

# RegData user guide

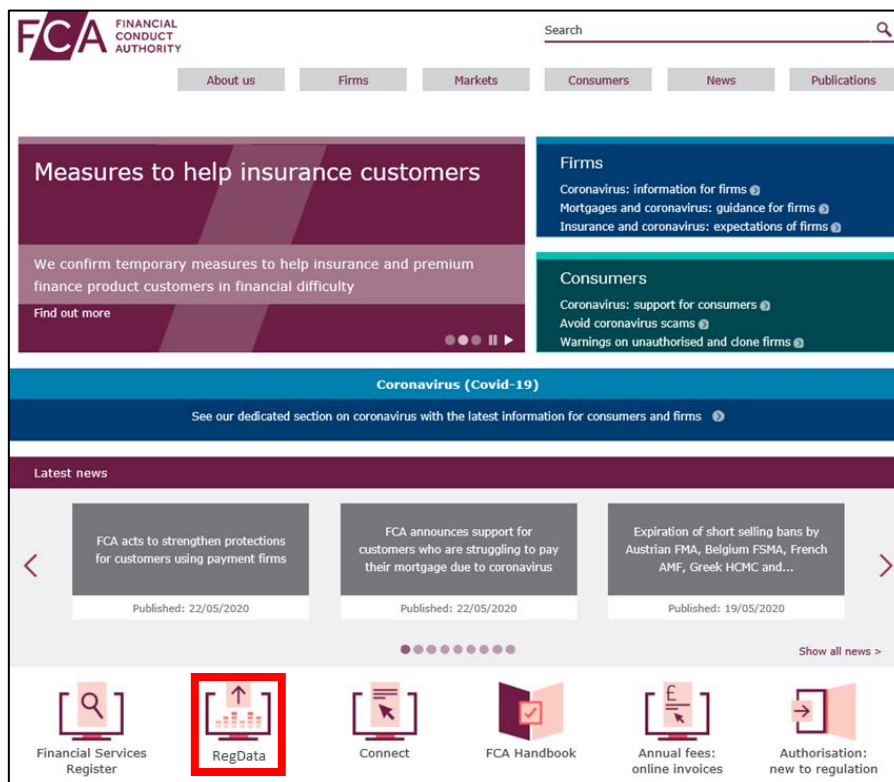
## Resetting a forgotten password or passcode

This user guide explains how to reset your password or passcode, if you have forgotten either.

If you wish to change your password from within the RegData system, refer to the user guide for changing your password.

### 1. Navigating to RegData via the FCA website

Go to **fca.org.uk** and click on the **RegData** icon



On the [RegData page](#), scroll down and click on **login to RegData**.

## 2. Resetting your password

In the top left, click on **proceed to login**:

Welcome To  
**RegData**

**PROCEED TO LOGIN**

**Operating Hours**  
Monday to Friday - 7am to 10pm  
Saturday and Sunday - 7am to 5pm

**Support and Guidance**

You can find explainer videos and user guides on how to register for access to RegData, inputting, validating and submitting your data, and performing administrative and user management functions. To access, [click here](#).

You can find useful guidance on a range of topics by clicking on [Help](#)

You can find guidance for completing data items by [clicking here](#)

If you are still looking for support, contact our [Contact Centre here](#)

**Monday to Wednesday & Friday - 9:00am to 5:00pm**  
**Thursday - 9:45am to 5:00pm**

**Notice Board**

**RegData – The FCA and PRA’s New Regulatory Reporting System**

Welcome to the FCA and PRA’s new regulatory reporting system, RegData. We are moving all firms who use Gabriel to RegData. Firms will be moved in a phased approach. If you are moving to RegData, you will be contacted by email, with further information. Remember, to access RegData you will use the same details as you use to log into Connect. If you have not already done so, you need to log into Gabriel ahead of your move date where you will be prompted to link your Gabriel and Connect accounts.

If you have not yet received an email confirming your move date, continue to use Gabriel, with you existing Gabriel log in details. You will be told of when you are moving to RegData 3 weeks prior to your move date. You can return to RegData [here](#)

Click on **Forgot Password**:

**Login to RegData**

\* Username [Need Help?](#)

