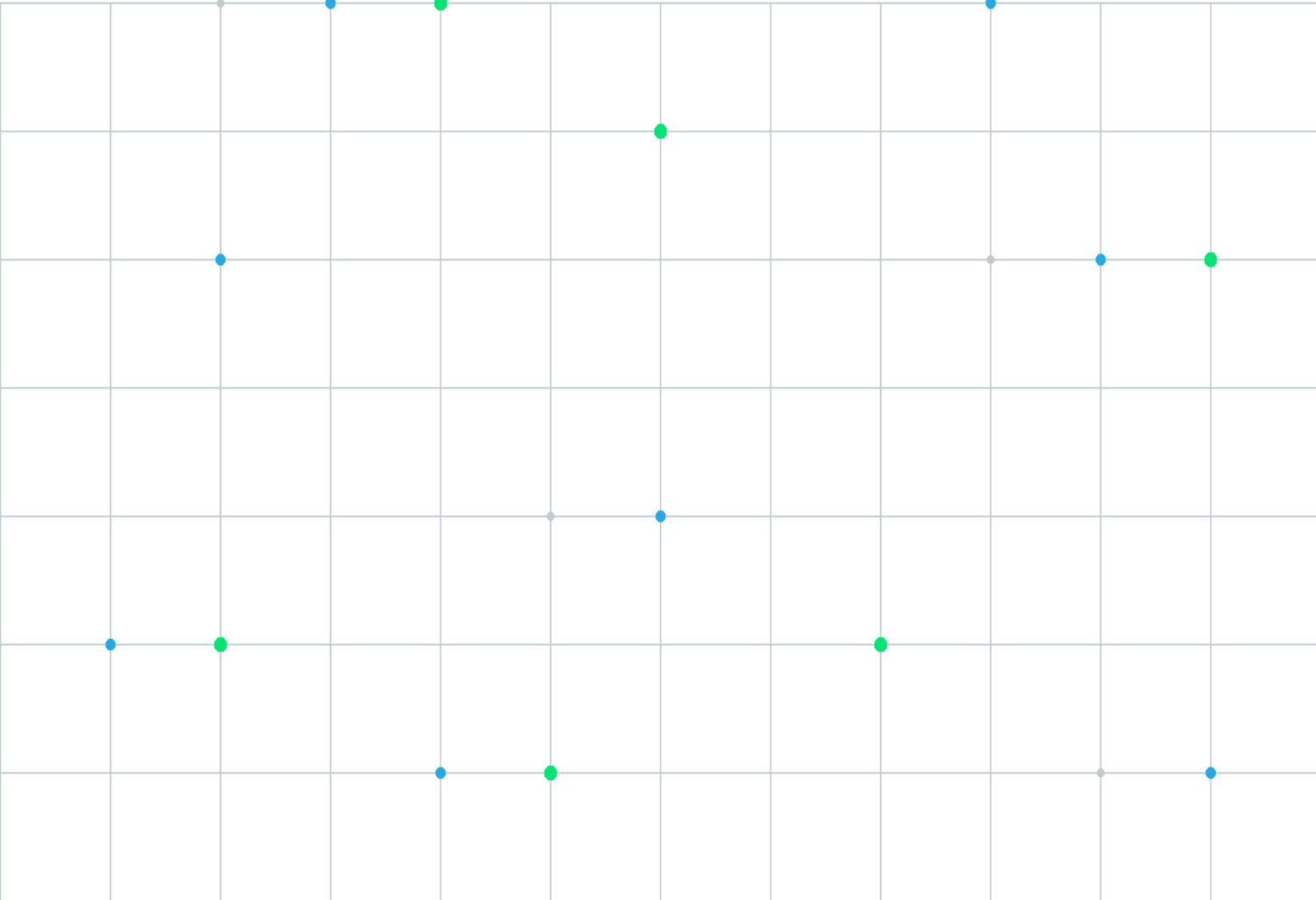


CME Group Login User Manual

June 12, 2025



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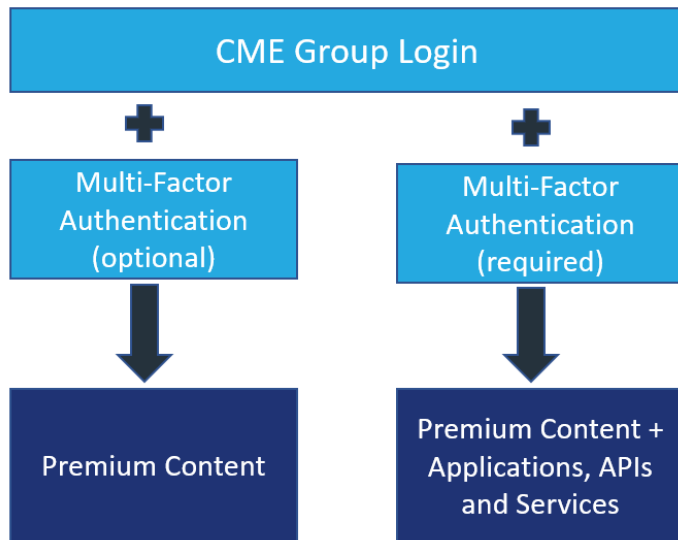
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Getting Started

CME Group Login is a self-managed, centralized user profile service for registering and authenticating access to CME Group applications, services, and premium digital content.



You may:

- [Create a CME Group Login account](#) to access premium digital content and tools (i.e., Trading Simulator, My Watchlist, Liquidity Tool) and to manage subscriptions.
- Add [multi-factor authentication](#) for added security, which is required in most instances to access entitled applications, APIs and services (i.e., CME Direct, FirmSoft).

Features and Benefits

- **Unique User ID**
 - One CME Group Login ID is assigned per individual (unless instructed otherwise).
 - The ID belongs to the individual, even when changing clearing firms or employers. Customers can reassign their CME Group Login to a new company via their [Profile](#) page (or contact [Enterprise Application & System Entitlements--EASE](#)).
 - Retrieve forgotten user IDs and passwords online.
- **Online Profile Update:** Once established, customers can update their information online, including User IDs and passwords.
- **Watchlist and Subscription:** Edit and manage a products watchlist and subscribe to CME Group email notices.
- **CME Group Privacy Policy and Terms of Service:** By registering and using a CME Group Login, you agree to the Privacy Policy, Cookie Policy and Terms of Service, which is a legal agreement between you and CME Group.
- **Multi-Factor Authentication:** for added security access. Customers can receive authentication via an automated phone call, SMS message or using the Duo Mobile app. The phone call and SMS messaging services require activation with EASE for numbers outside of the U.S.



Important: Login information should never be shared with anyone. CME Group will never ask for your password, except when changing the password on the [Profile](#) page.

Additional Resources


For additional resources, refer to:

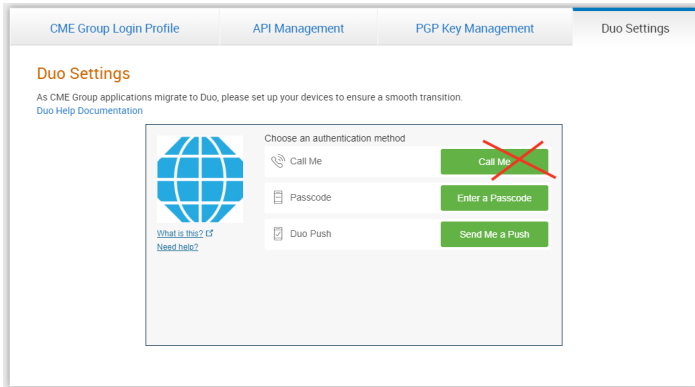
- [CME Group Login Landing Page](#)
- Login page for cmegroup.com
- [CME Group Customer Center User Help](#)

What's New - CME Group Login

The list below illustrates the updates made to the User Manual.

Date	Topic	Description
June 12, 2025	Federation	CME Direct can now be accessed via federation. Hence, sentence was removed: "Federation Single Sign-On allows login to all CME Group applications except for CME Direct."
May 22, 2025	Footer update	Updated footer content for online webhelp.
April 7, 2025	Set Up Multi-Factor Authentication Manage Duo Multi-Factor Authentication	Updated references to Duo Security and frequently asked questions
Nov 6, 2024	Manage Duo Two-Factor Authentication	Modified steps based on new screen prompts.
Oct 23, 2024	Federation Single Sign-On	Removed Co-Location from the single sign-on exception list (single sign-on is now permitted).
Sep 20, 2024	Federation Single Sign-On	Removed EBS Workstations from the single sign-on exception list (single sign-on is now permitted).
Sep 20, 2024	Manage User Profile	Updated My Account (Profile) navigational menu
Apr 23, 2024	Federation	Federation can be used for Coloportal; this application was removed from the exception list.
Aug 25, 2023	Federation	Federation can be used for BrokerTec Global Front End (GFE); this application was removed from the exception list.
Aug 23, 2023	Federation	Changed CME Group Login password for Federated users.
May 16, 2023	Federation	Users who access New Release must establish their account in production.
Mar 24, 2023	Federation	Added federation section to allow firm's user to access CME Group applications using their own corporate credentials.
Feb 14, 2023	Global Change Getting Started	My Portfolio menu renamed to My Watchlists , My Profile renamed to Profile .
Dec 16, 2022	Global Change	Online version modified footer's Contact Us and Survey links.
Dec 2, 2022	Device Not Recognized	Added troubleshooting steps for an error caused by a required browser cookie.
Jul 21, 2022	Create Account	Added note to create CME Group Login account using an individual's email

Date	Topic	Description
		address, not a distribution list email address.
Jul 6, 2022	Login and Logout	Re-enabling disabled CME Group Login IDs
Jun 23, 2022	Login and Logout	Organized common login issues into a troubleshooting section
Apr 26, 2022	Global Change	Update per CME Group format standards.
Mar 21, 2022	Login and Logout	An invalid credential issue may require users to clear web browser cache and cookie.
Mar 8, 2022	Create New CME Group Account	Updated multi-factor authentication (step 7) for website / application access types
Mar 7, 2022	Home Page	Add Multiple Factor Authentication to your CME Group Login account.
Jan 25, 2022	Home Page	Watch videos to learn how to create a CME Group Login account.
Dec 7, 2021	Create New CME Account	Clarify steps to add multi-factor authentication: <ul style="list-style-type: none"> • Immediately after creating a new CME Group Login account. • After creating a CME Group Login account for premium access only but now desire or require multi-factor authentication. • After attempting to access a pre-authorized application that requires this and you had not previously set up multi-factor authentication.
Nov 15, 2021	Manage Duo Two-Factor Authentication	Updated steps.
Nov 5, 2021	Token	Creating a token requires accounts to have multi-factor authentication .
Sep 30, 2021	Create New CME Group Account	<p>The process for creating a new CME Group account is changed to be more streamlined for premium content and access to CME Group applications. You are required to login at least once every twelve months to keep your CME Group Login active.</p> <div>  Note:The PGP key management, SFTP management, API management have been removed from this user guide and moved to the CME Group Customer Center User Guide. </div>
Jun 25, 2021	API ID Management	API IDs with basic passwords can now use a system generated password that is compliant with CME Group password requirements.
May 18, 2021	Create Account with Application Access Login and Logout	Updated instructions for registration / login.

Date	Topic	Description
Apr 30, 2021	Secure File Transfer Management	Added billing group registration form, which is used to set up report environment access.
Feb 25, 2021	Getting Started Register New User Login and Logout	Reorder content to show application registration/login preceding premium content registration/login.
Oct 26, 2020	Secure File Transfer Management	Authorized users can transfer SFTP IDs to another entity user.
Oct	Annual Re-Agreement to Policies and Terms Reset API ID password	Annual Re-Agreement process is changed. Email will be sent to users with updated policies and terms. Users may reset their API ID OAuth 30-character password.
Sep 10, 2020	Secure File Transfer Management	For added security when sending / receiving files, CME Group offers the use of Secure File Transfer Protocol (SFTP) with SSH authentication.
Jun 19, 2020	Secure File Transfer Management	For added security when sending / receiving files, CME Group offers the use of Secure File Transfer Protocol (SFTP).
May 29, 2020	Duo Mobile	<p>DUO 2-factor authentication no longer permits the "Call Me" option:</p>  <p>The screenshot shows the 'Duo Settings' page with tabs for 'CME Group Login Profile', 'API Management', 'PGP Key Management', and 'Duo Settings'. The 'Duo Settings' tab is active. It displays a message: 'As CME Group applications migrate to Duo, please set up your devices to ensure a smooth transition. Duo Help Documentation'. Below this is a section titled 'Choose an authentication method' with three options: 'Call Me' (with a red X over the button), 'Passcode' (with a button 'Enter a Passcode'), and 'Duo Push' (with a button 'Send Me a Push'). A globe icon and the text 'What is this? or Need help?' are also visible.</p>
Apr 28, 2020	Managing API IDs	Added instructions to convert existing API from (Basic Auth to OAuth) .
Apr 4, 2020	My Profile	Modified instructions for activating new accounts and resetting forgotten passwords .
Jan 21, 2020	Duo Mobile	Added instructions to install Duo Mobile on Smart Device/Mobile Phone.
Nov 2, 2019	Managing API IDs	Select the type of authorization you wish to use (Basic Auth or OAuth); please refer to the applicable API message specification to confirm the necessary authentication type.
Oct 18, 2019	Managing API IDs	An API ID that is not used for several months is automatically deleted.
Sep 26, 2019	Create an Account	New cmegroup.com login button.
Sep 7, 2019	Access Code for Support validation	CME Group support staff may require a caller to validate their identity in order to receive support from them. Customers can generate an Access Code from their CME Group Profile page.

Date	Topic	Description
Aug 8, 2019	Annual Re-Agreement to Policies and Terms	CME Group Login ID users must confirm their profile information and re-agree to policies and terms, else the profile will expire and access will be disabled after the 12 months and terminated after 17 months.
Jul 23, 2019	Getting Started Create an Account	Updated links/URL to create account and login. Clarify the process for creating accounts for access to premium digital content and tools and additional access to CME Group applications and services in the CME Group Customer Center.
Jun 26, 2019	Home	Updated with new format enhancements.
Feb 8, 2019	API ID Various	Removed instructions for Unclaiming an API ID. 2-Factor Authentication for added security access to applications and services: Customers can receive authentication via an automated phone call, SMS message or using the Duo Mobile app. The phone call and SMS messaging services require activation with EASE for numbers outside of the U.S. Update various images to most current version.
Dec 15, 2018	Getting Started Annual Re-Agreement to Policies and Terms	Added requirements for all customers to re-agree to CME Group terms and policies once every 12 months. Added instructions for Duo authentication .
Jan 23, 2018	All	Enhanced webhelp menus and search.
Jun 13, 2017	PGP Key Management	Added instructions for adding PGP public key to user's profile.
Dec 9, 2016	Updating a Profile	Added details to proactively enroll in CME Group's Two-Factor Authentication. Users are encouraged to proactively enter their Primary Phone number rather than waiting for their password to expire before performing this action.
Dec 2, 2016	Registering / Updating a Profile	Two-Factor Authentication is required for all registrations. An option is added to receive a security code, by voice, to non-mobile phones. During initial login and when updating profile, customers can change the default device to receive a security code.
Sep 9, 2016	Getting Started	Customers must review / update their profile information annually.
Sep 7, 2016	Getting Started	Firm Support contact information has been updated to reference EASE .
Jul 11, 2016	Getting Started	The registration video tutorial has been removed for updates to reference the name change of SMART Click to CME Group Login.
May 20, 2016	Getting Started Navigation Menu	Rename from SMART Click to CME Group Login. Rename Notification Center to Communication Center.
Mar 14, 2016	Registering a CME Group Login	Additional registration fields: Business type, Occupation.
Sep 18, 2015	Notification Center	From the Navigation menu, displays application specific and user directed message and alerts.
Apr 27, 2015	Getting Started Managing API IDs	Updated overview description. API ID note summarized.

CME Group Login

Date	Topic	Description
Feb 27, 2015	Registering a CME Group Login Managing API IDs	For the primary phone number, country code is required. For API IDs, API_ prefix is required.
Oct 13, 2014	Registration video	A video tutorial describes the registration process.
Aug, 2014	Managing API ID	API Management functionality - Enables system to system connection via an Application Programming Interface.
Jun 20, 2014	Various	This is the initial release of the CME Group Login user manual.

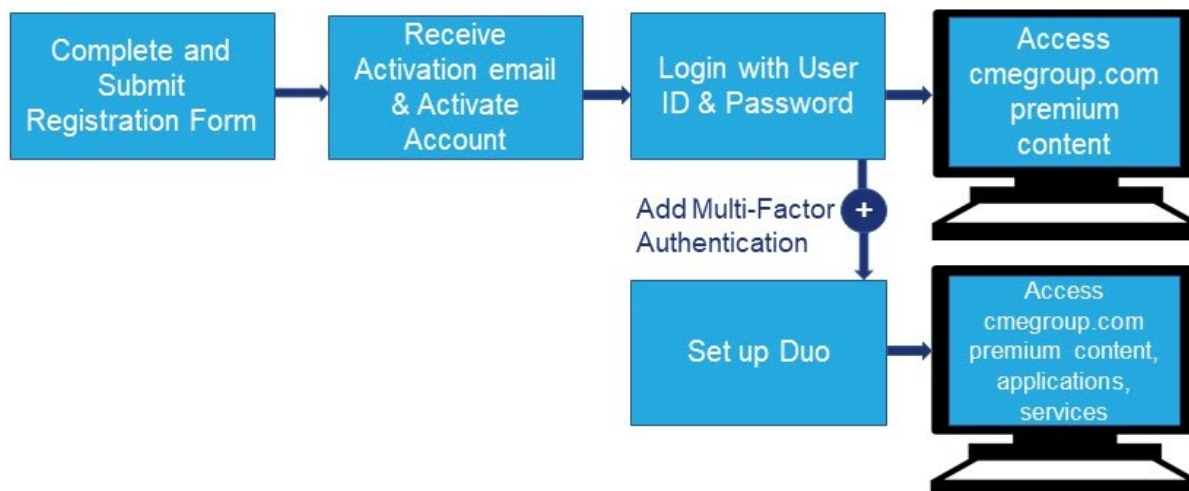
Register New User

The CME Group Login registration process walks new users through creating an account and the option to set up multi-factor authentication for access to additional services and APIs.

