



DEUTSCHE BÖRSE
GROUP

Deutsche Börse Member Section

Member Section

Login User Guide

Version 1.0, March 2023

Table of Content

1.	Register for the Member Section	4
1.1	Registration	4
1.2	1 st Login/ Complete your account registration.....	8
2.	Login Settings/Two-factor authentication set-up	9
2.1	My Profile section – Verification via SMS.....	9
2.2	Profile Section – Verification via Authenticator App.....	13
2.3	My Profile Section – Change Password	16
3.	Login to the Member Section	18
3.1	Login with email verification	19
3.2	Login with SMS.....	21
3.3	Login with Authenticator App	25
4.	Reset password for the Member Section	27
4.1	Reset password	27

Member Section

Login User Guide

Introduction

This document is a user guide for the Member Section login, it provides all necessary information to make full use of the new Member Section login process, with detailed step-by-step instructions for:

- Registering for the Member Section
- Completing the account registration
- Setting up two-factor authentication methods
- Changing your password
- Login (email verification - SMS – Authenticator App)
- Resetting your password

Member Section

Register for the Member Section

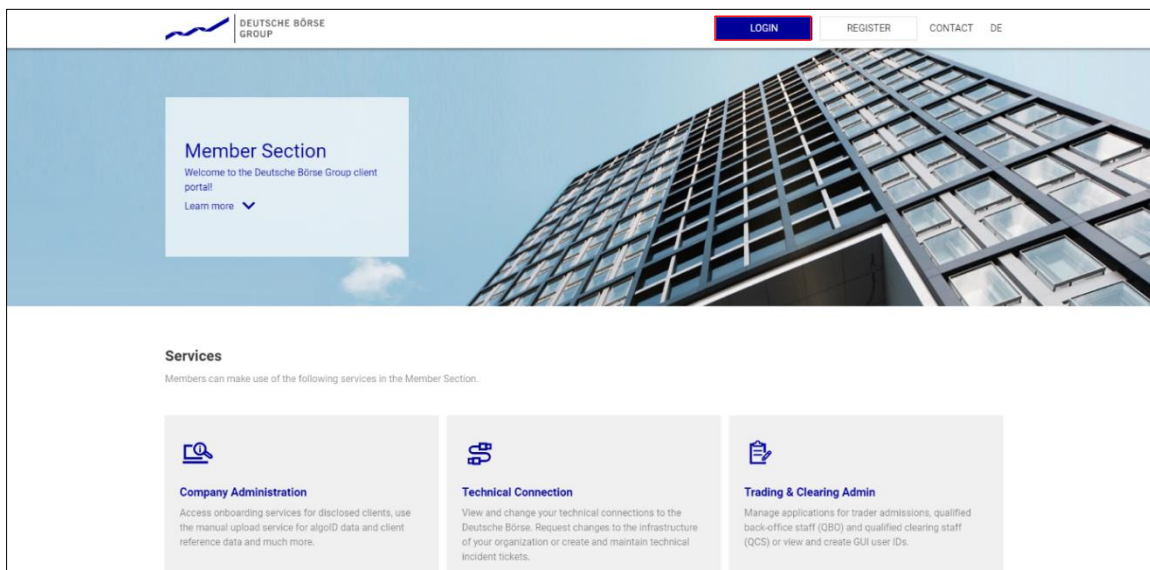
1. Register for the Member Section

To register an account for the Member Section you must use a company email address with an approved email domain and verify it. Afterwards it is necessary to enter your first and last name and create a password which matches the requirements (shown in the registration process). You must complete your account information to register successfully. Afterwards the Central Coordinator will have to approve your account request.

1.1 Registration

Step 1

- Access the Member Section via: <https://membersection.deutsche-boerse.com>.
- Click on **REGISTER**.



DEUTSCHE BÖRSE GROUP

LOGIN REGISTER CONTACT DE




Member Section

Welcome to the Deutsche Börse Group client portal!

[Learn more](#)

Services

Members can make use of the following services in the Member Section.

 Company Administration Access onboarding services for disclosed clients, use the manual upload service for algoID data and client reference data and much more.	 Technical Connection View and change your technical connections to the Deutsche Börse. Request changes to the infrastructure of your organization or create and maintain technical incident tickets.	 Trading & Clearing Admin Manage applications for trader admissions, qualified back-office staff (QBO) and qualified clearing staff (QCS) or view and create GUI user IDs.
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Step 2

- Within the registration screen, please enter your company email address and click on **SEND VERIFICATION CODE**.

Registration

1 Username

2 Verification

3 Name & Password

Please enter your company email address
Your company email address will be used as username. Note that some domains are not allowed (e.g. gmail, web etc.).

Username
max@parkbank.com

SEND VERIFICATION CODE

Need support? Feel free to [contact us](#).

Step 3

- An email with a verification code will be sent to your registered email address.
- Please switch to your email account and check for the recent verification code email from member.section@deutsche-boerse.com with the subject 'Member Section Team: Your verification code'.
- If you did not receive a verification code, please ensure you are using the correct email and then click **REQUEST NEW CODE** as shown below. Then please follow the instruction mentioned above (Step 3).

Registration

1 Username

2 Verification

3 Name & Password

Please verify your email address
We've sent a code to max@parkbank.com. Please note, the code expires within 5 minutes.

Verification Code
Enter code

VERIFY CODE REQUEST NEW CODE

All changes have been saved

Need support? Feel free to [contact us](#).

Step 4

- Please copy the verification code (e.g. *verification code is 254698*) from your email.
- On the registration screen, please enter the copied verification code in the respective field as shown below.
- Click on **VERIFY CODE**.

DEUTSCHE BÖRSE GROUP

Registration

1 Username

2 Verification

3 Name & Password

Please verify your email address

We've sent a code to **max@parkbank.com**. Please note, the code expires within 5 minutes.

Verification Code

254698

VERIFY CODE REQUEST NEW CODE

Need support? Feel free to [contact us](#).

Step 5

- Enter your first and last name on the next screen as indicated in the form below.
- Create a password which fulfils the requirements listed on the screen. Re-enter your password.
- Click on **CREATE**.

DEUTSCHE BÖRSE GROUP

Please enter your name and password

Registration

1 Username

2 Verification

3 Name & Password

First Name

Enter first name

Last Name

Enter last name

Password

Enter password

Confirm Password

Re-enter password

- Password must contain numbers
- Password must contain uppercase letters
- Password must have at least one symbol (e.g. @, #, \$)
- Length must be greater than 8 characters
- Passwords must match

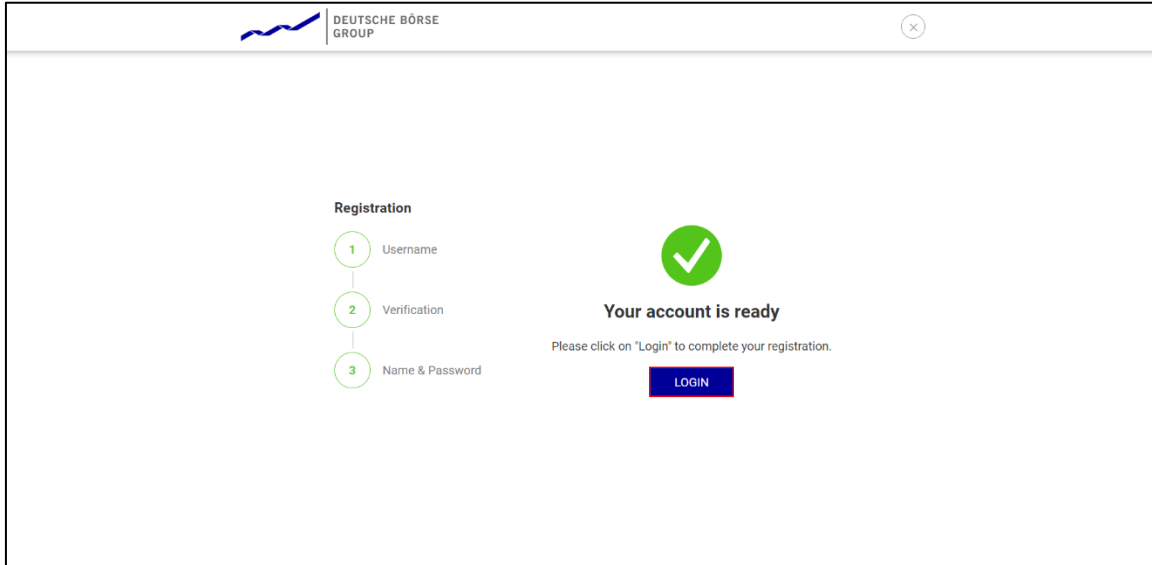
By continuing you're accepting our [Terms & Conditions](#) and [Privacy Notice](#).

CREATE CANCEL

Need support? Feel free to [contact us](#).

- In the next screen, you will get a confirmation of the successful creation of your account.

- Please click **LOGIN** to complete your registration.



