



DFS ID Entity Administrator User Guide

This user guide was created for Entity Administrators to guide them through accessing DFS ID and using its core features.

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DFS ID Roles

In [DFS ID](#), every user has a role that defines their responsibilities within an Entity. Roles are assigned during the invitation process and managed within DFS ID. Each role grants a different level of access and dictates what a user can do for a given application.

DFS ID Roles Overview

- 1 Application Owner**
A role that grants access to all company applications and data (including privileged applications).
- 2 Reviewer**
A role that allows a user to:
 - Review others' submissions
 - Complete their own submissions
- 3 Submitter**
A role that allows a user to submit a form or data.
- 4 None**
A role that typically indicates that a user has limited permissions to company applications and data.

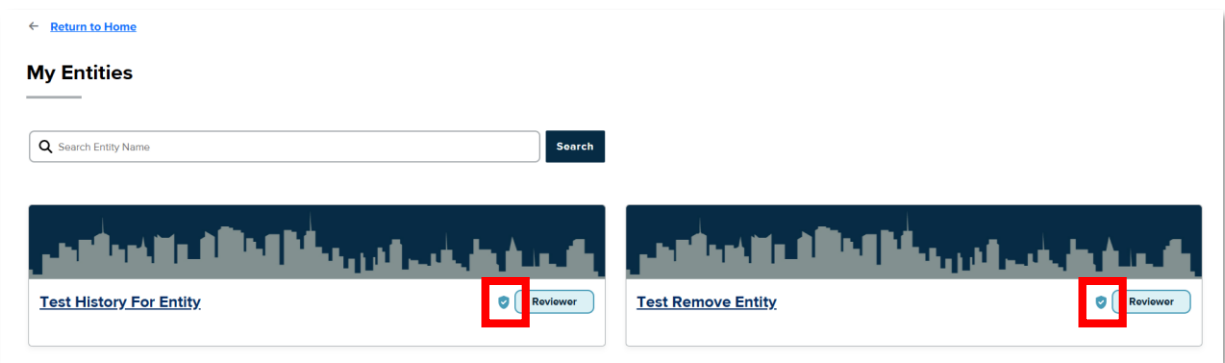


DFS ID Roles: Administrator Shield Icon

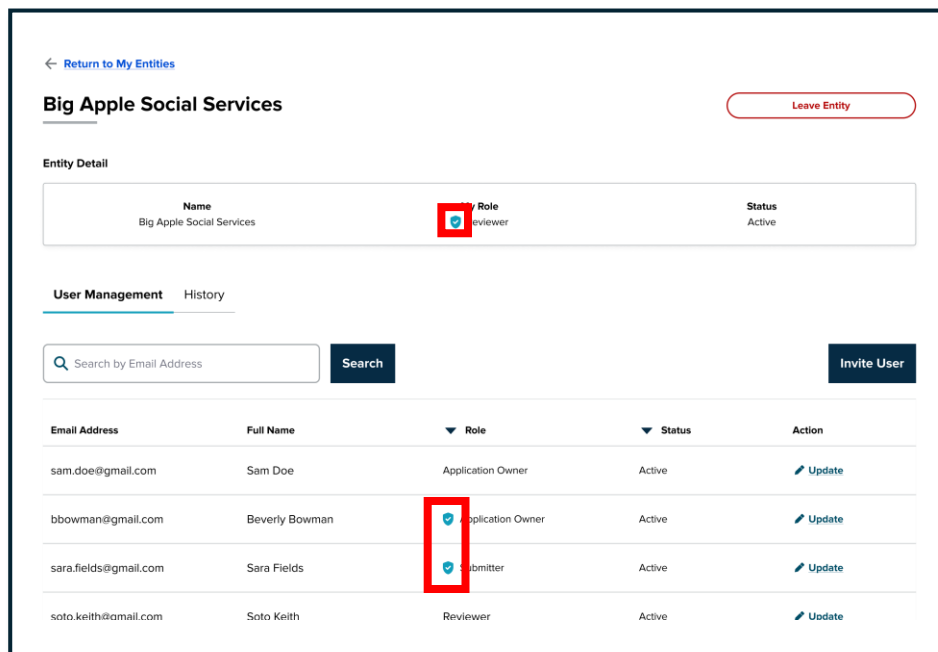
In DFS ID, the **blue shield icon** indicates that an individual is an Administrator.



In the **My Entities** section, the shield icon will indicate if you are an Administrator for the associated Entity.



While viewing an Entity, individuals who are **Administrators** will have a shield icon next to their role.





