

FINRA Entitlement Program: Account Management for Account Administrators (AAs) & Super Account Administrators (SAAs)

This user guide is designed to assist Account Administrators (AAs) and Super Account Administrators (SAAs) in navigating through the Account Management System of the FINRA Entitlement Program.

NOTE: Please see the **FINRA Entitlement Program Super Account Administrator** user guide for functionality that is specific for SAAs.

Content:

- [Super Account Administrator & Account Administrator's Roles & Responsibilities](#) (pg. 2)
- [Password Information](#) (pg. 3)
- [How to Access the Account Management Functionality](#) (pg. 3)
- [Accessing Your AA Account using FINRA Firm Gateway - used by member firms](#) (pg. 4)
- [How to Access the Account Management Site using FINRA Firm Gateway - used by member firms](#) (pg. 8)
- [Accessing Your AA Account using the Account Management URL Address - must be used by non-securities organizations and regulators](#) (pg. 10)
- [How to Create a User Account](#) (pg. 11)
- [How to Search for and View a User Account](#) (pg.15)
- [How to Clone a User Account](#) (pg. 17)
- [How to Change a User's Password and Account Status](#) (pg. 19)
- [FINRA Security Questions Feature](#) (pg. 22)
 - [How to Reset a User's Account due to Security Questions Lockout](#) (pg. 23)
 - [How to Change Your Security Questions and Answers](#) (pg. 25)
- [How to Edit a User Account](#) (pg. 27)
- [How to Delete a User Account](#) (pg. 28)
- [How to Find the Super Account Administrator or Account Administrator](#) (pg.29)
- [How to Log Out](#) (pg.31)

Questions for Technical Support? Call the FINRA Gateway Call Center at **301-869-6699** 8 AM through 8 PM, ET, Monday-Friday.

Super Account Administrator & Account Administrator's Roles & Responsibilities

A Super Account Administrator is responsible for the following *:

- Self entitle for their own "User" privileges.
- Create and update accounts for AA's.
- Create and update accounts for users.
- Perform password administration, such as unlocking accounts, and resetting passwords.
- Provide and update privileges (entitlement) for AA's and individual users.
- Disable and/or delete accounts when necessary.
- Delete an account immediately when the individual no longer is with the firm.
- Certify accounts for authorized access on an annual basis.

***Not applicable to certain organizations as designated by FINRA**

An Account Administrator is responsible for the following:

- Create accounts for individuals.
- Perform password administration, such as unlocking accounts, and resetting passwords for individual users.
- Verify accounts periodically for authorized access.
- Provide and update privileges (entitlement) for individual users.
- Disable and/or delete user accounts when necessary.
- Delete an account immediately when the individual is no longer with the organization.

An Account Administrator CANNOT:

- Change or reset another Account Administrator's password.
- Change or setup their own account privileges (entitlement) or another Account Administrator's account.
- Activate or change their own account or another Account Administrator's account.

NOTE: An AA who needs assistance and is with an organization that has an SAA should contact their SAA. An AA who needs assistance and is with an organization that does not have an SAA should contact the FINRA Gateway Call Center.

Password Information

Password Criteria:

- Passwords are case sensitive.
- Passwords must be a minimum of 8 characters.
- Passwords cannot contain any portion of the user's ID, first, middle or last name, or the following characters: ampersand (&), asterisk (*), caret (^) or percent (%).
- Passwords cannot contain any spaces.

NOTE: User IDs and passwords can be systematically generated.

- Passwords must contain at least three of the following:
 1. An uppercase character (A-Z)
 2. A lowercase character (a-z)
 3. A numeric character (0 - 9)
 4. Special characters (\$ #@!)

Password Security Information:

- All initial passwords require the user to create a new password with initial log in.
- Passwords are valid for 90 days.
- If the 90 days has elapsed, a user cannot log into Account Management without changing his/her password. The system will prompt the user to enter a new password.
- A user can change his/her password at any time by clicking **Change Password/Change Account Profile** under Admin Tools on the Web CRD and IARD site maps. A user cannot reuse a password used within the last seven password changes.
- Users who forget their password can click on the **Forgot Password?** link on the login screen to request a new password. The user will be prompted to enter their User ID and security response before a new password will be emailed.
- Users who are locked out from entering an incorrect password or security response more than five times should contact their Account Administrator.

How to Access the Account Management Functionality

The Account Management functionality can be accessed several ways:

- FINRA-registered firms can access Account Management via the FINRA Firm Gateway at <https://firms.finra.org>
(see pg. 4 for instructions)
- SAAs and AAs can access Account Management directly using URL
<https://accountmgmt.finra.org/ewsadmin2/index.jsp>
(see pg. 10 for instructions)
- Users can access Account Management via the Account Administration link located within certain applications (i.e. Web CRD and IARD).

NOTE: This guide will step you through accessing the Account Management functionality via Firm Gateway (used by member firms) and directly accessing it via the Account Management URL.

Accessing Your AA Account using FINRA Firm Gateway (used by member firms)

When you receive your User ID and initial password from the SAA, you must first log into the application, change your password and establish your security information.

Step 1: Access the address for Firm Gateway: <https://firms.finra.org>

Step 2: Enter your User ID in the **User ID** field, read the FINRA Terms and Conditions and click **I Agree**.

Welcome to Firm Gateway

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.

User ID [Forgot User ID or Password?](#)

Learn more about the FINRA Entitlement Program

This Privacy Statement relates to the online information collection and use practices of this FINRA Entitlement Program and embedded forms and applications (this "Web site"). This Privacy Statement complements the full FINRA Privacy Policy and may be updated from time to time. Updates to FINRA's privacy policies will be posted here and/or in the full FINRA Privacy Policy, as appropriate.

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By clicking the button below, I certify that I have read and understand all of the terms of the [FINRA Entitlement Program Agreement and Terms of Use](#) and intend to form a binding agreement with FINRA on those terms without modification or amendment thereto. If I am accepting this agreement on behalf of an organization, I certify that I have the authority of that organization to enter into this agreement.

[I Agree](#) [I Disagree](#)

If you are experiencing any difficulties logging into the system, please contact your Administrator for assistance. If you are a Super Account Administrator, contact the Gateway Call Center at 301-869-6699 for Assistance. Do NOT bookmark this page or add it to your favorites. If you would like to create a bookmark or add this application to your favorites, please create the bookmark or add it to your favorites after successfully logging in.

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NOTES:

- Clicking **I Disagree** prevents you from accessing the application.
- 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.

Step 3: Enter the password provided by the SAA in the **Password** field and click **Continue**.

Welcome to Firm Gateway

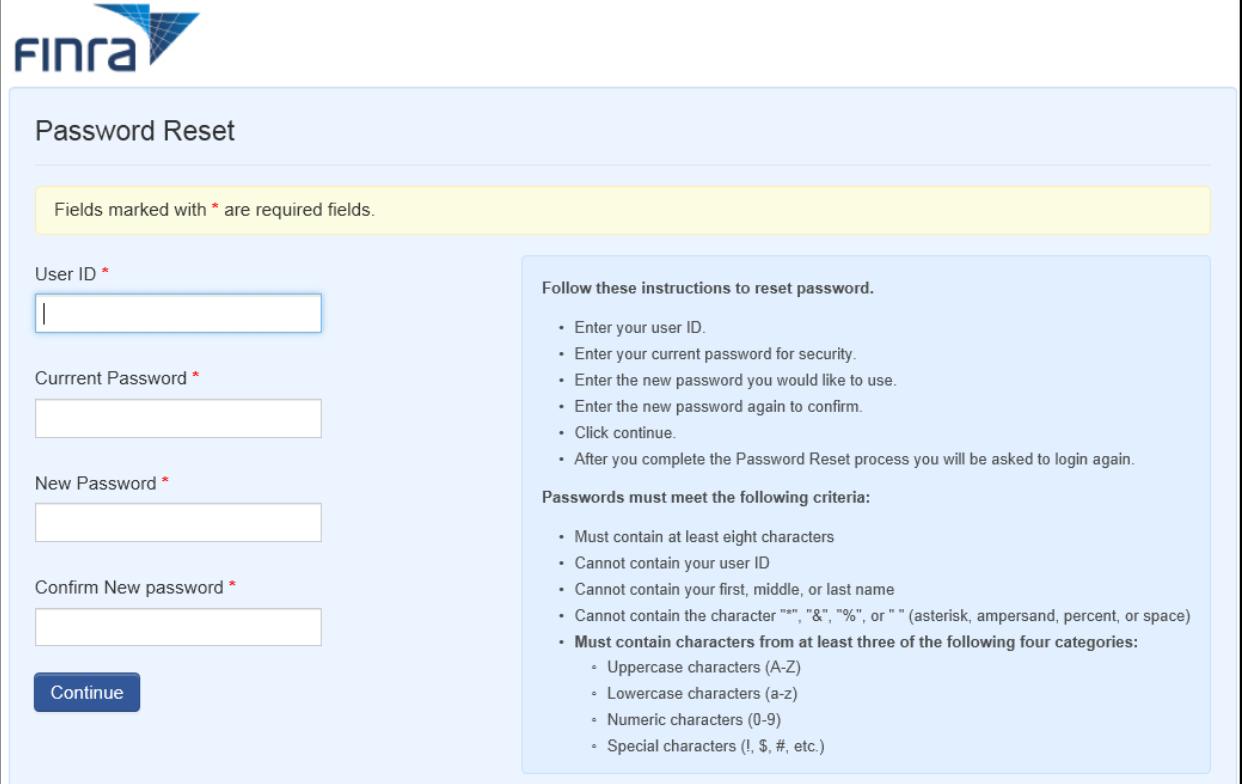
User ID: Radtraining2

Password [Forgot User ID or Password?](#)

