



U.S. COMMODITY FUTURES TRADING COMMISSION

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

How do I retrieve my username?

This document provides an overview of the steps needed to retrieve your username.

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].



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](#).

Accept

3. On the CFTC Portal “Sign In” page, select the “username” link.

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

4. In this example, the Forgot Username page has LTR selected as the Organization Type. The Organization Type, CFTC Code (trader id), Business Email Address, and Phone Number must match those associated with the Portal account.

Forgot Username

Organization Type

LTR (Large Trader) ▾

CFTC Code ⓘ

Business Email Address ⓘ

Username is not an email address.

Phone Number ⓘ

+1

Numbers only.

Submit

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

- In this example, the Forgot Username page has FCM selected as the Organization Type. The Organization Type, Organization Name, Organization Identifier, Business Email Address, and Phone Number must match those associated with the Portal account.

The screenshot shows a web form titled "Forgot Username". It contains the following fields and elements:

- Organization Type:** A dropdown menu with "FCM (Futures Commission Merchant/Reporting Firm)" selected.
- Organization Name:** A dropdown menu with "Select Organization Name" as the placeholder.
- Organization Identifier:** A dropdown menu.
- Business Email Address:** A text input field with a red error icon and the message "Username is not an email address." below it.
- Phone Number:** A text input field with a country code dropdown set to "+1" and the text "Numbers only." below it.
- Submit:** A blue button.

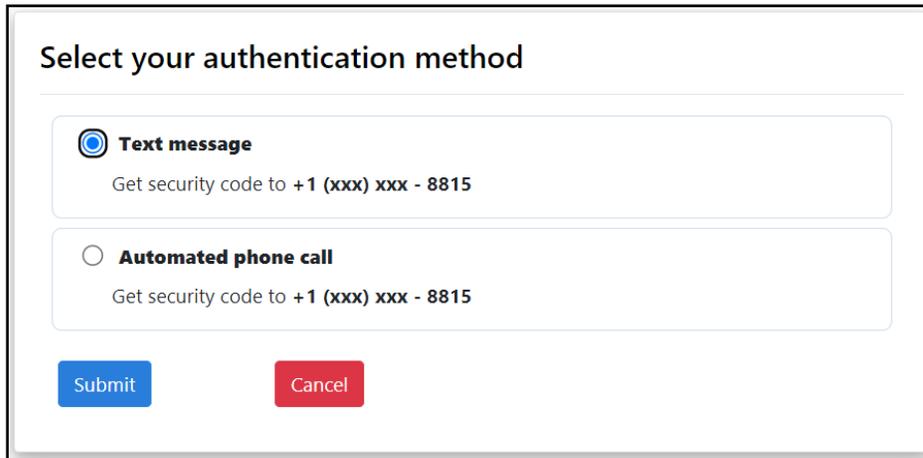
- In this example, the Forgot Username page has SEF selected as the Organization type. It will look the same for either DCM, DCO, DCO Applicant, EDCO, FBOT, HCR, or SDR. The Organization Type, Organization Name, Business Email Address, and Phone Number must match those associated with the Portal account.

The screenshot shows a web form titled "Forgot Username". It contains the following fields and elements:

- Organization Type:** A dropdown menu with "SEF (Swap Execution Facility)" selected.
- Organization Name:** A dropdown menu with "Select Organization Name" as the placeholder.
- Business Email Address:** A text input field with a red error icon and the message "Username is not an email address." below it.
- Phone Number:** A text input field with a country code dropdown set to "+1" and the text "Numbers only." below it.
- Submit:** A blue button.
- Footer:** Text that reads "For help, refer to [Frequently Asked Questions](#) or contact TechSupport@cftc.gov".

7. 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.



