

## How to reset your MFA

Step 1 - Login using your FCA username and password

| Email           |       |
|-----------------|-------|
|                 |       |
| Password        |       |
|                 |       |
| Forgot Password |       |
|                 | LOGIN |

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

| F/C       | FINANCIAL<br>CONDUCT<br>AUTHORITY                           |
|-----------|---|
|           | $\searrow$  |
| Ente      | r your passcode   |
| Enter the | e six digit passcode we have sent to the number *******5717 |
| The code  | e may take a few minutes to arrive.                         |
|           |   |
|           |   |
|           | Resend code   |

**Step 3** – To reset your MFA in the SIS system, click on the 'MFA Details' menu and select 'Reset MFA' button





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

|   | John Sr<br>Principe     |                                       | Citeda G Log Out      | FOR Institute Training Automatic States of Training   | John Smith 🛔 • <u>Consuls</u> G Log G  |
|---|-------------------------|---------------------------------------|-----------------------|---|--|
| Change Firm Reporting Schedule Submission History | Upload Data • Product 5 | My Account                            | lear Administration + | Change Firm Reporting Schedule Submission History Upload Data   | Product Sales Data      ASPHD      Firm & User Administration                |
|   |                         | Manage Details                        |                       | My Account / Manage Security / Manage Authentication  |  |
| Reporting Schedule                                | Sanage Authentication 🗲 | Manage Security >                     |                       | Manager Markit Frankright Anthony   | landlan and a  |
|   | Change Password         | View Permissions                      |                       | Manage Multi-Factor Autnent   |  |
| RN Firm Name<br>188005 FDC Test Firm 5            |                         | the first houged plan a<br>John Smith |                       | Multi-Factor Authentication (MFA) is an extra layer of security on<br>access to FCA data and applications from cyber-attacks or unaut | your account and one of the most effective ways to protect<br>orised access. |
| xpand All Returns                                 |                         |                                       |                       | When logging into RegData, in addition to your username and pa<br>factor in the form of a One-Time Passcode (OTP).                    | ssword you will be asked to enter a second authentication                    |
| Due Date \$ Start Date \$                         | End D                   | ste‡ Ci                               | rrent Status \$       | If you would like to change your preferred method of receiving th<br>below.   | e OTP, please click on the RESET AUTHENTICATION button                       |
| 0 01/01/2024 01/11/2021                           | 31/30/                  | 1022                                  | DUR                   | By clicking the button, you will receive an email with a temporary<br>promoted to select your new preferred method of receiving the C | r OTP to use next time you log in. When you log in, you will be<br>TP.       |

**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           |
|--|--|
| Finance Protocol Continue Invoicing System   | MFA Details                                |
| You have no access to firms at the moment. Please provide your Firm Reference Number and<br>Unique Validation Code to gain access to relevant firm data. | MrA Type<br>Authenticator App<br>OTP Phone |
| Request Firm Access  | Nodel TYP                                  |
| All fields are required  | SAVE PROFILE DETAILS                       |
|  | 2. Colort OV hutter to continue            |
|  | 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

| A Home                      | FURA Promotion State Sta | County   |
|-----------------------------|--|--|
| + Start an Application      | Latest Updates   | MyA Details  |
| Latest Updates              |  | HFA: Type 💁 Authenticator App 👻 Reset MFA  |
| Pre-Application Meetings    |  | OTP Prove Ø  |
| Financial Services Register |  | Security Question  |
| FCA Handbook                | Ny Applications  | Security Question    Ione  |
| Test Connect004             |  | Security Question Account      Change Security Question     The account of the entropy of the of charactery  |
| Logout                      | Export List Show 10 Search in 0 records  | Save Cancel  |
|                             | Filter by Status All Reset to default our  | Please note: If you update any of your details you will need to restart any draft applications to include the new information<br>in the Application Contact Details section. |
|                             |  |  |



**Step 7** – To reset MFA in Electronic Submissions, click on the user profile and select the `MFA Details' menu and select `Reset MFA'.

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| V MFA Details | WAAssault?<br>Wa Type: SUS or Voca OTP<br>OTP Prove   |  |

**Step 8** – 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)