- [Create a CME Group Login Account](#)
- [Set Up Multi-Factor Authentication](#)
- [Support Contact](#)

Create a CME Group Login Account

Instructions and available fields may vary depending on the requested service-level and access-type.



Note: You are required to login to your account in Production (at cmegroup.com) at least once every twelve months to keep your CME Group Login active.

▶ To create a CME Group Login Account:

1. Go to <https://login.cmegroup.com/sso/register/> or select **CREATE ACCOUNT** from the CME Group Login page <https://login.cmegroup.com/>.

Create a new CME Group

Log in

Don't have an account? [Create one now](#)

EMAIL / USER ID

PASSWORD [Forgot Password?](#)

☐ Remember me

By logging in, you agree to the [Terms of Use](#)

LOG IN

Get the most out of CME Group

ACCOUNT BENEFITS

- View exclusive content and premium features
- Get invitations to events
- Track your portfolio and simulate market shifts
- Receive timely news and alerts
- Get automatic refreshing of pricing data
- Manage access to markets, tools, and services in Customer Center [i](#)

CREATE ACCOUNT

If you need help setting up your new CME Group account or for any Login related issues, please [refer to our User Help System](#) for step-by-step instructions.

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The Create a CME Group Account form appears:

[View Instructions](#)

Create Account

Already have an account? [Log in](#)

Account Benefits

- View exclusive content and premium features
- Get invitations to events
- Track your portfolio and simulate market shifts
- Receive timely news and alerts
- Get automatic refreshing of pricing data
- Manage access to markets, tools, and services in Customer Center [i](#)

All fields are required unless noted as optional

Login & Contact Info

First Name	Last Name
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>
Email	Confirm Email
<input type="text" value="email address"/>	<input type="text" value="email address"/>
Password	Confirm Password
<input type="password" value=""/>	<input type="password" value=""/>

About You

Job Role	Country
<input type="text" value="Brokerage"/>	<input type="text" value="UNITED STATES OF AMERICA"/>

2. Enter information or select from a drop-down menu in the various fields:

Note: Login and Contact Info is intended for individual contacts. Groups and distribution lists are not supported.

- **Login and Contact Info**
 - First and Last Name
 - Email and Confirm Email (must match)

- Password and Confirm Password (must match)

Password Rules:

- ✓ Between 8 and 32 characters long
- ✓ Must not contain your email
- ✓ Must not contain your first name
- ✓ Must not contain your last name
- ✓ Must have at least 3 types of the following characters:
 - upper case (A-Z)
 - lower case (a-z)
 - number (0-9)
 - symbol (!, \$, etc.)

- **About You**

- Job Role
- Country
- Company Type
- Company Name

- **Do you currently trade/clear?** (optional: if you trade/clear, you must set up Multi-Factor Authentication [Multi-Factor Authentication](#) later in this process).

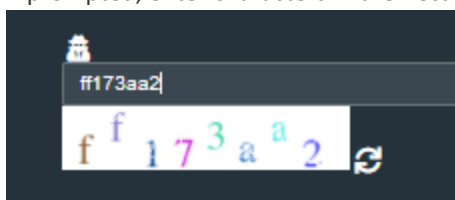
- Futures
- Options on Futures
- OTC Cleared Swaps
- Cash Treasuries/EU Bonds/Repo
- FX Spots/Forwards/Non-Deliverable Forwards
- Do Not Currently Trade

- **CME Group Research Panel:** select **Yes** or **No** agree/disagree to be contacted periodically for feedback to improve CME Group digital offering.

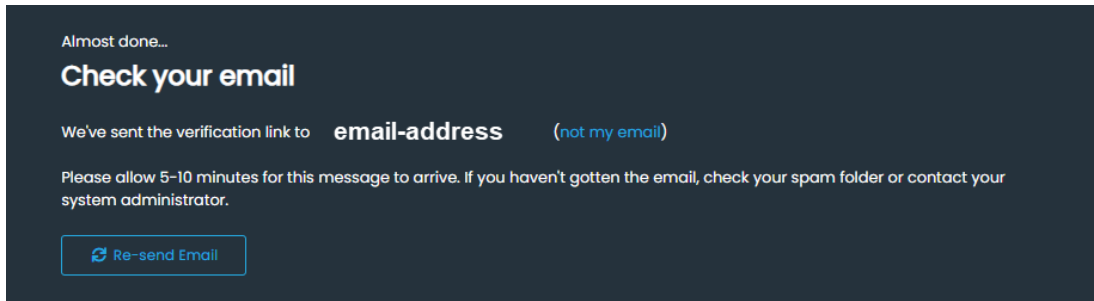
- **Policy Agreements**

- **CME Group Privacy Policy** (required) - select the hyperlink to review and select the box if you agree.
- **Terms of Use** and **Cookie Notice** (required) - select the hyperlinks and select the box if you agree.
- **Receive communication** (optional) - select the box if you would like to receive communications regarding CME Group products, services, and events. You may unsubscribe at any time.

3. If prompted, enter characters in the Recaptcha field (select **Refresh** if you wish to see other characters):



4. Select **Submit**. An email is sent to you for account activation, and you must activate within 90 days of creating the account.

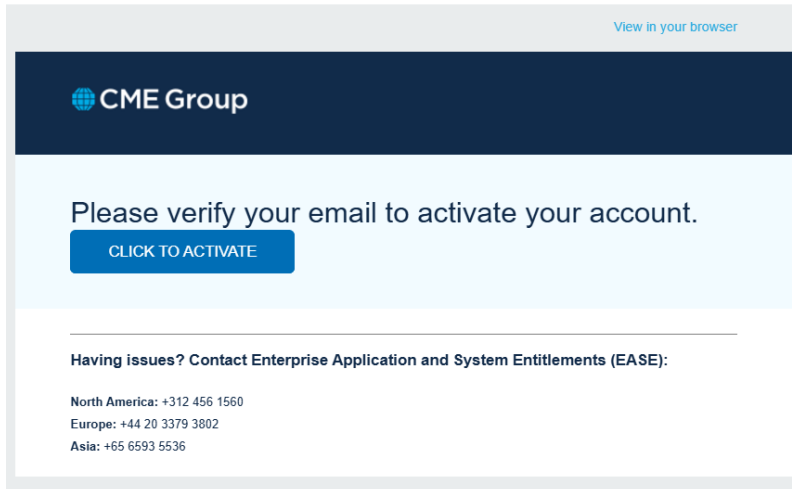


Note: If within 90 days, you previously created an account with the same email address but failed to verify, the following message appears. Select **Resend verification email** and continue with the steps below.



5. Open the sent email and select **CLICK TO ACTIVATE**.

Subject: Action required: Please activate your CME Group account



The system displays the login/email verification screen.

6. Enter your <password> and select **LOG IN**.

Enter password to finish email verification and activate account

Log in
Don't have an account? [Create one now](#)

EMAIL / USER ID
samar3930+cmea@gmail.com

PASSWORD
password

☐ Remember me

By logging in, you agree to the [Terms of Use](#)

LOG IN

Get the most out of CME Group

ACCOUNT BENEFITS

- View exclusive content and premium features
- Get invitations to events
- Track your portfolio and simulate market shifts
- Receive timely news and alerts
- Get automatic refreshing of pricing data
- Manage access to markets, tools, and services in Customer Center

If you need help setting up your new CME Group account or for any Login related issues, please refer to our [User Help System](#) for step-by-step instructions.

[Privacy & Terms](#)

Enter password to complete activation

Your CME Group Login account is now set up for accessing exclusive/premium content.

Thank you for verifying your account!

You are all set to use your CME Group Login and access exclusive content on CMEGroup.com

Note: Most CME Group trading and clearing applications (e.g. CME Direct) require multi-factor authentication. This should only take 3-5 minutes.

ADD MULTI-FACTOR AUTHENTICATION

OR

You can skip multi-factor authentication for now. It can always be added from My Profile.

SKIP AND TAKE ME TO HOMEPAGE

7. Next, select the access type:

Premium website content only

- a. For customers who want to see only premium website content, select **SKIP AND TAKE ME TO HOMEPAGE**.

OR

Premium website content, Applications, APIs and Services

- b. For customers who want premium website content and access to CME Group applications and services, select [**ADD MULTI-FACTOR AUTHENTICATION**](#).

Set Up Multi-Factor Authentication

Multi-Factor Authentication protects access to confidential and private data used in trading and clearing applications, which employs another device (e.g., mobile device) for validating access. Additionally, [DUO](#) two-factor authentication can be installed on your mobile device to simplify this authentication.



Note: For additional details, see:

- [Duo Security: Two-Factor Authentication](#)
- [Duo Security Frequently Asked Questions](#)

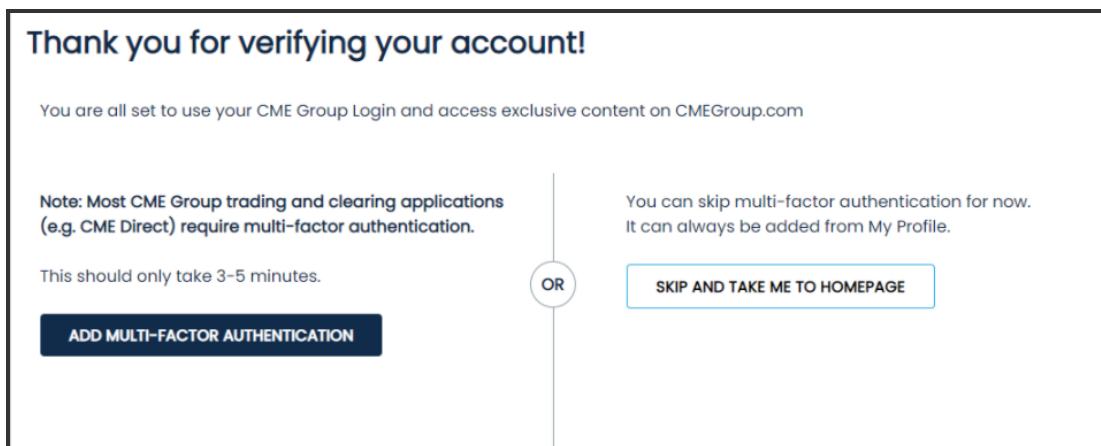
▶ Add Multi-Factor Authentication to CME Group Login Account:

There are several scenarios in adding multi-factor authentication.

- Immediately after creating a new CME Group Login account.
- After creating a CME Group Login account for premium access only but now desire or require multi-factor authentication.
- After attempting to access a pre-authorized application that requires this and you had not previously set up multi-factor authentication.

Follow the steps for the scenarios in #1, #2, or #3 below.

1. If you are continuing the process of creating a new login ID, select **ADD MULTI-FACTOR AUTHENTICATION** after [creating a CME Group Login account](#).

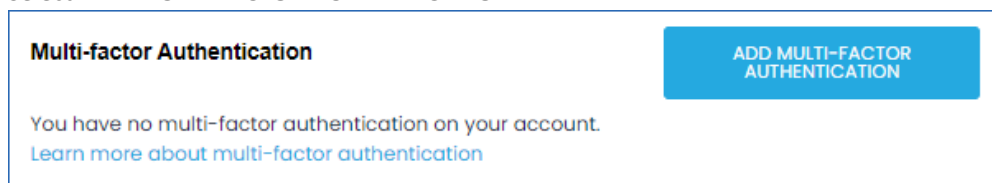


2. If you previously set up a CME Group Login account without Multi-Factor Authentication (e.g., for premium content):
 - a. Login to your account in [cmegroup.com](#).


- b. Select **User Icon** and select **My Profile**.



- c. Select **ADD MULTI-FACTOR AUTHENTICATION**.



3. If you attempt to access an application or service that requires Multi-Factor Authentication, you are taken immediately to the form **Add multi-factor authentication to your account**.
4. Complete the form **Add multi-factor authentication to your account**; enter information or select from a drop-down menu in the various fields:



Add multi-factor authentication to your account

This will take 5-7 minutes and we'll take you to *cme-group.com* right after you get set up.
 Note: Most CME Group trading and clearing applications require multi-factor authentication.

All fields are required unless noted as optional

Primary Work Address / Primary Phone Number

Country

UNITED STATES OF AMERICA

Address 1

Address 2

Optional

Postal Code

City

State/Province/Region

Primary Phone Number

1

...

Extension

Optional

☐ Is This A Mobile Number?

- **Primary Work Address**

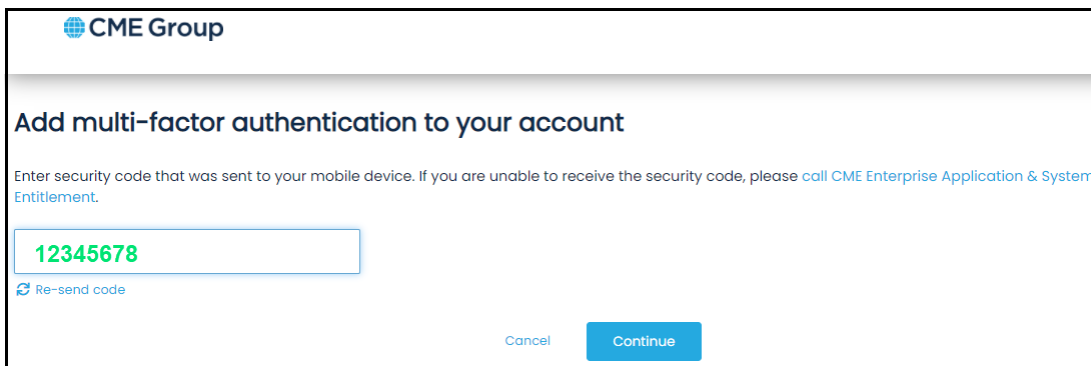
- Country
- Address 1 and 2
- Postal Code
- City
- State
- Primary Phone, Extension (Select Country Code, Indicate if this is a mobile number)
 - For Phone, select Country Code from the drop-down menu; do not type this in front of your number.
 - Indicate if this is a mobile number.
 - If a mobile number is entered, checkmark the box **I Agree** (to receive verification codes using this mobile device).
 - Optional: you may checkmark the box for **SMS** or **Call** for mobile devices (to receive verification codes).

- **Security Questions**

- Security Question 1 and 2
- Answer 1 and 2 and Confirm Answer 1 and 2 (must match)
- Add an additional question/answer if desired.

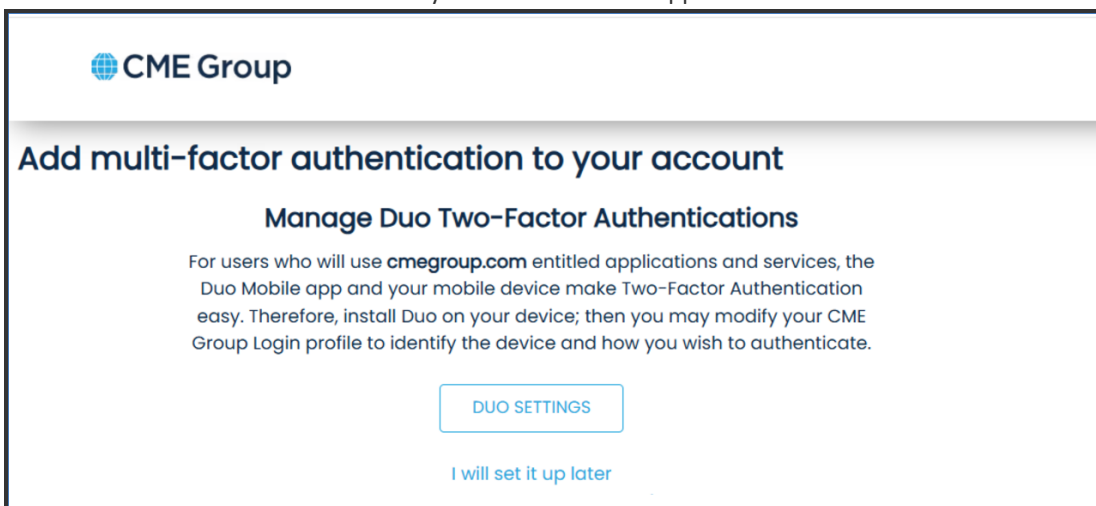
5. Select **Continue**. A verification code is sent to your phone number (either by SMS or call).

6. Enter the verification code received and select **Continue**:



The screenshot shows the CME Group logo at the top. Below it, the heading "Add multi-factor authentication to your account" is displayed. A subtext reads: "Enter security code that was sent to your mobile device. If you are unable to receive the security code, please [call CME Enterprise Application & System Entitlement](#)." A text input field contains the green code "12345678". Below the field is a link "Re-send code" with a refresh icon. At the bottom right are "Cancel" and "Continue" buttons.

7. The Add multi-factor authentication to your account screen appears:



The screenshot shows the CME Group logo at the top. Below it, the heading "Add multi-factor authentication to your account" is displayed. Underneath is the subheading "Manage Duo Two-Factor Authentications". The text explains: "For users who will use **cmegroup.com** entitled applications and services, the Duo Mobile app and your mobile device make Two-Factor Authentication easy. Therefore, install Duo on your device; then you may modify your CME Group Login profile to identify the device and how you wish to authenticate." A button labeled "DUO SETTINGS" is centered below the text. At the bottom is a link "I will set it up later".

8. Follow these steps to [Manage DUO Two-Factor Authentication](#) to download DUO to your mobile phone.

Support Contact

For CME Group Login support (create, modify, access issues), contact [Enterprise Application & System Entitlements \(EASE\)](#).

