

Revision History

Version	Date	Description of Changes
1.0	April 2012	Initial version. Created to accommodate increased account management for Issuers, Obligated Persons and Agents.
1.1	July 2012	Updated Gateway Main Menu images.
1.2	November 2012	Updated language to reflect Optional G-40 Contacts have similar functional to Primary G-40 Contacts and updated screenshots which show the validation checkbox on the Primary G-40 contact's information.
1.3	May 2014	Information on registration functionality is now available in the MRSB Registration Manual to reflect changes to the process under MSRB Rule A-12.
1.4	August 2015	Updated the Resources and Support section to reflect the change in hours of operation for Email Support.
1.5	June 2016	Updated to reflect the user navigation changes to the MSRB.org homepage, MSRB Gateway Login and Main Menu pages.
2.0	December 2019	Updated to reflect changes to the MSRB.org homepage and Account Administrator role.

Resources and Support

MSRB Website: www.MSRB.org
EMMA Website: EMMA.MSRB.org

For assistance, contact MSRB Support at 202-838-1330 or MSRBsupport@msrb.org.

Live Support: 7:30 a.m.-6:30 p.m. ET Email Support: 7:00 a.m.-7:00 p.m. ET

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Introduction

The Municipal Securities Rulemaking Board (MSRB) protects investors, issuers of municipal securities, entities whose credit stands behind municipal securities and public pension plans by promoting a fair and efficient municipal market. The MSRB fulfills this mission by regulating securities firms, banks and municipal advisors that engage in municipal securities and advisory activities. To further protect market participants, the MSRB promotes disclosure and market transparency through its Electronic Municipal Market Access (EMMA®) website, provides education and conducts extensive outreach. The MSRB has operated under Congressional mandate with oversight by the U.S. Securities and Exchange Commission (SEC) since 1975.

The EMMA website is a centralized online database operated by the MSRB that provides free public access to official disclosure documents and trade data associated with municipal bonds issued in the United States. In addition to current credit rating information, the EMMA website also makes available real-time trade prices and primary market and continuing disclosure documents for over one million outstanding municipal bonds, as well as current interest rate information, liquidity documents and other information for most variable rate municipal securities.

MSRB Gateway serves as a secure access point for MSRB systems. Dealers and municipal advisors are required to register with the MSRB via the online registration process in Gateway before an MSRB Gateway accounts are created¹. Once the MSRB Gateway account is created, the Master Account Administrator and Account Administrator can add additional user accounts to their organization and grant access rights to various MSRB systems to those users.

Staff of dealers and municipal advisors who have been granted user rights by their account administrators can use MSRB Gateway to access all MSRB systems including, but not limited to, the systems listed below.

- Electronic Municipal Market Access Dataport
- Real-time Transaction Reporting System (RTRS) Web
- Short-term Obligation Rate Transparency (SHORT) System
- MSRB Form G-37 Submission Portal

¹The MSRB Registration Manual provides instructions on how to complete the MSRB registration process using MSRB Form A-12 in MSRB Gateway. To begin the registration process, visit the MSRB website at MSRB.org.

Dealers can grant appointed agents access to Gateway to submit documents or information to the MSRB on their behalf (e.g., primary market documents in connection with the MSRB's EMMA system). Dealers can also grant MSRB Gateway access to program dealers, remarketing agents, auction agents and designated agents for submitting information to MSRB's SHORT system.

The groups feature in MSRB Gateway makes user account management easier for large organizations. This feature allows the Master Account Administrator to create smaller groups of users that are managed by a group account administrator.

Part 1: Gateway Accounts

MSRB Gateway accounts are created as part of the Form A-12 process or by an individual designated by the dealer or municipal advisor.

Master Account Administrator

MSRB Rule A-12, requires each broker, dealer, municipal securities dealer or municipal advisor to appoint a Master Account Administrator, and the Gateway account for the Master Account Administrator is created during the MSRB registration process. Certain functions, such as agent designation or the creation and management of groups can only be performed by the Master Account Administrator.

Account Administrator

The Master Account Administrator may appoint one or more Account Administrators to assist them with account management functions.

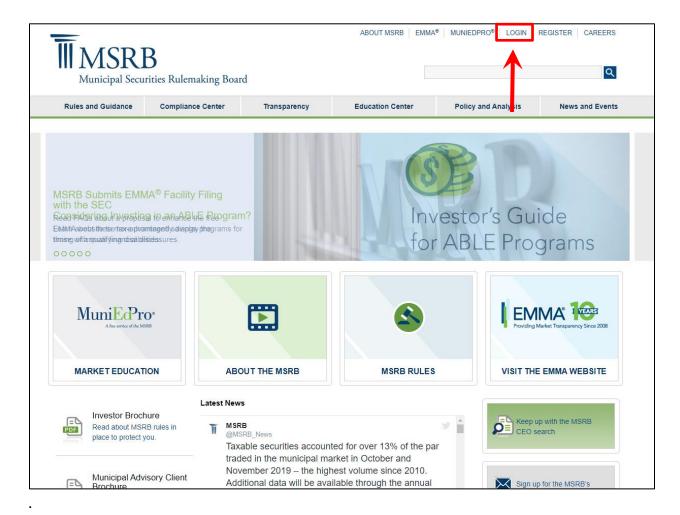
Self Management by Users

Certain data can be edited by any users on their own account, including email address, mailing address, and phone numbers

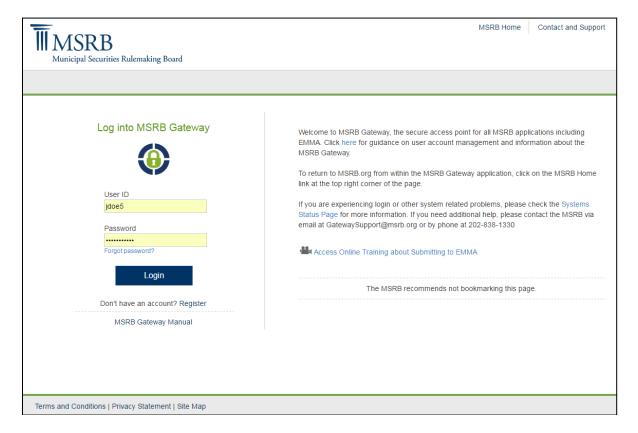
Access MSRB Gateway

To access MSRB Gateway, an MSRB Gateway account with a valid User ID and password is required. If you do not have a Gateway account and you are a broker, dealer, municipal securities dealer or municipal advisor, contact an account administrator to create your MSRB Gateway account.

Go to MSRB.org and click Login.



Enter your User ID and Password and then click the Login button.

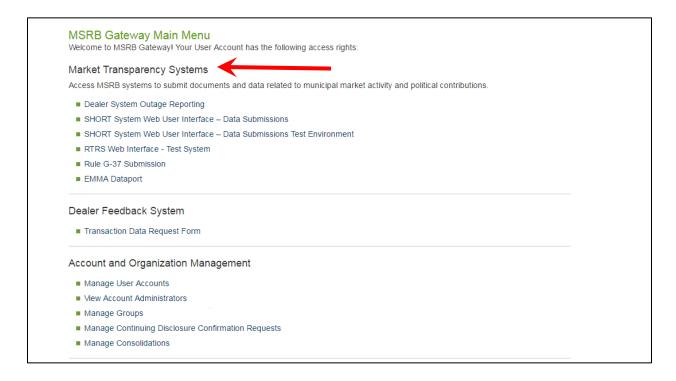


You will be directed to the MSRB Gateway Main Menu.



Making Submissions to the EMMA Website or other Transparency Systems

MSRB Gateway provides links to all MSRB programs for submission of market data and disclosures. Links to the relevant applications may be found on the main Gateway page under the Market Transparency Systems heading. Clicking on the links will take you out of Gateway.





If you do not see a link to the system you need to access, it is because your account has not been granted the required access right. If you are an account administrator, you may grant yourself the appropriate right. Otherwise, you will need to contact a person at your firm with account administration rights.

Part 2: Account Administration

Gateway account administrators can perform the following account management functions to in Gateway:

- Create new users:
- Disable user accounts;
- · Re-enable user accounts;
- Modify user account details.
- Grant user account access rights; and

Account management functions are performed on the User Account screen.

Use the steps below to navigate to this screen. Follow these steps whenever updates are made to a user's account and refer to this section for navigation guidance as these steps will not always repeat for each scenario illustrated in this section.

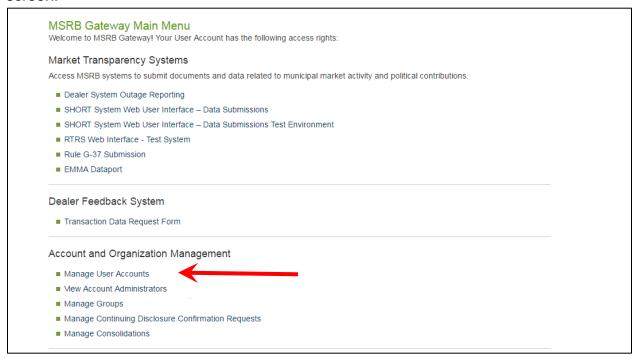
After updates are made to a user's account, click through the screens to continue with the updates and confirm the changes. An email is forwarded to the user informing them of the changes to their account.



Firms should diligently remove access to MSRB Gateway as soon as practical for any individual who is no longer employed by the firm.

Access User Accounts

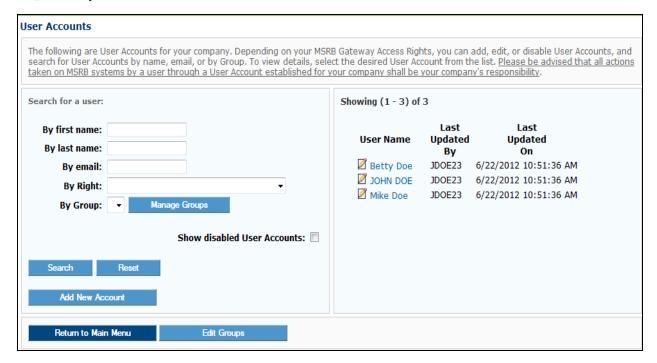
From the MSRB Gateway Main Menu, click **Manage User Accounts** under the **Account and Organization Management** section to be directed to the User Account screen.



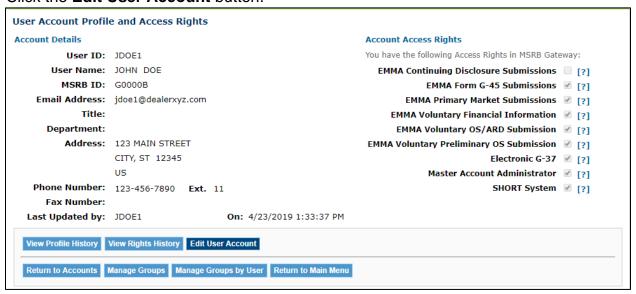
The User Accounts screen displays all users in the organization on the right side of the screen. From this list, double-click the user account that you would like to edit.



If a user has a Gateway account and the account is not displayed, the account may be disabled and will need to be re-enabled.