[Continue](#)

Accessing Your AA Account using FINRA Firm Gateway (used by member firms)

Step 4: Enter your **User ID**, **Current Password**, **New Password** twice and click **Continue**.



The screenshot shows the 'Password Reset' page of the FINRA Firm Gateway. The page has a 'User ID' field, a 'Current Password' field, and two 'New Password' fields. A 'Continue' button is at the bottom. To the right, instructions for password reset and password criteria are provided.

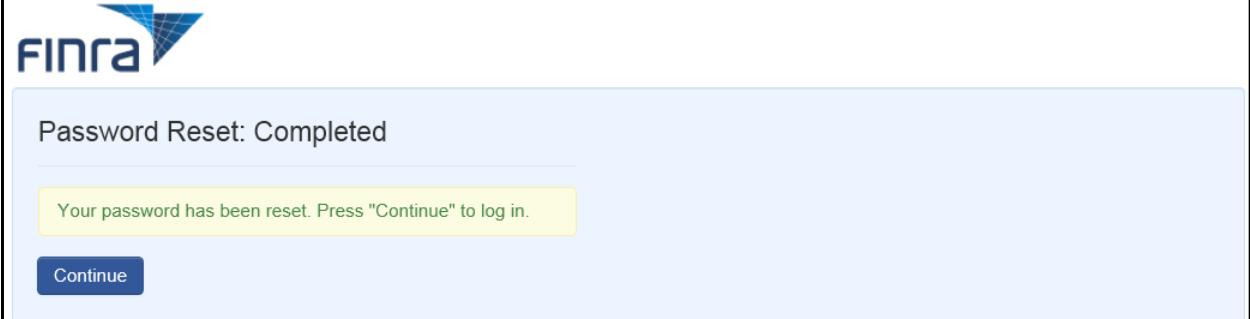
Follow these instructions to reset password.

- Enter your user ID.
- Enter your current password for security.
- Enter the new password you would like to use.
- Enter the new password again to confirm.
- Click continue.
- After you complete the Password Reset process you will be asked to login again.

Passwords must meet the following criteria:

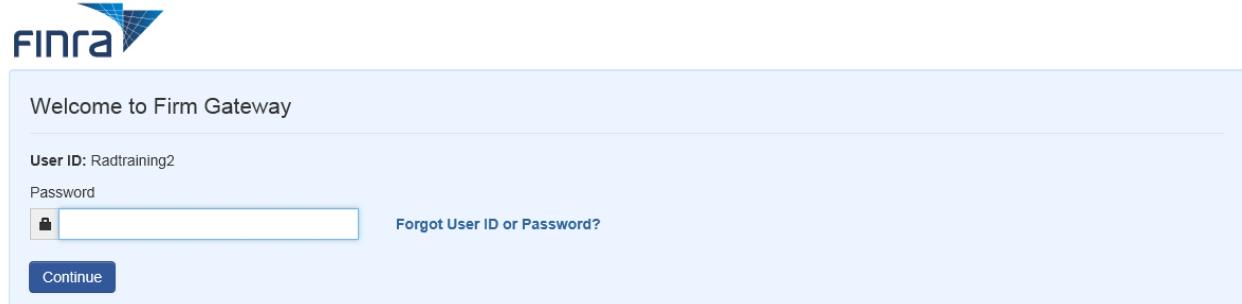
- Must contain at least eight characters
- Cannot contain your user ID
- Cannot contain your first, middle, or last name
- Cannot contain the character "*", "&", "%", or " " (asterisk, ampersand, percent, or space)
- Must contain characters from at least three of the following four categories:
 - Uppercase characters (A-Z)
 - Lowercase characters (a-z)
 - Numeric characters (0-9)
 - Special characters (!, \$, #, etc.)

Step 5: Click **Continue** on the Password Reset Completed screen.



The screenshot shows the 'Password Reset: Completed' page. It displays a message: 'Your password has been reset. Press "Continue" to log in.' A 'Continue' button is at the bottom.

Step 6: Enter your newly created **Password** and click **Continue**.



The screenshot shows the 'Welcome to Firm Gateway' login page. It has fields for 'User ID' (pre-filled with 'Radtraining2'), 'Password' (with a lock icon), and 'Forgot User ID or Password?'. A 'Continue' button is at the bottom.

Accessing Your AA Account using FINRA Firm Gateway (used by member firms)

Step 7: Select your **Security Information** questions, provide the appropriate **Answers** and click **Save**.

Security Questions and Answers:

User ID: doe

Please select security questions and provide answers. Choose answers that are easy to remember. Only use alphanumeric characters and use one word answers when possible. We may ask you to answer these questions as part of a security check when you call us or when you login from an unregistered device. Fields marked with * are required fields.

Question 1:
In what city was your mother born? (Enter full name of city

Answer: *
training

Question 2:
What is your best friend's first name?

Answer: *
training

Question 3:
What was the name of your first pet?

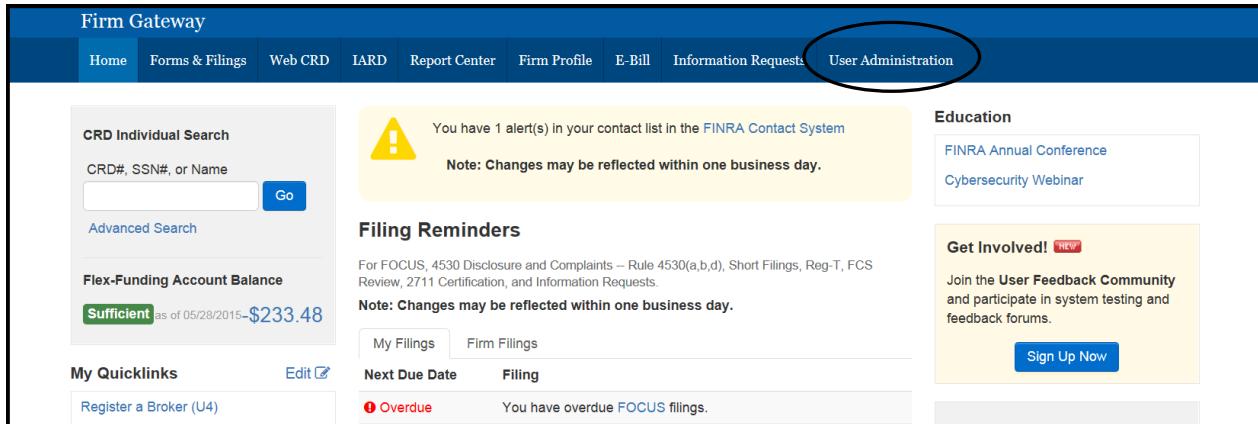
Answer: *
training

NOTES:

- Each set of questions has a drop-down list that can be used to select your question. Once you have selected the question, provide the appropriate answer.
- If you are using your personal computer and you trust the device/computer, you can click the **Remember this computer** checkbox. If you leave the checkbox unmarked, you will be presented with a security question with each login.

Accessing Your AA Account using FINRA Firm Gateway (used by member firms)

NOTES: Upon completion of password reset and security information, the Firm Gateway Home screen appears. Your account is now active and you can navigate through the application as needed. You can begin creating user accounts for users at your organization who require entitlement to FINRA.



