




## U.S. COMMODITY FUTURES TRADING COMMISSION

Three Lafayette Centre  
1155 21st Street, NW, Washington, DC 20581

### How do I change the phone number associated with my CFTC Portal account?

This document provides an overview of the steps needed to change the phone number associated with a CFTC Portal account.

1. Select the CFTC Portal Sign In URL: <https://portal.cftc.gov>
2. Read the CFTC Portal Terms of Use Agreement. To access the Portal, it is necessary to accept the Terms of Use Agreement by selecting [Accept].

  
COMMODITY FUTURES TRADING COMMISSION

### CFTC PORTAL

#### Warning

This computer system is a United States Government information system operated by the Commodity Futures Trading Commission ("CFTC"). This system is to be used only for authorized purposes by individuals who have been granted access rights by the CFTC. Misuse of this computer system is a violation of Federal law. See Computer Fraud and Abuse Act of 1986, Pub. L. 99-474, 100 Stat. 1213 (1986). Unauthorized access or use of this information system is prohibited and may be subject to criminal, civil and/or administrative action. The Government routinely intercepts and monitors communications and information on this system, for example, to address security vulnerabilities and other risks. All users of this system, whether authorized or unauthorized, are subject to monitoring by the CFTC and other authorized Federal Government officials. Anyone using this system expressly consents to such monitoring. All of the information transmitted or stored on this system may be intercepted, recorded, read, copied, searched, seized and disclosed by and to authorized personnel for official purposes consistent with CFTC policies. Users have no reasonable expectation of privacy when using this system or in any communication or data which is transmitted or stored on this system. Personal information submitted through this system is collected, stored and otherwise processed as stated in the Portal Privacy Policy.

Any information an individual submits to the CFTC must be true and accurate. The making of a false statement to the CFTC may be a basis for administrative action under 7 U.S.C. § 9 and may be punishable by fine or imprisonment, or both, under 7 U.S.C. § 13 or 18 U.S.C. § 1001.

By clicking "Accept", you acknowledge that you have read, understand and consent to the above, to the [Terms of Use Agreement](#) and to the processing of your personal information as stated in the [Privacy Policy](#).

3. Enter the username and password into the text boxes and select the [Submit] button.

**Sign In**

**Username** ⓘ

Username is not an email address.

**Password** ⓘ

**Submit**

Forgot your [username](#) or [password](#)?

Don't have an account? [Request an account](#)

For help, refer to [Frequently Asked Questions](#) or contact [TechSupport@cftc.gov](mailto:TechSupport@cftc.gov)

4. Upon successfully entering the proper credentials, choose an authentication method to begin the phone number validation step. Two options will be provided – Text message and Automated phone call. A third option, “Authentication App”, will be available after following the steps at the end of the document.

In this example we will choose Text message

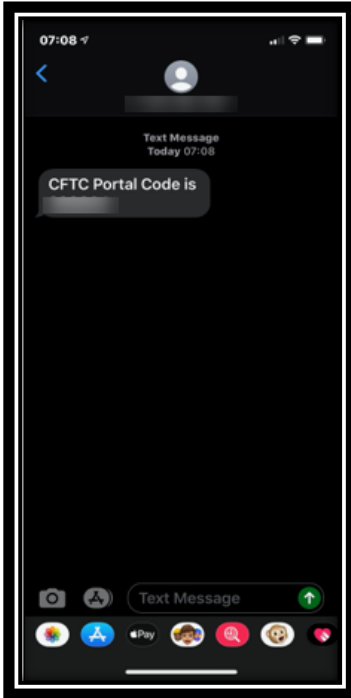
**Select your authentication method**

**Text message**  
Get security code to +1 (xxx) xxx - 8815


**Automated phone call**  
Get security code to +1 (xxx) xxx - 8815

**Submit** **Cancel**

5. After choosing Send Security Code, the Portal will send a text message or voice call with a six-digit code to the phone number listed with the user's account. In this example we chose Text. Check the mobile device for the code. In this example the code is 111111.



