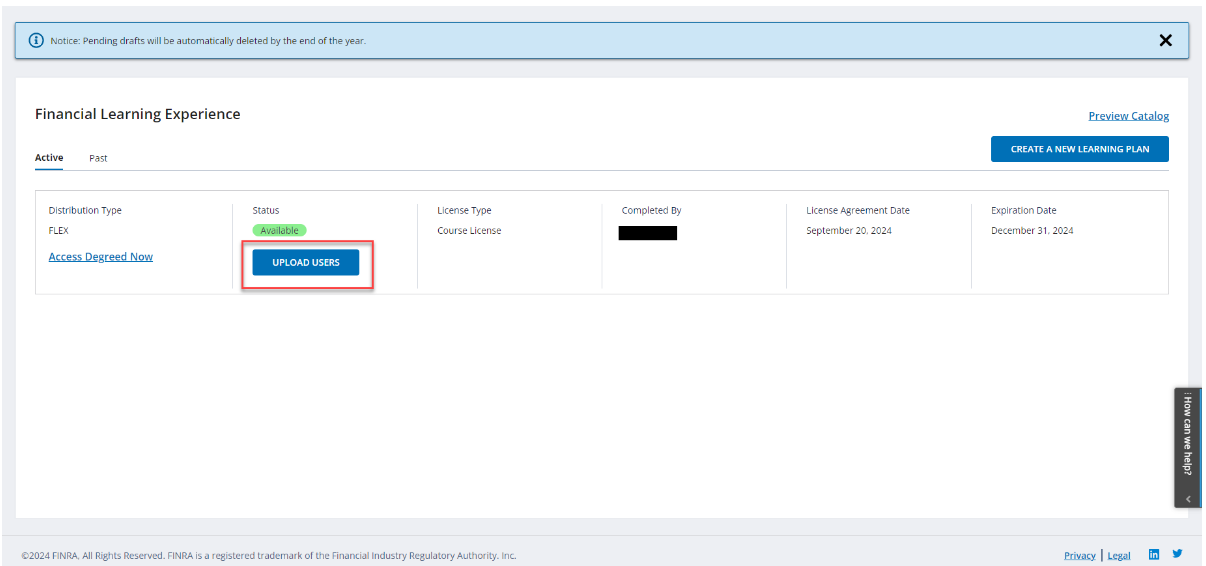
FINRA
FLEX

Quick Reference Guide – FLEX User Upload

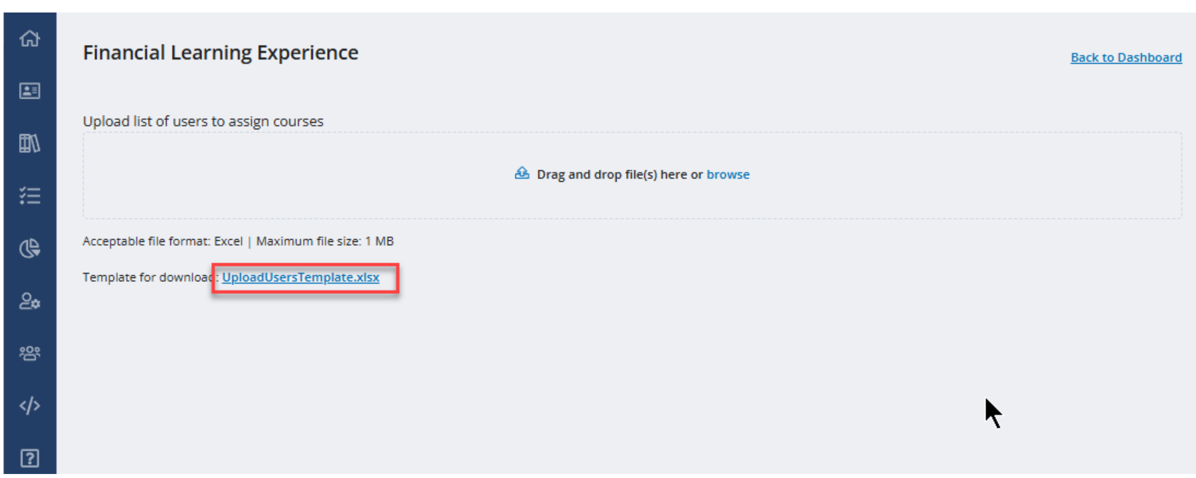
The information provided in this document is intended to provide a quick guide to uploading user information for CE administrators with an active subscription using the FLEX platform as their delivery method.