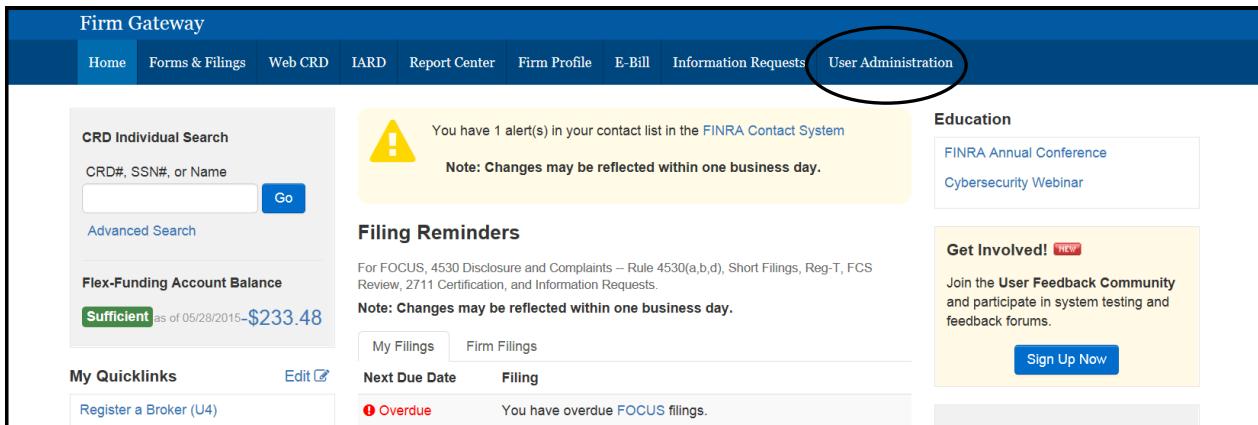
ADDITIONAL NOTES:

- Once you have saved your security information, you will periodically be presented with a security question when you login. Or, if you have not selected the **Remember this computer** checkbox, you will be presented with a security question with each login.
- Five incorrect entries of your password will lock your account. You will need to contact your SAA.
- To view the FAQs on the **Security Questions and Answers**, click [<here>](#)

How to Access the Account Management Site using FINRA Firm Gateway (used by member firms)

As an Account Administrator, you are responsible for managing the accounts of users at your organization who require entitlement to FINRA regulatory systems.

Step 1: Access the FINRA Firm Gateway site and click the **User Administration** tab on the top **Menu**.



The screenshot shows the FINRA Firm Gateway homepage. At the top, there is a blue header bar with the title "Firm Gateway" and a navigation menu containing links: Home, Forms & Filings, Web CRD, IARD, Report Center, Firm Profile, E-Bill, Information Requests, and User Administration. The "User Administration" link is circled with a black oval. Below the header, there are several sections: "CRD Individual Search" with a search input field and a "Go" button; a yellow warning box stating "You have 1 alert(s) in your contact list in the FINRA Contact System" with a note "Note: Changes may be reflected within one business day"; "Flex-Funding Account Balance" showing "Sufficient" status and a balance of "\$233.48"; "Filing Reminders" with a note "For FOCUS, 4530 Disclosure and Complaints – Rule 4530(a,b,d), Short Filings, Reg-T, FCS Review, 2711 Certification, and Information Requests" and a note "Note: Changes may be reflected within one business day"; "My Quicklinks" with a "Register a Broker (U4)" link; and "Education" sections for "FINRA Annual Conference" and "Cybersecurity Webinar". On the right, there is a "Get Involved!" section with a "Sign Up Now" button.

How to Access the Account Management Site using FINRA Firm Gateway (used by member firms)

Result: The *Account Management: Start New Search* screen opens.

Account Management: Start New Search

To perform a new search, fill in query criteria, then click "Search".

You can use asterisks as wildcards. For example, "J*o*" matches "Jason", "John", and "Julio".

User ID:	<input type="text"/>
Last Name:	<input type="text"/>
First Name:	<input type="text"/>
Middle Name:	<input type="text"/>
Email:	<input type="text"/>
Department:	<input type="text"/>
MSRB Numbers:	<input type="text"/>
OSO:	<input type="text"/>
Account Management:	<input type="checkbox"/>
Next Gen New Member Application:	<input type="checkbox"/>
CRD:	<input type="checkbox"/>
IARD:	<input type="checkbox"/>
PFRD (IA SEC-registered firms only):	<input type="checkbox"/>
Reg - Rule 4530 Application:	<input type="checkbox"/>
Reg - FINRA Contact System:	<input type="checkbox"/>
Information Request Forms:	<input type="checkbox"/>
Web IR:	<input type="checkbox"/>
Secure Request Manager:	<input type="checkbox"/>
E-Bill:	<input type="checkbox"/>

NOTE: You can also access the User Account Management login screen by logging into the following URL:
<https://accountmgmt.finra.org/ewsadmin2/index.jsp>.

Search

Accessing Your AA Account using the Account Management URL Address (must be used by non-securities organizations and regulators)

When you receive your User ID and initial password, you must first log into the application, change your password, and establish your security information.

Step 1: Access Account Management at:

<https://accountmgmt.finra.org/ewsadmin2/index.jsp>

See pgs. 4 - 6 and follow Steps 2 - 7.

If you are experiencing any difficulties logging into the system, please contact your Administrator for assistance. If you are a Super Account Administrator, contact the Gateway Call Center at 301-869-6699 for Assistance.
Do NOT bookmark this page or add it to your favorites. If you would like to create a bookmark or add this application to your favorites, please create the bookmark or add it to your favorites after successfully logging in.
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NOTES:

- Clicking **I Disagree** prevents you from accessing the application.
- 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 a your User ID or a temporary password will be sent to you.
- Upon completion of password reset and security information, the Account Management: Home screen appears. Your account is now active and you can navigate through the application as needed. You can begin creating user accounts for users at your organization who require entitlement to FINRA (see pg. 7 for ADDITIONAL NOTES).
- 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.

Welcome to Account Management.

Please make a selection from the menu at the left. The available selections for Account Management are:

Home Introduces the Account Management system, displays system announcements, and provides links to applications.

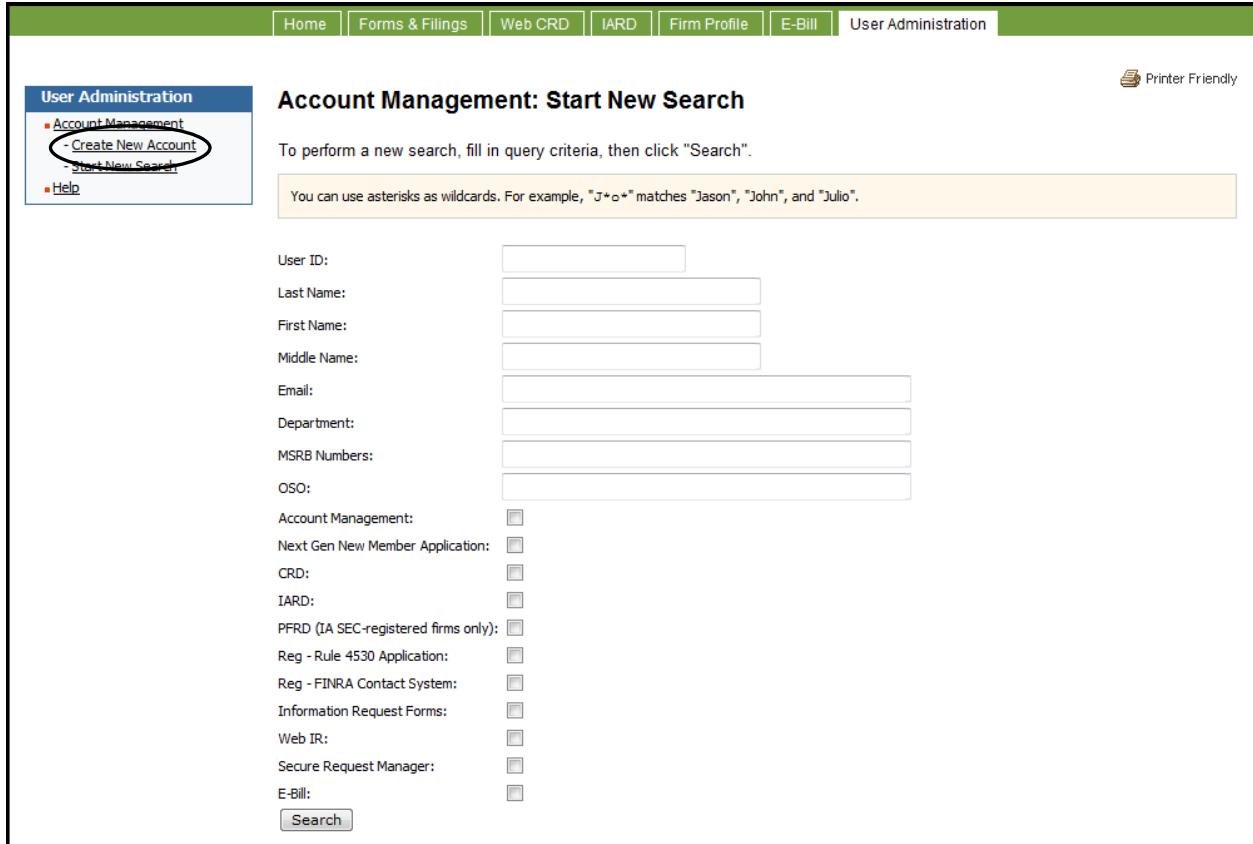
Account Management Enables you to manage the list of accounts that can be used to log into any of the applications under the Account Management umbrella. You can query, view, add, edit, and delete accounts from the list. This tool also enables you to designate the appropriate applications, roles, and privileges for each account.

