




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].


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. On the CFTC Portal “Sign In” page, select the “password” 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. Complete the form and select [Submit]. Usernames are not Email Addresses.

Forgot Password

Username ⓘ

Username is not an email address.

Phone Number ⓘ

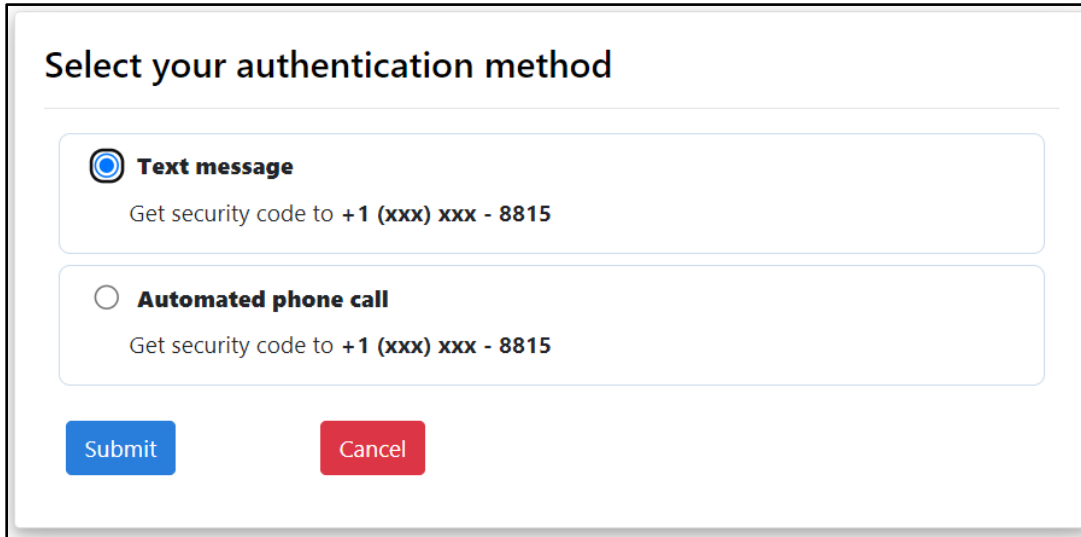
Numbers only.

Submit

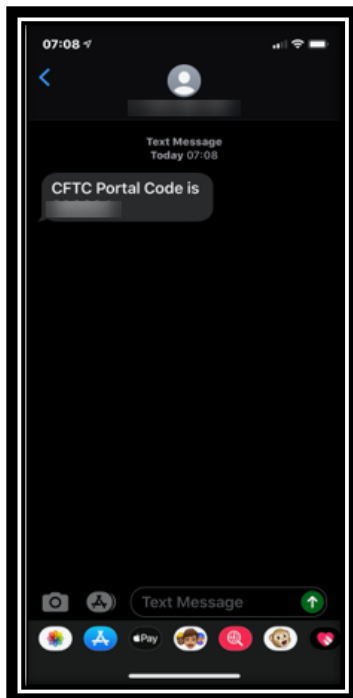
For help, refer to [Frequently Asked Questions](#) or contact TechSupport@cftc.gov

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 chose Text message.



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 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](#)

8. 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.

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 **COMMODITY FUTURES TRADING**

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

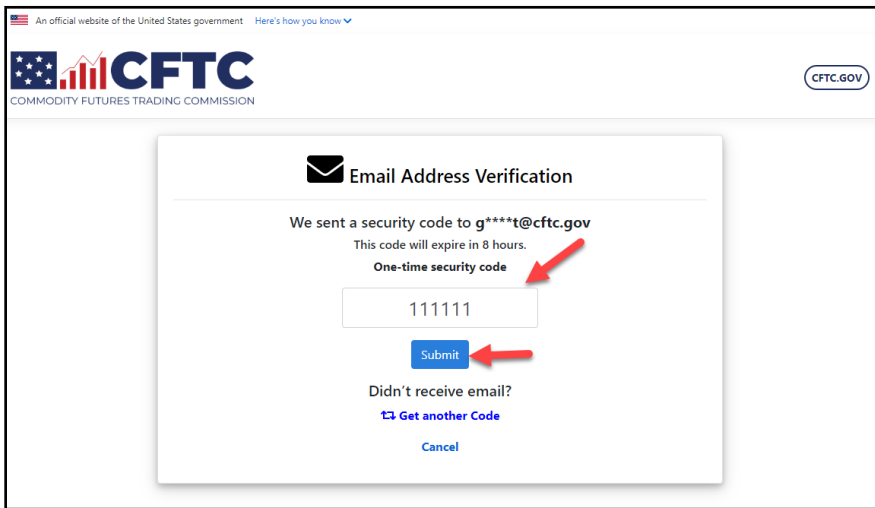
Didn't receive email?
[↻ Get another Code](#)

[Cancel](#)

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- 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.



