




U.S. COMMODITY FUTURES TRADING COMMISSION

Three Lafayette Centre
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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

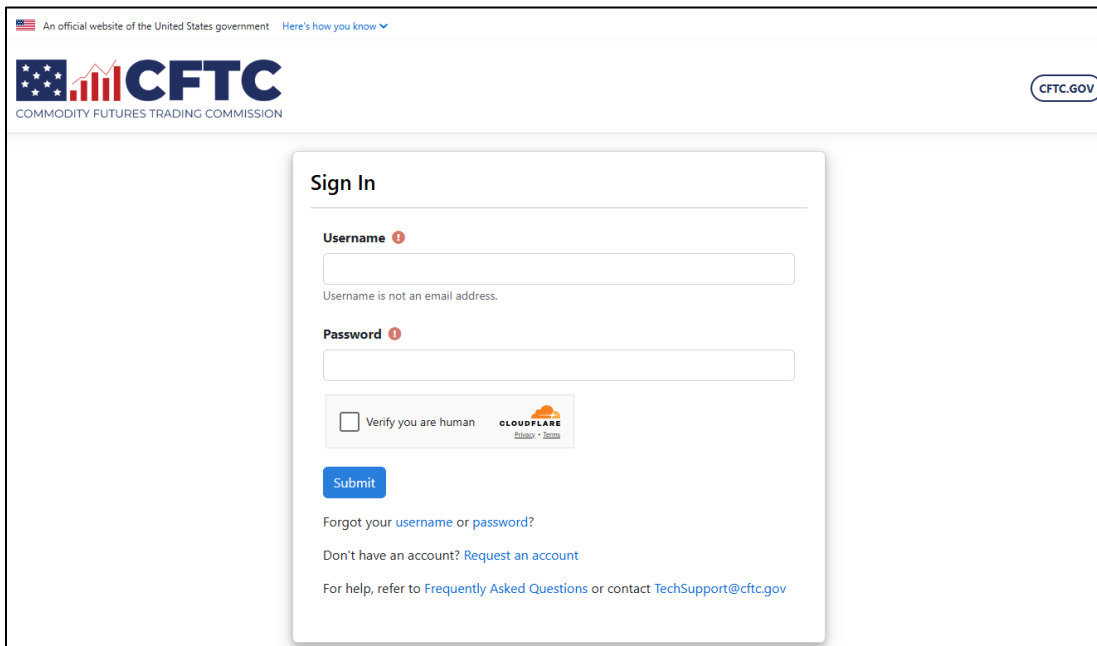
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Any information an individual submits to the CFTC must be true and accurate. The making of a false statement to the CFTC may be a basis for administrative action under 7 U.S.C. § 9 and may be punishable by fine or imprisonment, or both, under 7 U.S.C.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

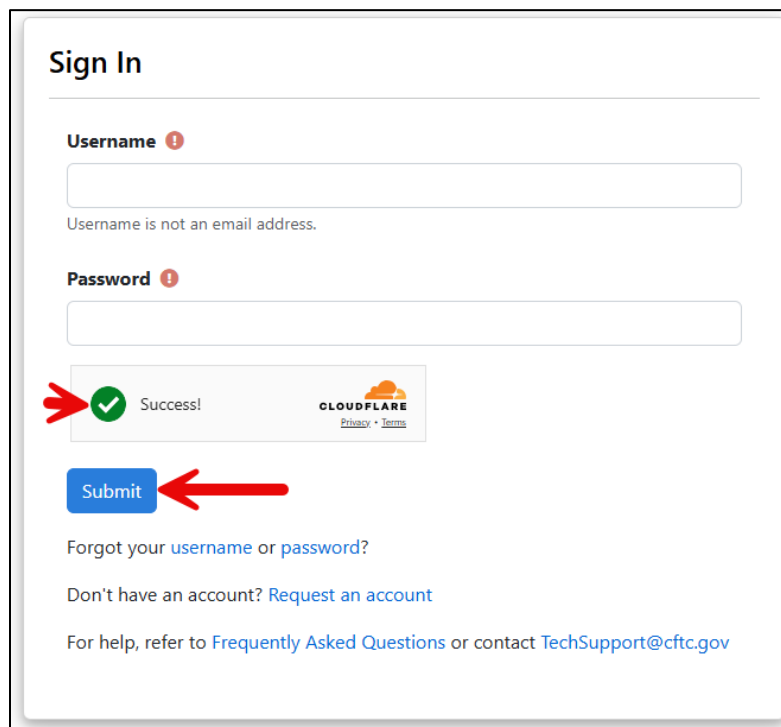
Accept

3. Enter the username. Note: The username is not an email address. Then enter the password.



The screenshot shows the CFTC (Commodity Futures Trading Commission) website header with the logo and "CFTC.GOV" link. The main content is a "Sign In" form. It includes a "Username" field with a red information icon and a note "Username is not an email address." Below it is a "Password" field with a red information icon. A checkbox labeled "Verify you are human" is present, with a Cloudflare logo and "Privacy • Terms" link next to it. A blue "Submit" button is at the bottom of the form. Below the button are links for "Forgot your username or password?", "Don't have an account? Request an account", and "For help, refer to Frequently Asked Questions or contact TechSupport@cftc.gov".

