Recognition Use facial recognition, if supported by your device, for faster sign-in.	 Fingerprint Recognition Use fingerprint recognition, if supported by your device, to access the app securely.	 Device PIN Use your device PIN as another secure sign-in option when biometric sign-in is unavailable.
Secure Sign-In		
 <i>Secure sign-in options allow faster access while keeping your account protected.</i>		What to do: Sign in with your DR Portal account credentials, then enable a supported device security option for faster future access. <i>Turn on biometric sign-in if available to reduce repeated password entry.</i>

Step 4: Explore the App

The sections below introduce the main areas of the app and explain how to use each feature when managing your arbitration case from a mobile device.

Step 4.1: Review Your Home Page

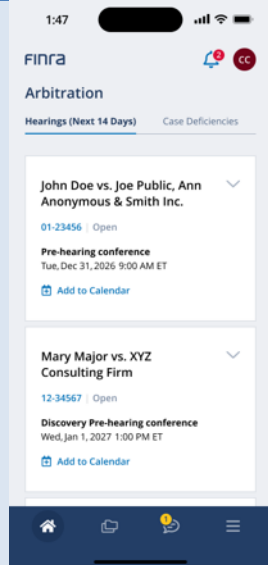
Home Page

The screenshot shows the FINRA Arbitration app interface. At the top, there's a status bar with the time 1:47 and signal/battery icons. Below that, the app header displays 'FINRA' and a notification bell icon with a red circle containing the number '2'. The main content area is divided into two tabs: 'Hearings (Next 14 Days)' and 'Case Deficiencies'. Under the 'Hearings' tab, there are two cards. The first card is for 'John Doe vs. Joe Public, Ann Anonymous & Smith Inc.' with case number '01-23456' and a 'Pre-hearing conference' on 'Tue, Dec 31, 2026 9:00 AM ET'. The second card is for 'Mary Major vs. XYZ Consulting Firm' with case number '12-34567' and a 'Discovery Pre-hearing conference' on 'Wed, Jan 1, 2027 1:00 PM ET'. Both cards have an 'Add to Calendar' button. Under the 'Case Deficiencies' tab, there are two cards. The first card is for 'John Doe vs. Joe Public, Ann Anonymous & Smith Inc.' with case number '01-23456' and a deficiency dated '09/02/26'. The second card is for 'Mary Major vs. XYZ Consulting Firm' with case number '12-34567' and a deficiency dated '09/02/26'. Both cards have a 'Please review the deficiency letter for guidance' message. At the bottom, there's a navigation bar with icons for Home, Search, Notifications, Menu, and a profile icon.

What to do: Open the app and start on the home page. Review the summary cards to identify upcoming hearings, deficiencies, announcements, and other time-sensitive case activity before moving into a specific case.

The home page highlights upcoming hearings, deficiencies, and time-sensitive case activity.

Hearings Snapshot

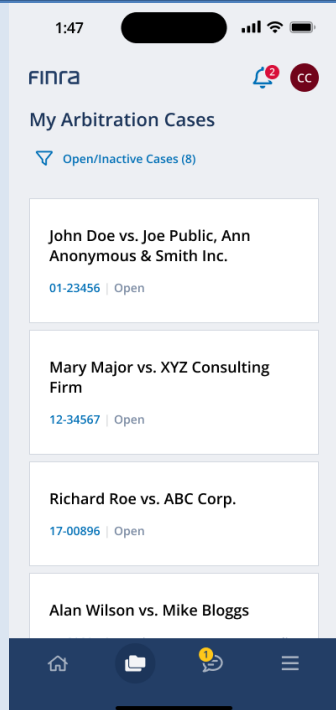


Hearing details are available directly from the case home page.

Tutorial action: Tap a hearing card or hearing alert to review hearing details. Hearings occurring within the next 14 days are flagged for easy reference.

Step 4.2: Find Your Arbitration Cases

My Arbitration Cases



The case list provides quick access to all arbitration cases associated with the party.

What to do: Select **My Arbitration Cases** to view all arbitration cases associated with the party. Tap a case to open its case-specific information and available tools.

