

FirmSoft User Manual

11/2/2015

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All references to options refer to options on futures.

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Please submit user experience [feedback](#) about this help system.

Getting Started

FirmSoft is a browser-based order management tool that provides real-time access to information on working and filled CME Globex orders, across multiple firm IDs. FirmSoft provides important risk mitigation functionality during system failures.

With FirmSoft, customers can view and cancel orders for CME Direct and iLink.

Support for CME Europe is available in FirmSoft with the same permissioning and user functionality as CME Group market.

Users can view:

- Order information, including status
- Fill information, including partial fills and fills from mass quotes
- Order history
- Order details, including timestamps and cancel replace history

If enabled to do so, FirmSoft users can cancel:


- an individual order
- a group of orders
- all working orders and mass quotes

Watch a [video overview](#) of FirmSoft features and functionality.

Logging In and Logging Out

FirmSoft uses SMART Click to access the application. If you do not have a SMART Click ID, or do not have SMART Click access for FirmSoft, reference [SMART Click Registration](#) for access links and information.

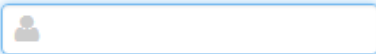
Note: For issues logging in, contact SMARTClick support at 312.930.3444, or [access the SMART Click page](#).

 **CME Group**

Firmsoft NR


Use your CME Group SMART Click credentials to sign in. By logging in you agree to the [User License Agreement](#).

User ID



→ [Need to register?](#)

Password



→ [I forgot my password](#)

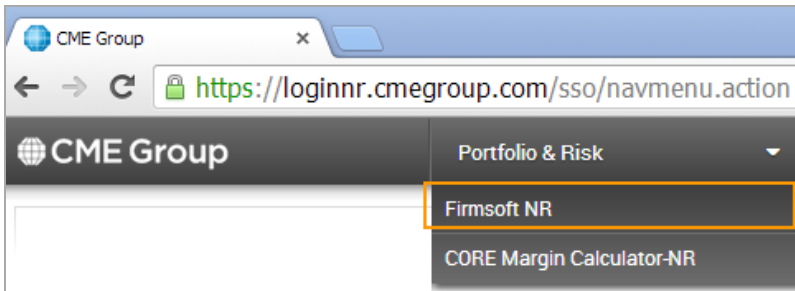
→ [I forgot my user ID](#)

Login

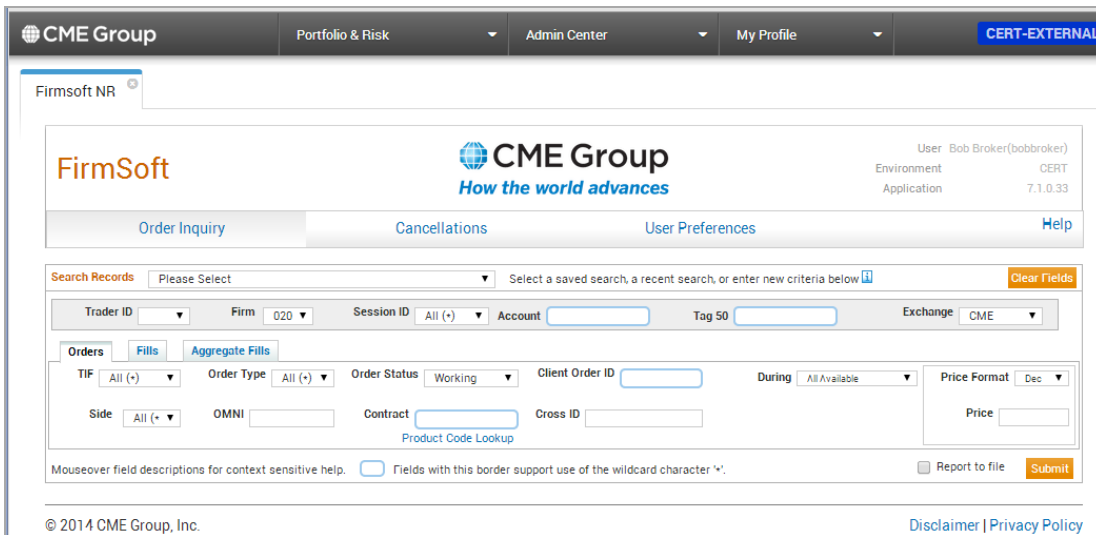
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▶ **To login to FirmSoft:**

1. Click: [login to FirmSoft](https://firmsoft.cmegroup.com/), or enter <https://firmsoft.cmegroup.com/> into a browser.
2. Enter **User ID** (Smart Click ID) and **Password**, then click **Login**. The **Navigation** menu displays.
If the User ID / Password combination is not valid, you will be prompted to re-enter, along with a validation sequence.
3. Select **FirmSoft** from the **Portfolio and Risk** menu.



FirmSoft opens with the **Order Inquiry** or **Administrative** page, depending on permissions.



Note: To view the CME end-user license agreement, click the [User License Agreement](#) link.

Note: To register for a SMART Click ID, click [Need to Register](#).

▶ **To log out of FirmSoft:**

Click **Logout** in the upper right of the header.

Contact Information

For questions regarding this and other CME applications, please refer to the [Contact Information](#) directory on CME Group's Client Systems Wiki .

What's New

The list below illustrates the updates made to the FirmSoft Help system.

Date	Author	Topic	Description
5/22/15	JJ	SMART Click Registration , FirmSoft Roles and Status Description	Updated CME Globex Roles and Entitlements links
11/5/14	JK	GCC Inbound Contacts Support	<ul style="list-style-type: none"> Added new page for GCC Contacts Inbound Support
7/25/14	JK	<ol style="list-style-type: none"> Getting Started SMART Click Registration Pages updated: <ul style="list-style-type: none"> FirmSoft Menu Order Inquiry Cancellations User Preferences FirmSoft Administration 	<ul style="list-style-type: none"> Updated links for login / SmartClick (1,2) Updated images for banner (3)
1/21/14	JK	<ol style="list-style-type: none"> Orders Search Basic Search Criteria Search Results Search and Edit Permissions Add or Remove a Firm Wildcard Usage Fills Search Aggregate Fills Search Favorite Queries 	<ul style="list-style-type: none"> Addition of Exchange field to multiple screens to incorporate CME Europe functionality. Added view and cancel orders for CME Europe products. (1,2,3, 4, 5, 9) Added Wildcard Usage page. (6) Added Wildcard to usage in order pages (1, 2, 7, 8, 9) Trader ID is now only used to help look-up Firm / Session it is never used as query criteria (2) Average Fill search requires entry of a Firm, and does not return results for: Limit Price, Stop Price, OMNI, Time In, Fill Time, and Sender Location ID. (7) Report to File available for Aggregate fills. (8)
9/30/13	JK	<ol style="list-style-type: none"> Order Search Basic Search Criteria Search Results Search and Edit Permissions Add or Remove a Firm Set Sessions, Cancel/Inquiry... 	<ul style="list-style-type: none"> Addition of Exchange field to multiple screens to incorporate CME Europe functionality. Added view and cancel orders for CME Europe products. (1,2,3, 4, 5) Tag 50 and Exchange display on Order page; Broker does not. (1,2) Tag 50 is an option; Broker is not. (6)
4/16/12	JK	SMART Click Registration Procedure , Fills Search Criteria, Orders Criteria	Updates included content supporting the following FirmSoft enhancements:


Date	Author	Topic	Description
			<ul style="list-style-type: none">• Optional Fill Time column available for Fill search results.• Time displays with millisecond timestamp for order, fill, and Cancel Time in Search Results.• Integration of SMART Click which allows users to self-manage updates to their user ID and related contact information.• Simplification of the access model with Secure Socket Layer (SSL) connectivity.• Optimization of query performance with a redesigned order management database.
3/26/12	JK	Fills Search Criteria	Fill Time column enhancements

SMART Click Registration

SMART Click is a self-managed, centralized user profile service that authenticates access to CME Group applications and services.

Access the [CME SMART Click page](#) to:

- [Create a new SMART Click user ID and profile](#)
- [Review the SMART Click User Guide](#)
- [Update a SMART Click User ID and profile](#)
- Find SMART Click support and troubleshooting Information

Note: Click the following link to view a video that describes the SMART Click registration and access process:  [SMART Click Video](#)

SMART Click Token

A Token is required to set up your account (referenced in the [SMART Click User Guide](#)).

Your FirmSoft Administrator may need to establish permissions for you in FirmSoft. Contact your FirmSoft Administrator and provide your assigned **SMART Click User ID** and generated **Token** to complete permissions set up.

Note: The FirmSoft Administrator will notify you when your permissions are established.

Depending on permissions, the FirmSoft Administrator provides values for:

- **Trader ID:** The unique ID of the entity that traded the order assigned by your FirmSoft Admin.
- **Firm:** Assigned by your FirmSoft Admin, a user can search on an assigned firm identifier.
- **Session:** Assigned by your FirmSoft Admin, a user can search on an assigned session identifier under which the order was entered.
- **Account:** Assigned by your FirmSoft Admin, a user can search on an assigned account identifier.
- **Broker:** Assigned by your FirmSoft Admin, a user can search on an assigned broker identifier.

FirmSoft Administrator


One of the [roles](#) associated with FirmSoft is the Clearing firm FirmSoft Administrator. This role adds and updates permissions for FirmSoft users.

In addition to SMART Click registration, you will need to request access to FirmSoft by completing a [Schedule 9, FirmSoft License Agreement](#) for the appropriate exchange.

Note: Once approved, submit the completed Schedule 9 to your Globex Account Manager. Reference the [Schedule 9](#) for CME Global Account Management return information.

FirmSoft Menu

The tabs across the top of the page serve as the FirmSoft menu.

FirmSoft		 CME Group <i>How the world advances</i>		User Bob Broker(bobbroker)
				Environment CERT
				Application 7.1.0.33
Order Inquiry	Cancellations	Administration Tools	User Preferences	Help

This menu provides four primary functions:

- [Order Inquiry](#): Search for Orders, Fills and Aggregate Fills
- [Cancellations](#): Cancel an order, perform a Mass Quote cancel, or view cancel history (Only visible for users with Cancel permissions)
- [User Preferences](#): Save Queries and reports, modify the summary layout, manage a profile
- [Administration Tools](#) (Only visible for the FirmSoft Administrators)

Order Inquiry

Order Inquiry provides a wide range of user-defined and application-defined search criteria.

The Order Inquiry screen consists of four major sections:

- A - [Basic Search Criteria](#)
- B - [Orders Search Criteria](#)
- C - [Fills Search Criteria](#)
- D - [Aggregate Fills Search Criteria](#)

Following any search that returns data, [Add Query to Favorites](#) may be clicked to activate the **User Preferences** tab and add the query to the favorites list.

Basic Search Criteria

FirmSoft provides the option to search on basic criteria such as Firm, Account, Session ID, Tag 50 and Exchange. Part or all of this information may be entered to filter the search results. Previous records may be searched as well.

- [Search Orders](#)
- [Search Records](#) (previously entered searches)

Search Orders

▶ To search orders:

1. Enter or select search criteria, as desired.

Trader ID	Firm	Session ID	Account	Tag 50	Exchange
<input type="text"/>	653	All (*)	<input type="text"/>	<input type="text"/>	CME

- Entering Trader ID initiates a Firm / Session ID lookup, but is not a query criteria.
- Trader ID / Firm selections are limited to those the user has access to.
- Entering one character in the Trader ID field or two characters in the Firm field and hovering over the field will bring up a list of matching values to select from.

Firm	65
	650
	651
	652
	659

Note: The Session ID is the iLink Session ID, which represents the first three characters of tag 49-SenderCompID.

2. If desired, add additional search criteria for:
 - [Orders](#)
 - [Fills](#)
 - [Aggregate Fills](#)
3. Click **Report to File** to open the results in an Excel file. (Optional)
4. Click **Submit**. Query displays under **Search Results** or in Excel (if **Report to File** has been selected).
5. Adjust [search results options](#), including export to CSV or PDF. (Optional)

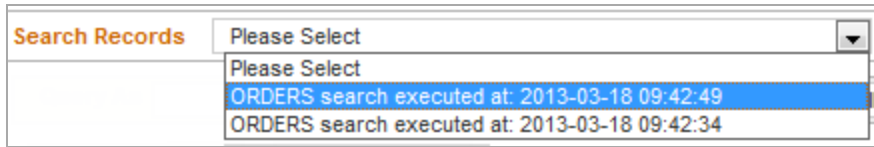
Note: Population of Excel column fields when **Report to File** is selected will vary by search type.

Note: [Add Query to Favorites](#), if desired.