1.2 1st Login/ Complete your account registration

Step 1

- After the first login you will be directed to the “Complete Account” screen, where you need to enter the following information to continue
 - Enter your company Member ID
 - Fill the mandatory parts in the “Personal Data” section
 - Provide information for the “Additional Data” section
- Once you have provided all data click on **SUBMIT**.
- Click on **YES** on the confirmation pop-up.
- As a next step, your request will be sent to the Central Coordinator for approval.
- As soon as the Central Coordinator has approved your request, you will receive an email with the subject *“The registration has been successfully completed”*.

DEUTSCHE BÖRSE GROUP

Complete Account

You have successfully started your registration process for the Member Section of Deutsche Börse AG. Please fill in the required information below to complete your profile.

Organisational Data

*Company Member ID:

Personal Data

*Title:

*First Name:

*Last Name:

*E-mail:

*Date of Birth:

*Phone:

Mobile:

Additional Data

Previous Account: Did an access to the Member Section exist before?
 Yes No

Function:

Contact: I hereby expressly agree, that Deutsche Börse AG and its affiliates and subsidiaries may submit advertising in electronic form to me. I acknowledge that I can request to stop the submission of such advertising at any time by submitting the request to the e-mail address unsubscribe@deutsche-boerse.com. No costs other than the costs for the transfer of the message according to the base rate will incur for such request.
 Yes, I agree. No, I do not agree.

Logout **Submit**

Member Section

Login Settings/ additional two-factor authentication set-up

2. Login Settings/additional two-factor authentication set-up

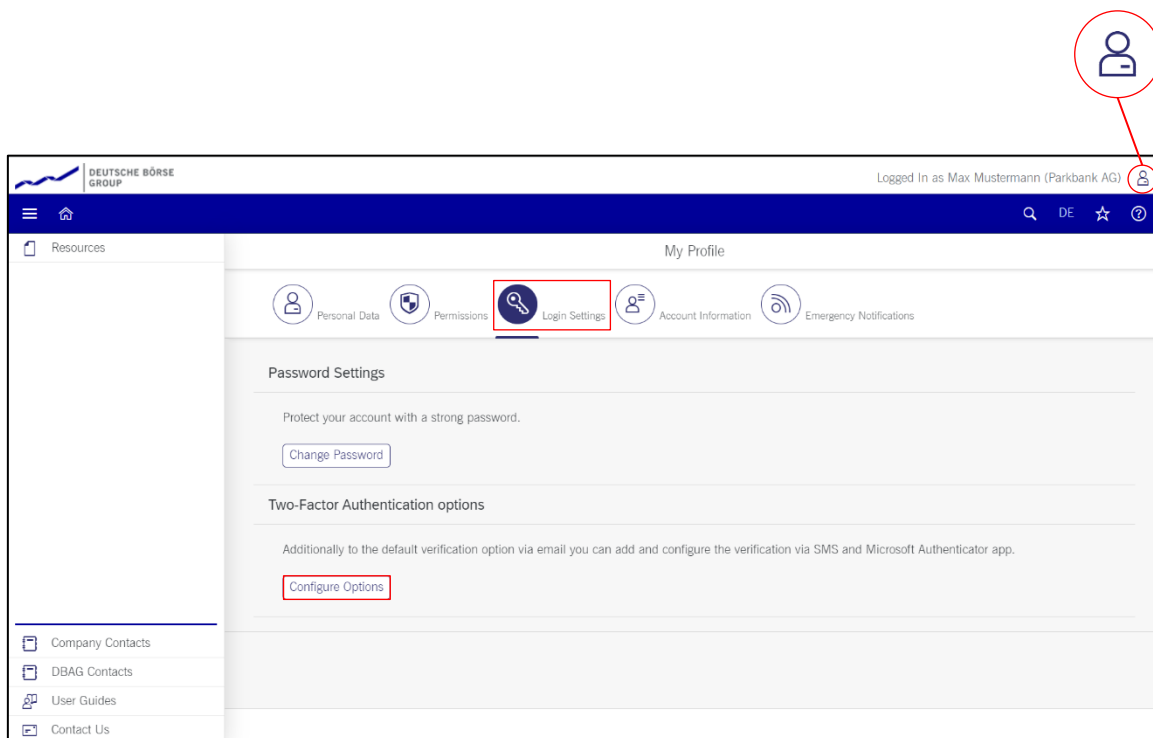
It is possible to set up further methods for two-factor authentication. Namely, via SMS or the Microsoft Authenticator App.

2.1 My Profile section – Verification via SMS

After you logged into the Member Section, you can additionally setup a two-factor authentication for your mobile device. The two-factor authentication methods can be configured under the following path: **My Profile > Login Settings > Configure Options**.

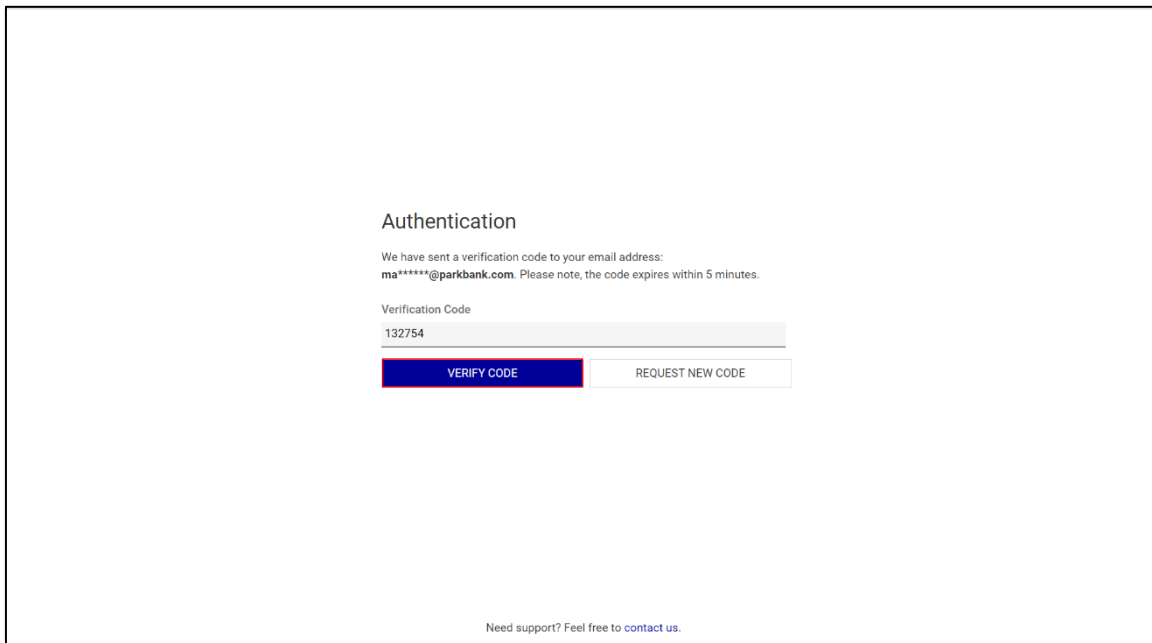
Step 1

- Click on the drop-down button on the upper right side and select **My Profile**.
- Click on **Login Settings**.
- Press the button **Configure Options**.



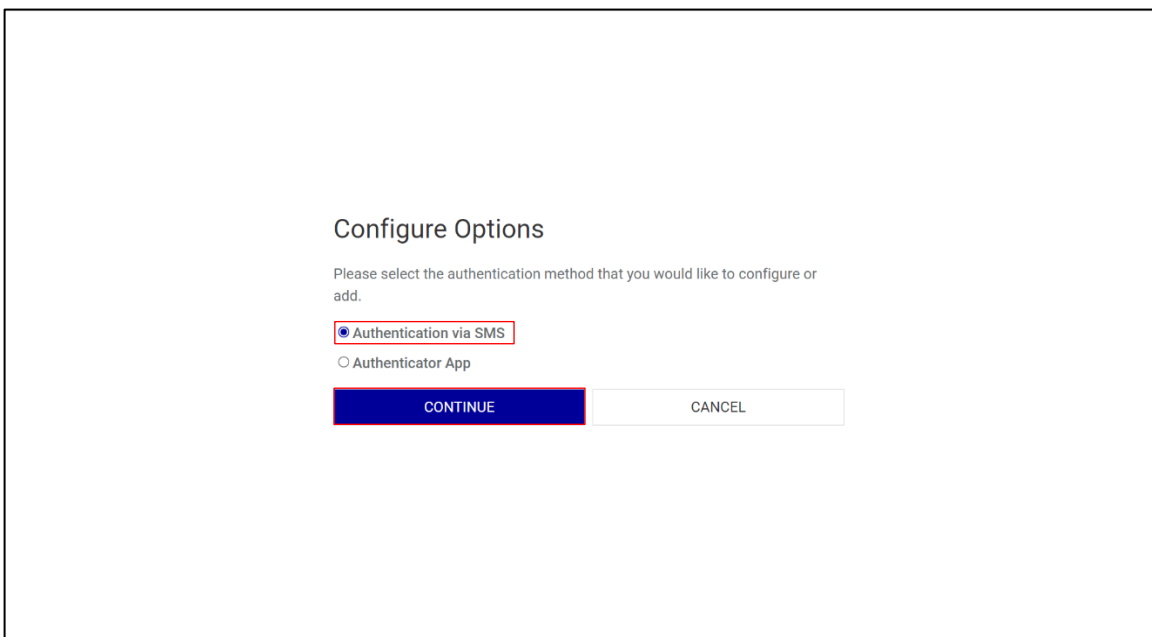
Step 2

- Open your email and check if you have received the verification code.
- Copy the code and enter it into the field. Click on **VERIFY CODE**.