Step 4.3: Move Around the App

Navigation Menu and Bottom Tab Bar

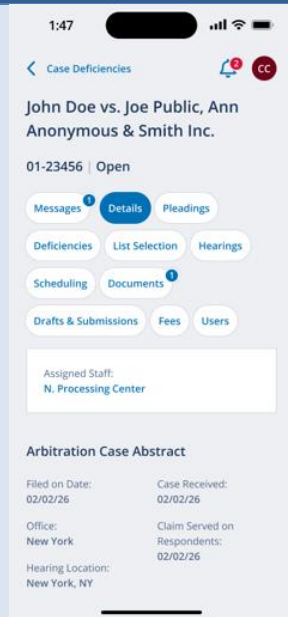


Use the navigation areas to move between cases, messages, schedules, and case tabs.

What to do: Use the navigation menu and bottom tab bar to move between major DR Portal functions. Return to these navigation areas whenever you need to switch cases, review messages, check schedules, or access case tabs.

Step 4.4: Learn the Case Tabs

Case Details

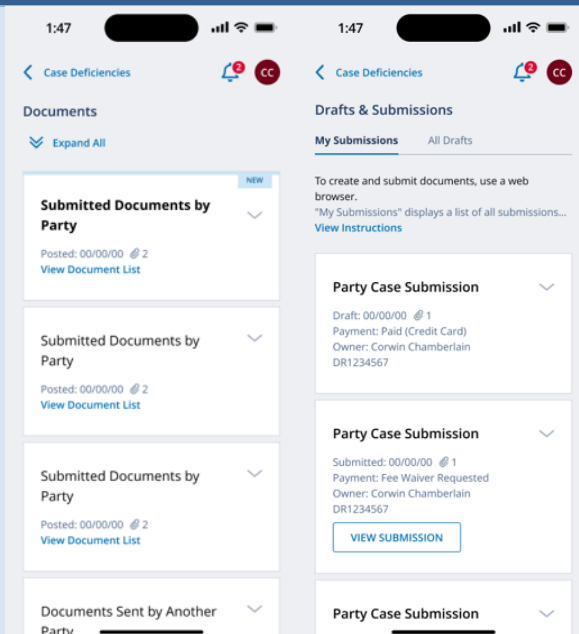


The Details tab shows key case information, parties, and the case abstract.

Tutorial action — Details:

Open the **Details** tab to view key case information, review the parties associated with the case, and access the case abstract.

Documents and Drafts



Documents and Drafts & Submissions are available for review from the case tabs.

Tutorial action — Documents: Open the Documents tab to view case documents and use Create Merged File to combine multiple documents into a single file.

Tutorial action — Drafts and Submissions: Tap **Drafts & Submissions** to view available drafts and submissions for your case. Document filing is not available in the mobile app. To submit documents, use the **DR Portal web portal (Laptop)**.

Fees

Case Deficiencies

Estimated Case Fees

This is an estimate of the fees currently owed on this case that have not yet been assessed to parties.

These fees are in addition to member fees, filing fees, or any other fees that have been already assessed. Future invoices issued by FINRA's Finance Department could be different than these estimated fees.

Administrative Fee	\$750.00
Non Sufficient Funds Fee	\$250.00

Assessed Fees and Payments

The following parties that you are associated with have already been assessed fees or have made payments.

[Party Name], Lic

Type: Corporation
Class: Member
Status: Active

Assessed Fees (as of 09/17/26)

Member Surcharge Fee	\$975.00
Date: 07/14/2026	
Invoice #:	

The Fees tab is view-only and does not support payment processing in the app.

Tutorial action — Fees:

Open the **Fees** tab to review fees assessed on the case. This feature is view-only; payments must be made through the DR Portal web portal (laptop).

Scheduling

1:47

Case Deficiencies

Arbitration Hearing Scheduling Polls

Regular Hearing

Telephonic, Video
Due Date: Wed, Aug 19, 2026
Poll ID: 13260

Number of Hearing Days to Schedule: 2
From: 00/00/00
To: 00/00/00
Time Zone: Eastern Time Zone
Poll Recipients: Parties+Full Panel

