



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

[Sign In](#)

[Forgot your username or password?](#)

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

FAQs

- [How do I login to the CFTC Portal?](#)
- [How do I use PERT in the CFTC Portal?](#)
- [How do I reset my password?](#)
- [How do I register for the CFTC Portal?](#)

Account is locked out? Please wait 30 minutes to login again or choose [Forgot Password?](#)

If you are experiencing technical difficulties or have a technical question, visit the [Frequently Asked Questions](#) page.

If your question is not answered on the Frequently Asked Questions page, please contact us at TechSupport@cftc.gov.

4. Complete the Request Username form and select the [Verify] button. The Phone Number, Business Email Address, Organization Type, and Organization Name must match those currently stored in the Portal.

Frequently Asked Questions or contact TechSupport@cftc.gov'."/>

Request Username

Please enter your information to confirm your identity.

Fields marked with a red exclamation (!) are required

Phone Number

Phone Number must contain only numbers.

Select Organization Type

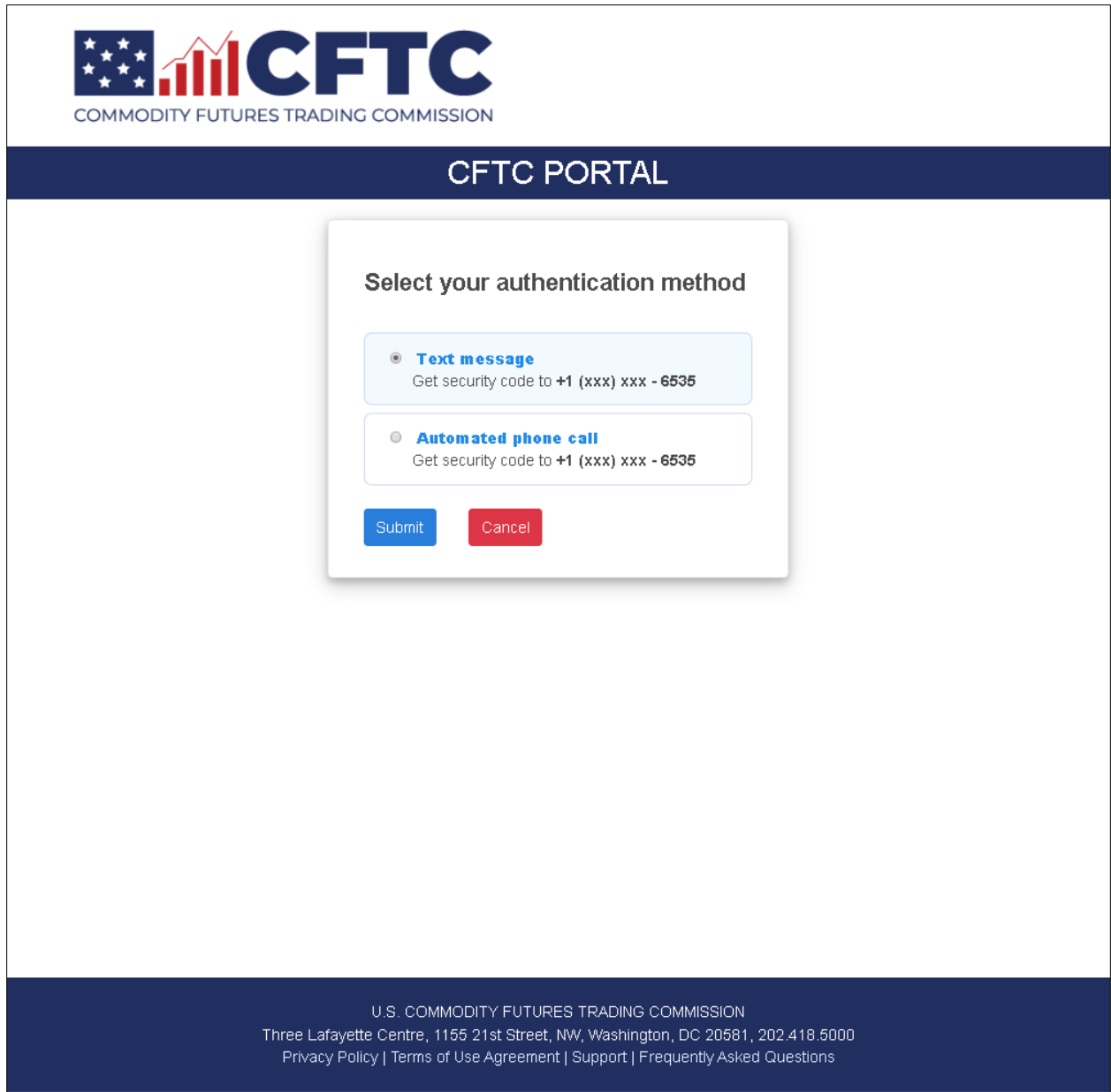
Select Organization Name

[Verify](#)