For delivery via FLEX Platform

Once your subscription is activated, you will be able to upload users via the FLEX dashboard in FINRA Gateway. These users will then be available for course assignment on the FLEX platform. The status will change from “Provisioning” to “Available” and the Upload Users button will now be visible (see screen shot below).

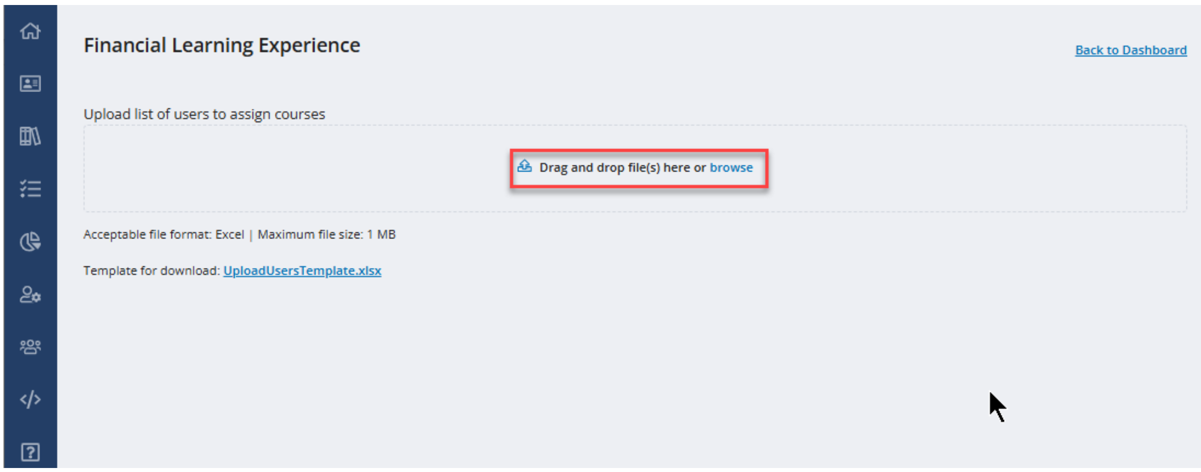


Click the “Upload Users” button and download the “UploadUsersTemplate”.



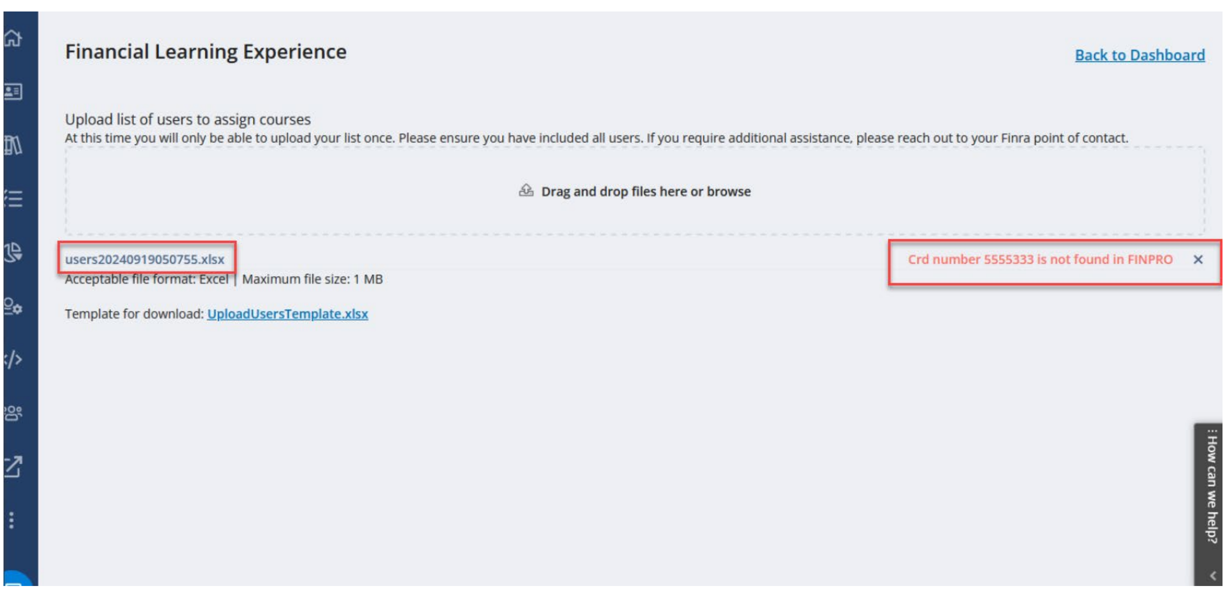
Fill-out the user template with your user information and once completed, upload it to the FLEX dashboard (see screen shot below).