How to Create a User Account

As an AA or SAA, you are responsible for managing the accounts of users at your organization.

Step 1: Access the Account Management site (see pg. 8 or 9).

Result: The **Start New Search** screen appears. It is recommended you search the system first to verify that the individual does not already have an account with your organization.



The screenshot shows the 'Account Management: Start New Search' page. The navigation bar at the top includes links for Home, Forms & Filings, Web CRD, IARD, Firm Profile, E-Bill, and User Administration. The 'User Administration' link is highlighted. On the left, a navigation panel for 'User Administration' shows 'Account Management' with 'Create New Account' and 'Start New Search' (which is circled in red) as options, and 'Help'. The main content area is titled 'Account Management: Start New Search' and contains instructions: 'To perform a new search, fill in query criteria, then click "Search". You can use asterisks as wildcards. For example, "J*o*" matches "Jason", "John", and "Julio".' Below this are input fields for User ID, Last Name, First Name, Middle Name, Email, Department, MSRB Numbers, and OSO. To the right of each input field is a small square checkbox. Below these fields is a list of checkboxes for various system modules: Account Management, Next Gen New Member Application, CRD, IARD, PFRD (IA SEC-registered firms only), Reg - Rule 4530 Application, Reg - FINRA Contact System, Information Request Forms, Web IR, Secure Request Manager, and E-Bill. A 'Search' button is located at the bottom of the list of checkboxes.

Step 2: Click **Create New Account** from the navigation panel.

How to Create a User Account (cont.)

Result: The Create New Account screen displays.

User Administration

- Account Management
 - [Create New Account](#) (selected)
 - [Start New Search](#)
- [Help](#)

Account Management: Create New Account

To create a new account, fill in the following form, then click "Save".

Note: (*) indicates required fields.

User Profile

User ID (*): (Generate a new User ID from First and Last Name)

Prefix:

First Name (*):

Middle Name:

Last Name (*):

Suffix:

Title:

Department:

Primary Email (*):

Re-enter Primary Email (*):

Secondary Email:

Primary Phone (*):

Secondary Phone:

FAX:

Step 3: Enter the appropriate information into the fields in the **User Profile**, **Account Profile**, **FINRA Information**, and **Application Entitlements** sections of the **Create New Account** screen.

NOTES:

- All fields marked with an asterisk (*) are required to create a new user account. To systematically generate a User ID, enter the user's first and last names into the appropriate fields and click the **Generate a new User ID** hyperlink. To systematically generate a password, click the **Generate a password** hyperlink.
- A new account automatically defaults to an **Initial Account Status** of **Active**, meaning the user can access the appropriate application as soon as they are provided with the User ID and Password. If the status is changed to **Disable**, the user cannot access the application until you activate it.

How to Create a User Account (cont.)

The application(s) and privileges for which you are an Account Administrator are listed below the **User Profile**, **Account Profile**, and **FINRA Information** sections of the **Create New Account** screen.

You can grant **User** entitlement for any privilege for which you are entitled as an Account Administrator. Selecting **User** allows the user access to a specific functionality of the applicable application needed to perform their job.

Privileges are organized in a hierarchy, and referred to as “parent” privileges and “child” privileges. If you wish to give a user entitlement to a “child” privilege, you should also give him/her entitlement to the “parent” of that privilege.

For example, the View Organization Information privilege is a child of the Organization parent privilege, which is also a child privilege of the CRD parent privilege. To entitle a user at your organization with the ability to have View Organization Information, you would select CRD User, Organization: User, and View Organization Information: User.

If you select **User** for a “child” privilege and forget to select **User** for the “parent” privilege(s) for that “child,” the system will automatically choose **User** for the “parent” privilege(s) when you save the privileges.

Step 4: Select **User** for all privileges the user needs to perform his/her job responsibilities and click the **Save** button to create the new user account.

Application Privileges

User: The ability to use the functionality as defined by the privilege.

<p>CRD:</p> <p>Select All Unselect All</p>	<input checked="" type="checkbox"/> User
<p>Organization: <input checked="" type="checkbox"/> User</p> <p>View Organization Information: <input checked="" type="checkbox"/> User</p> <p>Organization Non-Filing Information: <input checked="" type="checkbox"/> User</p> <p>Maintain Contact (BD Only): <input checked="" type="checkbox"/> User</p> <p>Maintain Firm Notification: <input checked="" type="checkbox"/> User</p> <p>Firm Queues: <input checked="" type="checkbox"/> User</p> <p>Mass Transfers: <input checked="" type="checkbox"/> User</p> <p>Individual: <input checked="" type="checkbox"/> User</p> <p>View Individual Information: <input checked="" type="checkbox"/> User</p> <p>View CHRI Information (BD Only): <input checked="" type="checkbox"/> User</p> <p>Individual Non-Filing Information: <input checked="" type="checkbox"/> User</p> <p>Manage Limited English Proficiency (LEP) Requests: <input checked="" type="checkbox"/> User</p>	
<div style="border: 1px solid black; padding: 5px; background-color: #fff; display: inline-block;"> NOTE: This is an example of Web CRD Application Privileges. </div>	

How to Create a User Account (cont.)

NOTES:

- To add all privileges for an application, click the **Select All** hyperlink.
- If you are an Account Administrator for other applications, the other applications and corresponding privileges will appear on this page. Each application has its own section within this page.

Result: The new user account is now ready.

Step 5: Take note of the new User ID and Password, or highlight the bar to copy the User ID and Password and paste it into a document, and provide that information to the user. He/she can now access the entitled system(s).

NOTES:

- Use the **Paste Special** command after copying the User ID and password so that the information will be visible. When the new user logs into the entitled system for the first time with the User ID and password you have provided, they will immediately be directed to change their password and select a **Security Question** and enter a **Security Response**.
- The date and time the account was created displays in the **Account Created on** field, and the User ID of the person who created the account displays in the **Account Created by** field. If the account was created by an FINRA Administrator it will display “FINRA”.

[Printer Friendly](#)

Account Management: Account Saved

The account has been saved for "james doe (doejames)".

You can copy-and-paste password notification data from the following bar:

doejames doe, james Today123!

User Profile

User ID:	doejames
Prefix:	
First Name:	james
Middle Name:	
Last Name:	doe
Suffix:	
Title:	
Department:	
Primary Email:	james.doe@firm.org
Secondary Email:	
Primary Phone:	555-555-5555
Secondary Phone:	
FAX:	

How to Search for and View a User Account

As an Account Administrator, you are responsible for managing your users' accounts. You must first search for the accounts you need to edit or delete.

Step 1: Access the Account Management site (see pg. 8 or 9).

Result: The Account Management: Start New Search screen displays.

User Administration

■ Account Management

- Create New Account

- Start New Search

■ Help

Account Management: Start New Search

■ [Printer Friendly](#)

To perform a new search, fill in query criteria, then click "Search".

You can use asterisks as wildcards. For example, "J* c*" matches "Jason", "John", and "Julio".

User ID:

Last Name:

First Name:

Middle Name:

Email:

Department:

MSRB Numbers:

OSO:

Account Management:

Next Gen New Member Application:

CRD:

IARD:

PFRD (IA SEC-registered firms only):

Reg - Rule 4530 Application:

Reg - FINRA Contact System:

Information Request Forms:

Web IR:

Secure Request Manager:

E-Bill:

Step 2: Enter the appropriate information to search for the user.

