



RegData User Guide – Resetting a forgotten password or passcode

V0.1

September 2020

RegData is the FCA & PRA's regulatory reporting platform.

This user guide provides a step-by-step guide on how to reset your password if you have forgotten **it**. If you wish to change your password from within the system, refer to the user guide for changing your password.

0. Navigating to RegData via the FCA website

To commence logging in to the RegData platform, first visit the FCA website

Step 1: Go to **FCA.org.uk** and click on the **RegData icon**

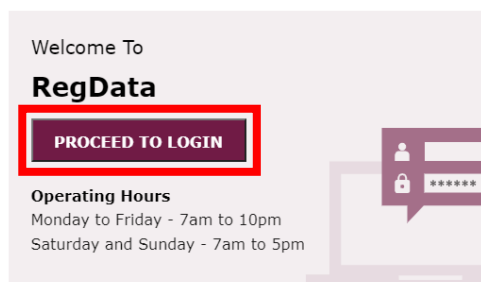
The screenshot shows the FCA website homepage. At the top left is the FCA logo (Financial Conduct Authority). To the right is a search bar. Below the logo are navigation tabs: About us, Firms, Markets, Consumers, News, and Publications. The main content area features a large banner for 'Measures to help insurance customers' with a sub-header 'We confirm temporary measures to help insurance and premium finance product customers in financial difficulty' and a 'Find out more' link. To the right are two columns of links: 'Firms' (Coronavirus: information for firms, Mortgages and coronavirus: guidance for firms, Insurance and coronavirus: expectations of firms) and 'Consumers' (Coronavirus: support for consumers, Avoid coronavirus scams, Warnings on unauthorised and done firms). Below this is a 'Coronavirus (Covid-19)' section with a link to 'See our dedicated section on coronavirus with the latest information for consumers and firms'. The 'Latest news' section displays three news items with dates: 'FCA acts to strengthen protections for customers using payment firms' (22/05/2020), 'FCA announces support for customers who are struggling to pay their mortgage due to coronavirus' (22/05/2020), and 'Expiration of short selling bans by Austrian FMA, Belgium FSMA, French AMF, Greek HCMC and...' (19/05/2020). At the bottom is a row of icons: Financial Services Register, RegData (highlighted with a red box), Connect, FCA Handbook, Annual fees: online invoices, and Authorisation: new to regulation.

Step 2: On the RegData homepage, scroll down, and click on **Log in to RegData**

1. Resetting your password

You will be taken to the RegData notice board. This page will provide you with the latest news on RegData, and we recommend that you visit the notice board for updates.

Step 3: In the top left, click on **Proceed to Login**



Support and Guidance

You can find explainer videos and user guides on how to register for access to RegData, inputting, validating and submitting your data, and performing administrative and user management functions. To access, click [here](#).

You can find useful guidance on a range of topics by clicking on [Help](#)

You can find guidance for completing data items by clicking [here](#)

If you are still looking for support, contact our [Contact Centre](#) [here](#)

Monday to Wednesday & Friday - 9:00am to 5:00pm
Thursday - 9:45am to 5:00pm

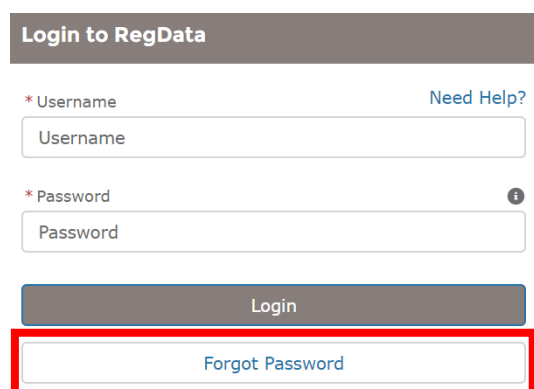
Notice Board

RegData – The FCA and PRA’s New Regulatory Reporting System

Welcome to the FCA and PRA’s new regulatory reporting system, RegData. We are moving all firms who use Gabriel to RegData. Firms will be moved in a phased approach. If you are moving to RegData, you will be contacted by email, with further information. Remember, to access RegData you will use the same details as you use to log into Connect. If you have not already done so, you need to log into Gabriel ahead of your move date where you will be prompted to link your Gabriel and Connect accounts.