crd_id	first_name	last_name	email

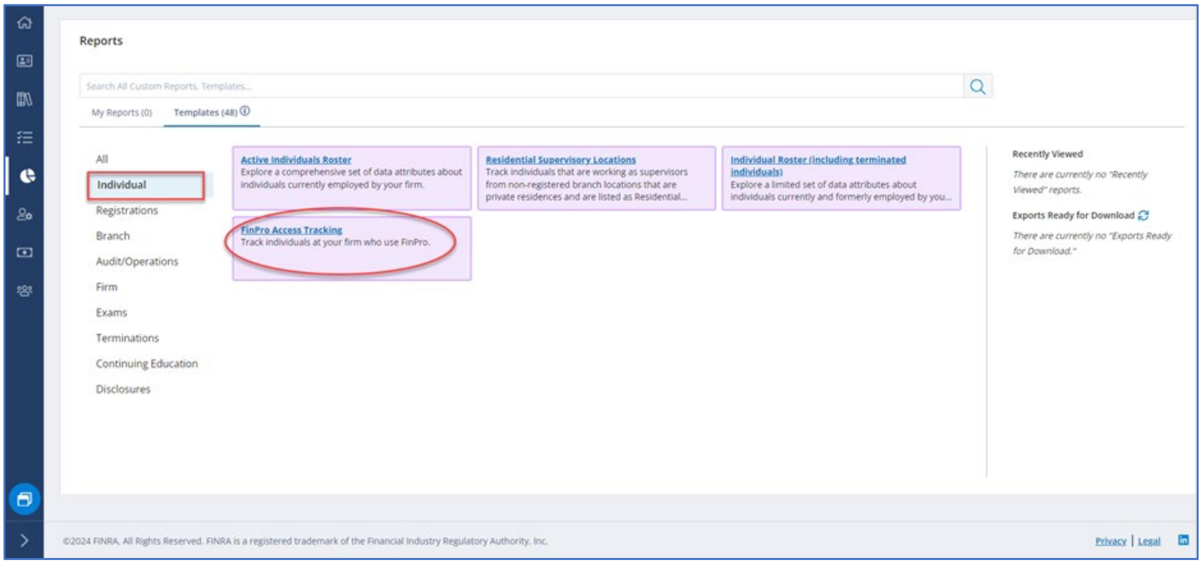


Upon successful upload, you will see the title of your file on the bottom left of the user upload screen.

If there are errors in the file upload, you will receive an error message on the bottom right of the screen. The most common error message, shown in the screen shot below, means that one or more of your users does not have a Financial Professional Gateway (FinPro Gateway) account yet.



If you want to check if your users have created a FinPro Gateway account prior to uploading the user file, you can use the "FinPro Access Tracking" report in FINRA Gateway.



If you have users who have not yet created a FinPro Gateway account, you will need to let them know to [create the FinPro Gateway](#) account prior to uploading the file. Once all users have created their FinPro Gateway accounts, you may re-upload the user template.

NOTE: You have the ability to re-upload the template if you need to add users or if user information needs to be updated after the file has been uploaded successfully. If you need to remove users, please contact us via email at flex@finra.org.

For course assignments, please refer to the "Quick Reference Guide – FLEX Course Assignment Upload".

Please let us know if you encounter any issues with uploading the user template. You can email us at flex@finra.org for assistance with any issues.