Result: The Search Results screen displays.

Account Management: Search Results

■ [Printer Friendly](#)

To view the account, click the User ID. You can also refine your previous search with the form at the bottom of the page.

To download this information to your computer, click "Download Results".

Result 1 of 1

Select any header to sort, select again to reverse the sort.

User ID	Last Name	First Name	Middle Name	Email	Department	TRACE MPIDs	Equity MPIDs	MSRB Numbers	OSO	SAA	Account Status	Applications Administered
doejames	doe	james		james.doe@firm.org					No	Active		

Step 3: Click the hyperlink in the **User ID** column to view the user's account.

Tips for Performing a Search

- To view a list of users in your organization for a specific application, check the box next to the appropriate application and click the **Search** button.
- To view a list of all users at your organization, leave all fields blanks and click the **Search** button. **NOTE:** if your organization has a large number of entitled users, the search may take time.
- You can use asterisks (*) as wildcards to assist your search. For example, if you want to search for all users at your organization whose first names start with A, type **A*** in the **First Name** field and click the **Search** button.
- If your search displays more than one result, you can sort your search results by clicking the column titles. For example, if you want to sort the list alphabetically by last name, you would click the **Last Name** hyperlink.
- You can view up to 10 users at a time. If there are more results, click the **Next** button to display the next set of 10.

How to Clone a User Account

Cloning an account is the process of creating a new user account by duplicating an existing user's account. This enables the new user to be entitled to the same participating FINRA Entitlement applications and privileges as the existing user is entitled.

Cloning saves time when you have several users at your organization who use the same applications and privileges. You can access an existing user's account and clone that user (i.e., copy that user's privileges) for each individual who requires the same applications and privileges. You can also add or modify any applications or privileges to the new user's account during the cloning process.

Step 1: Search for and view the user's account you want to clone (see pg. 15).

Example: This user, John Doe, has **User** for CRD, Organization, View Organization Information, and Firm Queues and **no privileges** for Organization Non-Filing Information, Maintain Contact (BD ONLY) and Maintain Firm Notifications.

Account Management

Find Account

- Change Password
- Change Account Status
- Edit Account
- Delete Account
- Clone Account**
- Return to Search Results

[Create New Account](#)

 [Printer Friendly](#)

Account Management: View Account

This page shows the account for "james doe (doejames)".

User Profile

User ID:	doejames
Prefix:	
First Name:	james
Middle Name:	
Last Name:	doe
Suffix:	
Title:	
Department:	
Primary Email:	james.doe@firm.org
Secondary Email:	
Primary Phone:	555-555-5555
Secondary Phone:	
FAX:	

Step 2: Click **Clone Account** from the navigation panel.

Result: A new user account opens with the **User Profile**, **Account Profile** or **FINRA Information** fields blank, and the same privileges that "John Doe" had, i.e., **User** for CRD, Organization, View Organization Information and Firm Queues and **no privileges** for Organization Non-Filing Information, Maintain Contact (BD ONLY) and Maintain Firm Notifications.

How to Clone a User Account (cont.)

Step 3: Enter the appropriate information into the **User Profile**, **Account Profile**, and **FINRA Information** fields. All fields marked with an asterisk (*) must be completed to create a new user account. To systematically generate a User ID, enter the user's first and last names into the appropriate fields and click the generate a new User ID hyperlink.

To systematically generate a password, click the generate a password hyperlink.

Step 4: To add an additional application(s) and/or privileges to a user's account, click **User**.

OR

Step 4a: To remove a privilege that a user no longer needs click '**User**'. This will uncheck the box next to the privilege that is not needed

Step 5: Click the **Save** button.

 Printer Friendly

Account Management: Clone Account

To create a new account as the clone of an existing account, fill in the following form, then click "Save".

Note: (*) indicates required fields.

User Profile

User ID (*):	<input type="text"/>	(Click here to generate a new User ID from First and Last Name)
Prefix:	<input type="text" value="None"/>	<input type="button" value="▼"/>
First Name (*):	<input type="text"/>	
Middle Name:	<input type="text"/>	
Last Name (*):	<input type="text"/>	
Suffix:	<input type="text" value="None"/>	<input type="button" value="▼"/>
Title:	<input type="text" value="Unknown"/>	
Department:	<input type="text"/>	
Primary Email (*):	<input type="text"/>	
Re-enter Primary Email (*):	<input type="text"/>	
Secondary Email:	<input type="text"/>	
Primary Phone (*):	<input type="text"/>	
Secondary Phone:	<input type="text"/>	
FAX:	<input type="text"/>	

Account Profile

NOTE: "Firm" and "Other" Organization classes do not have the ability to clone a File Transfer Protocol/Internet File Transfer (FTP/IFT) account. The FINRA Entitlement Group are the only users that can create FTP/IFT accounts.

How to Change a User's Password and Account Status

If a user has problems logging into his/her account, it may be because:

- He/she has forgotten the password or the password has expired.
- He/she has unsuccessfully entered his/her password more than five times and has been locked out.
- He/she has unsuccessfully entered his/her security questions more than five times and has been locked out.
- He/she has been disabled intentionally, either by a firm Account Administrator or by the FINRA Entitlement Group.

Step 1: Search for the user's account (see pg. 15)

Step 2: View and evaluate the user's **Account Status**

Step 3: Click the User ID hyperlink to access user's *Account Management: View Account* screen.

Printer Friendly

Account Management: Search Results

To view the account, click the User ID. You can also refine your previous search with the form at the bottom of the page.

To download this information to your computer, click "Download Results".

Download Results

Result 1 of 1 Select any header to sort, select again to reverse the sort.

User ID	Last Name	First Name	Middle Name	Email	Department	TRACE MPIDs	Equity MPIDs	MSRB Numbers	OSO SAA	Account Status	Applications Administered
doejames	doe	james		james.doe@firm.org					No	Active	

Account Status	Recommended Action:
Active	Advise the user to click the Forgot Password? hyperlink located on the login screen. You also have the option to reset the user's password (see pg. 20).
Password Lockout	Reset the user's password and reactivate the account (see page 20).
Security Questions Lockout	Change the Account Status to Activate and Reset the Security Questions. Note: Users who forget their security information and are locked out, need to re-establish their security information (see pg. 27).
Disabled by non-FINRA Account Administrator	Check with the Super Account Administrator or Account Administrators at your firm to confirm that you should reactivate this account. If allowed, reactivate the account (see pg. 20). You may wish to change the user's password at this time as well.
Disabled by FINRA Administrator	Contact the FINRA Gateway Call Center at 301-896-6699 for more information on why this account has been disabled.

How to Change a User's Password and Account Status (cont.)

NOTE: You can view and evaluate the status of the User's **Account Profile**.

Account Management: View Account

 Printer Friendly

This page shows the account for "John Doe (doej)".

User Profile

User ID:	doej
Prefix:	
First Name:	John
Middle Name:	
Last Name:	Doe
Suffix:	
Title:	
Department:	
Primary Email:	john.doe@firm.com
Secondary Email:	
Primary Phone:	555-555-5555
Secondary Phone:	
FAX:	

Account Profile

Account Status:	Password Lockout
Account Created on:	2014.04.25 10:44 EDT
Account Created by:	usera
Account Last Updated on:	2014.11.20 10:58 EST
Account Last Updated by:	usera
Account Password Expiration Date:	2015.02.18 10:58 EST
Account Password Last Reset Date:	2014.11.20 10:58 EST
Failed password attempts (since the last successful attempt):	5

Step 4: Select **Change Password** from the navigation bar.

How to Change a User's Password and Account Status (cont.)

Step 5: Enter a new password for the user, or click Generate a password to systematically generate a new password for the user. Click the **Save** button.

NOTE: The password generated is a temporary password; the user will have to change the password the next time they log into the application. Changing a user's password does not automatically reactivate the account.

Account Management: Change Password

To change the password for "John Doe (johndoe1)", type in or generate a new password, then click "save".

Passwords must meet the following criteria:

- Must contain at least eight characters
- Cannot contain your user ID
- Cannot contain your first, middle, or last name
- Cannot contain the character "*", "&", "%", or " " (asterisk, ampersand, percent, or space)
- Must contain characters from at least three of the following four categories:
 - Uppercase characters (A-Z)
 - Lowercase characters (a-z)
 - Numeric characters (0-9)
 - Special characters (!, \$, #, etc.)



>Password: [Generate a password](#)

Save **Cancel**

Step 6: Select **Change Account Status** from the navigation panel.

