LONDON STOCK EXCHANGE

TURQUOISE

MEMBER PORTAL

Quick Start User Guide

Contents

For more detailed guidance on specific areas of the Member Portal, please refer to the following user guides available on the Member Portal information page:

Member Portal Technical Data Management Guide

Member Portal Short Code Long Code Mapping Guide

Member Portal Algorithmic Market Making Guide

Introduction

The Member Portal is an online communications tool for use by member firms of London Stock Exchange and Turquoise

The Member Portal is used by member firms to:

1. Manage their company data and contact details
2. Manage their trading profile and related trading identifiers
3. Configure technical access to trading systems.

The Member Portal is used by member firms of the following LSEG companies:

- London Stock Exchange
- Turquoise
- Turquoise Europe

Access

For access to the Member Portal, a member firm must first complete the relevant Member Portal Order Form or have completed this as part of their membership application; the order form together with related terms and conditions can be downloaded from the website.

Employees of member firms can be given access to the Member Portal as one of two user types:

1. **Super Users** are nominated upon registration or through completion of a Super User Request Form. A Super User can access all areas of the Member Portal with Read & Write permissions and can set-up and permission other users for their company. In addition, Super Users are notified when other users make updates to data for their company within the Member Portal. Removal of Super User access is managed through the completion of a Super User Removal form.

2. **Company Users** are set up by their company Super User and provided with access to the different modules within the Member Portal with either Read only or Read & Write permissions; Company Users are notified when updates are made to data for their company in the modules, they are permissioned to access.

Users can be permissioned to access multiple Member Portal trading venues.

If you require access to the Member Portal but don't know the identity of the Super User(s) for your company, please contact the Membership Team for further guidance.

Logging in

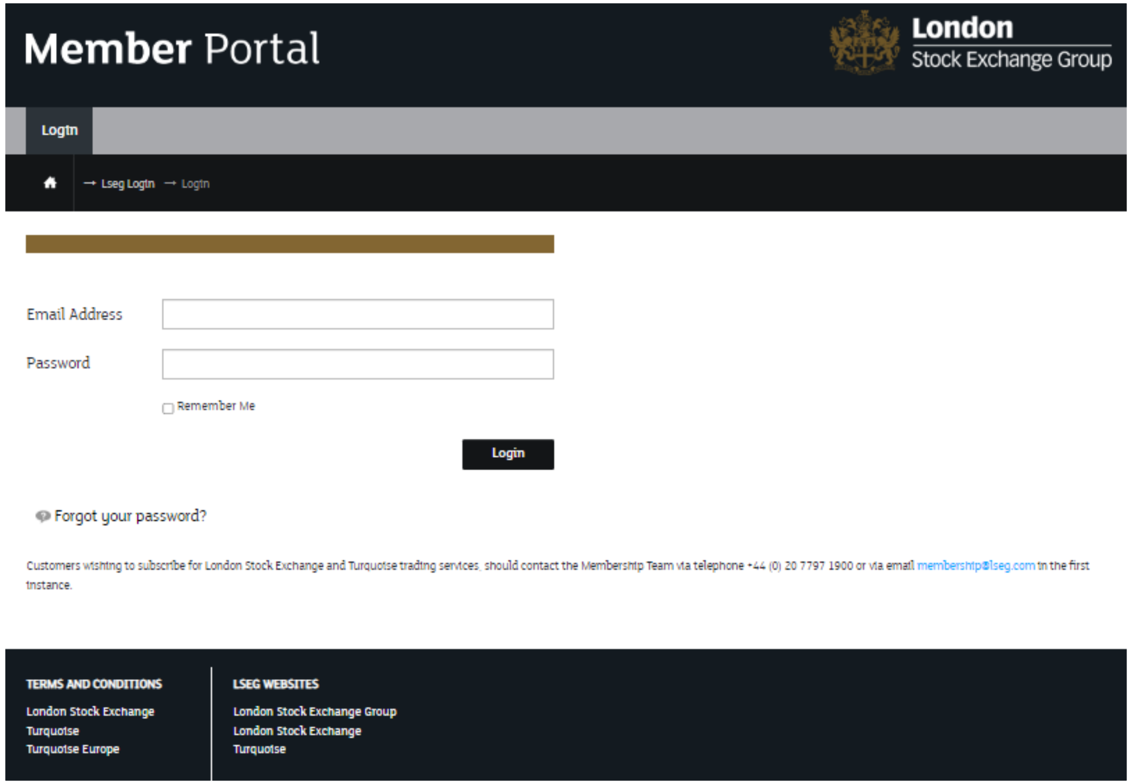
The Member Portal login page can be found at memberportal.lseg.com/

Initial access credentials will be sent to users via email – your username will be your company email address.

