



## U.S. COMMODITY FUTURES TRADING COMMISSION

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

### How do I reset my password?

This document provides an overview of the steps needed to reset a CFTC Portal account password.

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 “password” link.

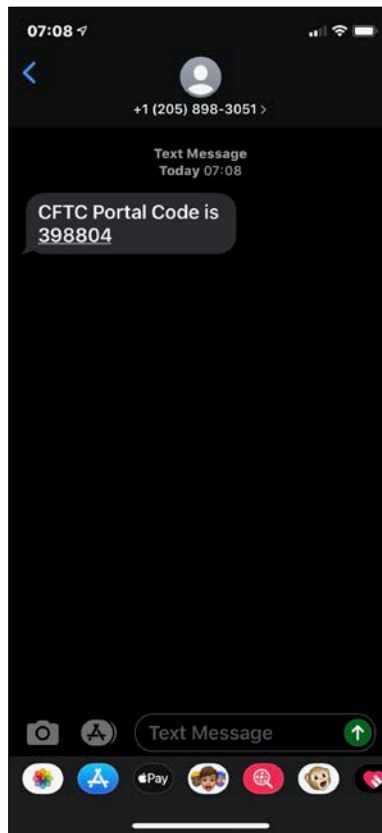
4. Complete the form and select [Verify]. Usernames are not Email Addresses.

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.

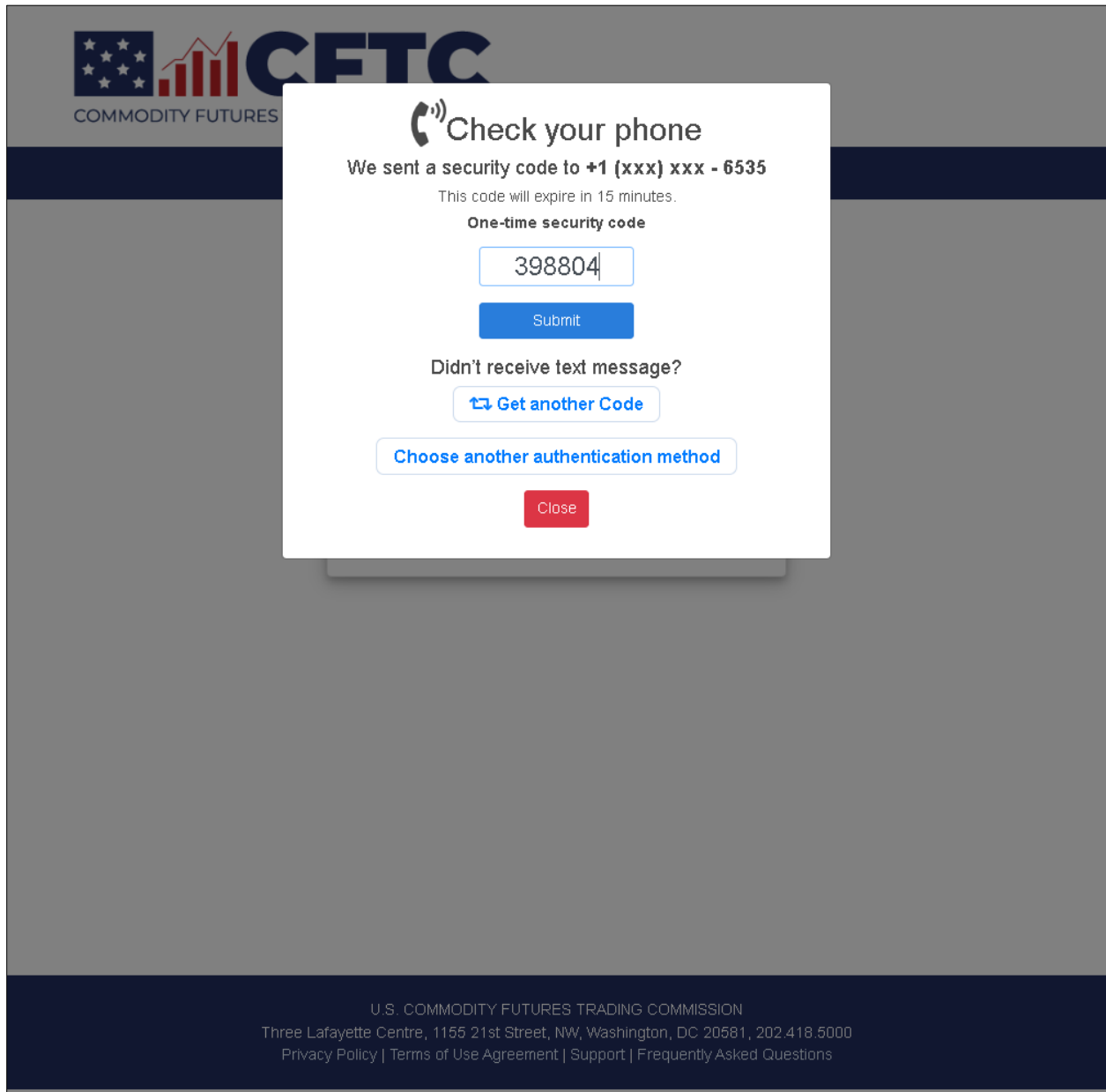
In this example, we will choose Text Message.

