



## Multi-Factor Authentication (MFA) Guide

8/13/2025

FINRA's regulatory and contractual obligations require us to meet certain security standards to safeguard data and systems from being exposed to security vulnerabilities. For this reason, FINRA mandated the use of multifactor authentication (MFA) as an additional verification step for users logging into FINRA systems and systems that we operate.

**Note:** If you do not have the Duo Mobile app installed on your smart phone or tablet, you will not see the FINRA MFA-Compliant options of Duo Push and Duo Mobile Passcode in 'Other Options'. Download the **Duo Mobile** app either from App store (iOS) or Google Play Store (Android).

Visit the [MFA Troubleshooting Tips Guide](#) if you have issues changing your MFA option.

### What is MFA?

Multi-factor authentication (MFA) is an additional layer of security beyond the user ID and password that enhances the security of your account by using another device to verify identity. This additional security control is provided by the vendor, Cisco Duo. You must enroll with a smartphone, tablet, or purchase a security key to initiate the MFA process and to use MFA going forward.

The following enrollment steps only need to be completed once per account.

**Note:** If the same computer and browser are used within a 24-hour timeframe to access FINRA systems, you will not be required complete MFA until 24 hours have passed.

FINRA systems protected by MFA can be accessed from Windows or Mac computers running on one of the latest [versions](#) of the operating system. [Duo Mobile app](#) works with iOS and Android. Please note that end-of-life versions are not supported, and all access will be blocked.

- **Smart Phone End-of-life Versions** - Android 10 and iOS 14.  
Users having the noted versions or older will not be able to download the Duo Mobile App.

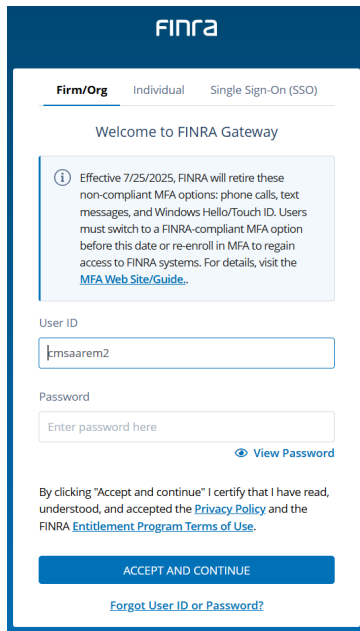
This MFA Guide covers information specific to MFA. For general help questions for SAAs and AAs, go to the [FINRA Entitlement Program > Entitlement Help & Training > FINRA Entitlement Reference Guide.](#)

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## Section 1: How to Enroll in FINRA Entitlement Program MFA

1. Open FINRA Gateway: <https://gateway.finra.org>
2. Select **Firm/Org** tab, enter your **User ID** and **Password**, read the **Entitlement Program Terms of Use** and click **Accept and Continue**.



3. Enter your **Security Answers** and click **Continue**.
4. Click **Continue to MFA**

As an enhanced security measure, you will be directed to the Duo website to complete the **enrollment** for MFA.



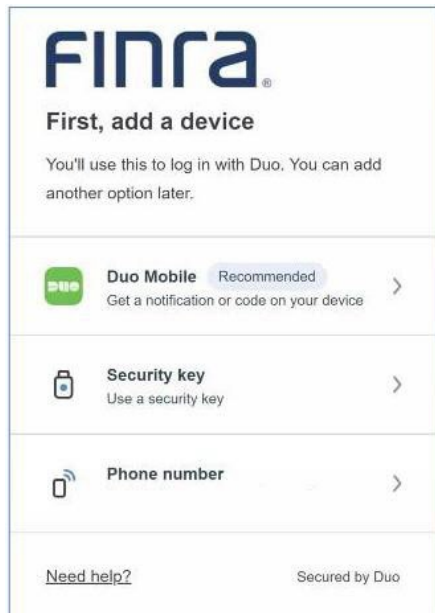
**Note:** If the same computer and browser are used within a 24-hour timeframe to access FINRA systems, the user will not be required to perform MFA until 24 hours pass. To access this screen again:

- Clear the cache in the existing browser for minimum of 'Last 24 Hours', or;
- Use a different browser (e.g., Edge, Firefox, Chrome, Safari)

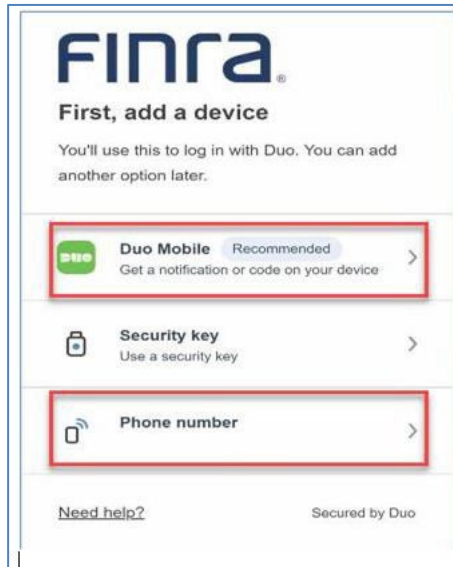
5. At the Duo Website to complete MFA, click **Get started**.



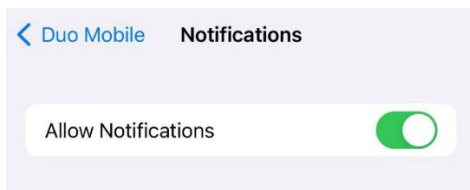
6. Select the **Device** you will use for MFA.  
**Duo Mobile or Security Key is considered to be more secure.**



**Enroll with Duo Mobile or Phone Number:** (See Enroll with Security Key Device below)



Be sure your Notifications in the Duo Mobile App have been enabled on your phone or tablet.



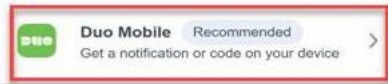
**Note:** Each device (Smart Phone, Tablet or Security Key) can hold up to 100 accounts.

**For Service Providers**

- Accounts can only be added manually – whether you're using a Security Key or DUO Mobile App on a smart phone/tablet. This applies even if you're adding the maximum limit of 100 accounts to a single device.

Note: Security Key does not require the Duo Mobile App.

**Note:** The device type selection (Duo Mobile or Phone Number) affects the prompts displayed. Please follow the prompts appropriate to your selection.



## Select Duo Mobile

### Option a - Phone

1. Enter your smartphone number and click **Continue**.

A screenshot of a mobile app screen. At the top left is a blue back arrow and the text "< Back". Below that is the heading "Enter your phone number" and the subtext "You'll have the option to log in with Duo Mobile." There are two input fields: "Country code" with a dropdown menu showing a US flag and "+1", and "Phone number" with an empty text box. Below these fields is the text "Example: '201-555-5555'". At the bottom, there is a large "Continue" button and a blue link "I have a tablet". The text "Secured by Duo" is at the very bottom.

2. Verify your smartphone number.

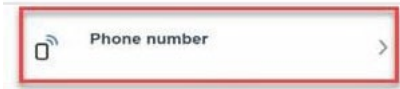
A screenshot of a mobile app screen. At the top left is a blue back arrow and the text "< Back". Below that is the heading "Is this correct?" and the phone number "(202) 899-0465". There are two buttons: a large blue button that says "Yes, it's correct" and a smaller blue link "No, I need to change it" with a hand cursor icon. At the bottom left is a blue link "Need help?" and at the bottom right is the text "Secured by Duo".