When logging in for the first time you will be prompted to change your password in line with the password guidelines:

- Passwords must contain a minimum of eight alphanumeric characters
- Passwords must contain a minimum of one uppercase letter, one lowercase letter and one special character
- Previous passwords cannot be reused.

If you have forgotten your password, please click on **Forgot your password?** and follow the instructions to reset your password.

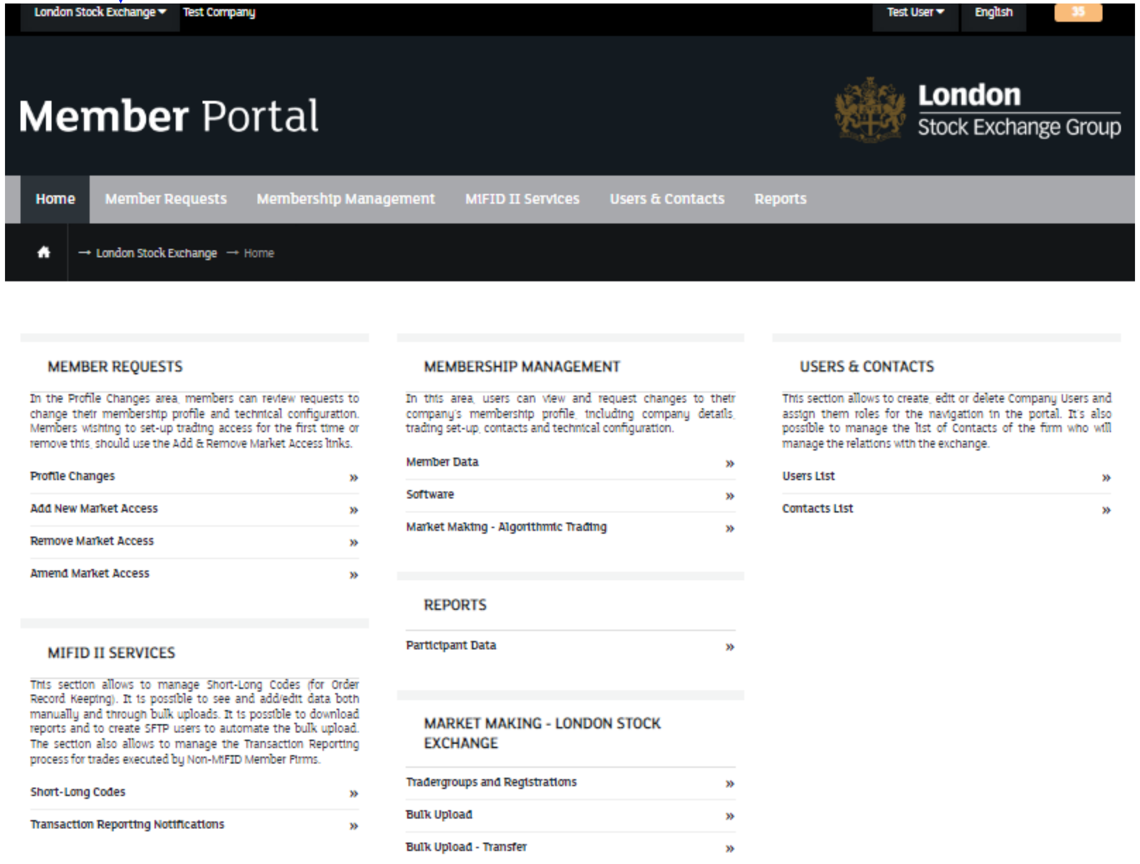


Getting started

Where a company is a member firm of multiple LSEG venues, users that have been permissioned to access multiple venues will be required to select London Stock Exchange, Turquoise or Turquoise Europe from their list of LSEG venues upon first logging in:

Other users will immediately be presented with the portal dashboard (shown right).

