

**Federal Reserve System**

# **ECS External User Guide**

November 2021

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## EMERGENCY COMMUNICATIONS SYSTEM

The Emergency Communications System (ECS) is a web-based tool that allows regulatory agencies to quickly establish a two-way communication channel between the regulatory agency and the emergency contact(s) at a financial institution during an emergency\* or a cyber event.\*\* This includes holding companies and financial firms that have been designated as systematically important.

In the event an emergency notification is sent, ECS has the capability to send a communication by Federal Reserve district, individual states, county, zip code, or proximity. If a registrant's physical address is within the scope of the targeted message area, the registrant will receive the notification. Users are required to register with the system and maintain their contact information. In addition, ECS performs semiannual tests to ensure the data for each registered contact is accurate.

*\* An emergency is broadly defined as a significant event that has a material or possible effect on the operation(s) of firms and/or financial institutions.*

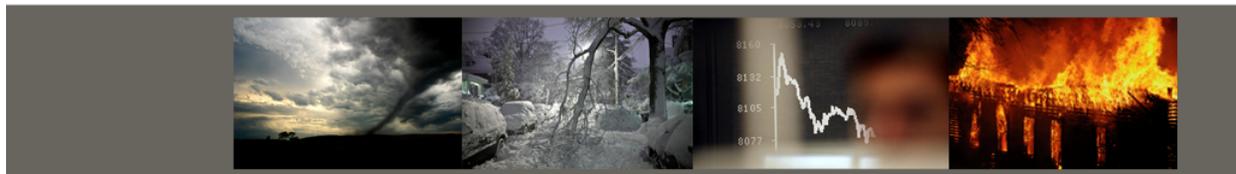
*\*\* A cyber event is broadly defined as a deliberate exploitation of computer systems or technology-dependent enterprises and networks that use malicious code causing disruptive consequences that can compromise data and lead to cybercrimes, such as a data breach, data damage, and information or identity theft.*

## EMERGENCY COMMUNICATIONS SYSTEM WEBSITE

The screenshot displays the ECS External website interface. At the top left is the ECS logo. A white warning box is centered on the screen, containing the following text: "Warning! If you are not authorized to use this private network, please disconnect immediately. Unauthorized access is prohibited and may result in civil and/or criminal prosecution. Users expressly consent to having their activities monitored. By logging in, you acknowledge that you have read, understood, and agree with this warning message." A red arrow points to a black button labeled "CONTINUE" in the bottom right corner of the warning box. Below the warning box, the main content area is divided into two columns. The left column contains a welcome message, a "Getting Started with ECS" section, and contact information. The right column features two yellow buttons: "Registered User?" with a "LOGIN" button below it, and "New to ECS?" with a "REGISTER" button below it. At the bottom of the page, there is a footer with the text "LEGAL INFORMATION | PRIVACY POLICY | © 2013 FEDERAL RESERVE BANK OF ST. LOUIS".

When visiting <https://bsr.stlouisfed.org/ecs>, users are prompted with a warning message. After reviewing the warning screen and choosing **'Continue'** to acknowledge understanding, users will choose to either register or sign in to an existing ECS account from selections on the right side of the screen.

## REGISTRATION



Welcome to the **Emergency Communications System (ECS)**, a free service that allows your financial institution to receive important communications from your regulatory agency during crises such as natural or man-made disasters, or events that dramatically affect the financial markets.

**Getting Started with ECS**

Officials who are selected as your institution's emergency contacts simply register by creating a user id and submitting relevant contact information. After registering, individuals can update their contact information at any time, allowing the contact information to remain current and accurate.

Please note that registrants are only contacted in the event of an emergency and during semi-annual tests. This information is not shared with anyone else other than your respective regulatory agency.

For more information, contact ECS Support at [ecs.support@stls.frb.org](mailto:ecs.support@stls.frb.org) or 1-877-327-5333.

