Complete Application
User completes application via App hosted by Counterparty.

Submit Application
Counterparty sends required application data to IBKR using /create endpoint using DAM ECA.

File Processing
IBKR provides a real-time response (generally within 30 seconds BUT can take up to 120 seconds)

Success
The IBKR account was successfully created. Response file will include user ID, Password, and IBKR account number. COUNTERPARTY is responsible for providing the user ID, Password and Account Number to the account holder.

Error
Error: Fix error and resubmit the file
If you receive an error- this indicates the file is not being processed by IBKR. You will need to fix the error and resubmit the file.
See Error Library

<Pending_Tasks> is present in the response file
Upon creation of the application, additional registration tasks may be assigned to the account. These registration tasks will be included within the <Pending_Tasks> section of the response file. Not all registration tasks are required for approval.

<Pending_Tasks> is not present in the response file
The account will proceed to IBKR's Approval queue.

Is_Required_For_Approval="true"
This indicates that the task is required for approval. Meaning, the account will not be approved/opened until this task is complete. Applications are typically approved/opened within 1-2 business days of the Pending_Tasks being complete.

Is_Required_For_Approval="false"
This indicates that the task is not required for approval. Meaning, the task is not preventing the account from being approved/opened.

Pending Registration Tasks Processed via IBKR Hosted Portal

Action="to complete" AND Is_Online_Task="true" the task can only be completed in the IBKR Portal. The account will not be approved/opened until the questionnaire has been completed.
Example: EDD Questionnaire

Option 1-Account Holder logs into the IB Application and completes pending registration tasks using IB Authentication OR SSO Session. Upon accessing the IB Portal (White Branded) user will be required to authenticate.

- User enters temporary password that was included in response file for account creation.
- User specifies new password and receives confirmation token via email to confirm password change.

Option 2- Advisor/Broker logs into the IB Portal and completes pending tasks from Portal, > Contacts > Select Contact > Agenda > Application Tasks > Modify Application

Pending Registration Tasks Processed via DAM

Action="to sign" AND Is_Online_Task="true" the task cannot be completed in the IBKR Portal. The form will need to be submitted to IBKR using 'DocumentSubmission' via /update endpoint.
Examples: Agreements/disclosures

Action="to send" AND Is_Online_Task="false" the user can upload the documents within the IBKR Portal. Optionally, document can be submitted to IBKR using 'DocumentSubmission' via /update endpoint.
Examples: Proof of Address, Proof of ID, Proof of Liquid Net Worth

Check the Account Status
/getAccountStatus: Query status of the account by account ID
/getAccountStatusForSubAccounts: Query status for all accounts underneath the master.

If you are enabled for /callback service. IBKR will send notification once the account is opened.

Status returns O (Open)
Account is OPEN.

Status returns P (Pending) OR N (New)
P = Application is Pending, Funding instructions have been provided.
N= Application is Pending, Funding details have not yet been provided.

Status returns R (Rejected)
The application was rejected by IBKR Compliance. For additional questions on the account, please contact our New Accounts team.
Chat: Portal > Support > Live Chat
Message Center: Portal > Support > Message Center > Create New Ticket.
Phone: https://www.interactivebrokers.com/en/index.php?f=47048

Status returns A (Abandoned)
The application was deleted. To proceed with the application, use ResetAbandonedAccount

Status returns C (Closed)
IBKR does not support reopen requests. The user will need to complete a new application.

View pending registration tasks that are required for approval
/getPendingTasks: Query tasks by account ID
/getPendingTasksForSubAccount: Query tasks for all accounts underneath the master.

Open and Unfunded

Open and Funded

Deposit Funds
User can add funds to the IBKR account.

Transfer Funds

Trade

Withdraw Funds

Bill Pay/WIRE
Send deposit_funds request to IBKR using DAM Fb (API). User notifies bank to initiate transfer

EFT/ACH
Does the client have saved instructions on file?

YES
Send deposit_funds request to IBKR using DAM Fb (API). IBKR will pull funds

NO
User needs to add instructions within the IBKR hosted Portal

EFT/ACH/WIRE
Does the client have saved instructions on file?

YES
Send withdraw_funds request to IBKR using DAM Fb (API) using the saved instruction name.

Redirect client to IB Portal using IB Authentication OR SSO Session .

YES
Client will be prompted to change password.
1. User enters temporary password.
2. User specifies new password and receives confirmation token via email to confirm password change.
*Password will only need to be used when performing outgoing position transfers, adding EFT/ACH instructions, OR setting up wire withdrawal instructions.

No
Client will have access to the IBKR Portal (White Branded)

Client is in White Branded Portal
User can add EFT/ACH and Wire instructions for withdrawals. User is required to complete authentication (enter IBKR user ID, password, and email confirmation token).

API
Client Portal API
IB API (TWS)

FIX

IB Hosted Platform

TWS (Java Based Platform)

- White Branded with your Logo
- Authentication is required (Enter User ID and Password

Client Portal (Web Based)

- White Branded with your Logo
- Create SSO Session using the CREDENTIAL and IP address to redirect user to Portal for trading.

HandyTrader (Mobile Application)

- White Branded with your Logo
- Authentication is required (Enter User ID and Password

<Pending_Tasks> is not present in the response file
The account will proceed to IBKR's Approval queue. Continue to use /getAccountStatus to query status. If you are enabled for /callback service. IBKR will send notification once the account is opened.

pendingTasks is present
This indicates that the task is required for approval. Meaning, the account will not be approved/opened until this task is complete. Applications are typically approved/opened within 1-2 business days of the pendingTasks being complete.

Action="to check" AND isOnlineTask="false" this indicates the account has been flagged for additional review by IBKR's New Accounts team. If during the review, they require additional verification of account information, IBKR's New Accounts team will assign additional tasks (ie. isOnlineTasks="True") AND send an email to the client notifying them of the registration task that needs to be completed.

Action="to sign" AND isOnlineTask="true" the task cannot be completed in the IBKR Portal. The form will need to be submitted to IBKR using 'DocumentSubmission' via /update endpoint.
Examples: Agreements/disclosures

Action="to send" AND isOnlineTask="false" the task can be completed in the IBKR Portal. Optionally, document can be submitted to IBKR using 'DocumentSubmission' via /update endpoint.
Examples: Proof of Address, Proof of ID, Proof of Liquid Net Worth

Action="to complete" AND isOnlineTask="true" the task can only be completed in the IBKR Portal. The account will not be approved/opened until the questionnaire has been completed.