Site area indicates which LSEG trading venue you are accessing; users with appropriate permissions can switch between LSEG venues by clicking the down arrow and selecting the venue.



Getting started

Notifications

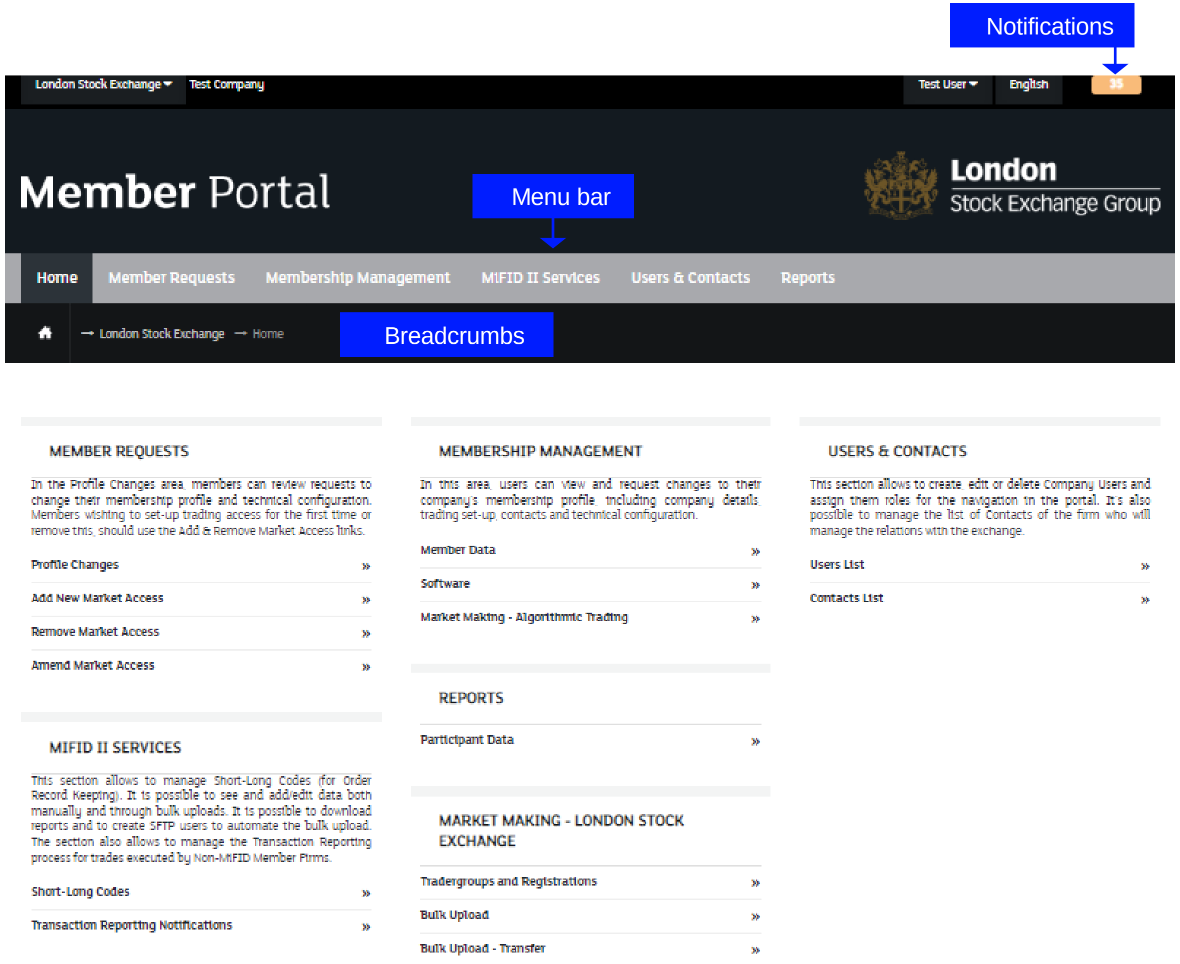
Found in the top right-hand corner of the title bar, notifications will be generated for any changes requested, approved or rejected for a firm's membership profile, trading configuration or company user management. For further information about notifications and their management please see the notification guide.

Menu bar

Allows users to navigate to all parts of the portal without having to return to the portal dashboard.