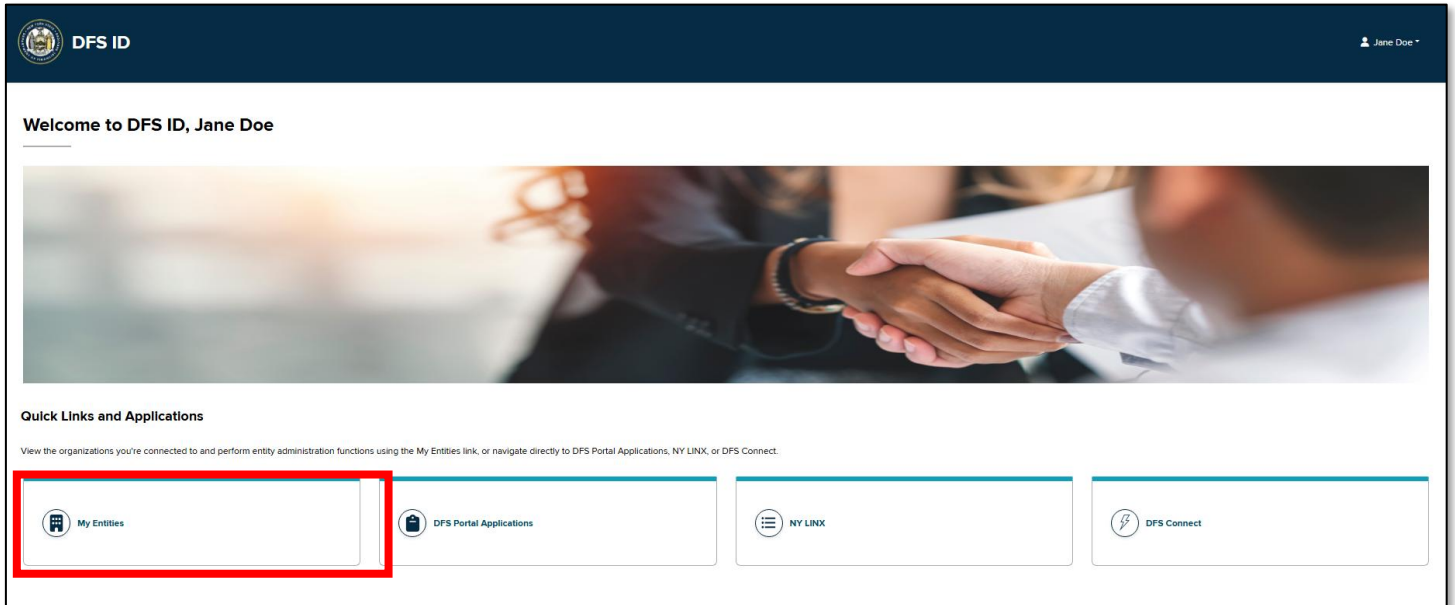
Inviting Users to DFS ID

This section provides instructions on how to invite users to DFS ID and how users accept invitations to create an account.

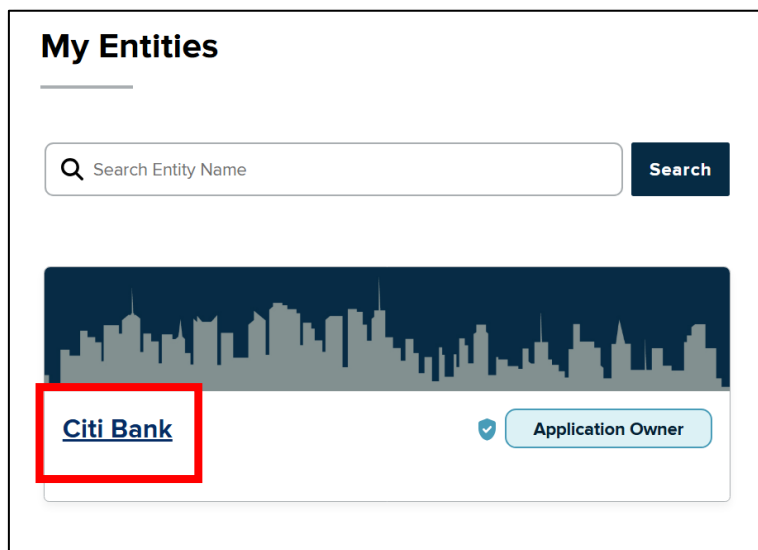


Inviting Users to DFS ID

1. Select **My Entities** on the DFS ID Home page.



2. Select the Entity.





Inviting Users to DFS ID

3. In the **User Management** tab, click **Invite User**.

Entity Detail

Name Citi Bank	My Role Application Owner	Status Active
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User Management History

Search by Email Address

4. Enter the **Email Address** and select the **Role** for the user.

Invite User

To add an Entity User, provide their email address. Each User must be assigned a role that reflects their responsibilities.