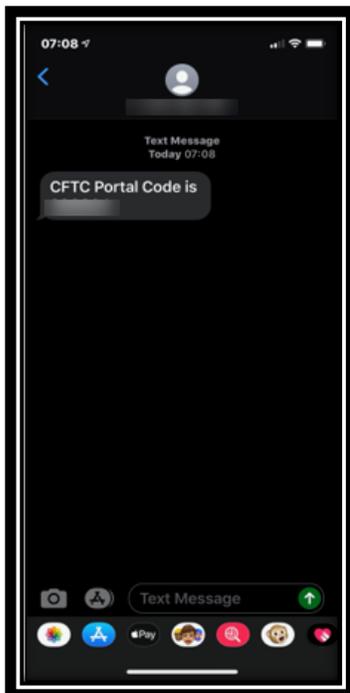
Select your authentication method

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

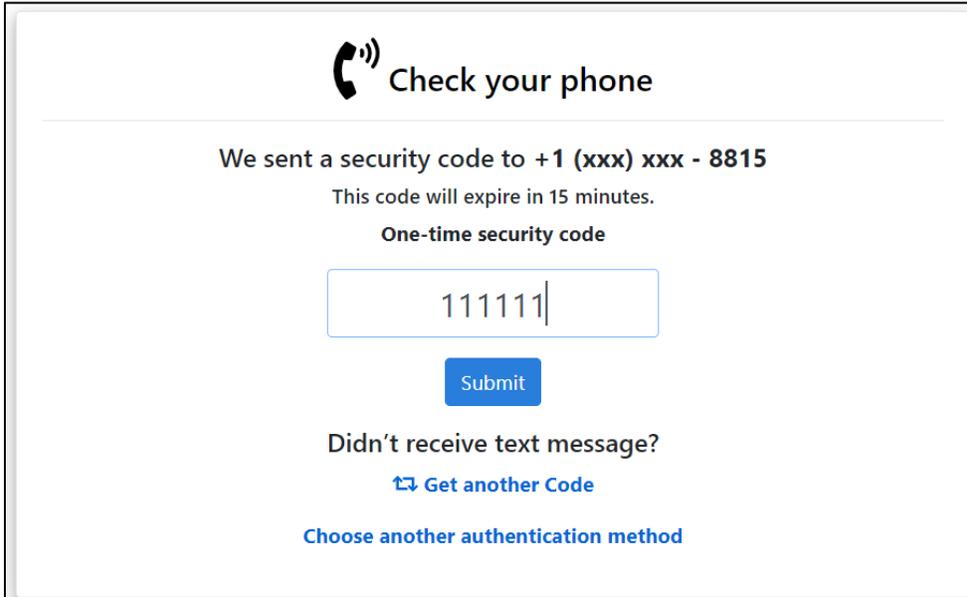
Automated phone call
Get security code to +1 (xxx) xxx - 8815

Submit Cancel

8. 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.



