Member Section 2.0
Optimised Client Self Service Portal meets Improved System Performance

Deutsche Börse Member Section

Login Guide

Version 1

1.   Login to the Member Section 2.0

Member Section 2.0 will be 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 the Deutsche Börse group, the user can login via

membersection.deutsche-boerse.com.

After login with your existing user account to the Member Section 2.0, you will automatically be asked to choose between Email or mobile phone authentication. Both ways will provide you with a One-Time-Password (OTP) to enter the Member Section 2.0.
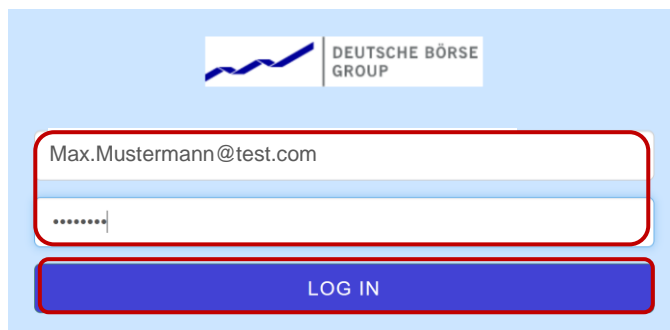
1.1.   Login with Email OTP

Step 1:

-    Access the link: membersection.deutsche-boerse.com.
-    Click on "Login".

Step 2:

-    Provide the username and password.
-    Click on "Login".

Step 3:

-    Select "Email OTP" and Click "Next".

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Step 4:

- An Email will be sent to your registered Email account.
- Please switch to your Email account and copy the OTP.
- Please insert the OTP.
- Click "Login".

1.2. Login with Mobile OTP

In order to use Mobile OTP 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: membersection.deutsche-boerse.com.
- Click on "Login".

Step 2:
- Provide the username and password.
- Click on "Login".

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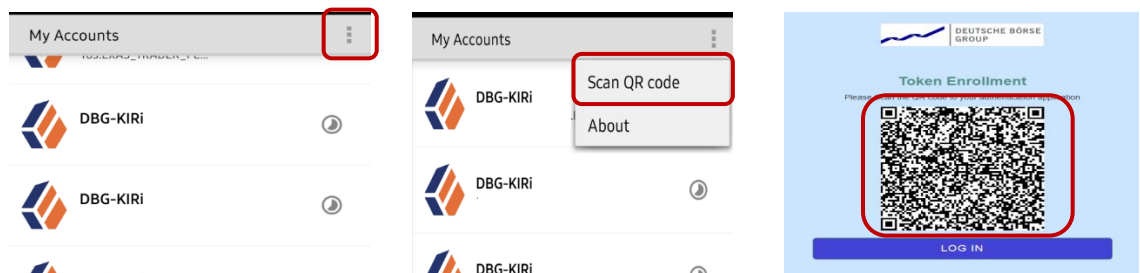
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Step 3:

- Select "Mobile OTP" and Click "Next".
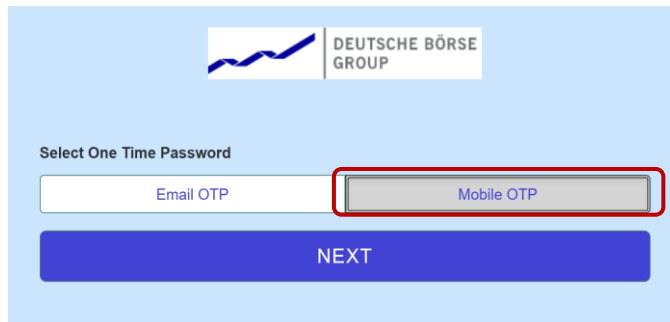
Step 4:

- If not already done: Please download and install the ForgeRock Authenticator app to your smart phone.

ForgeRock Authenticator
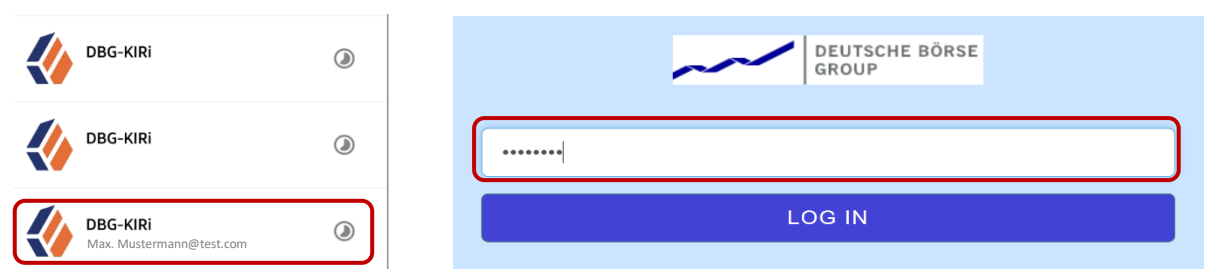Forgerock
★★★★★ 4.4 • 12 Ratings
Free

Step 5:

- Open the app and click on the three dots on the right-hand side of the screen.
- Please select "Scan the QR code".
- Please scan the QR code.

Step 6:

- The account details appear on your mobile screen
- Please select the account details and enter the OTP

- For any future login with the same user, steps 4 and 5 can be skipped - no need to scan the QR code again.