Email Address (required) **Role** (required)



Inviting Users to DFS ID

5. Add additional users (if needed) using **Add Another User** button. Repeat as many time as necessary.

The screenshot shows a dialog box titled "Invite User" with a close button (X) in the top right corner. Below the title is a descriptive text: "To add an Entity User, provide their email address. Each User must be assigned a role that reflects their responsibilities." There are two rows of input fields. The first row has an "Email Address (required)" field containing "exampleuser@gmail.com" and a "Role (required)" dropdown menu with "Reviewer" selected. The second row has an "Email Address (required)" field containing "exampleuser1@gmail.com" and a "Role (required)" dropdown menu with "Application Own" selected. Below these fields is a button with a plus sign and the text "Add Another User", which is highlighted with a red rectangular border. At the bottom of the dialog are two buttons: "Cancel" and "Invite".

6. Select **Invite** once you have added your user(s).

This screenshot shows the same "Invite User" dialog box as the previous one. In this view, the "Add Another User" button is no longer highlighted. Instead, the "Invite" button at the bottom right of the dialog is highlighted with a red rectangular border. The "Cancel" button is also visible to its left.




Inviting Users to DFS ID

5. You will receive confirmation that you successfully invited user(s) to DFS ID.

✕

Invite User




Your request to invite 1 user to Citi Bank has been processed successfully.

Close Invite Another User



Inviting Users to DFS ID: Accepting an invitation

- The invited user will receive an email about their invitation. Here they can select **Create a DFS ID** to set up their account.



**Application Owner Role Assigned -
College Foundation, Inc.**

You have been assigned the Application Owner role for the College Foundation, Inc. . To accept, please use the link below to log in and complete registration:

[Create a DFS ID](#)

Note: Before logging in, be prepared to set up multi-factor authentication (MFA) using an authenticator application (e.g., Google or Microsoft Authentication) on a mobile device.

Your Entity Administrator(s) will be listed in DFS ID. For assistance with your DFS ID account, please contact your Entity Administrator(s).

Additional information can be found on the [DFS website](#).

DFS ID Administrator
New York State Department of Financial Services
www.dfs.ny.gov



User Management

This section provides an overview of the following user management actions available in DFS ID:

- DFS ID User Status
- Re-sending invitation emails
- Changing user roles
- Resetting Time-based One-Time Password (TOTP) for an Entity user
- Restoring a suspended Entity User association
- Reviewing the History Tab



DFS ID User Status

In DFS ID, every user's status is visible in the User Management tab.

The following are the statuses available in DFS ID:

DFS ID Statuses

- 1 Active**
Registered users who can successfully log into their accounts to complete necessary functions will have this status.
- 2 Pending Registration**
Users that have been invited but have not yet registered will have this status. Users have 48 hours to reregister their accounts after receiving an invitation.
- 3 Invitation Expired**
Users who do not register their accounts within the 48-hour window will show this status.
- 4 Suspended**
Users who have lost account access will have this status. Suspended accounts require restoration by an Entity Administrator.



DFS ID User Management: Resending Invitation

As a DFS ID Entity Administrator, you can resend a user's registration invitation. This is helpful if the user cannot remember or access their original registration email or if the registration link has expired.

1. Enter the user's email address in the search bar and select **Search**.

The screenshot shows the 'User Management' tab selected. Below it is a search bar containing the email address 'userguidetestemail@mailanator.com' and a dark blue 'Search' button. A red rectangular box highlights the search bar and the button.

2. Navigate to the user and select **Resend**.

The screenshot shows the 'User Management' table. The search bar contains the same email address. The table has columns for Email Address, Full Name, Role, Status, and Action. The 'Resend' button in the Action column for the first row is highlighted with a red box.