EDIT SCHEDULE

Regular Hearing

Telephonic, Video
Due Date: Tue, Sep 3, 2026
Poll ID: 13260

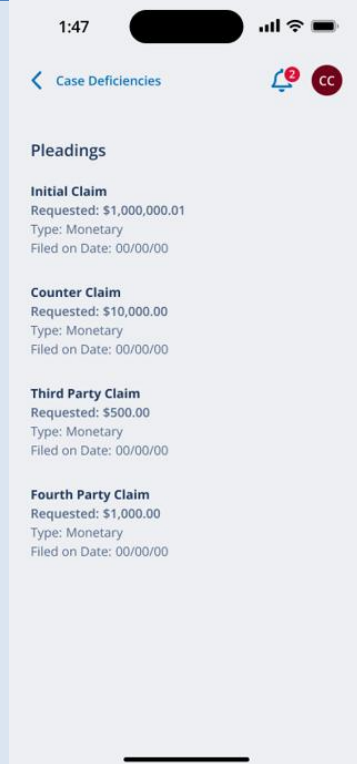
Number of Hearing Days to Schedule: 2
From: 00/00/00
To: 00/00/00
Time Zone: Eastern Time Zone
Poll Recipients: Parties+Full Panel
Poll Last Updated: 00/00/00 12:45 PM

EDIT SCHEDULE

Scheduling screens provide access to polls and availability details.

Tutorial action — Scheduling: Open the **Scheduling** tab to view scheduling polls and availability information. Party representatives and neutrals can use this feature to collaborate on selecting mutually agreeable dates for arbitration hearings.

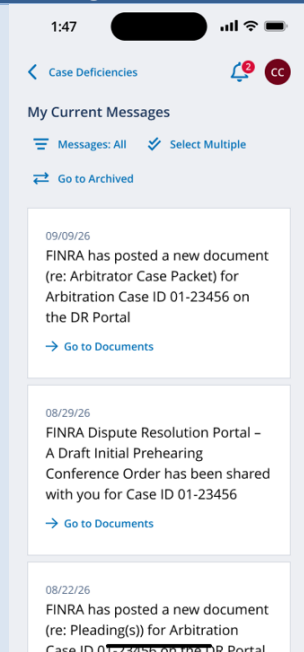
Pleadings



The Pleadings tab displays case pleadings in a consistent sort order.

Tutorial action — Pleadings: Open the **Pleadings** tab to review case pleadings; the information displayed is a summary of the pleadings and may not include all details contained in the documents filed with FINRA.

Messages



The Messages tab provides a unified view of case communications.

Tutorial action — Messages: Open the **Messages** tab to view current and archived messages across your arbitration cases, including case updates, announcements, and reminders. The number displayed on the tab indicates your unread message count. Use the **Current** and **Archived** toggle to switch between active and archived messages and use the bulk archive option to manage multiple messages at once. Archived reminders and announcements can be accessed at any time from **Archived Messages**.

List Selection

The screenshot displays the 'List Selection' interface. On the left, under 'Arbitrator List Selection Rankings', there are three sections: 'Primary List' (Due Date: Tue, Aug 19, 2025; List ID: 132060) with a 'VIEW RANKING LIST' button, and two 'Custom Chair List' sections (Ranking Submitted: 00/00/00; Submission Method: Portal; List ID: 132690) each with a 'VIEW RANKING LIST' button. On the right, under 'List Selection for List ID: 105855', there are instructions to enter ranks and strikes, a note about submitted ranks, and a 'Public Chairpersons' section with a 'Maximum of 5 strikes permitted.' Below this, four arbitrator cards are shown: Avery (Rank 5, A1, Public, Strike checkbox), Cameron (Rank, A, Public, Strike checkbox checked), Jordan V (Rank 3, A, Public, Strike checkbox), and Morgan (Rank 8, A, Public, Strike checkbox).

1:47

< Case Deficiencies

Arbitrator List Selection Rankings

Primary List

Due Date: Tue, Aug 19, 2025
List ID: 132060

VIEW RANKING LIST

Custom Chair List

Ranking Submitted: 00/00/00
Submission Method: Portal
List ID: 132690

VIEW RANKING LIST

Custom Chair List

Ranking Submitted: 00/00/00
Submission Method: Portal
List ID: 132690

VIEW RANKING LIST

1:47

< Case Detail Page

List Selection for List ID: 105855

Please enter ranks and strikes on this page. Every n...
[View Instructions](#)

Note: Your submitted ranks and strikes will not be seen by opposing parties.

Public Chairpersons

Maximum of 5 strikes permitted.

5 Avery [redacted] ☐ Strike
Rank A1 [redacted] Public

[redacted] Cameron [redacted] ☒ Strike
Rank A [redacted] Public

3 Jordan V [redacted] ☐ Strike
Rank A [redacted] Public

8 Morgan [redacted] ☐ Strike
Rank A [redacted] Public

List selection tab supports review striking or ranking arbitrators and editing of List selection.