**Registered User?**

LOGIN

**New to ECS?**

REGISTER



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After choosing **'Register,'** users will be prompted with a pop-up screen asking to choose their option for registration. The *Search by RSSD* option allows users to register by manually inputting RSSD ID information for the financial institution(s) in which they are registering. RSSD ID information can be found on the [NIC public website](#). The *Search by State* option allows users to register by selecting the state(s) and financial institution(s) from a populated list.

REGISTRATION PROCESS – SEARCH BY RSSD



Step 1 of 3: Select State(s) & Institution(s)

Select the state(s) for which your financial institution(s) are regulated or if known Search by RSSD.

Search by RSSD ⓘ



RSSD ID - Research, Statistics, Supervision, Discount - is a unique identifier assigned to institutions by the Federal Reserve. Visit the [NIC Public Website](#) to search for your RSSD ID.

Search by State ⓘ

None Selected ▾

GET INSTITUTIONS

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Click *in* the **'Search by RSSD'** field to bring up the pop-up box for which you will enter the RSSD's you will searching.

**STEP 1: ADD NEW INSTITUTION TO LIST**

Once the pop-up box appears, type a valid RSSD ID into the RSSD ID field and click the '+' to add below. The financial institution will appear below and you will have the option to check the Cyber Specialist box. Once all of the RSSD IDs have been entered, click '**Save Changes.**'

**NOTE:** If you enter an incorrect RSSD, the RSSD will say invalid, highlight red, and appear in your list of RSSDs as *Invalid RSSD IDs*.

To return to the previous page, click the '**Cancel**' button.

**ecs** EMERGENCY COMMUNICATION SYSTEM

Step 1 of 3: Select State(s) & Institution

Select the state(s) for which your financial institution is located.

Search by RSSD

RSSD ID - Research, Statistics, Supervision, Disclosure - assigned to institutions by the Federal Reserve. Search for your RSSD ID.

Search by State: None Selected GET INSTITUTIONS

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**Add New Institution to List**

RSSD ID: Type RSSD ID [ + ]

RSSD ID	Name	Cyberspecialist
916398	121 FINANCIAL CU (FL)	<input checked="" type="checkbox"/> Y

*Invalid RSSD IDs:*  
12345

CANCEL SAVE CHANGES

Selected financial institutions will display in top right corner of the page under *My Selected Institutions*. By selecting **'Next Step'** when you are finished choosing your financial institution(s), you will continue on to Step 2 in which you will create your User Account.

**ecs** EMERGENCY COMMUNICATIONS SYSTEM

**Step 1 of 3: Select State(s) & Institution(s)**

Select the state(s) for which your financial institution(s) are regulated or if known Search by RSSD.

**Search by RSSD**

RSSD ID - Research, Statistics, Supervision, Discount - is a unique identifier assigned to institutions by the Federal Reserve. Visit the [NIC Public Website](#) to search for your RSSD ID.

**Search by State** None Selected GET INSTITUTIONS

**My Selected Institutions:**

RSSD	Name	Cyber Specialist	Remove
916398	121 FINANCIAL CU (FL)	Y <input type="checkbox"/> EDIT	X

**NEXT STEP**

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REGISTRATION PROCESS – SEARCH BY STATE



Step 1 of 3: Select State(s) & Institution(s)

Select the state(s) for which your financial institution(s) are regulated or if known Search by RSSD.

Search by RSSD ⓘ

RSSD ID - Research, Statistics, Supervision, Discount - is a unique identifier assigned to institutions by the Federal Reserve. Visit the [NIC Public Website](#) to search for your RSSD ID.

Search by State ⓘ

None Selected ▾

GET INSTITUTIONS

STEP 1: SELECTING YOUR STATE(S)

Click the dropdown box to display the list of states and U.S. territories. Select the state(s) for which you will be registering. *Those states will display along the top after being clicked.* Once you have completed selecting your appropriate state(s), click **'Get Institutions.'**

**NOTE:** Click on an already selected state to uncheck it from your list. Click **'Select None'** or **'Reset'** to remove all your selections.