6. Enter the code into the text box and click Submit to complete the Sign In process.

 **Check your phone**

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We sent a security code to +1 (xxx) xxx - 8815

This code will expire in 15 minutes.

**One-time security code**

111111|

Submit

Didn't receive text message?

[↻ Get another Code](#)

[Choose another authentication method](#)

7. The User will be successfully authenticated and redirected to the Forms page on the Portal. In this example, the user logged in with a Derivatives Clearing Organization (DCO) account.

The screenshot displays the CFTC portal interface for a Derivatives Clearing Organization (DCO) account. At the top left is the CFTC logo with the text "COMMODITY FUTURES TRADING COMMISSION". At the top right is a box for "DCO GLOBAL WORLDWIDE Derivatives Clearing Organization (DCO)". Below the header is a navigation bar with links for "Forms", "Submissions", "My Account", and "Sign Out". The main content area is titled "DERIVATIVES CLEARING ORGANIZATION (DCO)" and contains a list of reporting requirements:

DERIVATIVES CLEARING ORGANIZATION (DCO)	
Rules	40.5(a), 40.6(a), 40.6(d), 40.10(a), 40.10(h) Rules
Monthly Report	39.11(f)(1) Monthly Report
Quarterly Report	39.11(f)(1) Quarterly Report
Audited Financial Statements	39.19(c)(3) Audited Financial Statements
Chief Compliance Officer Report	39.19(c)(3)(i) Chief Compliance Officer Report
Event Specific Report	39.10(c)(4), 39.11(f)(4), 39.12(b), 39.18(g), 39.18(h), 39.19(c)(3), 39.19(c)(4), 39.19(c)(5) Event Specific Report
Acknowledgment Letter	1.20(d)(4), 1.20(g)(4)(iii), 1.26(b), 22.5(b), 30.7(d)(4) Acknowledgement Letter

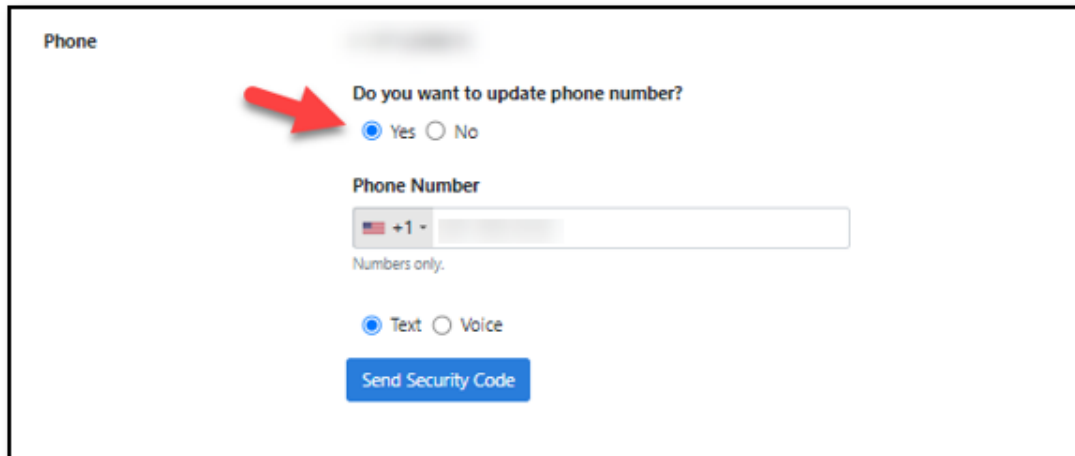
At the bottom of the page, the following information is provided:

U.S. COMMODITY FUTURES TRADING COMMISSION  
Three Lafayette Centre, 1155 21st Street, NW, Washington, DC 20581, 202.418.5000  
[Privacy Policy](#) | [Terms of Use Agreement](#) | [Support](#) | [Frequently Asked Questions](#)

