Updates to the Online Registration System (ORS)
November 25, 2019
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Christie Hillsman: Hello, everyone. Welcome to NFA's webinar on updates to the Online Registration System, or ORS. My name is Christie Hillsman, and I'm a Manager in NFA's Communications Department. With me today are Chris Brettman, Senior Manager; Patrick Alfich, Manager, Investigations; And Olivia Navarro, Senior Business Systems Analyst, all from NFA's Registration Department.

Today we'll talk about the latest phase of the ORS rebuild, which launched over the weekend. This latest launch included changes to several ORS processes and screens-- most notably, changes to the firm and individual view and update process, security manager screens, and the firm application process, which includes the annual update process as well as the addition of new firm disclosure matter pages, or DMPs, which we'll discuss in today's webinar. Outside of those major changes, other smaller enhancements were also made to ORS, such as wording changes and updates to the system's look and feel.

Following our prepared remarks, we've allocated ample time to answer your questions. To ask a question, locate the box labeled Ask a Question on the left side of your webinar screen. Please type the question you would like to ask into the box and click Send. We are able to see questions as they are submitted. You can submit your questions now or at any time during today's webinar. For questions that are firm specific, we will reach out to you individually following our presentation. Additionally, a recording of this webinar, along with a written transcript, will be on NFA's website in the coming weeks, so no need to take detailed notes throughout this presentation.

And now I'll turn it over to Chris to provide background on the ORS rebuild.

Chris Brettman: Thanks, Christie. As you may know, NFA's ORS rebuild has been a multi-year endeavor. The first phase of the rebuild, the NFA Dashboard, was launched in 2016. The second phase included changes to the Form 8-R, an updated individual application process, new individual disclosure matter pages, streamlined navigation, and an update to the filing history screen. Those changes were launched in 2017.

As Christie mentioned, the third phase of the ORS rebuild, launched over this past weekend, included updates to the firm and individual view and update process, the annual update process, and Form 7-R, the Security Manager screens, and new firm DMPs.

Before I begin, I'd like to note that some screens in ORS still have the old look and feel. Those screens will be updated in future phases of the ORS rebuild.

To begin, I'll walk through the changes to the view and update process, which is where users can either view or view and update firm and individual registration information, depending on their security level.

To access the view and update process from the ORS Dashboard, users have two options: you can either click Update/Withdraw Registration Information in the ORS Links menu, or the View Registration Information link, as I'll do now. Then, from the View

Registration Information menu, click View Registration Information under Internal Processing.

You will then arrive on the View/Update Registration Information screen. Since I'm logged in as a Security Manager for my firm, I'll have the option to both view and update information as appropriate as I proceed through the view and update process.

The middle of the screen contains a table called Process Not Complete. We'll see what this table looks like when it contains a complete--when it contains an open process--in a few minutes.

To search for an entity and either view or update their information, click the Search by NFA ID or Name button. This is the Entity Search screen here. You can search for an entity either by NFA ID, individual name, or firm name. I'll enter the NFA ID for a firm and click the Search button. My search will take me to the Entity Profile Page screen for the firm. Again, the information you see on the Entity Profile screen for a firm is dependent on your security level with the firm.

In the middle of the screen, you can see the firm's current status information. Let's scroll down to see the rest of the information on the screen. Further down, you'll see expandable sections for the firm's status history information, outstanding requirements, and a disciplined employee summary. Note that more or less information may appear, depending on the type of firm you're looking at and your security level with the firm.

To view the information inside an expandable section, click the arrow on the right side of the section. On the left side of the screen, you'll see the navigation menu. Once again, the actions you see in the navigation menu are dependent on the type of firm you're looking at and your security level with the firm.

Let's take a look at the Business Information screen. Here on the Business Information screen, based on your security level with the firm, you can both view and update the information that appears. To update the firm's business information, click on the Update button next to the appropriate section. I'll click on the Update button to update this firm's business address. Notice that the left navigation changes when you enter into the update mode. I'm now in the firm's Business Locations path, which requires you to view and update all the firm addresses on file, if applicable. In update mode, you can update the fields that appear, as appropriate. To save changes, click Save and Continue at the bottom of the screen, or to return to the view mode version of the screen without making or saving any changes, click Return to View Mode.

Once you've saved your changes back on the View/Update Registration Information screen, you can see the open process in the Process Not Complete table. To continue making changes to the open process, click the link in the table.

Now let's look at the Disciplinary Information/Regulatory Disclosures screen. I'll hand it over to Patrick to discuss this section.

Patrick Alfich: Thanks, Chris. We made some changes to the disciplinary information questions to ensure we're only capturing the information we need. Most of these changes were immaterial, but I'll scroll down to show you the one question that has changed materially. The only material change made to the disciplinary information questions was made to Question E, one of the regulatory disclosure questions. Like we previously did with the

comparable question on the Form 8-R, we added a "failure to supervise" bullet to Regulatory Disclosure Question E on the Form 7-R. Question E pertains to findings of violations made in the regulatory actions taken by governmental agencies.