**Step 1 of 3: Select State(s) & Institution(s)**

Select the state(s) for which your financial institution(s) are regulated or if known Search by RSSD.

Search by RSSD ⓘ

RSSD ID - Research, Statistics, Supervision, Discount - is a unique identifier assigned to institutions by the Federal Reserve. Visit the [NIC Public Website](#) to search for your RSSD ID.

Search by State ⓘ

FL, GA ▾

**GET INSTITUTIONS**

✓ Select All x Select None ↶ Reset

Search... x

- Alabama
- Alaska
- American Samoa
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- Delaware
- District of Columbia
- Florida ✓
- Georgia ✓

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**STEP 1: SELECT YOUR FINANCIAL INSTITUTION(S)**

In the list of available financial institution(s), click the ‘+’ under the *Click to Add* column to select your financial institution(s). Selected financial institutions will display in top right corner of the page under *My Selected Institutions*. Click ‘**Next Step**’ when you are finished choosing your financial institution(s)

**NOTE:** You will have the option of checking the Cyber Specialist box prior to adding your institution(s), or you can change your Cyber Specialist option under *My Selected Institutions* by clicking the ‘**Edit**’ button.

\*\*\*Cyber Specialists deal specifically with events related to cyber events, including a data breach, data damage, or phishing emails/phone calls.\*\*\*



**Step 1 of 3: Select State(s) & Institution(s)**

Select the state(s) for which your financial institution(s) are regulated or if known Search by RSSD.

Search by RSSD

RSSD ID - Research, Statistics, Supervision, Discount - is a unique identifier assigned to institutions by the Federal Reserve. Visit the [NIC Public Website](#) to search for your RSSD ID.

Search by State: FL, GA GET INSTITUTIONS

688 records match your criteria

1 2 3 4 5

The institution list below contains all the institutions in the state(s) you have selected. If you are a cyber specialist, check the box next to the "Y" in the cyber specialist column, then click add to included that institution to your profile.

Type anything to filter institutions

RSSD	Institution Name	Emergency Contact	Cyber Specialist	Click to Add
3655081	1ST MANATEE BK (FL)	Y	<input type="checkbox"/> Y	+ (with red arrow pointing left)
3118456	ABB FNCL GRP (GA)	Y	<input type="checkbox"/> Y	+
551490	ACHIEVA CU (FL)	Y	<input type="checkbox"/> Y	+

**My Selected Institutions:**

RSSD	Name	Cyber Specialist	Remove
916398	121 FINANCIAL CU (FL)	Y <input type="checkbox"/> EDIT	X
166595	1ST CHOICE CU (GA)	Y <input type="checkbox"/> EDIT (with red arrow pointing left)	X
892698	1ST CU OF GAINESVILLE (FL)	N <input type="checkbox"/> EDIT	X

NEXT STEP (with red arrow pointing up)

After selecting your financial institution(s) and role, you will then create your User ID and Password.

## REGISTRATION PROCESS

## STEP 2: CREATE USER ACCOUNT

- **User IDs must meet the following criteria:**
  - Must include at least 6 characters
  - **NO** spaces or special characters other than “@”, “\_” and “.”
  - Do **NOT** use your User ID as your password
  
- **Passwords must meet the following criteria:**
  - At least 14 characters
  - Include 1 uppercase letter
  - Include 1 lowercase letter
  - Include 1 numeric character (0123456789)
  - Include 2 special character (!@#\$%)
  - Do **NOT** include more than two consecutive characters, such as aaa, bbb, 111, 222, etc.
  - Do **NOT** use your User ID as your password



Step 2 of 3: Create User Account

Create a User ID  [User ID Help](#)

**Good security requires strong passwords:**  
Remember, don't re-use passwords.

Create a Password

Retype Your Password

[Password Help](#)

[PREVIOUS STEP](#) [NEXT STEP](#)

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**STEP 3: CONTACT INFORMATION**

Users are required to input the following business card information:

- First Name, Last Name
- Job Role
- Country
- Address
- City
- State
- Zip
- Office Phone
- Business Mobile Phone
- Business Email

Before submitting the contact information, users will be required to validate a warped Security Check of distorted text. This text will also have the option to be read aloud by the computer. Once the text has been validated, choose **'Submit'** to complete the registration.