Step 3

- Select the "Authentication via SMS" method and click on **CONTINUE**.



Step 4

- Select your country code and enter your phone number.
- Click on **SEND CODE**.

Please add your phone number

Country Code
Germany (+49) ▼

Phone Number
Enter phone number

Need support? Feel free to [contact us](#).

Step 5

- Open your mobile device and check if you have received the verification code. The SMS code will be sent by msverify.
- Enter the code in the respective field as shown below and click on **VERIFY CODE**.
- If you did not receive a verification code, please ensure you are using the correct phone number and then click **REQUEST NEW CODE** as shown below. Then please follow the instruction mentioned above (Step 5).

Please verify your phone number

We've sent a code to +49 ***** . Please note, the code expires within 5 minutes.

Verification Code

VERIFY CODE REQUEST NEW CODE

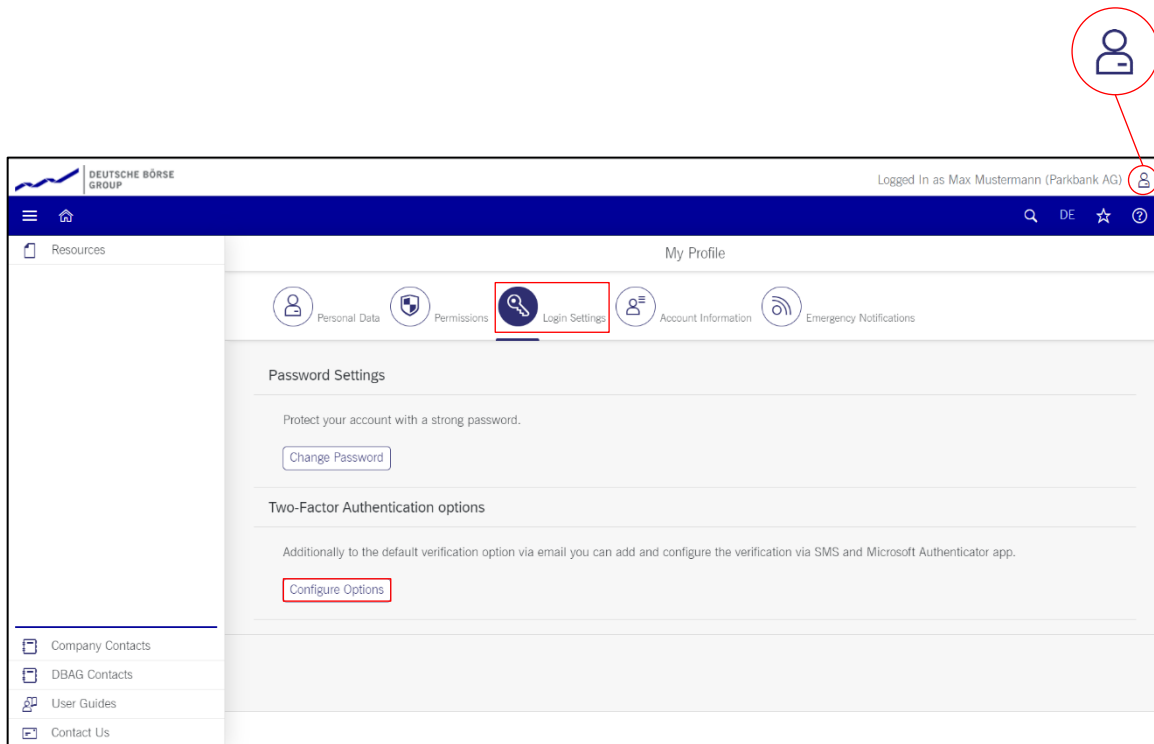
Need support? Feel free to contact us.

2.2 Profile Section – Verification via Authenticator App

To setup the Microsoft Authenticator App, please login into the Member Section. You can setup the two-factor authentication under the following path: **My Profile > Login Settings > Configure Options**.

Step 1

- First click on the drop-down button on the upper right side and select **My Profile**.
- Click on **Login Settings**.
- Click on **Configure Options**.



Step 2

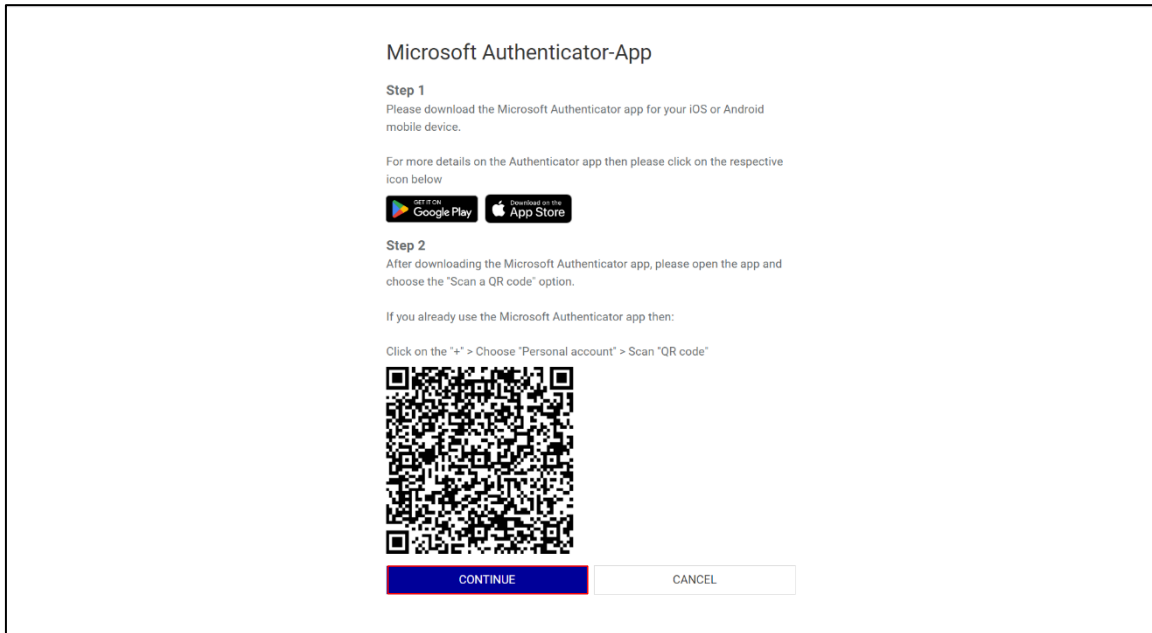
- Open your email inbox and check if you have received the verification code.
- Copy the verification code, enter it into the field and click **VERIFY CODE**.
- If you did not receive a verification code, please click **REQUEST NEW CODE**. Then please follow the instruction mentioned above (step 2).

Step 3

- Select the “*Authenticator App*” method and click on **CONTINUE**.

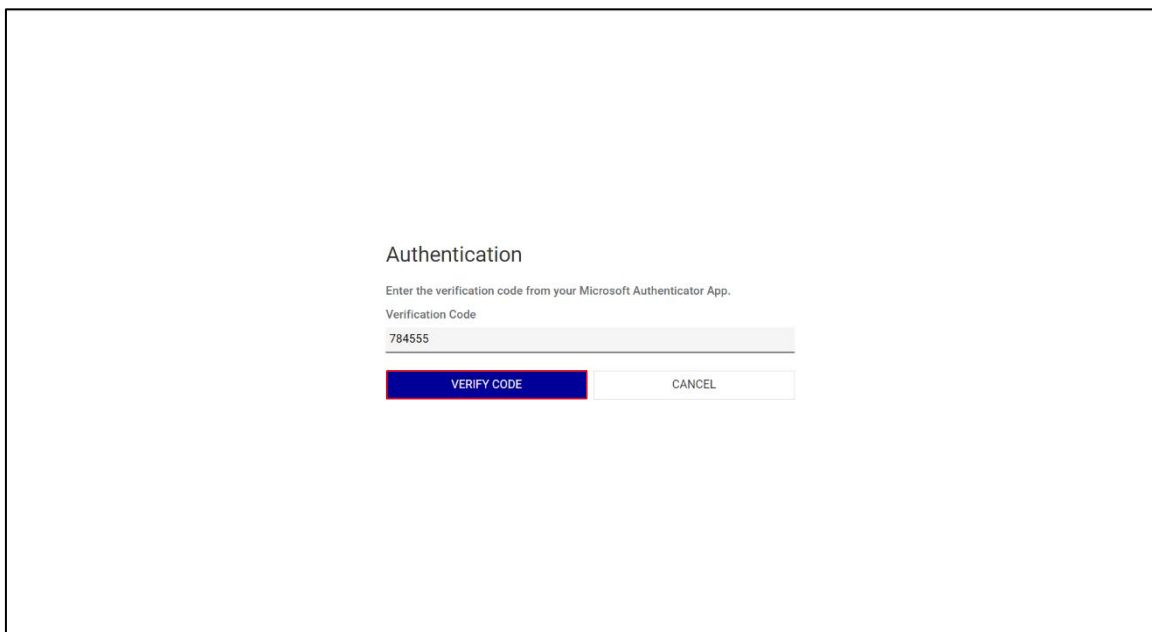
Step 4

- Download the Microsoft Authenticator App from the App Store or Google Play Store
- Scan the QR code which is displayed on the screen with the Microsoft Authenticator App and click on **CONTINUE**.



