



DEUTSCHE BÖRSE  
GROUP

Deutsche Börse Member Section

# Member Section

Login User Guide  
September 2024

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# Member Section

## Login User Guide

### 1. Introduction

The Member Section is our company group-wide portal solution which is used by customers of almost all business segments of Deutsche Börse Group. It's the first entry point for clients to Deutsche Börse and a way in you interact with us.

Please note that all screenshots may differ slightly from your display device and have been captured using a resolution of 2560x1440 and a 16:9 format.

Please note, the information in this document is subject to change without notice. Please make sure to always use the latest version available on the following website: [Member Section Support](#).

#### 1.1 Aim of the guide

This guide is here to help you login into the Member Section with detailed step by step instructions for:

1. Registering for the Member Section
  - i. Registration via Central Coordinator (CC)
  - ii. Registration via Self-Registration
2. Completing the account registration
3. Setting up two-factor authentication methods
4. Changing your password
5. Login (email verification - SMS – Authenticator App)
6. Resetting your password

#### 1.2 Technical requirements

If you would like to make yourself familiar with the technical requirements for the Member Section, please use the following link for details: [Technical requirements](#)

For a list of known limitations please refer to the following webpage: [Member Section Support](#).

# Member Section

## Register for the Member Section

### 2. Register for the Member Section

Before the initial login, users need to register with Deutsche Börse Member Section.

Depending on your company, the user can register to the Member Section via [Central Coordinator \(CC\)](#), or [via Self-Registration](#).

#### 2.1 Registration via Central Coordinator (CC)

The Central Coordinator (CC) is the main contact person regarding all issues in connection with your membership as exchange participant of Deutsche Börse Group. The Central Coordinator (CC) is in charge of the internal distribution of all market-relevant information. Also, the Central Coordinator (CC) maintains the user accounts and assigns authorizations within the Member Section. This section describes the registration process of a user via a Central Coordinator (CC). If the Central Coordinator (CC) has not activated the self-registration, the account must be created by them for you.

Note: The CC can still register users even if self-registration is switched on.

##### Step 1

- You are informed by E-mail and provided with a link to conclude the registration process. Please be aware that the link must be activated within five days after receiving this E-mail.

##### Step 2

- By clicking on the link, you complete the registration process, triggering a confirmation E-mail providing you with another link which generates your personal login data for the Member Section.
- When you activate the latter link, your personal data provided with the registration is validated.

##### Step 3

- You can now log in with your personal login data. Please see more information about the 1st Login by clicking [here](#).

#### 2.2 Registration via Self-Registration

To register an account via self-registration 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.

## Step 1

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

Example below (See Fig 1):

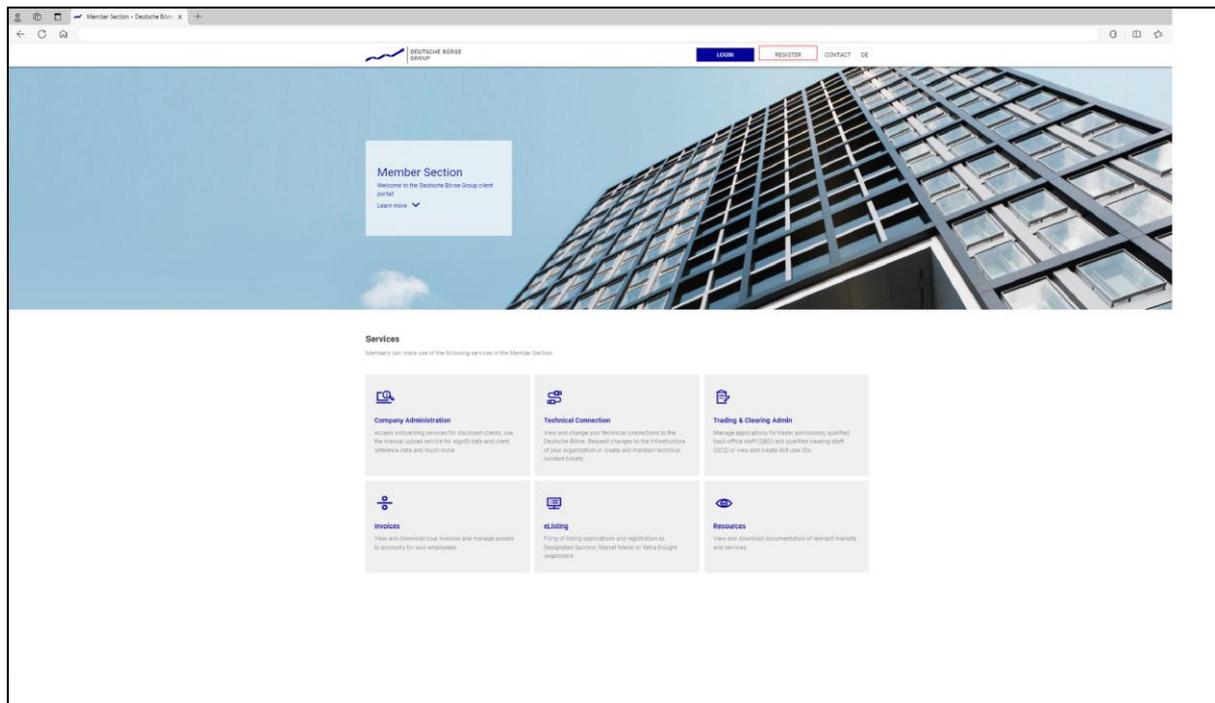


Fig 1: Member Section homepage

## Step 2

- Click on REGISTER NOW under the User Registration tile. (See Fig 2)
- For more information regarding the ISV registration please click here: [ISV Registration User Guide](#)

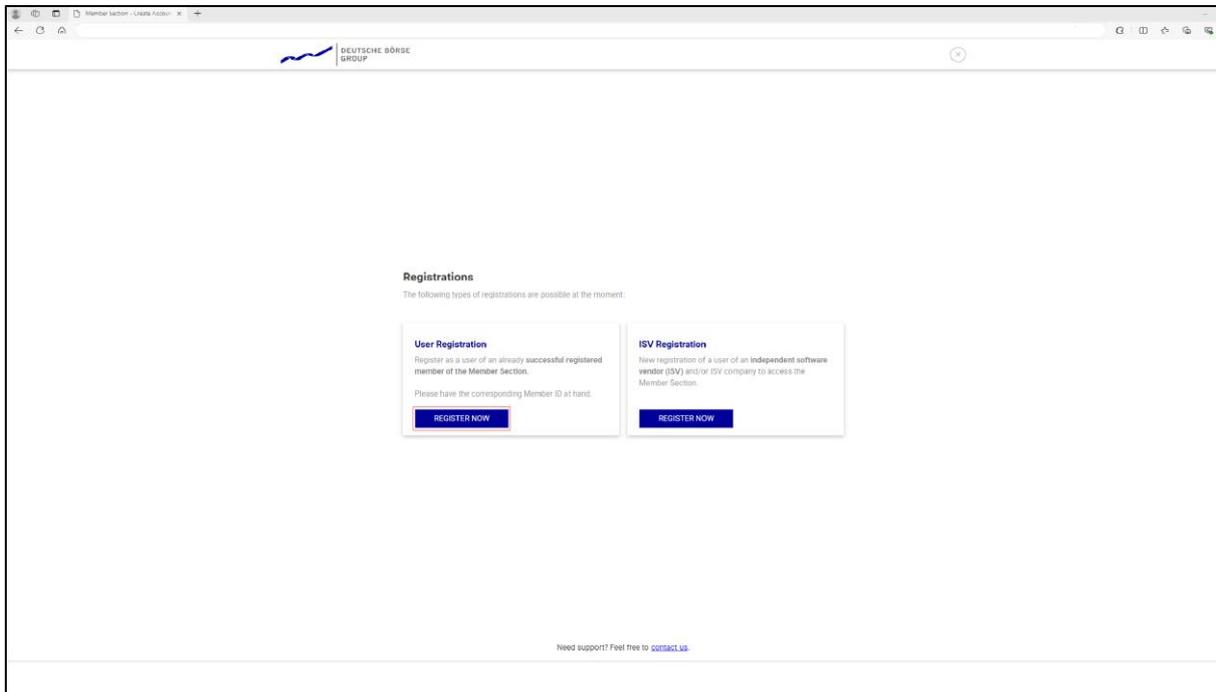


Fig 2: Registration options screen

### Step 3

- Within the registration screen, please enter your company email address and click on SEND VERIFICATION CODE. (See Fig 3)