Email Address	Full Name	Role	Status	Action
userguidetestemail@mailanator.com	Not Available	Reviewer	Pending Registration	Resend Update

3. Select **Resend**.

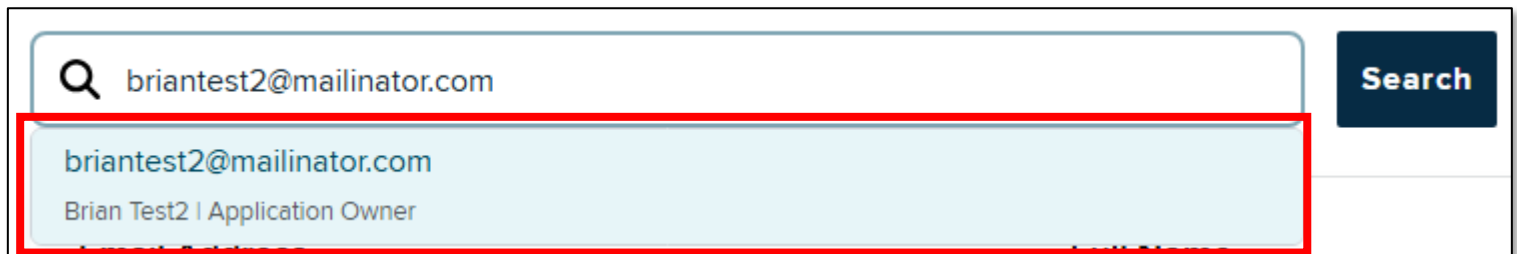
The dialog box is titled 'Resend Invitation?'. It contains the text: 'Are you sure you want to resend the invitation to userguidetestemail@mailanator.com? The user will receive a new invitation email at their registered address. Invitations expire after 48 hours.' At the bottom right, there are two buttons: 'Cancel' and 'Resend'. The 'Resend' button is highlighted with a red box.



DFS ID User Management: Changing User Roles

As a DFS ID Administrator, you can change user roles within your Entity.

1. Enter the user's email address in the search bar and select the **email address in the dropdown**.

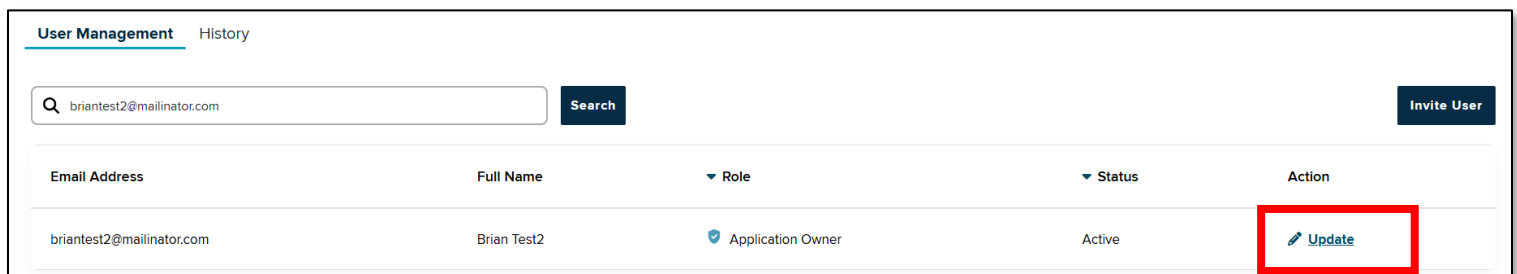


A search bar containing the text "briantest2@mailinator.com" and a magnifying glass icon. To the right is a dark blue "Search" button. Below the search bar, a dropdown menu is open, showing the same email address and the name "Brian Test2 | Application Owner". A red box highlights the dropdown menu.



Tip: You can also use the **Search** button to retrieve matching users based on a name you enter, then select the correct record.

2. Select **Update** for the user you searched.



The screenshot shows the "User Management" interface. At the top, there are tabs for "User Management" and "History". Below the tabs is a search bar with "briantest2@mailinator.com" and a "Search" button. To the right is an "Invite User" button. Below the search bar is a table with the following columns: "Email Address", "Full Name", "Role", "Status", and "Action". The table contains one row for the user "briantest2@mailinator.com". The "Action" column for this user has a red box around the "Update" link.

Email Address	Full Name	Role	Status	Action
briantest2@mailinator.com	Brian Test2	Application Owner	Active	Update



DFS ID User Management: Changing User Roles

3. Select the new role you want to assign. Additionally, you can assign or change Entity Administrator access from this page:

- Grant Administrator access by **checking** the Entity Administrator box.
- Remove Administrator access by **unchecking** the Entity Administrator box.

