Member Section

Login User Guide
Version 1.0, March 2023

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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
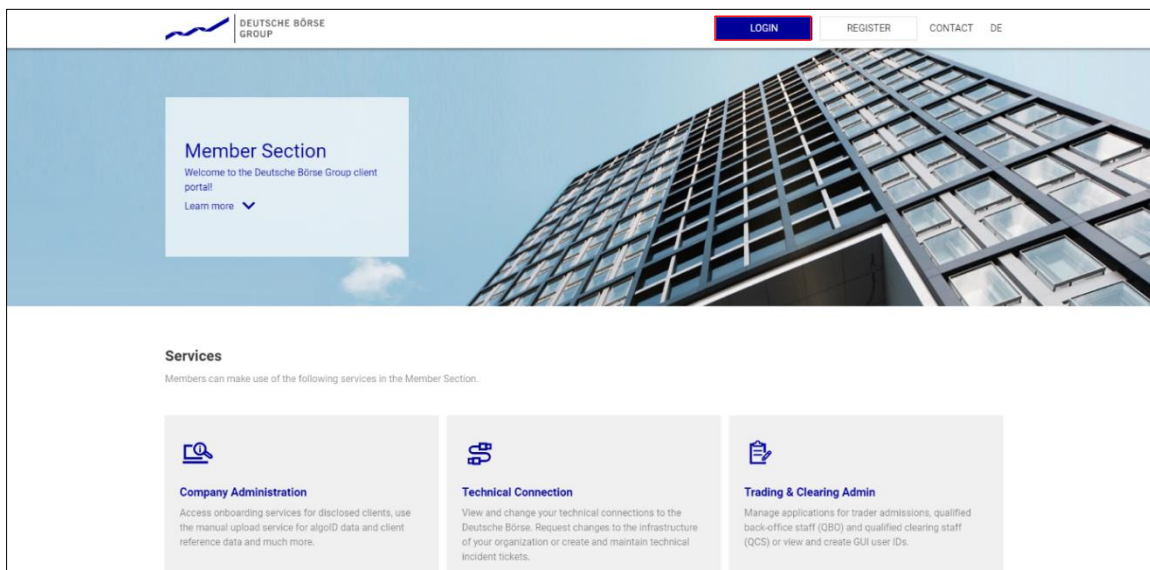## Register for the Member Section

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**.

Step 2

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

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).

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**.

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**.

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

- Please click **LOGIN** to complete your registration.
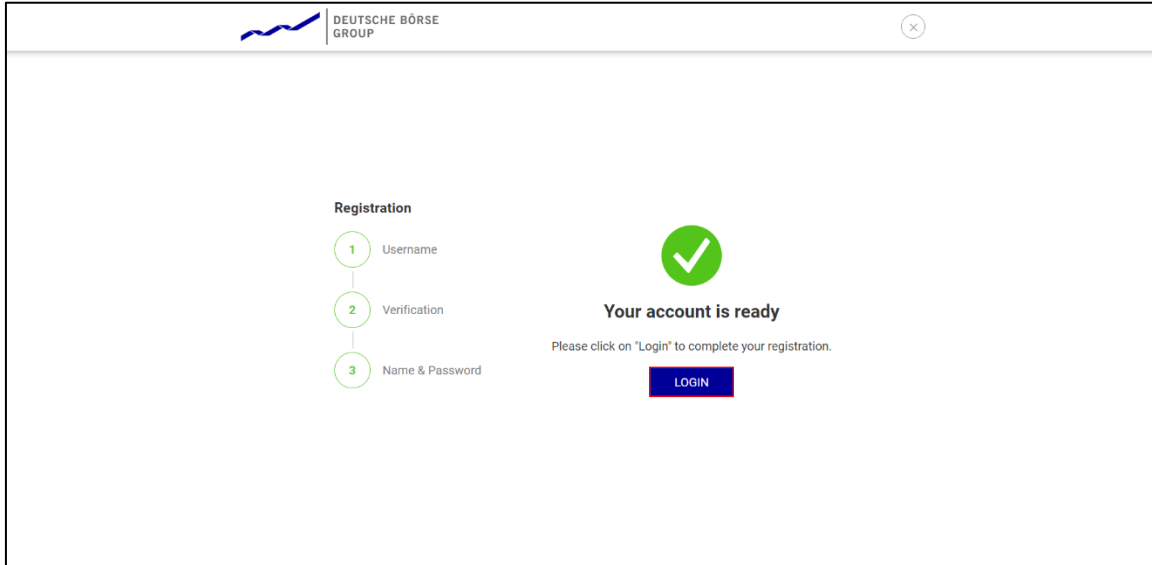
1.2 1st Login/ Complete your account registration

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"*.