9. Enter the code into the text box and select Submit.



Check your phone

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

One-time security code

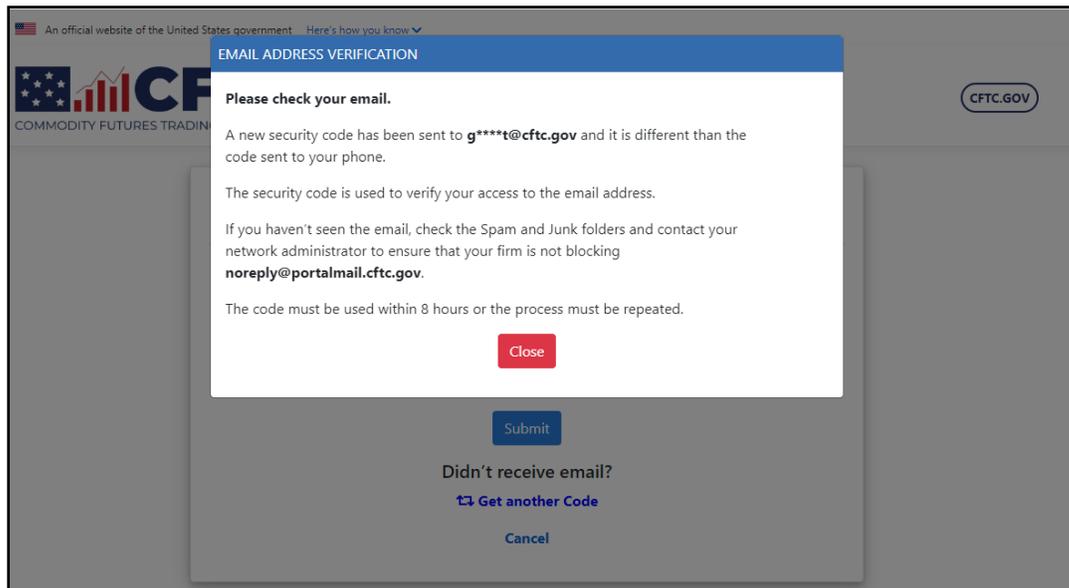
111111|

Submit

Didn't receive text message?
[↻ Get another Code](#)

[Choose another authentication method](#)

10. When the user selects "Submit" a pop-up box will display 'Email Address Verification', and a new security code will be emailed to the registered email address to authenticate the request. Select "Close" to enter the email verification code.



EMAIL ADDRESS VERIFICATION

Please check your email.

A new security code has been sent to g****@cftc.gov and it is different than the code sent to your phone.

The security code is used to verify your access to the email address.

If you haven't seen the email, check the Spam and Junk folders and contact your network administrator to ensure that your firm is not blocking noreply@portalmail.cftc.gov.

The code must be used within 8 hours or the process must be repeated.

Close

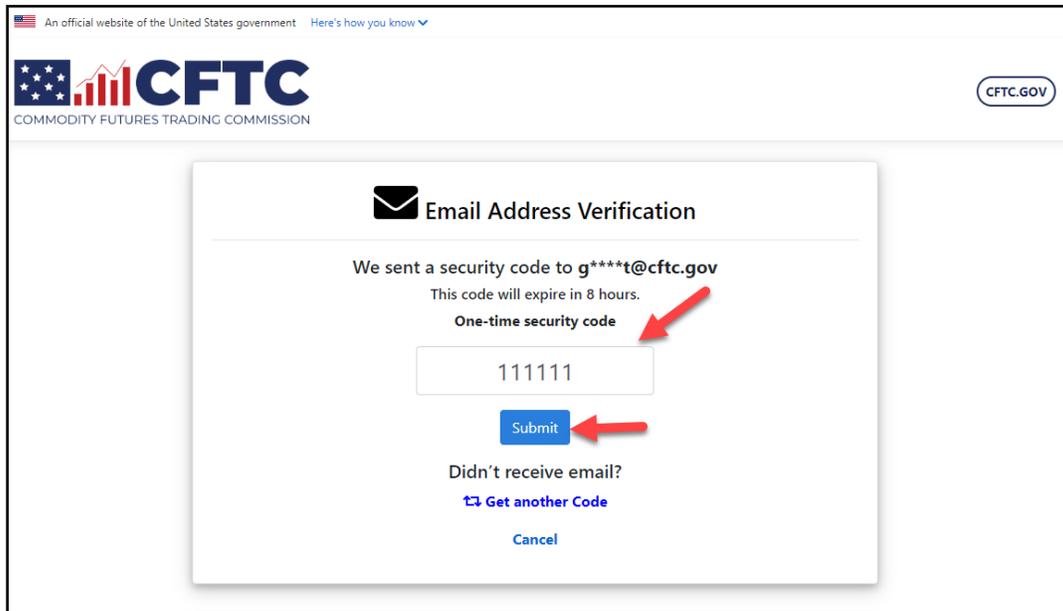
Submit

Didn't receive email?
[↻ Get another Code](#)

Cancel

11. When the user opens the email from CFTC, it will have a six-digit code. Enter this code into the textbox. You can copy and paste the code from the email into the textbox. Click Submit when done.

Note: The Email Code will expire within eight (8) hours of receipt of the message. If the code has expired, the process must be repeated.