Update User Permission ×

Manage Role Manage User Profile

Please select the role you want to assign to **Brian Test2** (briantest2@mailinator.com):

- Application Owner**
Application scoped role that has access to all company applications and data (including privileged applications).
- Reviewer**
Application scoped role that can vary by application but typically allows a user to both review submissions of others as well as do their own submissions.
- Submitter**
Application scoped role that can vary by application but typically allows a user to submit a form or data.
- None**
Application scoped role that can vary by application but typically indicates that a user has limited permissions to company applications and data.
- Remove**
Remove the user from the Entity User list. This action will revoke their access to the Entity Page.

Entity Administrator

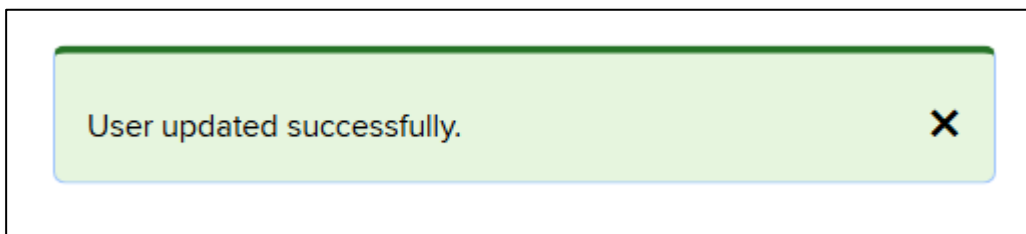
Grant this user full access to manage entity users and permissions.

4. Click **Save** to finish updating permissions.



DFS ID User Management: Changing User Roles

4. After saving, you will receive confirmation that you have successfully updated the user's role, and the new role information will be visible in the User Management tab.



User Management History

Search Invite User

Email Address	Full Name	Role	Status	Action
briantest2@mailinator.com	Brian Test2	Review	Active	Update

10 Showing rows 1 to 1 of 1 « < 1 > »



DFS ID User Management: Reset TOTP for an Entity User

As an Entity Administrator, you can reset a Time-based One-Time Password (TOTP) for your users. Use this option when a user can't access their registered MFA device to perform MFA to sign into DFS ID.

1. Navigate to the Update User Permission page and select the **Manage User Profile** tab.

Update User Permission

Manage Role **Manage User Profile**

Please select the role you want to assign to **Not Available** (userguidetestemail@mailanator.com):

Application Owner
Application scoped role that has access to all company applications and data (including privileged applications).



Tip: Refer to [page 14](#) of this guide to learn how to get to the Update User Permission page.

2. Select **Prompt for TOTP MFA registration upon next login** and select **Save**.

Update User Permission

Manage Role **Manage User Profile**

Select the option for (userguidetestemail@mailanator.com):

Prompt for TOTP MFA registration upon next login.

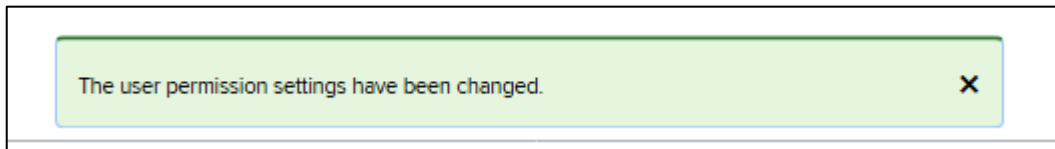
Account Suspended.

Cancel Save



DFS ID User Management: Reset TOTP for an Entity User


3. After clicking save, you will receive a confirmation that the user's role was successfully updated.



Now, the next time this user logs in, they will be prompted to register a new TOTP MFA Device.

Set Up Multi Factor Authentication

i Before you begin, download an authenticator app such as **Google Authenticator** or **Microsoft Authenticator** on your mobile device. These apps are available for free from the **App Store** or **Google Play**. Once the app is installed, open it and follow the instructions to add a new account. Scan the QR code or manually enter the Key below to generate a passcode.


Key: UKMHWQXSIM3UIP45NJN0A9FUBBGEJQZH

Passcode

Nickname for this Device


Continue



DFS ID User Management: Restore Suspended Entity User Association

As an Entity Administrator, you can restore suspended accounts to reinstate a user's access.

1. Select the **Update** button for the user with Suspended status.

User Management		History		
Email Address	Full Name	Role	Status	Action
entityuser17@mailinator.com	Test User	Application Owner	Suspended	

2. Within the Manage User Profile tab, un-select Account Suspended option and click **Save**.

Update User Permission

Manage Role Manage User Profile

Select the option for (entityuser17@mailinator.com):

Prompt for TOTP MFA registration upon next login.