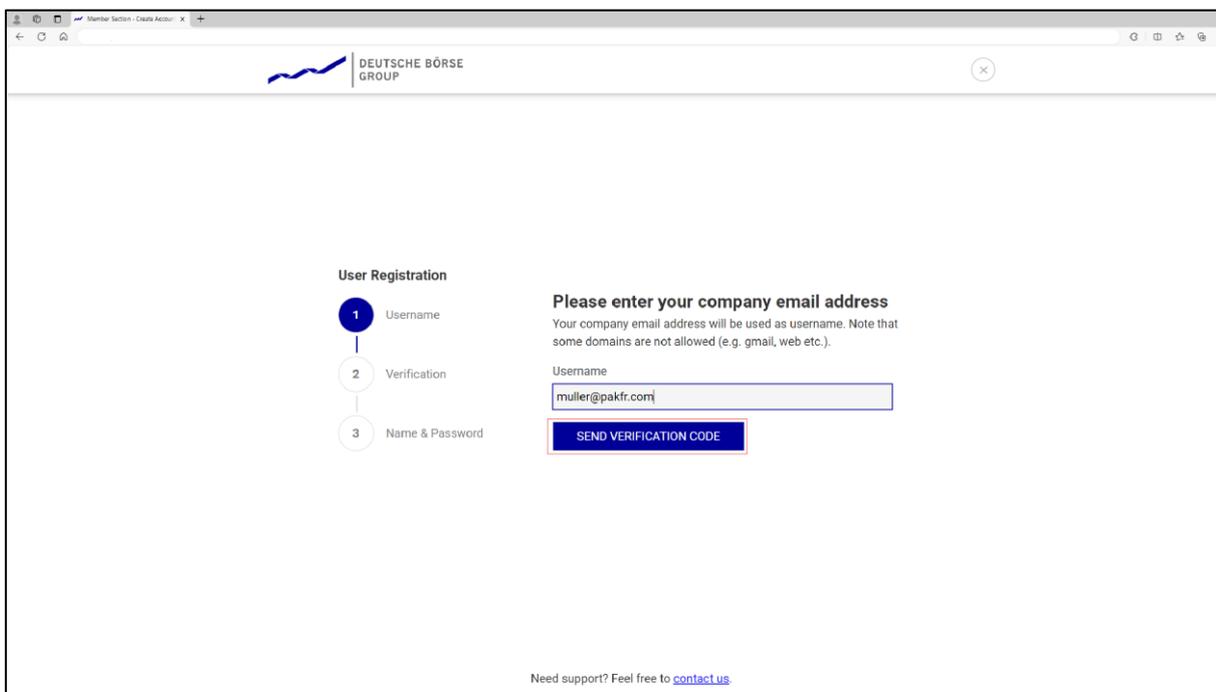
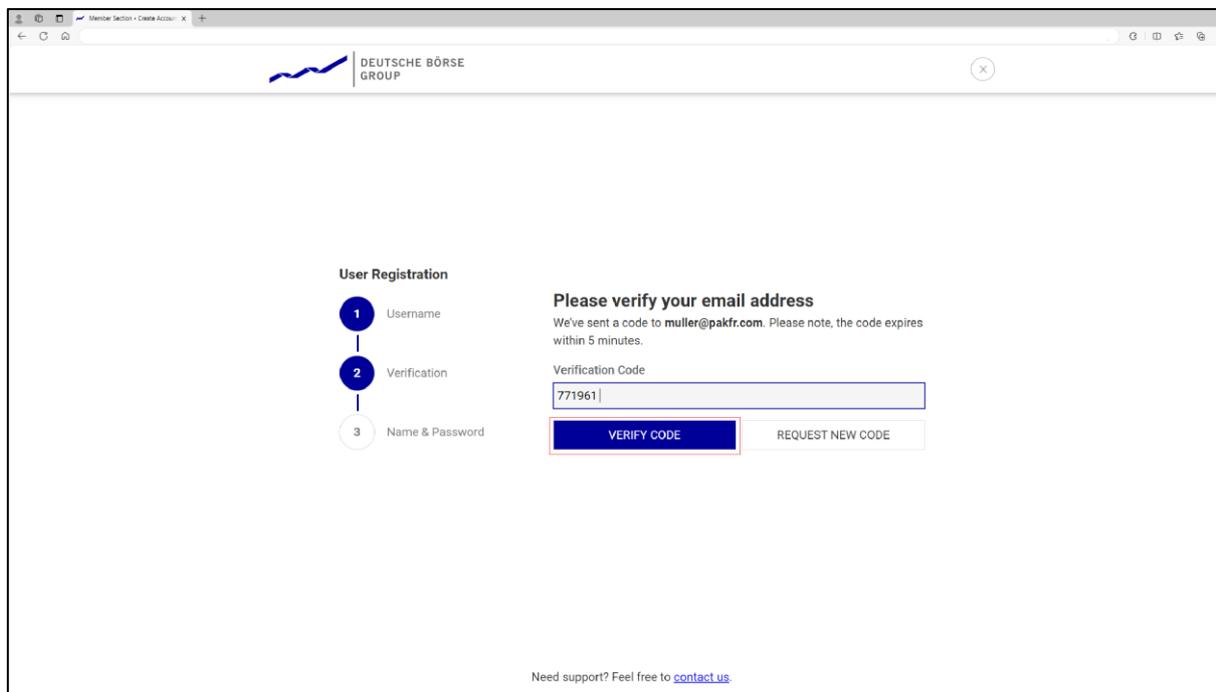


Fig 3: User Registration > Username selection

#### Step 4

- 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](mailto:member.section@deutsche-boerse.com) with the subject 'Member Section Team: Your verification code'.  
Note: If you do not receive a verification code, please ensure you are using the correct email and then click REQUEST NEW CODE shown below.
- 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.

Example below (See Fig 4):



The screenshot shows a web browser window with the Deutsche Börse Group logo at the top. The page is titled "User Registration" and displays a progress indicator with three steps: 1. Username, 2. Verification, and 3. Name & Password. The current step is "Verification", which is highlighted with a blue circle. The main content area is titled "Please verify your email address" and includes the text: "We've sent a code to [muller@pakfr.com](mailto:muller@pakfr.com). Please note, the code expires within 5 minutes." Below this text is a "Verification Code" input field containing the number "771961". To the right of the input field are two buttons: "VERIFY CODE" (highlighted with a red border) and "REQUEST NEW CODE". At the bottom of the page, there is a link: "Need support? Feel free to [contact us](#)."

Fig 4: User Registration > Verification code

## Step 5

- Enter your first and last name on the next screen as indicated in the form below. (See Fig 5)
- Create a password which fulfils the requirements listed on the screen. Re-enter your password.
- Click on CREATE.

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### Please enter your name and password

**User Registration**

- 1 Username
- 2 Verification
- 3 Name & Password

First Name:

Last Name:

Password:

Confirm 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 of the Member Section of Deutsche Börse Group](#) and [Privacy Notice](#)

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

Fig 5: User Registration > Name & Password

- In the next screen (See Fig 6), you will get a confirmation of the successful creation of your account.
- Please click LOGIN to complete your registration.

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### Registration

- 1 Username
- 2 Verification
- 3 Name & Password

## Your account is ready

Please click on "Login" to complete your registration.

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

Fig 6: User Registration > Confirmation page

## 2.3 1<sup>st</sup> 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”.

Example below (See Fig 7):

The screenshot shows a web browser window with the URL 'Member Section Self Registration'. The page title is 'Complete Account'. The main content area is divided into three sections:

- Organisational Data:** A single input field for 'Company Member ID' containing the text 'PACFR'.
- Personal Data:** A series of input fields: 'Title' (dropdown menu with 'Mr' selected), 'First Name' (text input with 'mular'), 'Last Name' (text input with 'PACFR'), 'E-mail' (text input with 'mular@pacfr.com'), 'Date of Birth' (calendar icon and text input with '28.04.1983'), 'Phone' (text input with '+43 4343 54543'), and 'Mobile' (text input with '+').
- Additional Data:** A question 'Did an access to the Member Section exist before?' with radio buttons for 'Yes' and 'No' (selected). Below it is a 'Function' field with the placeholder 'Enter your job position'. At the bottom of this section is a consent statement: '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 admission 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.' Below this is a checked radio button for 'Yes, I agree' and an unchecked one for 'No, I do not agree'.

At the bottom right of the form, there are 'Logout' and 'Submit' buttons.

Fig 7: Member Section > Completion of account screen

## Member Section

# Login Settings/ additional two-factor authentication set-up

### 3. Login Settings/additional two-factor authentication set-up

It is possible to set up further methods for two-factor authentication at any time after your successful registration. Namely, via SMS or the Microsoft Authenticator App.

#### 3.1 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 and receive your verification code via SMS. 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.

Example below (See Fig 8):