Tutorial action — List Selection: Open List Selection to review and work with your arbitrator list. Depending on your role and the status of the list, you may be able to view arbitrator information, submit strikes, and rank arbitrators. Editing options are only available when permitted, so actions such as striking or ranking arbitrators may not be available if the list has already been submitted, or your access level is view-only.

Users

The image displays two screenshots of a mobile application interface for managing users associated with a case.

Top Screenshot: The screen is titled "Case Deficiencies" and shows the case "John Doe vs. I Financial, LLC" with ID "26-00139" and status "Open". It lists various tabs: Messages, Details, Pleadings, Deficiencies, List Selection, Hearings, Scheduling, Documents, Drafts & Submissions, Fees, and Users (highlighted). Below the tabs, it shows "Assigned Staff: . System" and a section to "Manage Current User Access for this Case" with an "INVITE NEW USER" button.

Bottom Screenshot: This screen shows the "Manage User for this Case" interface. It includes a "Note" about security and the requirement for the Case ID. The "New User Details" form has fields for "E-mail*", "Description*", and "Access*" (with radio buttons for Full, Full Read, Basic, and None). The "Invited E-mail" field shows "vadim. g". The "Description*" dropdown is set to "Co-Counsel". The "Access*" section has "Full" selected. A "Re-invite" button is visible. At the bottom, there are "CANCEL" and "SEND INVITE" buttons.

User screens show the people associated with the case and related access details.

Tutorial action — Users: Open the **Users** tab to view the individuals associated with the case and review their access details. Portal Contacts can also invite additional users and grant them access to the case from this tab.

Step 4.5: Get Access to a Case

Preliminary Access and Registration

The screenshot displays the FINRA portal interface. On the left, a sidebar contains navigation links: 'I want to...' (Receive a Case, Change My Password, Change My Email Address, Manage My Portal Preferences, Delete My Account), 'Resources' (Arbitration Awards Online, Forms and Hearing Scripts), and 'FINRA Dispute Resolution Services Version 2.2.0.14 What's New'. The main content area is titled 'Receive a Case' and includes a 'Claim Registration' form. The form fields are: 'Case ID*' (masked as ##-####), 'Claim Access Code*' (masked as XXXXX-XXXXX), and 'Associated Person Date of Birth: (Required only for Associated Person)' (mm/dd/yyyy). Below the form is a checkbox for attestation: 'I hereby attest that I am a named party or that I represent a named party in the above-referenced case and will access the DR Portal in good faith for purposes of obtaining arbitration information and to file an online answer and other documents. I declare that the above entered case number and Claim Access Code are accurate to the best of my knowledge.' Below the form, a banner reads: 'LIMITED CASE VIEW: YOU MUST STILL REGISTER FOR THIS CASE. An invitation to register will be emailed to the named representative once you file your answer or Notice of Appearance. See FAQ for more information. FAQ'. Below the banner are tabs for 'Details' and 'Documents' (with a '1' indicator), and a 'Drafts & Submissions' section. The 'Assigned Staff' is listed as 'System'. Below this is an 'Arbitration Case Abstract' section with 'Filed On Date: 07/13/2026' and 'Case Received: 07/13/2026'. At the bottom, there is a 'Case Deficiencies' section with a 'FAQ' link and a 'Documents' section with an 'Expand All' button and a 'Claim Service Packet' document (Posted: 09/14/2026, 2 views).

Receive a case, register as a preliminary contact, and access claim service documents using a Case ID and Claim Access Code from a Claim Notification Letter.

What to do: Limited Case View

This feature is for parties who have received a **Claim Notification Letter** and are registering as a preliminary contact.

If you have not completed case registration, a banner will appear:

LIMITED CASE VIEW: YOU MUST STILL REGISTER FOR THIS CASE

In "Limited Case View", you can access available case information and documents.

Complete your case registration to unlock full case access.