Login and Logout

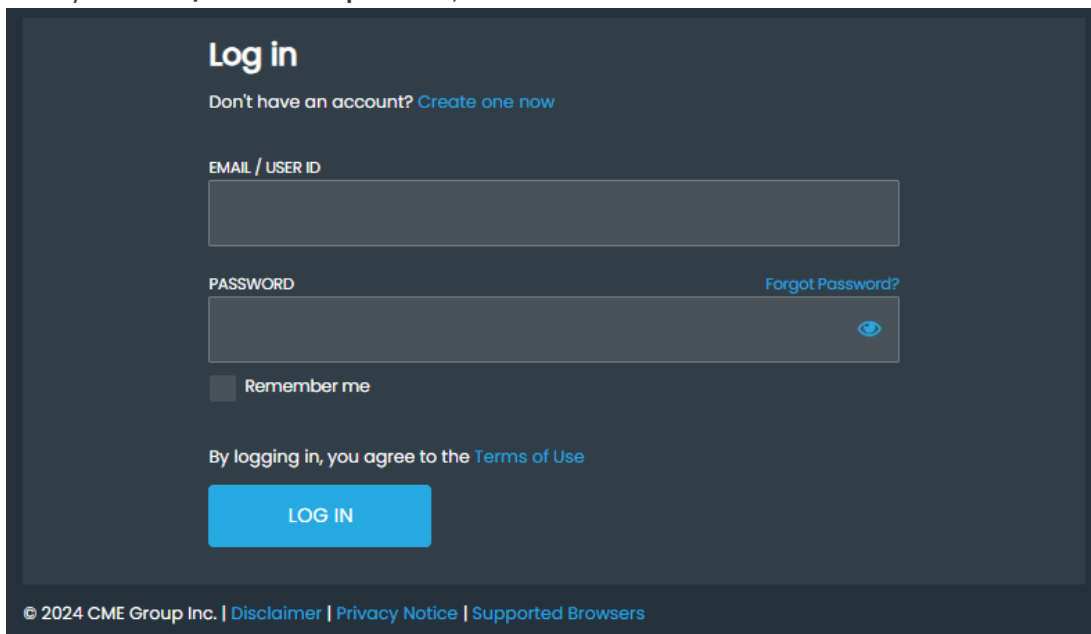
The following instructions describe the process to log in to applications using a CME Group Login ID.

For login issues, refer to the [troubleshooting](#) instructions.

You must create an account prior to logging in with CME Group Login credentials.

▶ To Login:

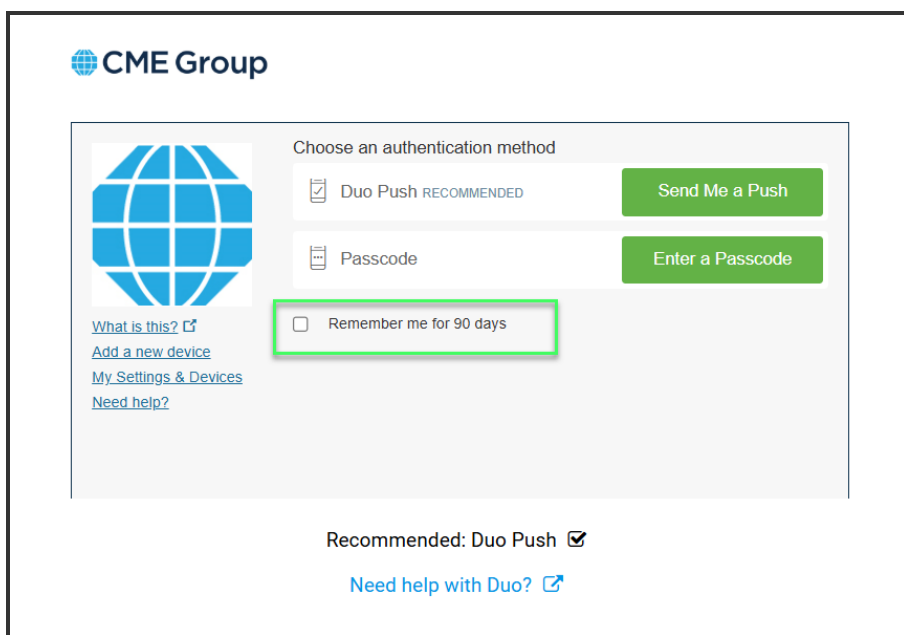
1. Go to <https://login.cmegroup.com/>.
2. Enter your **Email / User ID** and **password**, then select **LOG IN**.

A screenshot of the CME Group Login page. The page has a dark blue background. At the top, it says "Log in" in white. Below that, it says "Don't have an account? [Create one now](#)" in white. There are two input fields: "EMAIL / USER ID" and "PASSWORD". The "PASSWORD" field has a "Forgot Password?" link to its right. Below the "PASSWORD" field is a "Remember me" checkbox. At the bottom, it says "By logging in, you agree to the [Terms of Use](#)" in white. There is a blue "LOG IN" button. At the very bottom, it says "© 2024 CME Group Inc. | [Disclaimer](#) | [Privacy Notice](#) | [Supported Browsers](#)" in white.

3. Authenticate your ID in one of two ways:

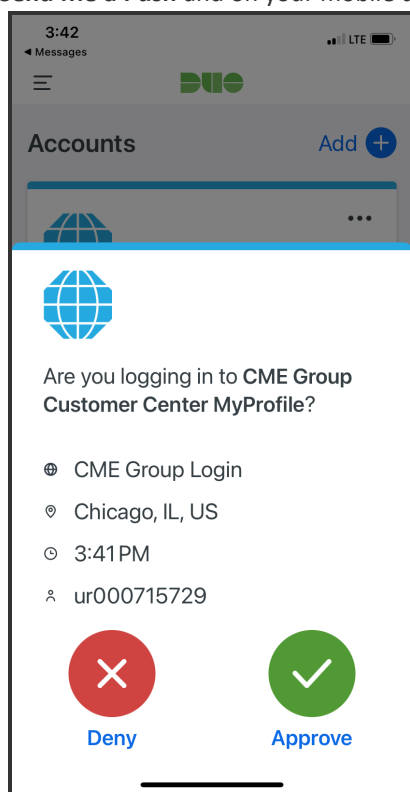
Authenticate via [Duo](#).

Note: Duo authentication offers an option to remember a computer / browser. During the login process, select **Remember me for 90 days** to skip Duo multi-factor authentication for 90 days.

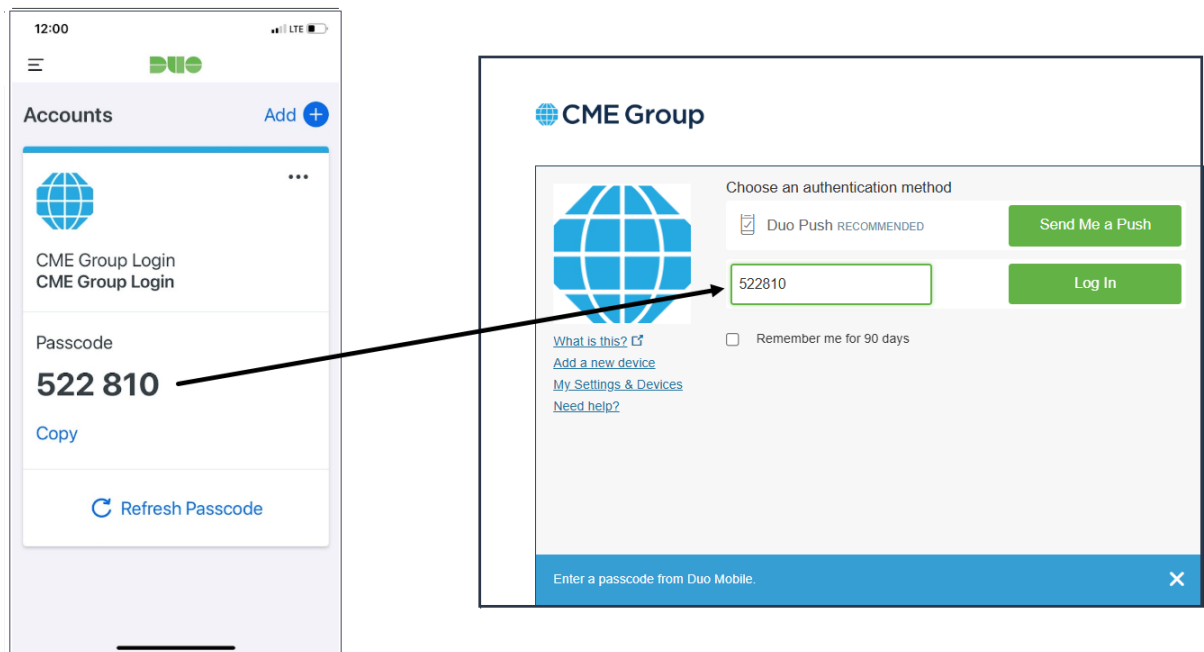


The image shows the CME Group login authentication screen. At the top left is the CME Group logo. Below it is a large blue globe icon. To the right of the globe icon, under the heading "Choose an authentication method", are three options: "Duo Push RECOMMENDED" with a checkmark icon and a green "Send Me a Push" button, "Passcode" with a document icon and a green "Enter a Passcode" button, and "Remember me for 90 days" with an unchecked checkbox. Below these options are four links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". At the bottom of the screen, it says "Recommended: Duo Push" with a checkmark icon and a link "Need help with Duo?".

- a. Select **Send Me a Push** and on your mobile device, select **Approve**.



- b. Select **Enter a Passcode**, **Show** the passcode on your mobile device, and enter this in the Authentication Method screen and select **Log In**.



Some users may experience a blank Duo authentication screen, which is caused by Internet Explorer / Edge browser incompatibility.

To resolve, see the below referenced instructions to use [compatibility mode](#) or clear browser [cache and cookies](#).

OR

A text message with a code will be sent to your mobile device or you will receive a voice code on your primary phone number (US phone numbers only):

- a. Enter the **Security Code**, then specify whether this access is from a public / shared or personal computer.

Protect your CME Group Account

We do not recognize your device. In order to maintain the highest level of security, please click 'Re-send Code' for a security code to be delivered to your device. If you are unable to receive the security code, please contact *CME Group Enterprise Application & System Entitlements* at +1 312 456 1560 (US), +44 20 3379 3802 (Europe), or +65 6593 5536 (Asia).

12345678

Re-send Code

This Is A Public Or Shared Computer

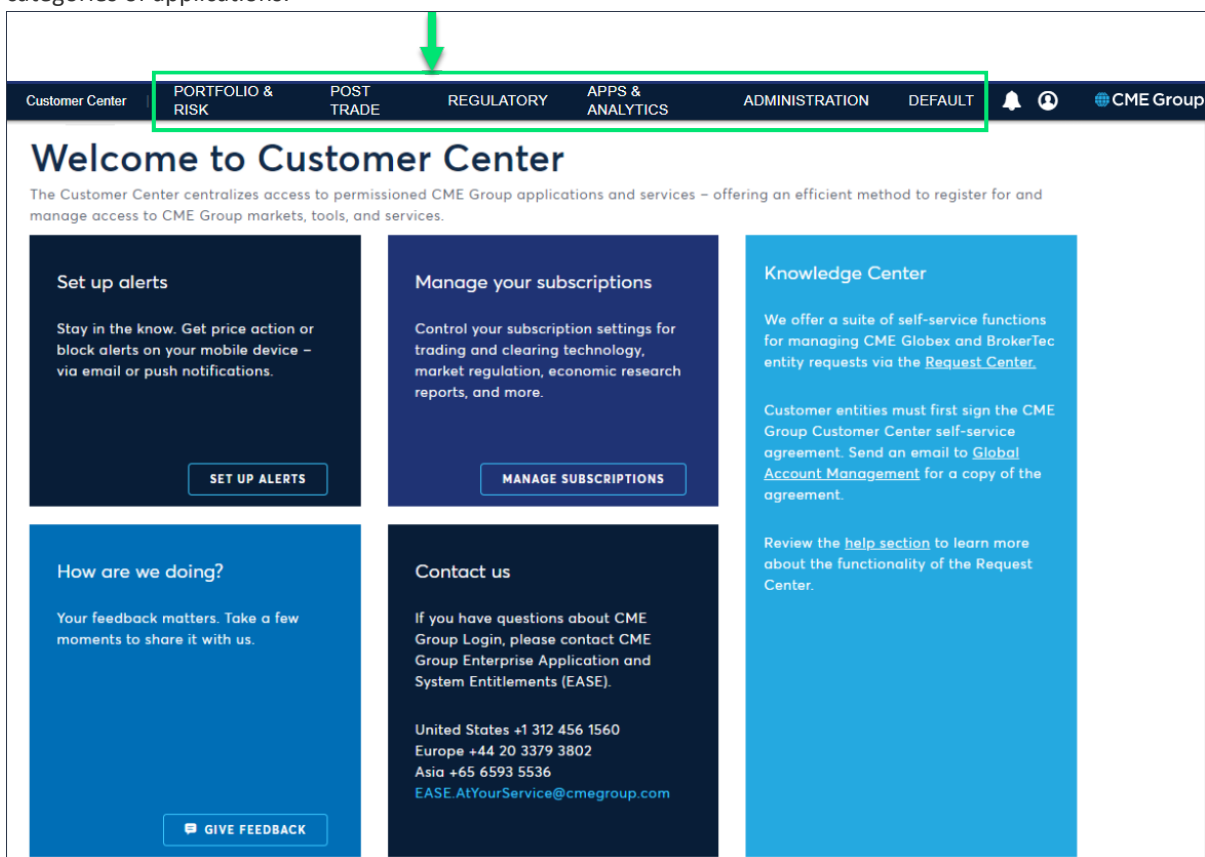
This Is My Personal Computer

Back to Login
Submit

- **Public / shared computer** - At the next login, from this computer and browser, an authentication code will be sent to the registered phone number and must be entered before accessing CME Group applications.
- **Private / personal computer** - Upon entering the security code, the additional authentication step is not required until browser cache is cleared or customers login is on a new device or browser.

- b. Select **Submit**.

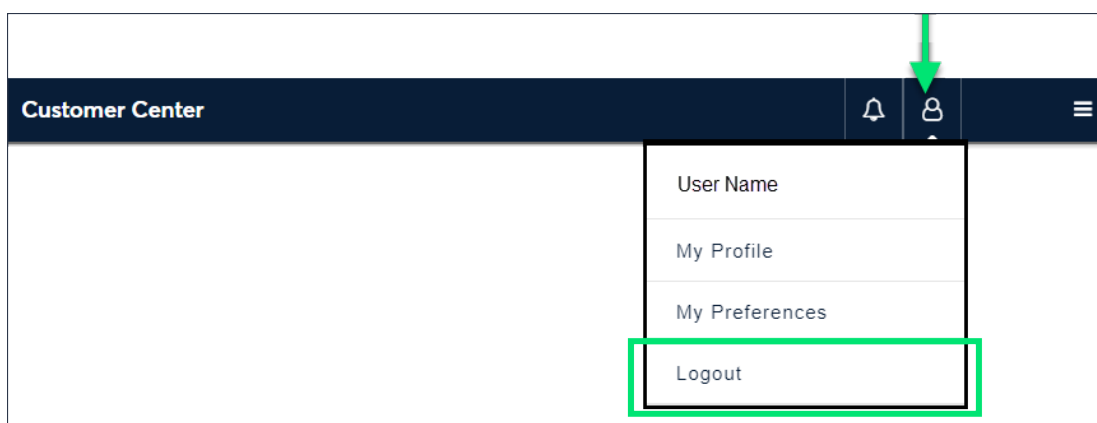
You may now select the **User Icon** > **CME Customer Center**. Tabs in the Customer Center screen represent the categories of applications.



Note: Some tabs and applications appear only after access has been granted to you by an authorized system admin.

► To Logout:

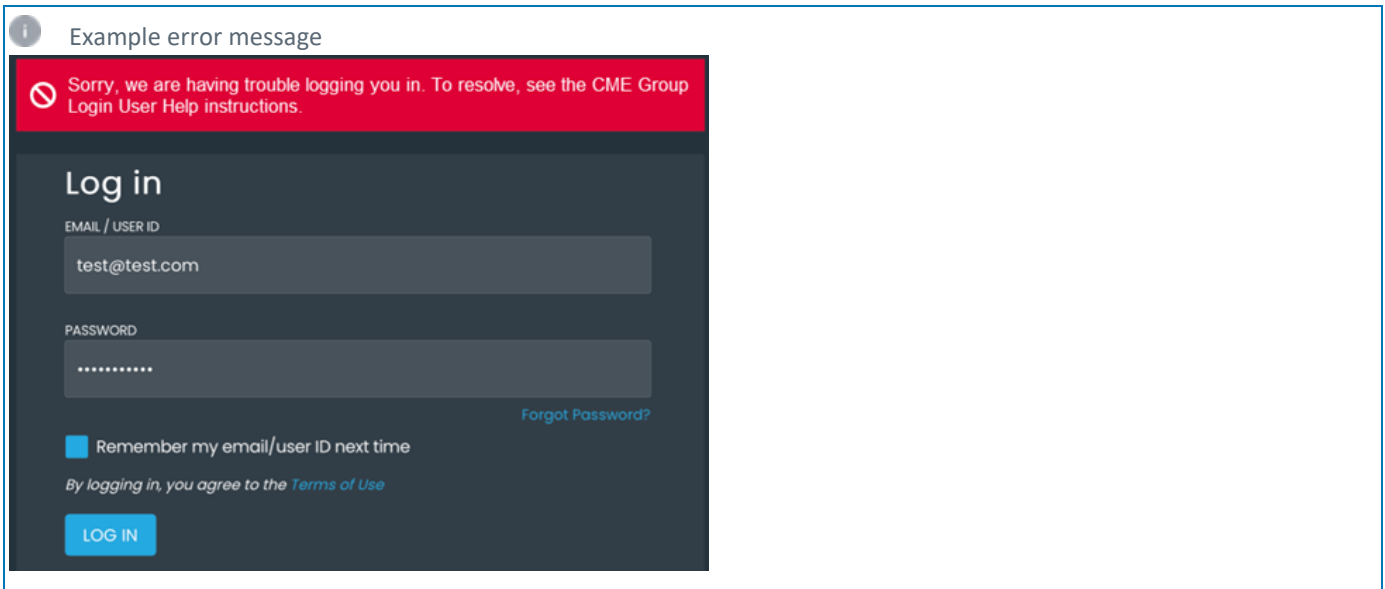
Select the **User icon**; select **Logout**.