Breadcrumbs

These can be used as a secondary navigation tool that shows a user's location in the Member Portal. Clicking the Home button will return you to the portal dashboard.



Getting started

Member Requests

Users can view details of open and closed requests for profile changes and track these to completion. In addition, LSE member firms can add and remove access to cash and derivatives markets.

Membership Management

This area provides users with access to the different information about their company stored within the Member Portal.

Company User Management

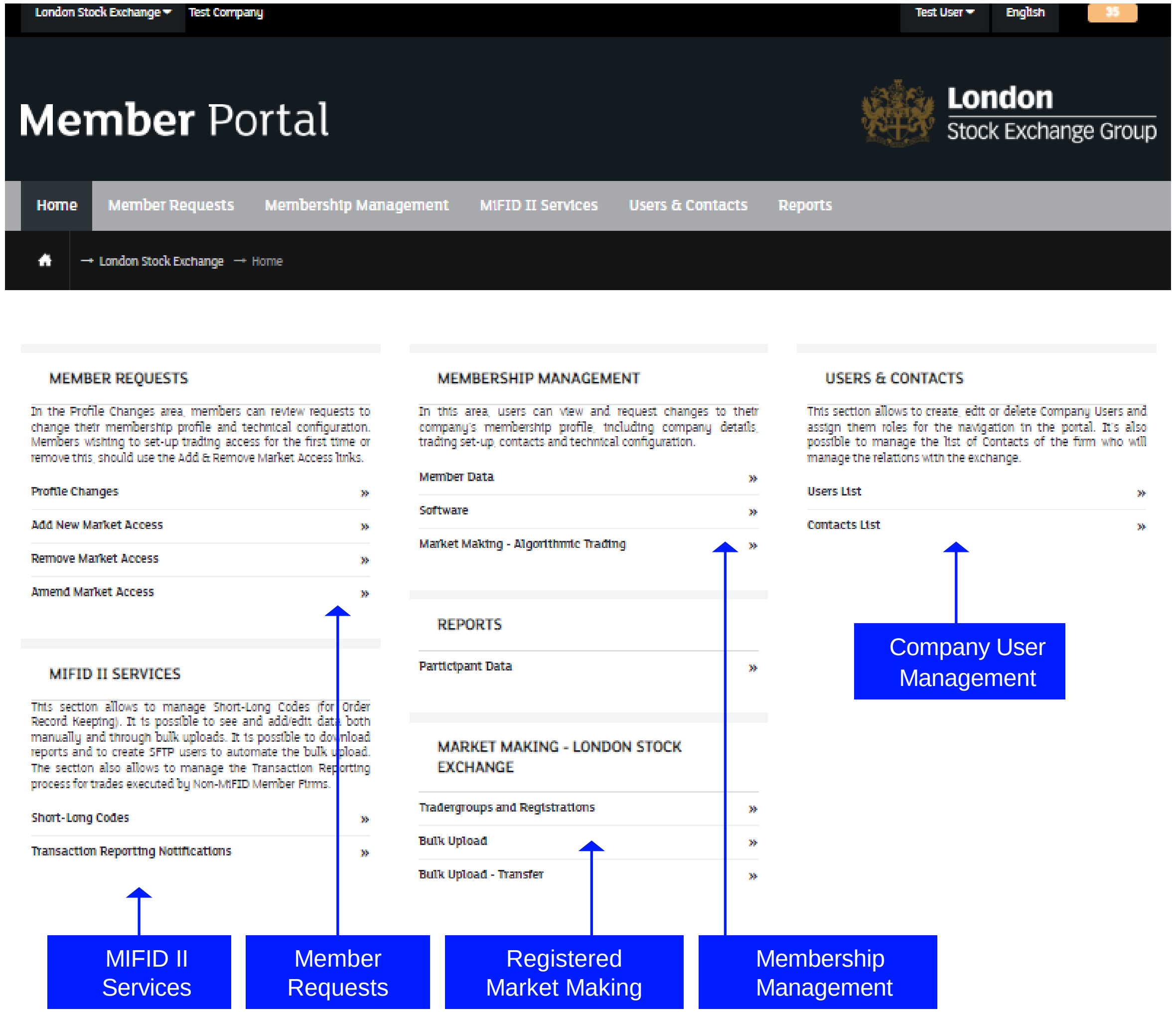
This section is only visible to Super Users; from here Super Users can manage the firm's Company Users.

