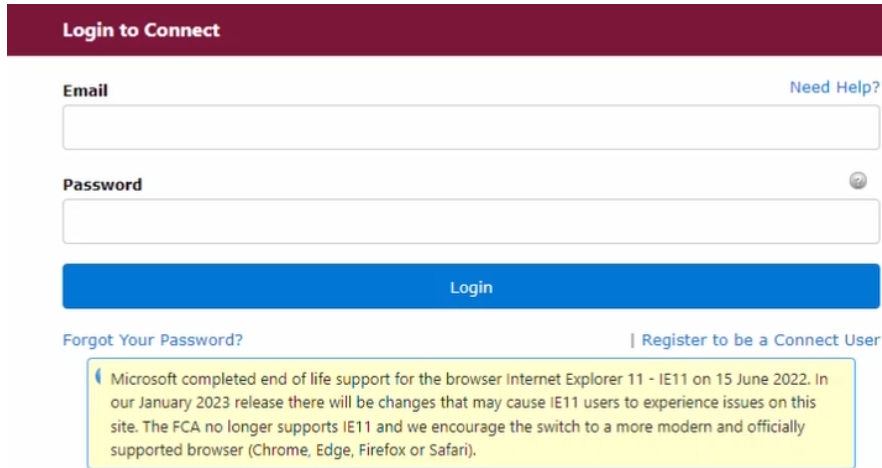


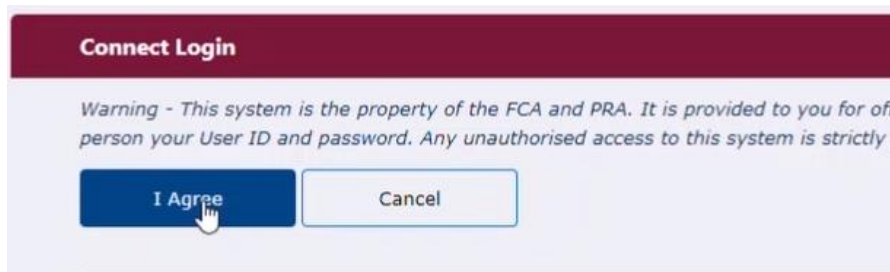
## How to register using SMS text or voice call authentication

### Step 1 - Login using your FCA username and password



The screenshot shows a login form with a dark red header 'Login to Connect'. Below the header are two input fields: 'Email' and 'Password'. The 'Email' field has a 'Need Help?' link to its right. The 'Password' field has a toggle icon to its right. Below the fields is a blue 'Login' button. At the bottom, there are two links: 'Forgot Your Password?' and '| Register to be a Connect User'. A yellow warning box at the bottom contains text about Internet Explorer 11 support ending on 15 June 2022.

### Step 2 - Select 'I Agree' to proceed

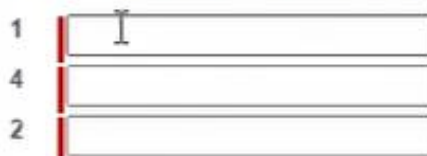


The screenshot shows a dialog box titled 'Connect Login'. It contains a warning message: 'Warning - This system is the property of the FCA and PRA. It is provided to you for off person your User ID and password. Any unauthorised access to this system is strictly p'. Below the message are two buttons: 'I Agree' (highlighted with a mouse cursor) and 'Cancel'.

**Step 3** – If you are logging into Connect, RegData or the Online Invoicing system enter your 3-digit passcode set up during your system registration and click on 'Continue'.

Note: if you are logging into the Electronic Submissions or SIS system, this step does not apply to you.

Please enter digits: 1, 4 and 2 from your passcode (excluding commas).



The screenshot shows three input fields for a 3-digit passcode. The first field is labeled '1' and contains the digit '1'. The second field is labeled '4' and is empty. The third field is labeled '2' and is empty.

## Step 4 – Choose the second option to set up SMS text or voice call authentication



### Before you continue

#### Select a multifactor authentication option

Multifactor authentication (MFA) provides an extra layer of security on top of your username and password.

This means you will be using your phone to receive a six digit one time passcode that you need to enter every time you login.

Registration only takes a couple of minutes. Choose an option below:

Download and use the Salesforce [?](#)

authenticator app or use your preferred authenticator app.

If you don't want to use an

authenticator app you can login using SMS or voice call.

## Step 5 – Enter your mobile or direct landline number and click on 'Continue'



### Set-up multifactor authentication

#### 1. Set-up Phone

Enter your phone details in the fields below. We recommend using a mobile phone.

You will be sent a registration code in a text message to your mobile.

If you want to use a landline number you will receive the code in an automated voice call to the number you give us.

We will only use your number for security purposes.

Country Code

Phone Number

## Step 6 – A 6-digit one-time passcode will be sent to your mobile or direct landline number.



## Step 7 – Enter your 6-digit one-time passcode here



### Set-up multifactor authentication

#### 2. Enter code

Enter the one time passcode you have received on your phone in the box shown below.

It may take a few minutes for you to receive this.

Your phone registration code for \*\*\*\*\*5717

Not received the passcode? Enter a  [new number.](#)

## Step 8 – Click on 'Continue' to proceed



### Set-up multifactor authentication

#### 3. Confirm multifactor registration

You will need to enter a one time passcode every time you login to FCA systems.

You can change the phone number you use in the manage profile pages by using the Reset MFA button.

## Step 9 – You have successfully registered and logged into your account. You will need to enter a 6-digit code from your phone at every login.

The screenshot shows the FCA user interface. On the left is a dark blue navigation sidebar with the following items: Home, Start an Application, Latest Updates, Pre-Application Meetings, Financial Services Register, FCA Handbook, Susan Donnelly (user name), and Logout. The main content area has a header with the FCA logo and 'FINANCIAL CONDUCT AUTHORITY' and 'FINANCIAL CONDUCT AUTHORITY'. Below the header is a 'Latest Updates' section, followed by a 'My Applications' section. The 'My Applications' section includes an 'Export' button and two filters: 'Filter by Application' (set to 'All') and 'Filter by Status' (set to 'All'). Below the filters is a table with columns for 'Application Number', 'Application', and 'Type'. A red information icon and text state: 'To view the individual applicant's name, click the Applica'.