Bank of England PRA

# Firm Engagement Portal (FEP) FAQs

## Contents

## 1. What is the Firm Engagement Portal (FEP)?

The Firm Engagement Portal (FEP) is the PRA's secure online platform for interacting with firms. It provides a central location for firms to manage regulatory engagement, complete selected submissions, receive communications and access services that are being migrated from existing channels.

## 2. Who should be onboarded first?

Principal Users should be onboarded first. Once a Principal User has successfully completed onboarding, they can administer access for additional users within their organisation.

## 3. What is a Principal User?

A Principal User can access and complete activities in the FEP. Principal Users also act as the administrator for their organisation within the FEP, managing user access, approving Standard User requests and maintaining user permissions and information.

## 4. What is a Standard User?

A Standard User is a user who has been granted access to the Portal by a Principal User. Standard Users can access and complete activities that have been assigned to them but do not have the same administrative permissions as Principal Users such as managing user access requests and permissions.

## 5. What is a Nominated Point of Contact?

A Nominated Point of Contact serves as the firm's primary liaison with the PRA for FEP-related communications, coordinating onboarding activities, Portal updates and user arrangements within the organisation.

## 6. Can the Nominated Point of Contact be changed?

Yes. Firms should notify the Portal support team if their Nominated Point of Contact changes so records can be updated.

## 7. What is the difference between a Principal User and Nominated Point of Contact?

The Principal User has an operational and administrative role within the FEP, whereas the Nominated Point of Contact (NPOC) has a communication and coordination role between the firm and the PRA.

## 8. Who approves Standard User access?

Principal Users are responsible for approving Standard User access requests for their organisation. If a user requires access and is unable to request or obtain approval, they should contact their firm's Principal User.

## 9. Can we have more than one Principal User?

Yes. Firms are encouraged to have more than one Principal User where appropriate. Having multiple Principal Users provides operational resilience and helps ensure access can continue if one administrator is unavailable.

## 10. How do I access the Portal for the first time?

Users should follow the instructions contained within their onboarding invitation email. If you have not received an invitation or the link has expired, contact the Portal support team for assistance.

## 11. I cannot log in to the Portal. What should I do?

Before contacting support, please:

- Ensure you are using the correct email address.
- Confirm any identity verification or authentication steps have been completed.
- Clear your browser cache and try again.
- Try an alternative supported browser if appropriate.

If the issue persists, contact the Portal support team with details of the error message you received at PortalMarketOutreach@bankofengland.co.uk.

## 12. My onboarding link has expired. What should I do?

Contact the Portal support team and request a new onboarding invitation. Expired links cannot typically be reused and will need to be reissued.

## 13. What if I have not received my invitation email?

Please:

- Check your spam or junk folders.
- Confirm the email address was provided correctly.
- Check with your internal IT team whether the email has been quarantined.

If you still cannot locate the invitation, contact the Portal support team.

## 14. How do I add a Standard User?

A Principal User can initiate the process within the Portal by adding the user's details and approving the access request in accordance with the permissions available to their organisation.

## 15. Can a user have access to multiple firms?

Where a user legitimately requires access to multiple firms or regulated entities, this can be supported subject to the appropriate permissions and associations being established. If additional firms need to be linked to a user profile, contact the Portal support team with the relevant details.

## 16. Which legal entity should a user be linked to?

Users should be associated with the regulated entity or entities for which they require access. If there is uncertainty regarding which entity should be selected, firms should contact the Portal support team for guidance before onboarding users.

## 17. Can third-party providers or consultants be granted access?

Access may be granted where there is a valid business need and the appropriate approvals have been obtained. Requests are considered in accordance with PRA requirements and access controls.

## 18. What should we do when a user leaves the organisation?

Principal Users should remove or update the user's access as soon as possible to ensure only authorised individuals can access the Portal.

## 19. Will all PRA interactions move to the Portal?

The transition is being delivered in phases. While an increasing number of services will become available through the Portal, firms should continue to follow existing PRA guidance and instructions for any processes that have not yet moved to FEP.

## 20. Why am I receiving a permissions error?

Common causes include:

- The user has not yet been granted the required role.
- The user is linked to the incorrect firm.
- A Principal User approval is still pending.
- User permissions have not fully synchronised.

If the issue continues after checking these points, contact support at **PortalMarketOutreach@bankofengland.co.uk**.

## 21. Why can't I see a submission or service that another user can access?

Access to Portal functionality is determined by user roles and permissions. If you believe you should have access to a particular service, contact your firm's Principal User in the first instance.

## 22. Is there a way to review a submission before it is submitted?

Yes, the draft transaction will be listed under ‘Transaction Overview’ with the status as ‘Draft’. Use the ‘Select action’ dropdown and click on ‘View’.

## 23. Where do submissions get routed to once I submit?

Submissions get routed into Risk & Work Manager (RWM) which is the PRA's central case and supervision management system.

## 24. Who should I contact if I need help?

For technical issues, onboarding queries, access requests or general Portal support, contact the FEP support team at **PortalMarketOutreach@bankofengland.co.uk** and provide:

- Your firm's name.
- The email address used for Portal access.
- A description of the issue.
- Any screenshots or error messages where available.

## Best practice for firms

To ensure smooth operation of the Portal, firms are encouraged to:

- Maintain at least two Principal Users.
- Regularly review user access.
- Remove access for leavers promptly.
- Keep Nominated Point of Contact details up to date.
- Complete onboarding activities as soon as invitations are received.
- Report technical issues promptly with screenshots and error details where possible.