MIFID II Services

Users can upload the mappings of their short code and long code identifiers for trading venue order record keeping requirements.

Registered Market Making

This area allows users to manage the instruments registered for market making. For further information please refer to the Member Portal User Manual for Market Maker Registration guide.



Adding and removing Company Users

Super Users can create Company Users and assign them permissions to access specific areas of the Member Portal. Company Users can be added to the portal quickly and simply by navigating from the portal dashboard to the **Company User Management** area and clicking the **Add Company User** button:

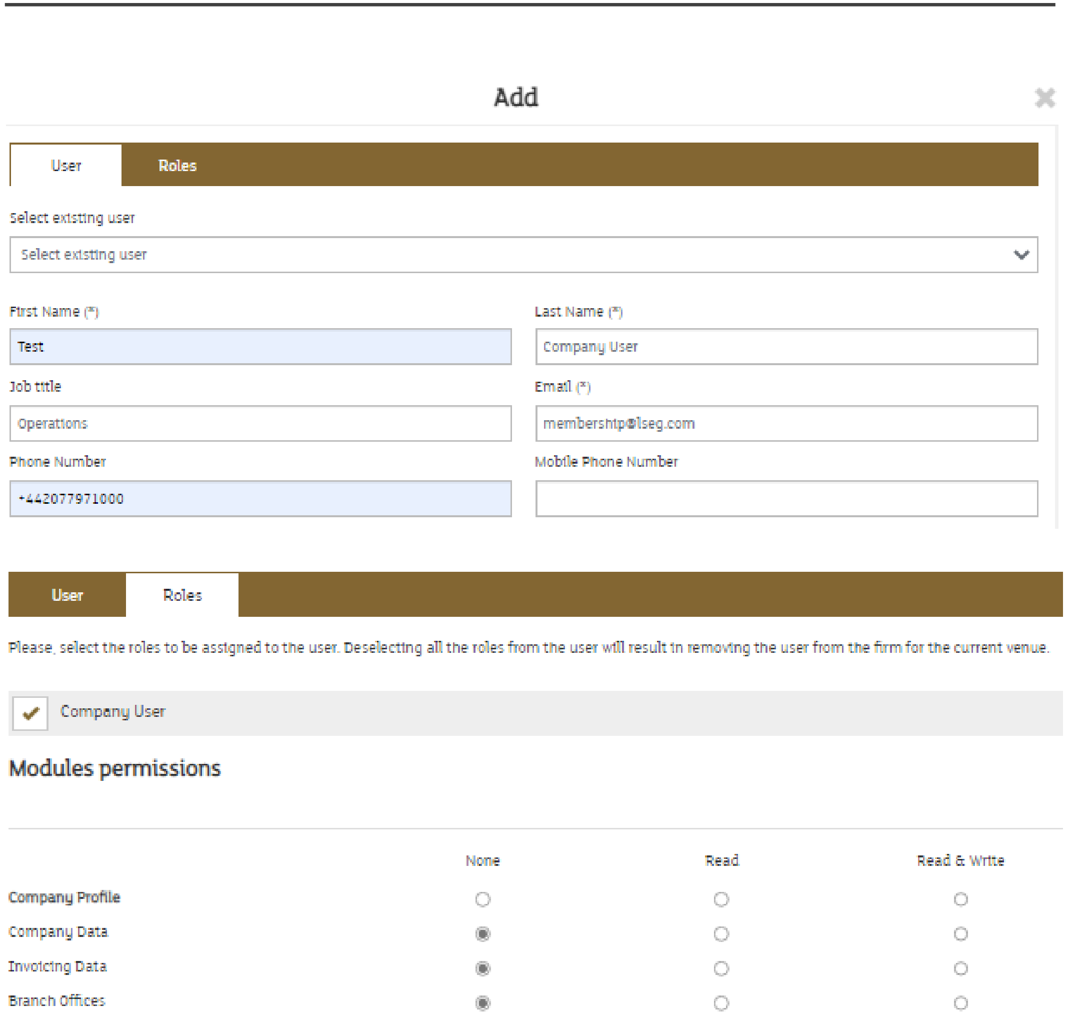
Step 1 – Complete user details

Step 2 – Add user permissions

Super Users can permission a Company User with Read only or Read & Write permissions for each Module in the Member Portal. Please note that Company Users permissioned with None will have no visibility of the related Module.