Step 7: Click **Account Status: Activate** and select **Save**.

Result: The user's account has been reactivated. Provide the user with his/her new temporary password.

Account Management: Change Account Status

Select the desired action, then click "Save".

Account Status: Password Lockout Activate

Security Questions: Set Reset

Save **Cancel**

NOTE: You can also unlock a user's account via the **Edit Account** functionality. Select **Activate** from the drop-down menu in the Change Account section.

FINRA Security Questions Feature

The first time a user logs onto a FINRA Entitlement application/system (e.g., Web CRD, IARD, Report Center, etc.) the user will be required to select three security questions and provide responses to each question. On subsequent logins, a user may be asked to provide the responses to the security questions he/she selected in order to further verify the user's identity. This security feature is similar to those used by financial websites as an additional safeguard against unauthorized access.

Once users have saved their security information, they will be periodically presented with a security question. Or if they have not clicked the **Remember this computer** checkbox, they will be presented with a security question each time they login.

As the AA or SAA, you may need to assist your users if the following occurs:

- Five incorrect responses to security questions will lock their accounts. They will need to contact an SAA or AA.
- Five incorrect entries of their password will lock their account. They will need to contact an SAA or AA.
- To view the FAQs on the **Security Questions and Answers**, click [here](#)

Account Profile	
Account Status:	Password Lockout
Account Created on:	2014.04.25 10:44 EDT
Account Created by:	usera
Account Last Updated on:	2014.11.20 10:58 EST
Account Last Updated by:	usera
Account Password Expiration Date:	2015.02.18 10:58 EST
Account Password Last Reset Date:	2014.11.20 10:58 EST
Failed password attempts (since the last successful attempt):	5

(Example of Password Lockout on the Account Management/View Account screen)

How to Reset a User's Account due to Security Questions Lockout

If a user locks their account due to five incorrect responses to their security questions it is suggested that you Unlock the account and reset the Security Questions. Resetting the Security Questions forces the user to select and respond to a new set of security questions.

Step 1: Search for and view the user's account (see pg. 15).

NOTE: The **Account Status** should read: **Security Question Lockout**.

Account Management: Search Results															 Printer Friendly
To view the account, click the User ID.															
Result 1 of 1															Select any header to sort, select again to reverse the sort.
User ID	Last Name	First Name	Middle Name	Email	Organization Class	Organization ID	Department	TRACE MPIDs	Equity MPIDs	MSRB Numbers	OSO	SAA	Account Status	Applications Administered	
doej	doe	john		primary@email.com	Firm	11111							No	Security Question Lockout	<ul style="list-style-type: none"> ● Account Management ● Reports ● CRD ● IARD

Step 2: Click on the **User ID** hyperlink.

NOTE: The **Account Status** should read: **Security Question Lockout**.

Account Profile

Account Status:	Security Question Lockout
Account Created on:	2014.04.25 10:44 EDT
Account Created by:	usera
Account Last Updated on:	2014.11.20 10:58 EST
Account Last Updated by:	usera
Account Password Expiration Date:	2015.02.18 10:58 EST
Account Password Last Reset Date:	2014.11.20 10:58 EST
Failed password attempts (since the last successful attempt):	0

Step 2: Click **Change Account Status** from the navigation panel.

Account Management: Change Account Status

Select the desired action, then click "Save".

Account Status:	Security Question Lockout	<input type="checkbox"/> Activate
Security Questions:	Set	<input type="checkbox"/> Reset
<input style="margin-right: 10px; border: 1px solid blue; padding: 2px 10px;" type="button" value="Save"/> <input style="border: 1px solid gray; padding: 2px 10px;" type="button" value="Cancel"/>		

Step 3: Click **Account Status: Activate**.

Step 4: Click **Security Questions: Reset**.

Step 5: Select **Save**.

How to Reset a User's Account due to Security Questions Lockout (cont.)

NOTES:

- The Account Status Changed screen no longer displays the New Security Questions because you have indicated that they must be reset.
- Upon completion of these steps, the user can log in with their original password, but will need to select a new set of security questions and answers.

Account Management: View Account

Printer Friendly

This page shows the account for "John Doe (doe)".

User Profile

User ID:	doe
Prefix:	
First Name:	John
Middle Name:	
Last Name:	Doe
Suffix:	
Title:	
Department:	
Primary Email:	john.doe@firm.com
Secondary Email:	
Primary Phone:	555-555-5555
Secondary Phone:	
FAX:	

Account Profile

Account Status:	Active
Account Created on:	2014.04.25 10:44 EDT
Account Created by:	usera
Account Last Updated on:	2014.11.20 10:58 EST
Account Last Updated by:	usera
Account Password Expiration Date:	2015.02.18 10:58 EST
Account Password Last Reset Date:	2014.11.20 10:58 EST
Failed password attempts (since the last successful attempt):	0

New Security Questions have been removed.

NOTE: You can also unlock a user's account via the **Edit Account** functionality. Select **Activate** from the drop-down menu in the Change Account Status section. You will not have access to reset the Security Question from this screen.

How to Change Your Security Questions and Answers

The **Security Questions and Answers** can be change by clicking the **Edit Security Questions** checkbox that is located on the **Password screen**.

OR

Step 1: Access the Account Management site (see pg. 4 or 10).

Step 2: Select **My Account** from the header section of the screen.

Result: The *Applications & Administrators* screen appears.



Result: The *My Account: Account Information* screen appears.

My Account: Account Information

Please complete the following form, then click "Save".

Note: (*) indicates required fields.

Prefix:

First Name (*):

Middle Name:

Last Name (*):

Suffix:

Title:

Primary Email (*):

Secondary Email:

Primary Phone (*):

Secondary Phone:

FAX:

Organization ID:

Department:

TRACE MPIDs:

MSRBs:

OSO:

Individual CRD Number:

Legacy User ID:

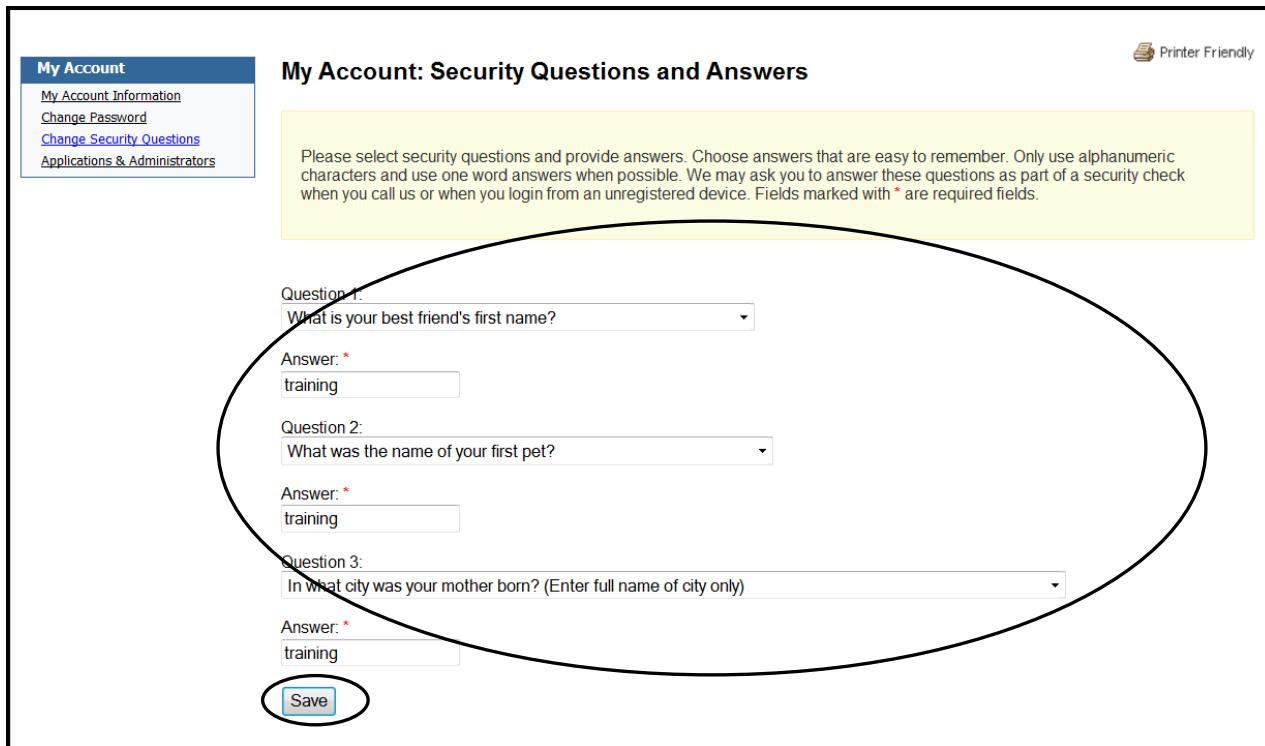
OATS Legacy User ID (PD):

OATS Legacy User ID (CT):

Step 3: Select **Change Security Questions** located on the navigation bar located on the left side of the screen.