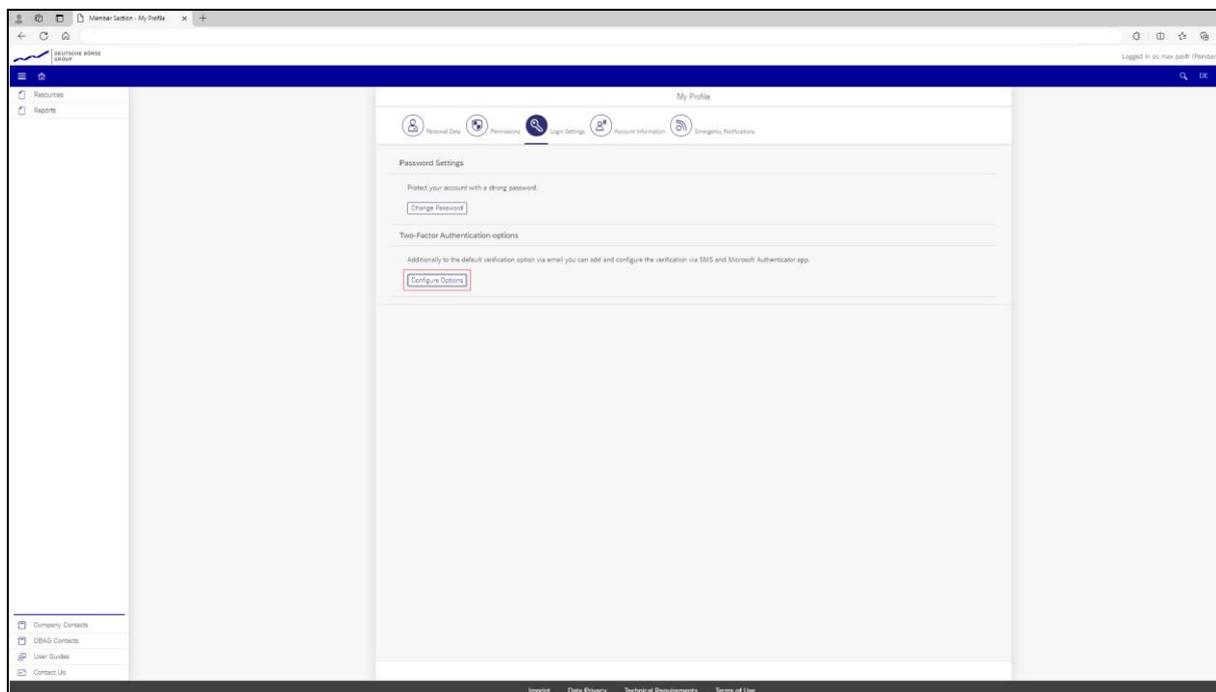


Fig 8: Member Section > My Profile > Login Settings screen

## 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 (See Fig 9).

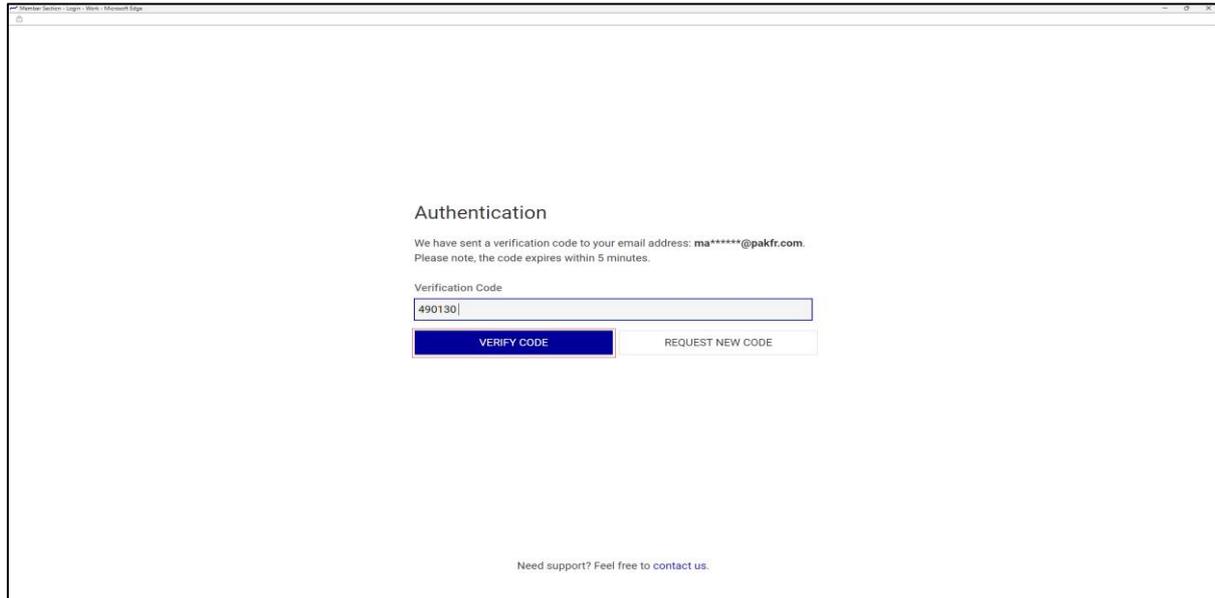


Fig 9: Authentication screen.

## Step 3

- Select the “Authentication via SMS” method and click on CONTINUE.

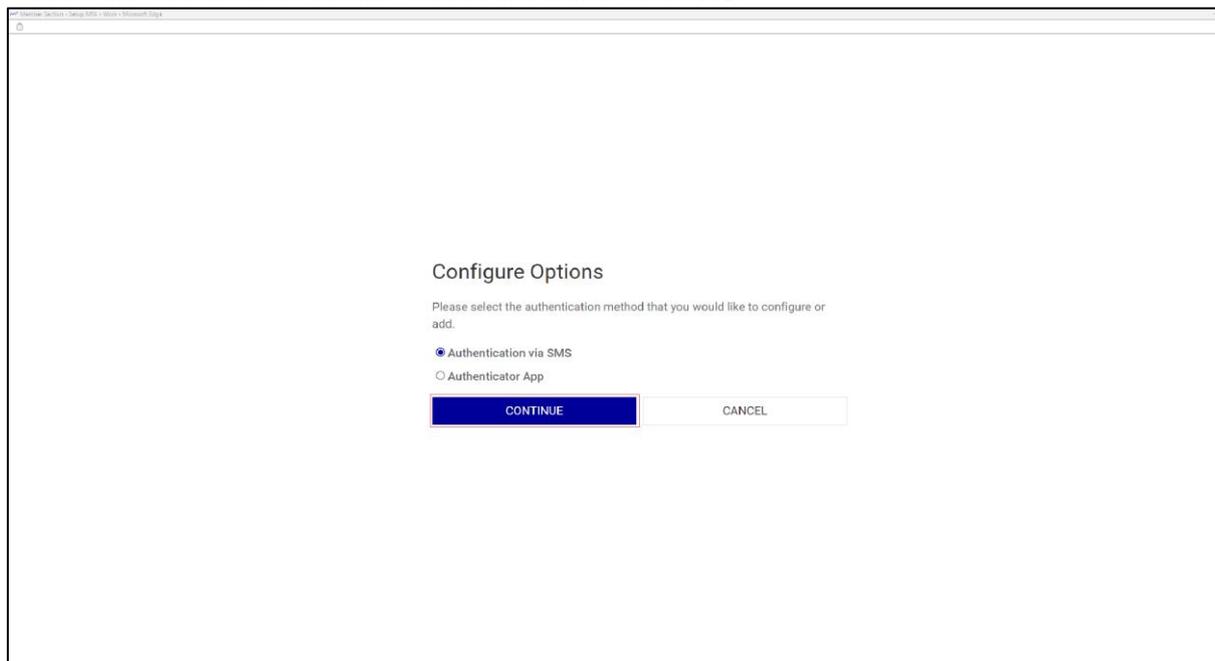


Fig 10: Configure Options screen.

#### Step 4

- Select your country code and enter your phone number.
- Click on SEND CODE (See Fig 11).

**Please add your phone number**

Country Code  
Country/Region

Phone Number  
Enter phone number

SEND CODE CANCEL

Need support? Feel free to contact us.

Fig 11: Adding phone number screen.

#### 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 (See Fig 12).

**Please verify your phone number**

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

Verification Code  
454654645

VERIFY CODE REQUEST NEW CODE

Need support? Feel free to contact us.

Fig 12: Verification of phone number

- 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).

### 3.2 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.
- Press the button CONFIGURE OPTIONS.

Example below (See Fig 13):

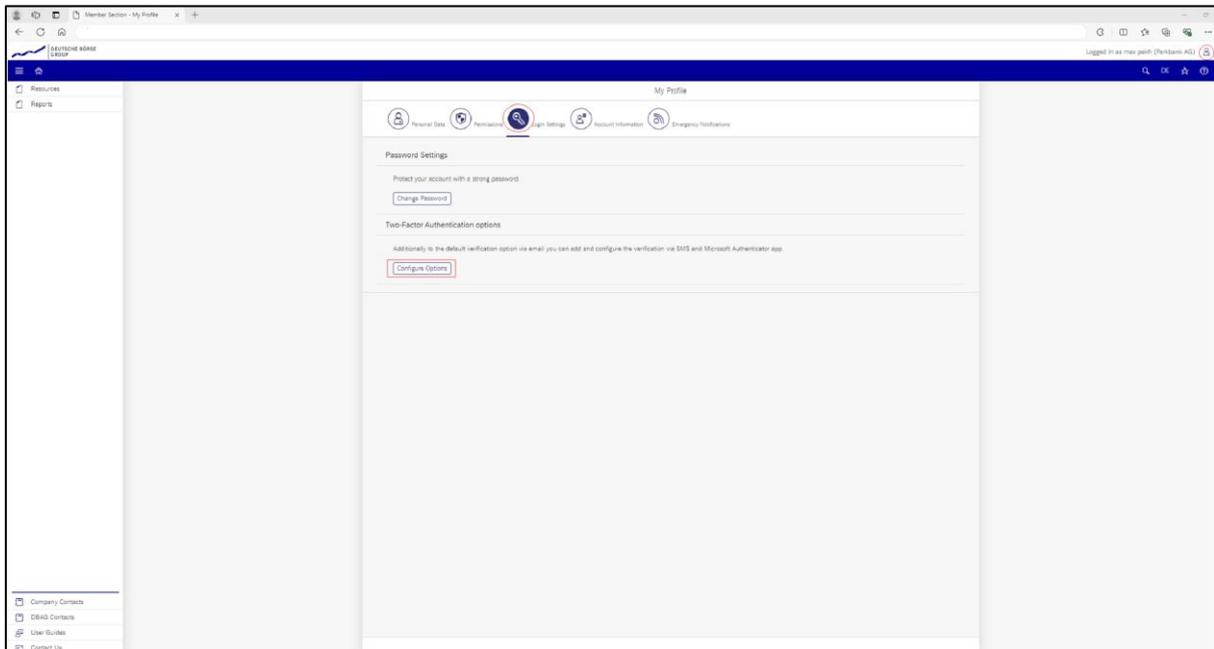


Fig 13: Member Section > My Profile > Login Settings screen

## 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 (See Fig 14).
- If you did not receive a verification code, please click REQUEST NEW CODE. Then please follow the instruction mentioned above (step 2).

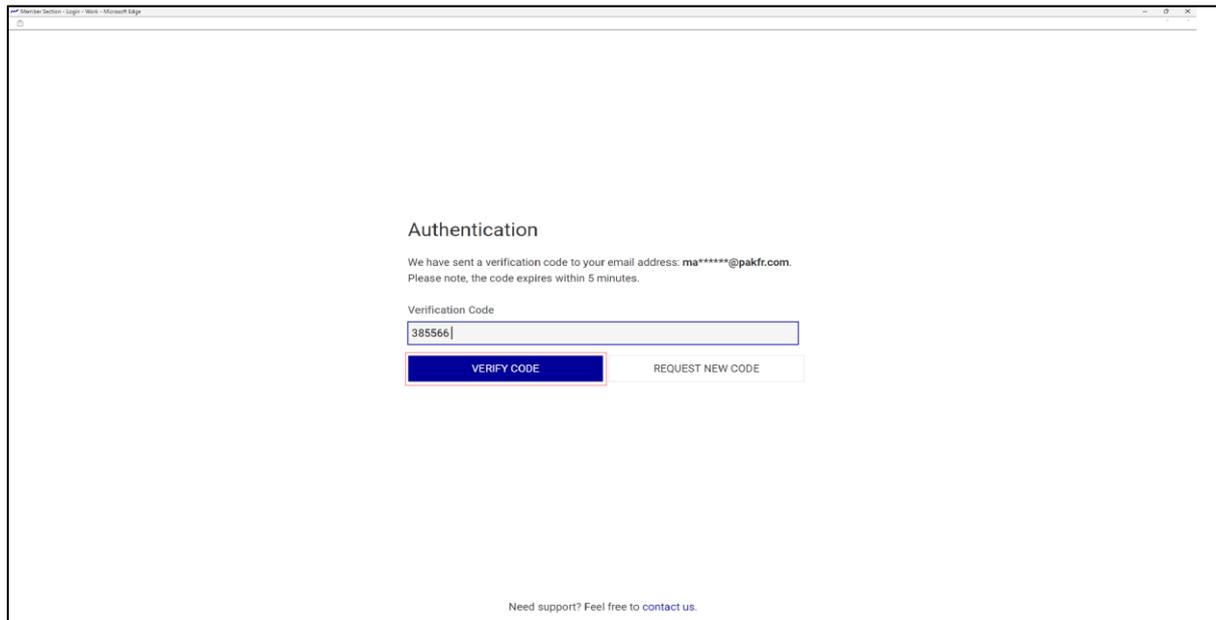


Fig 14: Authentication screen

## Step 3

- Select the “Authenticator App” method and click on CONTINUE (See Fig 15).