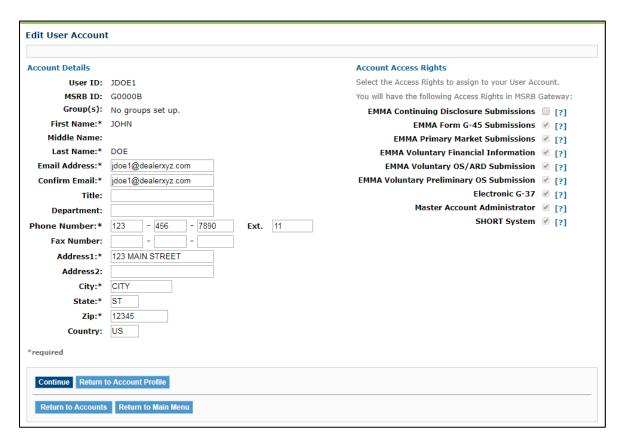


Click the **Edit User Account** button.

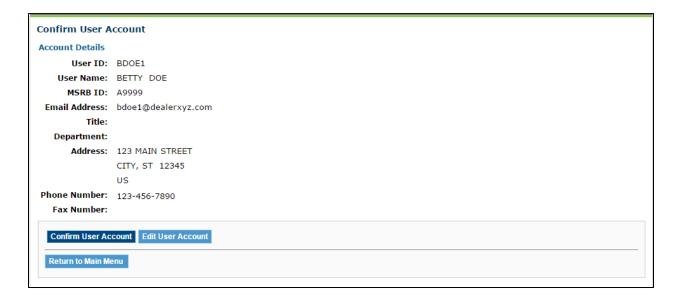


Update User Account and Save Changes

Make the appropriate updates to the user account and then click **Continue**. You may also click the **Return to Accounts** button to discard changes made to the user account.

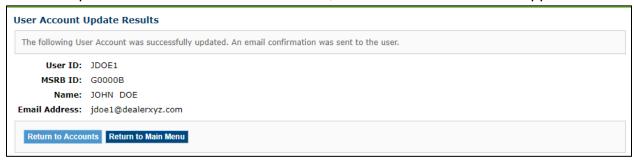


If you accept the updates made to the user account, click the **Continue** button. Then click the **Confirm User Account** to complete the update to the user account.



Confirm Updates Made to User Account

After the updates to a user account are saved, a confirmation screen will appear.



An email confirmation is sent to the account holder that notes the updates made to their account, as well as who made the updates.

Please keep this information confidential to prevent unauthorized use of this account.

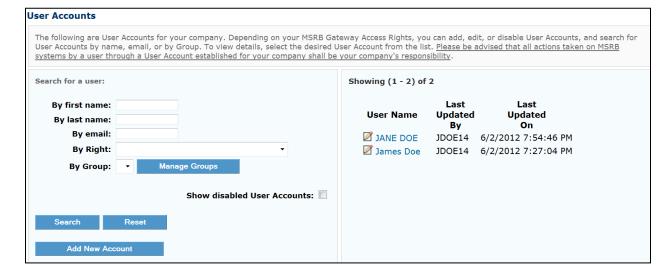
The MSRB account registered for this email address: kdoe@dealerxyz.com has been updated by James Doe (JDOE14)

You may login and check your account details and update history by going to: http://www.msrb.org/msrb1/control/default.asp

This is a system-generated e-mail PLEASE DO NOT REPLY. REPLIES ARE NOT MONITORED. If you need assistance with your account please contact an account manager at your organization. You may also obtain more information about MSRB Gateway at: https://www.msrb.org/msrb1/control/default.asp.

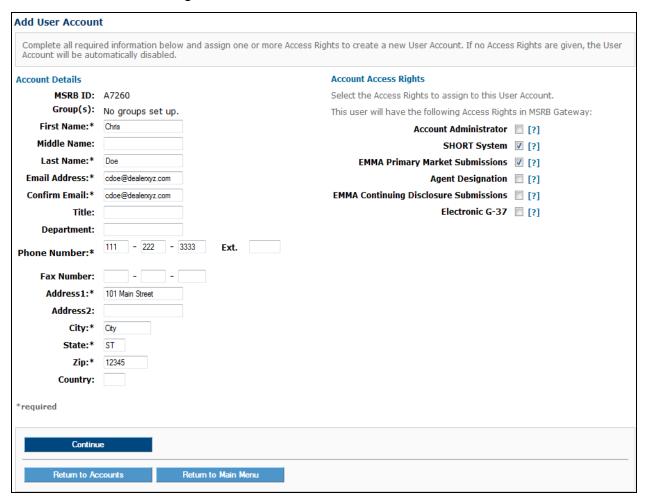
Create New User Account

From the User Accounts screen click the **Add New Account** button.



Enter the account details for the user on the left side of the screen. Select the account access rights you would like to grant the user on the right side of the screen.

- Users who are granted Account Administrator rights will be an Account Administrator and will have access to other users' accounts in the organization.
- At least one account access right must be granted to a user to keep the account active. If no account access rights are granted, the account will be disabled.
- To read a description of an access right, click the [?] icon located next to each account access right listed.



After the user account has been created, click the **Continue** button to accept the changes and then click the **Confirm User Account** button on the following screen to confirm the new account.

After the Gateway account has been created, the new user will receive an email with a User ID and a link to create a password to access the new Gateway account.

Grant User Account Access Rights

Gateway User Account Access rights are granted to a user by an Account Administrator, with the exception of the Account Administrator access right. This right can only be granted by the Master Account Administrator.

The following is a list of user account access rights that can be granted in Gateway²:

Account Administrator	This right can only be granted by the Master Account Administrator. Users with this right can manage other users' accounts. They can perform most functions of the Master Account Administrator, but not all.
Dealer Feedback System	This right provides access to the application used by dealers to request transaction data about their own trades.
Dealer System Outage Report User	This right provides access to the application used by dealers to report system outages.
EMMA Continuing Disclosure Submissions	This right provides access to make continuing disclosure filings.
EMMA Primary Market Submissions	This right provides access to submit official statements and advanced refunding documents.
Electronic G-37 Submissions	This right provides access to make political contribution filings.
EMMA Form G-45 Submissions	Allows access to make submissions for 529 Savings Plan and ABLE Programs
RTRS Web	Allows access to RTRS Web for all functions, including input or correction of trade reports.

²The list of rights shown is typical but subject to change. Additional rights may appear if your organization has been designated as an agent to make submissions on behalf of another organization. If you believe rights are missing, or are uncertain about a right listed, please contact MSRB Support at 202-838-1330.

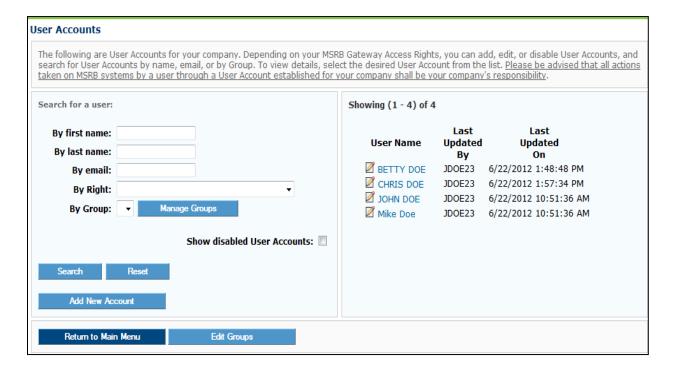
RTRS Web View Only	Allows limited access to RTRS
	Web for viewing and reports.
SHORT System	Allows access to make auction
	rate and variable rate
	submissions.



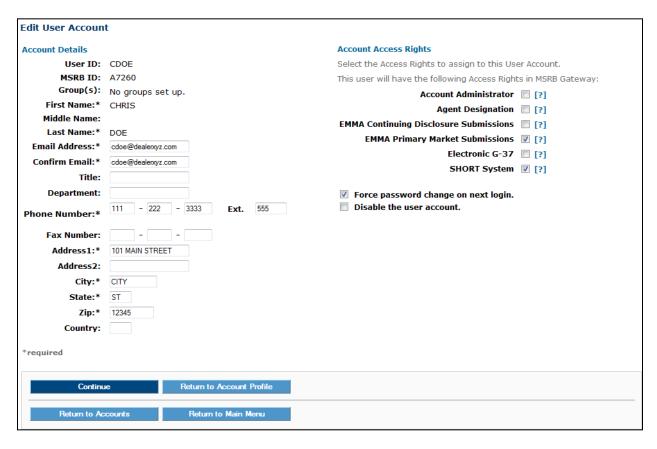
Some users may see *Other Form A-12 Submitter*. This designation indicates a role that is assigned through Form A-12, such as Data Quality Contact or Optional Regulatory Contact.

Follow these steps to grant user account access rights:

Navigate to the User Accounts screen and select the user to whom you will grant account access rights. Once the Account Profile is displayed, click **Edit User Accounts**.



Click the account access right(s) you would like to grant the user. Please note your organization will only be able to see and select the account access rights inherent to your organization type.



Save and confirm the updates. Users can view access rights they have been granted by expanding the **Market Transparency Systems** link on the Gateway Main Menu.

Users can determine their role as indicated in the **User Details Dropdown** box by clicking on User Name.



Disable User Account

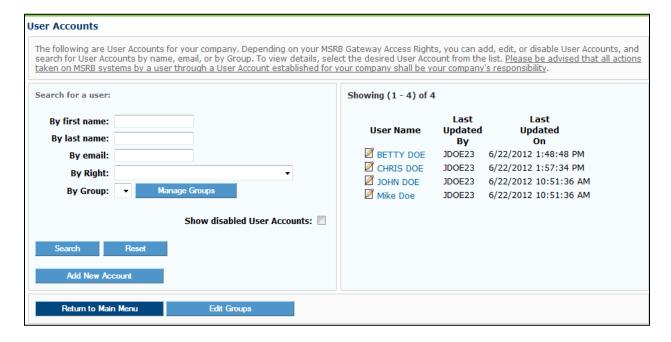
- A user with a disabled account can no longer access Gateway and will no longer appear on the organization's User Account Screen.
- If a user leaves the organization, or you would like to restrict a user from accessing their Gateway account, an Account Administrator can disable the account.
- A user's account will also disable automatically if no account access rights are granted to that user.
- Disabling a user account will not delete the user from Gateway; once a user account is created, it can never be deleted.
- A user's disabled account can be re-enabled at any time.



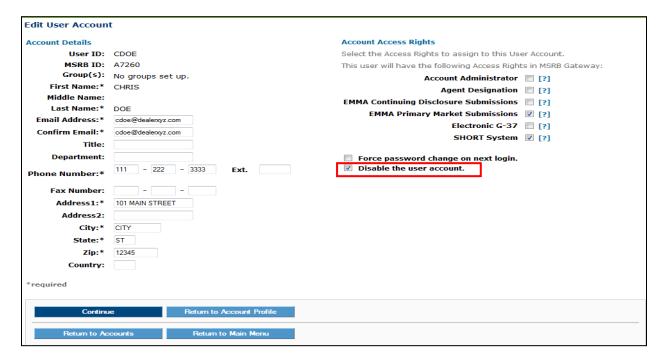
If the user has left the organization, make sure to remove all user rights before you disable the user account. If the account is not disabled, the user may still receive notification emails from the MSRB to the email address associated with the Gateway user account.