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**.
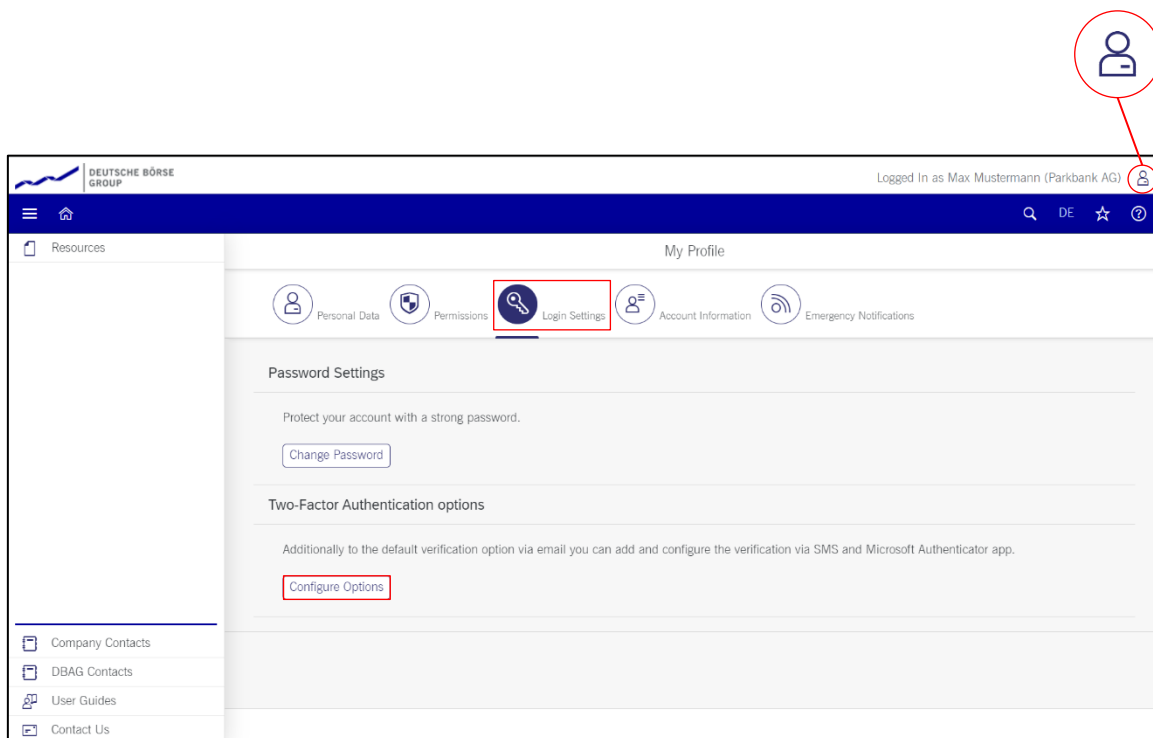
Step 2

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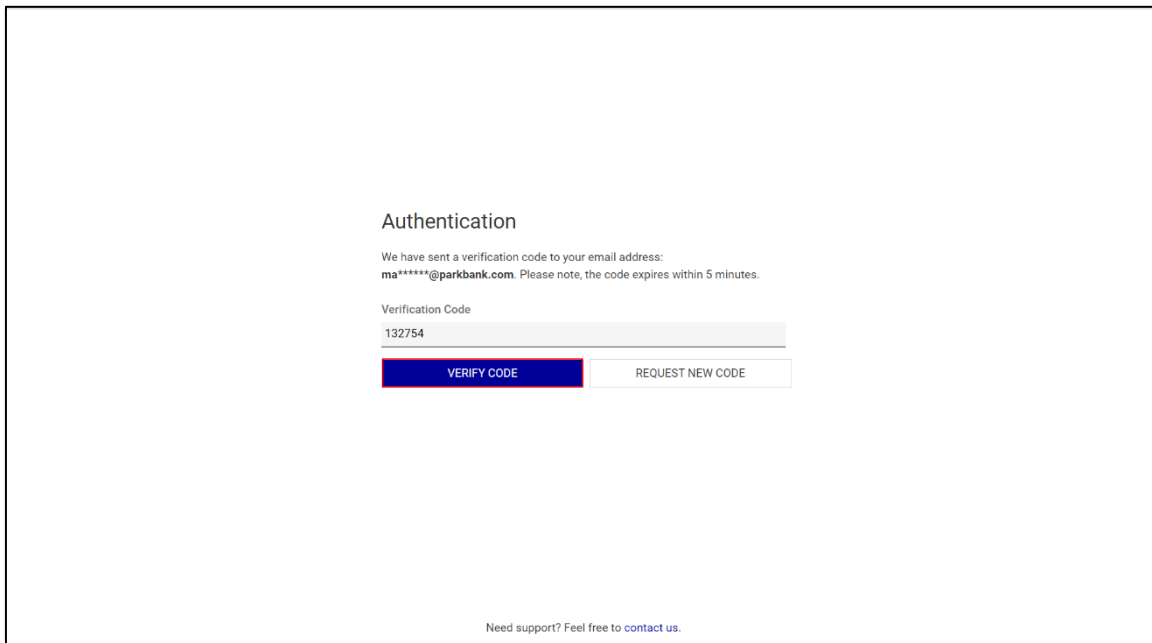- Copy the code and enter it into the field. Click on **VERIFY CODE**.

Step 3

- Select the "*Authentication via SMS*" method and click on **CONTINUE**.
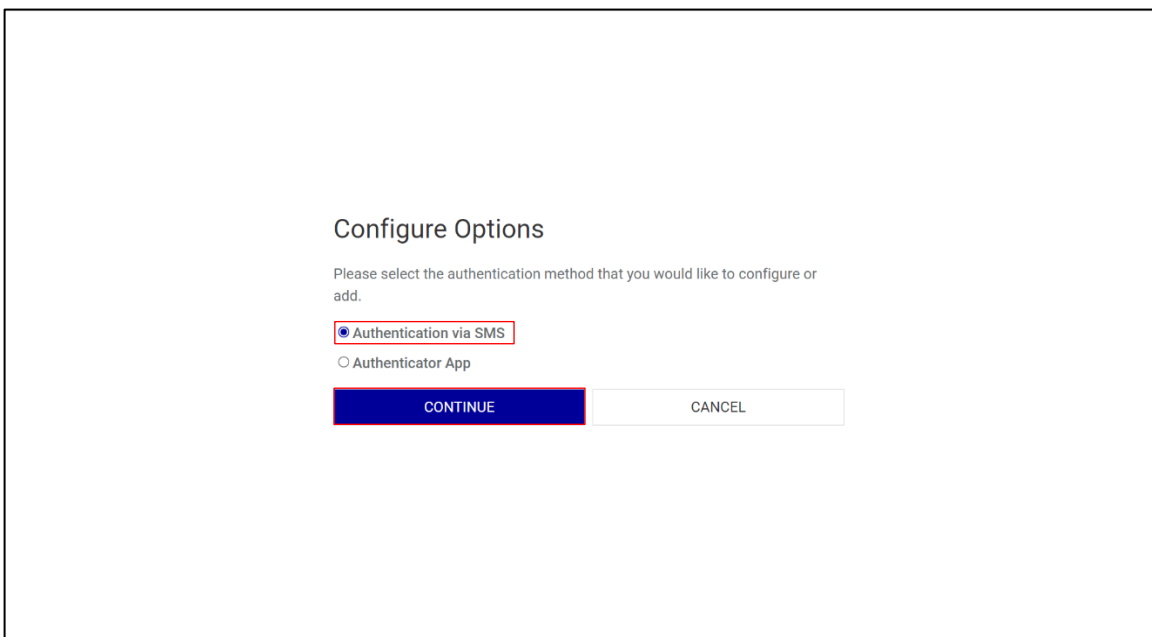
Step 4

