



Financial Professional Gateway (FinPro Gateway)

Maintaining Email Addresses in FinPro Gateway Guide

Email addresses are essential for Financial Professional Gateway (FinPro Gateway™) account access and communications. This guide provides step-by-step instructions for updating email addresses in FinPro Gateway profiles.

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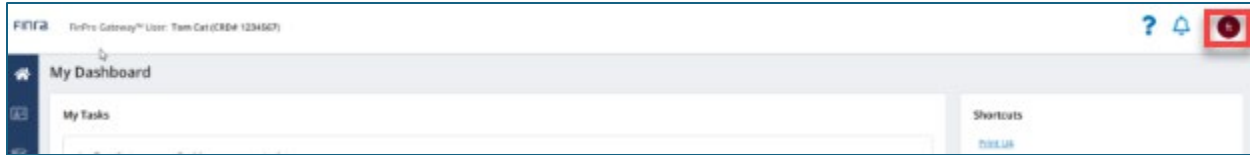


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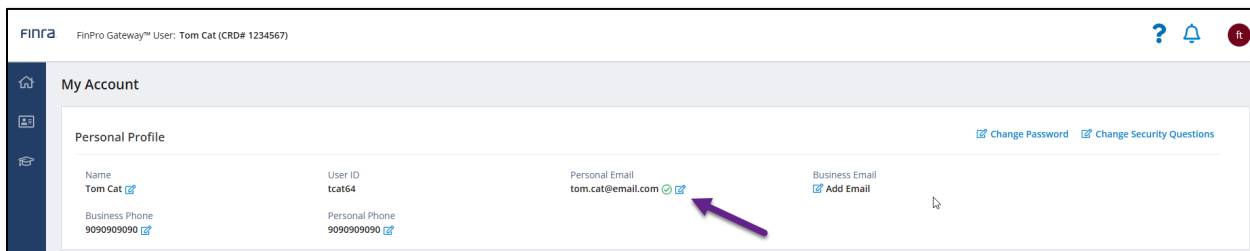
Email Address Confirmation or Edit

From your **Dashboard** click on your initials in the upper right corner of the screen and select **My Account**.



Edit Your Email Address

Select the edit icon next to the email address that needs to be updated to make the necessary change.



To initiate a change, you must select **CONFIRM** on the Change Email window to send a one time passcode to your original email address (which is prepopulated into the field).

Change Email

To verify, we'll send a one time password to your email.
We'll send it to this email.

tom.cat@email.com

[Can't receive the passcode?](#)

CANCEL

CONFIRM



Once you receive a one time passcode to your original email address, enter it and click the **VERIFY** button to initiate the email address change.

Verify Your Email

i We have sent a one time passcode to your [redacted]@gmail.com email. Security code expires in 5 minutes.

Security code *

417321|

[Send another code](#)

CANCEL VERIFY

If you cannot access the original email account on your profile, you may select **Can't receive the passcode?** on the Change Email window, which will prompt you to input your FinPro Gateway password to initiate the email address change. Once your FinPro Gateway password has been entered, click the **VERIFY** button to initiate the email address change.

Verify Your Password

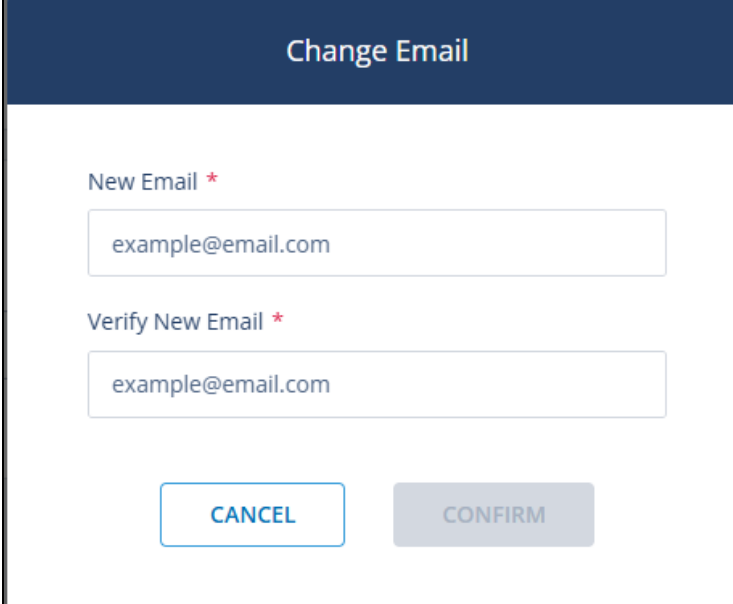
Password *

Enter Password

i Show Password

CANCEL VERIFY

After you verify, enter your new email address on the Change Email window then select **CONFIRM** to make the change.



Change Email

New Email *

example@email.com

Verify New Email *

example@email.com

CANCEL CONFIRM

Once your new email address has been confirmed, the system will prompt you to verify the new email address with a one time passcode sent to your new updated email address.

Enter the passcode you received to the new email address to complete the process.

If you do not receive a code to your new email address, confirm that the new email address that you provided is correct. If it is, check your spam or junk folder. If necessary, select **Send another code** and enter the code received to complete the process.

Your email is now successfully updated.