Search Records

▶ To search records:

1. From the **Search Records** list, select a previously executed search.

A screenshot of a web interface showing a dropdown menu. The dropdown is titled "Search Records" in orange text. The menu is open, showing a list of search records. The first two items are "Please Select". The third item is "ORDERS search executed at: 2013-03-18 09:42:49" and is highlighted in blue. The fourth item is "ORDERS search executed at: 2013-03-18 09:42:34".

Search Records
Please Select
Please Select
ORDERS search executed at: 2013-03-18 09:42:49
ORDERS search executed at: 2013-03-18 09:42:34

2. Click **Report to File** to open the results in an Excel file. (Optional)
3. Click **Submit**. Query displays under **Search Results** or in Excel (if **Report to File** has been selected).
4. Adjust [search results options](#), including export to CSV or PDF. (Optional)

Note: Population of Excel column fields when **Report to File** is selected will vary by search type.

Note: [Add Query to Favorites](#), if desired.

Orders Search Criteria

FirmSoft provides specific criteria to customize Order searches.

▶ **To use order search criteria:**

- Enter or select the appropriate criteria in the **Orders** tab.
 - Click **Report to File** to route the search output to an excel file instead of the screen.
 - [Basic Search Criteria](#) may be also be entered.
 - [View search criteria definitions](#).
 - Click [Product Code Lookup](#) to access CME Group Product Codes Listing web pages, if needed.
- Click **Submit**. Query displays under **Search Results** or in Excel (if **Report to File** has been selected).

Search Records Please Select Select a saved search, a recent search, or enter new criteria below Clear Fields

Trader ID Firm 6G5 Session ID All (*) Account Tag 50 Exchange CME

Orders **Fills** **Aggregate Fills**

TIF All (*) Order Type All (*) Order Status Working Client Order ID During All Available Price Format Dec

Side All (*) OMNI Contract Cross ID [Product Code Lookup](#)

Mouseover field descriptions for context sensitive help. ☐ Fields with this border support wildcard usage. Report to file Submit

Search Results

Search Completed 2014-01-17 14:53:02.951 by [username: bobbroker] in 0 ms

Search Criteria: searchType=ORDERS; firm=6G5; sessionId=All (*); exchange=CME; timeInForce=All (*); orderType=All (*); orderStatus=Working; side=All (*); date=All; priceFormat=Dec;

[Add Query to Favorites](#)

Cancel Customize results Records 1 - 50 of 1000+ shown Items / page 50 < Previous | Page 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | Next >

Client Order ID	Status	Limit Price	Limit Price (Dec)	Tag 50	Open Qty	Session ID	B/S	Time In (CST)	Display Qty	OMNI	Account	Firm	Contract	Qty	Reason	Exchange	Self Match Prev ID
YV817023	Working	203	203	DUMMY	8	YV8	SELL	2014-01-17 11:38:25.209	0		TEST_ACCOUNT	6G5	HOH4-HOK4	8		CME (NYMEX)	
YV817022	Working	202	202	DUMMY	11	YV8	BUY	2014-01-17 11:38:25.194	0		TEST_ACCOUNT	6G5	HOH4-HOK4	11		CME (NYMEX)	
YV817020	Partially Filled	201	201	DUMMY	44	YV8	BUY	2014-01-17 11:38:25.150	0		TEST_ACCOUNT	6G5	HOH4-HOK4	47		CME (NYMEX)	

- Adjust [search results options](#), including export to CSV or PDF. (Optional)

Note: A [wildcard](#) (*) may be used for **Client Order ID** or **Contract** when you are unsure of the exact term

Note: Population of Excel column fields when **Report to File** is selected will vary by search type.

Note: [Add Query to Favorites](#), if desired.

Fills Search Criteria

A Fills Search provides a list of filled orders by the criteria selected.

Search Results

Search Completed 2014-01-17 15:02:41.060 by [username: bobbroker] in 0 ms

Search Criteria: searchType=FILLS; firm=6G5; sessionId=All (*); exchange=CME; includeMassQuoteFillsFlag=true; fillType=Averaged; timeInForce=All (*); orderType=All (*); spreadType=Leg; date=TODAY; fromDate=2014-01-17 00:00:00; toDate=2014-01-17 23:59:59; priceFormat=Dec;

Add Query to Favorites

Client Order ID	Qty	Fill Price	OMNI	Account	Firm	Session ID	Contract	Fill Qty	Limit Price	Stop Price	B/S	Sender Location ID	Exchange	Stop Price (Dec)	Limit Price (Dec)	Fill Price (Dec)	Mass Quote	Status	Fill Time (CST)	Tag 50	Self Match Prev ID
YV815791	13	9439		TEST_ACCOUNT	6G5	YV8	CLM4	1			SELL		CME (NYMEX)			9,439		Partially Filled		DUMMY	
YV815791	13	9437		TEST_ACCOUNT	6G5	YV8	CLJ4	1			BUY		CME (NYMEX)			9,437		Partially Filled		DUMMY	
YV815757	669	9437		TEST_ACCOUNT	6G5	YV8	CLJ4	1			SELL		CME (NYMEX)			9,437		Partially Filled		DUMMY	

To conduct a fills search:

- Click the **Fills** tab on the **Order Inquiry** page.
- Select **Fill Type**.

Note: Average Fill requires entry of a **Firm**, and does not return results for: **Limit Price, Stop Price, OMNI, Time In, Fill Time, and Sender Location ID**.

- Enter or select additional appropriate criteria on the **Fills** tab:
 - Click **Report to File** to route the search output to an excel file instead of the screen.
 - Enter additional [Basic Search Criteria](#), if appropriate, including use of [wildcards](#) for Account and Tag 50 fields.
 - Check **Include mass quote fills** to include fills from mass quotes.
 - [View search criteria definitions](#).
 - Click [Product Code Lookup](#) to access CME Group Product Codes Listing web pages, if needed.

Note: A [wildcard](#) (*) may be used for **Client Order ID** or **Contract** when you are unsure of the exact term

- Click **Submit**. Query displays under **Search Results** or in Excel (if **Report to File** has been selected).
- Adjust [search results options](#), including export to CSV or PDF. (Optional)

Note: **Sender Location ID** is not populated for mass quote fills.

Note: [Add Query to Favorites](#), if desired.

Aggregate Fills Search Criteria

An Aggregate Fills Search provides a summary of filled orders for the selected Trading Day.

► **To conduct an aggregate fills search:**

1. Click the **Aggregate Fills** tab on the **Order Inquiry** page.

Search Records Please Select Select a saved search, a recent search, or enter new criteria below [?](#)

Trader ID Firm Session ID Account Tag 50 Exchange

Orders **Fills** **Aggregate Fills**

Contract [Product Code Lookup](#) Trading Day ☒ Show Tag 50s in results

Mouseover field descriptions for context sensitive help. ☐ Fields with this border support wildcard usage.