Account Suspended.

Update User Permission



Manage Role Manage User Profile

Select the option for (entityuser17@mailinator.com):

Prompt for TOTP MFA registration upon next login.

Account Suspended.

3. The Status will change from Suspended to Active.

entityuser17@mailinator.com	Test User	 Reviewer	Active	
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DFS ID User Management: History Tab Overview

The **History** tab provides a chronological audit trail of user-management activity, with the most recent events displayed at the top.

This can be useful when you want to:

- Verify an access change or invitation **successfully delivered**
- Check **when** a user received an invitation, as these invitations can be resent, if not accepted or expired
- Confirm that the **correct contact** was involved in the change

The screenshot shows the 'User Management' interface with the 'History' tab selected. The history contains three entries, each with a title and a description:

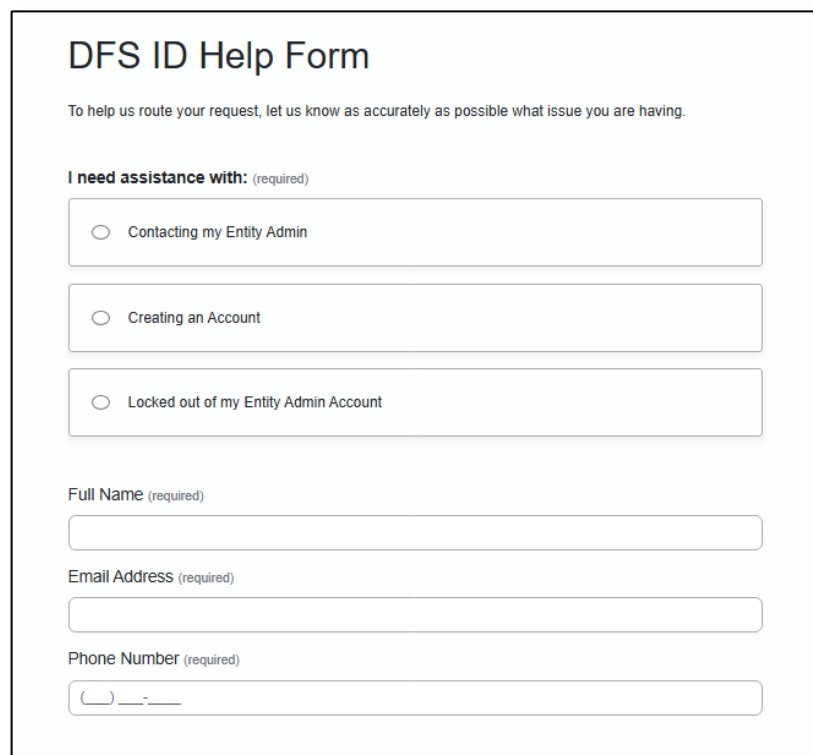
- User Invited | 11/19/2025**
entityuser17@mailinator.com is invited to Citi Bank as a "Application Owner" by Test User (Entity Administrator).
- User Invited | 11/18/2025**
entityuser16@mailinator.com is invited to Citi Bank as a "Application Owner" by Test User (Entity Administrator).
- User Invited | 11/18/2025**
entityuser15@mailinator.com is invited to Citi Bank as a "Application Owner" by Test User (Entity Administrator).

DFS ID Help Form

The DFS ID Help Form is an intake form that users can submit when they need help with DFS ID account access. As an Entity Administrator, you can also **use this form if you are locked out** of your account.

This section provides an overview of the DFS ID Help form, including:

- Contacting my Entity Admin requests
- Locked out of my Entity Admin Account requests

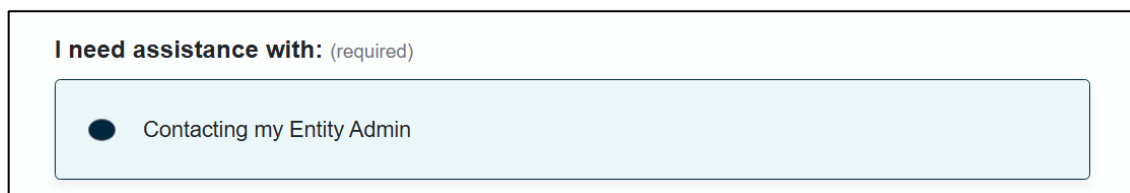


The screenshot shows the DFS ID Help Form interface. At the top, it says "DFS ID Help Form" and "To help us route your request, let us know as accurately as possible what issue you are having." Below this is a section titled "I need assistance with: (required)" with three radio button options: "Contacting my Entity Admin", "Creating an Account", and "Locked out of my Entity Admin Account". Underneath are three required text input fields: "Full Name (required)", "Email Address (required)", and "Phone Number (required)". The phone number field has a small icon of a phone handset and a hyphen followed by two underscores.

