

GABRIEL – User Management Quick Reference Guide (QRG)



REGISTERING FOR GABRIEL

New firms are required to register a Principal User for GABRIEL. To register a Principal User, you will need:

- an Approved Person who holds a 'significant influence function' (these are Controlled Functions 1,3,4,5,6,8,9, or 10); or
- the Registration Key/Unique Identifier and Firm Reference Number (FRN) which can be found in your authorisation email, or Welcome Pack (this is only applicable if the firm does not have an Approved Person).

Please follow the instructions on our [Firm Registration](#) page of the FCA website and click "**Register here**".

Further instructions are also provided during the Registration process. Once registered, the nominated Principal User will receive an email asking them to activate their account – see **ACCOUNT ACTIVATION**.

ACCOUNT ACTIVATION (PRINCIPAL USER AND FIRM USER)

Click on the (activation) link in the activation email. Enter the User ID and Password contained in the activation email and select "**Login**". The Activation security page is displayed.

Enter the password from the activation email again (Firm Users only), enter a new password (twice), then provide answers to the three security questions. Click "**Save**".

Password & Security Answer Rules:

Passwords are case sensitive and for security reasons, they appear hidden on the screen as the user types. Passwords **MUST** be at least eight characters long and contain at least one uppercase letter, one lowercase letter, one number, and one non-alphanumeric (special) character which can be one of the following: ! " \$ % ^ & * () - + @ # ~ ? < >

However, passwords **MUST NOT** contain the words "password", "administrator" or "nobody" nor include the user's First Name, Surname or Username.

Furthermore, the password should not be one of the 12 previous passwords used (including the temporary password in the activation email).

Security Answers are **not** case sensitive and must be between 6 and 30 characters in length. These also appear hidden on the screen as the user types.

A message will appear to confirm your account has been successfully activated. Click "**View Schedule**" to view the reporting schedule for your firm. You now have access to GABRIEL.

LOGGING ONTO GABRIEL

After selecting "**Proceed to GABRIEL**" from the FCA website, you will be presented with the 'Welcome to GABRIEL' Page.



Click "**Proceed to Login**".

Enter your login details (i.e. your User ID and Password), then click "**Login**".

For first time users, please see **ACCOUNT ACTIVATION**.

NOTE: After 3 failed attempts to log in, users will be locked out of GABRIEL for 15 minutes. Users should not attempt to login during this time and an email will be sent to you advising you of the next steps.

If you have forgotten your User ID and/or Password, please see **FORGOTTEN USERNAME** and/or **FORGOTTEN PASSWORD**.

USERS WITH ACCESS TO MULTIPLE FIRMS

If you have access to more than one firm, the first page after login will contain a list of your firms. Click on the firm's name, this will take you to that firm's reporting schedule.

You can switch to another firm at any time. Select the "**Change Firm**" menu option from the left hand menu to show the list of your firms again.

FORGOTTEN USERNAME

Principal Users – please contact the Customer Contact Centre who will be able to advise you of your Username/User ID

Firm Users – please contact your Principal User/Firm Administrator to determine your Username/User ID.

FORGOTTEN PASSWORD (PRINCIPAL USER / FIRM USER)

- Click on "**Forgotten Password**" link on the login page.
- Enter "**Username**" and click "**Next**" in top right hand corner.
- Answer the three security question and click "**Next**" in top right hand corner.
- Enter new password (twice) and click "**Save**" in top right hand corner.
- Message will appear to confirm password has been changed. Click "**Back to Login**" to return to login page. You can now login with your new password.
- **NOTE:** If you cannot remember your security answers, see **RESET PASSWORD**.

RESET PASSWORD

Principal Users must contact the Customer Contact Centre to reset their forgotten password.

Firm Users must contact their Principal User/Firm Administrator in the first instance to reset their forgotten password.

Principal User should follow these steps:

- In GABRIEL, select the **"Firm and User Administration"** option followed by the **"Maintain / Add User"** option from the left hand menu.
- Select **"Reset Password"** followed by **"Reset Firm User Password"**
- Select user from list then click **"Reset Password"**

In both cases, the Principal User/Firm User will receive an email asking them to re-activate their account – see **ACCOUNT ACTIVATION**

CHANGE PASSWORD

- In GABRIEL, select **"My Details"** followed by **"Change Password"** from the left hand menu.
- Enter "Old Password" then "New Password" twice
- Press **"Save"**
- Message will be displayed to confirm the password has been changed and to use the new password for subsequent login.

NOTE: See Password & Security Answer Rules above

FIRM AND USER ADMINISTRATION (PRINCIPAL USERS ONLY)

The Firm and User Administration functionality of GABRIEL allows Principal Users to add, view or edit user details, reset Firm User passwords and re-assign the Principal User to another user.

ADD A NEW USER

Select the **"Firm and User Administration"** followed by **"Maintain / Add User"** from the left hand menu.

Press the **"Add User"** button and enter the user details.

Assign **Data Item Permission** rights to the user (User is automatically assigned a Read Only permission).

Press the **"Create User"** button.

User will be sent an activation email containing a username and password – see **ACCOUNT ACTIVATION**.

VIEW A USER

Select the **"Firm and User Administration"** followed by **"Maintain / Add User"** from the left hand menu.

Select a user then press the **"View User"** button.

EDIT A USER

Select the **"Firm and User Administration"** followed by **"Maintain / Add User"** from the left hand menu.

Select a user then press the **"Edit User"** button.

Review/amend details and/or Data Item Permissions where necessary. Press the **"Save"** button.

User will be sent an email notifying them of the changes.

REASSIGN PRINCIPAL USER

Select **"Firm and User Administration"** followed by **"Re-assign Principal User"** from the left hand menu.

Confirmation will be displayed showing the existing Principal User details. Press **"Re-assign"**.

To re-assign to an existing firm user, select user from list then press **"Re-assign"**.

To re-assign to new user, press **"Add New User"**. A page requiring the new user details is displayed.

Enter User First Name, Surname and Email Address, then press **"Re-assign"**.

Confirmation page will be displayed, press **"Yes"** to confirm details.

The old Principal User will receive an email confirming they are no longer the Principal User for the firm, whilst the new Principal User will be sent an email confirming they have been assigned as the new Principal User for the firm and asking them to re-activate their account using their existing login details (unless they are new to the system, in which case, see **ACCOUNT ACTIVATION**).

MY DETAILS

The **"My Details"** functionality of GABRIEL allows users to:

- View and/or Change personal details
- Change their password

VIEW / CHANGE PERSONAL DETAILS

- Select the **"My Details"** option followed by **"View / Change Personal Details"** from the left hand menu.

- From here the user can.
 - Update their **Personal details** and **Security answers**.
 - View their **List of Associated Firms**.
 - View their **Data Item Permissions**. (Please note that the **Data Item Permissions** revert to the first firm listed in **List of Associated Firms** and cannot be edited from this screen – this can only be edited by the Principal User as mentioned above).
- To view **Data Item Permissions** of another associated firm, click on appropriate **Firm Name** in **List of Associated Firms**.
- To update personal details, edit the appropriate fields; enter your password and then press **"Save"**.