- 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

SEND CODE   CANCEL

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

Enter 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**.
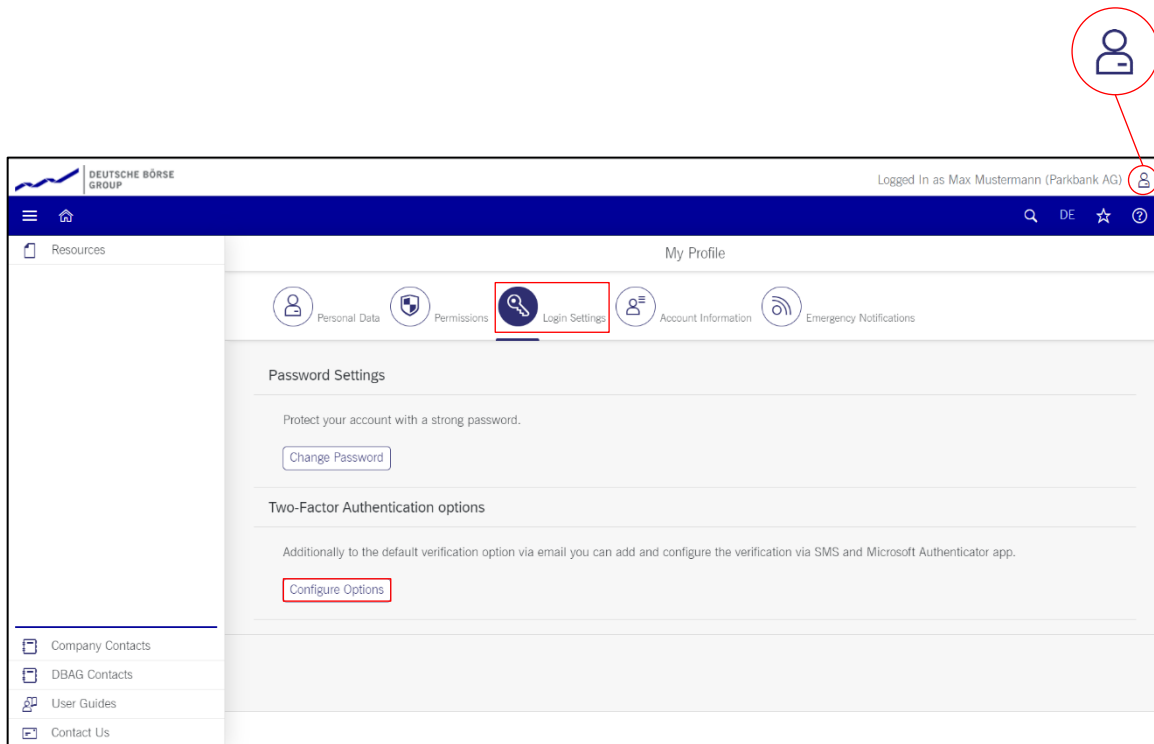- Click on **Login Settings**.
- Click on **Configure Options**.

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**.
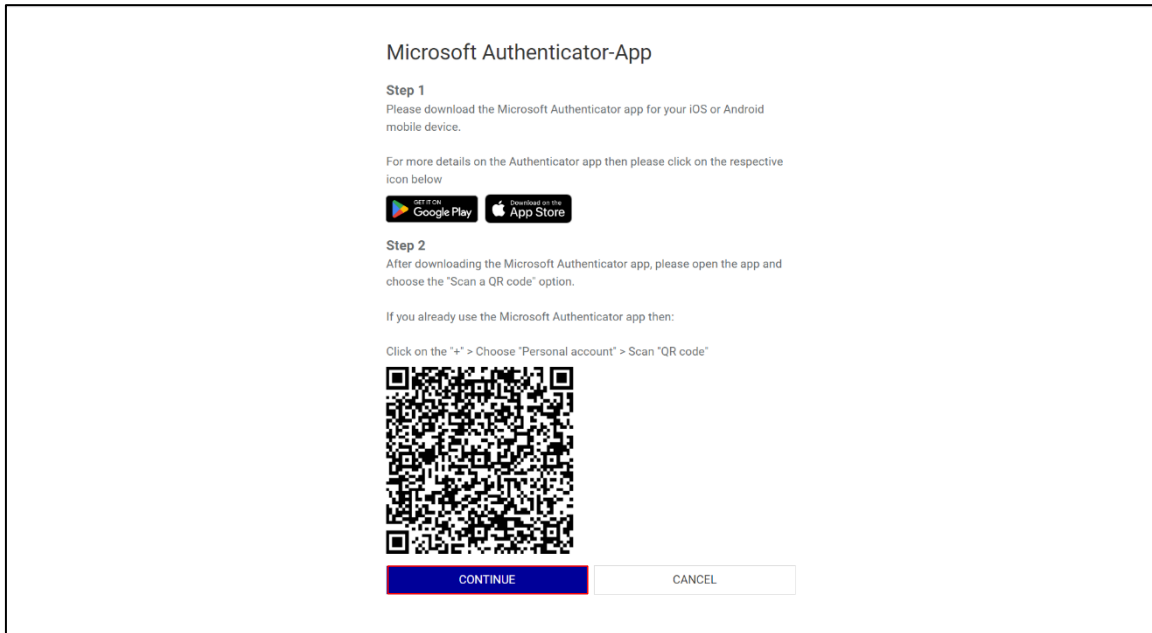
Step 5