### Option b - Tablet

1. Click on **I have a tablet**.

A screenshot of a mobile app screen, identical to the one in the previous step. It shows the "Enter your phone number" screen with the "Continue" button and the "I have a tablet" link. In this screenshot, the "I have a tablet" link is highlighted with a red rectangular box.

or



## Select Phone Number

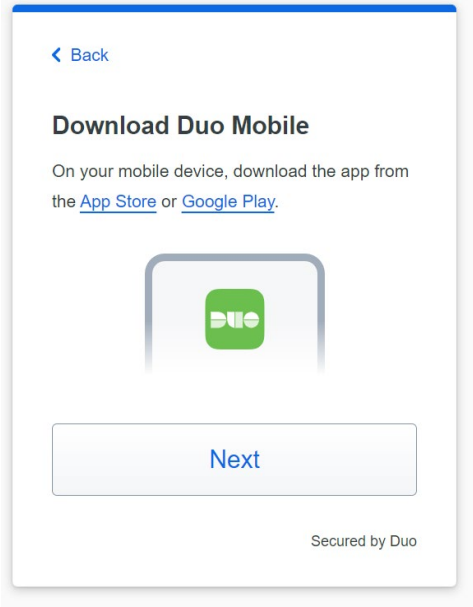
1. Enter your smartphone number and click **Continue**.

A screenshot of a mobile application screen. At the top left is a blue arrow and the text "< Back". The main heading is "Enter your phone number". Below this is the text "You'll get codes from Duo at this number to use when you log in." There are two input sections: "Country code" with a dropdown menu showing a US flag and "+1", and "Phone number" with an empty text box. Below these is the text "Example: '201-555-5555'" and a vertical cursor. At the bottom is a large, light blue "Continue" button. At the very bottom, there is a link "Need help?" on the left and "Secured by Duo" on the right.

2. Verify your smartphone number.

A screenshot of a mobile application screen. At the top left is a blue arrow and the text "< Back". The main heading is "Is this correct?". Below this is the text "(202) 899-0465". There are two buttons: a large, light blue "Yes, it's correct" button and a smaller, light blue "No, I need to change it" button with a hand cursor icon. At the bottom, there is a link "Need help?" on the left and "Secured by Duo" on the right.

3. If you do not have the Duo Mobile App installed on your smartphone or tablet, you will not see the FINRA MFA-Compliant options of Duo Push and Duo Mobile Passcode in Other Options. You will need to download the **Duo Mobile** app either from App Store (iOS) or Google Play Store (Android) (visit the [Duo Mobile app](#) Web Site for more information) and then click **Next**.



**Note:** You must authorize Duo Mobile to access your smartphone or tablet camera to complete this step. If you are unable to scan the QR code, click the option to have an activation link sent via email. Note that the activation link must be opened from your mobile device.

4. Follow the instructions on the screen to **activate Duo MobileApp**. Open the Duo Mobile app on your phone or tablet and scan the QR code to link the Duo Mobile app to your account.

Note: This is a sample of a QR Code which has been blurred out.  
**Do not use this QR Code for activation.**



## Enroll with Security Key Device

Complete the following steps to enroll a **security key** in Duo MFA.

A digital service on your personal device or a physical device that allows users to authenticate through the MFA process.

You must have a supported security key. Duo MFA supports WebAuthn/FIDO2 security keys such as those offered by Yubico and Feitian. U2F-Only security keys such as Yubikey NEO-n are not supported with Firefox.

**Note:** FINRA does not endorse any specific security key vendor or model and recommends that organizations perform adequate testing to ensure that the device they intend to use is compatible with Duo MFA for FINRA. More information on Duo-compatible security keys is available on [Duo's website](#).

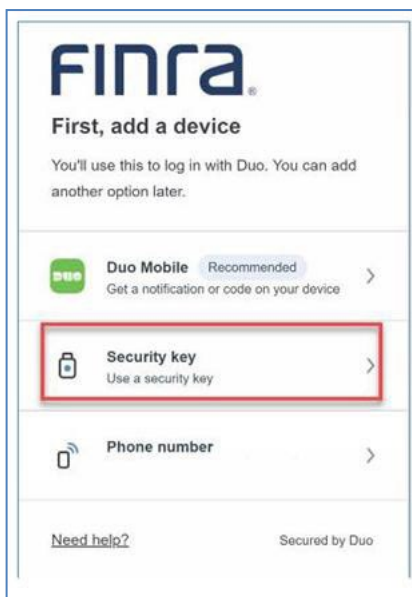
Please refer to the information below for a list of Security Keys compatible with Duo MFA, along with detailed instructions on how to add one:

<https://www.yubico.com/works-with-yubikey/catalog/duo/#compatible-yubikeys>

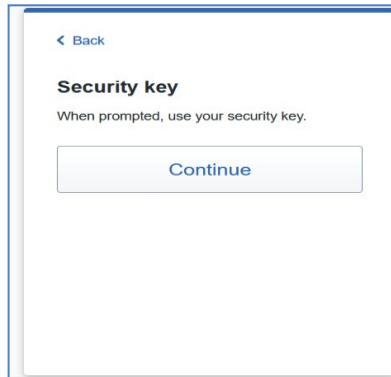
<https://guide.duo.com/universal-enrollment#add-security-key>

### 1. Select **Security Key**.

**Note:** If you would like to use a Passkey on your device instead of a physical security key, visit '[How to Set Up a Passkey](#)' for more information.



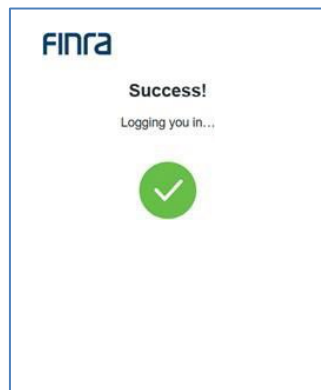
2. Insert your security key into the USB port on your computer.
3. Click **Continue**.



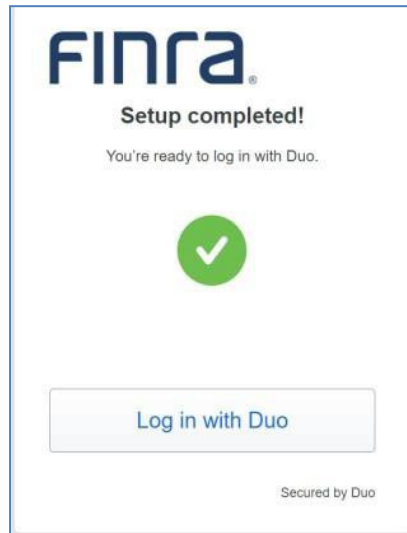
4. You must tap or press the button while the Security Key is flashing. If the time limit of 60 seconds has passed, unplug the Security Key, plug in again and tap it while it is flashing.



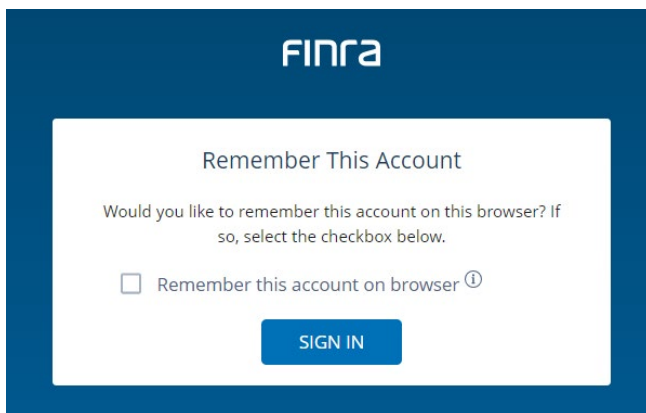
5. A message will appear confirming that your enrollment was successful.



6. Click **Log in with Duo**.



7. You will be prompted to sign in to your FINRA Gateway account.



**Note: If the same computer and browser are used within a 24-hour timeframe to access FINRA systems, you will not be required to perform MFA until 24 hours pass.**

## Section 2: How to Login to FINRA Applications Using MFA or Change your MFA Option

1. Open FINRA Gateway: <https://gateway.finra.org>
2. Select **Firm/Org** tab, enter your **User ID** and **Password**, read the **Entitlement Program Terms of Use** and click **Accept and Continue**.

FINRA

Firm/Org Individual Single Sign-On (SSO)

Welcome to FINRA Gateway

Effective 7/25/2025, FINRA will retire these non-compliant MFA options: phone calls, text messages, and Windows Hello/Touch ID. Users must switch to a FINRA-compliant MFA option before this date or re-enroll in MFA to regain access to FINRA systems. For details, visit the [MFA Web Site/Guide](#).