4. Check the box next to "Verify you are human" and click the "Submit" button to proceed.



This screenshot shows the "Sign In" form after successful verification. A green checkmark icon with a red arrow pointing to it and the text "Success!" are displayed next to the "Verify you are human" checkbox. The "Submit" button is now highlighted with a red arrow pointing to it. The rest of the form, including the "Username" and "Password" fields and the footer links, remains the same as in the previous screenshot.

5. Upon successfully entering the proper credentials, choose an authentication method. 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.

Check the box next to “Verify you are human” and click the “Submit” button to proceed.

Select your authentication method

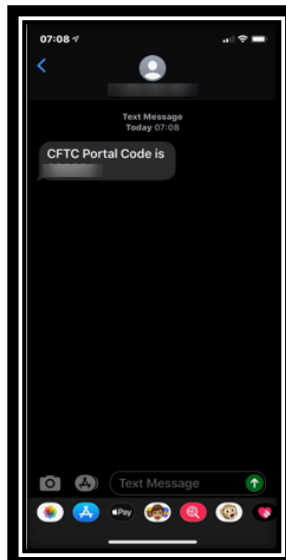
☒ **Text message**
Get security code to +1 (xxx) xxx - 8815

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


Success!  [Privacy](#) • [Terms](#)

Submit **Cancel**


6. A text message with a six-digit code will be sent to the phone number associated with the user's account. Check the mobile device for the code. In this example the code is 111111.







7. Enter the code into the text box, check the box next to “Verify you are human” and click the “Submit” button to proceed.

 **Check your phone**

We sent a security code to **+1 (xxx) xxx - 8815**
This code will expire in 15 minutes.
One-time security code



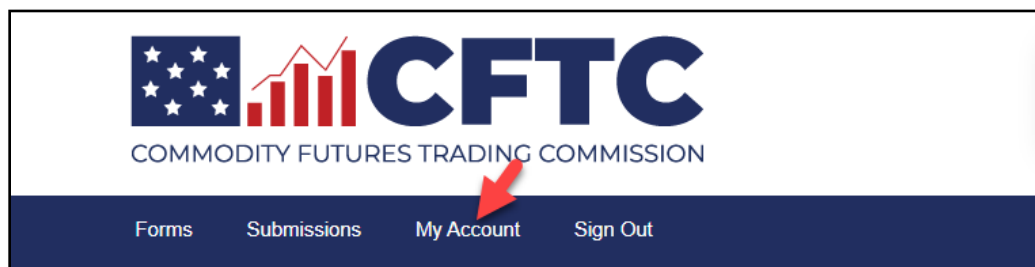
  **Success!** 
[Privacy](#) • [Terms](#)



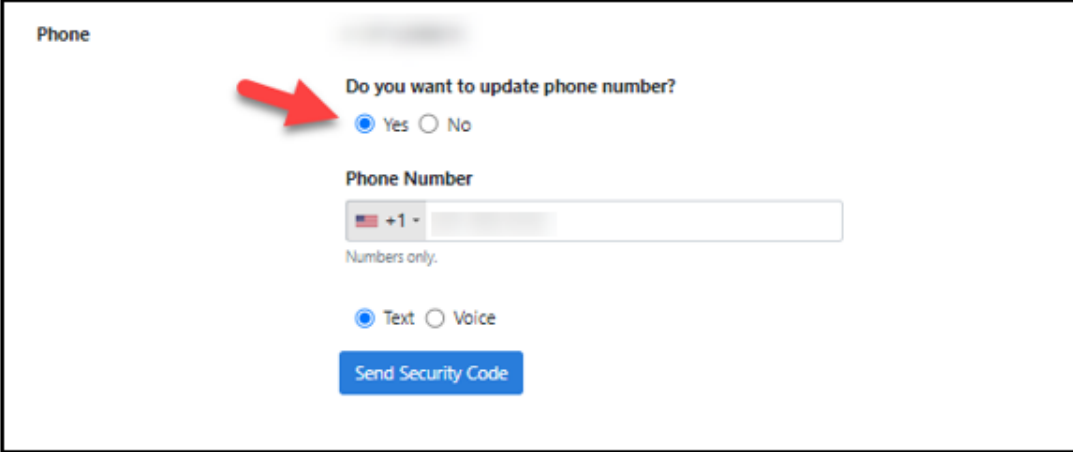
8. The User will be successfully authenticated and redirected to the Forms page on the Portal. In this example, the user logged in with a Derivatives Clearing Organization (DCO) account.