Step 5

- Switch to your mobile device and check for the recent verification code in the Authenticator App.
- Enter the verification code you received on your mobile device in the respective text field as shown below and click on **VERIFY CODE**.

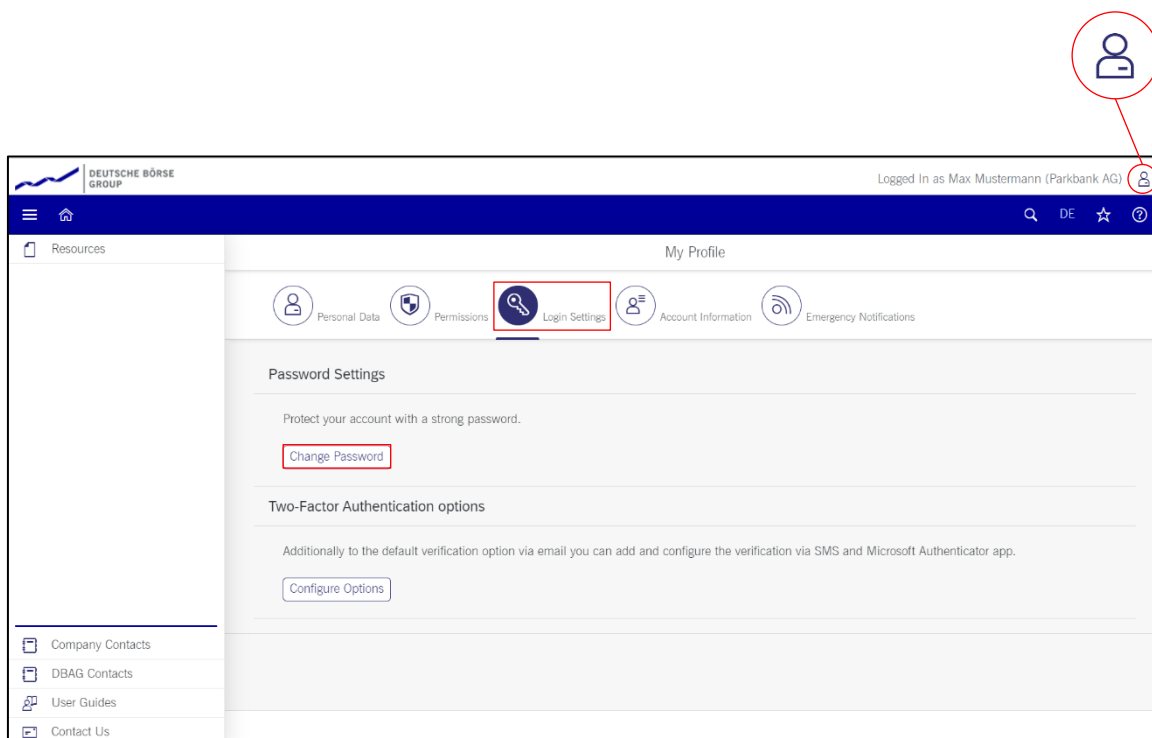


2.3 My Profile Section – Change Password

To change your password you have to log in into the Member Section. You can change your password under the following path: **My Profile > Login Settings > Change Password**.

Step 1

- First click on the drop-down button on the upper right side and select **My Profile**.
- Click on **Login Settings**.
- Press the button **Change Password**.



Step 2

- Enter your current password.
- Create a new password which fulfills the requirements listed below, and that hasn't been used before.
- Re-enter the new password and click on **CONTINUE**.

Change Password

Old Password

New Password

Confirm New Password

- Password must contain numbers
- Password must contain uppercase letters
- Password must have at least one symbol (e.g. @, #, \$)
- Length must be greater than 8 characters
- Passwords must match

Need support? Feel free to contact us.

Member Section

Login to the Member Section

3. Login to the Member Section

The Member Section is equipped with two-factor authentication methods as part of the login to increase security for the user's activity. To access the Member Section of Deutsche Börse Group, you can login via <https://membersection.deutsche-boerse.com>.

After the registration process has been completed, users have the possibility to change the email verification option in the Member Section under the following path: **My Profile > Login Settings**. Users can choose between the following verification options:

- E-Mail (default method)
- SMS
- Authenticator App

It is possible to setup several verification options.

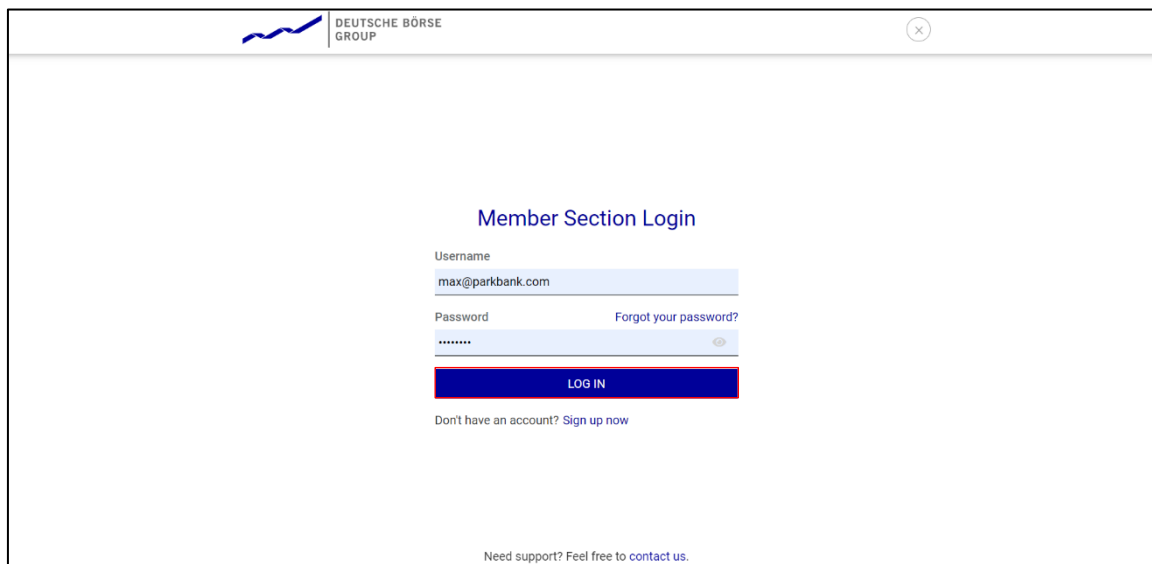
3.1 Login with email verification

Step 1

- Access the Member Section via: <https://membersection.deutsche-boerse.com>.
- Click on **LOGIN**.

Step 2

- Enter your email address and the password which was created during the registration process.
- These are your credentials which will always remain the same unless you change your password.
- Click on **LOG IN**.



DEUTSCHE BÖRSE
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Member Section Login

Username
max@parkbank.com

Password [Forgot your password?](#)
.....