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Email Address Verification

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

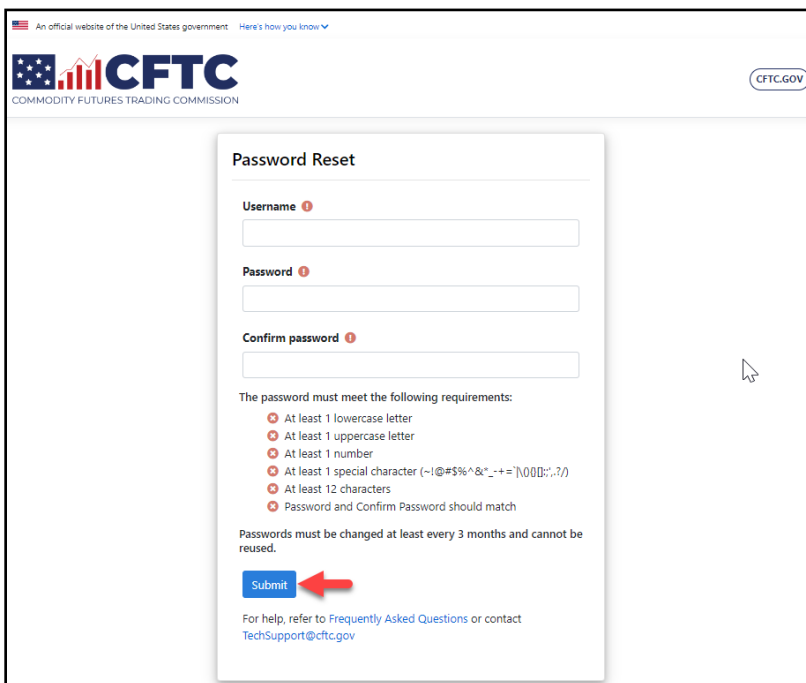
One-time security code

Submit

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

Cancel

- After the user selects Submit, it will bring the user to a "Password Reset" page.



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Password Reset

Username ?

Password ?

Confirm password ?

The password must meet the following requirements:

- At least 1 lowercase letter
- At least 1 uppercase letter
- At least 1 number
- At least 1 special character (~!@#%&*_+='\|00[]:;?.?)
- At least 12 characters
- Password and Confirm Password should match

Passwords must be changed at least every 3 months and cannot be reused.

Submit

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

11. The user enters the required information: Username, Password, and Confirm Password. If the password meets all the requirements, then all the requirement criteria will be checked. Click Submit to complete the new password verification.

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Password Reset

Username

Password

Confirm password

The password must meet the following requirements:

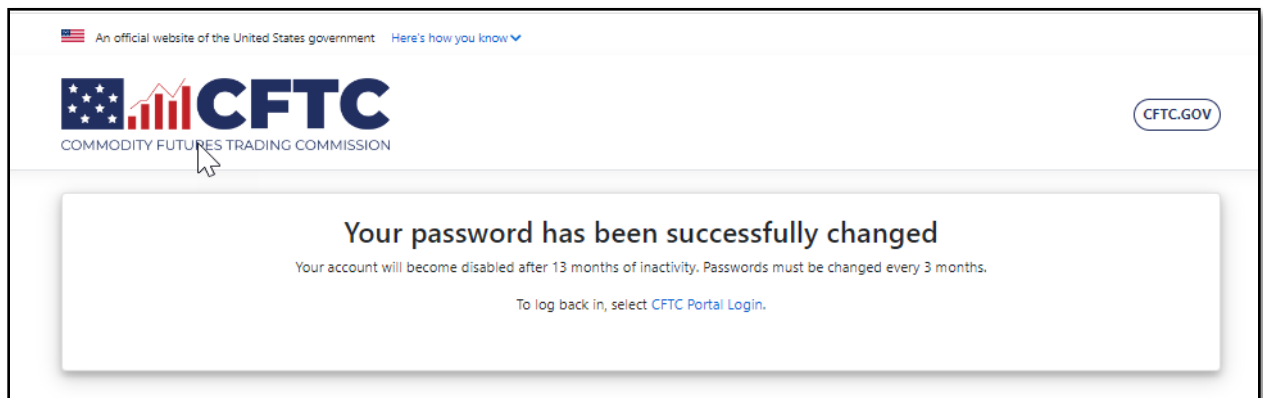
- At least 1 lowercase letter
- At least 1 uppercase letter
- At least 1 number
- At least 1 special character (~!@#\$%^&*~+=\|00[]:;.,/?)
- At least 12 characters
- Password and Confirm Password should match

Passwords must be changed at least every 3 months and cannot be reused.

[Submit](#)

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

12. Once the Password has been verified, a confirmation message will be displayed on the screen



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

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 is a navigation bar with 'Forms', 'Submissions', 'My Account' (highlighted with a red box), 'Dashboard', and 'Sign Out'. Below the navigation bar, the 'MY ACCOUNT' section is titled 'TWO-FACTOR AUTHENTICATION'. The page contains the following elements:

- 1 Install an authentication app.** Some popular options include:
 - Google Authenticator (iOS/Android)
 - Authy
 - 1Password
 - LastPass
 - Microsoft Authenticator
- 2 Scan QR barcode.** A QR code is displayed for scanning. Below it, the text reads 'Or enter this code manually into your authentication app' followed by the code: `GM2GMZLCGRSGINRXHFRTIOBSMQ`.
- 3 Enter the code from your app.** A text input field is provided for entering the code, with a 'Submit' button below it.
- Phone** [Redacted]
- Do you want to update phone number?** with radio buttons for 'Yes' and 'No' (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.

The screenshot shows the CFTC (Commodity Futures Trading Commission) user 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 containing a person icon, the name "LTR GLOBAL WORLD WIDE 1", the role "Large Trader (LTR)", and the "Last Login Date: 9/18/2023 2:17:34 PM". Below the header is a dark blue navigation bar with links for "Forms", "Submissions", "My Account", and "Sign Out". The main content area has a dark grey header for "MY ACCOUNT" and a sub-header for "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 red "Delete" button. Under "Phone", there is a redacted phone number and a question: "Do you want to update phone number?" with radio buttons for "Yes" and "No", where "No" is selected.