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

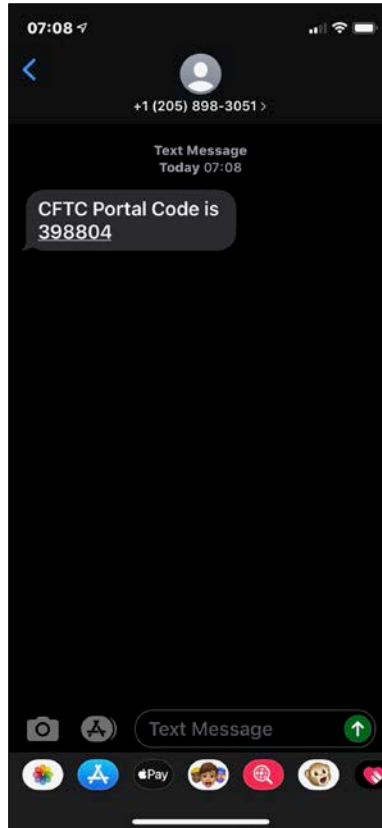
5. Upon successfully entering the proper credentials, choose an authentication method. Two options will be provided – Text Message and Automated Phone Call. A third option, “Authentication App”, will be available after following the steps at the end of the document.

In this example we will choose Text Message.



The screenshot shows the CFTC Portal interface. At the top left is the CFTC logo, which includes a stylized American flag and a bar chart, with the text "CFTC" and "COMMODITY FUTURES TRADING COMMISSION" below it. A dark blue horizontal bar contains the text "CFTC PORTAL" in white. The main content area features a white modal box with the heading "Select your authentication method". Inside the modal, there are two radio button options: "Text message" (selected) and "Automated phone call". Both options include the text "Get security code to +1 (xxx) xxx - 6535". At the bottom of the modal are two buttons: a blue "Submit" button and a red "Cancel" button. The footer of the page, on a dark blue background, contains the text: "U.S. COMMODITY FUTURES TRADING COMMISSION", "Three Lafayette Centre, 1155 21st Street, NW, Washington, DC 20581, 202.418.5000", and "Privacy Policy | Terms of Use Agreement | Support | Frequently Asked Questions".

- 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 398804.



7. Enter the code into the text box and select submit.

CFTC
COMMODITY FUTURES

Check your phone

We sent a security code to +1 (xxx) xxx - 6535
This code will expire in 15 minutes.

One-time security code

Submit

Didn't receive text message?

[↻ Get another Code](#)

[Choose another authentication method](#)

Close

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

- After successfully completing the Forgot Username form, the page redirects to the confirmation screen.



CFTC PORTAL

Email has been sent

Open the email and click on the link.

The link is valid for 8 hours.

Didn't receive the email? Please check your spam and junk folders.

Help? Contact TechSupport@cftc.gov

- A verification email will be sent to the registered email address. Select the URL in the email within eight hours of receipt of the message. If the link has expired, the process must be repeated. The email will look similar to the one below.

CFTC Portal Account Verification

NOREPLY@

Sent: Wed 8/8/2018 1:20 PM

To:

[Redacted]

You have requested a new [Redacted] account for [Redacted] in the CFTC Portal.

In order to process the request, please verify your email address within 8 hours by clicking on the link below:

[Redacted link]

If clicking the link doesn't work, you may try to copy and paste the link into the address bar of a browser.

After your email address has been verified, please allow 2 business days for the new account request to be reviewed. Upon approval an email with further instructions will be sent.