Search Results

Search Completed 2014-01-17 15:14:22.346 by [username: bobbroker] in 0 ms

Search Criteria: searchType=AGGREGATE_FILLS; firm=6GS; sessionId=All (*); date=TODAY; exchange=CME; contract=G*; fromDate=2014-01-17 00:00:00; toDate=2014-01-17 23:59:59; showBrokers=true;

[Add Query to Favorites](#)

Account	Tag 50	Product	Instrument	Avg. Fill Prc.	Buy Qty.	Sell Qty.	Net
TEST=ACCOUNT	DUMMY	GE	GEZ4	100.000	1		1

Account	Tag 50	Product	Instrument	Avg. Fill Prc.	Buy Qty.	Sell Qty.	Net
TEST_ACCOUNT	DUMMY	GC	GCG5	12389.000	2		
				12389.000		2	
			GCZ4	12384.000	2		
				12384.000		2	
TEST_ACCOUNT	DUMMY	GE	GEZ4	100.141	1738		
				100.141		1739	-1

Export options: [CSV](#)

2. Enter **Firm**.
3. Enter addition search criteria, as desired.
 - Enter [Basic Search Criteria](#), if appropriate.
 - [View search criteria definitions](#).
 - Click [Product Code Lookup](#) to access CME Group Product Codes Listing web pages, if needed.
4. Select **Trading Day** from the list.
5. Click **Show Tag 50s in results** to show Tag 50.
6. Click **Report to File** to open the results in an Excel file. (Optional)
7. Click **Submit**. Query displays under **Search Results** or in Excel (if **Report to File** has been selected).
8. Adjust [Search Result Options](#), including export to a CSV.

Note: A [wildcard](#) (*) may be used for **Client Order ID** or **Contract** when you are unsure of the exact term

Note: Population of Excel column fields when **Report to File** is selected will vary by search type.

Note: [Add Query to Favorites](#), if desired.

Wildcard Matching

Wildcards provide restrictions on the orders that show in the **Search Results** on the **Order Inquiry** page.

The following fields utilize wildcards:

- Search Header: **Account** and **Tag 50**
- Orders and Fills tabs: **, Client Order ID**
- All tabs: **Contract**

These fields are identified by a curved, blue border.

Use the asterisk along with a text combination for pattern matching. Valid wildcards may use an asterisk before, in the middle of, or after the text string. Only one internal asterisks may be used, and it may not be used with any other asterisks.

Note: Multiple asterisks strings may be used, but they perform the same function as a single asterisk. For example, ****ABC** or *****ABC** may be used, but the result will be the same as ***ABC**.

Valid Patterns	Invalid Patterns
ABC	A*B*C
*ABC	*A*B*C*
ABC*	*ABC*DEF
ABC	ABC*DEF*
AB*C	

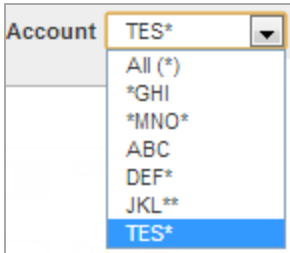
If an invalid wildcard string is used, an error message displays.

Suffix Matching

Use Suffix Matching to further refine Account and Tag 50 fields when a selected option ends in a '*'. For example, TES*, TES** and TES *** are all allowed. The suffix string matches to last characters of the orders. Account or Tag 50 selections which do not end in '*' will not see the suffix matching field.

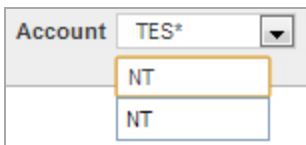
▶ To use Suffix Matching:

1. Select an Account or Tag 50 option which ends in a '*' from the list.



In this example, a suffix box displays when DEF*, JKL** or TES* is selected.

Suffix Box appears below field.



2. Enter a string in the **Suffix Box** and click **Submit**.

Note:

- If TES* is selected in the Account or Tag 50 field and NT is entered in the Suffix box, all orders with Accounts or Tag 50 that begin with TES and end with NT display.
- The pattern created by the Account or Tag 50 selection and use of a suffix is subject to the Valid / Invalid wildcard pattern rules listed above. An additional * may not be added to the suffix string.
- If adding a suffix to a selected Account or Tag 50 will generate an invalid pattern, then the suffix box does not display. For example, if TES*NT is selected in the Account or Tag 50 field, the suffix box does not display.

Search Result Options

After Search Results load, additional options can be used to view, customize or save the information.

Search Results
 Search Completed 2014-01-17 15:23:45.974 by [username: bobbroker] in 0 ms
 Search Criteria: searchType=ORDERS; firm=6G5; sessionId=All (*); exchange=CME; timeInForce=All (*); orderType=All (*); orderStatus=Working; side=All (*); date=All; priceFormat=Dec;

[Add Query to Favorites](#)

Cancel Selected **GO** [Customize results](#) Records 1 - 50 of 1000+ shown Items / page 50 < Previous | Page 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | Next >

<input type="checkbox"/>	Client Order ID	Status	Limit Price	Limit Price (Dec)	Tag 50	Open Qty	Session ID	B/S	Time In (CST)	Display Qty	OMNI	Account	Firm	Contract	Qty	Reason	Exchange	Self Match Prev ID
<input type="checkbox"/>	YV817023	Working	203	203	DUMMY	8	YV8	SELL	2014-01-17 11:38:25.209	0		TEST_ACCOUNT	6G5	HOH4-HOK4	8		CME (NYMEX)	
<input type="checkbox"/>	YV817022	Working	202	202	DUMMY	11	YV8	BUY	2014-01-17 11:38:25.194	0		TEST_ACCOUNT	6G5	HOH4-HOK4	11		CME (NYMEX)	
<input type="checkbox"/>	YV817020	Partially Filled	201	201	DUMMY	44	YV8	BUY	2014-01-17 11:38:25.150	0		TEST_ACCOUNT	6G5	HOH4-HOK4	47		CME (NYMEX)	

Export options: [CSV](#) | [PDF](#)

< Previous | Page 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | Next >

Option

Step Actions

[View Order Details](#)

Note: Not available for Aggregate Fills.

1. Click a **Client Order ID** in the **Search Results** section. [Order Details](#) displays in a new window.

Note: If blocked by browser's pop-up blocker, click security message to access or change browser permissions.