Resolving Login Issues

The following instructions briefly describe common login issues and the recommended resolution.

- [Supported Browser](#)
- [Browser cache / cookies](#)
- [Device Not Recognized](#)
- [Disabled CME Group Login ID](#)
- [Forgotten password](#)
- [Login Timeout](#)
- For additional / unknown login issues, [contact Enterprise Application & System Entitlements \(EASE\)](#)



Use a supported browser

CME Group recommends using a [recent version](#) of Google Chrome, Microsoft Edge to access and operate application functions.

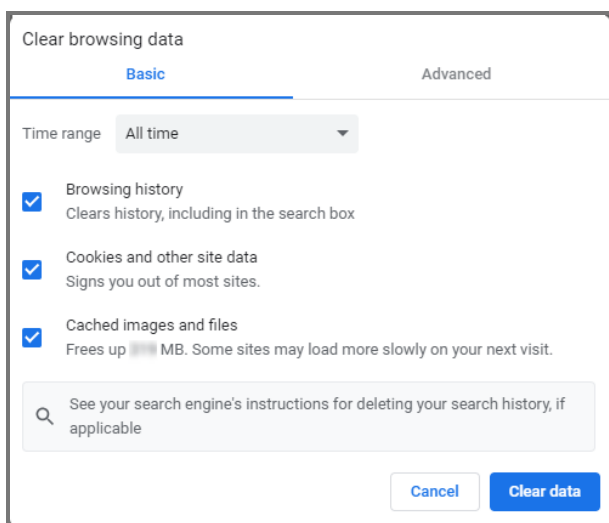
Clear browser cache and cookies

CME Group Login and Duo use browser cookies to remember users for subsequent application sessions.

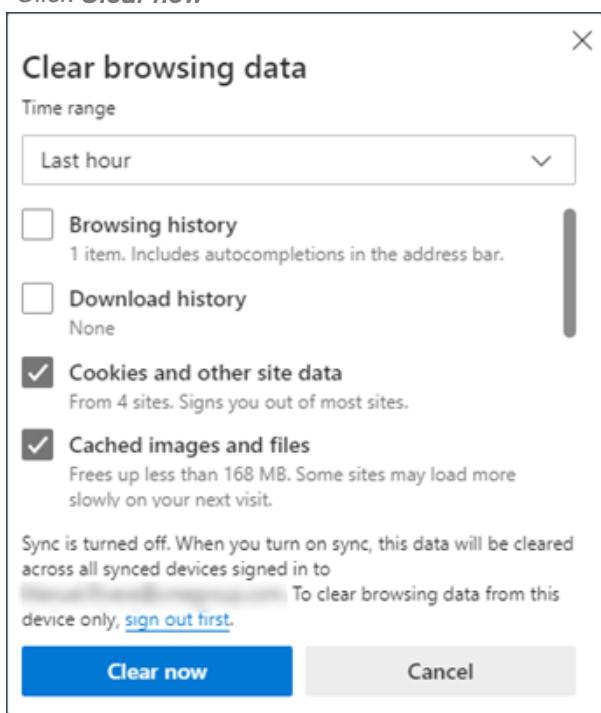
Stored web browser cache / cookies can sometimes cause an invalid login credential error.

If the correct User ID and Password is entered and the login is rejected / invalid, clear browser cache Website assets stored on the local computer to assist in pre-loading the webpage on subsequent visits and cookies A text file that is stored on the local computer to store website preferences for multiple browsing sessions..

- **Chrome** - At the top right corner of the browser page, click **Customize and control Chrome** (⋮)
 - Select **More Tools > Clear Browsing Data**
 - Select a **time range** (e.g. All time)
 - Select **Cookies and other site data** and **Cached images and files** checkboxes
 - Click **Clear data**



- **Edge**- At the top right corner of the browser page, click **Settings and more (...)**
 - Select **Privacy, search and services**
 - From the **Clear browsing data** pane, select **Choose what to clear**
 - Select **Cookies and other site data** and **Cached images and files** checkboxes
 - Click **Clear now**



Device Not Recognized

Upon an unsuccessful login, an error message may display indicating that a device is not recognized.

We do not recognize your device. To maintain the highest level of security, please login from a device you have previously used. For assistance see the [CME Group Login User Help](#).

Log in

EMAIL / USER ID

☐ Remember my email/user ID next time

By logging in, you agree to the [Terms of Use](#)

NEXT

Get the most out of CME Group

ACCOUNT BENEFITS

- View exclusive content and premium features
- Receive timely news and alerts
- Get invitations to events
- Get automatic refreshing of pricing data
- Track your portfolio and simulate market shifts
- Manage access to markets, tools, and services in Customer Center

CREATE ACCOUNT

If you need help setting up your new CME Group account or for any Login related issues, please [refer to our User Help System for step-by-step instructions](#).

The error indicates the absence of a required cookie used for authentication.


If unable to access your account from a previously logged in device and browser, contact [EASE](#) for assistance.

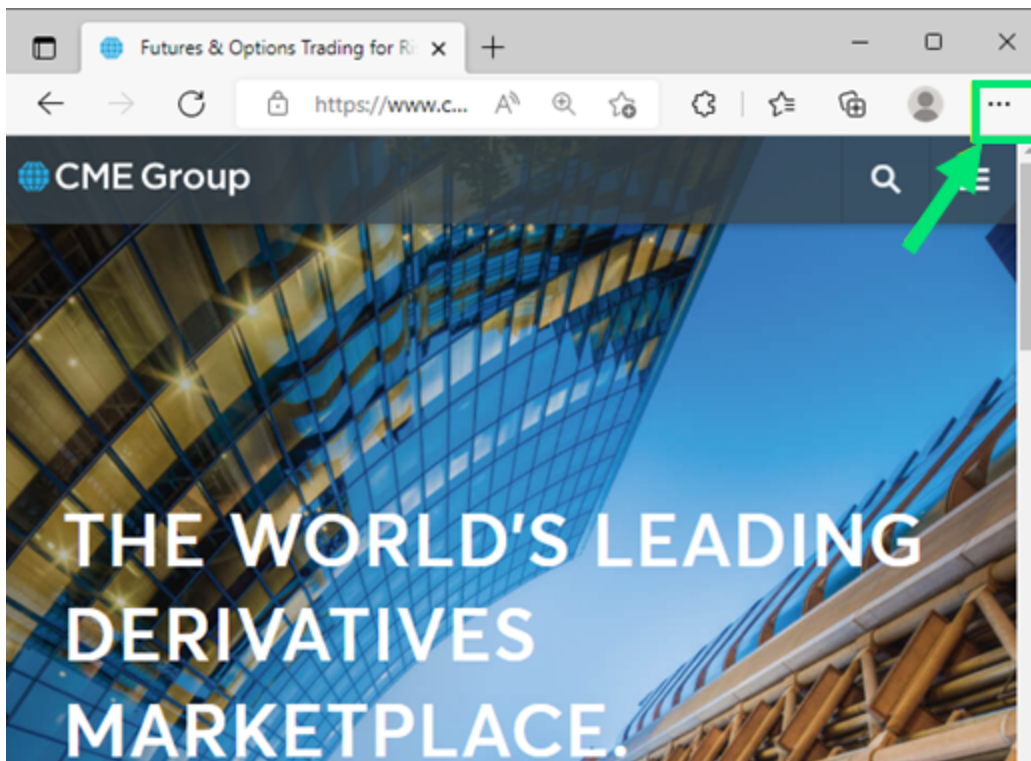
When contacting CME Group support staff you may be asked to [authenticate](#) your identity.

Compatibility Mode

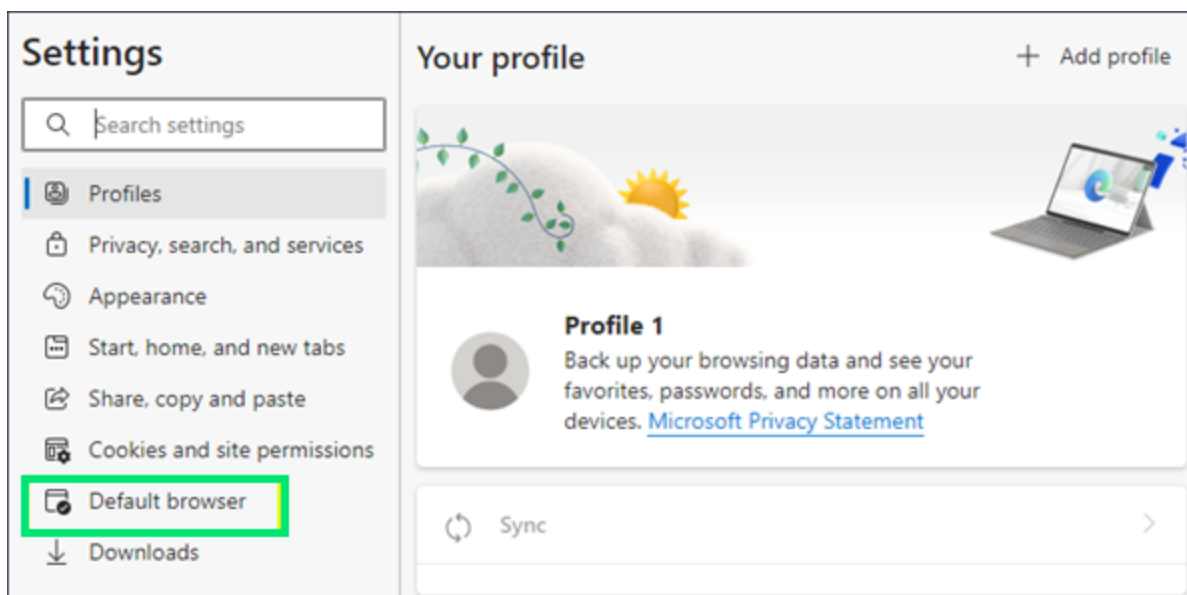
The following instructions describe the process to enable compatibility mode for the Edge or Internet Explorer browser.

► To enable Compatibility mode in Edge:

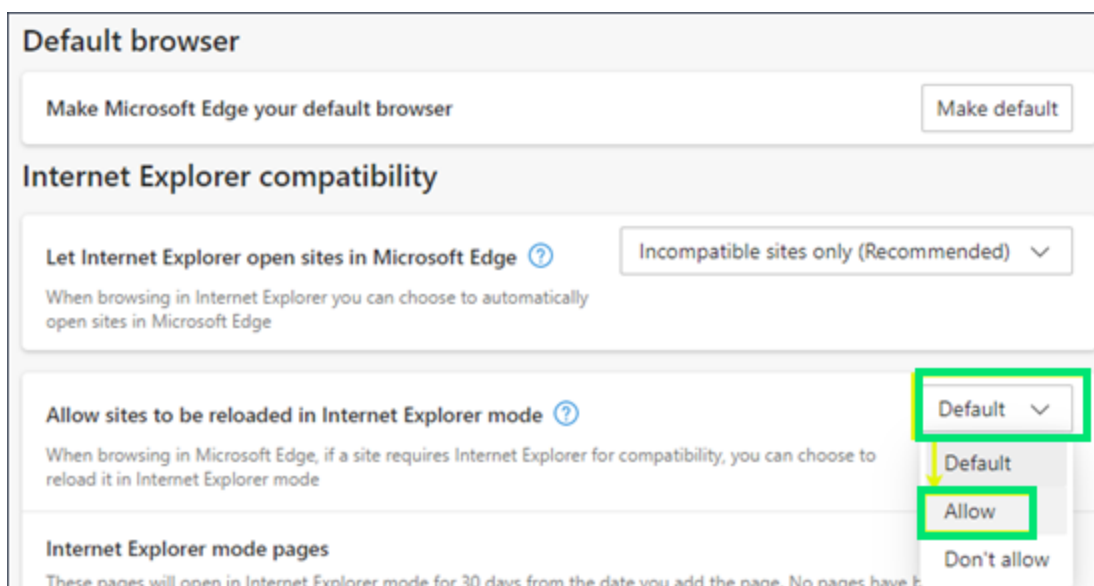
1. Open the Edge browser, then click **Settings and more (...)** in the top-right corner .
or, press **ALT + F** on your keyboard.
2. Select **Settings**  from the Edge menu.




3. From the navigation tabs on the left, select **Default browser**.



- From the *Internet Explorer compatibility* panel, select the drop-down menu for **Allow sites to be reloaded in Internet Explorer mode**, then select **Allow**.



- Confirm the selection by selecting **Restart** ().

The browser will close and reopen and you can proceed to login.

Disabled CME Group Login ID

CME Group requires users to log in to their CME Group account to review profile information at least once every 12 months. Users will receive a reminder email prior to their ID being disabled and another email after their ID is disabled.

Activate a disabled CME Group Login ID

To activate a disabled ID, [reset the password](#).

Permanently Disabled CME Group Login ID

If the ID has not been used for longer than 17 months the profile will be cleared and the ID cannot be reactivated. [Create](#) a new CME Group Login ID, then request application permissions from your administrator.

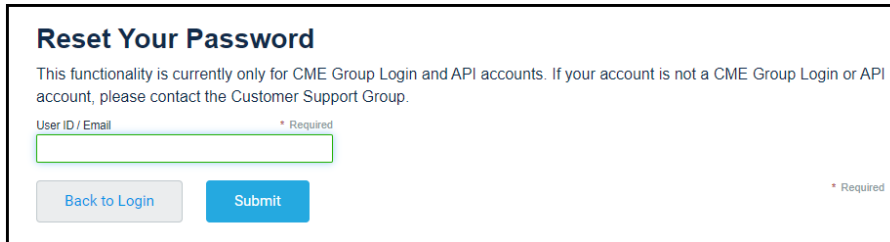
Reset Forgotten Password

Follow the instructions below to reset forgotten passwords.

▶ **To reset your password:**

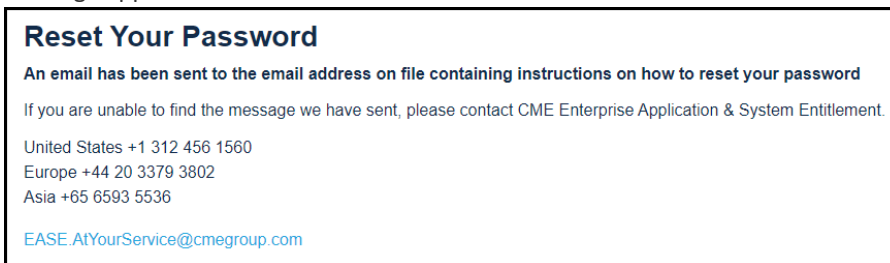
1. Access the [login site](#).
2. Select **Forgot Password**.

The Reset Your Password page appears.

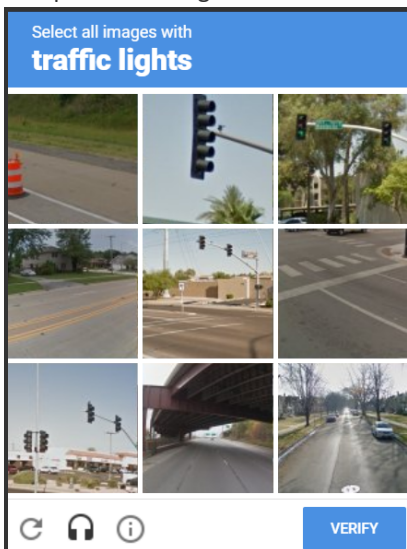


3. Enter your **User ID/Email Address** and select **Submit**.

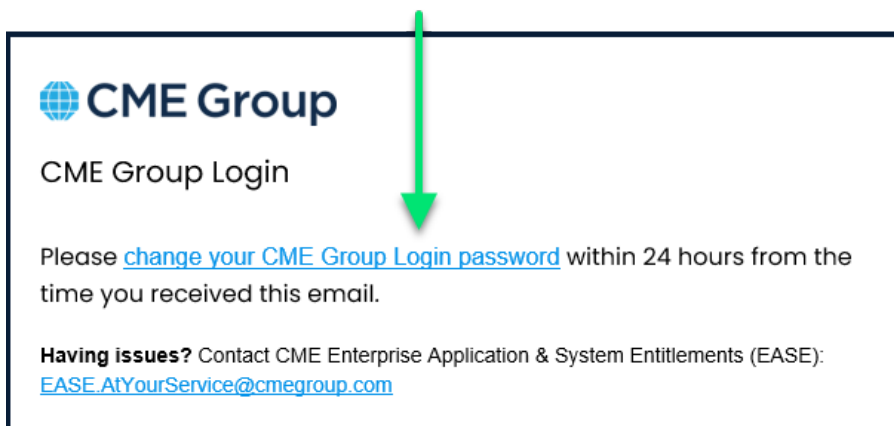
Message appears:



4. Complete the image verification test if prompted.



Instructions to reset the password will be sent to the email address associated with the entered User ID.



5. On the Password reset email, select the change password **link**.
 - If a Reset Password page appears with a challenge question, enter your response and select **Submit**.
 - If you use [DUO 2-factor authentication](#), authenticate as needed.

6. On the Reset Password page, enter and confirm the new **password**; select **Submit**.

If the password cannot be reset or registered email is inaccessible, contact [Enterprise Application & System Entitlements \(EASE\)](#). Upon EASE password reset, the password must be changed upon the subsequent login.

Customers who have not completed mandatory two-factor setup, will see a dialog that reminds them to login and complete the process.

Reset Your Password

Your password has been successfully updated.

CME Group now requires all users to use a security code to login. If you have not completed your security code setup, please login now.

Login to your account

Login Timeout

Account Lock: Login can be attempted up to five times before an account is locked. If an account is locked it will be unlocked automatically after 30 minutes.

To unlock the password, without requiring a password change, contact [EASE](#).