To change answers to any disciplinary information questions, click the Update button to enter update mode. Similar to what we saw updating the firm's business address, entering update mode here will open the Disciplinary Information path, which requires you to view and update all of the disciplinary information answers, if applicable.

Before we move on, take note of the Disciplinary Information/Regulatory Disclosure Matter Summary link in the left navigation. If DMPs exist, they will display on the Summary screen. We'll talk about this screen when we look at the annual registration update process later in today's webinar. Note that from here in the view and update process, clicking the Summary link opens the DMP Filing System.

Next, Chris will discuss what the view and update process looks like for an individual.

Chris Brettman: Thanks, Patrick. If you're already in the view and update process, you can easily switch to another firm or individual by searching for their NFA ID at the top of any process screen, or you can click Return to Search to return to the main Search screen.

On the Search screen, to search for an individual, toggle to the Search by Individual Name tab. Here, type in the name of the individual you're searching for. Note that the Last Name field must be filled out to run a search. To limit your search only to individuals affiliated with your firm, check the Only Display Affiliated Individuals box, then click Search.

From the search results that appear, click the name of the individual to see their entity profile information. This is the Individual Entity Profile Information screen. Some of the information displayed here is very similar to what displays for a firm such as current status information and, lower down, status history information, outstanding requirements, and proficiency information. As with firms, more or less information may appear, depending on the individual you're viewing as well as your security level with the firm the individual is associated with. One notable addition to the Current Status table is the new swap exclusive indicator, which indicates that this individual's activity is limited to swaps.

The left navigation for individuals is very similar to what we saw for firms. Again, the options you see in the left navigation will vary depending on the individual you're looking at and your security level with the firm associated with the individual. Most notably, the individual's left navigation contains links for the individual's swap indicator and principal title and financial interest. This information can now be viewed and updated from within the view and update process.

Additionally, you'll notice that individuals also have disciplinary information links we saw on the firm entity profile screen. Again, take note of the Disciplinary Information Criminal Disclosure Matter Summary link in the left navigation. This screen displays any previously filed DMPs and will be discussed further shortly.

Now that we've discussed some highlights of the view/update information process, I'll hand it over to Olivia to discuss the updates that have been made to the Security Manager screens.

Olivia Navarro: Thanks, Chris. To access the Security Manager screens, click Security in the top navigation, then click User Management. As you see, one major change in the User Management screen is the new look and feel, which matches other redesigned parts of ORS. Additionally, Security Managers now have the ability to manage their own security questions. Let's walk through that process.

In the User List menu under Firm, you'll see all firm users. Here you can see there are two Security Managers for this firm. I'll click the first Security Manager in the list. Now you can see the account information for this Manager. Let's scroll down.

Below Security Manager Identification, notice that as a Security Manager myself, I have the ability to update the security question information for this Security Manager's account. If your firm has multiple Security Managers like this one, any Security Manager can change the security question information for any other Security Manager. To change a Security Manager's security question, click the dropdown button to view the available options. To change the answer, just type into the answer field. Once you've finished making your changes, click Update to save them.

Now let's take a few minutes to talk about the firm application process changes. Since those of you on the line are NFA Members, I'll use the annual registration update process to showcase the changes that were made. To access the annual update process, open the Update/Withdraw Registration Information menu, select Annual Filings, and then click Annual Registration Update.

This is the Category screen in the annual update process. All current category and status information for the firm appears here. To proceed through the annual update process, click Save and Continue.

The next screen is the Business Information screen. Here, take note of the order of the fields. With the redesign, the NFA membership application was separated from the CFTC Form 7-R. To accommodate that change, the questions from the CFTC Form 7-R were moved in front of the NFA membership questions.

Next let's look at the Principal Information screen. Here I'll scroll down to highlight the changes to holding company information. Under Holding Company Information, click the Add button. Notice the new fields that have been added for holding companies: Federal EIN, State, and Country. This additional information is intended to help ensure accurate identification of the holding company, given that firms sometimes have the same or similar names.

Now let's look at the registration contact information. Here I'd like to make note of one change. Further down, you'll see that Email is now a required field. This is now the case for all contact types.

Now let's move over to the Membership Information screen. On this screen, you have the ability to copy your firm's registration contact information over to your membership contact with one click. This functionality existed prior to the ORS rebuild and hasn't changed. But for other contact types, like accounting contact, arbitration contact, etc., you now have the option to copy over your membership contact information.