2. If desired, click a **Client Order ID** in the **Order History** section to view the details of that order.
3. Click ☐ to close the **Order Detail** window.

Order History

1. Click a **Client Order ID** in the **Search Results** section. [Order Details](#) will display in a new window (may be blocked by browser's pop-up blocker).

Note: If blocked by browser's pop-up blocker, click security message to access or change browser permissions.

2. Click a **Client Order ID** in the **Order History** section to view the details of that order.
3. Click ☐ to close the **Order Detail** window.

Modify Items / Page

In the **Search Results** section, select an option in the **items / page** list.

Sort

Click a column header to sort items by that column. Click again to reverse the sort.

Customize

To customize the layout of either the Order or Fill results, click the [Customize results](#) link on the **Order Inquiry** window. This links to the **User Preferences - Summary Layout**, where columns that display on Order and Fill searches can be reordered or deleted.

Export

Export options: [CSV](#) | [PDF](#)

At the bottom of the page, click the appropriate link to export the results to a CSV Excel or PDF Adobe, and follow instructions to open or save file.

Note: PDF option is not available for aggregate fills.


Option	Step Actions
Save Results / Add Query to Favorites / Save as Email Report	<ol style="list-style-type: none">1. Click Add Query to Favorites. The User Preferences page displays.2. Follow Favorite Queries and Email Reports process starting at Step 2.

Order Detail Page - Examples

Use the Order Detail page to view details for a specific order.

Note: Order Detail is not an option with Aggregate Fills.

Order Detail without fill


Data Source	RAPID	Refresh Page 											
Order Key	762425796												
Client Order ID	YXU36658												

Order Info - [ZSN6]													
User Firm	Exchange	Tag 50	B/S	Qty	Open Qty	Exec Qty	Display Qty	Contract	Limit Price	Stop Price	Type	Status	
YXU100	CME (CBOT)	DUMMY	Buy	1	1	0	0	ZSN6	11,364		Limit Order	Working	

Time In (CST)	Sender Location ID	TIF	Account	CTI Code	Origin	Receipt Time (CST)	Manual Ord Ind	Self Match Prev ID
2013-09-17 09:33:55.697	Brio	Good Till Cancel	TEST_ACCOUNT	3	1	2013-09-17 09:33:55.715	N	12345678

Order History													
Session ID	Client Order ID	Type	B/S	Qty	Open Qty	Filled Qty	Cancelled Qty	Contract	Limit Price	Stop Price	Account	Status	Time In (CST)
YXU	YXU36658	Limit Order	Buy	1	1	0	0	ZSN6	11,364		TEST_ACCOUNT	Working	2013-09-17 09:33:55.697

Order Detail with fill

Data Source	RAPID	Refresh Page 											
Order Key	622971326												
Client Order ID	YV550768												

Order Info - [6CU3]													
User Firm	Exchange	Tag 50	B/S	Qty	Open Qty	Exec Qty	Display Qty	Contract	Limit Price	Stop Price	Type	Status	
YV5147	CME	DUMMY	Buy	3	0	3	0	6CU3	9,685		Limit Order	Filled	

Time In (CST)	Sender Location ID	TIF	Account	CTI Code	Origin	Receipt Time (CST)	Manual Ord Ind	Self Match Prev ID
2013-09-17 09:12:46.516	Brio	Day	TEST_ACCOUNT	3	1	2013-09-17 09:12:46.524	N	

Fill Info							
Contract	B/S	Trade ID	Fill ID	Qty	Fill Price	Fill Report Time (CST)	Exception Status
6CU3	Buy	YV550768	6214:M:64	3	9,685	2013-09-17 09:12:46.753	

Order History													
Session ID	Client Order ID	Type	B/S	Qty	Open Qty	Filled Qty	Cancelled Qty	Contract	Limit Price	Stop Price	Account	Status	Time In (CST)
YV5	YV550768	Limit Order	Buy	3	0	3	0	6CU3	9,685		TEST_ACCOUNT	Filled	2013-09-17 09:12:46.516

Naming ZIP File Report Conventions

FirmSoft compresses and breaks apart a large report to ensure delivery for email applications. FirmSoft uses a compressed .zip file which contains .csv files.

The .zip file name is labeled:

USER_NAME+"_"+"YYYY_MM_DD+"_"Report#+"_"+"FirmCode+"_"+"Zip#

Example

XGoldman.Larry_2009_06_13_report1_282_1.zip

Note: The USER_NAME may contain characters that are not valid in a Windows or Unix file name. An invalid character is replaced with an X. Both report names and internal report names may contain an X instead of the invalid character.

This .zip file consists of two .csv files labeled:

Example

XGoldman.Larry_2009_06_13_report1_282_part1.csv

XGoldman.Larry_2009_06_13_report1_282_part2.csv

In this example there is another .zip file labeled:

Example

XGoldman.Larry_2009_06_13_report1_282_2.zip which contains:

XGoldman.Larry_2009_06_13_report1_282_part3.csv

Search Criteria Definitions

Term	Search Field Type	Definition
Cross ID	Field	Cross ID is a unique identifier which is used to group legs of a Request For Cross (RFC) order.
Client Order ID	Field	Unique identifier for an order assigned by the client. Tag 11-ClOrdID in the iLink SDK Message Specifications.
Contract	Field	The symbol used to identify the instrument being traded.
During	List with custom option	<p>Provides the selection of a time frame. To include the previous day's date in the report results, select the previous day from the list.</p> <p>Time parameter measurement by search type:</p> <ul style="list-style-type: none"> • Order Searches: the time parameter is measured against Time In. • Fill Searches: the time parameter is measured against Fill Time. The default for this option is today's date.
Fill Type	List	<p>Select how fill type is displayed.</p> <p>Select:</p> <ul style="list-style-type: none"> • Enumerated: Simple search for fills, no aggregation or averaging. A separate row is displayed for each partial fill. • Averaged: Search for fills, total filled quantity aggregated by order. A calculated average fill price is also displayed.
OMNI	Field	The Omnibus Account Number is an account held in the name of an entity or person. It may be utilized for placing and clearing the trades of one or more undisclosed customers of the account holder.
Order Status	List	<p>The order status.</p> <p>Order Status Definitions</p>
Order Type	List	<p>The type of order.</p> <p>Order Type Definitions</p>
Price Format and Price	List and Text Box	The format of the price and the price.
Side	List	<p>The order side.</p> <p>Select:</p> <ul style="list-style-type: none"> • B for Buy • S for Sell • All(*) for Any
Spreads	List	<p>Options for viewing spreads.</p> <p>Select:</p> <ul style="list-style-type: none"> • Summary for a summary view.

