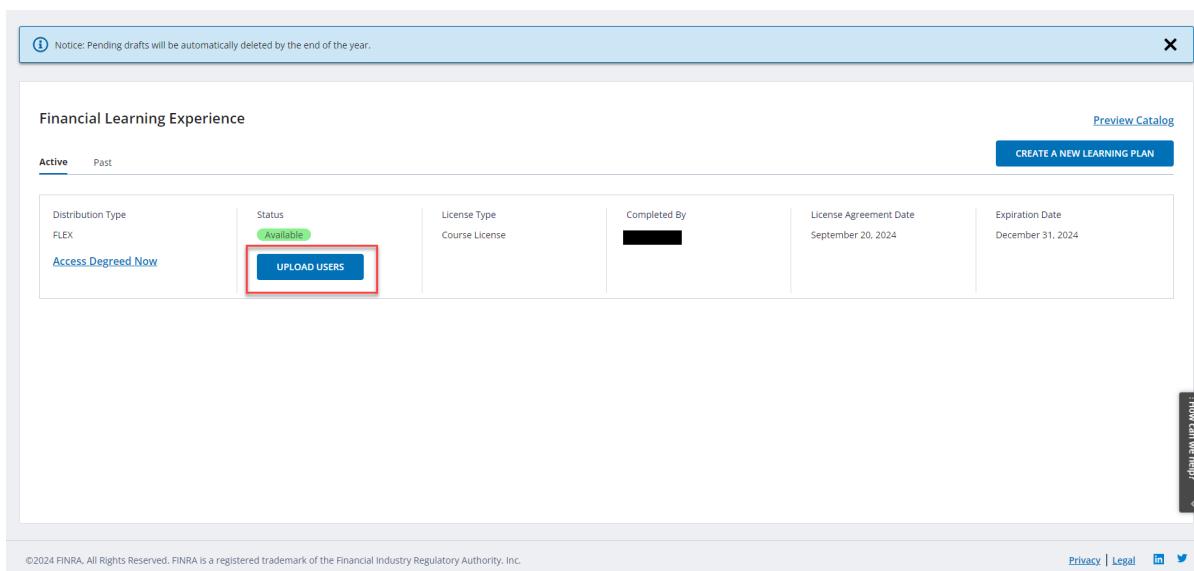


## Quick Reference Guide – FLEX User Upload

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.

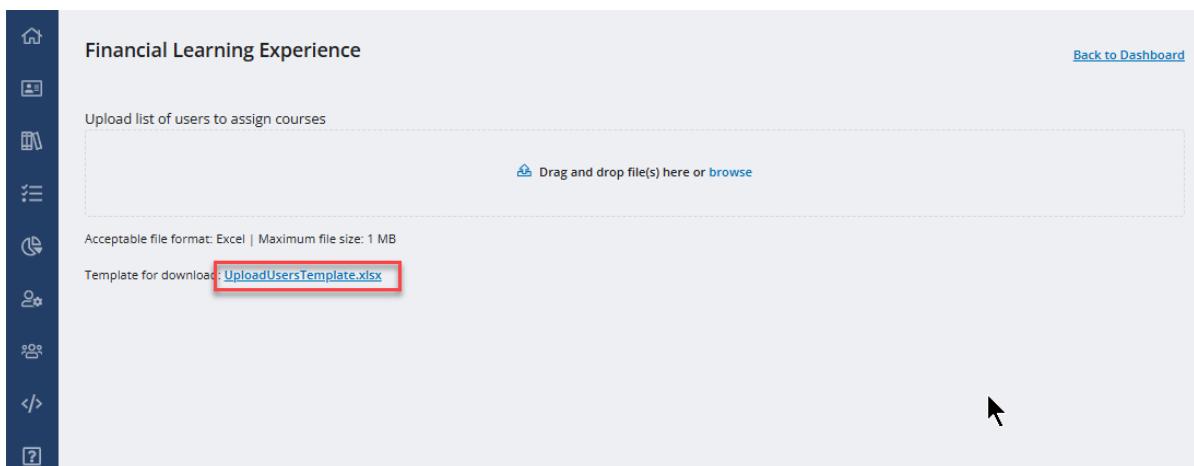
### For delivery via FLEX Platform

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).