Username

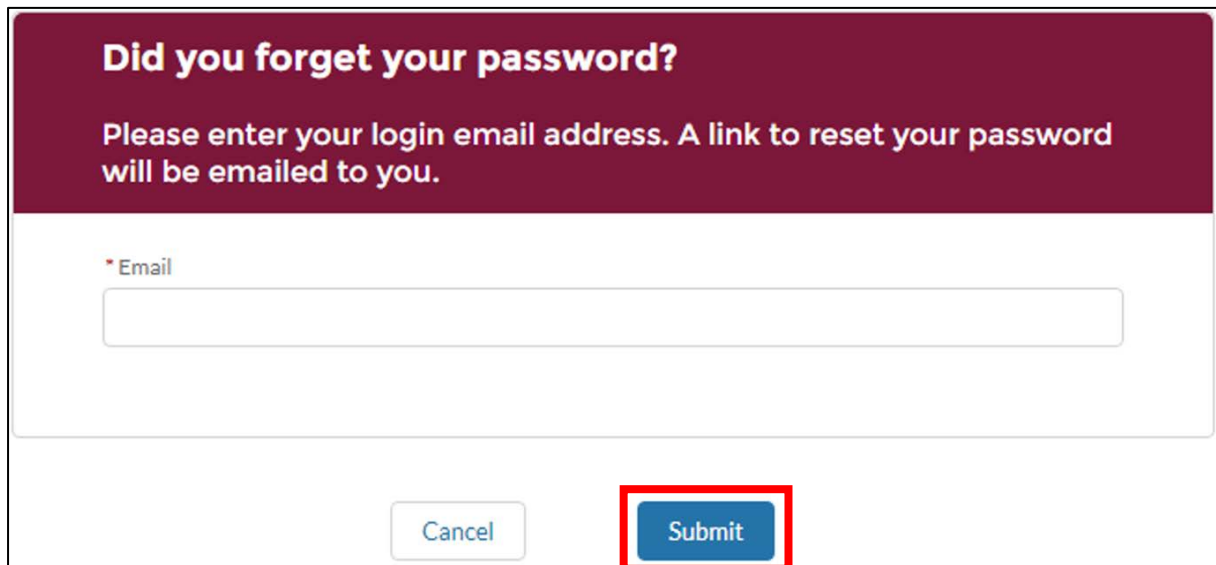
\* Password ⓘ

Password

Login

**Forgot Password**

Enter your email address and click on **Submit**:



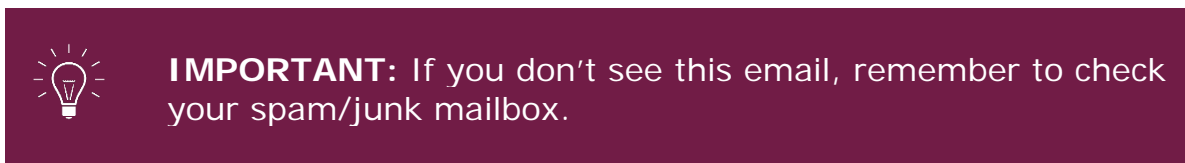
**Did you forget your password?**

Please enter your login email address. A link to reset your password will be emailed to you.

\* Email

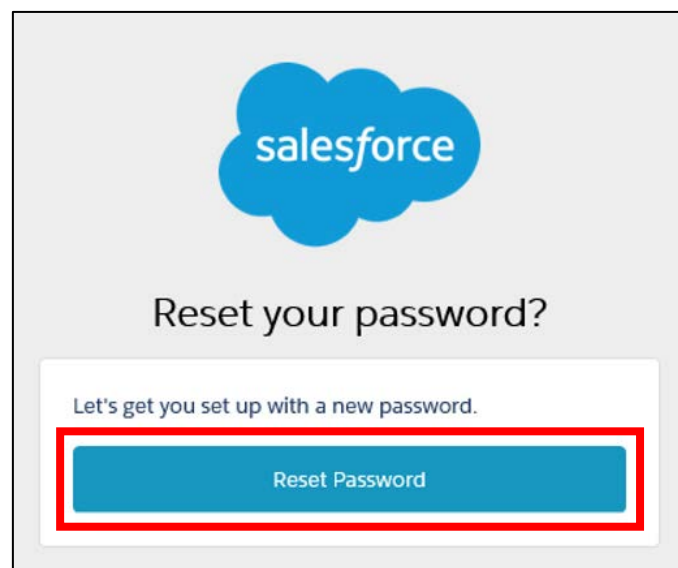
Cancel Submit

You will receive an email from the FCA including a link to reset your password. Click on the link.



**IMPORTANT:** If you don't see this email, remember to check your spam/junk mailbox.

You'll see a 'reset your password' screen. Click on **Reset Password**:



salesforce

Reset your password?

Let's get you set up with a new password.

Reset Password

Enter your new password in the New Password box. Follow the criteria for creating a new password.

Confirm your password in the Confirm New Password box, then click on **Change Password**:

Enter a new password for  
User@FCA.org.uk      Make sure to  
include at least:

- ✓ 8 characters
- ✓ 1 letter
- ✓ 1 number
- ✓ 1 special character ⓘ

\* New Password  
..... Good

\* Confirm New Password  
.....| Match

**Change Password**

You'll be taken back to the login screen where you can try logging into RegData again.

### 3. Resetting your passcode

You cannot reset your 6-digit passcode online.

Please call us on one of the following numbers between 9am and 5pm on Monday, Tuesday, Wednesday or Friday, or 9.45am and 5pm on Thursday:

- 0800 111 6768 (freephone)
- 0300 500 8082 from the UK
- +44 207 066 1000 from abroad