

Account administration

What is my user name?

- ▶ Answer: Your user name will be the email you selected when registering for the dashboard.

I forgot my password. How can I reset it?

- ▶ Answer: Please navigate to the login page, and click on the “Forgot your password” link.

How can I change my password?

- ▶ Answer: Once you log in, you can change your password by clicking on the link below the “Logout” button on the main screen.

How can I add additional users to my subscription?

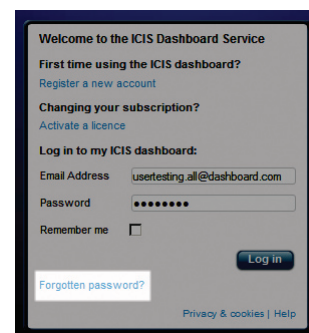
- ▶ Answer: Please contact your local ICIS Account Manager.

I need to activate my License Key, where do I find this?

- ▶ Answer: Please refer to your original welcome email from ICIS, which contains the license key and instructions to register.

I cannot locate a product within my subscription.

- ▶ Answer: All products within your subscription should appear under the quotations preferences window. If you cannot find a product you have subscribed to, please contact customer support.



Publishing schedule and subscription details

How do I get notified if there has been a price adjustment/correction?

- ▶ Answer: Any report correction notification will be displayed in the “Messages from ICIS” tab

Where can I find the publishing schedule?

- ▶ Answer: Please refer to the publishing schedule on our website: <http://www.icis.com/about/price-reports/>

Why is my report not available?

- ▶ Answer: Please check the publishing schedule to find out when a report will be available: <http://www.icis.com/about/price-reports/>

Where do I find the product methodology?

- ▶ Answer: Please navigate to <http://www.icis.com/about/methodology/>

How can I see previously published reports?

- ▶ Answer: Please navigate to the Report screen by clicking on the Report tab in the top navigation bar. You can view up to four weeks of data and download reports as pdfs.

How can I download a report as a pdf?

- ▶ Answer: Please navigate to the Report screen by clicking on the Report tab in the top navigation bar. You can select individual reports from the list or choose to download all reports by clicking on the “Download all” button on the left column.

Where can I find the glossary with all the terms used?

- ▶ Answer: Navigate to <http://www.icis.com/StaticPages/Glossary.htm>

ICIS dashboard - Frequently Asked Questions



How can I see price alerts?

- ▶ Answer: Select the commodity in the Quotations window and look for Price Alerts on your Market Updates window. They will be highlighted in pink.

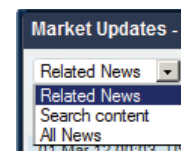
PRICE ALERT

Why can't I access a related article?

- ▶ Answer: You may not be subscribed to the specific product

If I'm subscribing to ICIS dashboard and ICIS news, can I read all the news through the dashboard?

- ▶ Answer: Yes, you will be able to read all news if you have a subscription to ICIS news through the Market Updates window. Just select "All news" from the drop-down menu.



Dashboard configuration

How many workspaces can I add?

- ▶ Answer: You can create 11 workspaces in addition to the home tab.

Can I move workspaces?

- ▶ Answer: Yes, you can move tabs by dragging and dropping them. Please note that the home tab is fixed and nothing can move to the left of it.

How many additional windows can I create per workspace?

- ▶ Answer: You can add up to 11 windows.


Can I move the windows?

- ▶ Answer: Yes, you can move the windows by dragging and dropping. If you add a Quotations window to a workspace, this window will be fixed and appear at the top of the workspace, however.

How many quotes can I select at one time?

- ▶ Answer: You can select up to 100 quotes from your Quotation Preferences window which will be transferred to your main Quotations window. From there you can then select up to 10 quotes at one time.

How do I retrieve and plot historical data?

- ▶ Answer: Click on the 'full size windows icon'  on the right hand side of the Price History window in order to expand the chart and select your criteria.

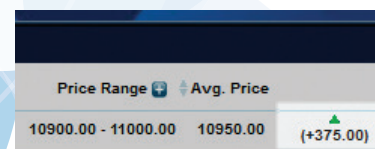
Why is the data that I selected in the Quotations window not appearing on the Price History window or Market Updates window?

- ▶ Answer: Make sure that the data is linked between the windows. A chain link icon appears on the top right hand side. If the data is linked, the chain link will appear closed. If not, the icon will appear broken.



What are the numbers on the right of the average price and on the left of the price range?

- ▶ Answer: These numbers are deltas. The number on the right is the difference to the high price from the last assessment. The number on the left is the delta to the low price from the last assessment.



Where are the exchange rates?

- ▶ Answer: There is a link to the exchange rate data at the top of the dashboard screen.