Use the following steps to disable a user account:

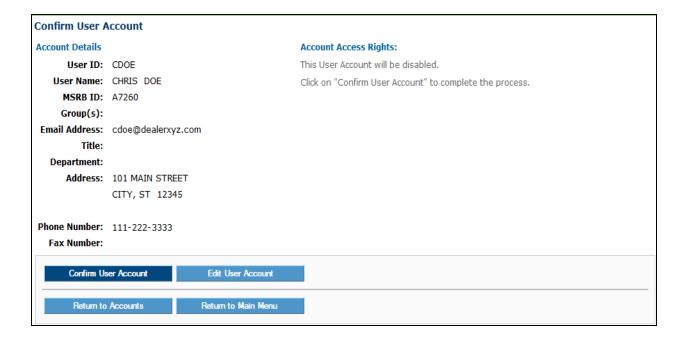
Navigate to the **User Accounts** screen and double-click the user you wish to disable. Click **Edit User Account**.



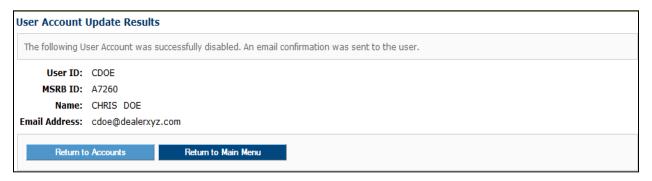
Click the checkbox next to **Disable the user account** and then click the **Continue** button.



Click the Confirm User Account button to disable the user account.

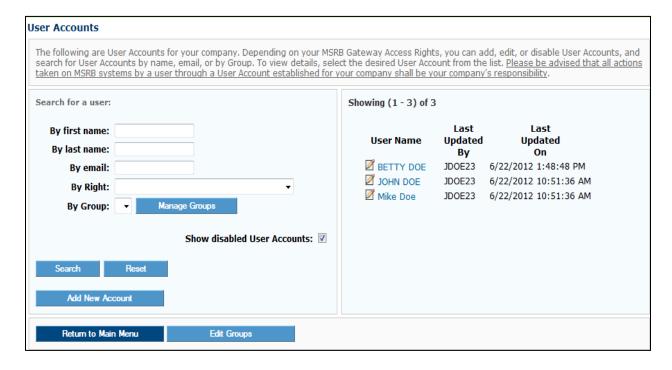


A confirmation screen will appear confirming the account has been disabled. The user of the disabled user account will receive an email stating their account has been disabled.

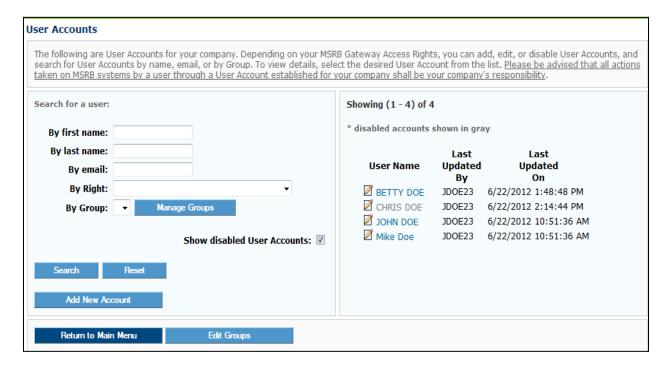


Re-Enable User Account

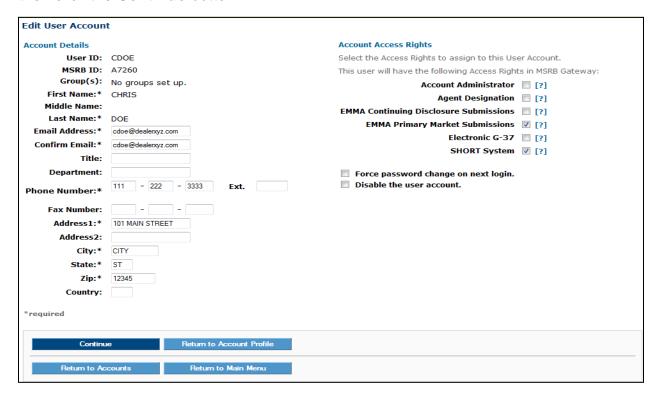
Navigate to the User Accounts screen. Click the checkbox next to **Show disabled User Accounts** and then click the **Search** button.



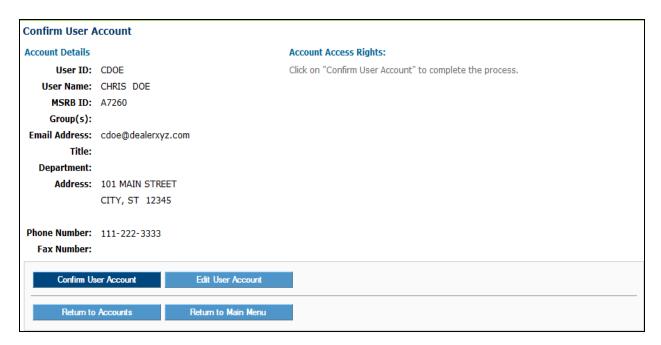
A list of all user accounts will be displayed on the right. Disabled user accounts will be grayed out. Select the user account you wish to re-enable and edit the user's account.



Click **Edit User Account** and then de-select the **Disable the user account** by clicking on the checked box. Ensure the user is granted at least one account access right and then click the **Continue** button.



The Account Details screen will appear. Click the Confirm User Account button.



A confirmation screen will display the confirmed update. The user will receive a confirmation email indicating that their account has been re-enabled.

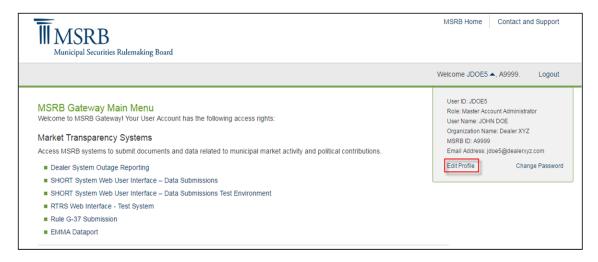
Part 3: Global User Management Functions

Basic account management functions are available to all users. These functions include:

- · modifying user account details;
- viewing account administrators in the organization;
- viewing user account history; and
- managing passwords.

Modify User Account Details

Users can modify user information associated with their own account. Click on the User Name in the upper right section of the Gateway page and then click **Edit Profile** in the User Details Dropdown box.

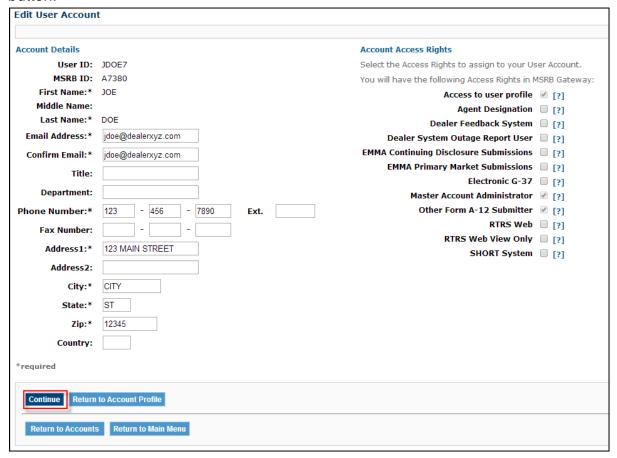


Click **Edit User Account** to view and edit your profile.

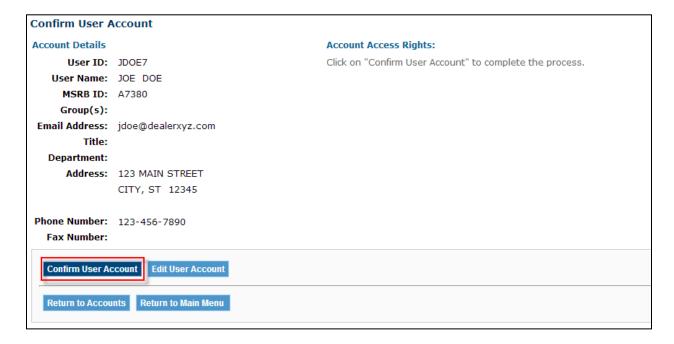
Click on the Edit User Account button.



Make edits to the appropriate account details as needed and then click the **Continue** button.



Review the changes and then click the **Confirm User Account** button.



Changes made to the account profile take effect immediately.



You will receive an email acknowledging that changes have been made to your account.



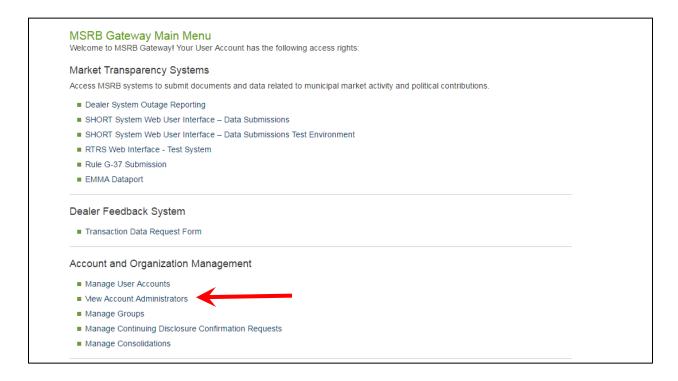
View Account Administrators

Users can view Account Administrators within their organization to identify who has access rights to provide user account information or make updates to their account.

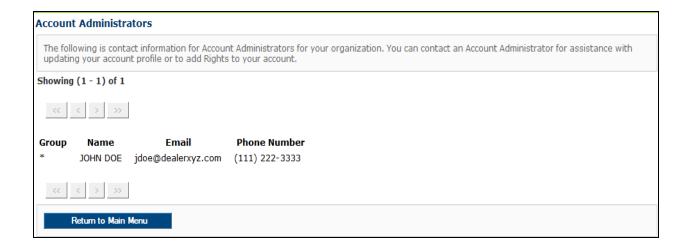


Use this function to find the person in your firm who can assist you when you require access to an MSRB system and cannot grant access rights to yourself.

Go to the MSRB Gateway Main Menu and click **Account and Company Management** to expand the dropdown menu. Click the **View Account Administrators** link.

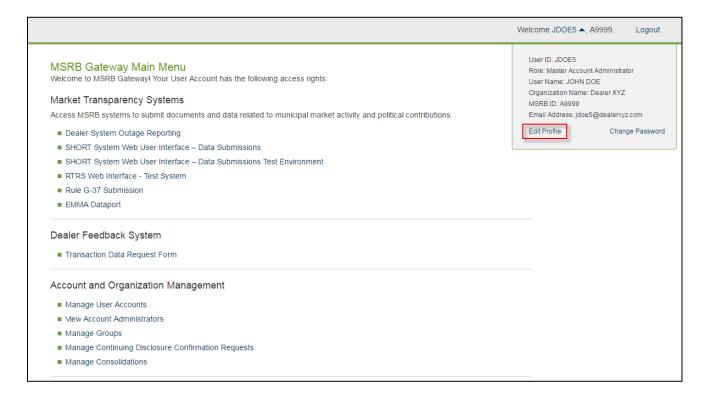


The screen will display all the Account Administrators for the organization.