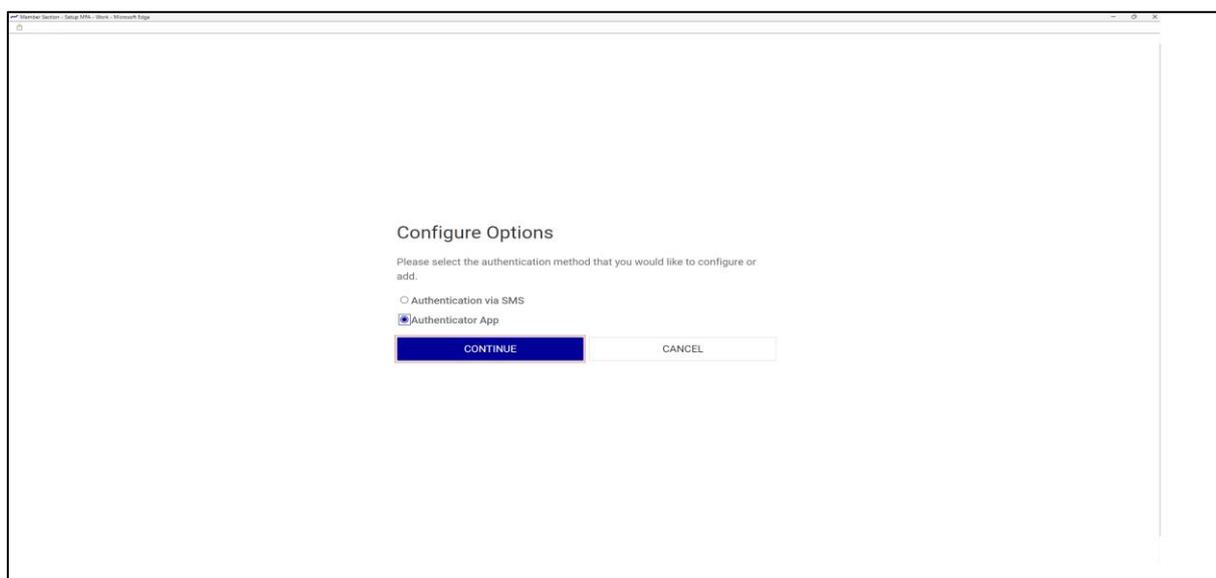


Fig 15: Configure Options screen.

#### Step 4

- Download the Microsoft Authenticator App from the App Store or Google Play Store (See Fig 16).
- Scan the QR code which is displayed on the screen with the Microsoft Authenticator App and click on CONTINUE.

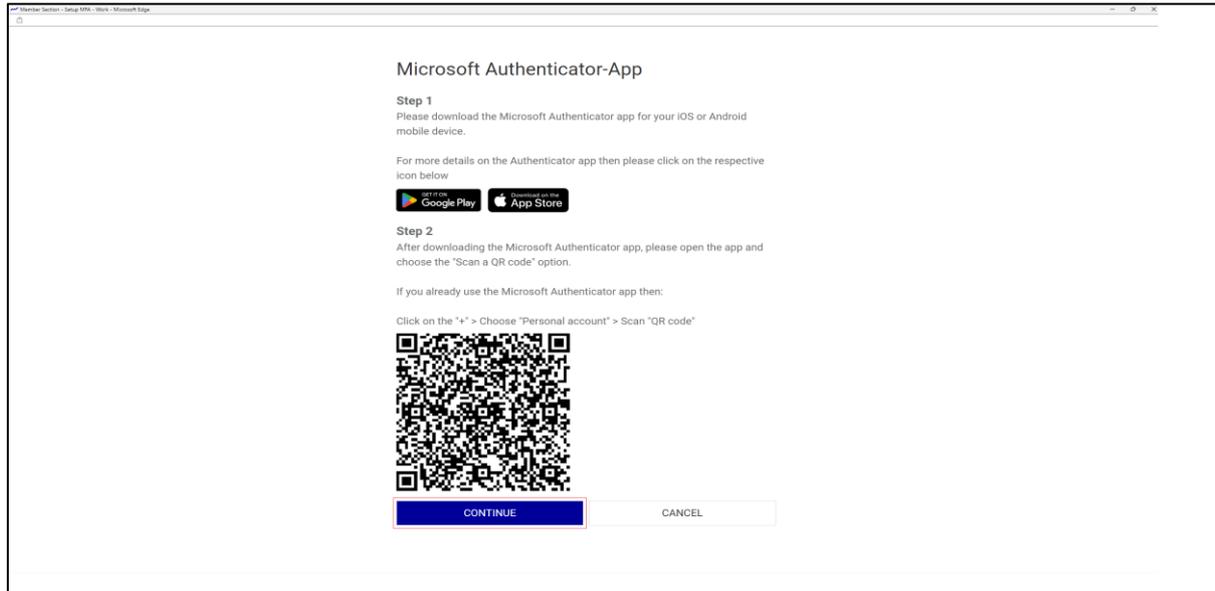


Fig 16: Microsoft Authenticator App

#### 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 (See Fig 17).

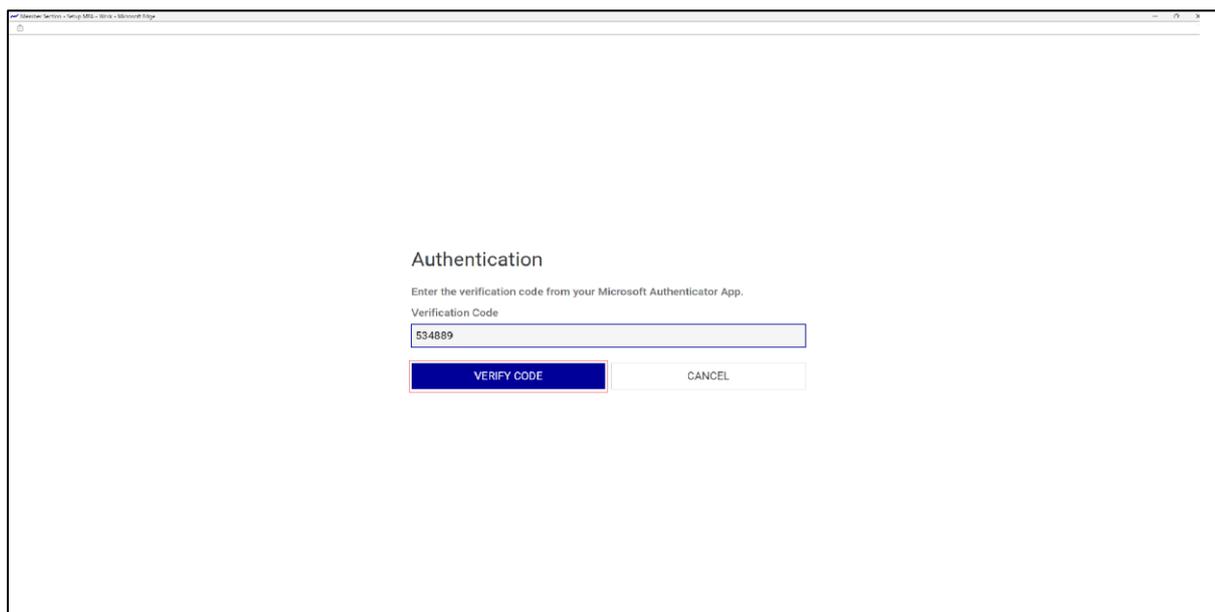


Fig 17: Authentication screen

### 3.3 My Profile Section – Change Password

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.
- Press the button CHANGE PASSWORD.

Example below (See Fig 18):