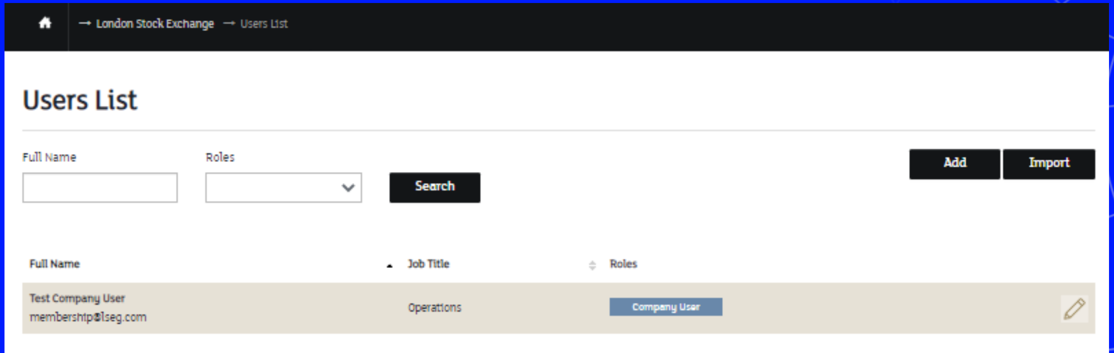
Step 3 – Click Save

This will create the Company User in the Member Portal; the new user will automatically be sent an email with their login details.

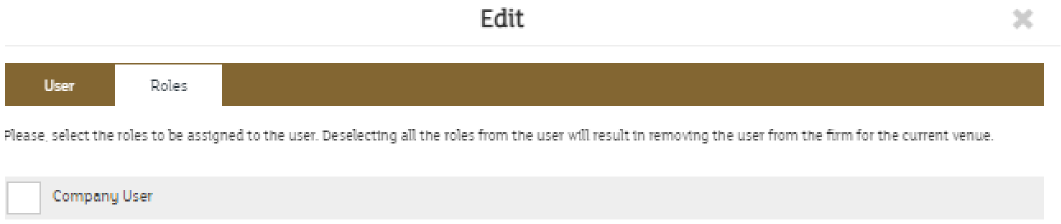


Adding and removing Company Users

The list of Company Users for a member firm is displayed in the Company User Management area. Super Users can view and change a Company User’s permissions by clicking on the **Details** button next to the user details, amending the permissions and clicking on **Save**.

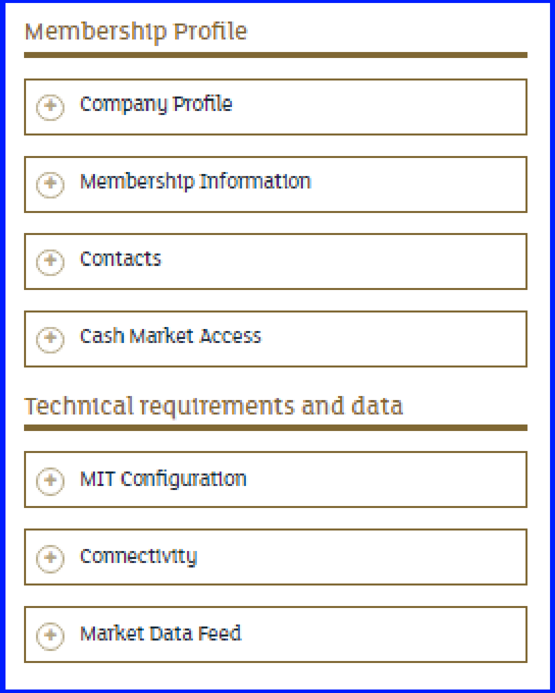


Company Users can be removed by deselecting the role of Company User on the Company User details page under the Roles tab and clicking on **Save**.



Member data overview

Users can navigate between each module by expanding and contracting them to reveal related screens. The availability of the Membership Profile Modules for Company Users will be dependent on the associated permissions they hold.