DFS ID Help Form: Contacting my Entity Admin

As an **Entity Administrator**, you'll **receive email notifications** when a user selects "Contacting my Entity Admin," giving you the details needed to **follow up and resolve the request**.

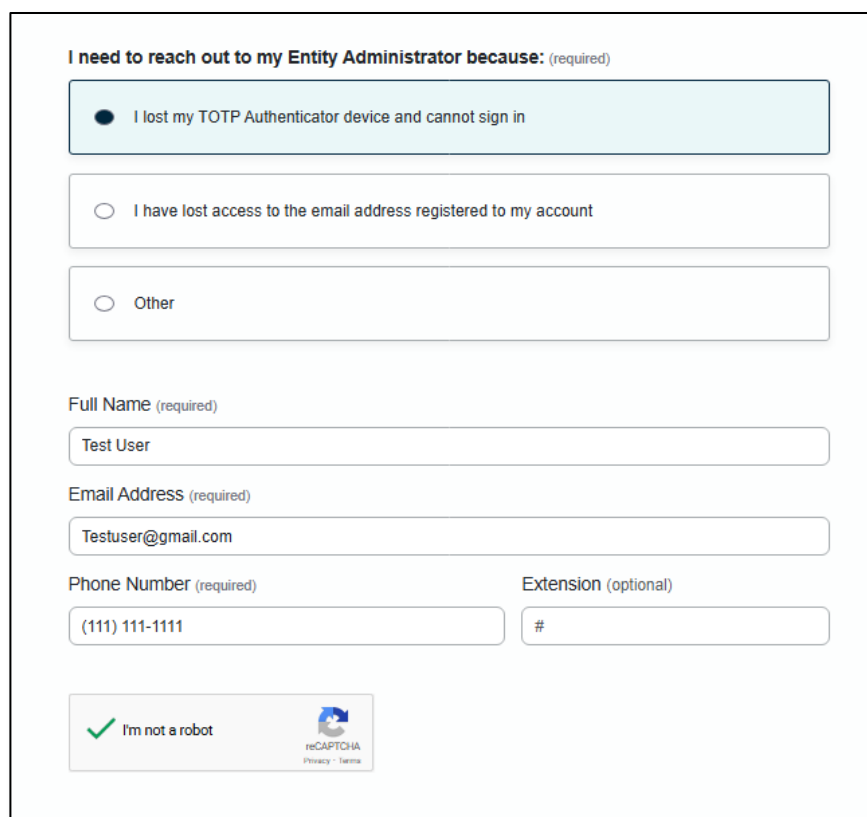
1. User selects **Contacting my Entity Admin** and completes the help form.



I need assistance with: (required)

Contacting my Entity Admin

2. User provides details about the request, includes contact information, and **submits** the form.



I need to reach out to my Entity Administrator because: (required)

I lost my TOTP Authenticator device and cannot sign in


I have lost access to the email address registered to my account

Other

Full Name (required)
Test User

Email Address (required)
Testuser@gmail.com

Phone Number (required) Extension (optional)
(111) 111-1111 #

I'm not a robot  reCAPTCHA
Privacy - Terms

DFS ID Help Form: Contacting my Entity Admin

3. You receive an email with information regarding the request.

Hello Entity Administrator,

You have received a new Entity Admin contact request via the DFS ID Help Form. The details are as follows:

Request Submitted By:

- **Name:** Test User
- **Email:** test.user@example.com
- **Phone Number:** 555-555-5555

Type of Assistance Needed:
Contacting my Entity Admin

Reason for Contact:
I lost my TOTP Authenticator device and cannot sign in

For FAQs and support, please visit the DFS ID Hub (<https://link-to-site.gov>) for additional information.