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



10. Under “Do you want to update phone number?” select [Yes] and editable phone number fields appear.



Phone

Do you want to update phone number?

☒ Yes ☐ No

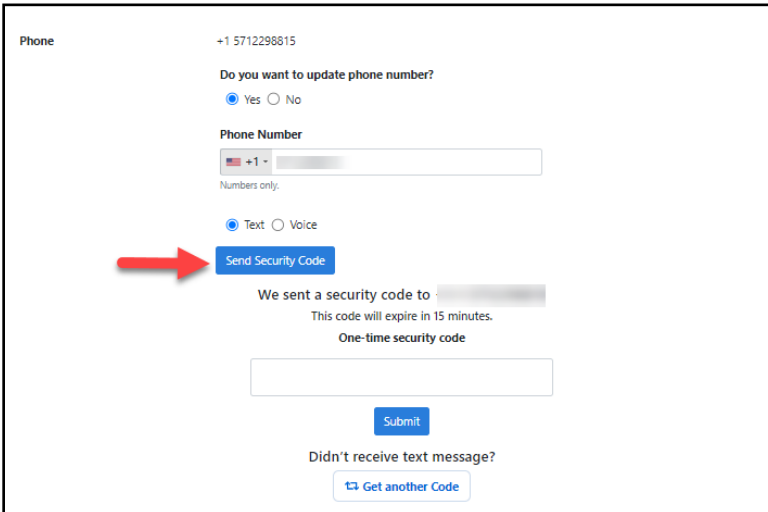
Phone Number

Numbers only.

☒ Text ☐ Voice

[Send Security Code](#)

11. 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.



Phone

+1 5712298815

Do you want to update phone number?

☒ Yes ☐ No

Phone Number

Numbers only.

☒ Text ☐ Voice

[Send Security Code](#)

We sent a security code to +1 5712298815

This code will expire in 15 minutes.

One-time security code

[Submit](#)

Didn't receive text message?

[Get another Code](#)

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

Phone

Do you want to update phone number?

☐ Yes ☒ No

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. At the top, there's a header with the CFTC logo and a user profile box indicating the user is a 'Futures Commission Merchant (FCM)' with a last login date of 10/31/2023 at 10:58:10 AM. Below the header is a navigation bar with links for 'Forms', 'Submissions', 'My Account' (highlighted with a red box), 'Dashboard', and 'Sign Out'. The main content area is titled 'MY ACCOUNT' and 'TWO-FACTOR AUTHENTICATION'. It provides instructions on setting up an authentication app. Step 1, 'Install an authentication app.', lists popular options: Google Authenticator (iOS/Android), Authy, 1Password, LastPass, and Microsoft Authenticator. Step 2, 'Scan QR barcode.', shows a QR code and a manual entry code: GM2GMZLCGRSGINRXHFRTIOBSMQ. Step 3, 'Enter the code from your app.', features a text input field and a 'Submit' button. At the bottom, there's a 'Phone' field and a question 'Do you want to update phone number?' with radio buttons for 'Yes' and 'No' (the 'No' option 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.

MY ACCOUNT

TWO-FACTOR AUTHENTICATION

If you don't want to receive security codes by text or phone call, you can set up an authentication app on your device to generate security codes. Once enabled, you will be able to use the one-time passcodes generated by the application each time you sign in instead of receiving a text message or a phone call. If you are having difficulty setting up the authentication app, you will need to contact the app developer directly for assistance.

1 Install an authentication app.
Some popular options include:

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

2 Scan QR barcode.

Or enter this code manually into your authentication app
GIYWEMLCMU2DKYLGMIYTCYJXGQ

3 Enter the code from your app.


Submit

Phone


Do you want to update phone number?

☐ Yes ☒ No

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



COMMODITY FUTURES TRADING COMMISSION



LTR GLOBAL WORLD WIDE 1
Large Trader (LTR)
Last Login Date: 9/18/2023 2:17:34 PM

Forms Submissions My Account Sign Out

MY ACCOUNT

TWO-FACTOR AUTHENTICATION

You are able to use the one-time passcodes generated by the application each time you sign in instead of receiving a text message or a phone call.

Authentication App

Delete

Phone

Do you want to update phone number?

☐ Yes ☒ No