Term	Search Field Type	Definition
		<ul style="list-style-type: none">• Leg for a detailed list of the fills received in the underlying legs.
TIF (Time in Force)	List	Specifies how long the order remains in effect. TIF definitions
Trading Day	List	Specifies the time frame for Fills criteria. To include the previous day's date in the report results, select the previous day from the Trading Day drop-down list.

Order Status Definitions

Order Status displayed, based on value selected in the Order Inquiry window.

Option	Description
Working	New, Partial Fill, Pending Cancel, Pending New, Pending Replace
Cancelled	Cancelled
Pending	Pending Cancel, Pending New, Pending Replace
Replaced	Replaced
Rejected	Session Level Reject, Rejected, Business Level Rejected
Expired	Eliminated
All(*)	All

Order Type Definitions

Option	Description
ALL(*)	All entered orders
MKL	Market Limit
LMT	Limit
STP	Stop with Protection
STL	Stop Limit
MKT	Market

Time In Force (TIF)


The following options are available from the **TIF** drop-down list. A TIF specifies how long the order remains in effect.


TIF Option	Description
GTC/GTD	Good Till Canceled / Good Through Date
FaK	Fill And Kill
Sess/Day	Session / Day
FoK	Fill or Kill
AtClose	Market Close
MoA	Market on Auction

Cancellations

FirmSoft allows cancellation of individual orders and use of Mass Quote Cancel All.

Note: You must have Cancel permissions to cancel an order.



**CME Group**
How the world advances

User Bob Broker(bobbroker)
Environment CERT
Application 7.1.0.33

[Order Inquiry](#)[Cancellations](#)[Administration Tools](#)[User Preferences](#)[Help](#)

[Mass Quote Cancel All](#)[Order Cancellation History !\[\]\(f400f087ba57ee2474ed57cf49b5ca19_img.jpg\)](#)[Mass Quote Cancellation History](#)

Options:

- [Cancel an Order](#)
- [View Cancellation History](#)
- [Cancel All Mass Quotes](#)
- [View Cancellations - Mass Quotes](#)

Cancel an Order

▶ To cancel orders:

1. Do one of the following:
 - Select individual orders to cancel:
 - a. In the **Search Results** section, on the [Order Inquiry](#) tab, select one or more of the check boxes for orders that require cancellation.

Search Results

Search Completed 2013-03-19 09:56:34 by [username: E19209] in 47 ms

Search Criteria: searchType=ORDERS; traderId=2AC; sessionId=All (*); account=OECACCOUNT14; exchange=All
priceFormat=Dec;

[Add Query to Favorites](#)

Cancel Selected Customize results Records 1 - 100 of 107 shown

<input type="checkbox"/>	Client Order ID	Status	Time In (CST)	Tag 50	Qty	Open Qty	Contract	Session ID	Firm	B/S	Account
<input checked="" type="checkbox"/>	116340	Working	2013-03-18 07:09:12.631	OECache1	2	2	LOZ0 P10650	ZYZ	007	Sell	OECACCOUNT14
<input checked="" type="checkbox"/>	116339	Working	2013-03-18 07:09:04.446	OECache1	1	1	LOZ0 P10650	ZYZ	007	Sell	OECACCOUNT14
<input type="checkbox"/>	111443	Pending (New)	2013-03-13 06:24:08.243	OECache1	5	0	NNF4-NNG4	ZYZ	007	Buy	OECACCOUNT14

Note: When there is no check box adjacent to an order, the order is not available for cancellation because the permissions do not allow cancellation or the order status is not eligible for cancellation.

- b. Select **Selected** from the **Cancel** list and click **Go**.

Cancel	Selected ▼	GO
	Selected	
	All	

- Cancel all orders for a firm:
 - a. In the [Basic Search Criteria](#) section, select a firm.

Search Records			Please Select
Trader ID	Firm	Session ID	
	645	All (*)	▼
	645		

- b. Select **All** from the **Cancel** list and click **Go**.

Cancel	Selected ▼	GO
	Selected	
	All	

2. In the confirmation screen, click **OK**.

FirmSoft Cancel Confirmation

Total orders to cancel: 2

116340
116339

*Note: Once you click "OK", changes CANNOT be undone

OK

Cancel

Cancelled orders display in a new window.

Cancel Orders Executed Refresh Page


User E19209 at Tue Mar 19 10:11:01 CDT 2013

Loading..

Watch List: Cancelled: 0 | Pending: 2 | Errors: 0

Records 1 - 2 of 2 Order Cancellation Records Shown

Client Order ID	Cancel Client Order Id	Cancel HON	Cancel Time	User Name	Original Qty	Status
AM5:28359-82230156	AM5:28359-82230156	AM5ebt88j2	2013-03-19 10:10:27.406	E19209	60	PENDING
AM5:28359-82230155	AM5:28359-82230155	AM5ebt88j1	2013-03-19 10:10:27.441	E19209	60	PENDING

- Click **Refresh Page** to view the changes to the **Status** field.
- Click  to print a copy of this window.
- Click a **Client Order ID** to view [order details](#).

Note: The **Cancel HON** field is for internal use. It is a sequential number attributed per brokerage firm, per instrument and per (calendar) day. Also referred to as a central trading engine assigned number.

View Cancellation History

View non-Mass Quote orders that were cancelled in FirmSoft.

▶ **To view cancellation history:**

1. Click the **Cancellations** tab.
2. Click the **Order Cancellation History** tab. Order cancellation history displays.

Mass Quote Cancel All

Order Cancellation History

Mass Quote Cancellation History

Cancel Orders Executed

Refresh Page

User E19209 at Tue Mar 19 10:50:38 CDT 2013

Execution Window: Today | last 5 days

Records 1 - 2 of 2 Order Cancellation Records Shown

Client Order ID	Cancel Client Order Id	Cancel HON	Cancel Time	User Name	Contract	Original Qty	Status
116339	116339	5614218214	2013-03-19 10:01:02.178	E19209	LOZ0 P10650	1	CANCELLED
116340	116340	5614218215	2013-03-19 10:01:02.131	E19209	LOZ0 P10650	2	CANCELLED

Records 1 - 2 of 2 Order Cancellation Records Shown

Export Results: CSV | PDF

Options:

- Sort by clicking the arrows (↕) adjacent to any column.
- To export results, at the bottom of the page, click **CSV** for Excel or **PDF** for an Adobe output file.
- Click a **Client Order ID** to view details.
- Click the **Last 5 days** link to view cancellations for the previous five days or click the **Today** link to view today's cancellations.
- Click **Refresh Page** to display **Status** changes for the cancellation.