User ID  
fmsaarem2

Password  
Enter password here  
[View Password](#)

By clicking "Accept and continue" I certify that I have read, understood, and accepted the [Privacy Policy](#) and the FINRA [Entitlement Program Terms of Use](#).

ACCEPT AND CONTINUE

[Forgot User ID or Password?](#)

3. Click **Continue to MFA**.

As an enhanced security measure, you will be directed to the Duo website to complete MFA.

FINRA

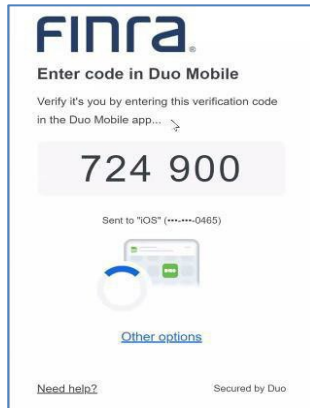
Multi-Factor Authentication (MFA) Log In

As an enhanced security measure, you will be redirected to DUO website to complete MFA.

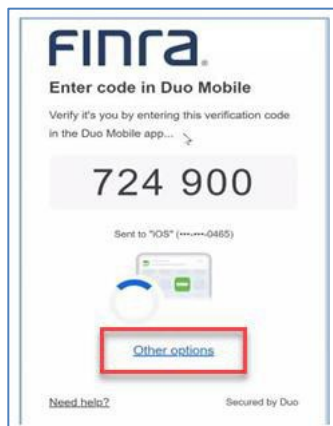
CONTINUE TO MFA

[What is Multi-Factor Authentication \(MFA\)?](#)

4. You will be prompted with the default MFA option based on the type of device. If you are using a smartphone, the default option is **Duo Push** (aka Duo Verified Push).
5. When you attempt to log in, your browser will display a verification code.