If you have not yet received an email confirming your move date, continue to use Gabriel, with you existing Gabriel log in details. You will be told of when you are moving to RegData 3 weeks prior to your move date. You can return to RegData [here](#)

Step 4: On the next screen, click on **Forgot Password**



Login to RegData

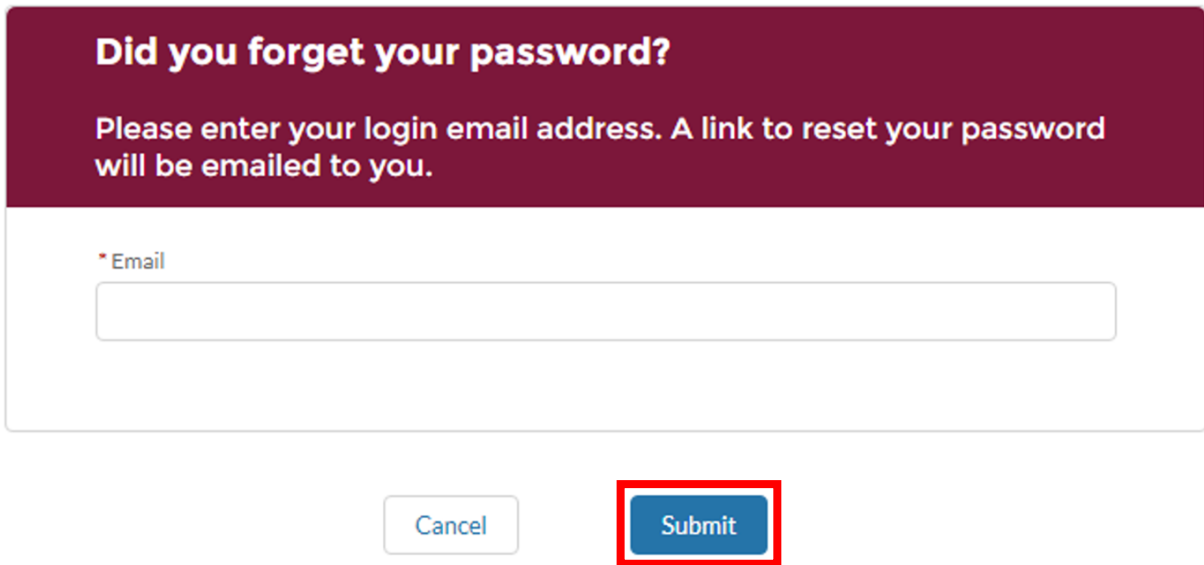
* Username [Need Help?](#)

* Password ⓘ

Login

[Forgot Password](#)

Step 5: On the next screen, you will be asked to enter your email address. Once you have done this, **click Submit**



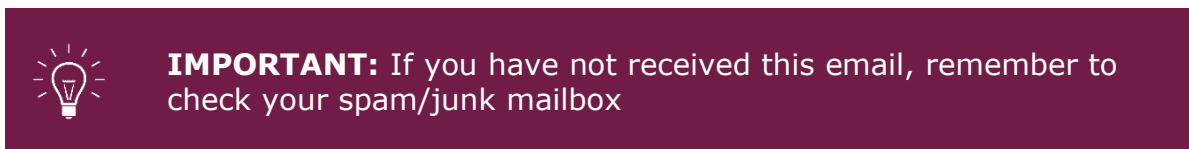
Did you forget your password?

Please enter your login email address. A link to reset your password will be emailed to you.

* Email

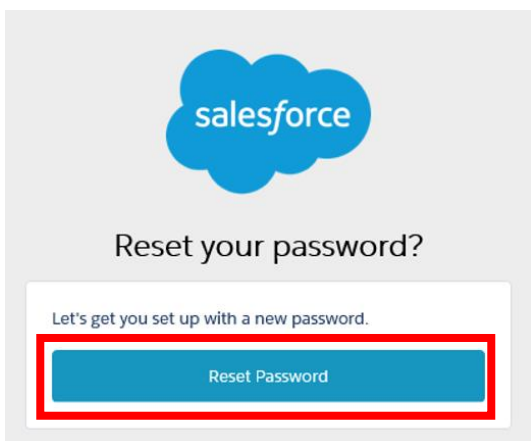
Cancel Submit


Step 6: You will receive an email from the FCA. In this email, there will be a link to reset your password. **Click on this link**



IMPORTANT: If you have not received this email, remember to check your spam/junk mailbox

Step 7: You will be presented with a reset your password screen. **Click Reset Password**





Reset your password?

Let's get you set up with a new password.

Reset Password

Step 8: You will now be presented with a screen to enter your new password. Ensure it meets the password policy presented. Enter your new password in the New Password and Confirm New Password fields, and then **click Change Password**

Enter a new password for
User@FCA.org.uk Make sure to
include at least:

- ✓ 8 characters
- ✓ 1 letter
- ✓ 1 number
- ✓ 1 special character ⓘ

* New Password

●●●●●●●● Good

* Confirm New Password

●●●●●●●● | Match

Change Password

Step 9: You will be taken back to the login page. **Proceed to login** using your registered email address, new password, and one time passcode from either your authenticator app, SMS text or voice call to authenticate.