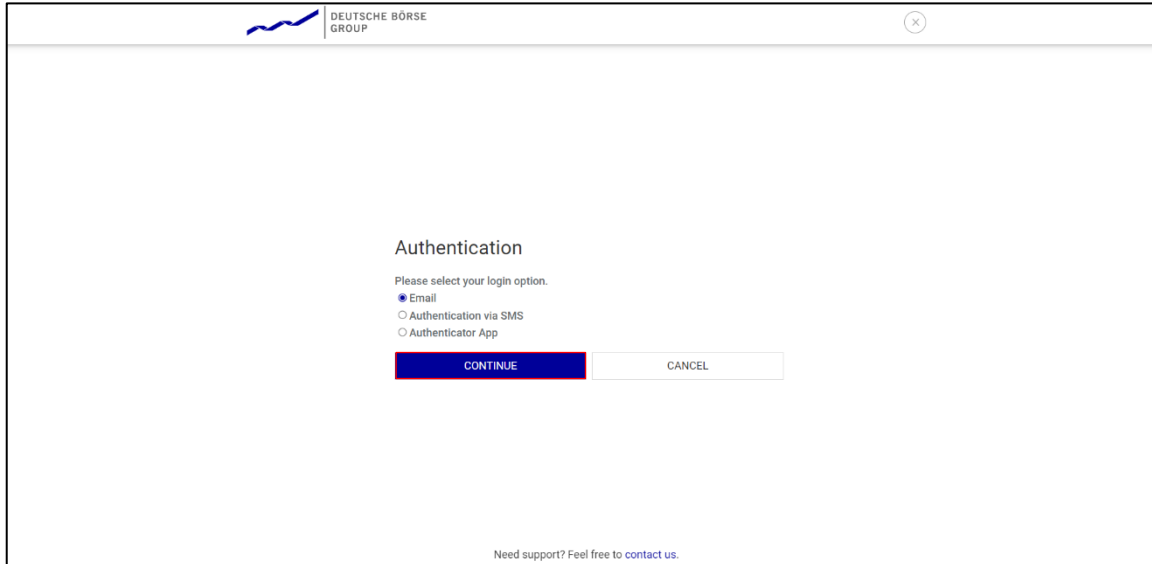
LOG IN

[Don't have an account? Sign up now](#)

Need support? Feel free to contact us.

Step 2

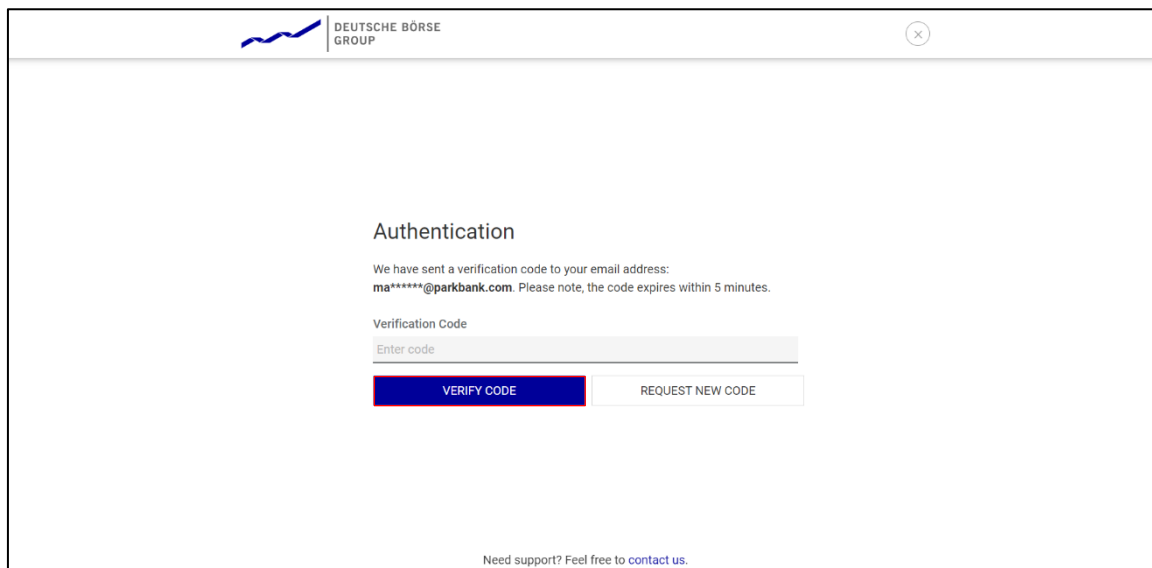
- Select "Email" method and click on **CONTINUE**.



The screenshot shows the 'Authentication' screen of the Deutsche Börse Group. At the top left is the logo and 'DEUTSCHE BÖRSE GROUP'. At the top right is a close button. The main heading is 'Authentication'. Below it, the text says 'Please select your login option.' There are three radio button options: 'Email' (which is selected), 'Authentication via SMS', and 'Authenticator App'. At the bottom, there are two buttons: 'CONTINUE' (highlighted in blue) and 'CANCEL'. At the very bottom, there is a link: 'Need support? Feel free to [contact us](#).'

Step 3

- Now your email address must be verified. An email with a verification code will be sent to your registered email address.
- Please switch to your email account and check for the recent verification code email from member.section@deutsche-boerse.com with the subject 'Member Section Team: Your verification code'.
- If you do not receive a verification code, press the button **REQUEST NEW CODE**. Then please follow the instruction mentioned above (step 3).



The screenshot shows the 'Authentication' screen of the Deutsche Börse Group. At the top left is the logo and 'DEUTSCHE BÖRSE GROUP'. At the top right is a close button. The main heading is 'Authentication'. Below it, the text says 'We have sent a verification code to your email address: ma*****@parkbank.com. Please note, the code expires within 5 minutes.' There is a section titled 'Verification Code' with a text input field containing the placeholder 'Enter code'. At the bottom, there are two buttons: 'VERIFY CODE' (highlighted in blue) and 'REQUEST NEW CODE'. At the very bottom, there is a link: 'Need support? Feel free to [contact us](#).'

Step 4

- Copy the verification code (e.g. verification code is 713382) from your email.
- On the registration screen, please enter the copied verification code in the respective field as shown below.
- Click on **VERIFY CODE**.

- For more details on the login process with the e-mail verification, please refer to the tutorial video under: Member Section Support > Tutorial video > [How to log in with the e-mail verification.](#)

3.2 Login with SMS

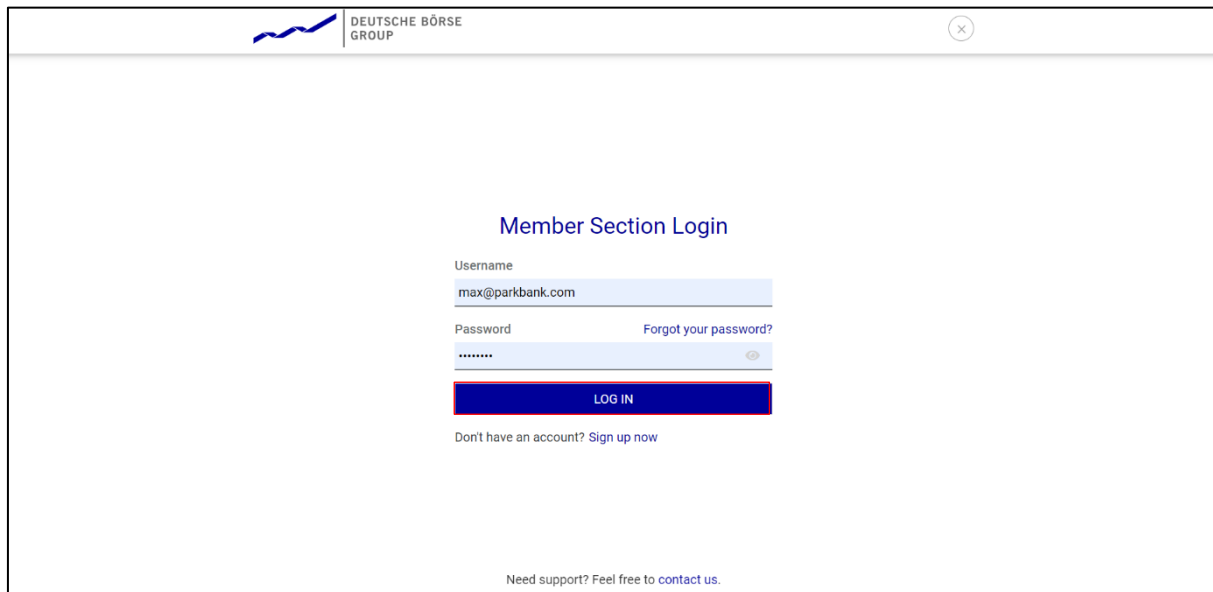
After activating the SMS verification in the Member Section via **My Profile**, this verification option will appear during the login process. This authentication option requires your valid mobile number to receive a verification code on your mobile. The SMS code will be sent by msverify.

Step 1

- Access the Member Section via: <https://membersection.deutsche-boerse.com>.
- Click on **LOGIN**.