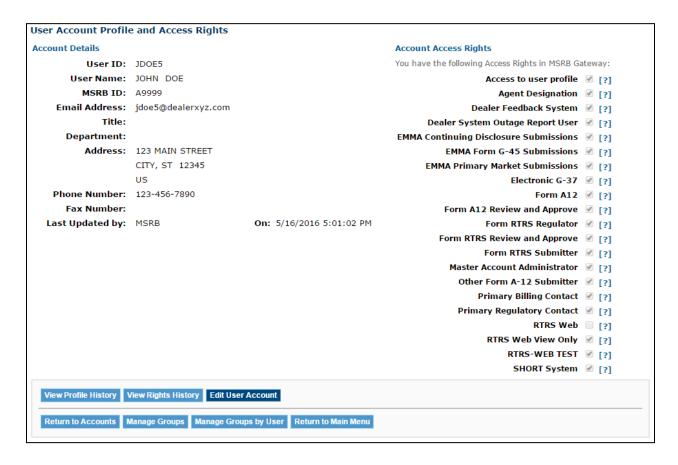


View User Account History

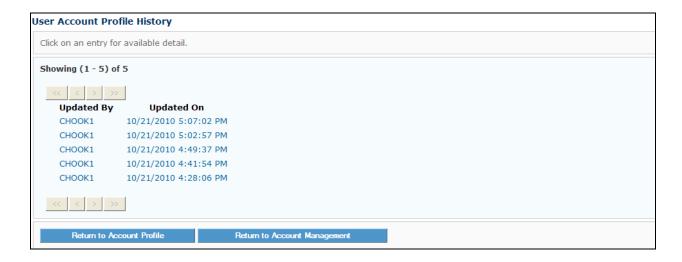
Users can view a history of changes that were made to their account profile or to their account access rights. Locate the **User Name Dropdown** box in the upper right of the Gateway Main Menu. Click the **Edit Profile** link.



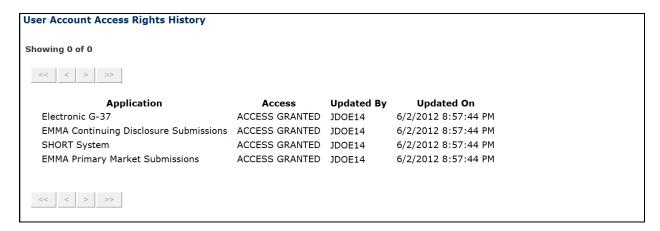
Click **View Profile History** button to view the changes made to your profile. Click **View User Access Rights History** to view changes made to your access rights.



The profile history shows all updates to the account, as well as who made the updates.



The acount access rights history shows a history of the user's account access rights, when account access rights were granted or removed, as well as who changed the access rights.



Password Management

There are several scenarios in which a user will need to reset their Gateway password. These scenarios include:

- a security requirement that forces users to periodically change their password;
- three unsuccessful log-in attempts resulting in the account being locked;
- users forget their password; and
- users wish to create a new password. (Passwords may be changed by clicking the Change Password link located in the user's My Profile box.)

Create Password for New User Account

After a Gateway account is created, the user receives an email with their User ID and a link to create a unique password. Click the link to create a unique password.

Please keep this information confidential to prevent unauthorized use of this account.

An MSRB Gateway Account has been created for this email address: kdoe@dealerxyz.com by JAMES DOE (JDOE14)

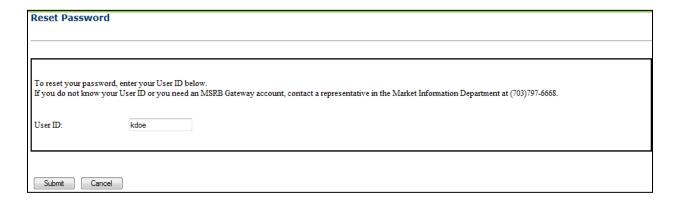
The following Access Right(s) have been granted:
SHORT System, EMMA Primary Market Submissions

Your New User ID is: KDOE14

You may retrieve your password by going to: https://www.msrb.org/msrb1/control/forgotpassword.asp

This is a system-generated e-mail PLEASE DO NOT REPLY. REPLIES ARE NOT MONITORED. If you need assistance with your account please contact an account manager at your organization. You may also obtain more information about MSRB Gateway at: https://www.msrb.org/msrb1/control/default.asp.

Enter your User ID and then click the **Submit** button.



An email is sent with a link to create a password. Click the link.

We have received your request for a new password. Please note that our records have been updated and we recommend that you change your password in our system within 7 days using the link below. The link will expire within 7 days and failure to reset your password within 7 days will require you to submit another request for a password change.

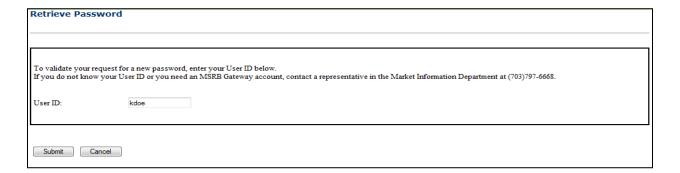
http://www2.msrb.org/msrb1/control/forgotPasswordProcess.asp?key=xTMrPcUk6X6CFkV2xTGHV1K89wFc6x

To change your password, follow the simple steps below:

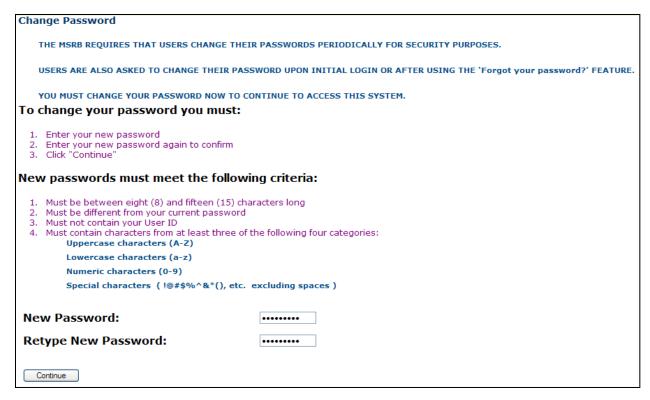
- 1. Click on the password link above.
- 2. On the Password Change page, enter and confirm the password that satisfies the password criteria.
- 3. Click on the Continue button.

This is a system-generated e-mail. PLEASE DO NOT REPLY. REPLIES ARE NOT MONITORED. If you need assistance with your account please contact a representative in the Market Information Department at 703-797-6668. You may also obtain more information about MSRB Gateway at: https://www.msrb.org/msrb1/control/default.asp.

Enter the User ID again and then click the **Submit** button.



On the Change Password screen, create a new password in accordance with the password criteria and then click the **Continue** button.

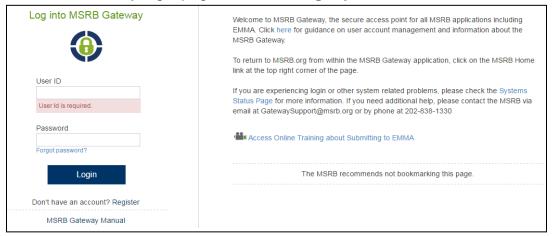


A confirmation screen will appear. Click the **Return** button to be routed to the Gateway Main Menu.

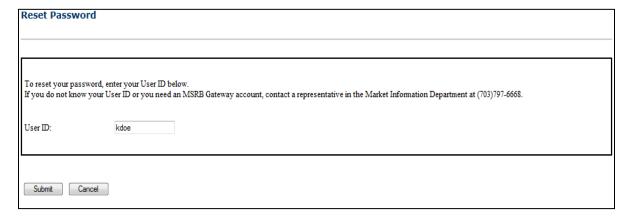


Forgot User Password

From the Gateway login page, click the Forgot password? link.



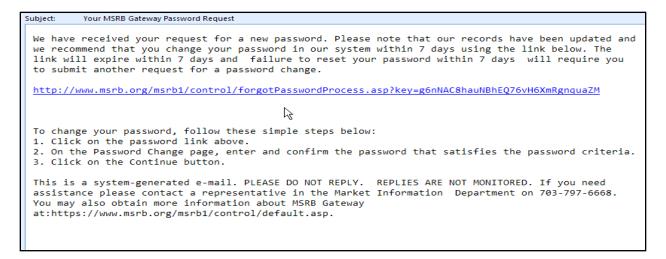
Enter your User ID and then click the **Submit** button. If you do not know your User ID, contact an Account Administrator in your organization.



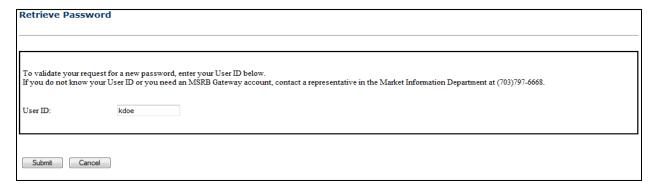
A notice appears stating an email containing the link to reset your password has been emailed to you. Check your email to retrieve this link.



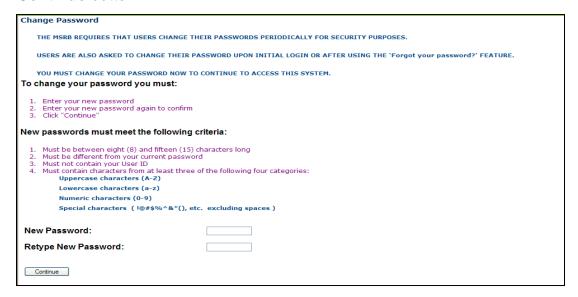
From your email, click on the link to reset your password.



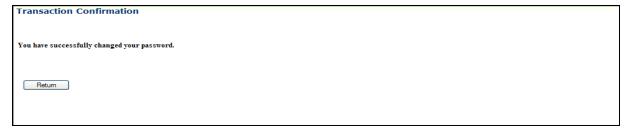
Enter your User ID and then click the **Submit** button.



Create your new password following the password criteria instructions listed. Click the **Continue** button.



The **Transaction Confirmation** screen will appear indicating the password was successfully changed. Click the **Return** button to be routed to the Gateway Main Menu.



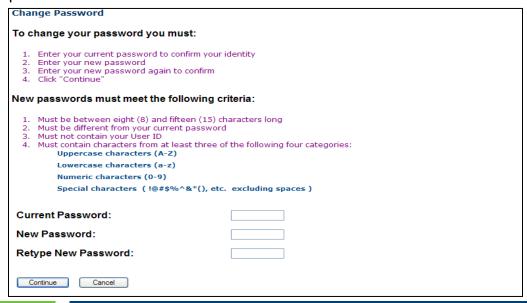
User Initiated Password Reset

Follow the steps below to create a new password:

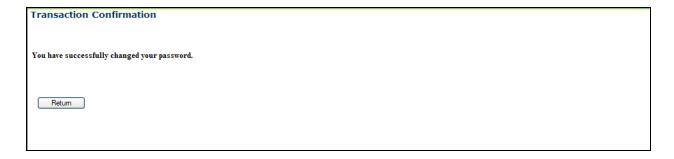
Navigate to the **My Profile** box located on the Gateway Main Menu and click the **Change Password** link.