## COMPLETION OF THE REGISTRATION PROCESS

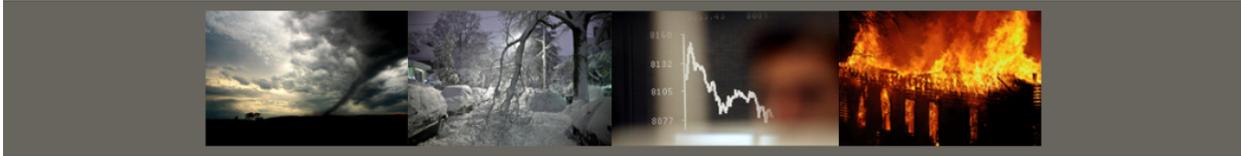
After submitting the registration, the user will receive an email to the registered email address. The email will require the user to follow the link provided and sign back into the system. The user will confirm that the information on file is correct and will select **'Save'** before logging out of the system. This step is **REQUIRED** to complete the registration process. **If this is not completed, the user will be left in a pending status and will not receive any emergency communications.**

The screenshot shows the 'Step 3 of 3: Contact Information' registration form. The form includes the following fields:

- First Name\*
- Last Name\*
- Job Role\*
- Country\* (dropdown menu showing 'UNITED STATES')
- Address Line 1\*
- Address Line 2
- City\*
- State\* (dropdown menu) and Zip\*
- Office Phone\*
- Business Mobile Phone\*
- Business E-Mail\*

Below the form fields is a security check section with the text: "Security Check: Please enter the text below. If you can't read the text below, refresh text." The image shows a distorted word, "SHAD", which the user must transcribe into the input field. A red arrow points to the "VALIDATE" button below the security check input.

At the bottom of the form, there are two buttons: "PREVIOUS STEP" on the left and "NEXT STEP" on the right. A red arrow points to the "NEXT STEP" button.



## YOU WILL RECEIVE A CONFIRMATION EMAIL WITHIN ONE BUSINESS DAY THAT CONTAINS A LINK TO COMPLETE THE REGISTRATION PROCESS.

When you receive the confirmation email, it is extremely important that you click on the link because your account will not be activated until you do so. Remember, only active accounts will receive emergency communications.

**PLEASE NOTE:** There is no limit to the number of individuals that can register per institution.

Communications from the Emergency Communication System will be delivered from the following Domains; please add these Domains to your safe senders list so that you may receive communications:

@FRB.org  
@FederalReserveCommunications.org  
@STLS.FRB.org

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LOGGING INTO ECS

Once the registration process has been completed, when visiting <https://bsr.stlouisfed.org/ecs>, you can choose **‘Login’** under **‘Registered User?’** on the right side of the screen.

Welcome to the **Emergency Communications System (ECS)**, a free service that allows your financial institution to receive important communications from your regulatory agency during crises such as natural or man-made disasters, or events that dramatically affect the financial markets.

**Registered User?**  
LOGIN

**New to ECS?**  
REGISTER

**Getting Started with ECS**

Officials who are selected as your institution's emergency contacts simply register by creating a user id and submitting relevant contact information. After registering, individuals can update their contact information at any time, allowing the contact information to remain current and accurate.

Please note that registrants are only contacted in the event of an emergency and during semi-annual tests. This information is not shared with anyone else other than your respective regulatory agency.

For more information, contact ECS Support at [ecs.support@stls.frb.org](mailto:ecs.support@stls.frb.org) or 1-877-327-5333.