Step 2

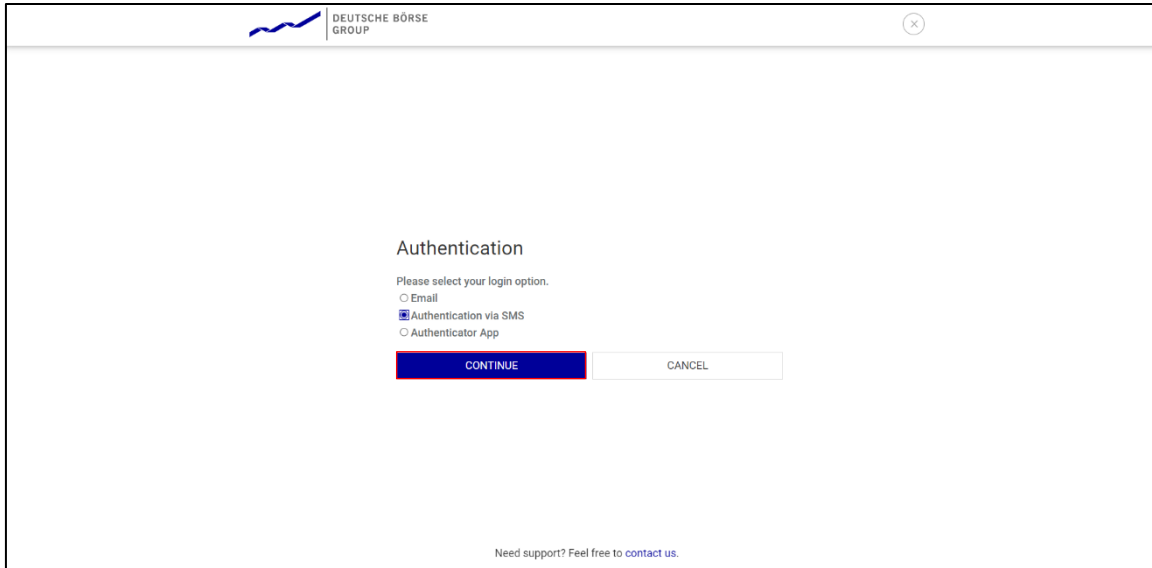
- Enter your email address and password which was created during the registration process.
- These are your login credentials which will always remain the same unless you change your password.
- Click on **LOG IN**.



The screenshot shows the login interface for the Member Section. At the top left is the Deutsche Börse Group logo, and at the top right is a close button (X). The main heading is "Member Section Login". Below this, there are two input fields: "Username" with the value "max@parkbank.com" and "Password" with masked characters ".....". A "Forgot your password?" link is positioned to the right of the password field. A blue "LOG IN" button is centered below the fields. At the bottom of the form area, there is a link: "Don't have an account? Sign up now". At the very bottom of the page, there is a footer link: "Need support? Feel free to contact us."

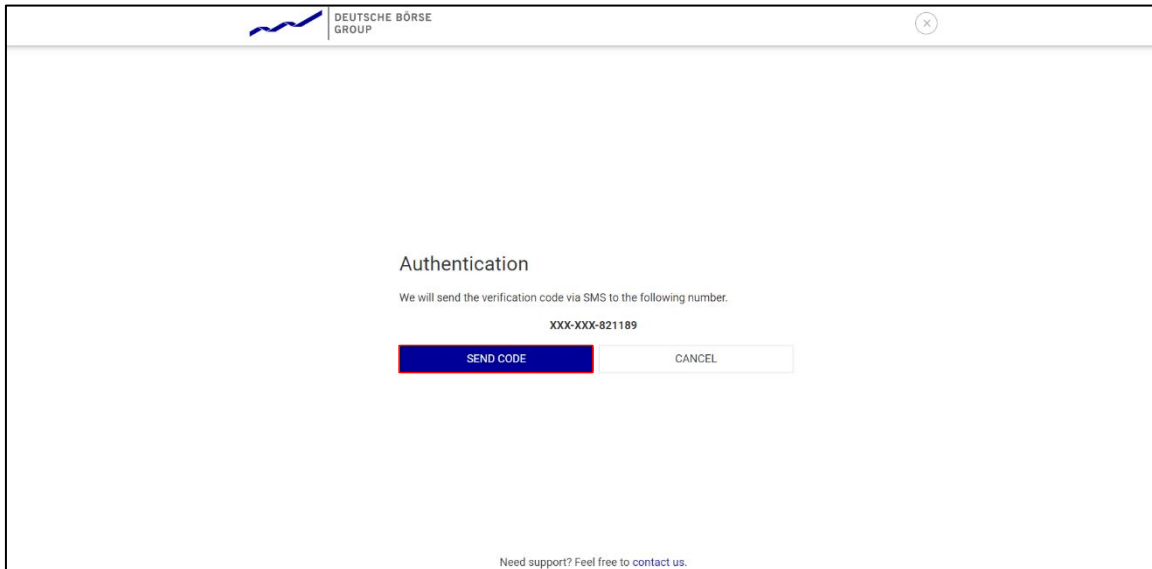
Step 3

- Select "Authentication via SMS" method and click on **CONTINUE**.



Step 4

- Click **SEND CODE** on the next screen.



Step 5

- Please check on your mobile device for the verification code via SMS. The SMS code will be sent by msverify with the following text: *"Use verification code 201616 for Member Section authentication"*.
- Please enter the verification code you received via SMS in the respective text field as shown below.
- Click on **VERIFY CODE**.
- If you did not receive a verification code, please click **REQUEST NEW CODE**. Then please follow the instruction mentioned above (step 5).

DEUTSCHE BÖRSE GROUP

Authentication

We've sent a code to XXX-XXX-R*11R*. Please note, the code expires within 5 minutes.

Verification Code

Enter code

VERIFY CODE REQUEST NEW CODE

Need support? Feel free to [contact us](#).

3.3 Login with Authenticator App

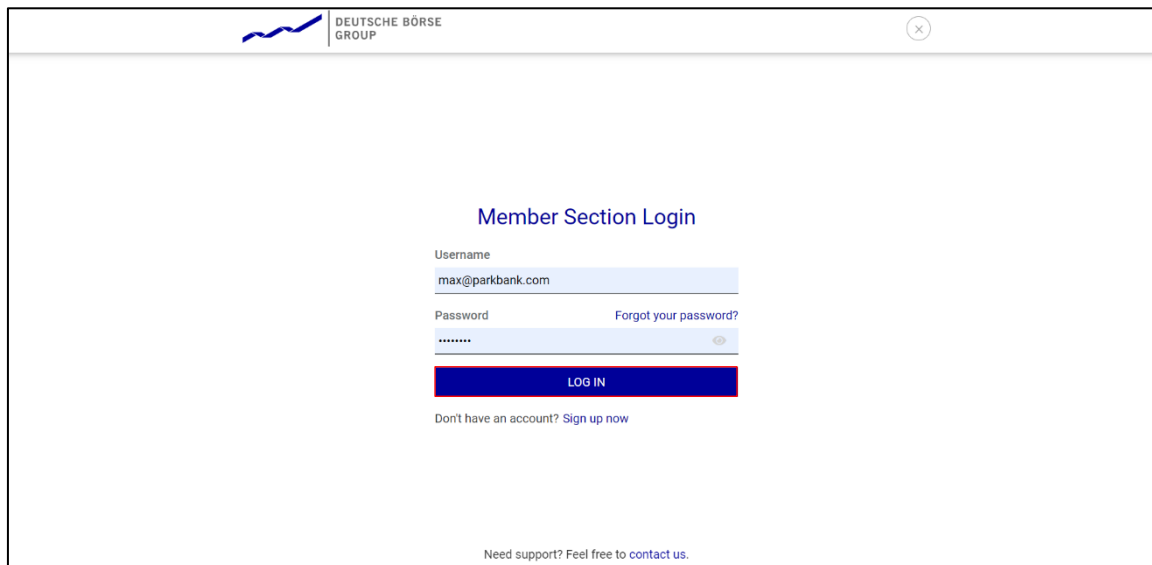
The third option to verify your account is the Microsoft Authenticator App. To verify via the authenticator application, you need to first enable the option under the **My Profile** section and download the Microsoft Authenticator App on your mobile device. The app can be downloaded via the Google PlayStore or iOS App Store. Afterwards you will receive a verification code in the Microsoft Authenticator App.

Step 1

- Access the Member Section via: <https://membersection.deutsche-boerse.com>.
- Click on **LOGIN**.

Step 2

- Enter your email address and password which was created during the registration process.
- These are your login credentials which will always remain the same unless you change your password.
- Click on **LOG IN**.



DEUTSCHE BÖRSE GROUP

Member Section Login

Username
max@parkbank.com

Password [Forgot your password?](#)
.....