You will be required to enter your current password in order to create your new password.



A **Transaction Confirmation** screen will confirm that the password was successfully changed. Click the **Return** button to navigate to the Gateway Main Menu.



Part 4: Agent Designation Overview

An organization can designate another organization to act as their agent to make submissions to the EMMA website. Designations are made based on the submission rights of the designating organization. Agent designation allows an organization to control the type of submission(s) they chose to grant to an agent. The agent also has control over the submission types it accepts. Only Master Account Administrators can manage an organization's agent relationships, which are controlled in Gateway.

An organization can only designate rights that are inherent to its organization type. Submission rights cannot be delegated if the delegating organization cannot make those submissions itself. For example, a dealer can designate an agent to make primary market submissions on the EMMA website on its behalf.

Agent designation can be reciprocal. An organization can request another organization to make EMMA submissions as its agent; and that same organization can also offer to make submissions as an agent for another organization.

Parties involved in agent designations receive email communication to notify them of designations being made for agent relationships, as well as changes to authorized submission types.

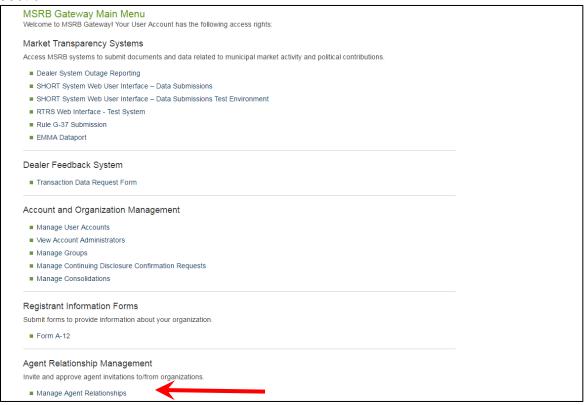


Only the EMMA Primary Market Disclosure Service, Short-term Obligation Rate Transparency (SHORT) System, EMMA Continuing Disclosure Service and the EMMA Form G-45 529 College Savings Plan Submission Service allow agent designations which are managed through MSRB Gateway agent designation. Agents for purposes of reporting trade data are identified on MSRB Form A-12.

Agent Relationships Overview

This section shows how to access the agent management screen and provides an overview of the agent management functions that can be performed.

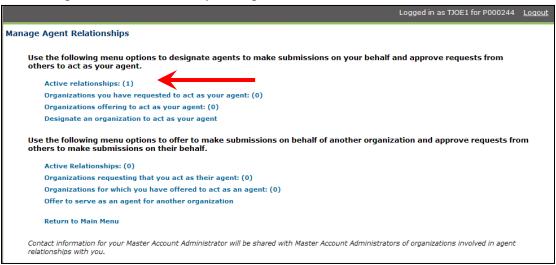
Access the agent management screen from the Gateway Main Menu and click on the **Manage Agent Relationships** link under the **Agent Relationship Management** section.



The resulting **Manage Agents Relationships** screen is divided into two sections. The first section shows your relationships with organizations that act as your agent, including:

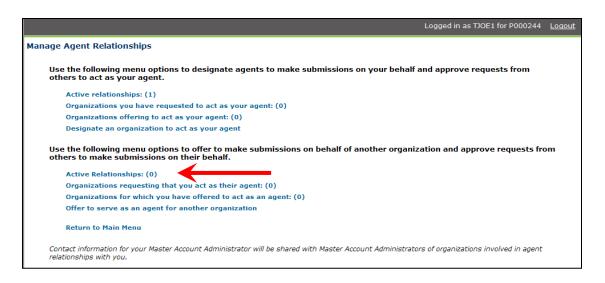
- Active relationships—active relationships with agents you have approved to submit on your behalf.
- Organizations you have requested to be your agent—view pending designations to organizations that you are waiting to accept/decline your designation request.
- Organizations offering to serve as your agent—view pending designations from organizations that are waiting for you to accept or decline their offer to act as your agent.
- Designate an organization to act as your agent—send a request for an

organization to act as your agent.



The second section of the **Manage Agent Relationships** screen shows agent relationships in which your organization assumes the role of an agent, including:

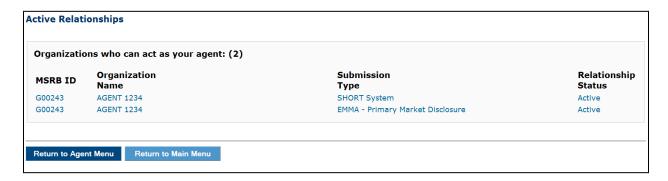
- Active relationships—shows organizations for which you currently act as an agent and shows the types of submissions you can make on that organization's behalf.
- Organizations requesting that you act as their agent—view pending requests from organizations that you act as their agent. You can accept or decline the designation.
- Organizations for which you have offered to act as an agent—view pending requests where you have offered to act as an agent, and you are waiting for the organization to accept or decline your offer.
- Offer to serve as an agent for another organization—extend an offer to act as an agent for another organization



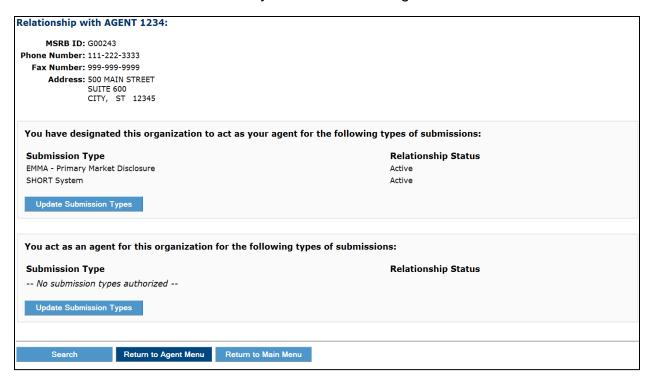
At this time, municipal advisors are only required to make Form G-37 submissions, which do not allow agent submission. Therefore, municipal advisors can only submit on behalf of other organizations (acting as an agent), and only the lower menu section is visible when a municipal advisor logs into MSRB Gateway.

View Relationships with an Agent Organization

On the **Manage Agent Relationships** screen, click the **Active Relationships** link on the top section to see agents that are designated to submit on your behalf. Click on any organization's name to view more about the relationship.



The **Relationship** screen below lists your relationship with the organization selected. The upper section lists submissions the organization can make on your behalf. The lower section list submissions that you make for this organization.

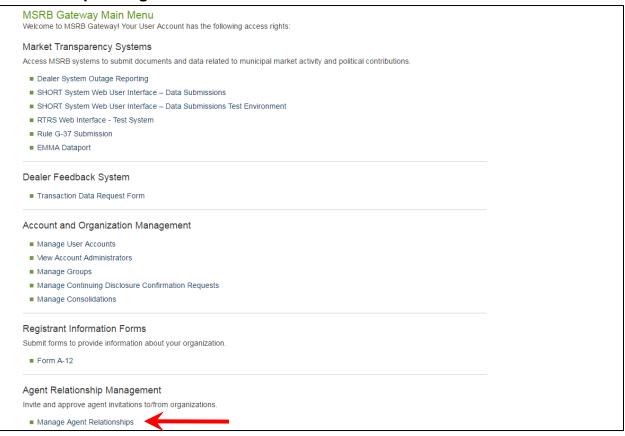


Send Agent Designation Request

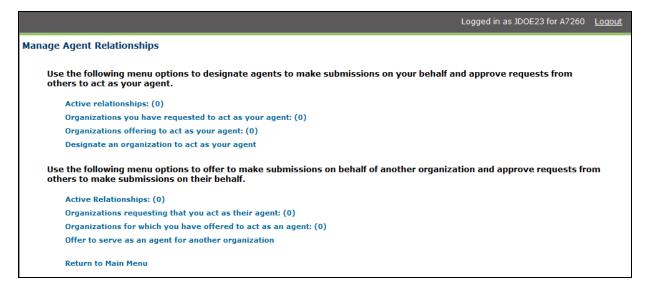
Below is an overview of the steps involved when sending an agent designation request.

- An organization requests another organization to act as their agent and indicates the type of submission(s) they want the agent to make on their behalf. Gateway will reflect the pending status.
- The Master Account Administrator of the prospective agent organization is notified via email of the designation request. They may accept or decline each submission type requested. The pending status is updated accordingly in Gateway.
- The Master Account Administrator of the requesting organization is notified via email of the actions taken by the prospective agent organization.
- The submission right is reflected as a tab in EMMA Dataport to allow the agent to submit on behalf of the designating organization.

To get started, click on the **Manage Agent Relationships** link under the **Agent Relationship Management** section.



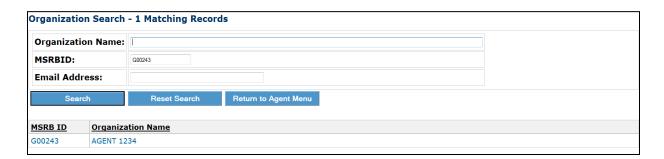
Click the Designate an organization to act as your agent link.



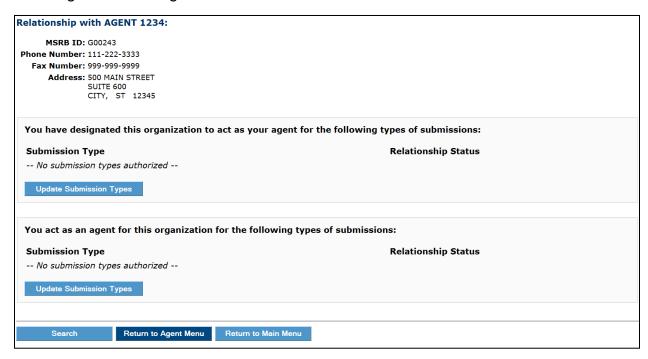
Enter search criteria (e.g., organization name or MSRB ID) and then click the **Search** button.



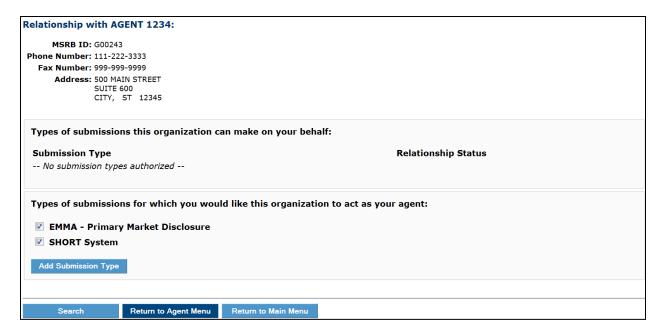
On the search results page, click the organization you wish to designate.