- 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**.
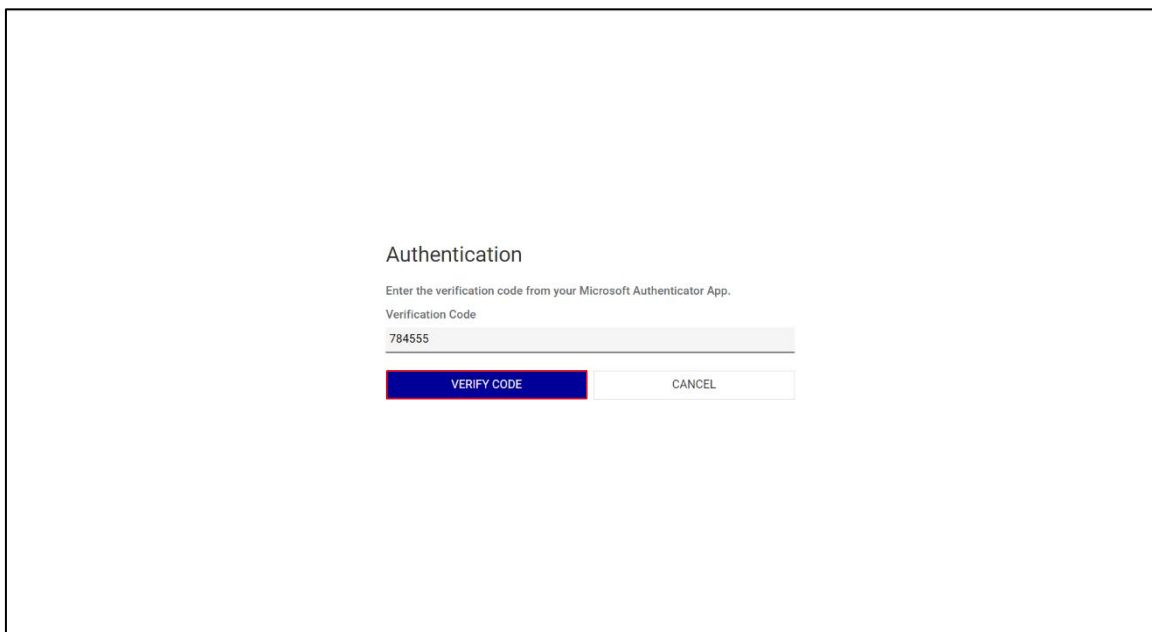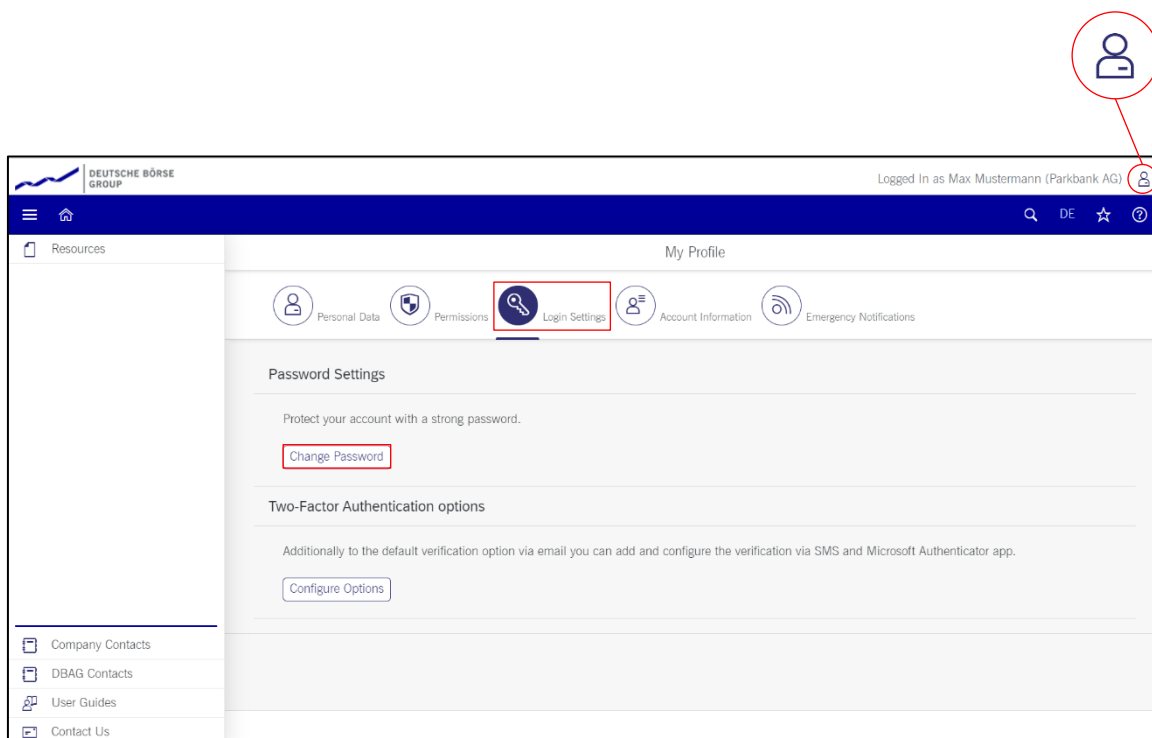
2.3 My Profile Section – Change Password

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**.

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**.

Step 2

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

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).