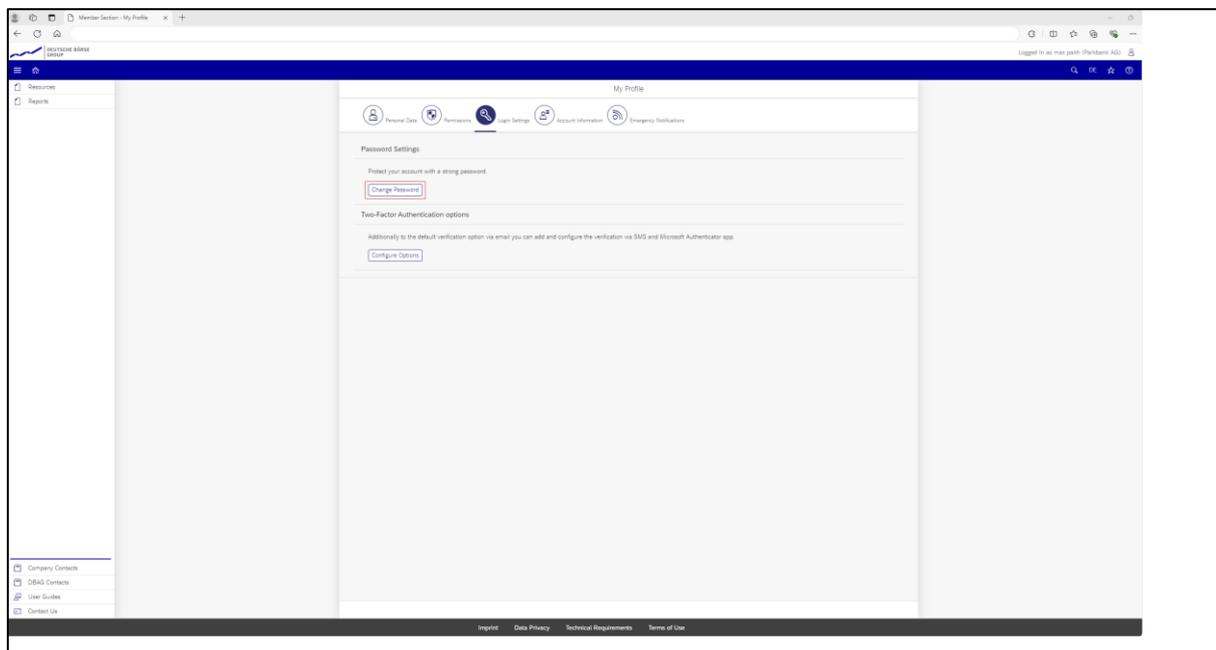
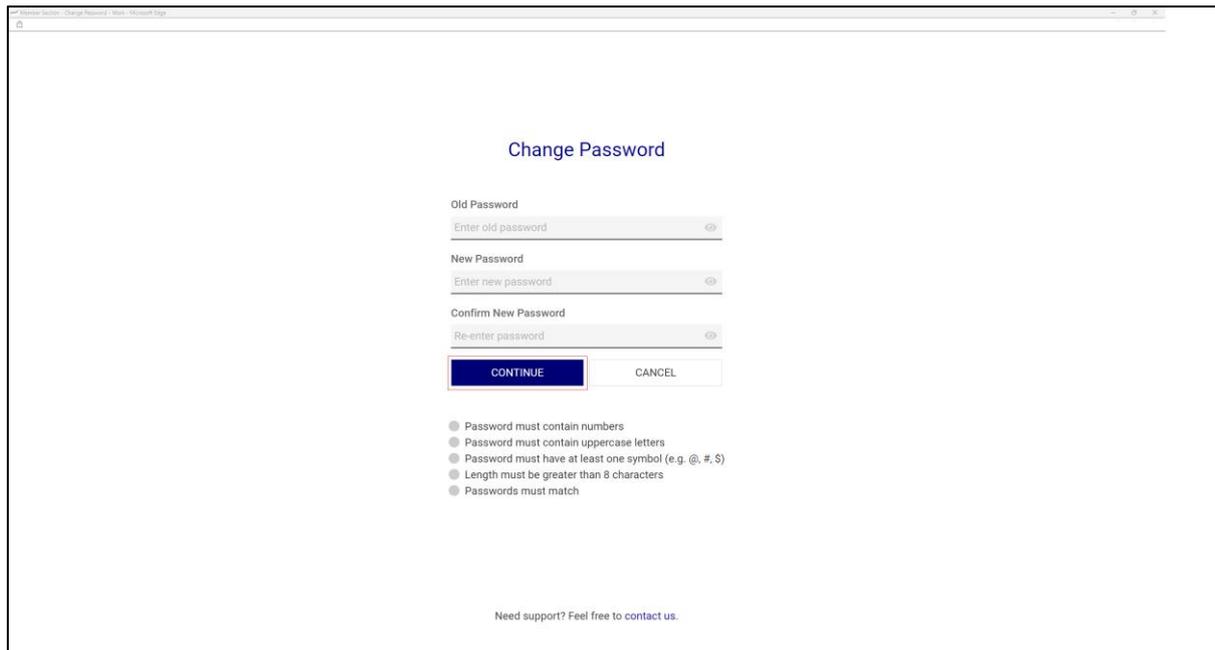


Fig 18: Member Section > My Profile > Login Settings screen

## 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 (See Fig 19).



Change Password

Old Password  
Enter old password

New Password  
Enter new password

Confirm New Password  
Re-enter password

**CONTINUE** CANCEL

- 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.

Fig 19: Change password screen.

# Member Section

## Login to the Member Section

### 4. 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.

## 4.1 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.

Example below (See Fig 20):

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### Member Section Login

Username  
max@pakfr.com

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

**LOG IN**

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

Need support? Feel free to contact us.

Fig 20: Member Section Login

### Step 3

- Select "Email" method and click on CONTINUE (See Fig 21).

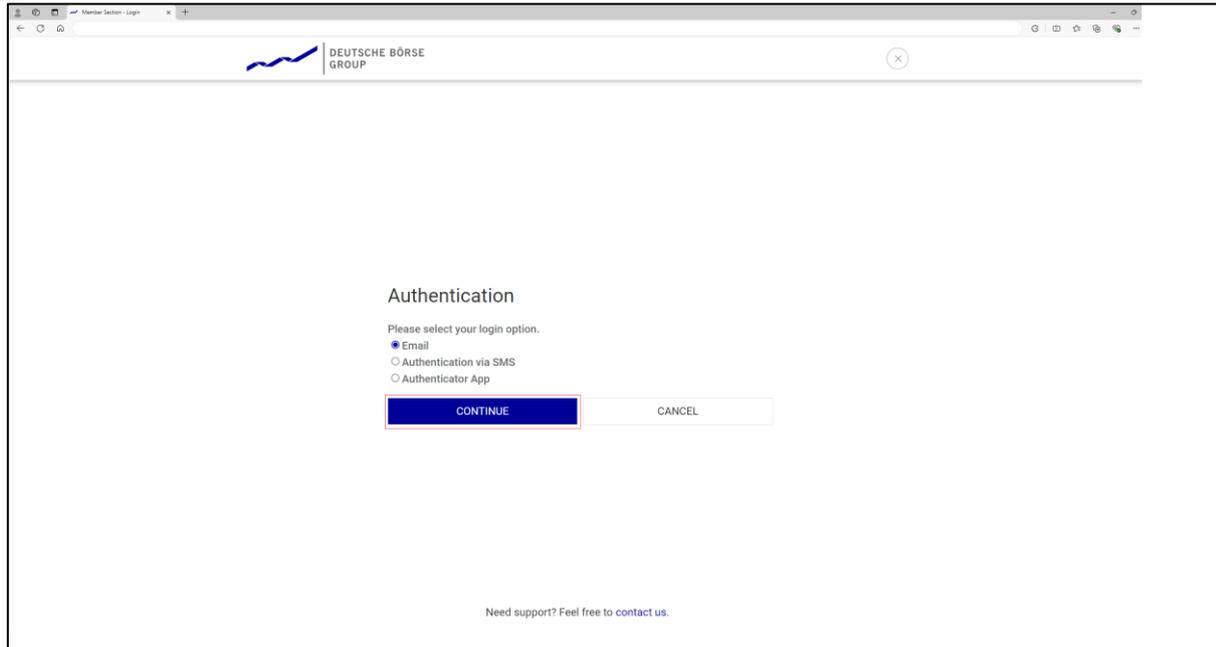


Fig 21: Authentication screen > Email authentication

- 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](mailto: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.

#### 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. (See Fig 22).

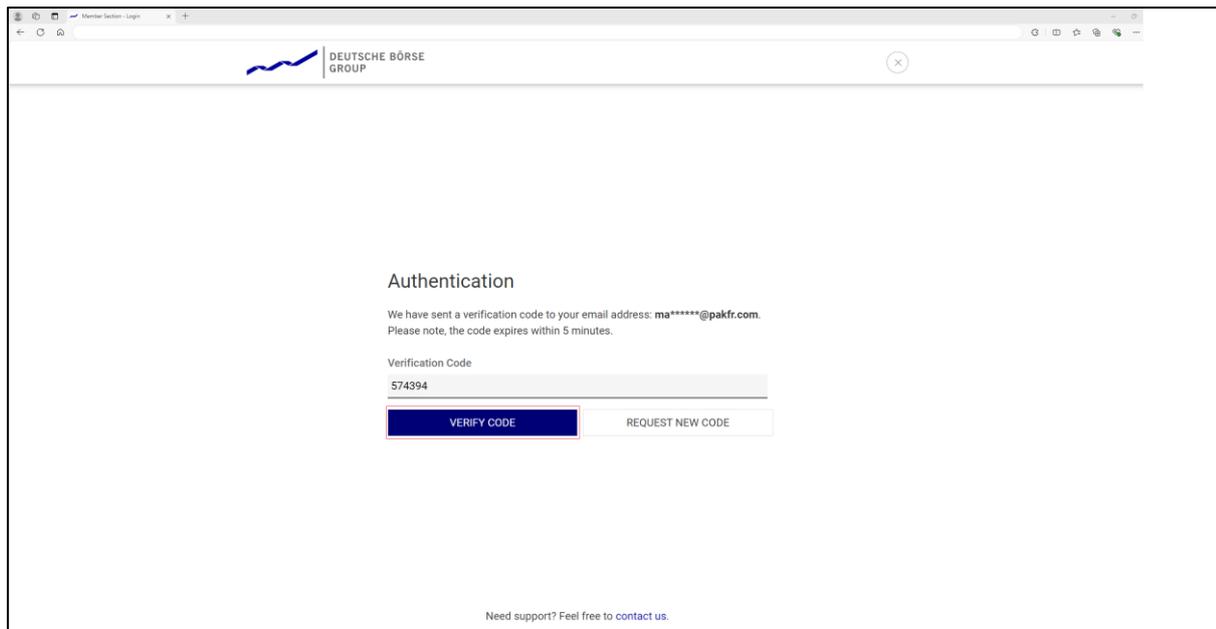


Fig 22: Authentication screen

- 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.](#)

#### 4.2 Login with SMS

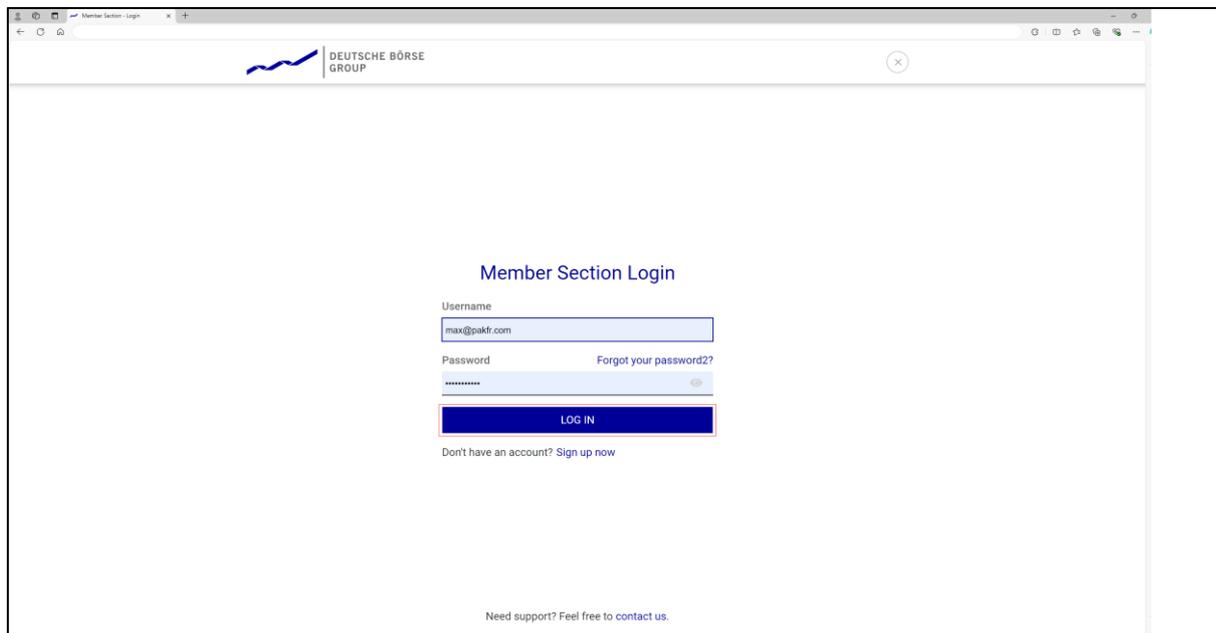
After activating the SMS verification in the Member Section via MY PROFILE, this verification option will appear during the login process. This authentication option requires your valid mobile number to receive a verification code on your mobile. The SMS code will be sent by msverify.