How to Change Your Security Questions and Answers (cont.)

Result: The *My Account: Security Questions and Answers* screen appears.



My Account

[My Account Information](#)
[Change Password](#)
Change Security Questions
[Applications & Administrators](#)

My Account: Security Questions and Answers

[Printer Friendly](#)

Please select security questions and provide answers. Choose answers that are easy to remember. Only use alphanumeric characters and use one word answers when possible. We may ask you to answer these questions as part of a security check when you call us or when you login from an unregistered device. Fields marked with * are required fields.

Question 1:
What is your best friend's first name?

Answer: *

Question 2:
What was the name of your first pet?

Answer: *

Question 3:
In what city was your mother born? (Enter full name of city only)

Answer: *

Save

Step 4: Change your **Security Questions and Answers** as desired and click **Save**.

How to Edit a User Account

Step 1: Search for and view the user's account (see pg. 15).

Step 2: Click **Edit Account** from the navigation panel.

Step 3: Update any necessary information in the **User Profile** and/or **FINRA Information** fields.

OR

Step 3a: To disable or reactivate a user's account, click the drop-down arrow in the **Change Account Status** field and change the status to **Disable** or **Activate**, as appropriate.

OR

Step 3b: To add a privilege to a user's account click **User** next to the appropriate privilege.

OR

Step 3c: To remove a privilege that a user no longer needs click 'User'. This will uncheck the box next to the privilege that is no longer needed.

Step 4: Click **Save**.

NOTE: You cannot edit the **User ID** or **Legacy User ID** fields. You can only see and edit the applications and privileges for which you are an entitled Account Administrator. Also, you cannot edit any information for another Account Administrator's account.

User Administration

- Account Management
 - Create New Account
 - Start New Search
 - Change Account Status
 - Change Password
 - **Edit Account** (circled)
 - Delete Account
 - Clone Account
 - Return to Search Results
- Help

Account Management: Edit Account

To edit the account for "john doe (doe)", fill in the following form, then click "Save".

Note: (*) indicates required fields.

User Profile		
User ID:	doe	
Prefix:	(none) <input type="button" value="▼"/>	
First Name (*):	john	
Middle Name:	<input type="text"/>	
Last Name (*):	doe	
Suffix:	(none) <input type="button" value="▼"/>	
Title:	<input type="text"/>	
Department:	<input type="text"/>	
Primary Email (*):	john.doe@firm.org	
Re-enter Primary Email (*):	john.doe@firm.org	
Secondary Email:	<input type="text"/>	
Primary Phone (*):	555-555-5555	
Secondary Phone:	<input type="text"/>	
FAX:	<input type="text"/>	

How to Delete a User Account

If a user is no longer employed at your firm, or if a user no longer needs access to any participating FINRA Entitlement applications, the Account Administrator can delete the user's account. As an Account Administrator, it is your responsibility to perform regular housekeeping on your firm's users, by periodically reviewing accounts to determine which accounts should be deleted.

Step 1: Search for and view the user's account (see pg. 15).

Step 2: Click **Delete Account** from the navigation panel.

Result: A warning message displays reminding you that the individual's data will be permanently deleted and the user will not be able to access any participating FINRA applications.

Step 3: Click the **Delete** button.

Result: A confirmation message displays letting you know that the account has been deleted.

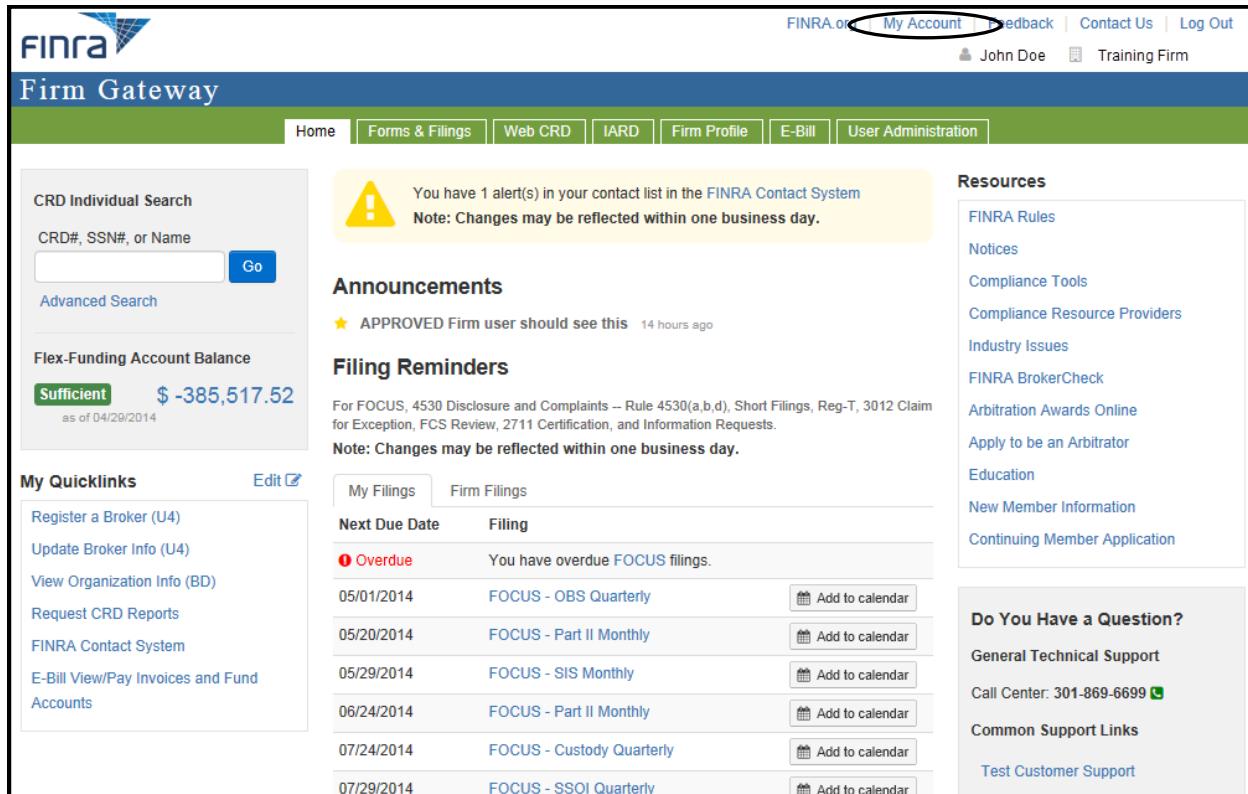
IMPORTANT TIPS WHEN DELETING USER ACCOUNTS

- It is important not to delete a user in error, because the user will lose access to all participating FINRA Entitlement applications.
- If you delete a user in error, create a new account for the user and entitle him/her to any applications and privileges he/she needs.
- If a user is entitled to more than one application (e.g., Web CRD, IARD, and FINRA Report Center) and he/she no longer needs access to one of those applications, DO NOT delete the user's account. Instead, remove all privileges for an application, by clicking the **Unselect All** hyperlink.