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**Login**

User ID  [Forgot User ID](#)

Password  [Forgot Password](#)

LOGIN

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UPDATING USER ACCOUNT

After logging into the system, you will be able to view the contact information and financial institutions in which they are registered.

CHANGES TO CONTACT INFORMATION

All fields are editable in the User Account Information. Once the changes have been made, users must choose **'Save User Account Info'** before making any other changes to their account.

Need Help? ECS User Guide

Your last successful login was on 12/10/2020 4:18:49 PM CT with 0 failed login attempts since you last logged in. INBOX 19 LOGOUT

### User Account Information

User ID	poohmeplease79	Password	<input type="button" value="CHANGE YOUR PASSWORD"/>
	<input type="button" value="CHANGE YOUR USER ID"/>	Last Name*	Todd
First Name*	Amanda	Address Line 2	
Job Role*	Bank Examiner	State *	Missouri
Country*	UNITED STATES	Zip *	63103
Address Line 1*	1 federal reserve plaza	Business Mobile Phone*	(314) 724 - 4006
City*	St. Louis		
Office Phone*	(314) 444 - 6217		
Business Email*	amanda.l.todd@stls.frb.org		

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### Institutions & Contact Types

Below is a list of the states and institutions last saved as of 12/10/2020

1 records match your criteria

The institution list below contains all the institutions in the states you have selected. Please select the ones for which you are an Emergency Contact and/or a Cyber Specialist

Select State to Filter:

Type anything to filter institutions

	RSSD	Institution Name	Emergency Contact	Cyber Specialist	Status	Remove
<input type="checkbox"/>	<input type="checkbox"/>	CHAI TRUST COMPANY LLC (IL)	Y	<input type="checkbox"/> Select All	Confirmed ✓	<input type="button" value="X"/>

CHANGES TO INSTITUTIONS AND CONTACT TYPES

Users are able to update their institutions and contact type under the *Institutions & Contact Types* header. Select or unselect the *Cyber Specialist* box and click **'Save Institution Changes'** to update your contact type. Click **'Change State and Institution Selections'** to add or change the institutions for which you are a contact. You can [Search by RSSD](#) or [Search by State](#). Once you have updated your account information, click **'Save Added Institutions'** to update your account. To see who is registered for your institutions, click on the **'+'** sign next to the RSSD.

Need Help? ECS User Guide

Your last successful login was on 12/10/2020 4:18:49 PM CT with 0 failed login attempts since you last logged in. INBOX 19 LOGOUT

### User Account Information

User ID	poohmeplease79 <a href="#">CHANGE YOUR USER ID</a>	Password	<a href="#">CHANGE YOUR PASSWORD</a>
First Name*	Amanda	Last Name*	Todd
Job Role*	Bank Examiner	Address Line 2	
Country*	UNITED STATES	State *	Missouri Zip * 63103
Address Line 1*	1 federal reserve plaza	Business Mobile Phone*	(314) 724 - 4006
City*	St. Louis		
Office Phone*	(314) 444 - 6217		
Business Email*	amanda.l.todd@stls.frb.org		

[CANCEL CHANGES TO ACCOUNT INFO](#) [SAVE USER ACCOUNT INFO](#)

### Institutions & Contact Types

Below is a list of the states and institutions last saved as of 12/10/2020 [ADD INSTITUTION\(S\) BY STATE/RSSD?](#)

1 records match your criteria

The institution list below contains all the institutions in the states you have selected. Please select the ones for which you are an Emergency Contact and/or a Cyber Specialist

Select State to Filter:  
All States

Type anything to filter institutions

RSSD	Institution Name	Emergency Contact	Cyber Specialist	Status	Remove
<input checked="" type="checkbox"/>	25 CHAI TRUST COMPANY LLC (IL)	Y	<input type="checkbox"/> Select All	Confirmed ✓	<a href="#">✖</a>

[CANCEL INSTITUTION CHANGES](#) [SAVE INSTITUTION CHANGES](#)

**Add Institution(s)**

[← BACK TO ACCOUNT](#)

Select the institution(s) you would like to add by either clicking on the Search by RSSD button if you know your RSSD Id, or Selecting a State(s) to get a list of institutions.