The screenshot shows the FINRA Learning Experience dashboard. At the top, there is a notice: "Notice: Pending drafts will be automatically deleted by the end of the year." Below the notice, there are tabs for "Active" and "Past". On the right, there are buttons for "Preview Catalog" and "CREATE A NEW LEARNING PLAN". The main content area displays user information in a table format. The columns include: Distribution Type (FLEX), Status (Available), License Type (Course License), Completed By (redacted), License Agreement Date (September 20, 2024), and Expiration Date (December 31, 2024). Below this table, there is a button labeled "Access Degreed Now". A red box highlights the "UPLOAD USERS" button, which is located in the same row as the "Available" status. At the bottom of the page, there is a copyright notice: "©2024 FINRA. All Rights Reserved. FINRA is a registered trademark of the Financial Industry Regulatory Authority, Inc." and links for "Privacy", "Legal", and social media icons.

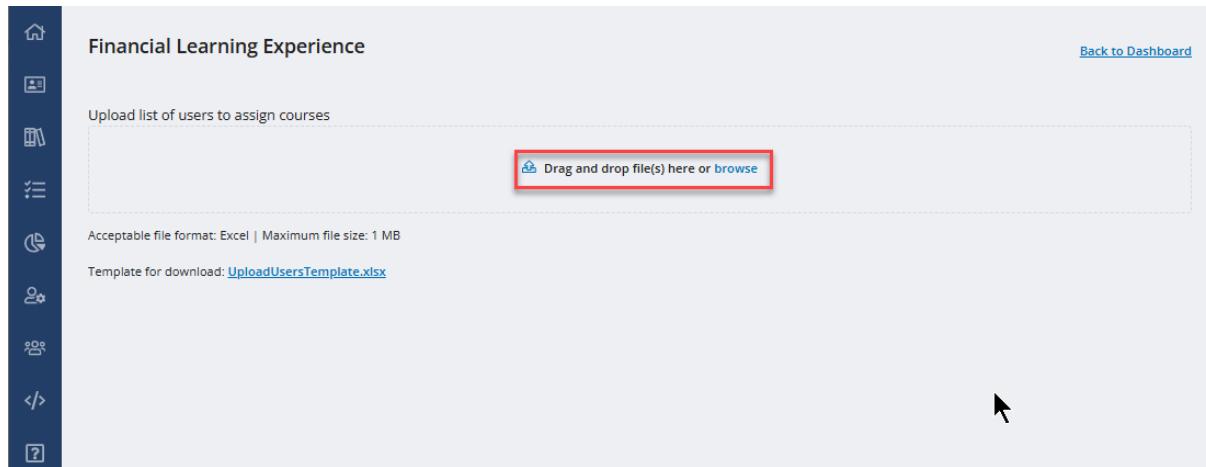
Click the “Upload Users” button and download the “UploadUsersTemplate”.



The screenshot shows the "Upload list of users to assign courses" page. On the left, there is a vertical sidebar with icons for Home, User, Learning Plan, Learning Catalog, Learning Record, and Help. The main content area has a heading "Upload list of users to assign courses" and a large input field with a placeholder "Drag and drop file(s) here or browse". Below the input field, there is text: "Acceptable file format: Excel | Maximum file size: 1 MB". At the bottom of the page, there is a link: "Template for download: [UploadUsersTemplate.xlsx](#)". A red box highlights this download link. A cursor icon is visible in the bottom right corner of the page.

