



# **FINCEN\* ACCOUNT: USERNAME OR PASSWORD RECOVERY GUIDE**

## **BSA E-Filing System**



\*Financial Crimes Enforcement Network

## **FINCEN ACCOUNT RECOVERY PROCESS**

### **Introduction**

This guide will walk the reader through different options for recovering an agency's username or password to access the agent profile on the FinCEN website.

**NOTE: To recover a username or password, the agency should have access to the email that was used to originally register the FinCEN account.**

## A. RECOVER FINCEN USER NAME

- Go to the following website:

<https://bsaefiling1.fincen.treas.gov/PublicAccess>

- Click on “**Agree and Continue**”:

**WARNING! WARNING! WARNING!**  
**THIS SYSTEM IS PROVIDED FOR AUTHORIZED USE ONLY**

This system/website is the property of, operated by, and expressly for the use of the United States Government and the U.S. Department of the Treasury. The information provided on this website is collected, disseminated and protected under provisions of the Bank Secrecy Act (BSA) and other applicable Federal regulations. Refer to 31 USC 5311 - 5330, Bank Secrecy Act.

The U.S. Government may monitor, record, and audit all activity on this system. By accessing and using this website, users are consenting to such monitoring and information retrieval for law enforcement and other purposes. All information contained within this website shall be treated as sensitive in nature. The information cannot be further released, disseminated, disclosed, or transmitted. Unauthorized use, access or disclosure of this website and its contents is a violation of the BSA and Federal statutes. Unauthorized use, access or disclosure of the system and its contents is subject to criminal and civil penalties.



- Then click on the “**Forgot username**” box:

### Sign in

or [create an account](#)

Username

Password

[Show password](#)

**Sign in**

 [Forgot username?](#)

[Forgot password?](#)

[Change Password](#)

- Next, write the email registered in FinCEN, and finish with the “**Get Username**” option:

## Forgot Username

Enter the email address associated with your account to verify your account information.

**Email Address**

Email Address not on record? [Register here](#)



**Get Username**

Cancel

- If the email entered has not been registered with FinCEN, the following message will appear, so you must try another email or create a new account:

## Forgot Username

Enter the email address associated with your account to verify your account information.



The email address entered does not match our records. Try again or select the link below to register. If you need additional assistance, please contact BSA E-Filing Help Desk at 1-866-346-9478 or via email at [BSAEFilingHelp@fincen.gov](mailto:BSAEFilingHelp@fincen.gov).

- If the email is registered, the following message will appear:

## User ID Email

Thank you. An email confirmation containing the UserID(s) associated with your account has been sent to: [example@example.com](mailto:example@example.com) Please login to the system by clicking on the following link: <https://bsaeiling1.fincen.treas.gov/PublicAccess>.

- You will then receive a confirmation email with the user information:

From: [cm.bsaefiling@fincen.gov](mailto:cm.bsaefiling@fincen.gov)

Subject: **BSA E-Filing Forgot UserID Confirmation**

From: <[cm.bsaefiling@fincen.gov](mailto:cm.bsaefiling@fincen.gov)>  
Date: Sat, Jan 27, 2024 at 12:48 PM  
Subject: BSA E-Filing Forgot UserID Confirmation  
To: [example@example.com](mailto:example@example.com)

\*DO NOT REPLY TO THIS MAIL MESSAGE\*

FinCEN has accepted your 'Forgot UserID' request. Our records show the following UserID(s) and corresponding organization enrollment code associated with your BSA E-Filing System account:

➡ [UserExample \(FINCEN CODE\)](#)

➡ [UserExample2 \(FINCEN CODE\)](#)

If you did not initiate this request, please contact the BSA E-Filing Help Desk at 1-866-346-9478 or send an email to [BSAEFilingHelp@fincen.gov](mailto:BSAEFilingHelp@fincen.gov). The Help Desk regular hours of operation are 8:00 am - 6:00 pm East Coast Time, Monday - Friday.

- Finally, use this username to enter FinCEN on the following website:

<https://bsaeiling1.fincen.treas.gov/PublicAccess>

## B. FINCEN PASSWORD RECOVERY

- Go to the following website:

<https://bsaefiling1.fincen.treas.gov/HelpTicketForm>

- Complete the following information and choose the following options:

### BSA E-Filing Technical Support Request Form

Complete the following form in order to generate a support ticket with the BSA E-Filing Help Desk.

#### Issue Classification

Select, from the drop-down menus, the category that best matches your issue/question.

##### Category

Account Credentials/Access

##### Subcategory (Optional)

Account Locked

##### Form Type (Optional)

#### Issue Description

Enter a detailed description of the issue/question for which you are seeking assistance.

##### Description (2500 character limit)

Please help us to recover our account locked, USER ID:

UserExample (FINCEN CODE)

- Contact information, use the email registered with FinCEN and then click “**Submit Ticket**”:

### Contact Information

Enter your contact information below. If you are a registered user, please enter the email address associated with your BSA E-Filing account.

#### Email

#### Confirm email

#### First Name

#### Last Name

#### Phone Number

- The following message will appear as evidence of the end of the process:

## Support Request Confirmation

We have received your request for technical support. A confirmation email with your ticket information will be delivered shortly to the following email address: [example@example.com](mailto:example@example.com)

- You will then receive a confirmation email with the link to reset your FinCEN password. Please note that responses are sent out within the standard FinCEN help desk operating hours of 8:00 a.m. to 6:00 p.m. ET, Monday through Friday.

From: [cm.bsaefiling@fincen.gov](mailto:cm.bsaefiling@fincen.gov)

Subject: **BSA E-filing account unlocked confirmation**

----- Forwarded message -----

From: <[cm.bsaefiling@fincen.gov](mailto:cm.bsaefiling@fincen.gov)>

Date: Fri, Jan 26, 2024 at 1:43 PM

Subject: BSA E-filing account unlocked confirmation

To: <[manoamigaluz@gmail.com](mailto:manoamigaluz@gmail.com)>

\*DO NOT REPLY TO THIS MAIL MESSAGE\*

Your request to unlock your account has been accepted.

Please click the following link to reset your password with in 5 calendar days.

<https://bsaefiling1.fincen.treas.gov/PassWordReset?user:exampleuz&v=597f01e41ac9bc09b49de74929d28f4bc2854077a67ab5c66e95c0c50fed47f0&userpw=helpreset>

If you did not initiate the password reset request, please contact the BSA E-filing Help Desk at 1-866-346-9478 or send an email to [BSAEFilingHelp@fincen.gov](mailto:BSAEFilingHelp@fincen.gov). The Help Desk regular hours of operation are 8:00 am - 6:00 pm East Coast Time, Monday - Friday.

# *Congratulations!*

**You have completed the FinCEN account  
recovery process as a MSB**

If you need additional assistance, we recommend the following resources:

- Support emails:

[frc@fincen.gov](mailto:frc@fincen.gov)

[BSAEfilingHelp@fincen.gov](mailto:BSAEfilingHelp@fincen.gov)

- FinCEN support phone: **1-866-346-9478 Ext. 3.**

If you need the support of a Viamericas representative to complete the MSB registration process, please schedule an appointment by calling **1-833-916-1520**.