Email Case Registration

The screenshot shows a mobile app interface for the FINRA Dispute Resolution Portal. At the top, the status bar shows the time 1:47 and signal strength. The app header includes the FINRA logo and a red 'CC' icon. Below the header, a welcome message reads 'Welcome to the FINRA Dispute Resolution Portal' followed by a prompt to verify case information and a link to 'View Instructions'. The main form area is titled 'Please enter one of the following:' and contains two input fields: 'Case ID:' with a placeholder '##-####' and 'Online Claim Filing Tracking Number:' with a placeholder '#####'. Below these fields are two checkboxes. The first checkbox is checked and contains the text: '* I hereby attest that I am authorized to access the DR Portal for purposes of obtaining case information or to file case documents associated with the Online Claim Filing Tracking Number or Case ID entered above'. The second checkbox is unchecked and contains the text: '* I understand that case documents may be visible to other case participants through the DR Portal. As a case participant, I should take steps to protect confidential information, including information to which I am given access. I can safeguard my personal confidential information by redacting such information from pleadings, exhibits, and other documents.' At the bottom of the form is a 'SUBMIT' button.

1:47

FINRA CC

Welcome to the FINRA Dispute Resolution Portal

To access your case information, please verify that...
[View Instructions](#)

Please enter one of the following:

Case ID:
##-####

OR

Online Claim Filing Tracking Number:
#####

☒ * I hereby attest that I am authorized to access the DR Portal for purposes of obtaining case information or to file case documents associated with the Online Claim Filing Tracking Number or Case ID entered above

☐ * I understand that case documents may be visible to other case participants through the DR Portal. As a case participant, I should take steps to protect confidential information, including information to which I am given access. I can safeguard my personal confidential information by redacting such information from pleadings, exhibits, and other documents.

SUBMIT

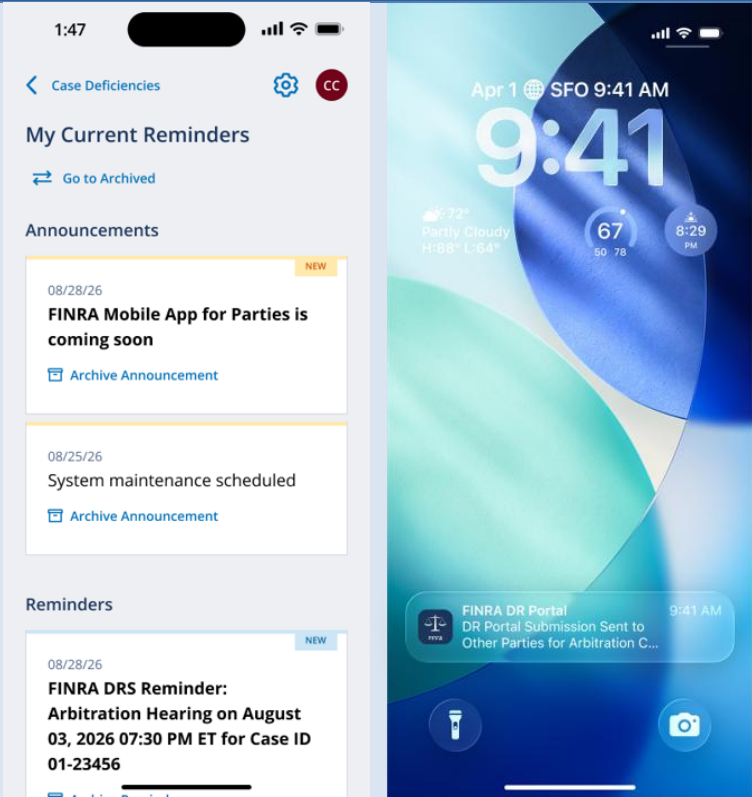
Enter numbers only. Submit activates after entering a Case ID or Tracking Number and selecting both checkboxes.

What to do: Case Registration Email

1. **Tap** the invitation link to open the app.
2. Enter your **Case ID** or **Online Claim Filing Tracking Number**.
3. Check both confirmation boxes.
4. Tap **Continue**.