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.
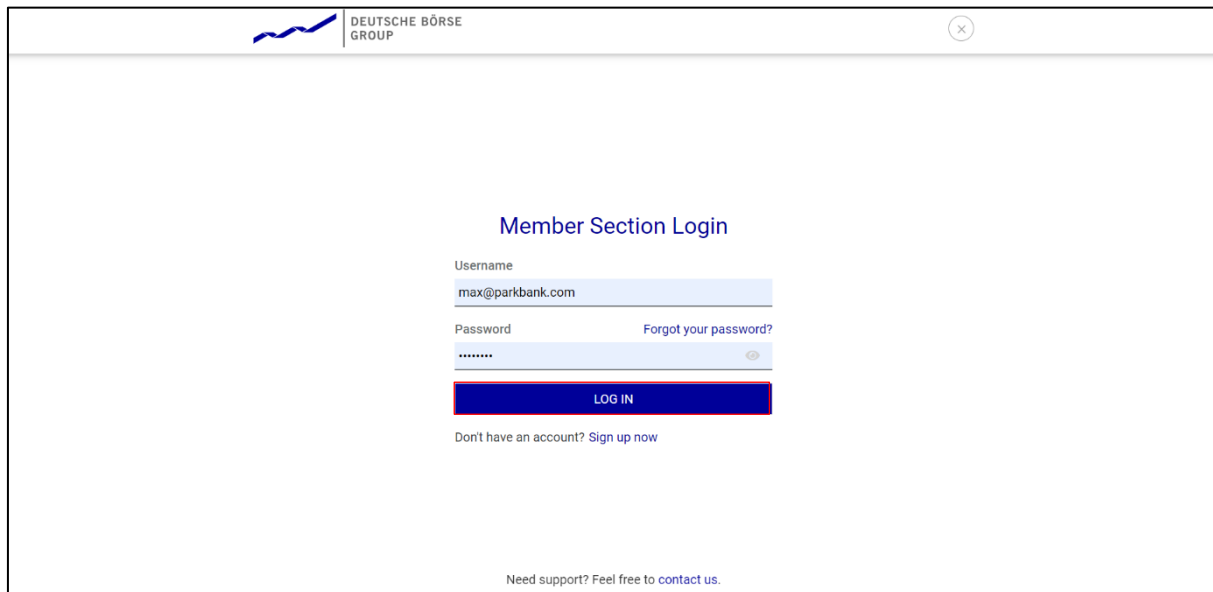
3.2 Login with SMS

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.
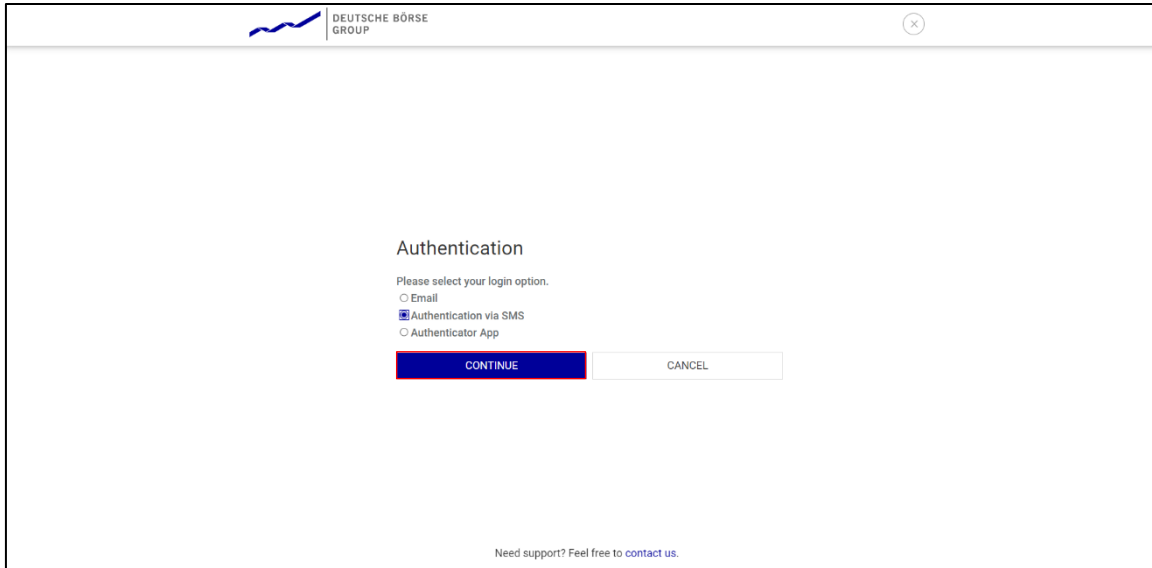- Click on **LOGIN**.

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.
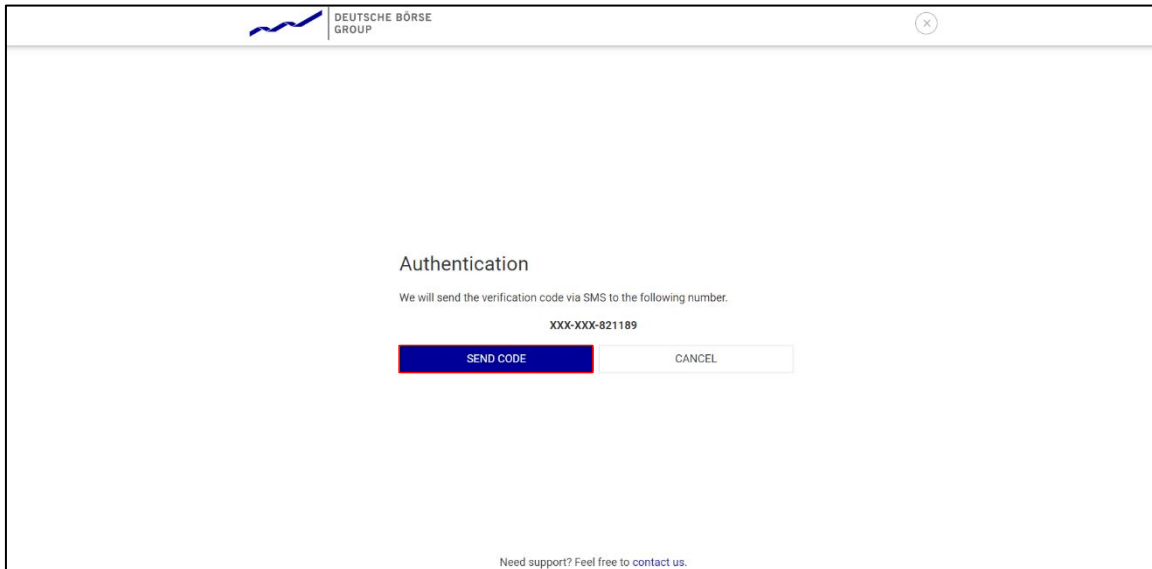- Click on **LOG IN**.

