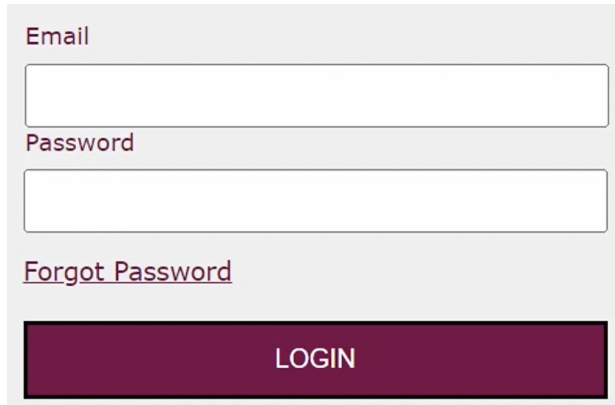


How to reset your MFA

Step 1 - Login using your FCA username and password



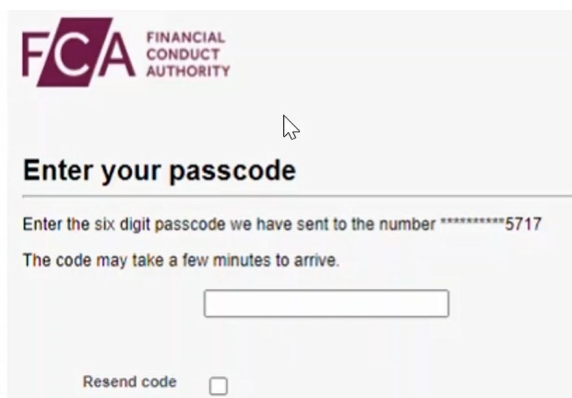
Email

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'



FCA FINANCIAL CONDUCT AUTHORITY

Enter your passcode

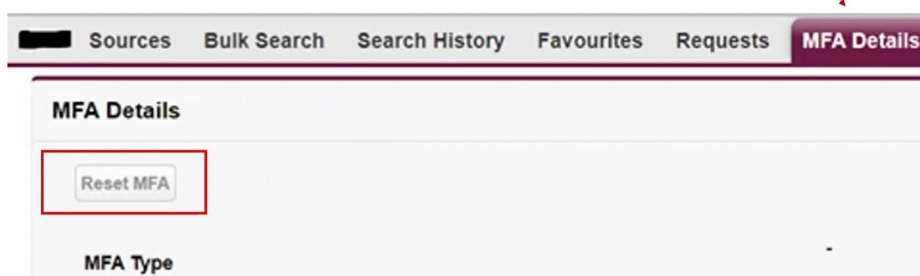
Enter the six digit passcode we have sent to the number *****5717
The code may take a few minutes to arrive.

Resend code

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

How to reset your MFA

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



Sources Bulk Search Search History Favourites Requests **MFA Details**

MFA Details

Reset MFA

MFA Type -

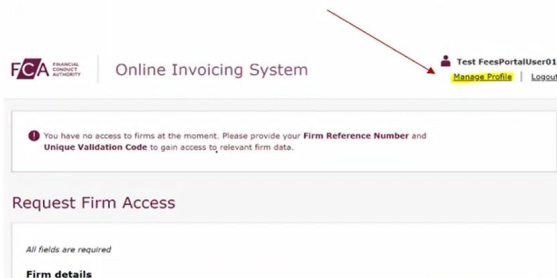
Step 4 – To reset MFA in RegData, click on the 'My Account and select 'Manage Security' and 'Manage Authentication, then select 'Reset Authentication

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



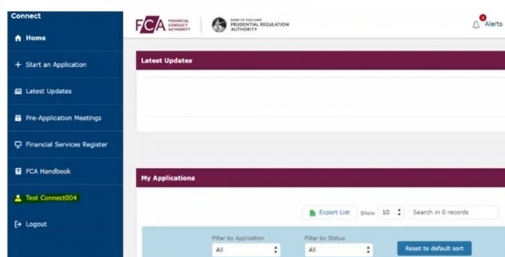
2. Click on the Reset MFA button



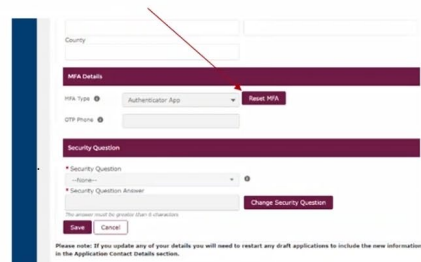
3. Select OK button to continue

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)

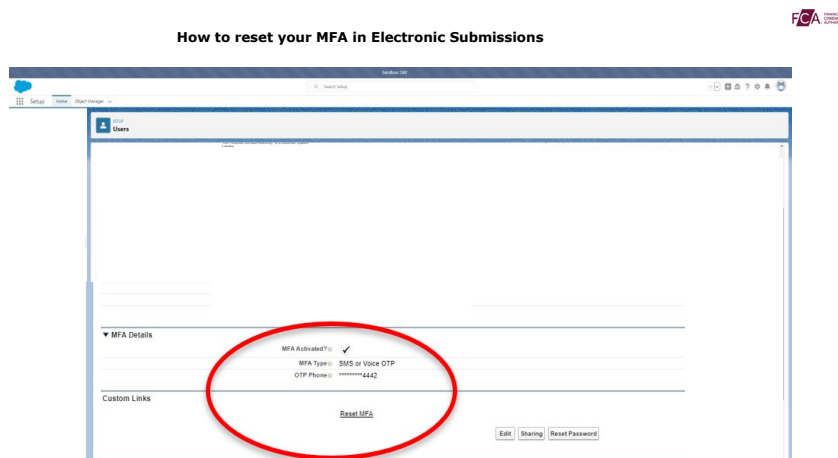


2. Click on the Reset MFA button



3. Select OK button to continue

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



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)