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



Financial Learning Experience

Back to Dashboard

Upload list of users to assign courses

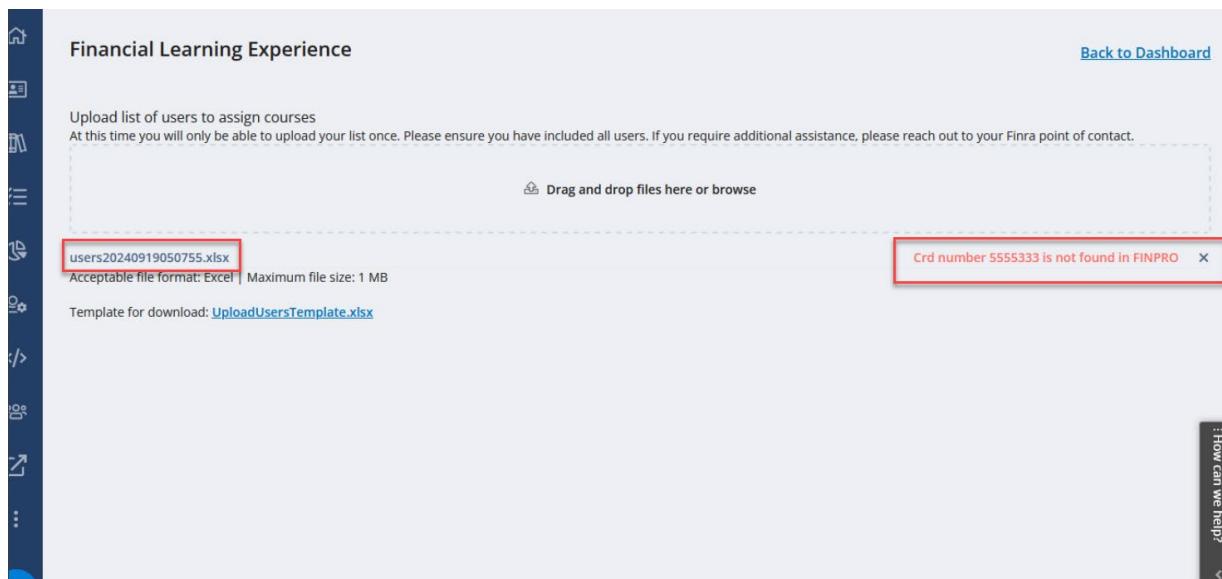
Drag and drop file(s) here or browse

Acceptable file format: Excel | Maximum file size: 1 MB

Template for download: [UploadUsersTemplate.xlsx](#)

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.



Financial Learning Experience

Back to Dashboard

Upload list of users to assign courses

At this time you will only be able to upload your list once. Please ensure you have included all users. If you require additional assistance, please reach out to your Finra point of contact.

Drag and drop files here or browse

users20240919050755.xlsx

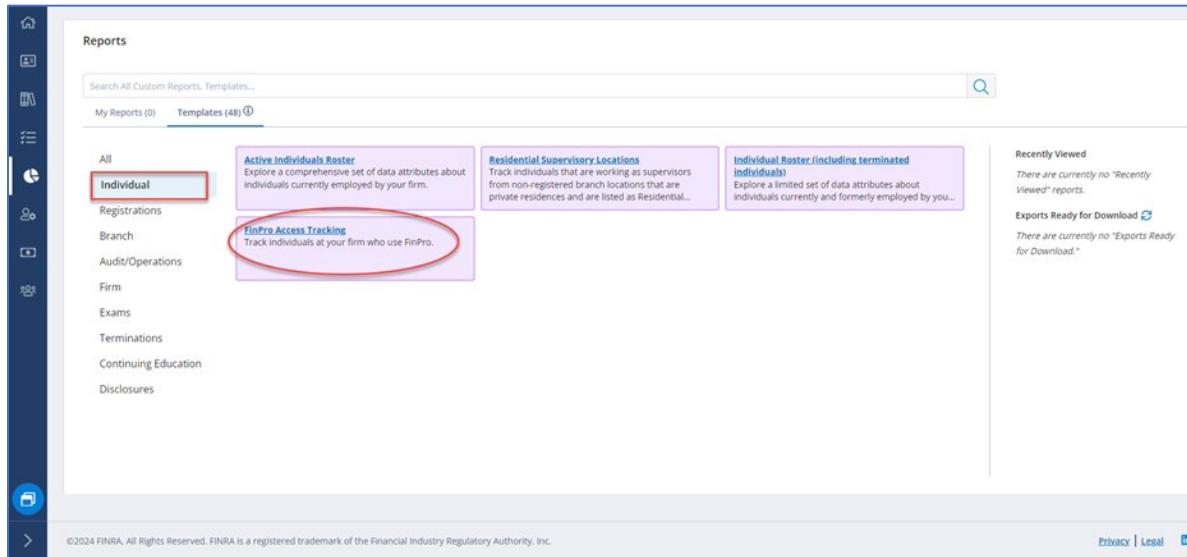
Acceptable file format: Excel | Maximum file size: 1 MB

Template for download: [UploadUsersTemplate.xlsx](#)

Crd number 5555333 is not found in FINPRO

How can we help? ▾

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.



The screenshot shows the FINRA Gateway interface with the 'Reports' section selected. On the left, a sidebar lists categories: All, Individual (which is selected and highlighted with a red box), Registrations, Branch, Audit/Operations, Firm, Exams, Terminations, Continuing Education, and Disclosures. The main content area displays several report cards. One card, 'FinPro Access Tracking', is highlighted with a red oval. The card description reads: 'Track individuals at your firm who use FinPro.' To the right of the reports are sections for 'Recently Viewed' (empty) and 'Exports Ready for Download' (empty). The bottom of the page includes a footer with the text '©2024 FINRA. All Rights Reserved. FINRA is a registered trademark of the Financial Industry Regulatory Authority, Inc.' and links for 'Privacy' and 'Legal'.

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](mailto: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](mailto:flex@finra.org) for assistance with any issues.