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).
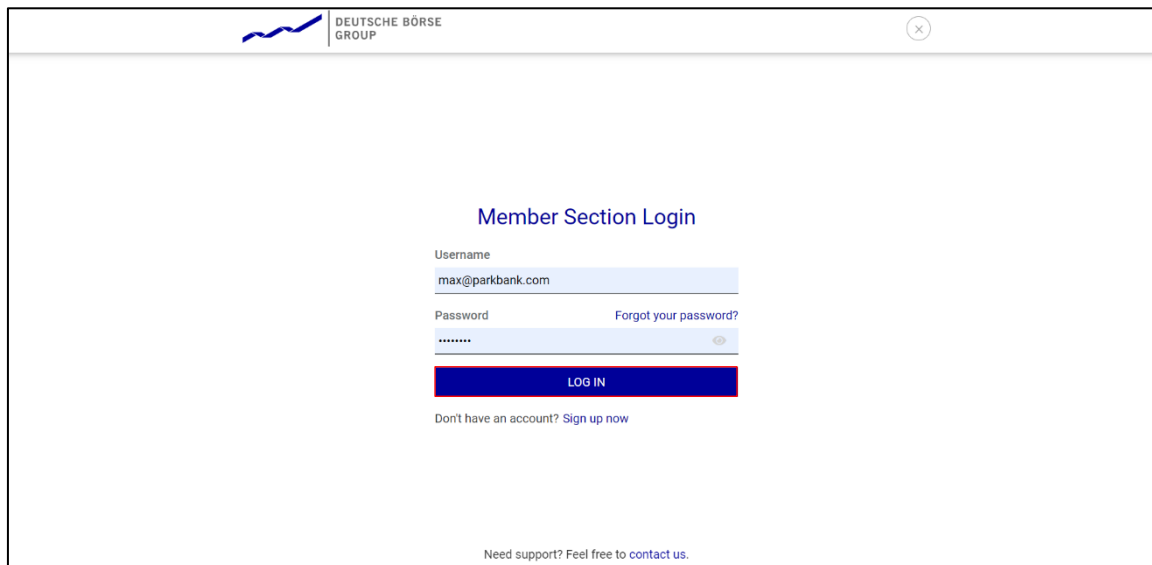
3.3 Login with Authenticator App

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
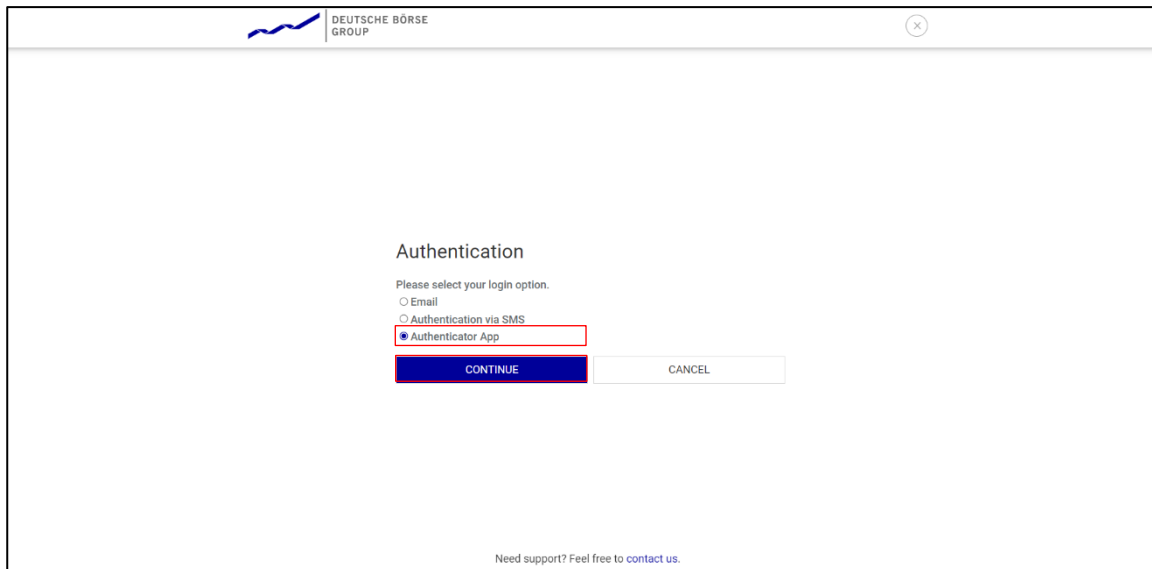
Password   Forgot your password?

••••••••

LOG IN

Don't have an account? Sign up now
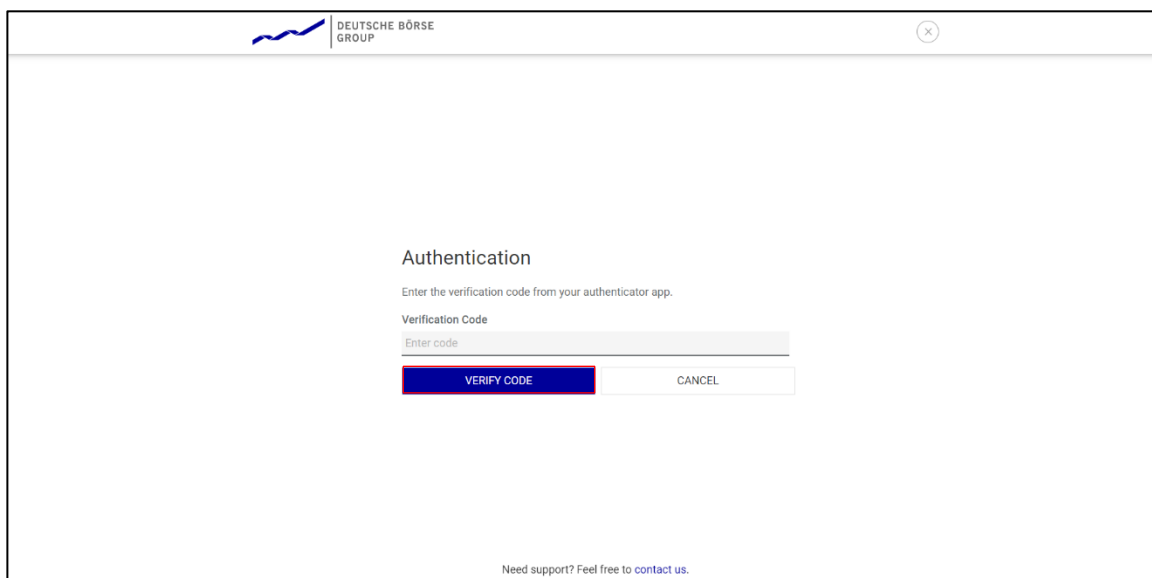
Need support? Feel free to contact us.