Step 4.6: Turn On Reminders and Notifications

Reminders and Notifications



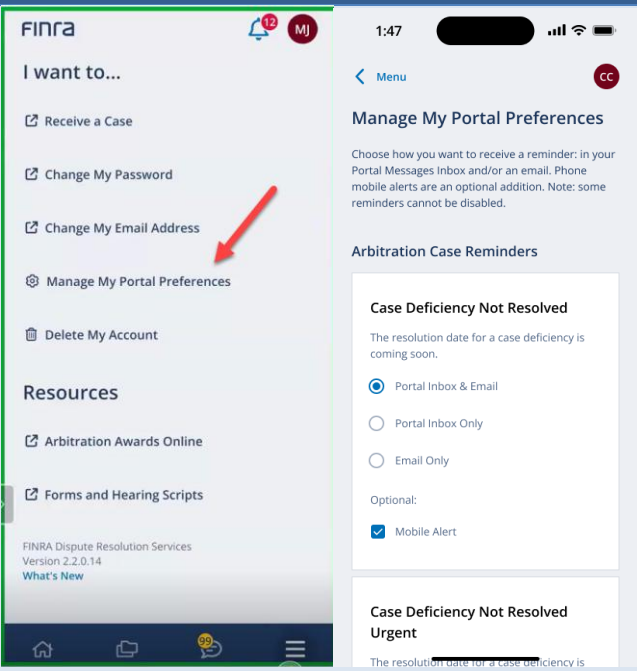
The screenshot shows the 'Reminders and Notifications' section of the FINRA Mobile App. On the left, there's a list of 'My Current Reminders' with a 'Go to Archived' link. Below that are 'Announcements' for 08/28/26 (FINRA Mobile App for Parties is coming soon) and 08/25/26 (System maintenance scheduled). Further down are 'Reminders' for 08/28/26 (FINRA DRS Reminder: Arbitration Hearing on August 03, 2026 07:30 PM ET for Case ID 01-23456). On the right, a larger screenshot shows the app's home screen with a clock, date (Apr 1), location (SFO), weather (Partly Cloudy, 72°F), and a notification for 'FINRA DR Portal DR Portal Submission Sent to Other Parties for Arbitration C...'. A red arrow points to the 'Reminders' section in the left panel.

What to do: Review announcements and reminders inside the app. If prompted, opt in to push notifications so you can receive reminders, announcements, and new case message alerts. Tap a notification to open the related item.

Reminders, announcements, and notifications help parties stay current on case activity.

Step 4.7: Manage Preferences and Role Views

Preferences

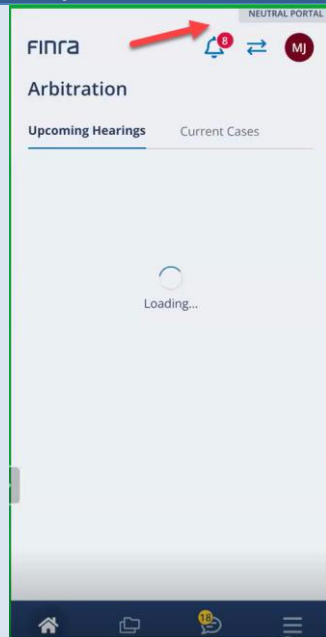


The screenshot shows the 'Preferences' section of the FINRA Mobile App. On the left, there's a list of 'I want to...' options: 'Receive a Case', 'Change My Password', 'Change My Email Address', 'Manage My Portal Preferences' (highlighted with a red arrow), and 'Delete My Account'. Below that are 'Resources' like 'Arbitration Awards Online' and 'Forms and Hearing Scripts'. On the right, a larger screenshot shows the 'Manage My Portal Preferences' screen. It has a title 'Manage My Portal Preferences' and a description: 'Choose how you want to receive a reminder: in your Portal Messages Inbox and/or an email. Phone mobile alerts are an optional addition. Note: some reminders cannot be disabled.' Under 'Arbitration Case Reminders', there's a 'Case Deficiency Not Resolved' section with options: 'Portal Inbox & Email' (selected), 'Portal Inbox Only', and 'Email Only'. Below that, under 'Optional:', there's a 'Mobile Alert' checkbox which is checked. At the bottom, there's another 'Case Deficiency Not Resolved Urgent' section.

Tutorial action — Preferences: Open **Preferences** to manage portal preferences directly from the app.

Preference settings can be managed directly from the mobile app.

Party and Neutral Access



Role labels help users confirm whether they are viewing the party or neutral portal.

Tutorial action — Party and neutral access: Users who are both FINRA neutrals and case participants can access both portal experiences with a single User ID. Before taking any action, check the role displayed in the app to confirm that you are in the correct portal. To switch between the **Party Portal** and **Neutral Portal**, tap the arrow to change your role.

If You Need Technical Support

We're here to help. Use one of the options below for help with the DR Portal mobile app or web portal access.

 Email Support DRPortalhelp@finra.org	 Call Us (800) 700-7065 Monday–Friday, 8:00 a.m.–6:00 p.m. ET	 Schedule a Callback Visit the DR Portal website to schedule a callback.
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Stay connected to your FINRA arbitration cases from anywhere. Download the DR Portal mobile app today.