Note: The **Cancel HON** field is for internal use. It is a sequential number attributed per brokerage firm, per instrument and per (calendar) day. Also referred to as a central trading engine assigned number.

Cancel All Mass Quotes

Use this function to cancel all Mass Quotes.

▶ **To cancel all mass quotes:**

1. Click the **Cancellations** tab.
2. Click the **Mass Quote Cancel All** tab. The **Mass Quote Cancel All** tab displays.
3. Do one of the following:

- **Cancel by Firm Session:**

Cancel by Firm Session

Enter the firm and session you wish to submit a Mass Quote Cancel All message for.

Firm

Session

Exchange

- a. Enter a **Firm**. The **Session** list populates.

Note: Following the entry of two characters in the **Firm** field, a list displays with matching entries. If desired, select an option from the list.

- b. Select a **Session** from the list. **Exchange** populates.
- c. Click **Cancel by Firm Session**. **Review** screen appears.
- d. Click **Yes, Cancel All**. **Confirmation** screen appears.
- e. Click **OK** to return to **Mass Quote Cancel All** tab or click **Mass Quote Cancellation History** to view the **Mass Quote Cancellation History** tab.

Cancel By Firm/Session - EXECUTED

User E19209
 Mass Quote Cancellation Executed at Tue Mar 19 15:05:27 CDT 2013

Visit the [Mass Quote Cancellation History](#) page for updated status.

One item found.1

Firm	Session	Status
653	ZU7	Message Sent

One item found.1

- **Cancel by Trader:**

Cancel By Trader

Enter the Trader ID you wish to submit a Mass Quote Cancel All message for.

Trader ID

*Note: Wildcards accepted for the 4th and 5th position.

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- a. Enter a **Trader ID**.

Note: Following the entry of one character in the Trader ID field, a list displays with matching entries. If desired, select an option from the list.

- b. Click **Cancel by Trader**. **Review** screen appears.
- c. Click **Yes, Cancel All**. **Confirmation** screen appears.
- d. Click **OK** to return to **Mass Quote Cancel All** tab or click **Mass Quote Cancellation History** to view the **Mass Quote Cancellation History** tab.

Cancel By Trader - EXECUTED

User E19209
Mass Quote Cancellation Executed at Tue Mar 19 15:11:44 CDT 2013
Visit the [Mass Quote Cancellation History](#) page for updated status.

2 items found, displaying all items.1

Firm	Session	Status
875	GXB	Message Sent
875	GXD	Message Sent

2 items found, displaying all items.1


OK

View Cancellations - Mass Quotes

View mass quotes that were cancelled using FirmSoft Mass Quote Cancellation.

► To view canceled mass quotes:

1. Click the **Cancellations** tab.
2. Click the **Mass Quote Cancellation History** tab.

Mass Quote Cancel All	Order Cancellation History	Mass Quote Cancellation History 
Mass Quote Cancellations Executed	Refresh Page	User E19209 at Fri Sep 13 10:36:02 CDT 2013
One MQ Cancellation Record found.		Execution Window: Today last 5 days
Firm Code	session	User
007	AM1	E19209
One MQ Cancellation Record found.		Status
		Cancel Time
		SENT
		2013-09-13 10:35:49.680
Export Results: CSV PDF		

Options:

- Sort by clicking the arrows (↕) adjacent to any column.
- To export results, at the bottom of the page, click **CSV** for Excel or **PDF** for an Adobe output file.
- Click the **Last 5 days** link to view cancellations for the previous five days or click the **Today** link to view today's cancellations.
- Click **Refresh Page** to display status changes for the cancellation.

User Preferences

Use the User Preferences page to set up queries and email reports, modify summary layouts and manage profiles.

User Bob Broker(bobbroker)

Environment CERT

Application 7.1.0.33

[Order Inquiry](#)
[Cancellations](#)
[Administration Tools](#)
[User Preferences](#)
[Help](#)

User Preferences

Favorite Queries & Email Reports

Summary Layout

Profile Management

1. Enter a Name:

2. Save as Favorite:

3. Select search fields:

Trader ID

Firm

Session ID

All (*)

Account

Tag 50

Exchange

All (*)

Orders

Fills

Aggregate Fills

TIF

All (*)

Order Type

All (*)

Order Status

Working

Client Order ID

During

All Available

Price Format

Dec

Side

All (*)

OMNI

Contract

Cross ID

Price

Clear

Run Test Search

Save This Search

Saved Queries

*Note: There is a total limit of 20 saved queries. Of these 20 queries only 10 may be saved as "Favorites".

Name: Jackie1

Type: ORDERS

Favorite

Report

Last Modified: 2013-06-12 13:33:08.443

Edit

Delete

Trader ID: AA

Firm: 007

Session ID: All (*)

Account:

Tag 50:

Exchange: All (*)

Order Type: All (*)

Order Status: Working

Client Order ID:

During: All

Price Format: Dec

OMNI:

Contract:

Cross ID:

Price:

Options:

- [Save Query as Favorite](#)
- [Summary Layout](#)
- [Profile Management](#)

Favorite Queries

Save a search as a favorite or email report.

User Preferences

Favorite Queries & Email Reports | Summary Layout | Profile Management

1. Enter a Name:

2. Save as Favorite: ☐ Save as Email Report: ☒

3. Select search fields:

Trader ID Firm Session ID Account Tag 50 Exchange

Orders | **Fills** | Aggregate Fills

TIF Order Type Order Status Client Order ID During Price Format

Side OMNI Contract Cross ID Price

[Product Code Lookup](#)

To save queries and reports:

1. Enter search **Name**.
2. To save as a favorite, click **Save as Favorite** (Optional).
3. To save as an email report, click **Save as Email Report** (Optional). Email report options display.

Save as Email Report: ☒

**Note: Reports are always run for previous trading day*

☒ Use email from SMART Click: kevin.needham@cmegroup.com

☐ Send Report email to:

- Select **Use email from SMART Click** or enter email address in **Send Report email to** box.

Note: Aggregate Fills cannot be saved as an **Email Report**.

4. Enter search criteria. **Firm** selection is mandatory.

Note: Wildcard matching is available for Account, Tag 50, Client Order ID and Contract.