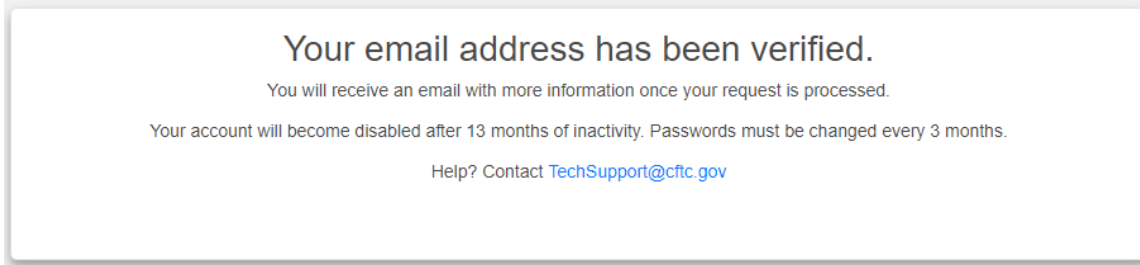
If you do not recognize this activity, or if you have questions regarding this correspondence, contact TechSupport@cftc.gov.

This message is being sent to [Redacted] 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/>.

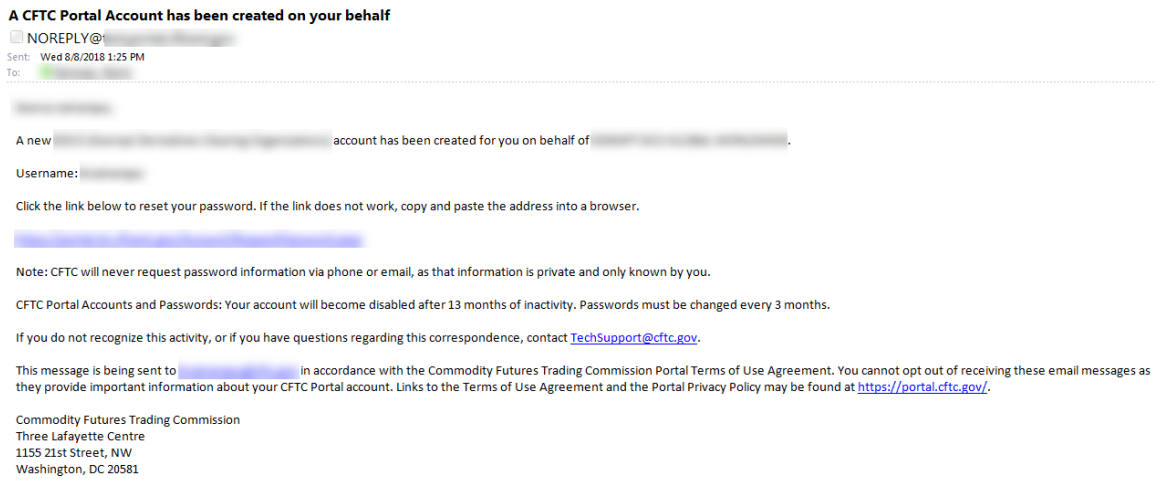
Commodity Futures Trading Commission
Three Lafayette Centre
1155 21st Street, NW
Washington, DC 20581

- After completing the form, if you don't receive an email, please check your Junk or Spam folders. If you do not see the message in the Junk or Spam folders, please contact your network administrator and ensure that your firm is not blocking noreply@portalmail.cftc.gov.

11. The Portal displays a screen that indicates the email address has been verified.




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



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.

Navigate to the My Account page to begin the process.



DCO GLOBAL WORLDWIDE
Derivatives Clearing Organization (DCO)

Forms Submissions **My Account** Sign Out

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

GM3TCYRZHFSKYZXMY4GCOBYMY

3 Enter the code from your app.

Submit

Phone +1 6535

Do you want to update phone number? No

If the user doesn't already have an Authentication App on their mobile device, then choose to install one of the options below or 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 pressing the Submit button to complete the process.

The screenshot displays the CFTC (Commodity Futures Trading Commission) website. At the top left is the CFTC logo, which includes a stylized American flag and the text 'CFTC COMMODITY FUTURES TRADING COMMISSION'. At the top right is a box for 'DCO GLOBAL WORLDWIDE Derivatives Clearing Organization (DCO)'. Below the header is a dark blue navigation bar with links for 'Forms', 'Submissions', 'My Account', and 'Sign Out'. The main content area is titled 'TWO-FACTOR AUTHENTICATION' and contains the following text: '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.' Below this text is a table with two rows. The first row is for the 'Authentication Application', which is marked as 'Configured' with a green checkmark and has a 'Delete' button. The second row is for the 'Phone' number, which is '+1 [redacted] 6535'. Below the phone number is a question 'Do you want to update phone number?' with a radio button and a 'No' button.

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 Application	✓ Configured Delete
Phone	+1 [redacted] 6535
Do you want to update phone number? <input type="radio"/> No	