Change a Coordinator to a User

The instructions below are for changing a Coordinator to a User. But, please note, each institution **must have** at least one Coordinator. Coordinator(s) register and manage Users for your institution. Coordinators have access to all the transactions in FDIC*connect* while Users have access only to the transactions assigned to them by a Coordinator.

Step one: Remove a Coordinator
To remove a Coordinator, contact the FDIC*connect* Helpdesk. The Helpdesk handles all removals of Coordinators. You can reach the Helpdesk at 877-275-3342 (Select Option 4) or 703-516-1069 or email fdicconnect@fdic.gov.

Step two: Register a User
A Coordinator can add a user by following the steps below:
- Go to: https://www.fdicconnect.gov
- Sign-in
- Select "Coordinator Functions" from the FDIC*connect* Business Center Menu
- Select "Registration System Coordinator"
- Click on "New Bank User Registration Request" link
- Follow the instructions provided on the screen to complete the change

If you need assistance, please contact the FDIC*connect* Helpdesk at 877-275-3342 (Select Option 4) or 703-516-1069 or email fdicconnect@fdic.gov.