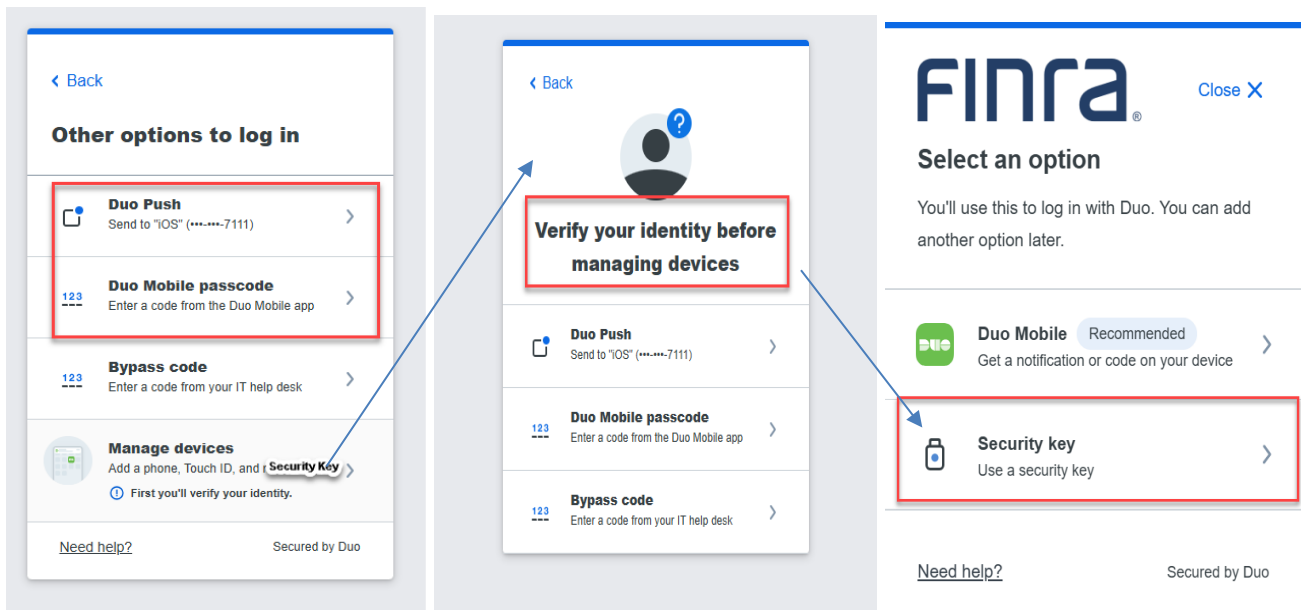


6. Verify yourself by entering the verification code, displayed on the FINRA Login page, into the Duo App via your phone. Code must be entered within 60 seconds.
7. To change your current option, do not enter the verification code, just select **Other options**.



8. If you selected **Other Options** to change your current MFA option, click any of the compliant options to complete the login process. To switch to a Security Key, click on **Manage devices**, verify your MFA identity before being presented with device options and then select Security Key. For more information on options, see the chart below.

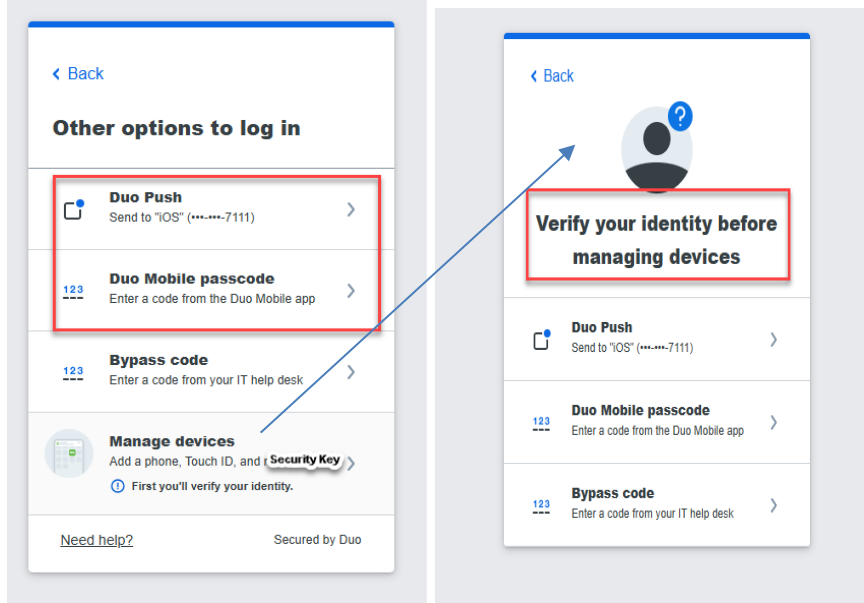
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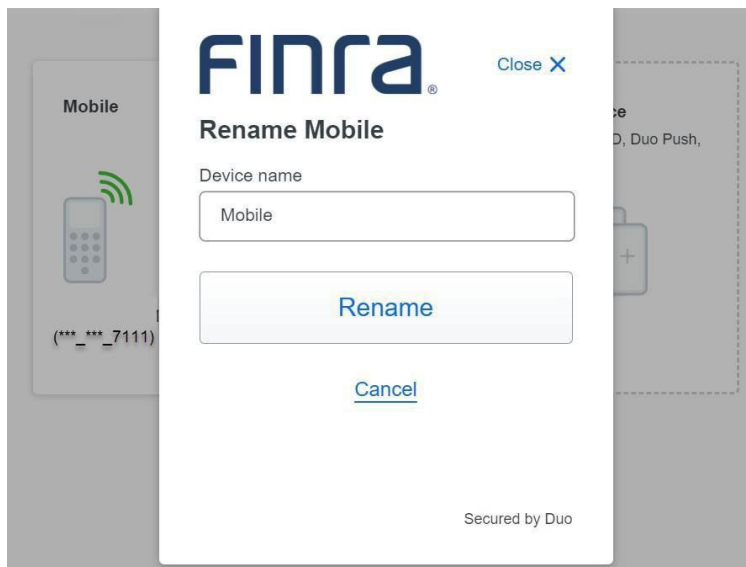
<p><b><u>Duo Push:</u></b> <b>(DUO Verified Push)</b></p> <p>Verify yourself by entering the verification code, displayed on the FINRA Login page, into the Duo App via your phone.</p>	<p><b><u>Duo Mobile Passcode:</u></b></p> <p>Verify yourself by entering the verification code, displayed in the Duo App, into the FINRA Login page.</p>	<p><b><u>Security Key:</u></b> <b>(Under 'Manage devices')</b></p> <p>Verify yourself by tapping the key or pressing a button.</p>	<p><b><u>Bypass code:</u></b></p> <p>Verify yourself by entering a code provided by the FINRA Support Center.</p> <p>*This code is provided on an exception basis when a user is experiencing issues with their mobile device and only after the user has provided accurate responses to all security questions. A bypass code is not permitted to be used as a standard way of complying with the MFA requirement for accessing FINRA systems and FINRA reserves the right to deny bypass codes to individuals who FINRA determines are not in compliance with the exception definition.</p>
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## Section 3: How to Rename or Add a New MFA Device

