



Member Section 2.0

Optimized Client Self Service Portal meets Improved System Performance

Deutsche Börse Member Section

User Login Guide

Version 1.1
February 2021

1. Login to the Member Section

The Member Section is equipped with a 2-factor-authentication as part of the login to increase security for the user's online activity. To access the Member Section of Deutsche Börse Group, the user can login via:

<https://membersection.deutsche-boerse.com/>

After logging in with your existing user account to the Member Section, you will automatically be asked to choose between Email or Mobile authentication. Both ways will provide you with a One Time verification Password (OTP) to enter the Member Section.

1.1. Login with Email OTP

Step 1

- Access the link: <https://membersection.deutsche-boerse.com/>
- Click on "LOGIN".

Step 2

- Provide the username (firstname.lastname@domain.com, example: tester.mustermann@musterbank.com) and password (this is the password you have changed via the link that has been sent to you by the Member Section Support Team)
- These are your credentials which will always remain the same.
- Click on "LOG IN".



LOG IN

[Forgot Password?](#)
[Reset Device Pairing?](#)

Step 3

- Now your email address has to be verified. An email with a One Time verification Password (OTP) will be send to your email address (the one you use as username).
 - Select how you would like to receive your One Time verification password – email or mobile.
 - When selecting the "Email OTP" option, click on "NEXT".
-



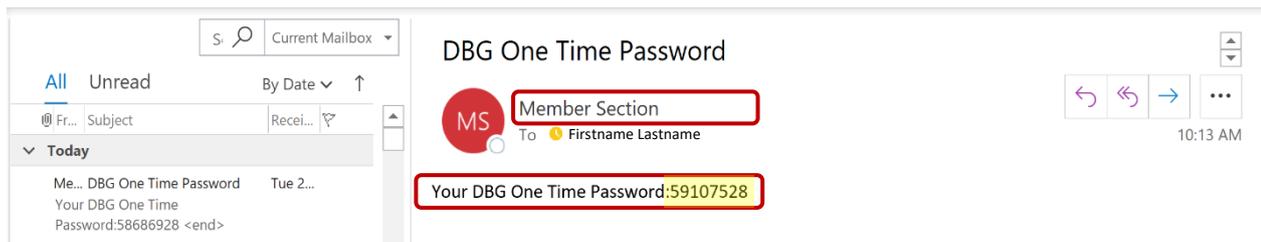
Select One Time Password

Email OTP Mobile OTP

NEXT

Step 4:

- An Email will be sent to your registered email account.
- Please switch to your email account and check for the recent One Time verification Password email from member.section@deutsche-boerse.com with the subject 'DBG One Time Password'.



- Copy the One Time verification Password (see the example above: The One Time Password is 59107528).
- Please insert the copied One Time verification Password (OTP) in the respective text field as shown below.
- Click on "LOG IN".



LOG IN

1.2. Login with Mobile OTP

In order to use the Mobile OTP authentication method, a smartphone with the installation of the “ForgeRock Authenticator” app is required. For iOS devices the app can be downloaded and installed via the App Store, and for Android devices via the Google Play Store.

Step 1:

- Access the link: <https://membersection.deutsche-boerse.com/>
- Click on “LOGIN”.

Step 2:

- Provide the username ([firstname.lastname@domain.com](#), example: [Tester.mustermann@musterbank.com](#)) and password (this is the password you have changed via the link that has been sent to you by the Member Section Support Team).
- These are your credentials which will always remain the same.
- Click on “LOG IN”.



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firstname.lastname@domain.com

.....

LOG IN

[Forgot Password?](#)
[Reset Device Pairing?](#)

Step 3:

- Now your email address has to be verified. An email with a One Time verification Password (OTP) will be sent to your email address (the one you use as username).
- Select how you would like to receive your One Time verification Password – email or mobile.
- When selecting the “Mobile OTP” option, click on “NEXT”.



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Select One Time Password

Email OTP Mobile OTP

NEXT

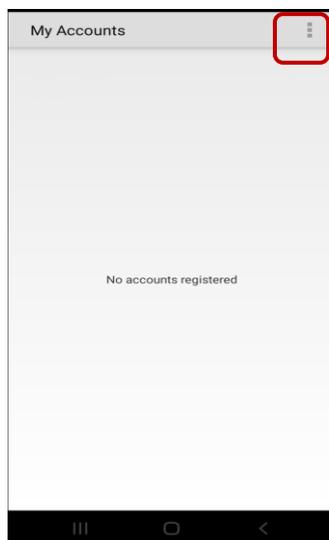
Step 4:

- If not already done please download and install the “ForgeRock Authenticator app” to your smartphone. For Android please download the application [here](#). For iOS please download the application [here](#).

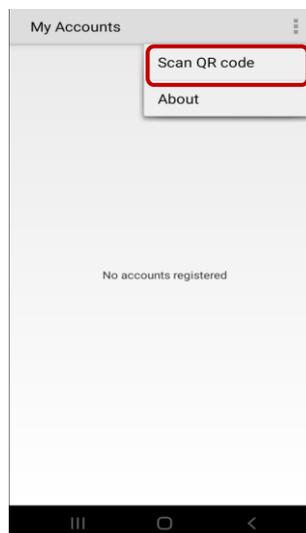


Step 5:

- Now you should register your Member Section user account in the ForgeRock Authenticator app.
- Open the ForgeRock Authenticator app and click on the three dots on the right hand side of the screen (refer to screen 1a).
- Please select “Scan the QR code” (refer to screen 1b).
- Please scan the QR code from the Member Section page with your smartphone (refer to screen 1c).



Screen: 1a



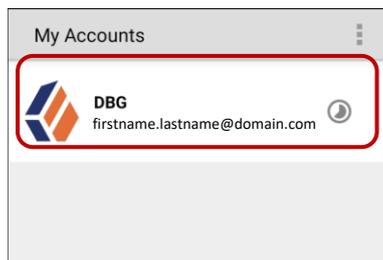
Screen: 1b



Screen: 1c

Step 6:

- Your Member Section user account details appear on your mobile screen after you have scanned the QR code (refer to screen 1d).
- Click on the account.
- A One Time verification Password code will be displayed.
- Please enter the displayed One Time verification Password on the Login page of the Member Section and enter it into the field as shown in screen 1e.



Screen: 1d



Screen: 1e

- **Once your user account has been registered in the ForgeRock Authenticator app, in future, you will only have to follow steps 4 and 5 – there is no need to scan the QR code again.**

Tutorial Video

Please also have a look at our explanatory videos for the login process of your choice:

- [Login with Email OTP](#)
- [Login with Mobile OTP](#)

In case of any further questions, please contact us via member.section@deutsche-boerse.com.