##### 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 (See Fig 23).

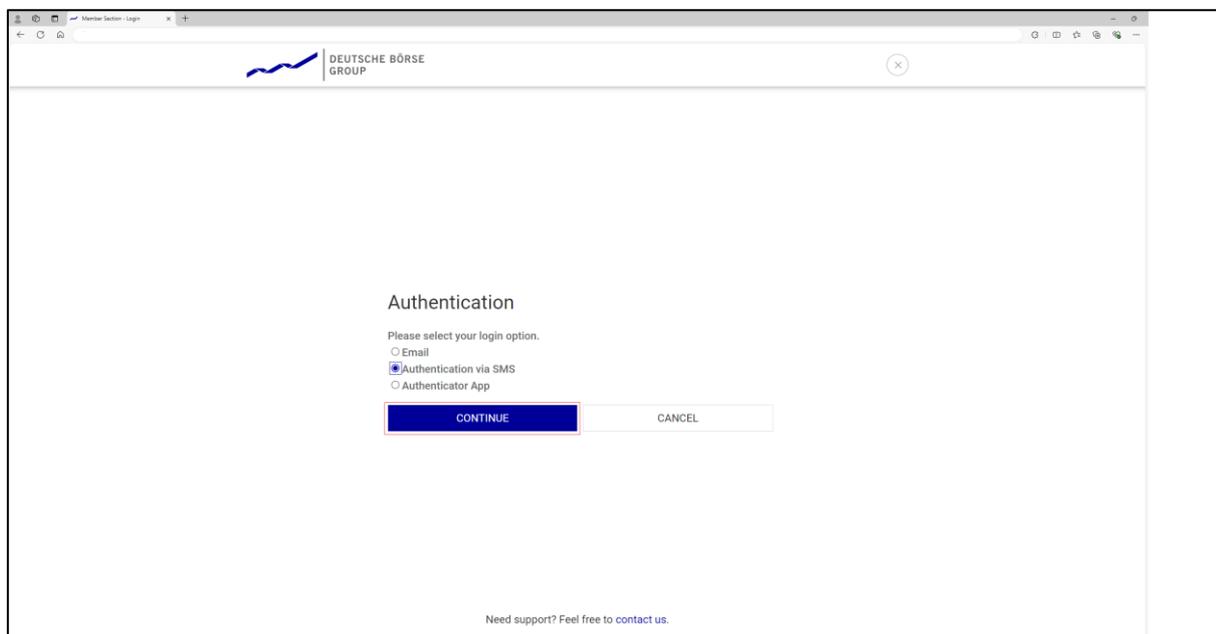


The screenshot shows a web browser window with the Deutsche Börse Group logo in the top left. The main heading is "Member Section Login". Below this, there are two input fields: "Username" with the value "max@pakfr.com" and "Password" with masked characters. A "Forgot your password?" link is next to the password field. A blue "LOG IN" button is positioned below the password field. Below the button, there is a link: "Don't have an account? Sign up now". At the bottom of the page, there is a footer: "Need support? Feel free to contact us."

Fig 23: Member Section Login screen.

### Step 3

- Select AUTHENTICATION VIA SMS method and click on CONTINUE (See Fig 24).



The screenshot shows the "Authentication" screen. The heading is "Authentication". Below it, the text says "Please select your login option." There are three radio button options: "Email", "Authentication via SMS" (which is selected), and "Authenticator App". Below the options are two buttons: a blue "CONTINUE" button and a white "CANCEL" button. At the bottom of the page, there is a footer: "Need support? Feel free to contact us."

Fig 24: Authentication screen > Authentication via SMS

#### Step 4

- Click SEND CODE on the next screen (See Fig 25).

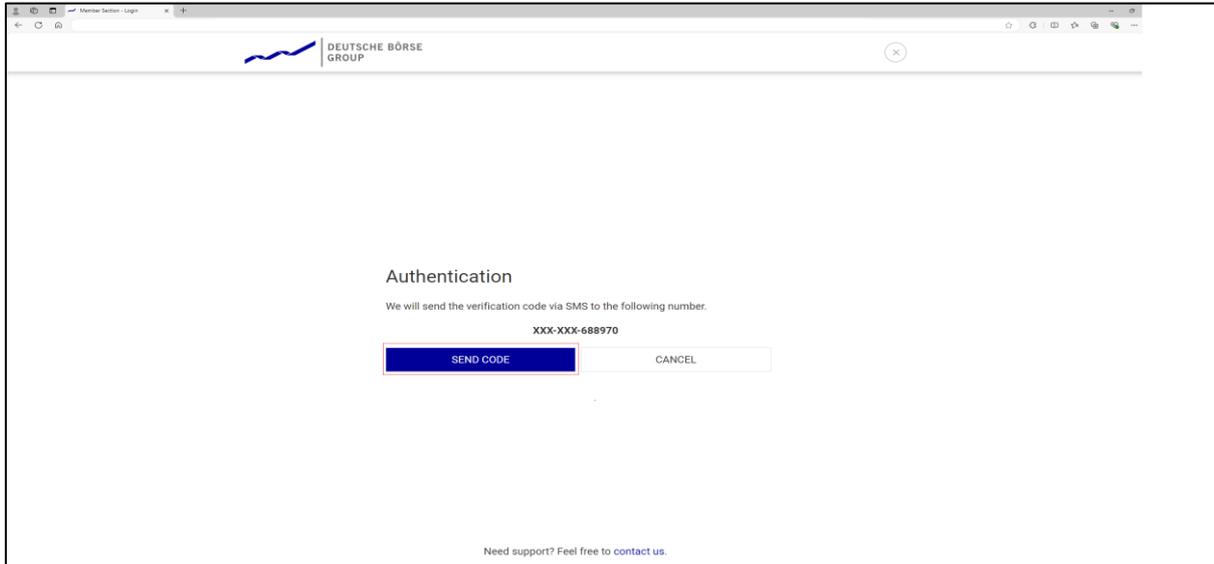


Fig 25: Authentication screen > SMS

#### 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 (See Fig 26).

Note: If you did not receive a verification code, please click REQUEST NEW CODE. Then please follow the instruction mentioned above (step 5).