An official website of the United States government [Here's how you know](#)

 **CFTC**
COMMODITY FUTURES TRADING COMMISSION CFTC.GOV

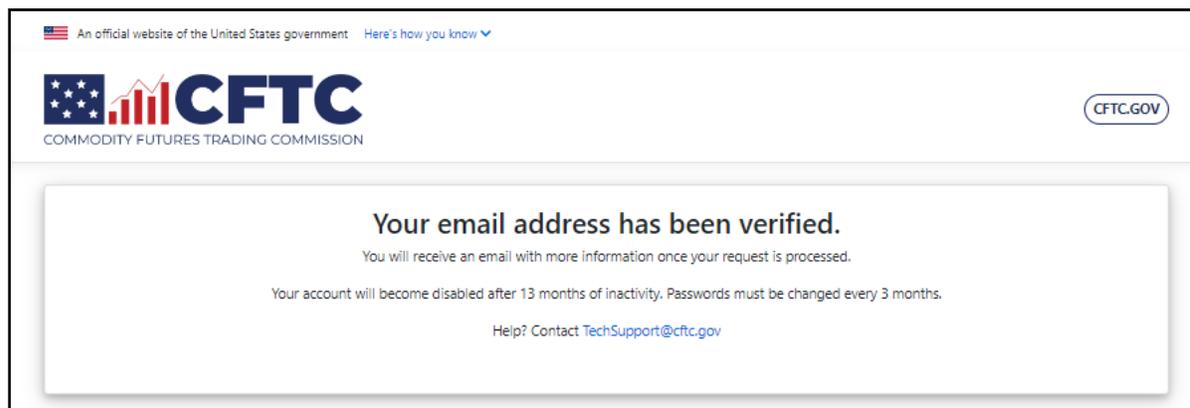
 **Email Address Verification**

We sent a security code to **g****@cftc.gov**
This code will expire in 8 hours.

One-time security code

[Didn't receive email?](#)
[↩ Get another Code](#)
[Cancel](#)

12. The Portal displays a screen that indicates the email address has been verified. A verification email will be sent to the registered email address.



An official website of the United States government [Here's how you know](#)

 **CFTC**
COMMODITY FUTURES TRADING COMMISSION CFTC.GOV

Your email address has been verified.

You will receive an email with more information once your request is processed.

Your account will become disabled after 13 months of inactivity. Passwords must be changed every 3 months.

Help? Contact TechSupport@cftc.gov

13. An email similar to the one below will be sent to the registered address and will include the username.

CAUTION: This email originated from outside of CFTC. DO NOT click links or open attachments unless you recognize and/or trust the sender. If you believe this is SPAM simply block sender and delete the email. If you suspect this to be a phishing attempt, please use the "Report Phishing" button on your Outlook menu bar.

Firstname Lastname,

The following HCR (Home Country Regulator) usernames for HCR GLOBAL WORLDWIDE are associated with your account:

Username:

If you do not recognize this activity, or if you have questions regarding this correspondence, contact TechSupport@cftc.gov.

This message is being sent to [email address] in accordance with the Commodity Futures Trading Commission Portal Terms of Use Agreement. You cannot opt out of receiving these email messages as they provide important information about your CFTC Portal account. Links to the Terms of Use Agreement and the Portal Privacy Policy may be found at <https://portal.cftc.gov/>.

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Configure Authentication App

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.

You must be signed into the portal to access the 'My Account' link from the menu bar.

Navigate to the My Account page to begin the process.

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.

Authentication Application

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
GM3TCYRZHFSKYZXMY4GCCOBYMY

3 Enter the code from your app.

Submit

Phone +1 6535

Do you want to update phone number? No

If the user does not 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](#)

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 displays the CFTC (Commodity Futures Trading Commission) website interface. At the top left is the CFTC logo with the text "COMMODITY FUTURES TRADING COMMISSION". At the top right is a user profile box for "LTR GLOBAL WORLD WIDE 1", "Large Trader (LTR)", with a "Last Login Date: 9/18/2023 2:17:34 PM". Below the header is a navigation bar with links for "Forms", "Submissions", "My Account", and "Sign Out". The main content area is titled "MY ACCOUNT" and "TWO-FACTOR AUTHENTICATION". A message states: "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." Under "Authentication App", there is a "Delete" button. Under "Phone", there is a redacted phone number field and a question: "Do you want to update phone number?" with radio buttons for "Yes" and "No" (selected).