Manage User Profile

Users should keep current their CME Group Login profile, including:

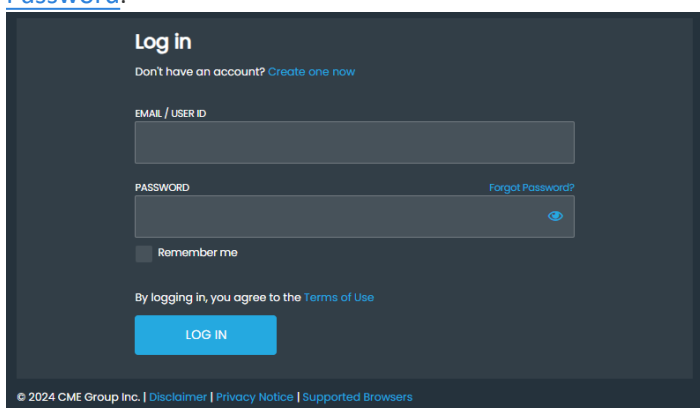
- Login ID and Contact Info
- Passwords
- Company name / type and role
- Work address
- Security questions / answers

Your CME Group Login contains the property settings to manage user profile details and change password.

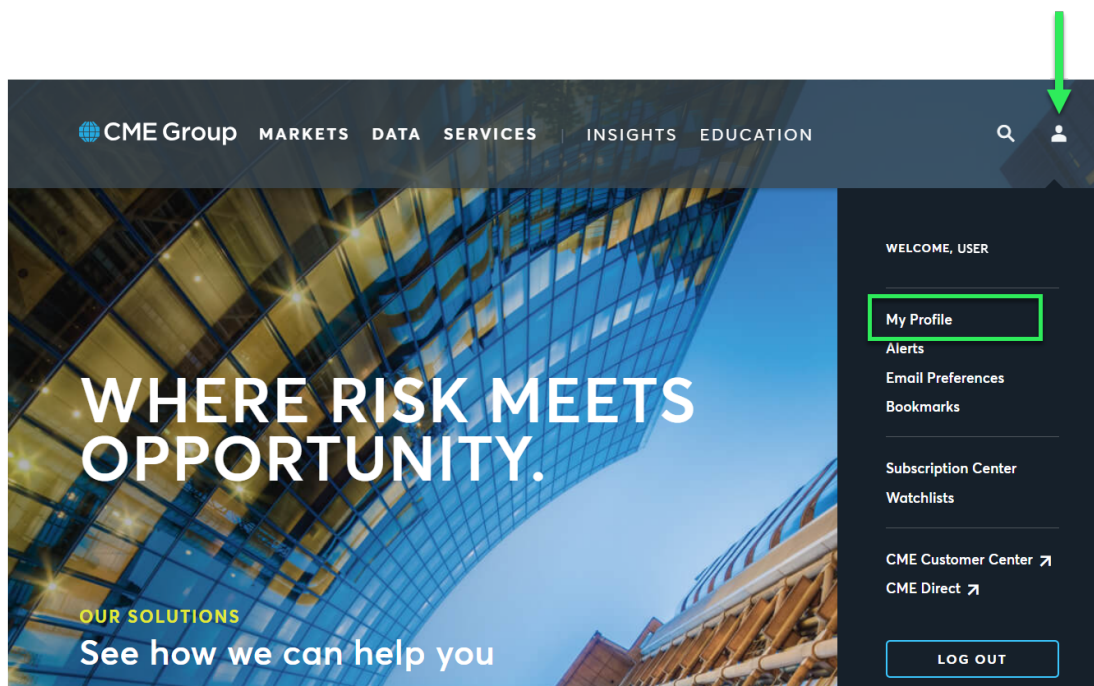
Note: For managing [API IDs](#), [PGP Encryption](#), [Secure File Transfer Protocol \(SFTP\)](#), granting access rights by Admins, and other administrative access, see the [CME Group Customer Center User Help](#).

▶ To Update the Profile:

1. From a supported [browser](#), access <http://login.cmegroup.com>.
2. Enter the **Email/User ID** and **password**, then select **LOG IN**. If you've forgotten your password, see [Reset Forgotten Password](#).



3. Select the **User** icon; select **My Profile**.



4. Select the **My Profile** tab.

The page appears in an editable format.

Token ⓘ	Access Code ⓘ
Please provide this token to your administrator as needed.	Access Code is required for verification when calling CME Support.
Generate New Token	Generate New Access Code

My Profile | Trading Interest | Email Preferences | Alerts | Bookmarks | APIs | PGP Keys | SFTP Management

Login and Contact Info [Edit](#)

Customer A
customer@company.com

Primary Work Address / Primary Phone Number [Edit](#)

street
citystate postcode
country
1 1234567890

Password [Edit](#)

About You [Edit](#)

Other
Other, cme

5. Select **Edit** and update; then select **SAVE CHANGES**:

- **Login and Contact Info** (name and email address)

Login and Contact Info

First Name

Last Name

Email

Confirm Email

- **Password**

Password

Current Password

Password

Confirm Password

- **About You (job role, company type, company name)**

About You

Job Role

Company Type

Company Name

- **Primary Work Address** (address and primary/mobile phone number)

Primary Work Address

Country

UNITED STATES OF AMERICA ▼

Address 1

20 S Wacker

Address 2

Optional

Postal Code

60606 ▼

City

CHICAGO ▼

State/Province/Region

ILLINOIS ▼

- **Security Questions/Answers** - minimum 2 (to verify your identity when needed)

Security Questions

Security Question 1

N/A ▼

Answer 1

Confirm Answer 1

Additional Functions

Use the My Profile menu to access additional services.

- [API Management](#): Create and manage IDs that are used to authenticate system-to-system communication to CME Group applications.
- [PGP Key Management](#): Upload and manage PGP public keys which are used to view encrypted reports, sent by email.
- [SFTP Management](#): Create and manage IDs and secure profiles to authenticate access to view reports over a secure connection.

Identity Management

CME Group Login credentials provide access to entitled applications and services. CME Group also offers enhanced identity verification and account security services. Administrators of applications may require you to identify yourself when authorizing / permissioning use of new applications. Likewise, when calling CME Group support staff you may be asked to authenticate your identity. Add a layer of security to an account with Two-Factor Authentication via DUO or choose your two-factor authentication method if you have Federation Single Sign-On.

Learn more about Identity Management in the following topics:

- [Manage Duo for Mobile Authentication](#) (for two-factor authentication using a mobile device)
- [Generate Access Code](#) (for CME Group Support Staff to verify your identity when calling for support)
- [Generate Token](#) (provided to Admin Manager to assign entitlements)
- [Federation Single Sign-On](#) (to allow customers to use their own enterprise credentials)

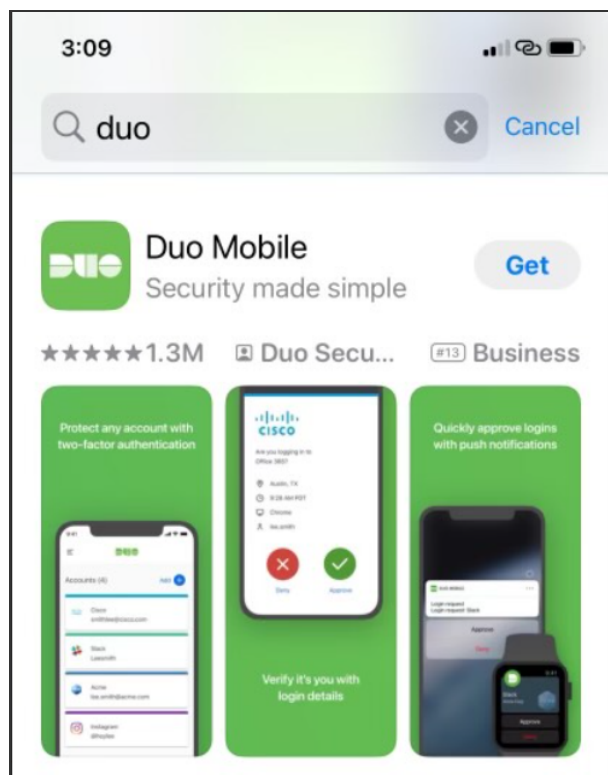
Manage Duo Multi-Factor Authentication

Users accessing **cmegroup.com** entitled applications and services can use the Duo Mobile app and mobile device to set-up multi-factor authentication; install Duo Mobile on your device; then access your CME Group Login [profile](#) to identify the device and how you wish to authenticate.



Note: For additional details, see:

- [Duo Security: Multi-Factor Authentication](#)
- [Duo Security Frequently Asked Questions](#)

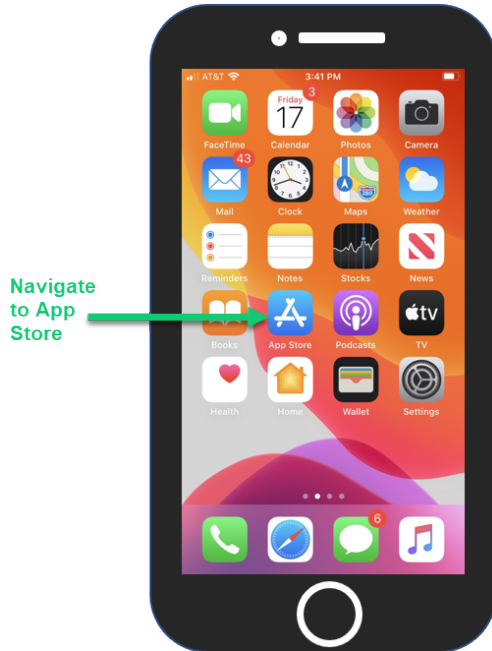


When you login to cmegroup.com, you may choose from two types of authentication:

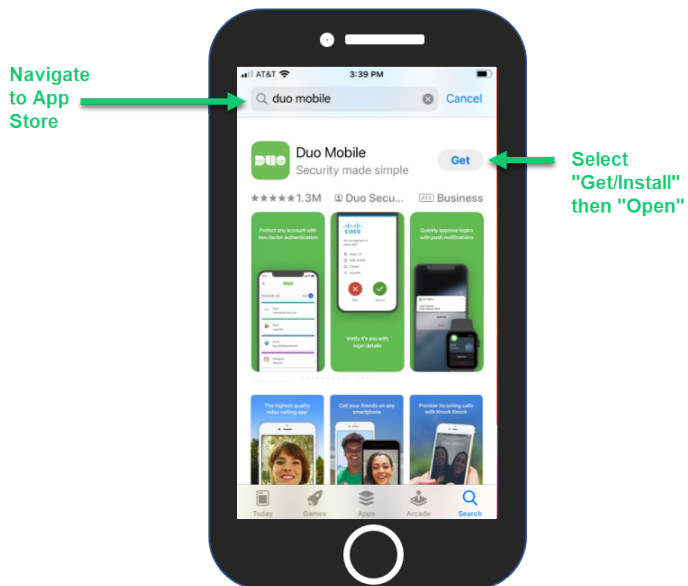
- Send a passcode to the mobile phone, which you must enter at login.
- Push Duo authentication to the mobile phone that you simply accept.

▶ **To Install Duo on Your Smart Device:**

1. Select the **App Store** from the mobile device.



2. Search for **Duo Mobile** and install:

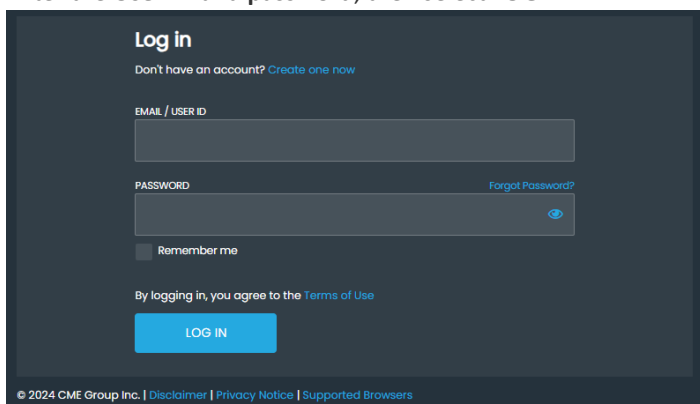


3. Follow the steps below to manage Duo settings.

▶ **To Access Duo Settings:**

First ensure that you have installed Duo Mobile on your mobile device; then follow the steps below.

1. From a supported [browser](#), access <http://login.cmegroup.com>.
2. Enter the **User ID** and **password**, then select **LOG IN**.



The login form is titled "Log in" and includes a link "Don't have an account? Create one now". It features two input fields: "EMAIL / USER ID" and "PASSWORD". The password field has a "Forgot Password?" link and a toggle for "Remember me". A "LOG IN" button is at the bottom. A footer contains copyright and policy links.

Log in

Don't have an account? [Create one now](#)

EMAIL / USER ID

PASSWORD [Forgot Password?](#)

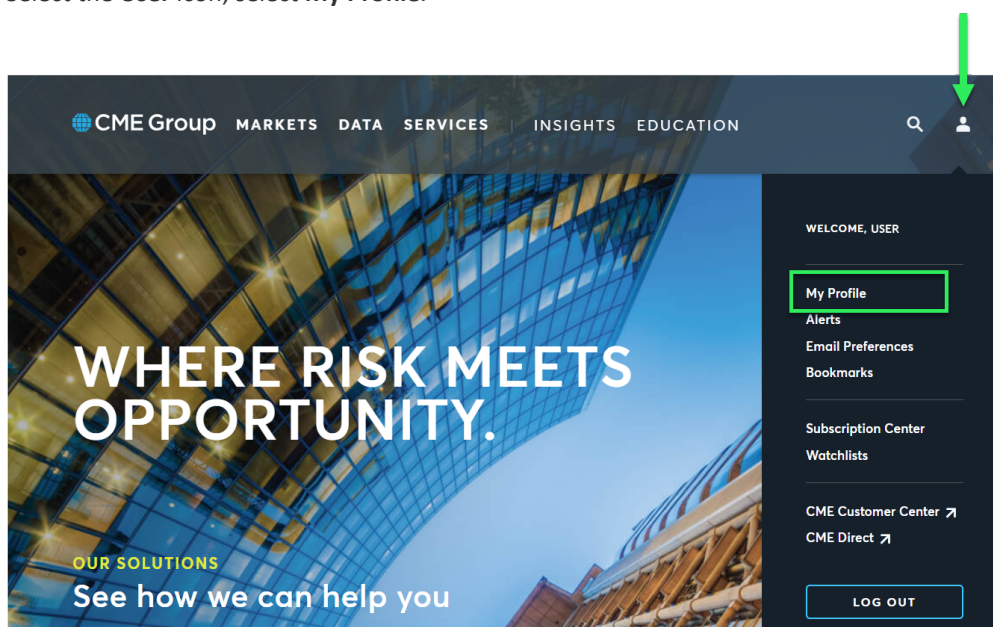
☐ Remember me

By logging in, you agree to the [Terms of Use](#)

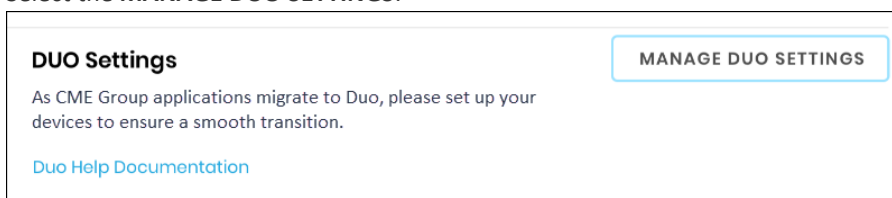
LOG IN

© 2024 CME Group Inc. | [Disclaimer](#) | [Privacy Notice](#) | [Supported Browsers](#)

3. Select the **User** icon; select **My Profile**.



4. Select the **MANAGE DUO SETTINGS**:



The "DUO Settings" section explains the migration to Duo and provides a link to "Duo Help Documentation". A "MANAGE DUO SETTINGS" button is located in the top right corner of the section.

DUO Settings

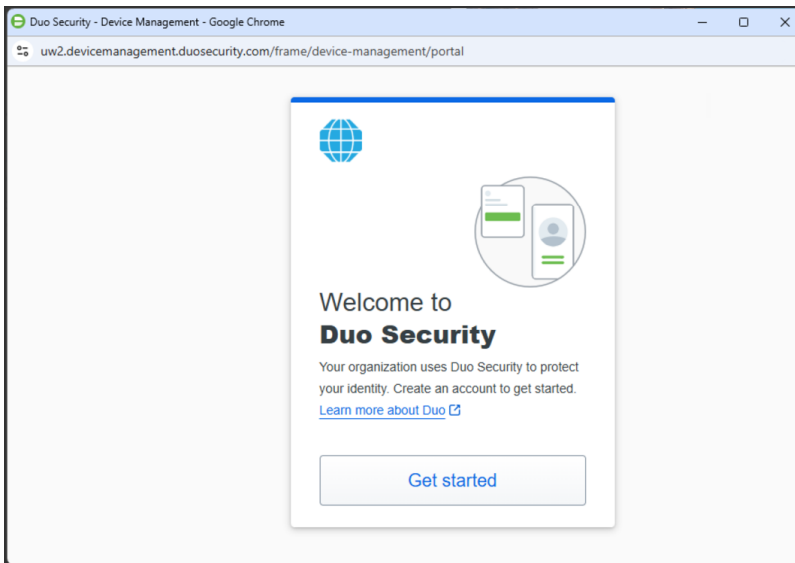
As CME Group applications migrate to Duo, please set up your devices to ensure a smooth transition.