How to Find the Super Account Administrator or Account Administrator (used by member organizations)

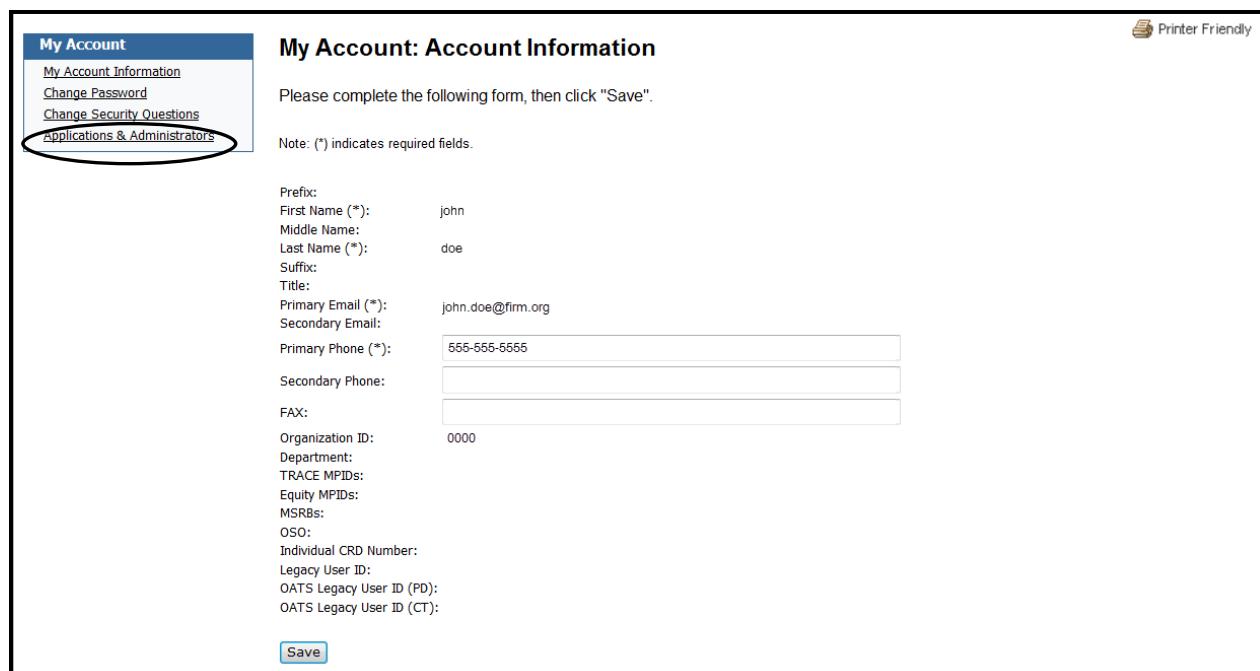
All user's can view a list of their firm's Super Account Administrator, Account Administrators and the list of **all** FINRA applications available to your organization.

Step 1: Access the FINRA Firm Gateway site and click **My Account** located at the top of the screen.



The screenshot shows the FINRA Firm Gateway homepage. At the top, there's a navigation bar with links for 'My Account' (which is circled in red), 'Feedback', 'Contact Us', and 'Log Out'. Below the navigation bar, the user is identified as 'John Doe' and 'Training Firm'. The main content area includes a 'CRD Individual Search' box, an 'Announcements' section with a yellow warning icon and a message about alerts, a 'Flex-Funding Account Balance' section showing a balance of '\$-385,517.52' as of 04/29/2014, and a 'My Quicklinks' sidebar on the left with various links. The right side features a 'Resources' sidebar with links to 'FINRA Rules', 'Notices', 'Compliance Tools', and more. A 'Filing Reminders' section lists several upcoming filings with 'Add to calendar' buttons. At the bottom right, there's a 'Do You Have a Question?' section with links to 'General Technical Support' and 'Test Customer Support'.

Result: The **My Account: Account Information** displays.



The screenshot shows the 'My Account: Account Information' form. The left sidebar has a 'My Account' section with links for 'My Account Information', 'Change Password', 'Change Security Questions', and 'Applications & Administrators' (which is circled in red). The main form area has a title 'My Account: Account Information' and a note: 'Please complete the following form, then click "Save".' It includes fields for 'Prefix', 'First Name (*): john', 'Middle Name', 'Last Name (*): doe', 'Suffix', 'Title', 'Primary Email (*): john.doe@firm.org', 'Secondary Email', 'Primary Phone (*): 555-555-5555', 'Secondary Phone', 'FAX', 'Organization ID: 0000', 'Department', 'TRACE MPIDs', 'Equity MPIDs', 'MSRBs', 'OSO', 'Individual CRD Number', 'Legacy User ID', 'OATS Legacy User ID (PD)', and 'OATS Legacy User ID (CT)'. A 'Save' button is at the bottom.

Step 2: Click **Applications & Administrators** from the navigation panel.

How to Find the Super Account Administrator or Account Administrator (cont.)

Result: The My Account: Applications & Administrators screen displays.

My Account

[My Account Information](#)
[Change Password](#)
[Change Security Questions](#)
[Applications & Administrators](#)

My Account: Applications & Administrators

[Printer Friendly](#)

SAA for Your Organization: [doe, jane - 555-555-5555 - jane.doe@firm.org](#)

The following table lists all FINRA applications available to your organization:

✓ indicates applications for which you currently have permissions
✗ indicates applications for which you do not have permissions

This view is sorted by *application title*. To sort by *administrator name*, [please click here](#).

please contact an Administrator if you wish to change your permission status for any of these applications.

**Account Administrator -
Phone
(click for email)**
[doe, jane - 555-555-5555](#)

	Application	Description	Account Administrator - Phone (click for email)
✓	Account Management	Provides the capability to access the Account Management Tool to create, edit and/or delete user accounts.	doe, jane - 555-555-5555

- The SAA 's information appears at the top of the screen beneath **My Account: Applications & Administrators**.
- The AA's information appears in the last column of the table.
- Green check marks indicate the applications for which you are entitled. The red circles indicate the applications for which you are not entitled.

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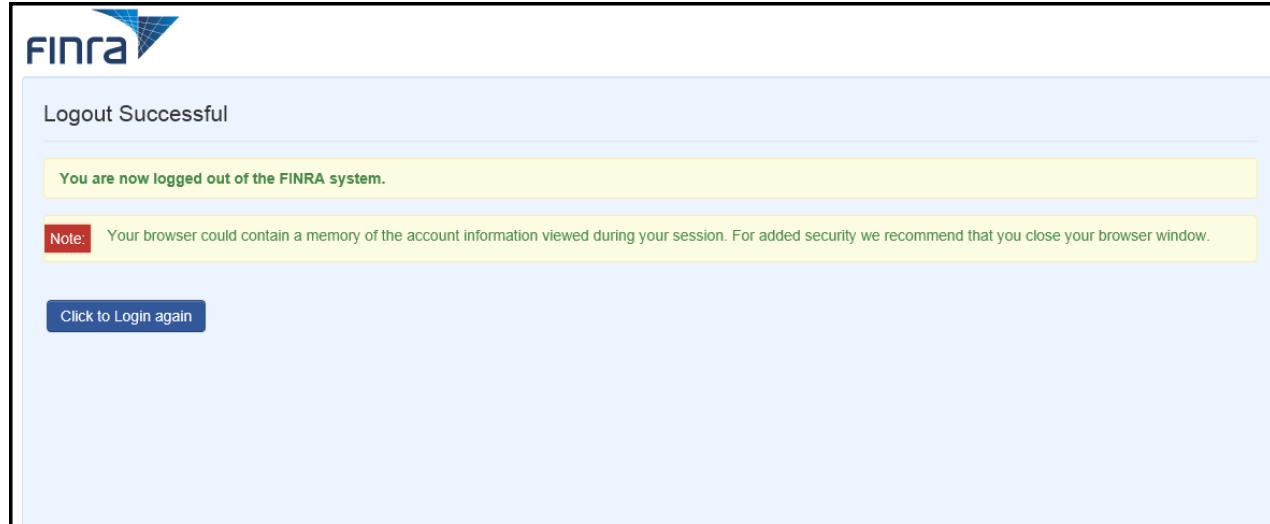
30

How to Log Out

Select Log Out from the top right portion of the screen.

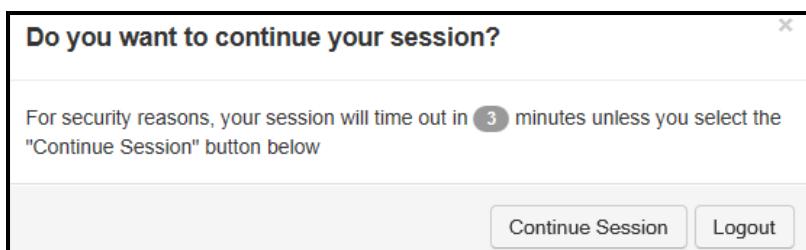


The **Logout Successful** screen will display. To log back in, select the **Click to Login again** button. Follow the prompts to log back in.



ADDITIONAL NOTES:

- When you log out, your browser could contain a memory of the account information viewed during your session. For added security we recommend that you close your browser window.
- If you are inactive for 27 minutes you will get several prompts to **Continue Session**. If you don't select **Continue Session** at the end of 30 minutes, you will be logged off. If you select **Continue Session**, the clock will be reset for another 30 minute session.



Example of the 27 minute timeout prompt.