Step 3

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

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**.

- 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

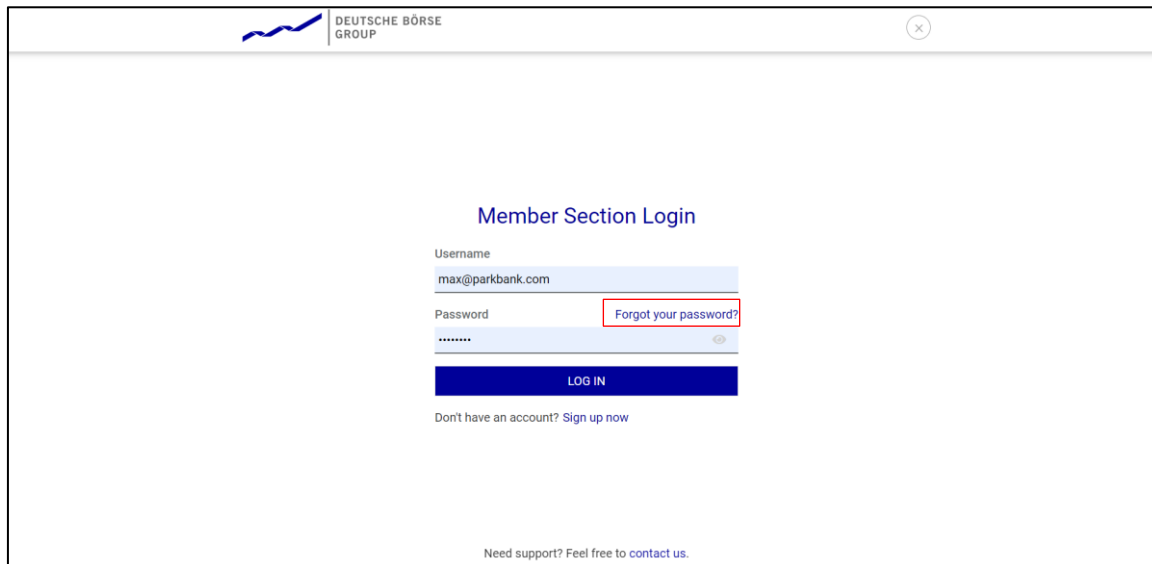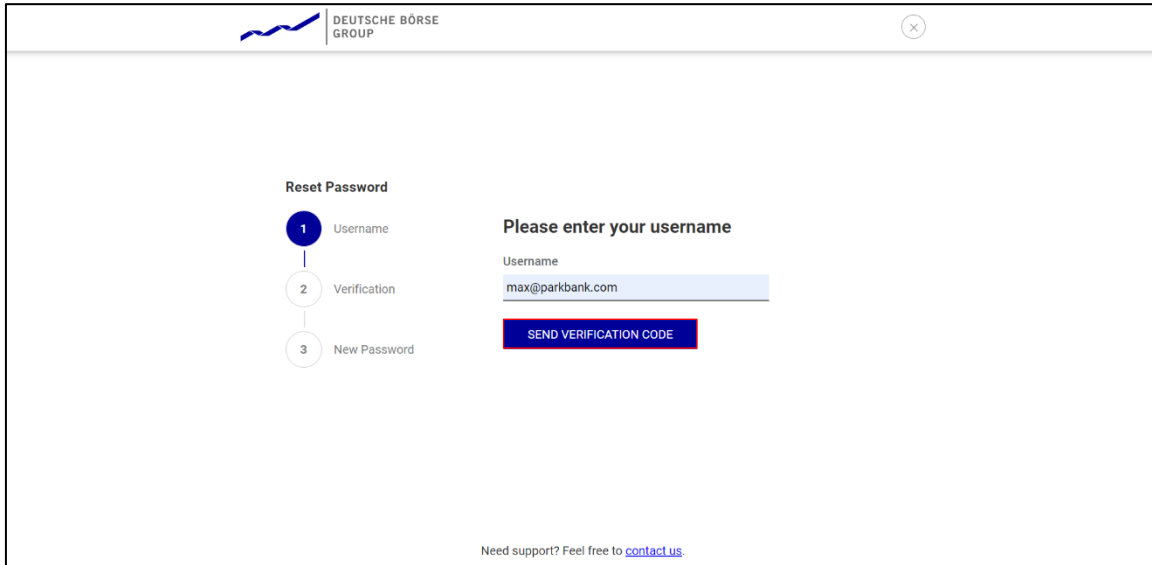To reset your password, you need to verify your email address and set up a new password.

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**.