	Now I'll turn it over to Patrick to talk about the new disclosure matter pages, or the DMPs.
Patrick Alfich:	Thanks, Olivia. To access disciplinary information in the annual registration update process, click the relevant Summary link in the left navigation. The previous matter pages for disclosures have been eliminated from the Form 7-R and therefore the annual registration update process. They've been replaced by new DMPs similar to those in the individual application. If a firm previously filed any matter pages or DMPs, a summary of those filings will be available for review here in the annual registration update. Note that users must answer the question, "Will you be filing a regulatory DMP with respect to a new matter on this page?" To view the details of an existing DMP, click the link in the PDF column. One final note: to edit a previously filed DMP or to create a new DMP, you must access NFA's DMP Filing System.
Christie Hillsman:	This concludes the prepared portion of our webinar. Throughout this discussion, though, we've received some great questions that we'd like to address right now. If for whatever reason we don't get to your question or if you've submitted a firm-specific question, an NFA staff member will respond to you via email.
	Our first question I'd like to pass over to Chris, and that question is, "Can I add another Security Manager to my firm?"
Chris Brettman:	Yes, you can add another Security Manager to your firm just as long as you are the Security Manager for that firm. If you're not the Security Manager for that firm, all you would have to do is locate the Security Manager for your firm and have that individual click on the Security tab up on top and then go--when that page displays, go to the UMS [User Management] screen. And on that screen, you'll be able to add a Security Manager.
Christie Hillsman:	Great. Thanks, Chris. Our next question I'd like to pass to Patrick, and that question is kind of twofold. "When will these changes be effective, and will firms need to update any information once the changes have taken effect? Specifically, since Question E has changed, will it be marked blank for the firm now since the changes have come through?"
Patrick Alfich:	The changes are effective immediately. And with respect to Question E, the firm's preexisting answer to that question, whether it's yes or no, will already be pre-populated into the system.
Christie Hillsman:	Great. Thanks, Patrick. Our next question, I can actually go ahead and answer. That question is, "Will the new forms be available on NFA's Template and Forms section of the NFA website?" The answer to that is yes. Those will be on NFA's website today.
	Next I'd like to hand Chris another one of our questions. That question is, "Once updates to the information have been opened by one user, can that information then be edited or completed by another user?"
Chris Brettman:	Yes. So if you're talking about disciplinary history questions or the business location path, once you have those paths open, you have to finish answering those questions or the business location path before another user can access that. All of the other screens in the path really do not open a process. They're really just update screens, so you can go in there on any other screen, click on the Update button that you'll see, make your changes, and then you can click on File on the bottom of the screen.

Christie Hillsman:	Great. Thanks, Chris. Olivia, I'll actually pose our next question to you. And that question is, "Will we still have to update home addresses in two locations?" And those locations are Personal Information and then Employment, Education and Residential History.
Olivia Navarro:	Thanks, Christie. Yes, all the information that you were required to enter before is still required now, so whatever you need to update and amend personal information, residential information still has to be entered and updated. Thank you.
Christie Hillsman:	Great, thanks, Olivia. Our next question I'm going to pass to you, Patrick, and that is, "How do we access the DMPs?"
Patrick Alfich:	To access the DMP Filing System, you click one of the Disclosure Matter Summary links on the View/Update tab.
Christie Hillsman:	Great, thanks, Patrick. Our next question is, "Is there any maximum to the number of people that can have access to ORS?" So this is in order to, for instance, have a couple of different areas with people in ORS accessing the system. Chris, can you answer that for us, please?
Chris Brettman:	Yes, Christie, I'd be glad to answer that question. There is no high number or a limit to the number of ORS users a firm may have. The very first ORS user, which is a Security Manager, is added by NFA through the enrollment process. After they have Security Managers added, that Security Manager would be responsible for adding all the other users at that firm. And on a side note, we always recommend that firms have more than one Security Manager in case that security manager goes out of town or is sick so there's always somebody that has access ability to add and delete users at that firm.
Christie Hillsman:	Great, thanks, Chris. And I'm actually going to pose our next question to you as well, and that question is, "Are the updates to ORS accessible via Google Chrome?"
Chris Brettman:	That's a very good question, Christie. NFA does not support Google Chrome. NFA does support IE and Firefox, so the updates would have to be made through either IE or Firefox.
Christie Hillsman:	Great, thanks, Chris. And our next question may actually be our last. And that question is, "Do we need to file a DMP for an Exchange violation?" Patrick, can you take that for us?
Patrick Alfich:	Regulatory actions taken by domestic Futures Exchanges do not require disclosure on Form 7-R and 8-R because NFA's already aware of those actions because they are reported in BASIC. However, if it's a Securities Exchange action, it could require disclosure on Form 7-R and 8-R. The one question that is specific to exchange actions is Question G.
Christie Hillsman:	Great, thanks, Patrick. And let's see. I'll actually go ahead and just take this other question as our last question, and that is, "Will there be a recording of this training so that I can share this with colleagues?" Yes, there will absolutely be a recording of this webinar on NFA's website later today. And then additionally, we will have a transcript of today's webinar up on our website in the coming weeks.
	With that, to close, I'd first like to thank everybody for participating in today's webinar. We hope that you found the information provided to be helpful. I'd also like to thank our presenters for contributing to today's webinar. Additionally, if we did not answer your

question during today's webinar, an NFA staff member will respond to you with an answer via email, so you can expect to hear from us shortly. And then additionally, you can always contact NFA's Information Center at any time, using the information that's up on your screen.

Again, thanks for participating in today's webinar.