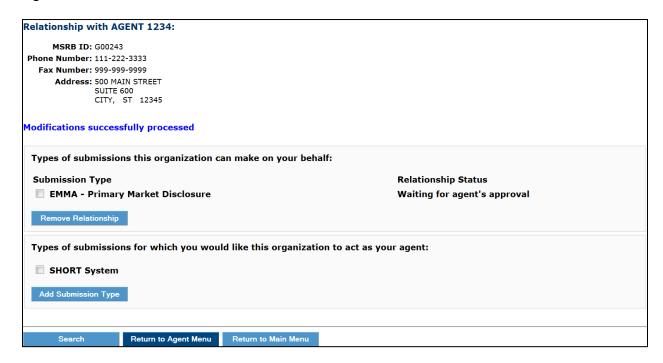
Click the **Update Submission Types** button to see the types of submissions that can be designated to an agent.



Select the submissions you would like the agent to make and then click the **Add Submission Type** button.



The submissions selected move to the upper section of the screen as a pending item awaiting approval by the agent organization. The submission types on the lower section of the screen are available for designation. If a submission type is removed from the agent, it will move to the lower section of the screen.

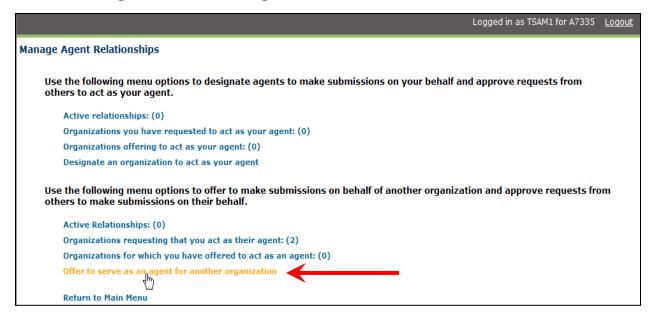


If the agent accepts the designation, the associated access right must be granted to the users in the organization who will make the submission.

Request to Act as an Agent

Just as you can request an organization to act as your agent, you can also request to serve as an agent for an organization by following the steps below.

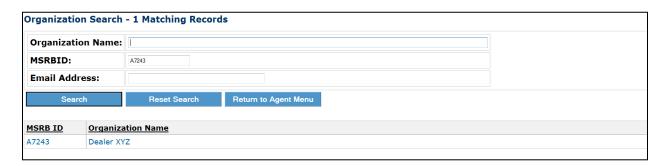
On the agent relationship page, navigate to the lower section of the screen that lists functions available when you chose to act in the role of an agent. Click the **Offer to serve as an agent for another organization** link.



Enter search criteria and then click the **Search** button.



Click on the desired organization.



Click **Update Submission Types** for the types of submissions this organization can make.



Select the submission(s) you would like to make and then click the **Add Submission Type** button.



Your request is placed in pending status, pending approval or denial of the submission type from the other organization. You will receive an email notification stating the actions taken.

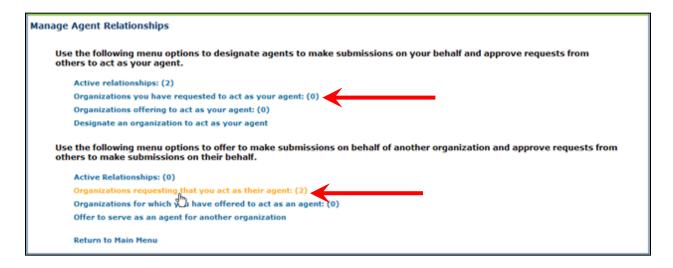


If the submission type is approved, the associated access right must be granted to the users in the organization who will make the submission.

Accept or Decline an Agent Designation Request

To accept or decline an agent designation request, follow the steps below.

From the Manage Organization Relationships screen, click the Organizations you have requested to act as your agent link or Organizations requesting that you act as their agent link.



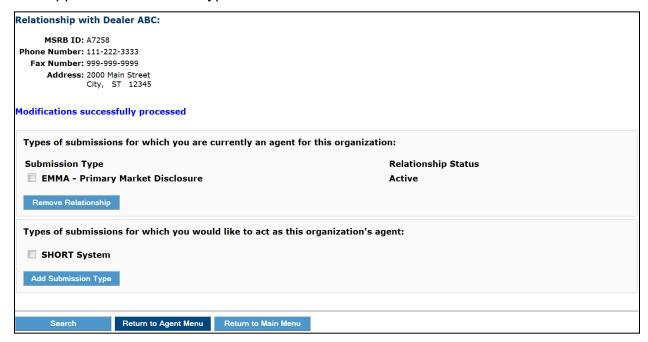
Pending requests are displayed. Click on the submission type to accept or decline the request.



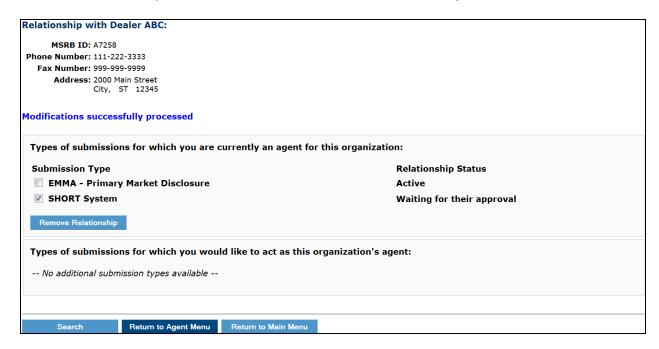
To accept the designation, click on the box for each submission type you choose to accept and then click the **Approve Relationship** button.



The approved submission type will show as Active.



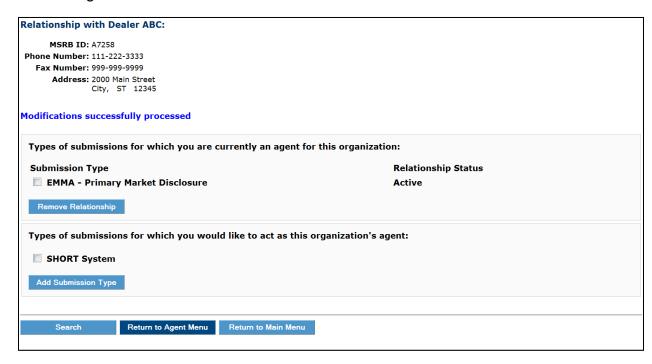
To decline the designation, click the box to uncheck each submission type that you do not choose to accept and then click the **Remove Relationship** button.



Click the **Confirm** button to remove the agent relationship(s).



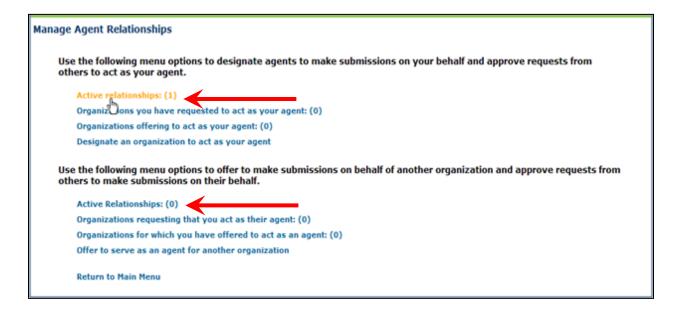
The submission type appears in the lower section of the screen and is available for future designation.



Manage Agent Designation Rights

An agent relationship can be amended by both the agent and the designating organization at any time. Either party can request additional submission types or remove an existing submission type.

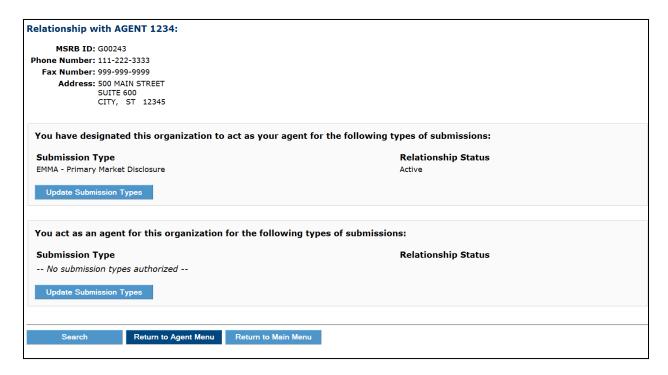
To amend designations, click the **Active Relationships** link.



All active agent relationships will appear. Click on the organization you wish to update.



Submissions this organization makes on your behalf will display on the upper section of the screen. Submissions you make for this organization will display on the lower section of the screen. Click the **Update Submission Types** button to add or remove a submissions type.



The first part of the screen below lists active submission rights. Click the **Remove Relationship** button to remove this right.

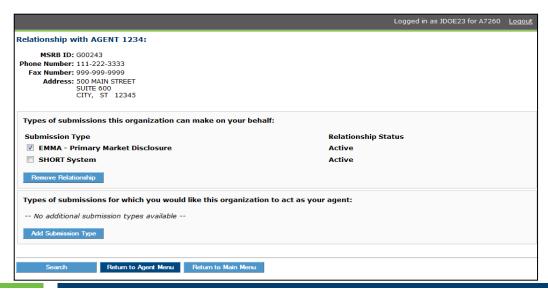
The second section on this screen lists submission rights that have not been designated. Click the **Add submission type** button to request a submission type. An email is forwarded to the organization and they must accept or decline the designation request.



Deactivation of Agent Relationship

An organization can remove a submission type in an agent relationship at any time. It is important to note that removing a submission right will disable a user's account if the submission type that is removed is the only Gateway account access right that has been granted to the user. The Master Account Administrators of the impacted organization will be alerted of its affected users.

If an agent no longer wishes to make a submission on behalf of another organization, and removes the submission type from the agent relationship, the user account is disabled as a result of this action once the action is confirmed.



If a submission type is removed and results in the disablement of a user's account in Gateway, the Master Account Administrator of the impacted organization receives the following email, which lists the user accounts that were deactivated as a result of the action. The text of the email changes slightly if an agent requests to remove a submission right.

Be advised that the Master Account Administrator for Organization XYZ has modified its relationship with your organization. Organization XYZ requests that your organization make the following submission(s) to EMMA on their behalf:

EMMA Voluntary OS/ARD Submission

The following users have had rights removed since those rights were dependent on this agent relationship:

USERID: JDOE User Name: JOHN DOE

Email Address: jdoe@dealerxyz.com

Right Removed: EMMA Voluntary OS/ARD Submission

Please contact Jane Thomas Ms., Master Account Administrator for Organization XYZ, at 111-222-3333 if you have questions regarding this modification.

If you need assistance please contact MSRB's support line at 202-838-1330.

This is a system-generated email. PLEASE DO NOT REPLY. REPLIES ARE NOT MONITORED.

If a user's account is deactivated, the user cannot log in to Gateway. To reactivate a disabled account, the Master Account Administrator must grant the user at least one Gateway account access right.

Part 5: Groups

The Groups feature in Gateway gives the Master Account Administrator the option of forming smaller subgroups in Gateway. The MSRB highly recommends that only large organizations utilize the Group feature. This will facilitate easier account management for large organizations that must manage a large number of user accounts. The user accounts can be placed in groups and the groups can, at the discretion of the Master Account Administrator, be designated based on geographical location, department sector and job title, among others.