Company Profile: Users can request modifications to the firm's Company Profile. This includes changes to the firm's name and address, authorisation details, LEI, branch offices, invoicing addresses for trading and membership.

Membership Information: Users can notify the Exchange of changes to the firm's Beneficial Owners and review the firm's membership category.

Contacts: Users can update the firm's Authorised Persons list as well as add and remove Compliance, Membership and IT contacts.

Cash Market Access: Users can view and request changes to the firm's trading configuration, including trading identifiers (Member IDs and Trader Group IDs) and access to trading services.

MIT Configuration: Users can request new and manage existing Comp IDs in this area for the Millennium Trading System.

Connectivity: Users can view details of the firm's SAPs and make firewall enablement requests for TCP services.

Market Data Feed: Users can request changes and manage the firm's Market Data Feed for MITCH Multicast data and Group Ticker Plant (GTP) Multicast data.

Managing data in the Member Portal

Users with Read & Write permissions can view and request changes to their firm’s data via the Member Data section under the Membership Management menu.

In each screen where data changes can be made, a **Request Modification** button will be visible in the top right-hand corner of the page.

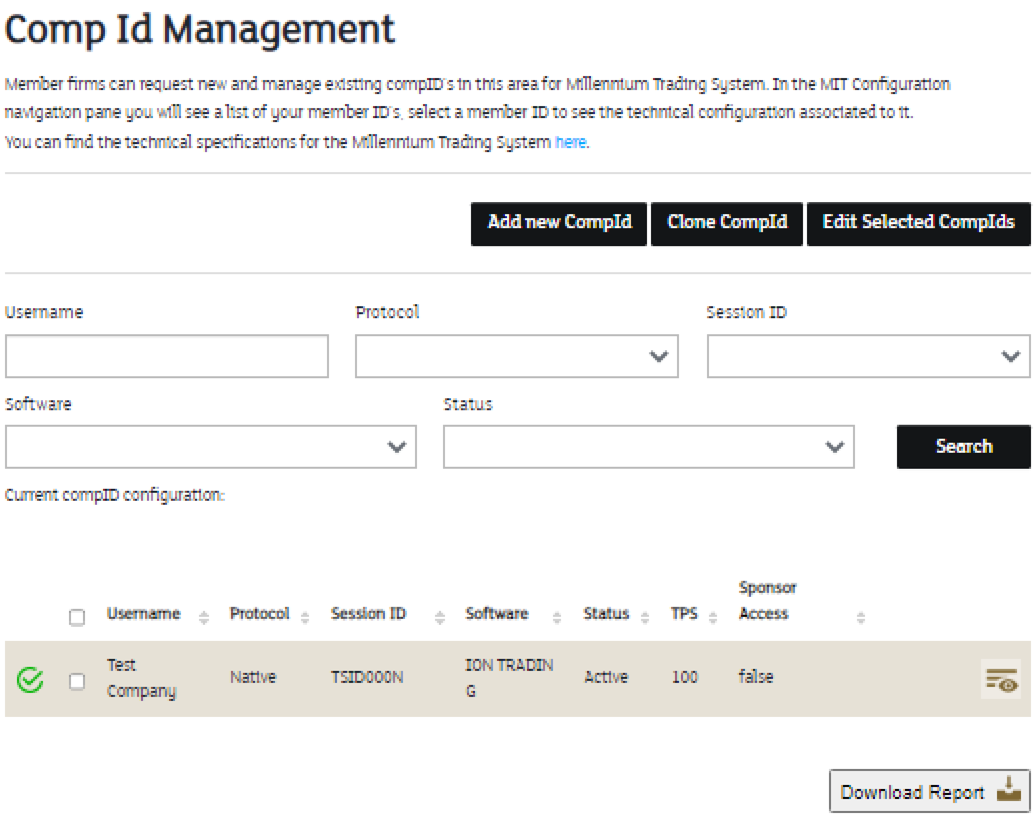
Modifications to Branch Offices and Contacts do not require review by LSE or Turquoise.

All data change requests can be reviewed and tracked in the **Member Requests** area. Where a change to data has been requested, the icon next to the item will be updated.

An icon is displayed against each data change request to indicate the status of each request.