Step 3

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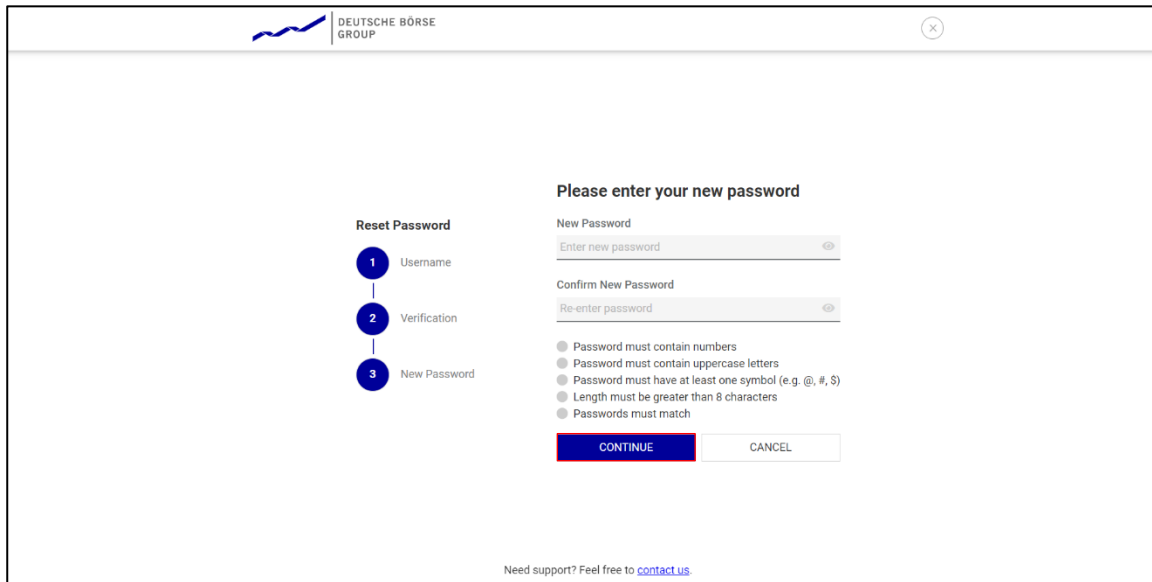- Click on **SEND VERIFICATION CODE**.

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).
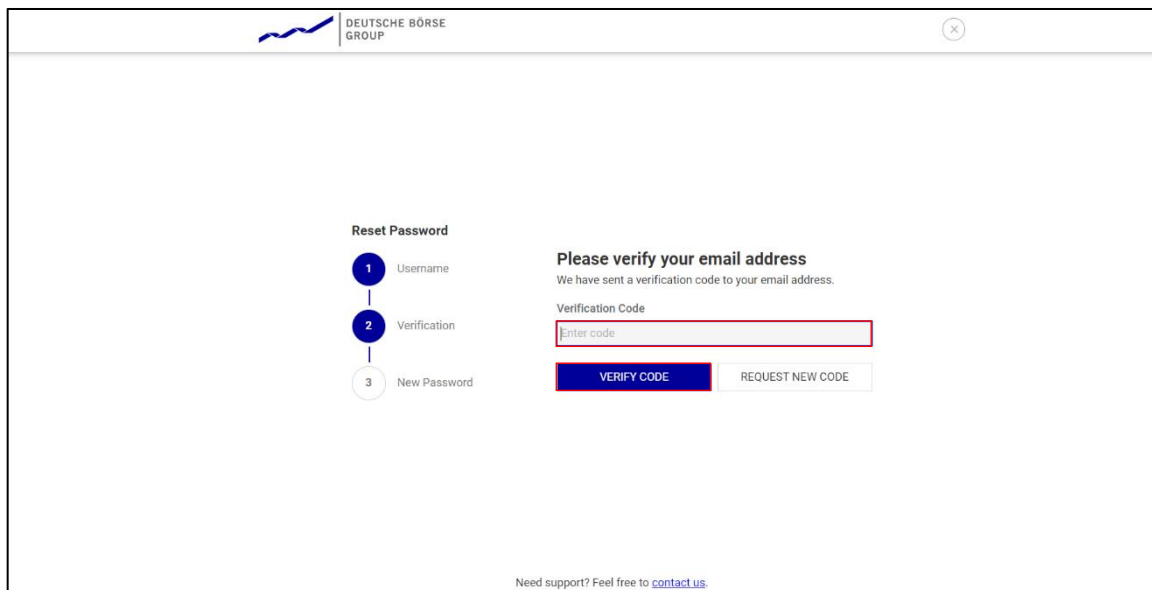
Step 5

- Create a new password which fulfils the requirements listed below. Re-enter the password you created and click on **CONTINUE**.
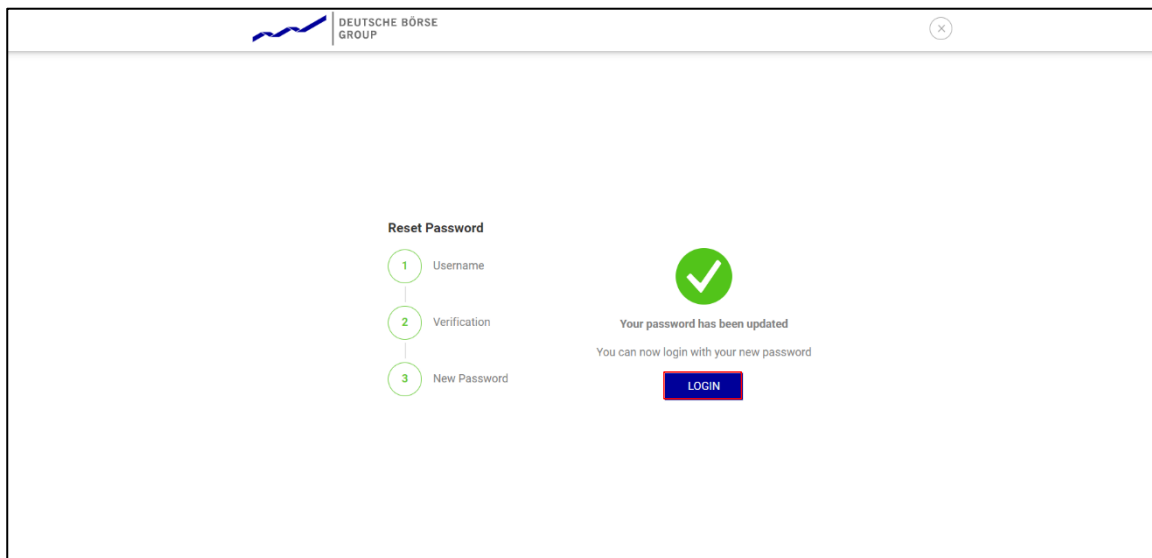
Step 6

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

Contact
Member Section

Support Contact

Email   member.section@deutsche-boerse.com
Phone   +49 69 21117888