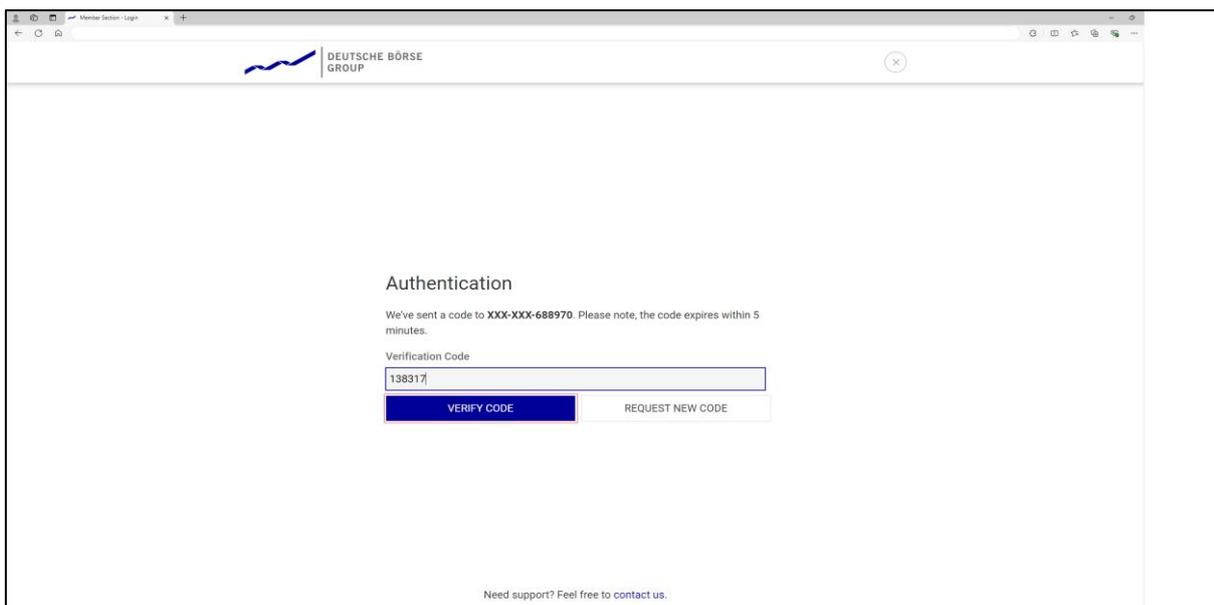


Fig 26: Authentication screen

### 4.3 Login with Authenticator App

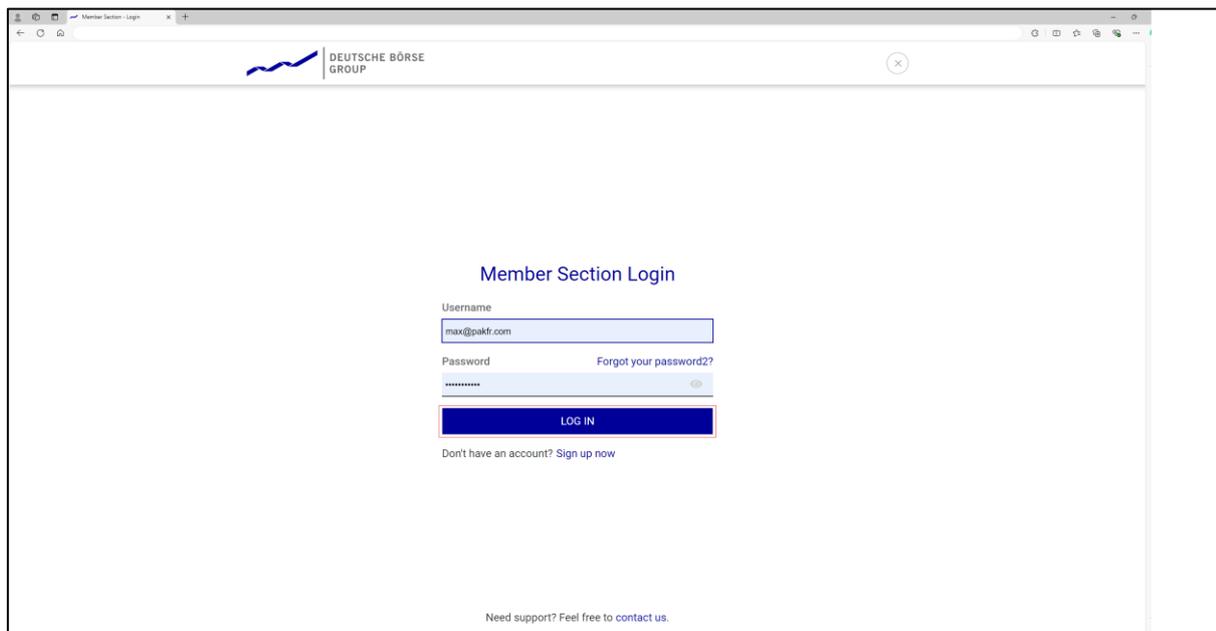
The third option to verify your account is the Microsoft Authenticator App. To verify via the authenticator application, you need to first enable the option under the MY PROFILE section and download the Microsoft Authenticator App on your mobile device. The app can be downloaded via the Google Play Store 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 (See Fig 27).



Member Section Login

Username  
max@paktf.com

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

**LOG IN**

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

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

Fig 27: Member Section Login.

### Step 3

- Select the method AUTHENTICATOR APP as shown below for your authentication and click on CONTINUE (See Fig 28).

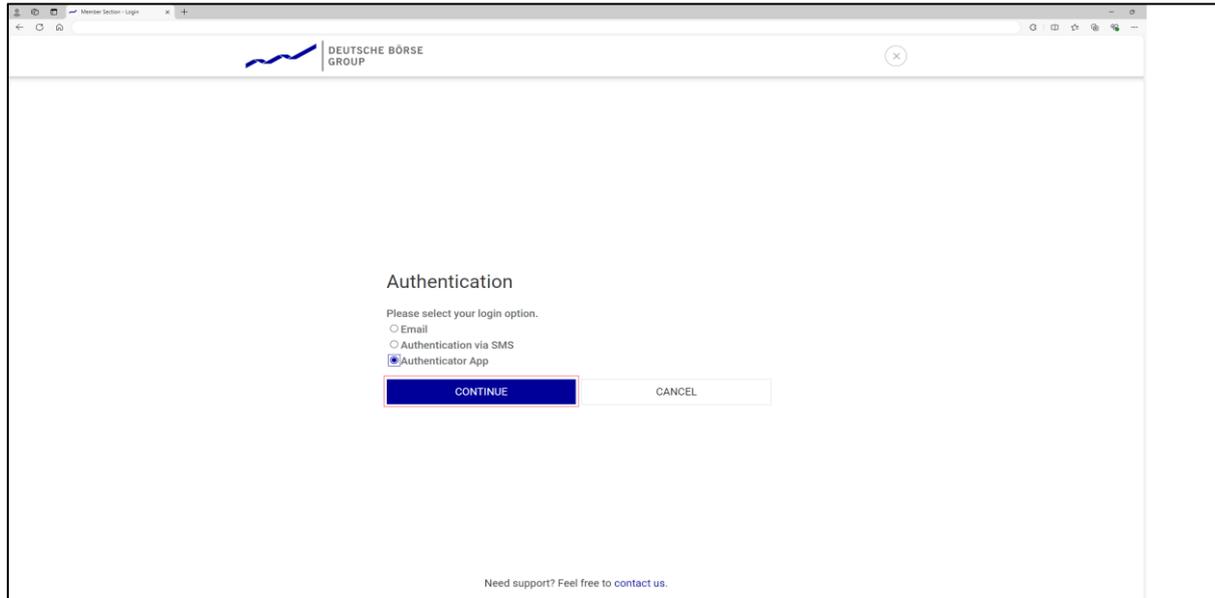


Fig 28: Authentication screen > Authentication App

#### 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 (See Fig 29).

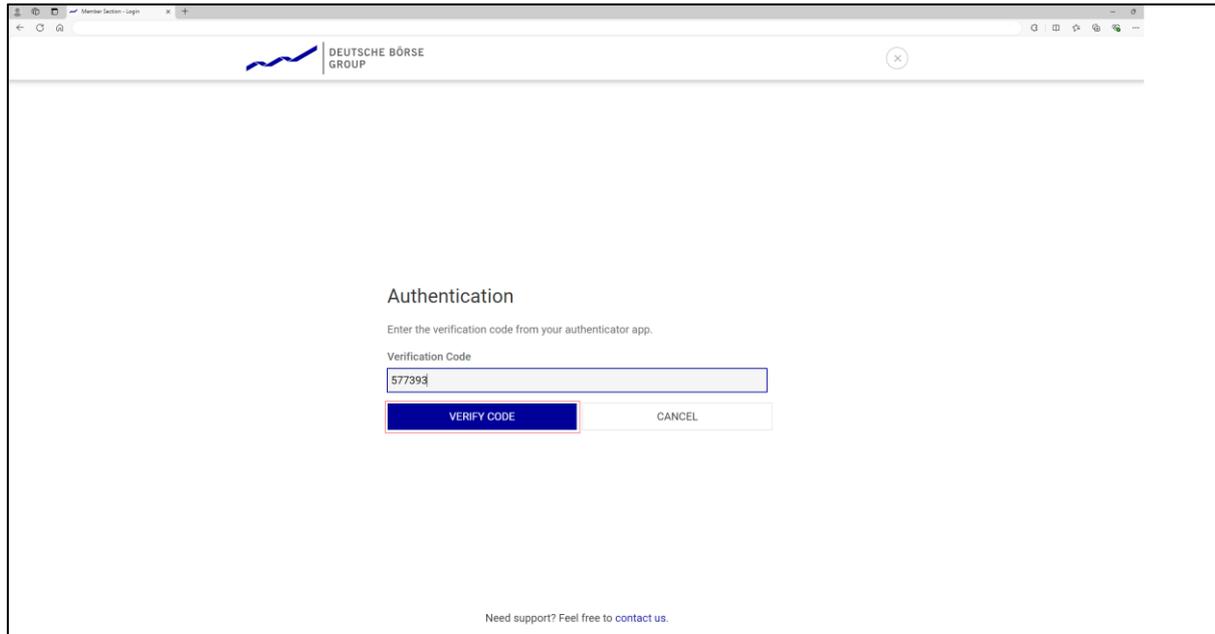


Fig 29: Authentication screen

- 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.](#)

## 5. Reset password for the Member Section

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

### 5.1 Reset password

#### Step 1

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

#### Step 2

- Click on FORGOT YOUR PASSWORD (See Fig 30).

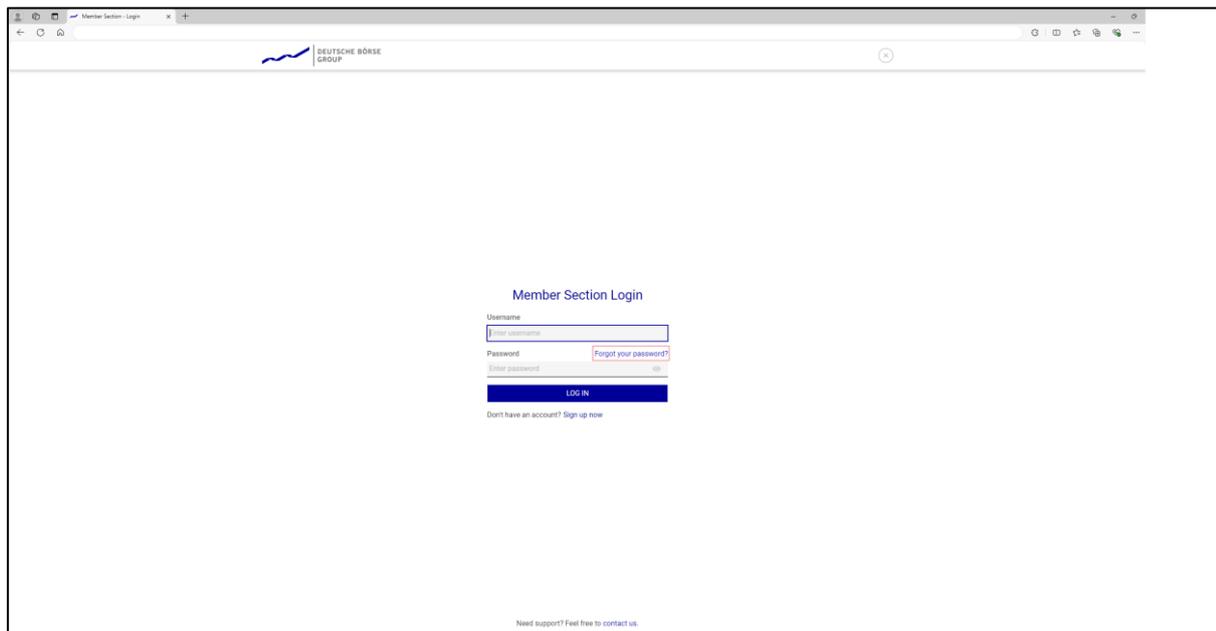
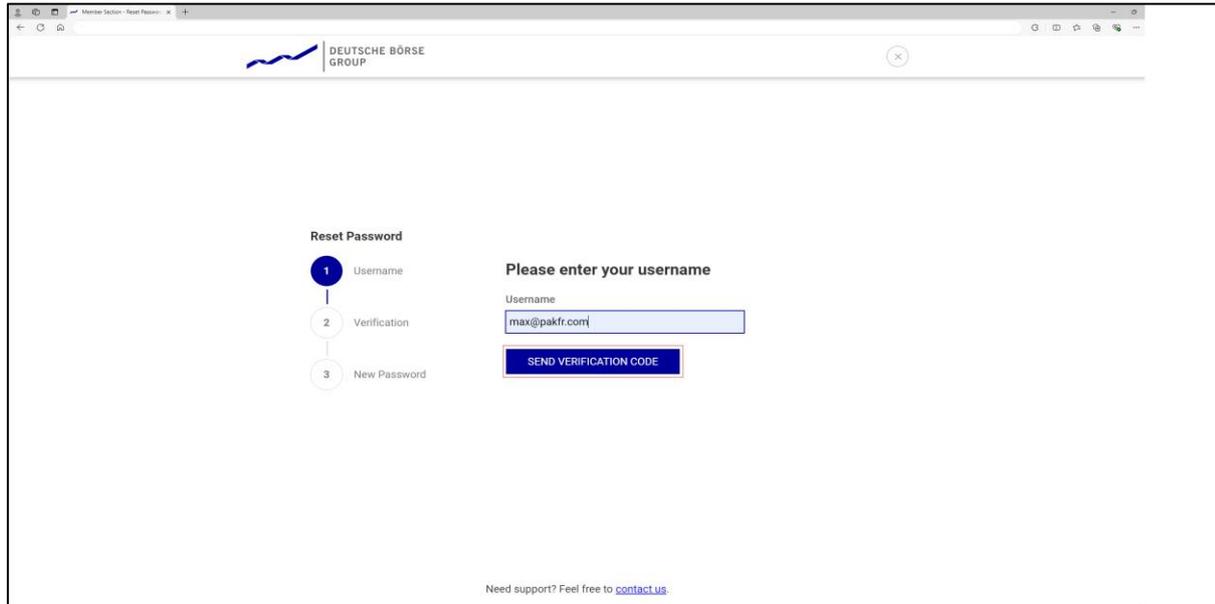