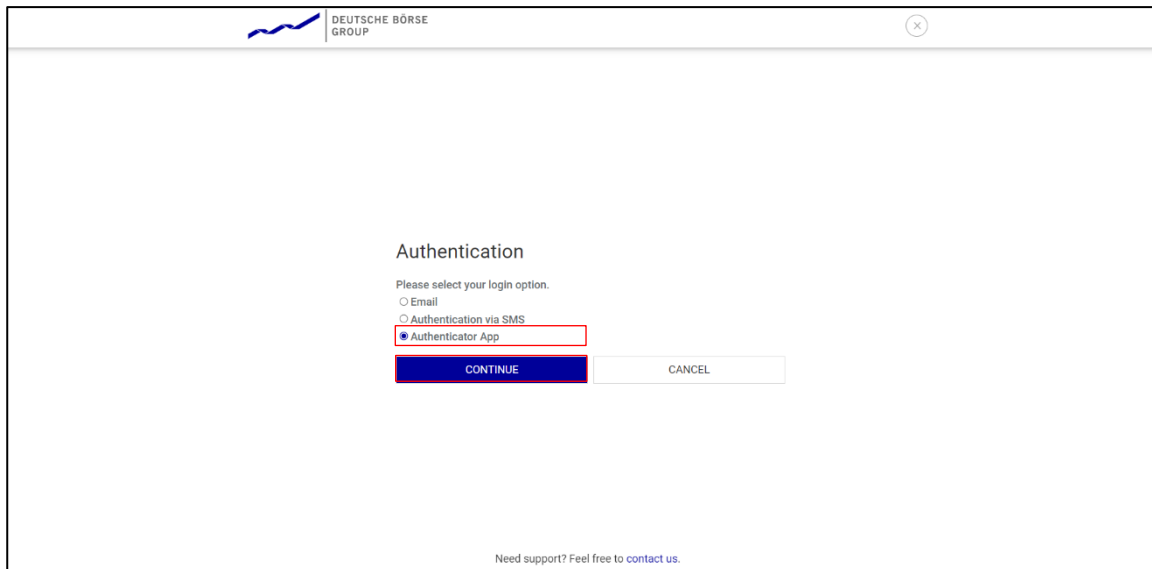
LOG IN

Don't have an account? [Sign up now](#)

Need support? Feel free to contact us.

Step 3

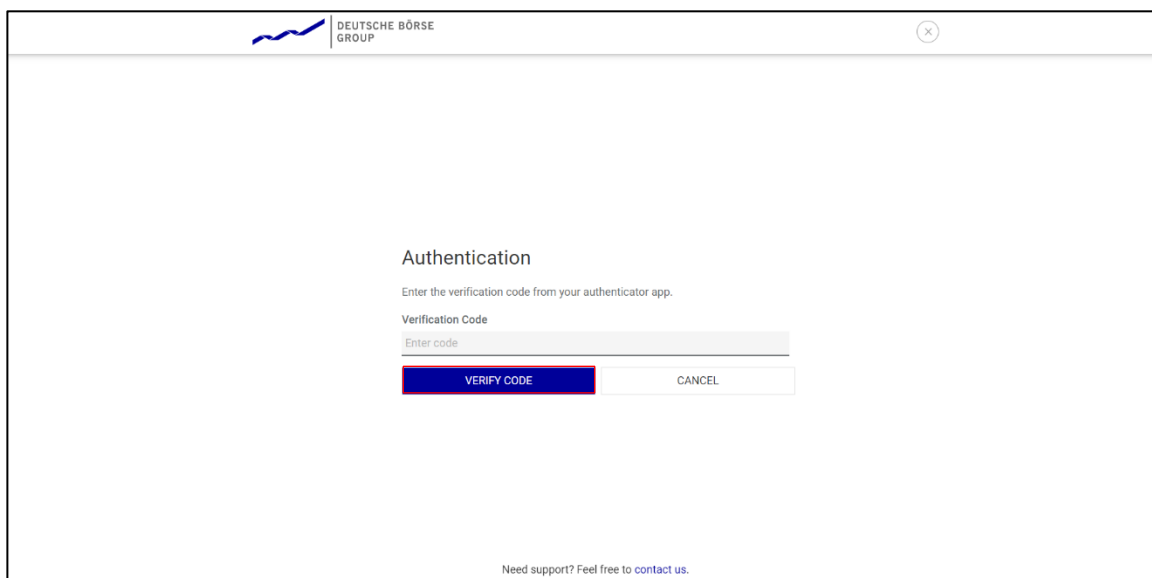
- Select the method **Authenticator App** as shown below for your authentication and click on **CONTINUE**.



The screenshot shows the Deutsche Börse Group authentication interface. At the top left is the logo and 'DEUTSCHE BÖRSE GROUP'. The main heading is 'Authentication'. Below it, the text reads 'Please select your login option.' There are three radio button options: 'Email', 'Authentication via SMS', and 'Authenticator App'. The 'Authenticator App' option is selected and highlighted with a red box. Below the options are two buttons: 'CONTINUE' (highlighted in blue) and 'CANCEL'. At the bottom, there is a link: 'Need support? Feel free to contact us.'

Step 4

- Open the Microsoft Authenticator App on your mobile device.
- Enter the verification code shown in the Microsoft Authenticator App and click **VERIFY CODE**.



The screenshot shows the Deutsche Börse Group authentication interface. At the top left is the logo and 'DEUTSCHE BÖRSE GROUP'. The main heading is 'Authentication'. Below it, the text reads 'Enter the verification code from your authenticator app.' There is a label 'Verification Code' above a text input field with the placeholder 'Enter code'. Below the input field are two buttons: 'VERIFY CODE' (highlighted in blue) and 'CANCEL'. At the bottom, there is a link: 'Need support? Feel free to contact us.'

- For more details on the login process with the Microsoft Authenticator App, please refer to the tutorial video under: Member Section Support > Tutorial video > [How to log in with the Microsoft Authenticator App.](#)

4. Reset password for the Member Section

To reset your password, you need to verify your email address and set up a new password.

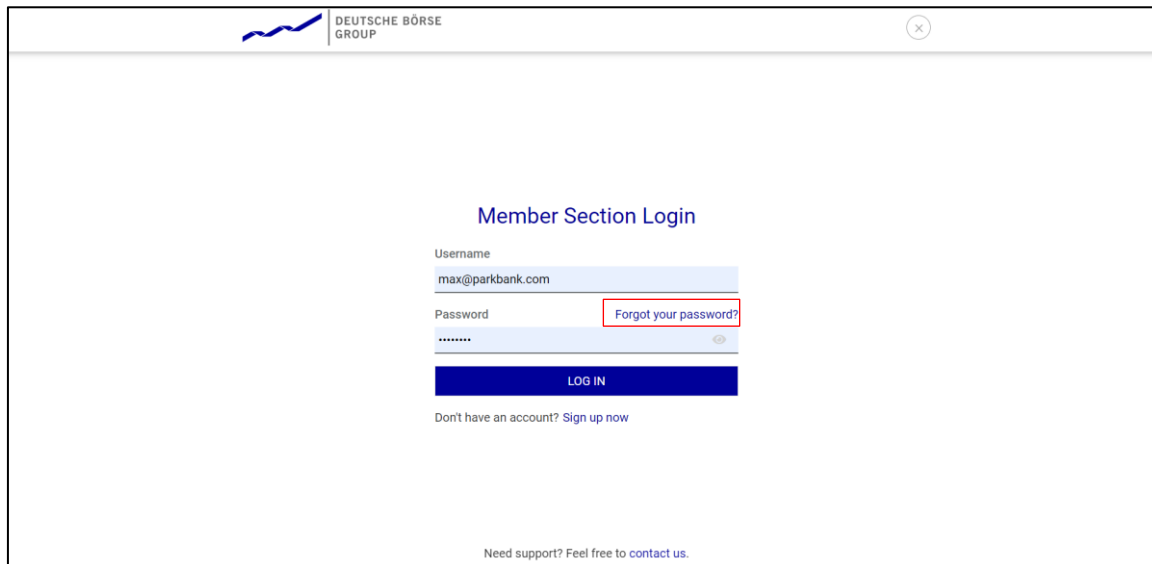
4.1 Reset password

Step 1

- Access the Member Section via <https://membersection.deutsche-boerse.com>.
- Click on **LOGIN**.

Step 2

- Click on **Forgot your password**.



DEUTSCHE BÖRSE GROUP

Member Section Login

Username
max@parkbank.com

Password
***** [Forgot your password?](#)

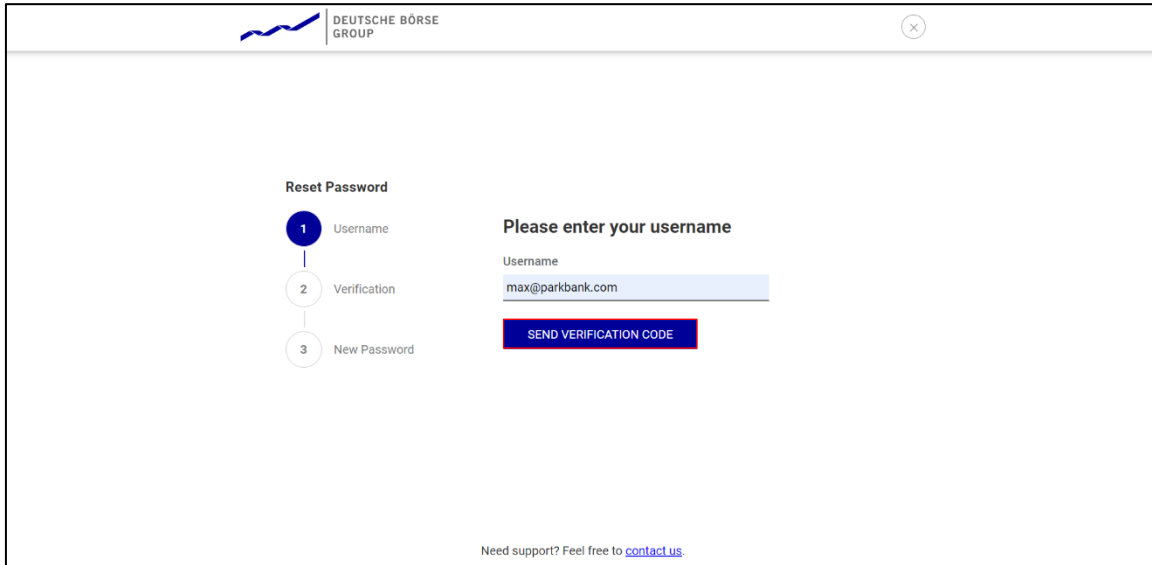
LOG IN

Don't have an account? [Sign up now](#)

Need support? Feel free to [contact us](#).