8. Select the "My Account" link to be taken to the My Account page.

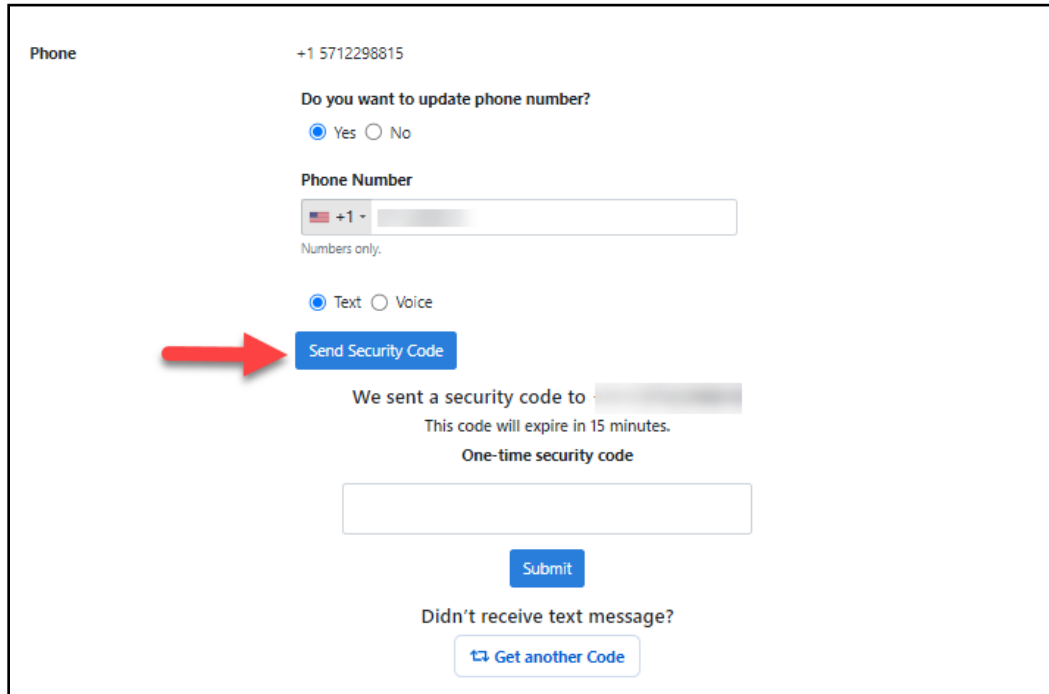


9. Under "Do you want to update phone number?" select [Yes] and editable phone number fields appear.

A screenshot of a web form titled "Phone". The form contains a question "Do you want to update phone number?" with two radio button options: "Yes" (which is selected) and "No". Below this is a "Phone Number" section with a dropdown menu showing "+1" and a text input field. Underneath the input field, it says "Numbers only.". There are two more radio button options: "Text" (selected) and "Voice". At the bottom of the form is a blue button labeled "Send Security Code". A red arrow points to the "Yes" radio button.

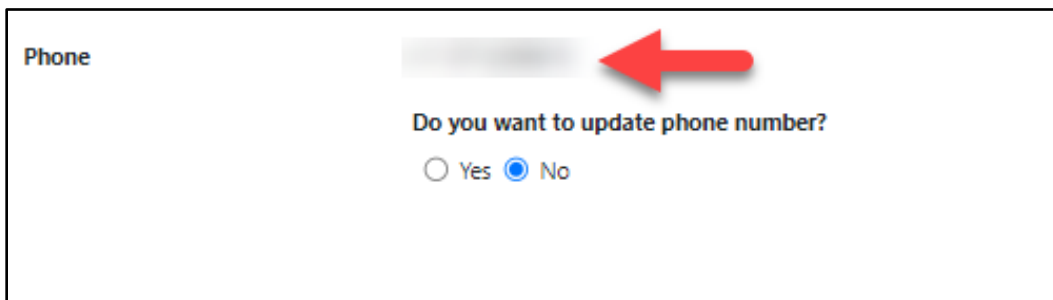
10. Enter the new country code and phone number to be associated with the account. Choose either text or voice to send a security code to that number. Click the 'Send Security Code' button.