Fig 30: Member Section Login screen

### Step 3

- Enter your username (your registered email address).
- Click on SEND VERIFICATION CODE (See Fig 31).



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**Reset Password**

1 Username

2 Verification

3 New Password

**Please enter your username**

Username

max@pakfr.com

**SEND VERIFICATION CODE**

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

Fig 31: Reset Password screen

### Step 4

- Open your email inbox.
- Copy the code and enter it in the respective field as highlighted below and click on VERIFY CODE (See Fig 32).
- If you did not receive a verification code, please click REQUEST NEW CODE. Then please follow the instruction mentioned above (step 4).

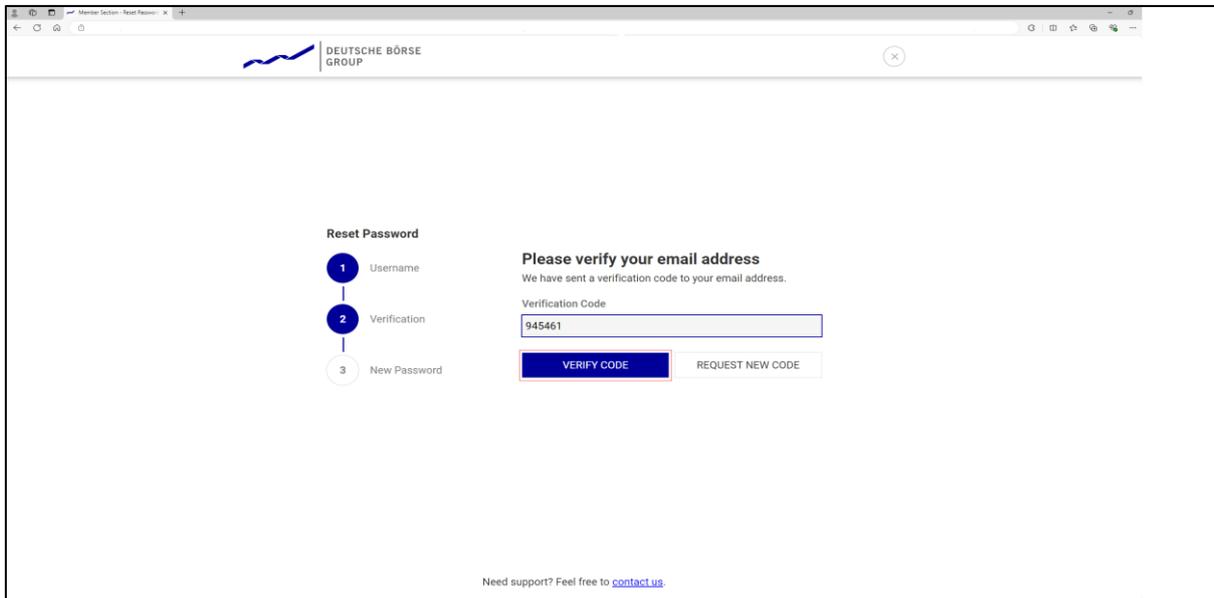


Fig 32: Authentication screen

### Step 5

- Create a new password which fulfils the requirements listed below. Re-enter the password you created and click on CONTINUE (See Fig 33).

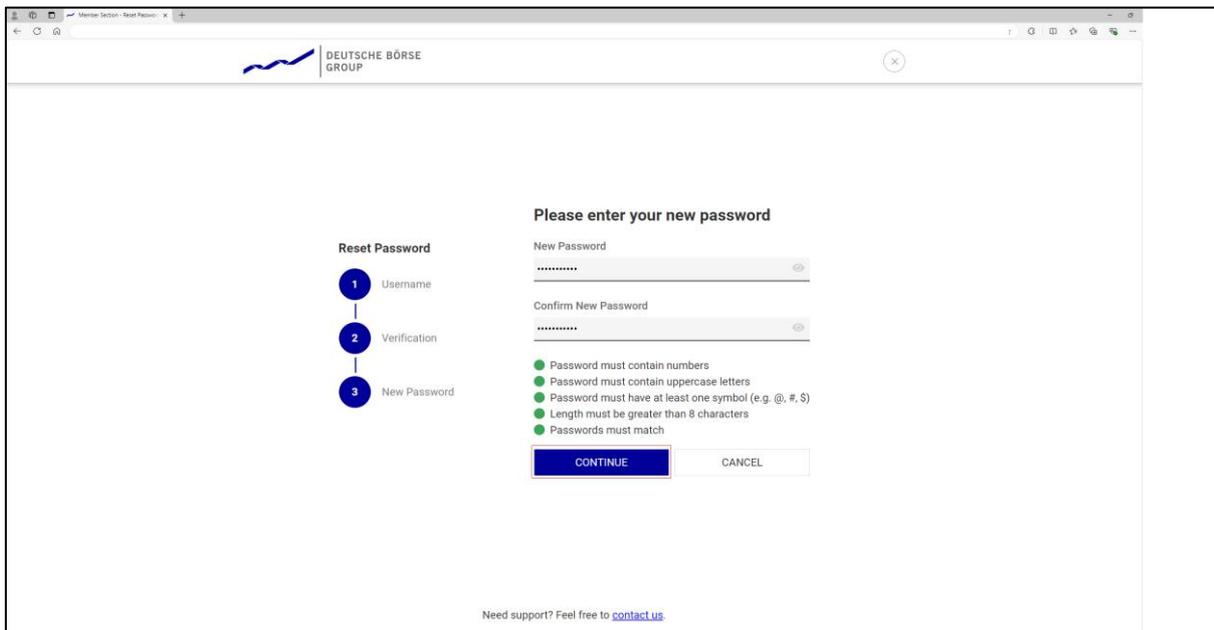


Fig 33: Password reset screen

## Step 6

- In the next screen, you will get a confirmation of the successful password reset (See Fig 34).

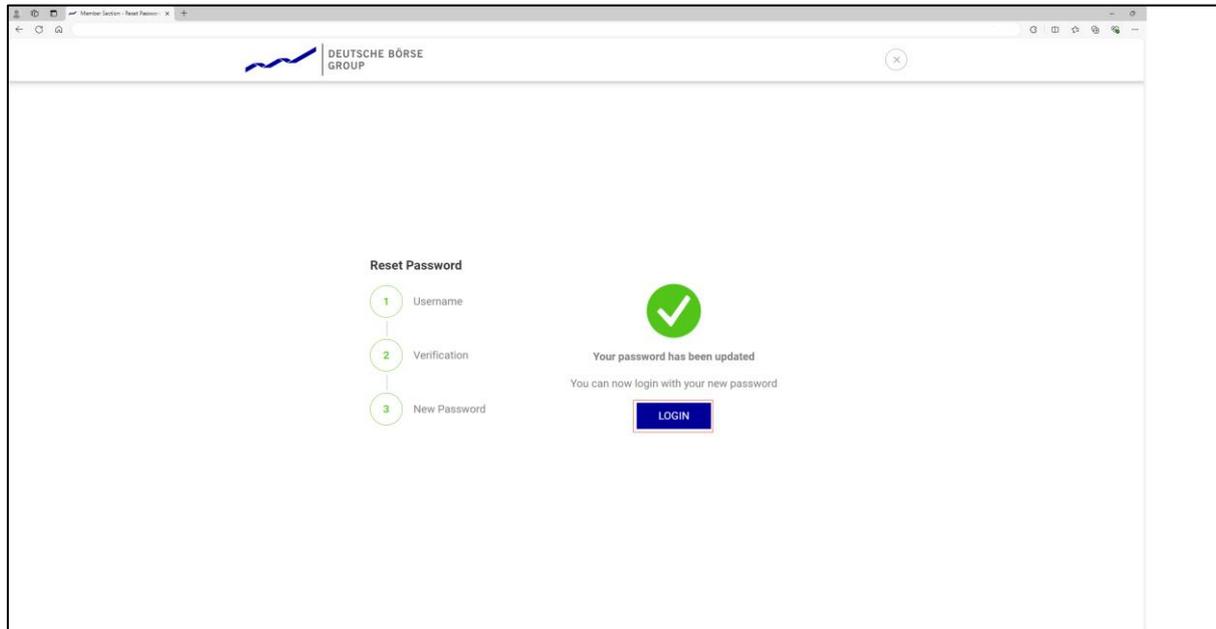


Fig 34: New Password confirmation screen

## Contact

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