[Duo Help Documentation](#)

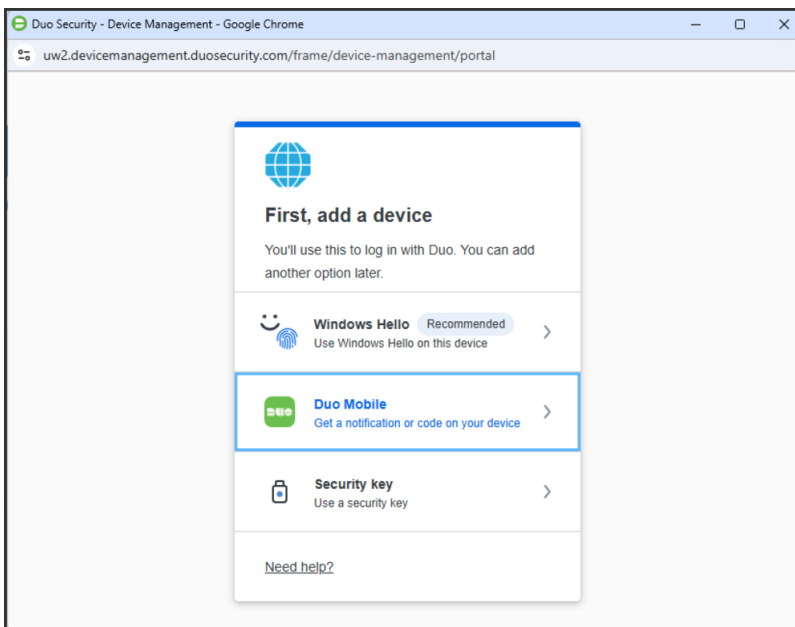
MANAGE DUO SETTINGS

▶ **To Setup DUO Settings (First Time):**

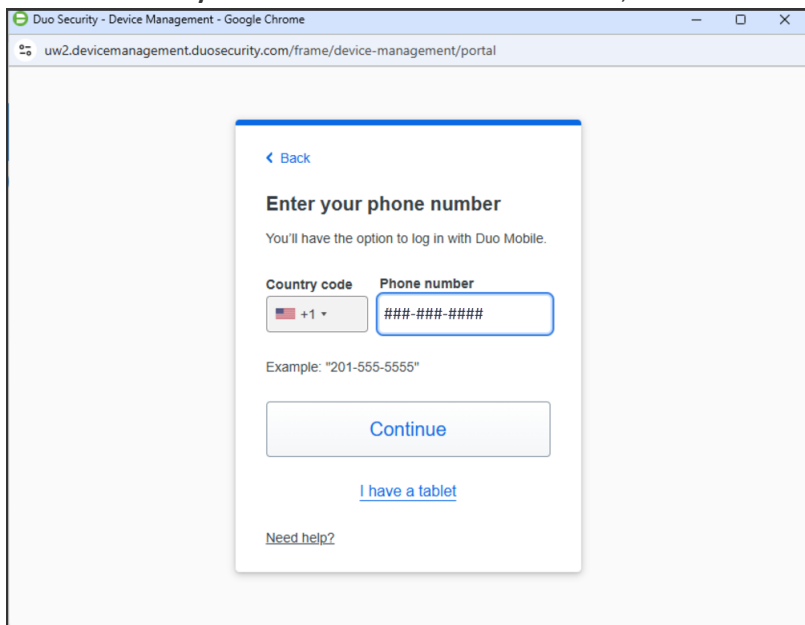
1. Select **Get started**.



2. Select **Duo Mobile**:

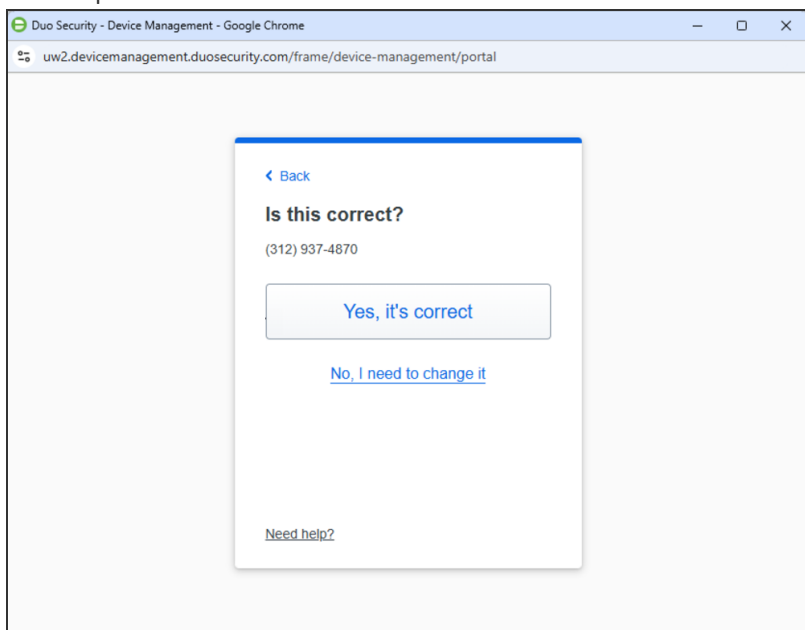


3. Select the **Country** and enter the **Mobile Phone Number**; and select **Continue**.



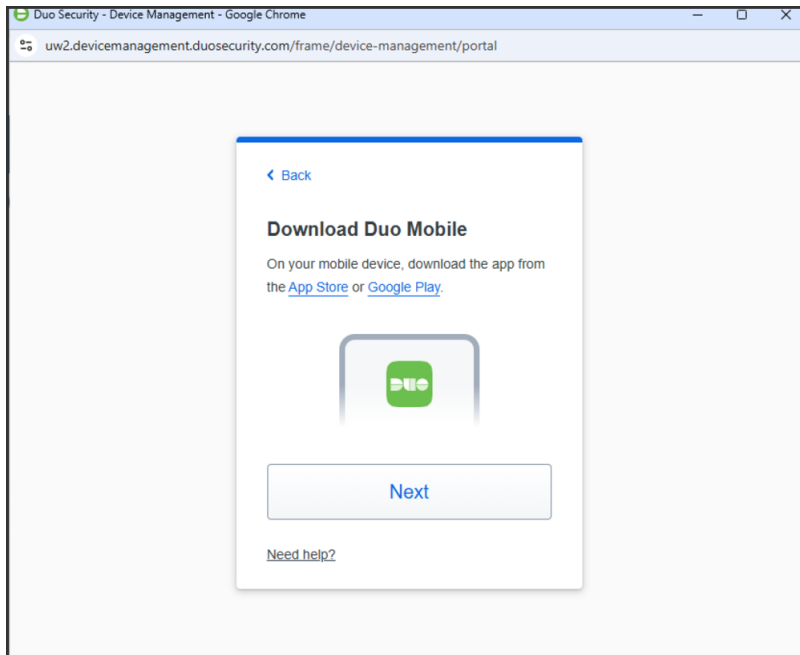
The screenshot shows a web browser window titled "Duo Security - Device Management - Google Chrome" with the URL "uw2.devicemanagement.duosecurity.com/frame/device-management/portal". The main content area displays a white card with a blue header bar containing a back arrow and the text "< Back". The card title is "Enter your phone number". Below the title, it says "You'll have the option to log in with Duo Mobile." There are two input fields: "Country code" with a dropdown menu showing "+1" and a flag icon, and "Phone number" with a placeholder "###-###-####". Below these fields, an example is provided: "Example: '201-555-5555'". At the bottom of the card is a large blue button labeled "Continue". Below the button is a link "I have a tablet" and at the very bottom is a link "Need help?".

4. Select **Yes, it's correct** (or change with **No, I need to change it**). If you attempt to use a phone number that is already in use, do not follow the remainder of these instructions; instead contact your Administrator so that they manually add the phone number for DUO.

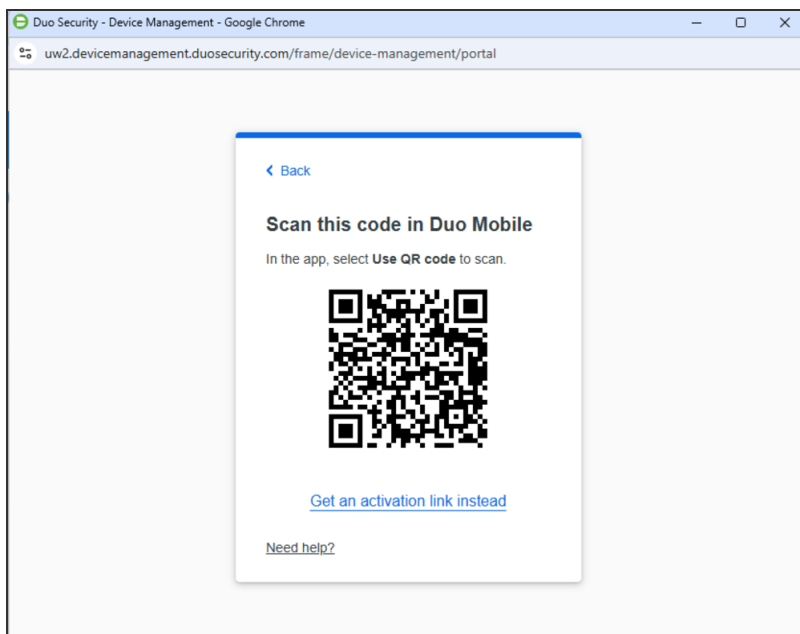


The screenshot shows the same web browser window as before. The white card now has a title "Is this correct?". Below the title, the phone number "(312) 937-4870" is displayed. There are two buttons: a large blue button labeled "Yes, it's correct" and a smaller link below it labeled "No, I need to change it". At the bottom of the card is a link "Need help?".

5. Select **Next**:

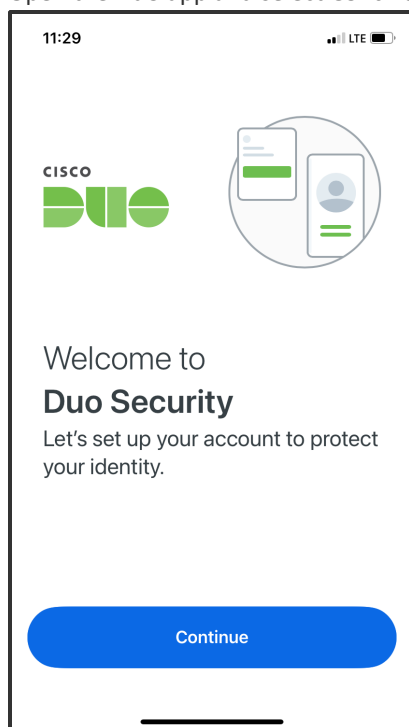


6. The following screen appears and you must now start **Duo** on your mobile device to link to link this CME Group Login account:

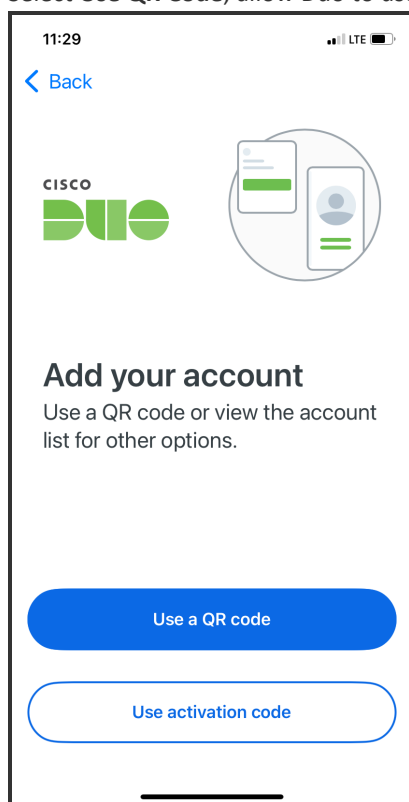


7. On your mobile device:

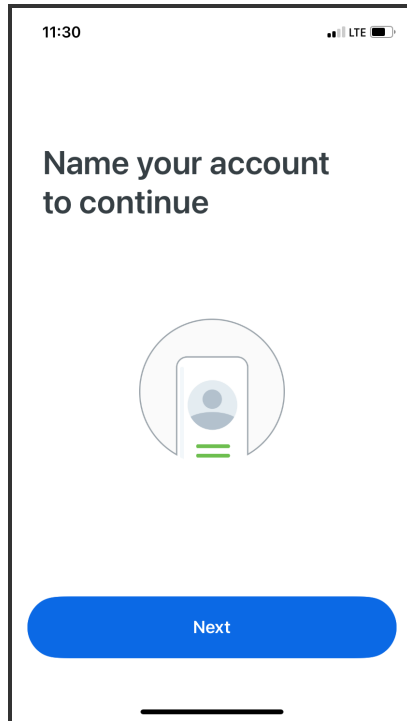
1. Open the **Duo** app and select **Continue**.



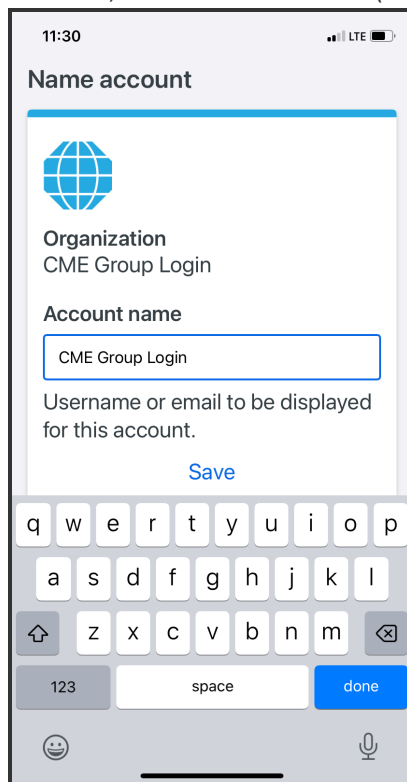
2. Select **Use QR Code**; allow Duo to use the camera and scan the QR code from Step 6 above.

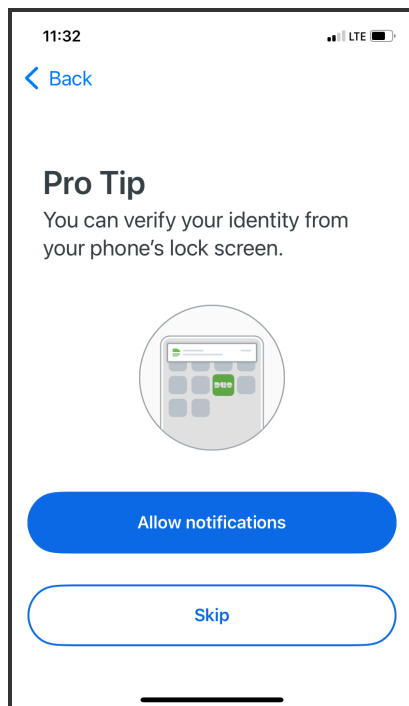


3. Select **Next**:



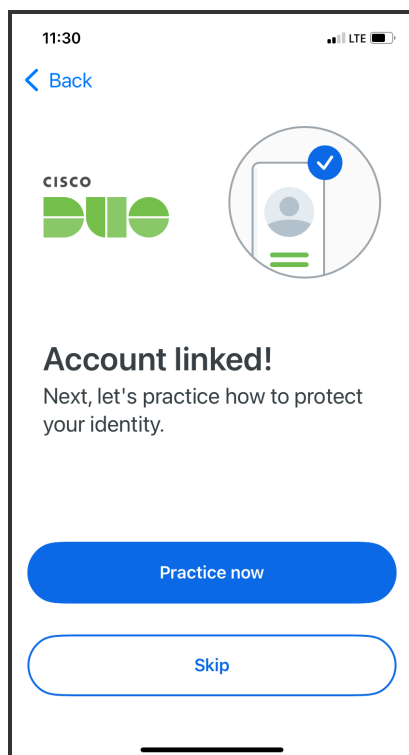
4. If desired, enter a different name (**CME Group Login** is the default) and select **Save**.



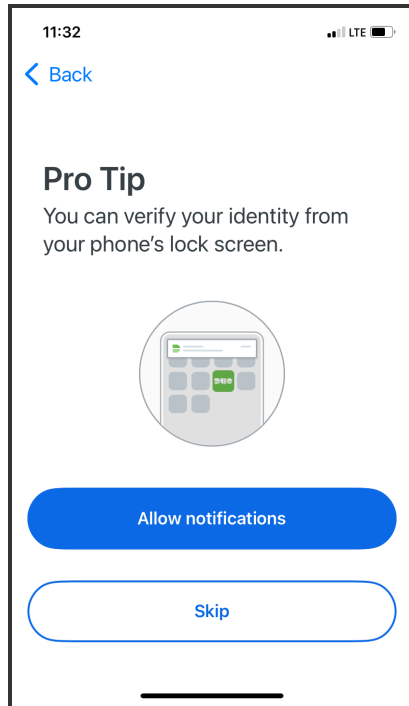
5. Select **Allow notifications**.

6. Select to practice or skip:

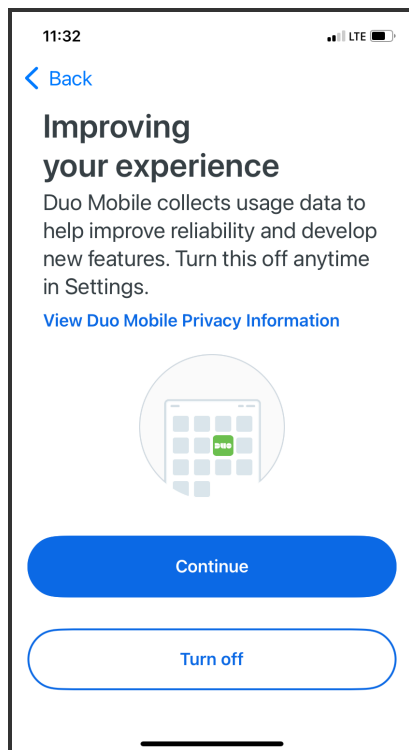
- **Practice** now if you wish to practice using Duo buttons (highly recommended).
- **Skip** to complete the setup without practicing using Duo.



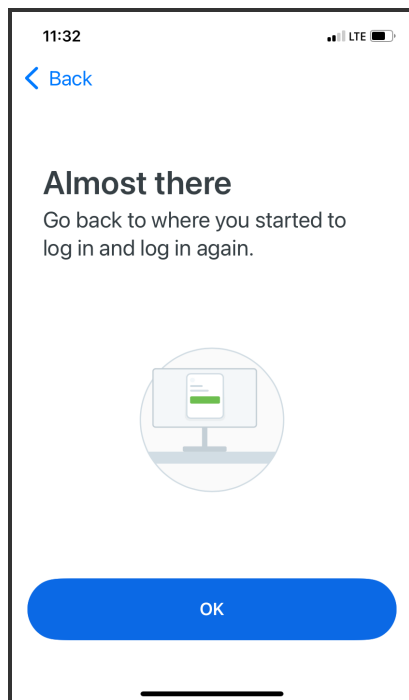
7. Select **Allow notifications**.