**Search by RSSD**

RSSD ID - Research, Statistics, Supervision, Discount - is a unique identifier assigned to institutions by the Federal Reserve. Visit the [NIC Public Website](#) to search for your rssd id.

**Search by State** MO [GET INSTITUTIONS](#)

**My Selected Institutions:**

RSSD	Name	Cyber Specialist	Remove
941653	1ST CAMERON ST BK (MO)	N <a href="#">EDIT</a>	<a href="#">X</a>

[SAVE ADDED INSTITUTIONS](#)

Updates and changes to a user’s account may not be reflected in the system for up to 1 business day. In addition, your institutions will be in pending status until approved by an ECS Support Team member.

## Institutions & Contact Types

Below is a list of the states and institutions last saved as of [CHANGE STATE AND INSTITUTION SELECTIONS](#)

6 records match your criteria

The institution list below contains all the institutions in the states you have selected. Please select the ones for which you are an Emergency Contact and/or a Cyber Specialist

Select State to Filter:  
All States

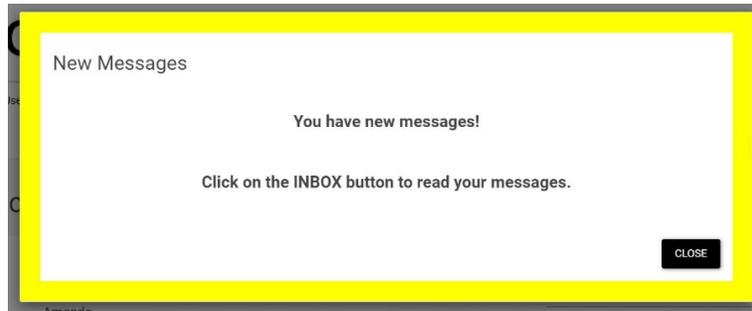
Type anything to filter institutions

RSSD	Institution Name	Emergency Contact	Cyber Specialist	Status	Remove
941653	1ST CAMERON ST BK (MO)	Y	<input type="checkbox"/>	Pending	<a href="#">X</a>
1035157	473 BROADWAY HOLD CORP (NY)	Y	<input type="checkbox"/>	Pending	<a href="#">X</a>
2467474	ADIRONDACK BC (NY)	Y	<input checked="" type="checkbox"/>	Pending	<a href="#">X</a>
101671	ADIRONDACK BK (NY)	Y	<input checked="" type="checkbox"/>	Pending	<a href="#">X</a>
645317	ADIRONDACK TC (NY)	Y	<input checked="" type="checkbox"/>	Pending	<a href="#">X</a>
3138267	ADIRONDACK TC ESOT (NY)	Y	<input checked="" type="checkbox"/>	Pending	<a href="#">X</a>

[CANCEL INSTITUTION CHANGES](#) [SAVE INSTITUTION CHANGES](#)

ECS COMMUNICATION INBOX

A yellow pop-up box will appear upon login if there is a new emergency communication.



EMERGENCY COMMUNICATIONS INBOX

Close the pop-up box and click the INBOX to view the emergency notification(s).