Downloading data from the Member Portal

Many of the screens within the Member Data area allow users to download data in excel format. Wherever this is available, a **Download Report** button will be displayed in the bottom left-hand corner of the main window.

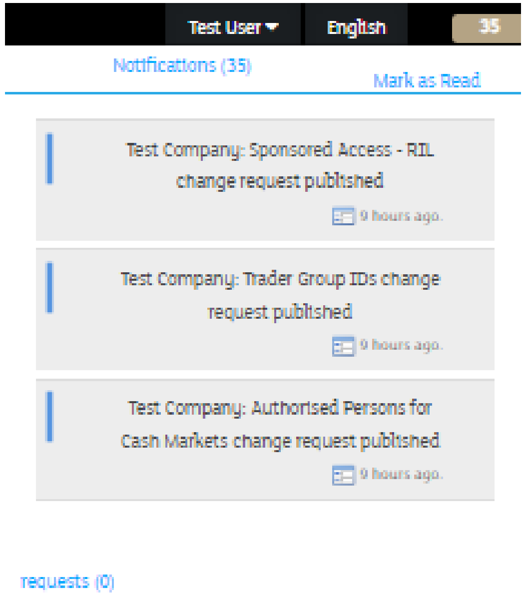


User notifications

There are two types of notifications generated by the Member Portal.

1. **System Notifications** – these are found in the top right-hand corner of the title bar and are always displayed. The notifications icon provides alerts in real time for any change request made, approved or rejected to the Member Data (shown on the right).

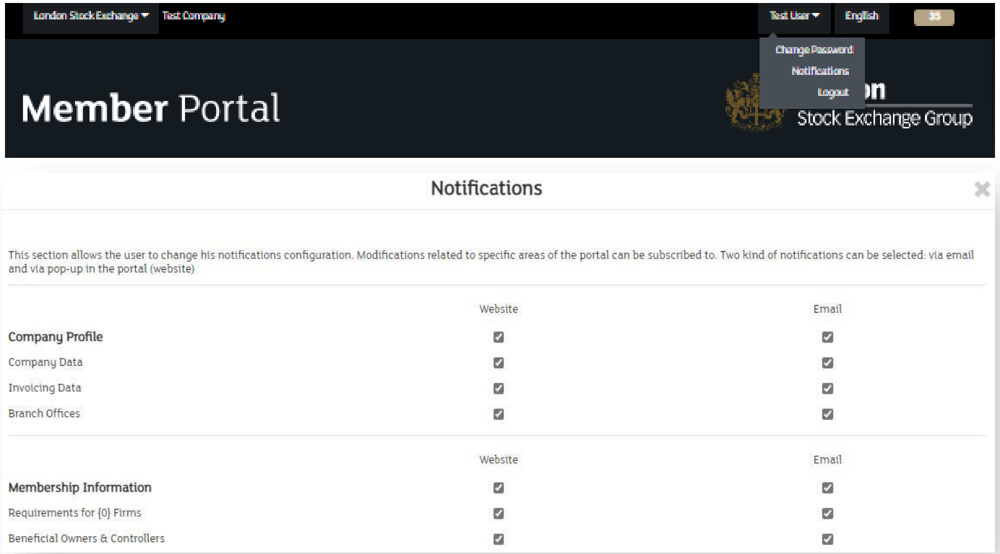
- The notification icon contains the number of unread notifications.
- When a new notification is received, the gold notification icon turns orange.
- Clicking on the notification icon displays the unread notifications. By clicking on an individual notification, the user will be taken to the area of the portal where the change has been requested or occurred.



2. **Email notifications** – these notifications are sent by email to Super Users and Company Users with related module permissions. These notifications provide the same information as the system notifications, including links to the relevant item in the Member Portal. Email notifications are designed to alert users to changes occurring in the portal when they are not logged in.

User notifications

Users can configure which notifications they wish to receive by selecting their name on the top right-hand corner of the title bar and selecting **Notifications**; to modify their notifications they must selecting or deselecting as applicable and then click **Save.**



Contacts and support

For general support with accessing the Member Portal, user management or managing Membership profile changes, please contact the Membership Team:

Telephone: +44 (0)20 7797 1900

membership@lseg.com

For support with technical requirements and data, please contact the Technical Account Management Team:

Telephone: +44 (0)20 7797 3939

londontam@lseg.com

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