Group Roles and Responsibilities

User roles and responsibilities for Groups are described below.

Master Account Administrator

The Master Account Administrators can perform the following functions:

- Create, edit and delete a Group.
- Add users to a Group.
- Remove users from a Group.
- Add them self to a Group (Master Account Administrator privileges will not be affected).
- Appoint Group Account Administrators.
- Remove a user's Group Account Administrator role by:
 - Removing the user from the Group(s) that he/she manages. If removed from all groups, the user will become a Global Account Administrator
 - Remove the user's Account Administrator account access right. The user will remain in the group that he/she previously managed but will no longer have administrative rights.
- Appoint Global Account Administrators by granting the user Account Administrator account access rights, but not appointing the user to a group.
- Remove a user's Global Account Administrator role by removing the user's
 Account Administrator account access rights. The user will no longer have
 administrative rights and the user's account will be disabled if no other user
 account access rights are granted.

Global Account Administrator

Global Account Administrators can perform the following functions for all users except the Master Account Administrator:

- Add users to a group (with the exception of Global Account Administrators)
- Edit all Group accounts

- Move users from one Group to another Group (except for Global Account Administrators who do not belong to a Group)
- Move Group Account Administrators from one group to another

The Global Account Administrator cannot perform the following functions:

- Add, edit or delete a Group.
- Grant Account Administrator account access rights (therefore cannot create Global Account Administrators or Group Account Administrators).
- Remove Account Administrator account access rights (therefore cannot remove Global Account Administrator or Group Account Administrator roles).

Group Account Administrator

Group Account Administrators have administrative rights that are limited to users within that group.

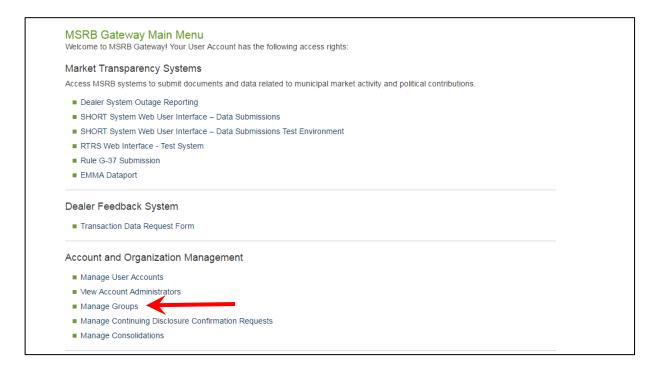
A Group Account Administrator can perform the following functions:

- Manage user accounts within his/her Group(s).
- Create new users. The new user will be added to a Group that the Group Account Administrator manages.
- While a group can be administered by only one Group Account Administrator, a Group Account Administrator can administer multiple groups.

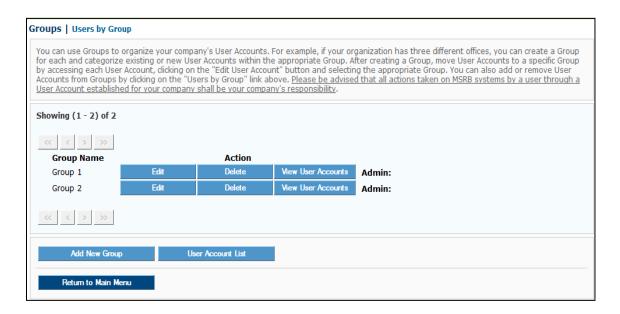
Create a New Group

To use the Groups feature, the Master Account Administrator must first create a Group using the following steps:

From the MSRB Gateway Main Menu, Click the **Manage Groups** link under the **Account and Company Management** section.



A list of Groups within the organization appears. Click the **Add New Group** button.

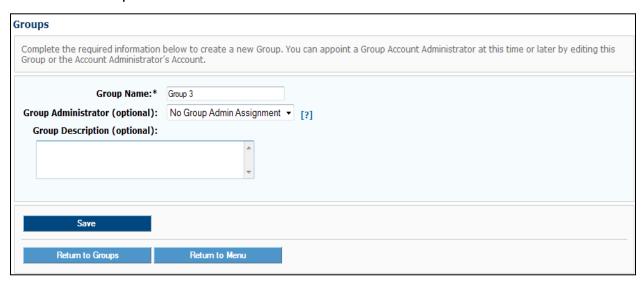


Enter the **Group Name and** then select a **Group Account Administrator** from the drop-down menu option, which provides a list of all Account Administrators within the organization.



A Group Account Administrator can be added at a later point if an Administrator has not been appointed yet, or if the desired Administrator is not an option in the drop-down menu.

Next, enter a brief description of the Group (optional) and then click the **Save** button to create the Group.



A confirmation screen will appear confirming the addition of a new Group.

Click on the **Accounts List** button to view a listing of all users in the organization.

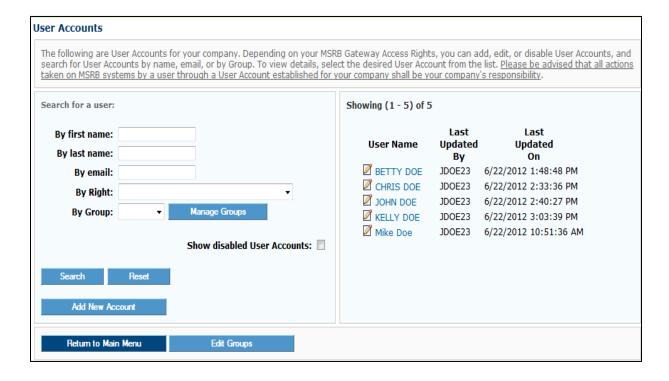
Add User to a Group

This function can only be performed by an Account Administrator.

Navigate to the MSRB Gateway Main Menu and expand the **Account and Organization Management** link. Next, click on **Manage User Accounts** to get a listing of all users in the organization.

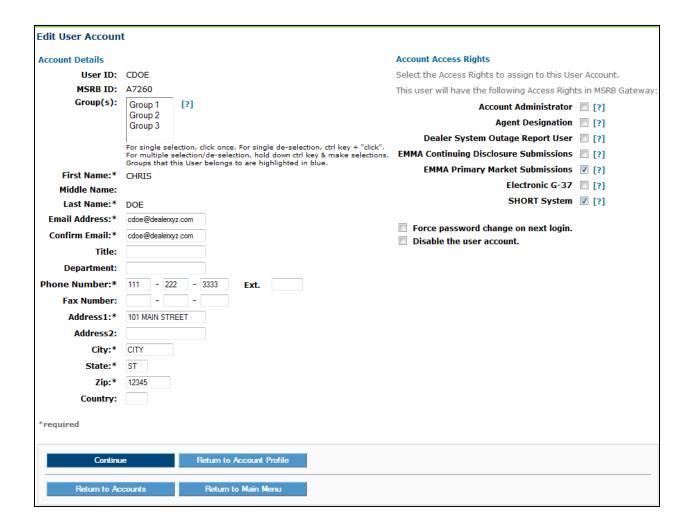
On the **User Accounts** page, select the user you would like to add to a Group.

If the user is not listed on the **User Accounts** page, add the new user by clicking the **Add New Account** button and then create an account for the user.

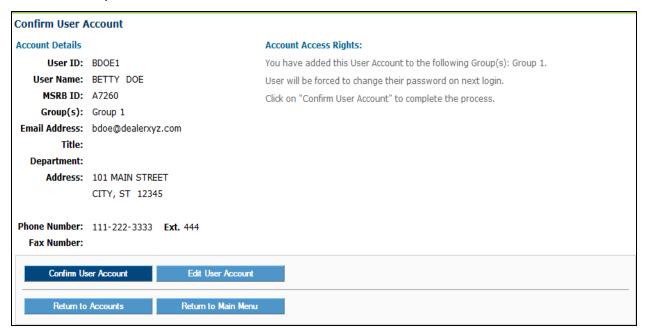


Add the user to a Group by clicking on the Group. A user can be placed in several groups by holding down the control key while selecting the Groups.

Click the **Continue** button to make additional updates.



The confirmation screen notes updates to the user's account. The user will receive an email detailing the changes to their account. Click the **Confirm User Account** button to confirm the updates.



Delete User from a Group

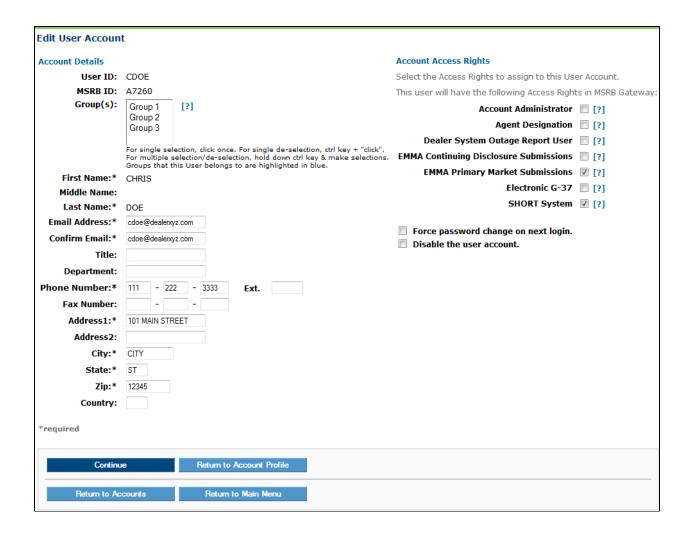
Use the following steps to delete a user from a group:

Navigate to the users Account Details page and then click the **Edit User Account** button.

On the user's account detail screen, the group(s) that the user belongs to will be highlighted. To remove the user from a group, press the Ctrl key and click on the highlighted group to deselect the group.



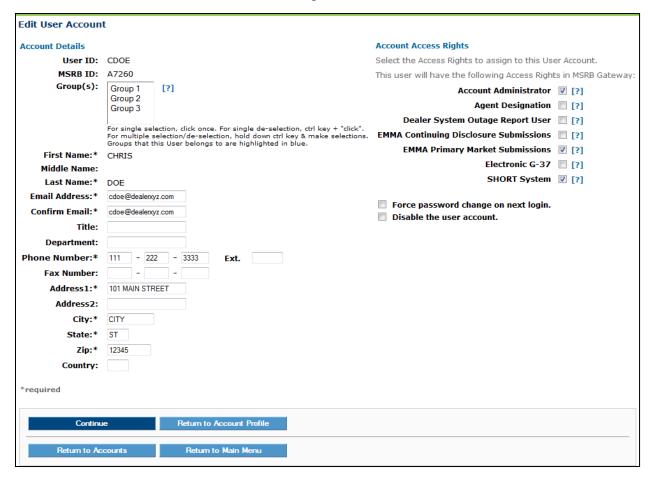
If the user has **Account Administrator** account access rights and is removed from all groups, the user will become a Global Account Administrator.