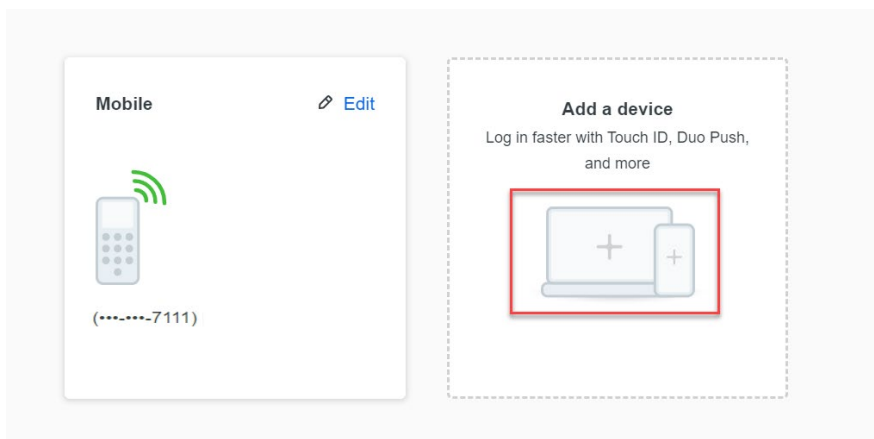
1. Click on **Manage devices** from the Other Options screen.  
**Verify** your identity before managing devices.  
You will be prompted with the selected Duo MFA Option.



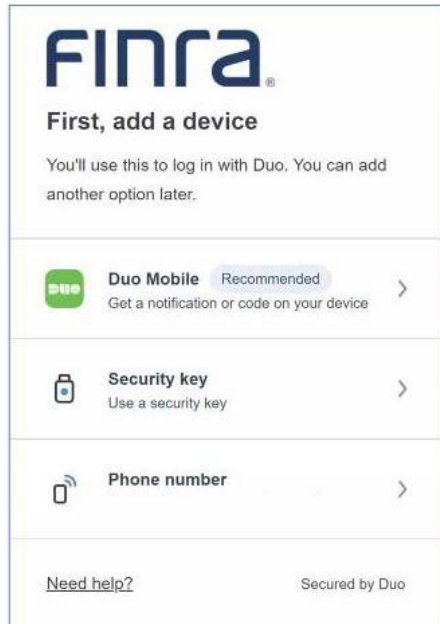
1. Click on **Edit** and then **Rename** to update your mobile phone information. (e.g., rename from Mobile to iPhone)



2. Click on **Add a device** to update your device option.



3. Follow the MFA enrollment process described in Section 1 to add a new MFA device.



## Section 4: How to Delete My Device

1. Once a second device has been added, click Edit and Delete to remove the device that is not being used.



**Note:** You must have at least two devices enrolled in order to delete one.

### Need Help?

If you need assistance enrolling or using MFA, contact the FINRA Support Center at (301) 590 6500.