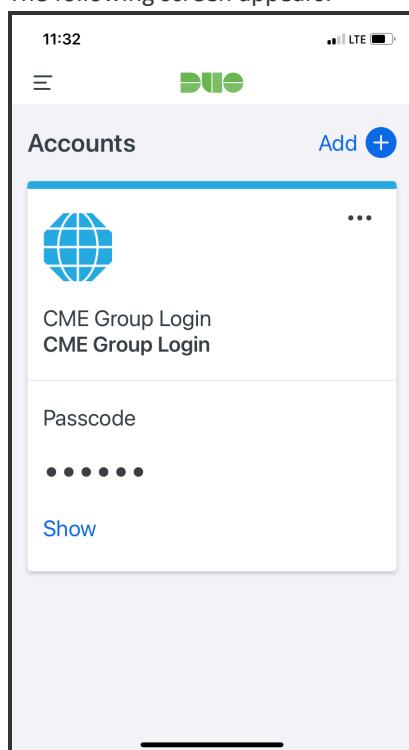
8. Select **Continue**:



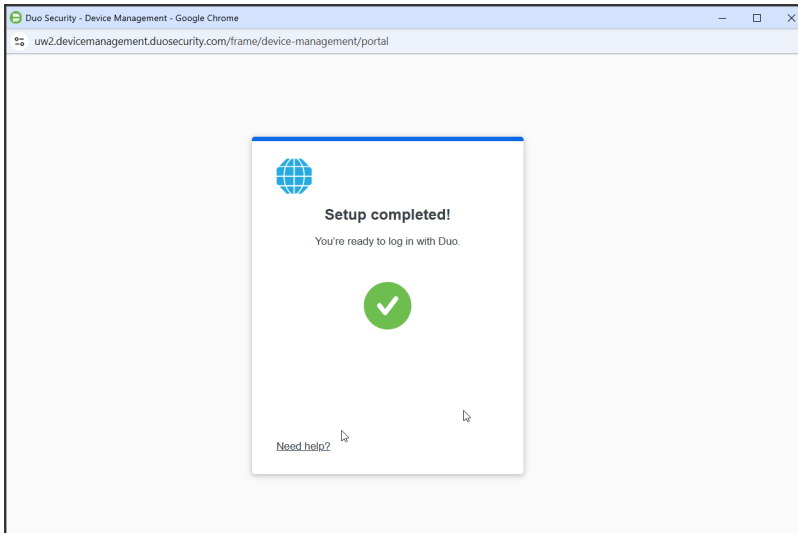
9. Select **OK**.



The following screen appears:

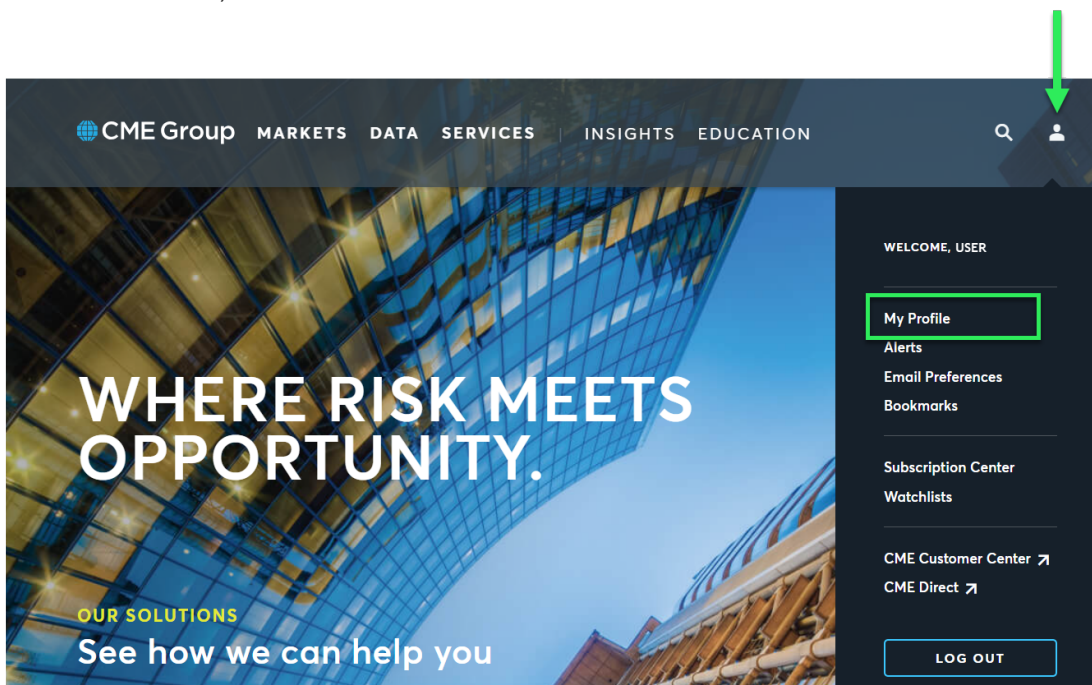


8. On your computer the below message appears; you may close the pop-up window.

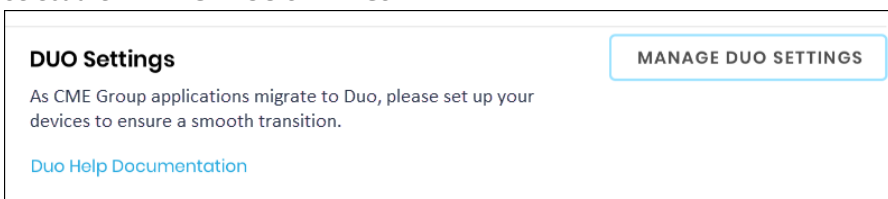


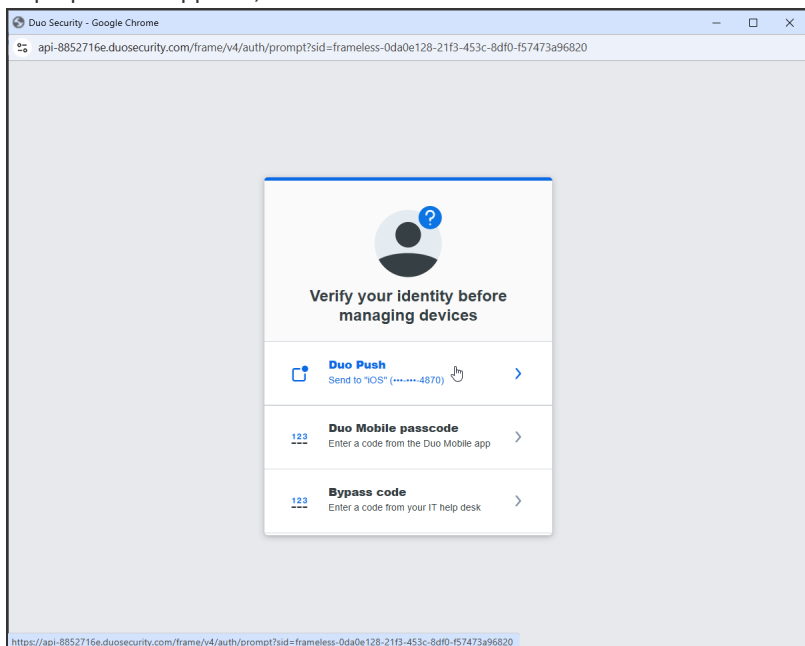
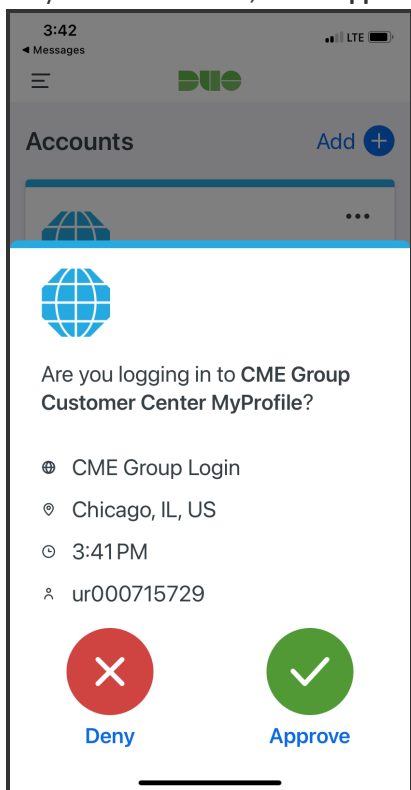
▶ **To Modify Duo Settings:**

1. Select the **User** icon; select **Profile**.

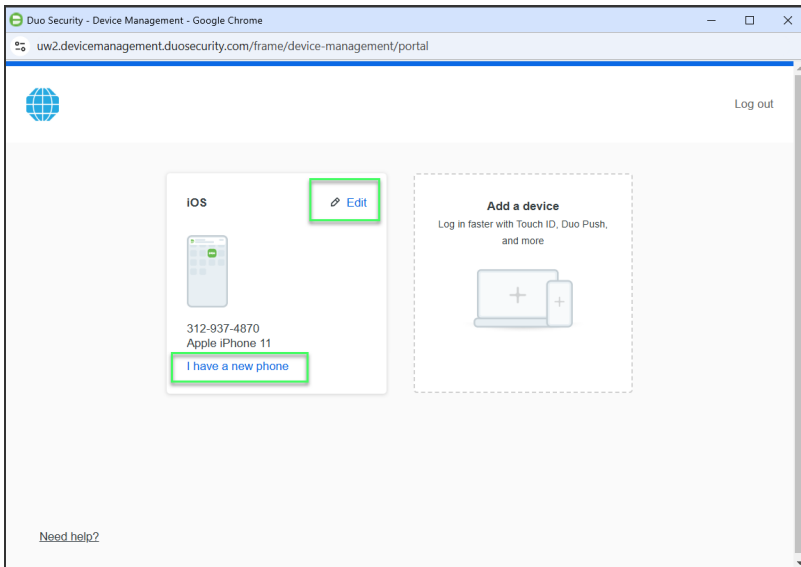


2. Select the **MANAGE DUO SETTINGS**:

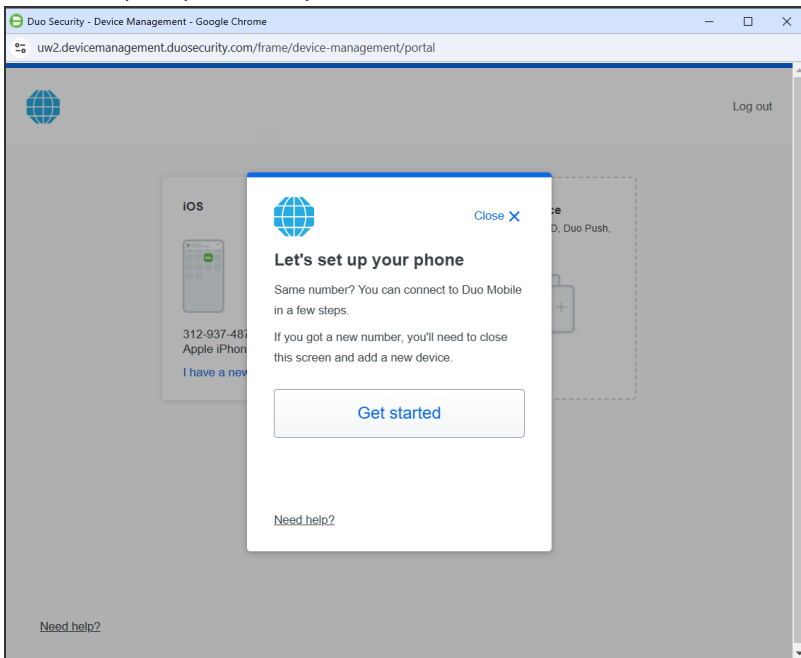


3. Pop-up screen appears; select **Duo Push**:4. On your mobile device, select **Approve**:

- On Duo Security screen, select to **Edit** to change the device name or select **I have a new phone** to set up another mobile device.



- Follow the prompts to set up a new device as needed:



Generate a Token for Application Administrators

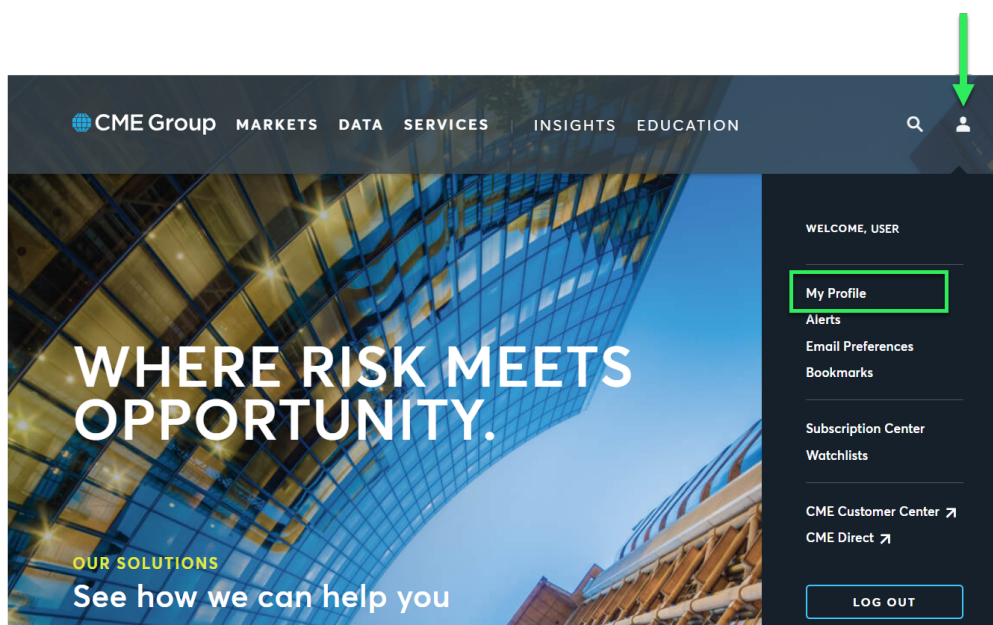
Permissions to certain CME Group applications and services are granted by Admin Managers (or CME Group) who are assigned entitlements by their registered entity (client) officer to manage front/middle/back office application access. They may require a temporary token from the customer. Follow the steps below to generate the temporary token; then supply this to the Admin Manager (or CME Group) as needed.



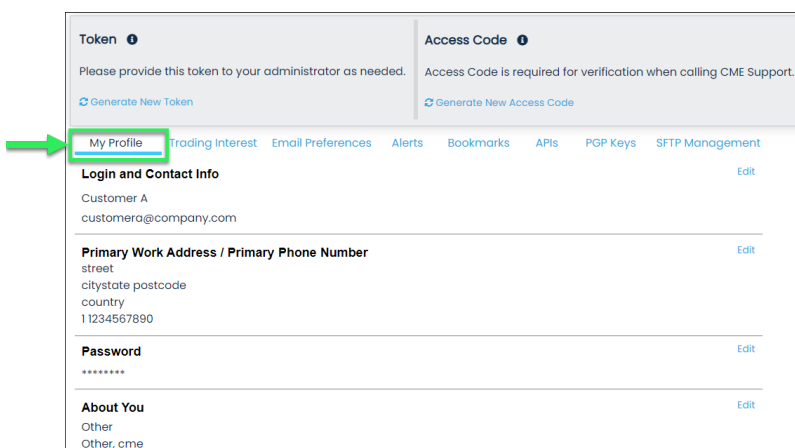
NOTE: [multi-factor authentication](#) is required to generate a token.

► **To Generate a token:**

1. Select the **User** icon; select **Profile**.

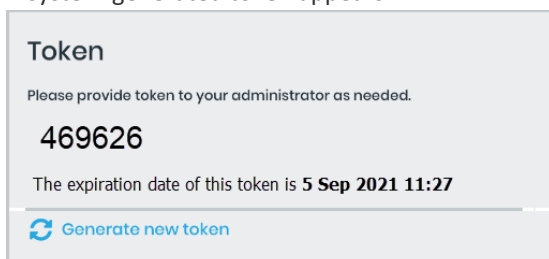


The Profile page appears.



2. Select **Generate New Token** in the Token section.

A system-generated token appears.



3. Supply the token number to your application administrator (or CME Group).

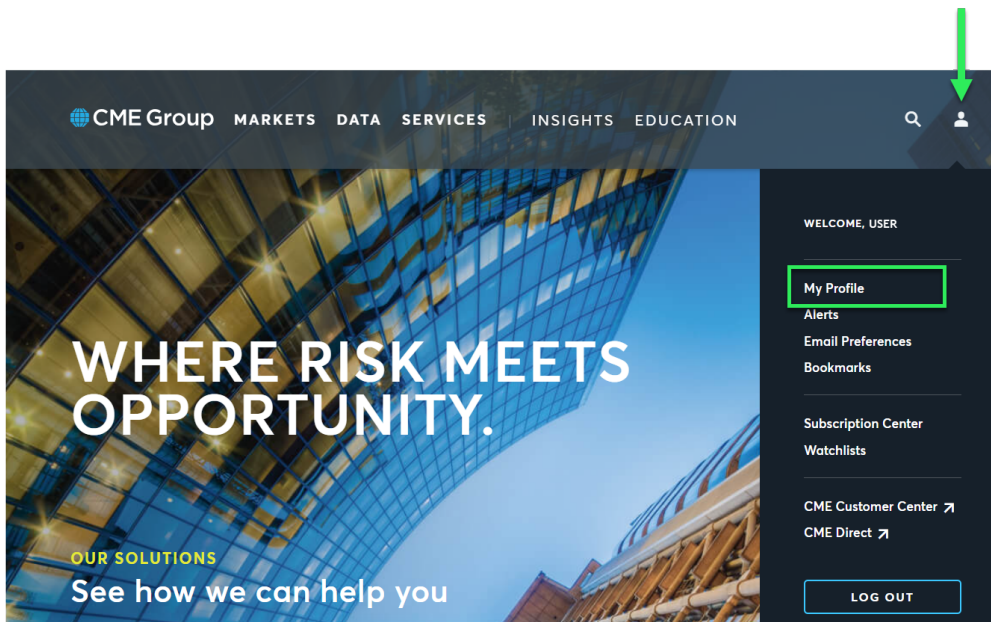
NOTE: Tokens are valid for 7 days after generation. This token number appears in your profile page until it expires. If needed, you may re-generate a new token at any time by selecting **Generate New Token**.