Create Global Account Administrator

Only the Master Account Administrator can create a Global Account Administrator. The Master Account Administrator must grant **Account Administrator** rights to an existing user or create a new user and grant them this right. The Global Account Administrator will not be assigned to any Group. Use the following steps to create a Global Account Administrator.

Grant the user **Account Administrator** rights then click **Continue**.

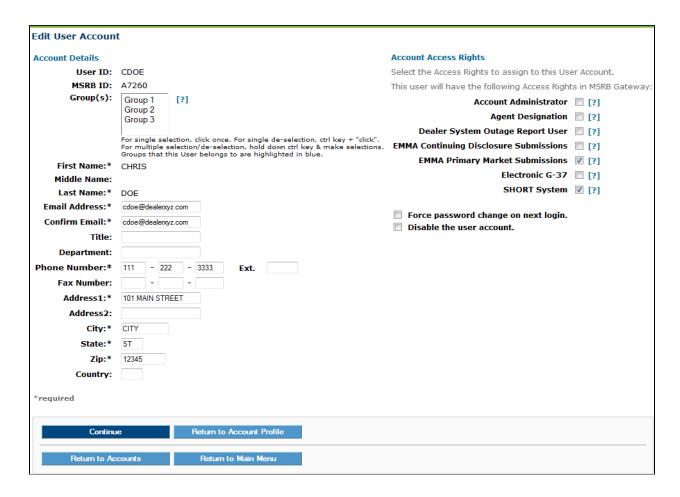


Remove Global Account Administrator

Only the Master Account Administrator can remove the Global Account Administrator role from a user. Once this role is removed, the individual is a User in Gateway who is not assigned to any Group. It is important that the user is granted at least one account access right, otherwise the account will be disabled. Follow the steps below to remove the Global Account Administrator role from a user.

The Master Account Administrator must edit the Global Account Administrator's user profile and remove the **Account Administrator** account access right by deselecting it and then click the **Continue** button.

Please ensure that the user is granted at least one account access right. Otherwise, the account will be disabled.



Create Group Account Administrator

To create a Group Account Administrator the Master Account Administrator must grant Account Administrator account access rights to a new or existing user and assign the user to a Group(s).

A Group Account Administrator can be created by:

- Adding a Global Account Administrator to a Group;
- Creating a new user with Account Administrator access rights and then adding the user to a Group; or
- Granting an existing user Account Administrator access rights and then adding the user to a Group.

If transferring this right to a new or existing user, Account Administrator access rights must be granted to the user.

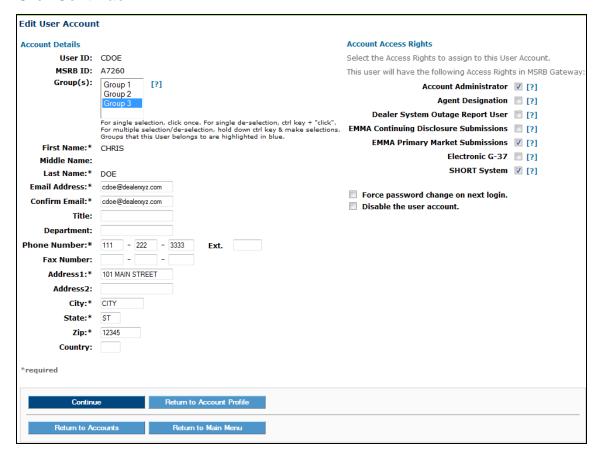
The Master Account Administrator can appoint a Group Account Administrator from the User Accounts screen or use the Manage Groups function. Steps for both methods are described below.

On the User Accounts Screen select an existing user with Account Administrator access rights and edit the user's account.



Under Account Details, a listing of all available groups will be displayed. Select the group(s) you wish to assign to the new Group Account Administrator by clicking on the group(s). To select multiple groups, hold down the Ctrl key and then select the Groups. (If the group you select has an existing Group Account Administrator, the new group Account Administrator will replace the existing Group Account Administrator.)

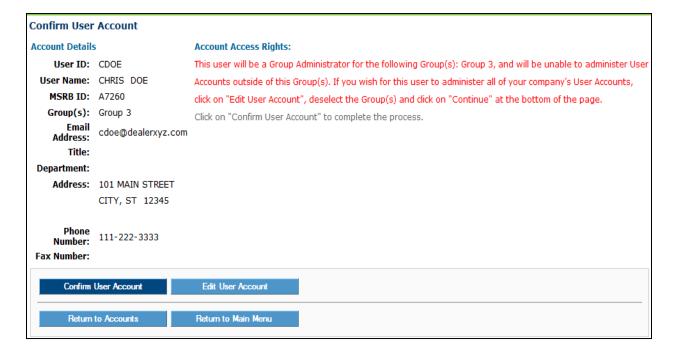
Click Continue.



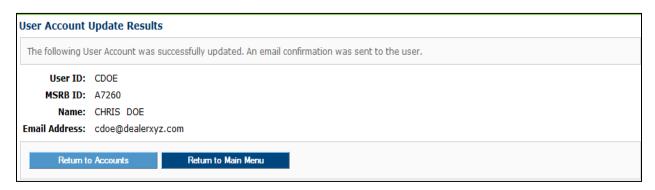
After selecting the group(s), a message will appear confirming the user is the Group Account Administrator for the selected group(s).

If the user is replacing an existing Group Account Administrator, a message will be displayed noting this change.

Click the Confirm User Account button.



A confirmation screen will appear.



The user will receive a confirmation email stating they are now a Group Account Administrator for the selected Group(s).

If the new Group Account Administrator replaces an existing Group Account Administrator, the Group Account Administrator being replaced receives an email that states they are no longer the administrator of the Group(s).

Please keep this information confidential to prevent unauthorized use of this account.

The MSRB account registered for this email address: CDOE14 has been updated by James Doe (JDOE14)

You are now appointed as Account Administrator of the following Group(s): Group 3

You may login and check your account details and update history by going to: http://www.msrb.org/msrb1/control/default.asp

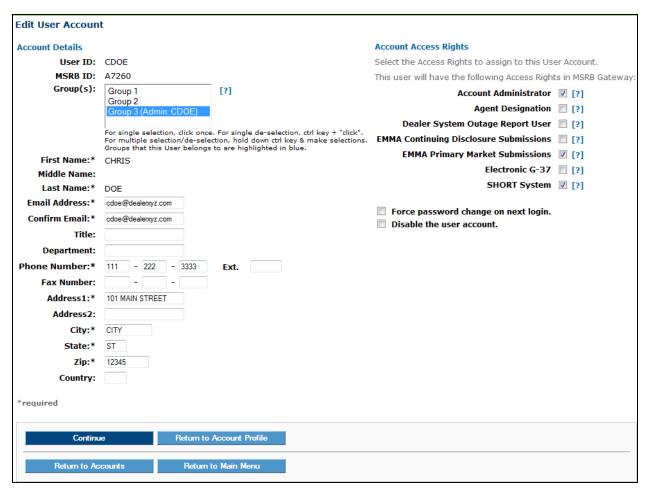
This is a system-generated e-mail PLEASE DO NOT REPLY. REPLIES ARE NOT MONITORED. If you need assistance with your account, please contact an account manager at your organization. You may also obtain more information about MSRB Gateway at: https://www.msrb.org/msrb1/control/default.asp.

Remove Group Account Administrator from a Group

Only the Master Account Administrator can remove the Group Account Administrator from a group. Once this role is removed, the individual is a Gateway user who is not assigned to any Group. It is important that the user is granted at least one account access right—otherwise, the account will be disabled.

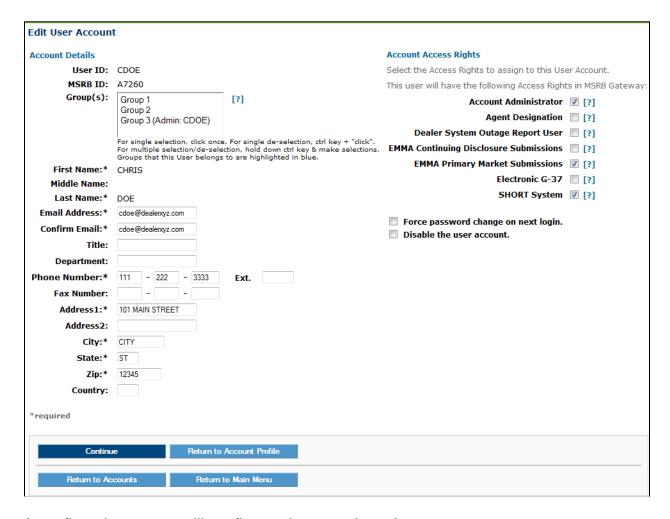
- If the Group Account Administrator is removed from all Groups, but still has Account Administrator rights, the individual will become a Global Account Administrator.
- If the Group Account Administrator is removed from all Groups and Account Administrator rights are removed, the individual will become a Gateway User who does not belong to any Group.
- It is important that the user is granted at least one account access right otherwise, the user's account will be disabled.

To remove the user's Group Account Administrator role, navigate to the User Account screen and update the desired user's account. The Group(s) managed by the user will be highlighted in blue.



To deselect a Group, press the Ctrl key and click on that Group. To deselect several groups, hold down the Ctrl key and then click on the Groups you would like to deselect.

Click the **Continue** button.



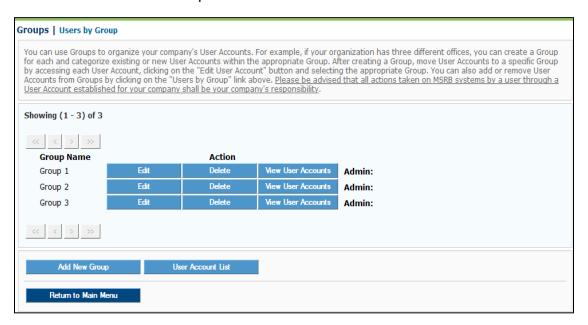
A confirmation screen will confirm updates made to the account.



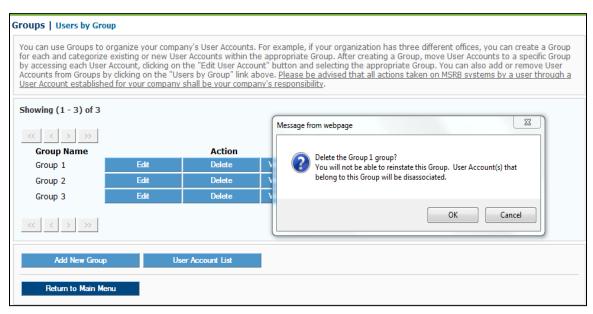
Delete a Group

Only the Master Account Administrator can delete a Group(s). When the Master Account Administrator deletes a Group(s), the user accounts are not deleted, but instead are disassociated from that Group(s). Follow the steps below to delete a Group from Gateway.

From **Account and Company Management** on the MSRB Gateway Main Menu, select **Manage Groups**. Locate the Group(s) you would like to delete and then click the **Delete** button next to the Group name.



A dialogue box will appears that states the Group cannot be reinstated once it has been deleted and that users belonging to that Group will be disassociated. Click the **OK** button on the popup message screen to confirm the deletion.



A confirmation screen will appear.