Need Help? ECS User Guide

Your last successful login was on 12/10/2020 4:18:49 PM CT with 0 failed login attempts since you last logged in. **INBOX 19** LOGOUT

### User Account Information

User ID: poohmplee79  Password:

First Name\*: Amanda Last Name\*: Todd

Job Role\*: Bank Examiner Address Line 2: \_\_\_\_\_

Country\*: UNITED STATES State\*: Missouri Zip\*: 63103

Address Line 1\*: 1 federal reserve plaza Business Mobile Phone\*: (314) 724 - 4006

City\*: St. Louis

Office Phone\*: (314) 444 - 6217

Business Email\*: amanda.l.todd@stls.frb.org

### Institutions & Contact Types

Below is a list of the states and institutions last saved as of 12/10/2020  **1 records match your criteria**

The institution list below contains all the institutions in the states you have selected. Please select the ones for which you are an Emergency Contact and/or a Cyber Specialist

Select State to Filter: All States

Type anything to filter institutions

	RSSD	Institution Name	Emergency Contact	Cyber Specialist <input type="checkbox"/> Select All	Status	Remove
<input type="button" value="+"/>	25	CHAI TRUST COMPANY LLC (IL)	Y	<input type="checkbox"/>	Confirmed ✓	<input type="button" value="x"/>

Once you click the inbox, you will see the display below. From here, you can do the following:

1. Click <Back to Profile, which will take you back to your account profile.
2. Click the row/communication to read your message.



3. Delete the message by clicking the red trash can.



The screenshot shows an email inbox interface. At the top left, there is a link labeled "< Back to Profile" which is circled in red. The inbox is titled "Inbox" and shows a list of messages. The first message is dated "9/15/2021 2:18:17 PM" and is from "FRS Cyber", which is also circled in red. To the right of the messages, there is a column of red trash can icons. The top trash can icon is circled in red. In the top right corner, it says "Logged in as AMANDA TODD".

Time	Subject	Action
9/15/2021 2:18:17 PM	FRS Cyber	Trash
9/15/2021 2:17:50 PM	FRS Only Test	Trash
9/15/2021 2:16:53 PM	Testing FRS	Trash
9/15/2021 1:19:31 PM	Semi Annual Test	Trash
9/15/2021 1:18:00 PM	Production testing	Trash
9/9/2021 1:28:48 PM	Test for User letter	Trash

## FREQUENTLY ASKED QUESTIONS

### ***What is the contact information for the Support Center?***

The ECS Support Center can be reached via email at [ecs.support@stls.frb.org](mailto:ecs.support@stls.frb.org) or by phone at 877-327-5333.

### ***Can I register multiple people at my institution under one account?***

No. Unfortunately, each contact with ECS must have their own user account, but you can have multiple contacts for your institution.

### ***Can I register multiple individuals from my institution with their own separate account?***

Yes, but each contact must have a different email associated with the account. Duplicate email accounts are not allowed in the system. Registered individuals must also confirm their account via an email communication.

### ***How do I register more contacts for my institution?***

Individuals can register with ECS at <https://bsr.stlouisfed.org/ecs>.

### ***I cannot remember my User ID or Password.***

Choose the 'Forgot User ID' or 'Forgot Password' option when logging into the system. You will be prompted to enter the email address associated with the account. Forgotten User IDs and temporary passwords are sent to the registered email address. If you forgot your password, you will be required to change it after logging in with the temporary password.

### ***How do I delete a user?***

Please contact the ECS Support Center to delete a user from the system.

### ***How do I find out who is registered for my institution?***

As a current registrant, you can log into your existing account, scroll down to the institutions section of your profile, and next to the institution's RSSD you will see a "+" sign. Clicking on the "+" will display all of the contacts who are registered with that institution. Current registrants can also contact the ECS Support Center to find out who else is registered from their financial institution. Registrant information will only be available to those who are also registered with the system.

### ***The institutions in which I have registered show pending after logging into my account, what does this mean?***

ECS Support Staff will confirm your information within approximately one business day and the status will be updated. If sufficient time has passed and your information is still pending, please contact the ECS Support Center at [ecs.support@stls.frb.org](mailto:ecs.support@stls.frb.org) or by phone at 877-327-5333.

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Date	Version	Modification	Author
08/2019	1	Creation of Document	A. Todd
11/17/21	1.1	Updated to reflect Inbox	A. Todd