

## How to reset your MFA

**Step 1** – For RegData, Connect & Online Invoicing System sign in to My FCA using your FCA username and password

### Sign in to My FCA

Your portal to access Connect, Online Invoicing System and RegData

Email

Password

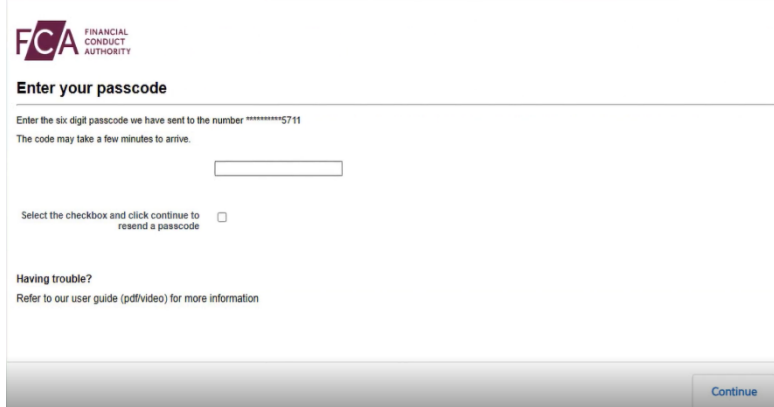
Show

[Forgotten password](#)

**!** By signing in to My FCA, I agree to the **terms and conditions.**

Sign in >

**Step 2** – Enter your 6-digit one-time passcode from either the Authenticator App, SMS text or voice call and select 'Continue'



**FCA** FINANCIAL CONDUCT AUTHORITY

#### Enter your passcode

Enter the six digit passcode we have sent to the number \*\*\*\*\*5711  
The code may take a few minutes to arrive.

Select the checkbox and click continue to resend a passcode

Having trouble?  
Refer to our user guide (pdf/video) for more information

Continue

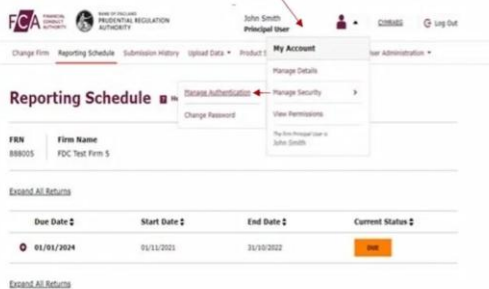
**Step 3** – In My FCA you can access RegData, Connect or Online Invoicing System by pressing the corresponding “Go-To” link

**Go to**

<a href="#">RegData</a> >	<a href="#">Connect</a> >	<a href="#">Online Invoicing System</a> >
<a href="#">FCA Handbook</a> >	<a href="#">FCA Fee Calculator</a> >	<a href="#">Financial Services Register</a> >
<a href="#">System notices and regulatory updates</a> >		

**Step 4** – To reset MFA in RegData, click on the ‘My Account and select ‘Manage Security’ and ‘Manage Authentication, then select ‘Reset Authentication

1. Click on the My Account
2. Select Manage Security and then Manage Authentication



**Step 5** – To reset MFA in the Online Invoicing system, click on the 'Manage Profile' and select 'Reset MFA' button

1. Click on the Manage Profile



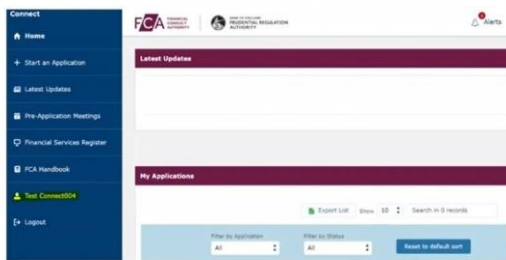
2. Click on the Reset MFA button



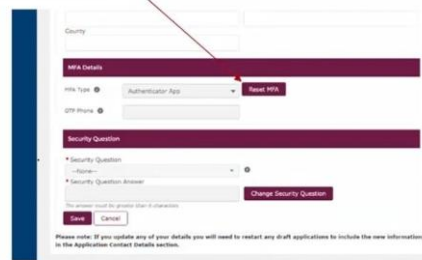
3. Select OK button to continue

**Step 6** – To reset MFA in Connect, click on the user profile (highlighted in yellow) and select the 'Reset MFA button and click OK

1. Click on the user profile (highlighted in yellow)



2. Click on the Reset MFA button



3. Select OK button to continue

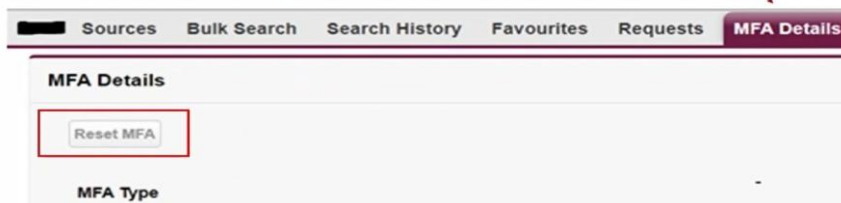
**Step 7** – To reset MFA in Electronic Submissions, sign into Electronic Submissions using your FCA email address and password. Follow step 2 to authenticate. Once signed in, click on the user profile and select the 'MFA Details' menu and select 'Reset MFA'.



**Step 8** – To reset MFA in SIS, sign into SIS using your FCA email address and password. Follow step 2 to authenticate. Once signed in, click on the 'MFA Details' menu and select 'Reset MFA' button.

### How to reset your MFA

1. Click on the MFA Details menu
2. Select Reset MFA button



**Step 9** – After you reset your MFA, go to your registered email address to collect your 6-digit reset code to enter at your next login.

If you do not have access to the device with which you originally registered for MFA available to you, please contact the FCA Supervision Hub for support in re-setting your MFA, using the contact details below:

- 0800 111 6768 (freephone)
- 0300 500 8082 (from the UK)
- +44 207 066 1000 (from abroad)
- (18001) 0207 066 1000 (next generation text relay)