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' in large blue letters 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, in a dark blue bar, contains the text: 'U.S. COMMODITY FUTURES TRADING COMMISSION', 'Three Lafayette Centre, 1155 21st Street, NW, Washington, DC 20581, 202.418.5000', and a list of links: '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.



The screenshot shows the CFTC (Commodity Futures Trading Commission) website with a modal window for two-factor authentication. The modal is titled "Check your phone" and contains the following text and elements:

- Logo: CFTC COMMODITY FUTURES TRADING COMMISSION
- Text: "We sent a security code to +1 (xxx) xxx - 6535"
- Text: "This code will expire in 15 minutes."
- Text: "One-time security code"
- Text input field: "398804"
- Submit button: "Submit"
- Text: "Didn't receive text message?"
- Get another code button: "Get another Code"
- Choose another authentication method button: "Choose another authentication method"
- Close button: "Close"

At the bottom of the page, the following text is visible:

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](#)

- Once the phone number has been verified, the account verification confirmation screen will appear.

### Account Confirmation

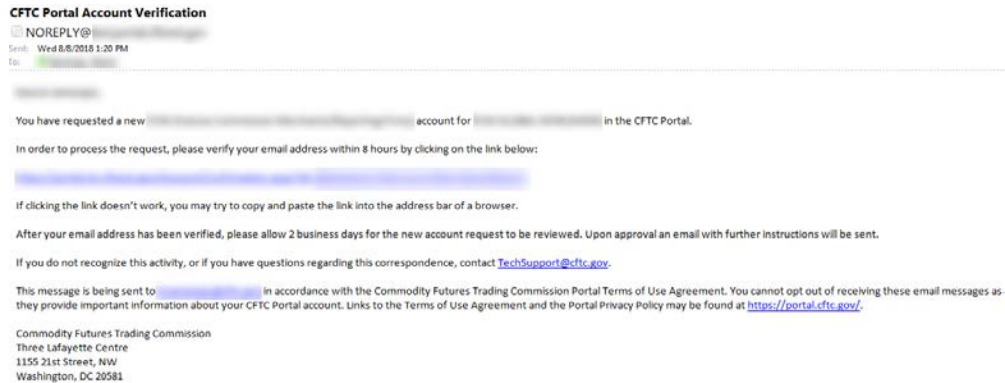
Your phone number has been successfully verified, and an email has been sent. Please open the email and click on the link provided.

After 8 hours the link expires, and the process must be repeated.

If the email is not in your Inbox, please check your spam and junk folders, add [NOREPLY@portalmail.cftc.gov](mailto:NOREPLY@portalmail.cftc.gov) to your contacts list, and contact your IT Department.

Need help? Contact [TechSupport@cftc.gov](mailto:TechSupport@cftc.gov)


- An email will be sent to authenticate the request. Select the link within the email in order to verify the request. Check the Junk or Spam folders if the email was not received and contact the user's network administrator and ensure they are not blocking [noreply@portalmail.cftc.gov](mailto:noreply@portalmail.cftc.gov).





10. Complete the Password Reset Form and select [Reset].

**Password Reset**

Fields marked with a red exclamation (!) are required

Username   
Username is not an email address.

Password 

Confirm Password 

**Reset**

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

11. A confirmation message will be displayed on the screen, and an email notification will be sent.

**Your password has been successfully changed**

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


To log back in, select [CFTC Portal Login](#).

12. Navigate to the CFTC Portal: <https://portal.cftc.gov> and sign in to the Portal using the new password.

## 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

**GM3TCYRZHFSDKYZXMY4GCOBYMY**

**3 Enter the code from your app.**

Submit

Phone                    +1  6535

Do you want to update phone number?   No

August 24, 2020

Password Reset

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If the user does not 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 interface. At the top left is the CFTC logo with the text 'COMMODITY FUTURES TRADING COMMISSION'. To the 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 'Authentication Application', showing a green '✓ Configured' button and a red 'Delete' button. The second row is for 'Phone', showing the number '+1 6535' and a 'Do you want to update phone number?' question with 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	<span>✓ Configured</span> <span>Delete</span>
Phone	+1 6535 Do you want to update phone number? <span>No</span>