In this case, the user chose Text to validate the phone number and received a 6 digit code to the mobile device. Enter the 6 digit code into the one-time security code text box and click Submit.



The screenshot shows a form titled "Phone" with the current number "+1 5712298815". It asks "Do you want to update phone number?" with "Yes" selected. Below is a "Phone Number" field with a country code dropdown set to "+1" and a text input field. Underneath, "Text" is selected for the security code method. A red arrow points to the "Send Security Code" button. Below the button, it says "We sent a security code to [redacted]. This code will expire in 15 minutes." There is a "One-time security code" input field and a "Submit" button. At the bottom, there is a link "Get another Code" for users who didn't receive the message.

11. When completed, the new phone number will be shown on the My Account page.



The screenshot shows the "Phone" form with the "Do you want to update phone number?" question. The "No" radio button is selected. A red arrow points to the new phone number field, which is currently blank.

## Configure Authentication App

1. The preferred and most secure method for authenticating with the CFTC Portal is to use an Authentication App. This section will show in three easy steps how to enable this feature when signing in to the Portal.

Navigate to the My Account page to begin the process.

The screenshot shows the CFTC Portal's 'MY ACCOUNT' page. The header includes the CFTC logo and a user profile box for a 'Futures Commission Merchant (FCM)' with a last login date of 10/31/2023 10:58:10 AM. The navigation menu has 'My Account' highlighted. The main content area is titled 'MY ACCOUNT' and 'TWO-FACTOR AUTHENTICATION'. It provides instructions on setting up an authentication app and lists three steps: 1. Install an authentication app (with a list of options like Google Authenticator, Authy, 1Password, LastPass, and Microsoft Authenticator), 2. Scan QR barcode (with a QR code and a manual code: GM2GMZLCGRSGINRXHFRTIOBSMQ), and 3. Enter the code from your app. There is a text input field for the code and a 'Submit' button. At the bottom, there is a 'Phone' field and a radio button question: 'Do you want to update phone number?' with 'Yes' and 'No' options, where 'No' is selected.

2. If the user doesn't already have an Authentication App on their mobile device, then choose to install one of the options below or install another software-based authenticator.

Some popular options include:

- [Google Authenticator \(iOS/Android\)](#)
- [Authy](#)
- [1Password](#)
- [LastPass](#)
- [Microsoft Authenticator](#)

3. Complete the remaining steps by scanning the QR Barcode or manually entering the code into the Authentication App. The final step is to enter the six-digit code into the text field and then press the Submit button to complete the process.

The screenshot shows a web interface for setting up two-factor authentication. At the top, there is a 'MY ACCOUNT' header. Below it, the section is titled 'TWO-FACTOR AUTHENTICATION'. A paragraph explains that users can use an authentication app instead of receiving security codes via text or phone call. The setup process is divided into three steps:

- 1 Install an authentication app.** This step lists popular options: Google Authenticator (iOS/Android), Authy, 1Password, LastPass, and Microsoft Authenticator.
- 2 Scan QR barcode.** A QR code is displayed, and a mouse cursor is shown pointing at it. Below the QR code, the text says 'Or enter this code manually into your authentication app' followed by the alphanumeric code: `GIYWEMLCMU2DKYLGMIYTCYJXGQ`.
- 3 Enter the code from your app.** A text input field is provided for the user to enter the code, with a blue 'Submit' button below it.

At the bottom of the form, there is a 'Phone' field with a blurred value and a question: 'Do you want to update phone number?' with radio buttons for 'Yes' and 'No' (selected).



4. The Authentication App is successfully added to the user's account.