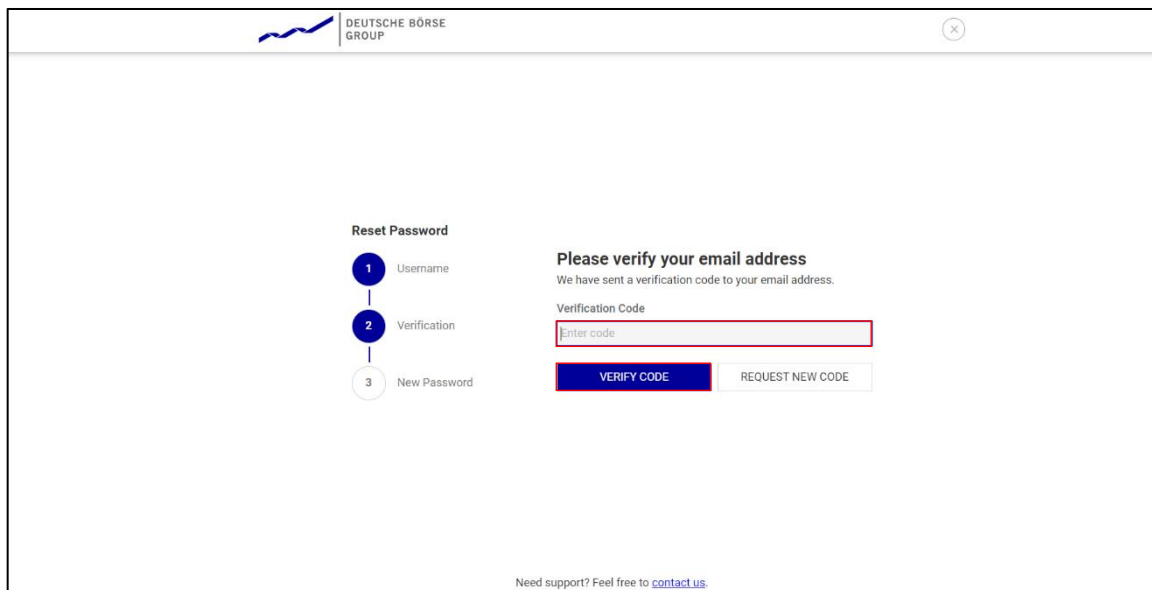
Step 3

- Enter your username (your registered email address).
- Click on **SEND VERIFICATION CODE**.



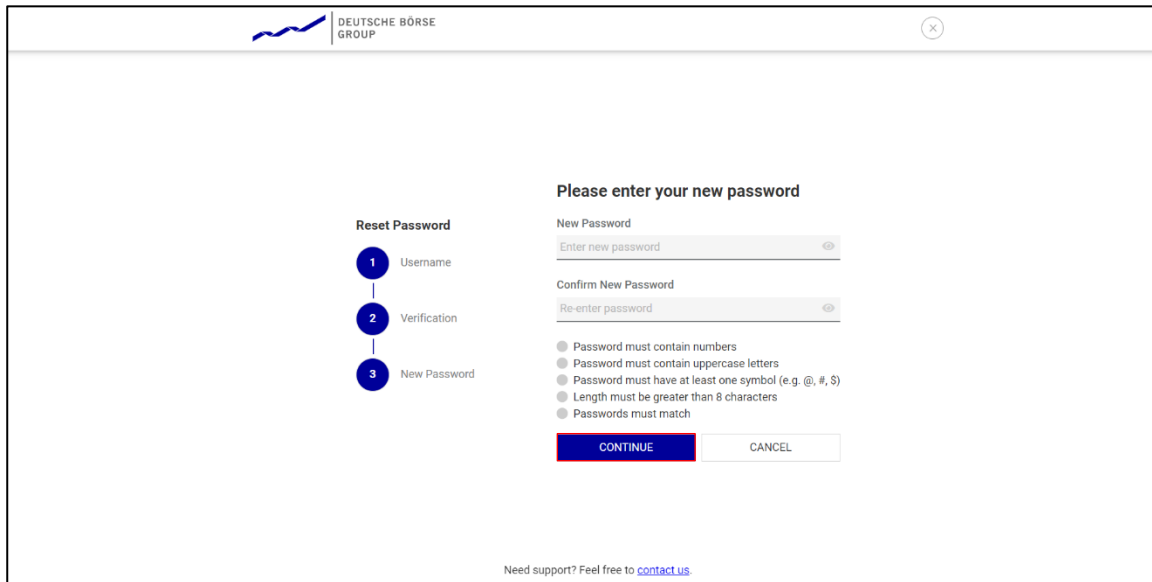
Step 4

- Open your email inbox.
- Copy the code and enter it in the respective field as highlighted below and click on **VERIFY CODE**.
- If you did not receive a verification code, please click **REQUEST NEW CODE**. Then please follow the instruction mentioned above (step 4).



Step 5

- Create a new password which fulfils the requirements listed below. Re-enter the password you created and click on **CONTINUE**.



DEUTSCHE BÖRSE GROUP

Reset Password

- 1 Username
- 2 Verification
- 3 New Password

Please enter your new password

New Password
Enter new password

Confirm New Password
Re-enter password

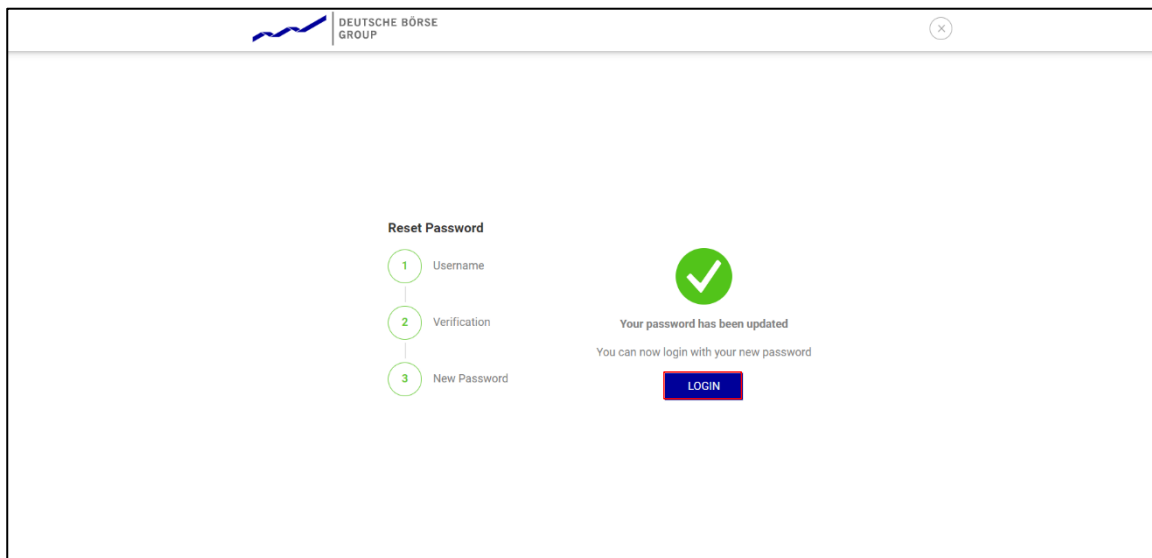
- Password must contain numbers
- Password must contain uppercase letters
- Password must have at least one symbol (e.g. @, #, \$)
- Length must be greater than 8 characters
- Passwords must match

CONTINUE CANCEL

Need support? Feel free to [contact us](#).

Step 6

- In the next screen, you will get a confirmation of the successful password reset.



DEUTSCHE BÖRSE GROUP

Reset Password

- 1 Username
- 2 Verification
- 3 New Password

Your password has been updated

You can now login with your new password

LOGIN

Need support? Feel free to [contact us](#).

Contact

Member Section

Support Contact

Email member.section@deutsche-boerse.com

Phone +49 69 21117888