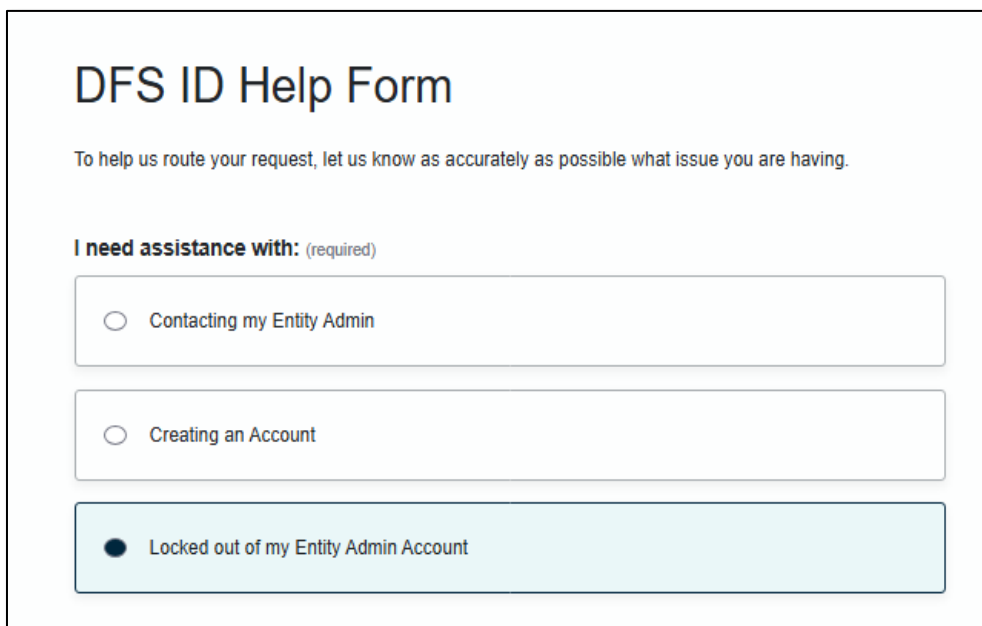
DFS ID Administrator
New York State Department of Financial Services
www.dfs.ny.gov

As the Entity Administrator, you will be responsible for determining and completing the next steps required to resolve the user's issue

DFS ID Help Form: Locked out of my Entity Admin Account

If you are locked out of your account, you can use the help form to regain access.

1. Select the **Locked out of Entity Admin Account** option.



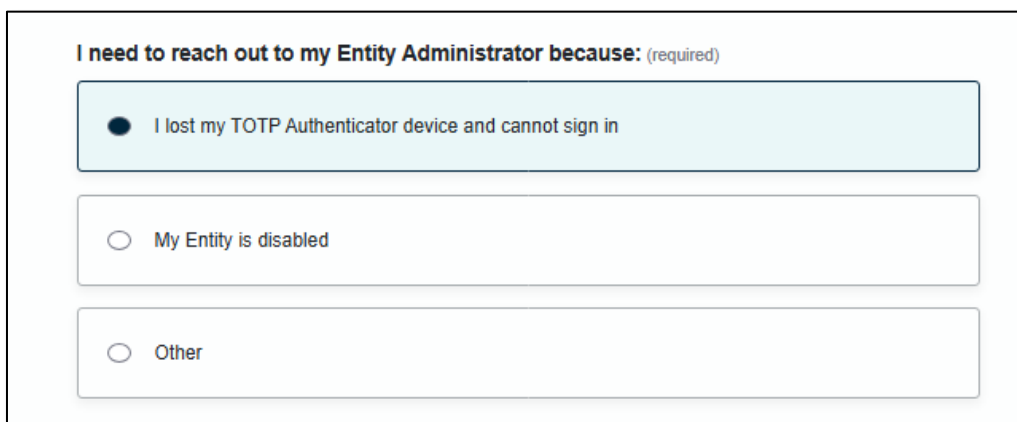
DFS ID Help Form

To help us route your request, let us know as accurately as possible what issue you are having.

I need assistance with: (required)

- Contacting my Entity Admin
- Creating an Account
- Locked out of my Entity Admin Account

2. Select the reason for reaching out to your Entity Administrator.



I need to reach out to my Entity Administrator because: (required)

- I lost my TOTP Authenticator device and cannot sign in
- My Entity is disabled
- Other

DFS ID Help Form: Locked out of my Entity Admin Account

3. Choose your Industry affiliation. Enter Name, Address and Phone number. Select **Submit**.

What industry are you affiliated with? (required)

Banking

Insurance

Pharmacy Benefit Manager

Drug Manufacturer

Virtual Currency

Full Name (required)


John doe

Email Address (required)

johndoe@gmail.com

Phone Number (required)

(123) 456-7899

I'm not a robot  reCAPTCHA
Privacy - Terms

Submit

This will trigger a ticket with DFS to resolve your locked Entity Administrator account.