Generate an Access Code for Support Staff

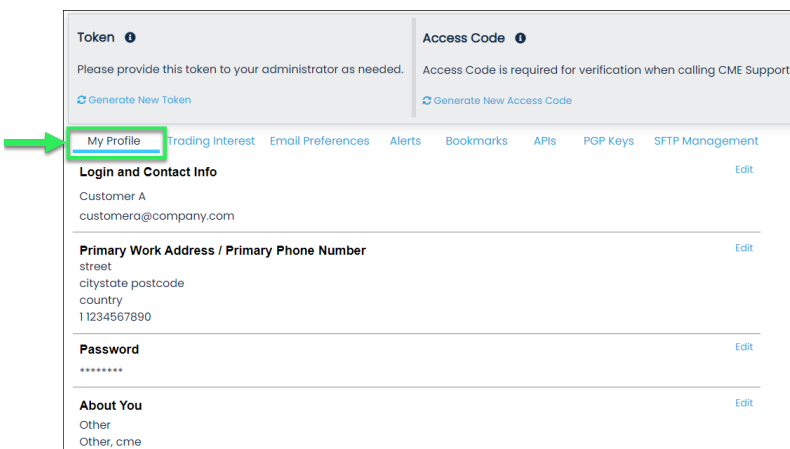
To address CME Group support requests, CME Group may require customers to supply an access code for identity validation.

► **To Provide an Access Code from Profile:**

1. Select the **User** icon; select **My Profile**.



The Profile page appears.



2. Select **Generate New Access Code** in the Access Code section.

A system-generated access code appears.

Access Code ⓘ

Access Code may be required for verification purposes.

923098

This access code will expire on **14 Nov 2024 13:42**

[Generate New Access Code](#)

3. Supply the access code to the CME Group Support Staff.

ⓘ **Note:** Access Codes are valid for 1 hour. This number appears in your profile page until it expires. If needed, you may re-generate a new access code at any time by selecting **Generate New Access Code**.

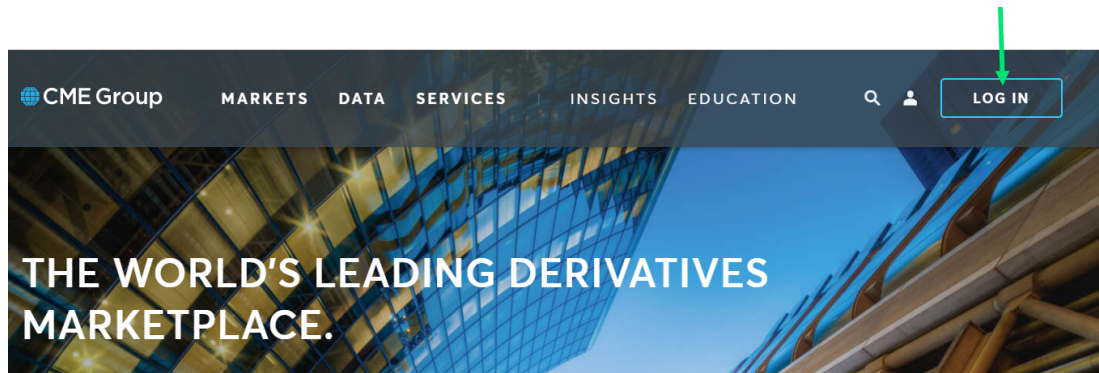
Federation Single Sign-On

Federation Single Sign-On is an identity and access service for authorized companies to log into most CME Group applications using their enterprise credentials. Customers have one less password to remember and manage, with no need to contact CME Group help desk for password reset issues. The firms retain control of their access management. Additionally, customers have the flexibility of choosing their own two-factor authentication method.

Note: For users who access New Release (e.g., for testing/developing purposes), they must establish their account in production.

User Experience

Once federated, users can select **LOG IN** at <https://login.cmegroup.com/> using their own enterprise credentials.



The Log In screen requires a **EMAIL/USER ID** and **Password**.

Non-Federated Users

The image shows a dark-themed login form titled "Log in". It includes a link "Don't have an account? Create one now". There are two input fields: "EMAIL / USER ID" and "PASSWORD". A "Remember me" checkbox is below the password field. A link "Forgot Password?" is to the right of the password field. At the bottom, it says "By logging in, you agree to the Terms of Use" and has a blue "LOG IN" button. Footer text at the bottom left reads "© 2024 CME Group Inc. | Disclaimer | Privacy Notice | Supported Browsers".

The modified Federation Single Sign-On Login screen appears (the password field disappears after entering the **Email Address**); user selects **NEXT**. Users are redirected to a Sign On screen where they enter their enterprise/firm **Username** and **Password** then select **Sign On**.

Federated Users

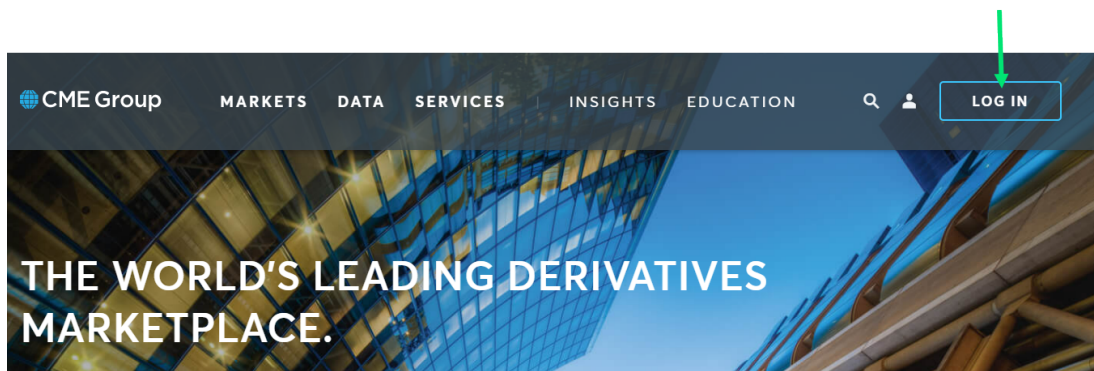
The diagram shows two screens connected by a blue arrow pointing from left to right. The left screen is a dark-themed "Log in" form. It has an "EMAIL / USER ID" field containing "pqrfive@pqf.com", a "Remember my email/user ID next time" checkbox, and a "NEXT" button. Below the form, it says "By logging in, you agree to the Terms of Use". The right screen is a light-themed "Sign On" form. It has a "Username" field, a "Password" field, and a "Sign On" button.

Complete Federation Single Sign-On Profile

After your enterprise/firm federates your credentials, login to the CME Group platform and complete the Federation Single Sign-On profile with your job role, address, etc.

► First Time Login:

1. Go to <https://www.cmegroup.com/> and select **LOG IN**.



2. Enter your enterprise/firm **Email Address** and press TAB or ENTER on your keyboard and select **NEXT**.
3. Enter your enterprise/firm **Username** and **Password** and select **Sign On**.

Log in
EMAIL / USER ID

☐ Remember my email/user ID next time
By logging in, you agree to the [Terms of Use](#)
NEXT

Sign On
Username

Password

Sign On

The **Complete your profile** screen appears:

Complete your profile

About You

Do you currently trade/clear?
(optional)

Customer Feedback
May we contact you periodically for
feedback in order to improve CME Group
digital offerings?

Primary Work Address

Job Role

Select...

☐ Futures ☐ Cash Treasuries/EU Bonds/Repo
☐ Options On Futures ☐ FX Spots/Forwards/Non-Deliverable Forwards
☐ OTC Cleared Swaps ☐ Do Not Currently Trade

☒ Yes ☐ No

Country

United States of America

Address 1

1 Federation Way

Address 2 Optional

Postal Code

60602

City

CHICAGO

State/Province/Region

ILLINOIS

Primary Phone Number Optional Extension Optional

1 ...

☐ Is This A Mobile Number?

Send Security Code By:
☒ SMS ☐ Call

By submitting your contact information, you acknowledge that CME Group or its parent, subsidiary or affiliated companies or one of their authorized representatives may send you verification codes via text message. Such contact may use automated technology. Standard text message and data rates may apply.

You can change your preferences at any time by updating your profile or by calling us:

United States: +1 312 456 1560 Europe: +44 20 3379 3802 Asia: +65 6593 5536

☒ I Agree

4. Select/enter your:

- Job role
- Products
- Feedback preference
- Business Address
- Phone Number (indicate if a mobile number)
- Preference for sending Security Code
- Agree for sending verification code

5. Enter at least two security questions/answers:

- a. Select **Let's do it**.
- b. Enter your questions and answers (at least two).

Security Questions
Please do not disclose any personal identification information in the security questions (i.e. age, gender, religion, etc.).

Security Question 1

Security Question #1

Answer 1

Confirm Answer 1

Security Question 2

Security Question #2

Answer 2

Confirm Answer 2

[+ add another question](#)
[- I change my mind. I will provide the Security Questions and Answers later.](#)

- c. Optional: To add more questions/answers, select **+ add another question**.

6. Read and consent to the **CME Group Privacy Notice**, **Terms Of Use**, and **Cookie Notice**.

Policy Agreements

☒ I have read and understand the [CME Group Privacy Notice](#)

☒ I have read and agree to the [Terms of Use](#) and [Cookie Notice](#)

☐ Yes. By checking this box, I agree to receive communications regarding CME Group products, services, and events that are of interest to me. I understand that I can unsubscribe at any time. By registering, I confirm that I have read and fully understand the [CME Group Privacy Notice](#). (optional)

Continue

7. Optional: Select the box to agree to receive communications.

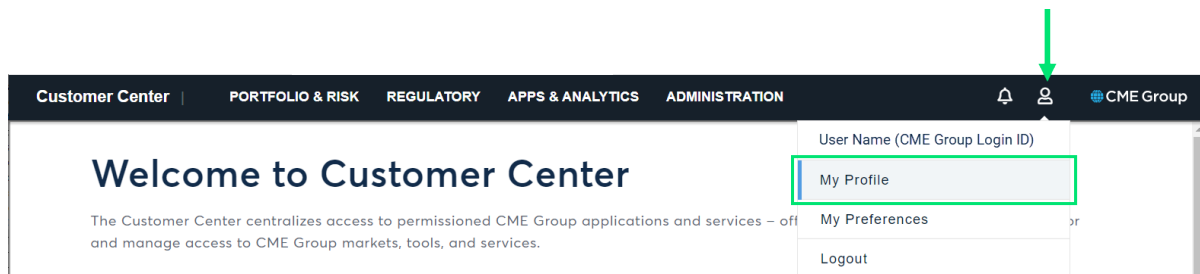
8. Select **Continue**.

Log into Non-Federated Services

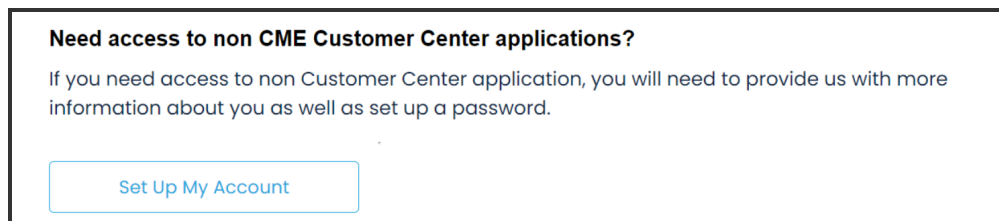
For users who have Federation Single Sign-On credentials and require a CME Group Login (username and password), follow the below steps. A CME Group Login is required to access applications that are not currently supported by Federation Single Sign-On.

► **To create CME Group Login:**

1. Go to <https://login.cmegroup.com/> and login with your Federation Single Sign-On credentials.
2. Select the **user icon** > **My Profile**.



3. Select **Set Up My Account**.



4. Enter a **Password**--ensuring the password meets the requirements as shown:

5. Enter information presented on the screen, including Contact Information.

About You

Job Role

Operations

Company Type

Exchange

Company Name

Federation Firm

Do you currently trade/clear?
(optional)

☐ Futures

☐ Cash Treasuries/EU Bonds/repo

☐ Options On Futures

☐ FX Spots/Forwards/Non-Deliverable Forwards

☐ OTC Cleared Swaps

☐ Do Not Currently Trade

Customer Feedback

May we contact you periodically for
feedback in order to improve CME Group
digital offerings?

☒ Yes

☐ No

Primary Work Address

Country

United States of America

Address 1

1 Federation Way

Address 2

Optional

Postal Code

60602

City

CHICAGO

State/Province/Region

ILLINOIS

Primary Phone Number

Optional

1 ...

Extension

Optional

☒ Is This A Mobile Number?

Send Security Code By:

☒ SMS

☐ Call

By submitting your contact information, you acknowledge that CME Group or its parent, subsidiary or affiliated companies or one of
their authorized representatives may send you verification codes via text message. Such contact may use automated technology.
Standard text message and data rates may apply.

You can change your preferences at any time by updating your profile or by calling us:

United States: +1 312 456 1560

Europe: +44 20 3379 3802

Asia: +65 6593 5536

☒ I Agree

6. Enter at least two **Security Questions and Answers**:

Security Questions
Please do not disclose any personal identification information in the security questions (i.e. age, gender, religion, etc.).

Security Question 1

Security Question #1 ▾

Answer 1

Confirm Answer 1

Security Question 2

Security Question #2 ▾

Answer 2

Confirm Answer 2

+ add another question

- I change my mind. I will provide the *Security Questions and Answers* later.

7. Read and accept the Privacy Policy as well the Terms of Use, then select **Continue**.

Policy Agreements

☒ I have read and understand the [CME Group Privacy Notice](#)

☒ I have read and agree to the [Terms of Use](#) and [Cookie Notice](#)

☐ Yes. By checking this box, I agree to receive communications regarding CME Group products, services, and events that are of interest to me. I understand that I can unsubscribe at any time. By registering, I confirm that I have read and fully understand the [CME Group Privacy Notice](#). (optional)

Continue

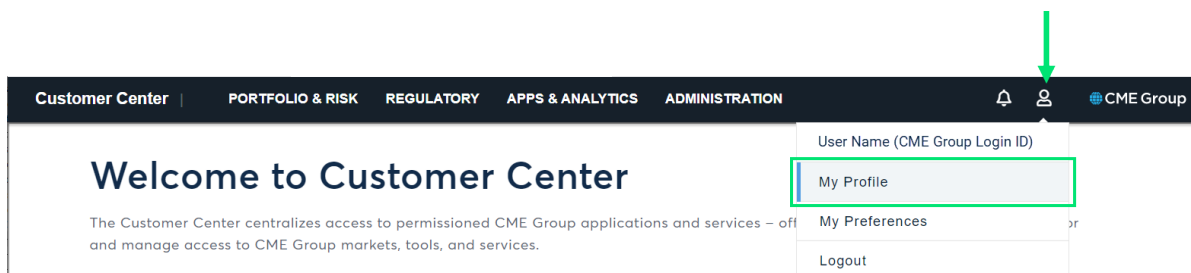
Change Password for Non-Federated Services

For users who have Federation Single Sign-On credentials and also a CME Group Login (username and password), follow the below steps below to change your password for CME Group Login.

► **To change CME Group Login password:**

1. Go to <https://login.cmegroup.com/> and login with your Federation Single Sign-On credentials.
2. In the Customer Center screen, select the **user icon** > **My Profile**.

Note: My Profile offers features to manage [user](#) contact information, two factor authentication, API IDs, PGP message encryption, SFTP report file transfer.



3. Select **Edit** for Password.

Token ⓘ Please provide this token to your administrator as needed. Generate New Token	Access Code ⓘ Access Code is required for verification when calling CME Support. Generate New Access Code
--	--

[My Profile](#)
[Trading Interest](#)
[Email Preferences](#)
[Alerts](#)
[Bookmarks](#)
[APIs](#)
[PGP Keys](#)
[SFTP Management](#)

Login and Contact Info [Edit](#)
 Customer A
 customera@company.com

Password [Edit](#)

About You [Edit](#)
 Other
 Other, cme

Primary Work Address / Primary Phone Number [Edit](#)
 street
 citystate postcode
 country
 1 1234567890

4. Enter your **current password** and a **new password** (twice) and select **SAVE CHANGES**:

Password


Current Password

Password

Confirm Password

CANCEL

SAVE CHANGES

 If you cannot remember your current password, call [EASE](#) support (telephone based on region) to obtain a temporary password. Enter the temporary password in the Current Password field.

Unfederate Users

If multiple users are facing issues with Federation Single Sign-On, please send a screenshot of the issue to gcc@cmegroup.com and check with your internal IT/IAM team to ensure there are no issues internally that prevent this from working.

To unfederate users, please follow these steps:

► **To unfederate users:**

1. Participants must have authority to unfederate users. CME Group has an entitlement role assigned to customer administrators who have authority to unfederate users.
2. Contact EASE@cmegroup.com to ensure users have a CME Group Login ID and password.
 - If users have CME Group login credentials, they can be unfederated.
 - If users do not have CME Group login credentials, they will be asked to create it [using this link](#).

Federation Single Sign-On Customer Support

For support logging into a CME Group application with your Federated Single Sign-On, please first contact your firm IT administrator to ensure internal issues are not the cause.

For assistance with troubleshooting, ensure you provide your firm contact information (email address or phone number) to CME Group.

- For assistance in troubleshooting Federation Single Sign-On issues, contact: gcc@cmegroup.com or call 1-800-438-8616.
- For assistance with CME Group Login, contact EASE@cmegroup.com.
- For assistance with entitling users to additional applications please reach out to EASE@cmegroup.com.
- If any users need access/entitlement to applications to which they are not currently entitled, please contact EASE@cmegroup.com and provide the user's email address and the application they need.