Note: Click Product Code Lookup to access CME Group Product Codes Listing web pages, if needed.

5. Click **Save This Search**. Search is added to the **Saved Queries** list.

At the bottom of the **User Preferences** window, FirmSoft provides a summary of all saved queries. The display area identifies the name of the query, the query type, and whether it was selected as a Favorite or an Email report.

To edit a saved query, click **Edit**.

To delete a saved query, click **Delete**.

Saved Queries *Note: There is a total limit of 20 saved queries. Of these 20 queries only 10 may be saved as "Favorites".						
Name: My First Search		Type: ORDERS <input type="checkbox"/> Favorite <input type="checkbox"/> Report		Last Modified: 2013-04-10 10:32:18.74		
Edit	Trader ID:	Firm:	Session ID: All (*)	Account:	Tag 50:	Exchange: CME
Delete	TIF: All (*)	Order Type: All (*)	Order Status: Working	Client Order ID:	During: All	Price Format: Dec
	Side: All (*)	OMNI:	Contract:	Cross ID:	Price:	

Note: The **total limit** for **Saved Queries** is configurable. Current query limits are based upon user type and are displayed on the [Summary Layout](#) page.

User Preferences - Summary Layout

FirmSoft provides options to modify the displayed data columns and the pagination of results.

User Preferences

Favorite Queries & Email Reports

Summary Layout

Profile Management

Columns for the Order report

DELETE Status

DELETE Limit Price

DELETE Limit Price (Dec)

DELETE Tag 50

Deleted Columns

ADD Stop Price

ADD Stop Price (Dec)

ADD Sender Location ID

Columns for the Fill report

DELETE Qty

DELETE Fill Price

DELETE OMNI

DELETE Account

DELETE Status

DELETE Fill Time (CST)

DELETE Tag 50

DELETE Self Match Prev ID

Deleted Columns

ADD Time In (CST)

Number of Results Displayed

Select the number of results displayed by default in the query set

☒ 50 results per page

☐ 75 results per page

☐ 100 results per page

☐ 250 results per page

☐ 500 results per page

☐ 1000 results per page

Cancel

Save Changes

Note: This is a representation of the screen and does not include all Order / Fill columns that appear on the actual screen.

The following functions are available to modify these reports from the Summary Layout window:

- [Modify report field order](#)
- [Delete a report field](#)
- [Change the number of Items per page](#)

▶ **To modify search results fields:**

1. Click the **User Preferences** tab, select **Summary Layout**.
2. In the **Columns for the Order report** section, drag columns up or down, until they are in the desired location in the report.

▶ **To delete or add a search results field:**

1. From the **User Preferences** tab, select **Summary Layout**.
2. In the **Columns for the Order report** section, do one of the following:
 - Click **Delete** adjacent to the field to delete.
 - OR
 - Click **Add** adjacent to a field in the **Deleted Columns** section to add it back into the report.
3. Click **Save Changes** when finished.

▶ **To change the number of results displayed:**

1. From the **User Preferences** tab, select **Summary Layout**.
2. In the **Number of Results Displayed** section, click the radio button for your selection.
3. Click **Save Changes** when finished.

Profile Management

Profile Management provides access to modify your user profile.

▶ **To view / edit profile information:**

1. On the **Profile Management** tab, click **Edit** in the **Profile Information** section.

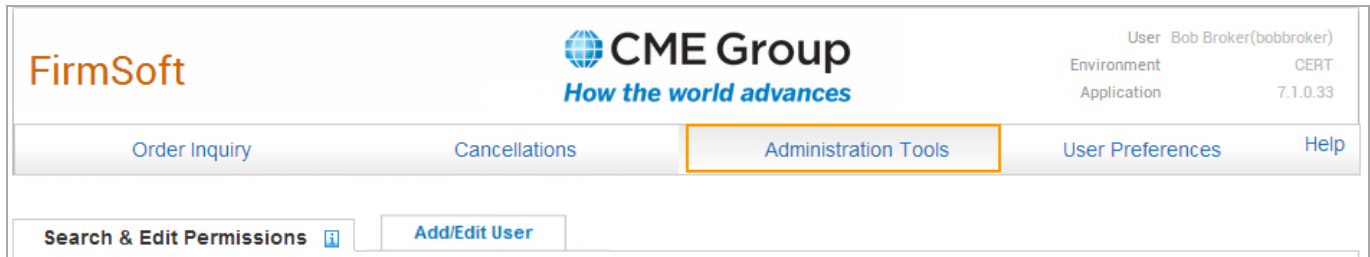
The screenshot shows a web interface titled "User Preferences". It contains three tabs: "Favorite Queries & Email Reports", "Summary Layout", and "Profile Management". The "Profile Management" tab is selected and highlighted with an orange border. Below the tabs, there is a section titled "<E19209> - Profile Information". This section contains a label "First Name:" followed by a text input field. To the right of the input field is an "Edit" button, which is also highlighted with an orange border.

The **SMART Click Login** page displays.

2. Enter a **SMART Click ID** and **Password**.
3. Click **Login**. The **My Profile** page appears with your personal information.
4. Click **Edit My Information** in the upper right of the **Personal Information** box.
5. Modify Personal or Login information as appropriate.
6. Click **Submit**. Message displays indicating information has been updated
7. Click **Logout** in the upper right of the **SMART Click Registration** page. [Log back into FirmSoft](#), or use the browser back button options to return to the FirmSoft application.

FirmSoft Administration

The FirmSoft Administrator establishes permissions for users. When the FirmSoft Administrator logs into FirmSoft, the **Administration Tools** tab is available for modifying a user's permissions.



From the Administration Tools page:

- [Search and Edit Permission](#)
- [Add/Edit User](#)

GCC Inbound Contacts Support


Effective Monday, November 17, 2014, the CME Group [Global Command Center \(GCC\)](#) will begin to support GCC Inbound Contacts based on the FirmSoft permissions authorized through the FirmSoft Admin tool for their [SMART Click user ID](#). The GCC will continue to support existing GCC Inbound Contacts based on a previously submitted CME Group Globex Schedule 3&4 until March 31, 2015. After this date, only users with a SMART Click ID and permissioned FirmSoft rights will be considered GCC Inbound Contacts with the necessary permission(s) to status and/or cancel orders.

Note: A SMART Click ID is a unique user ID that allows access to CME Group systems. The SMART Click ID is retained by the user even when the user changes firms (clearing or trading). All users should only have 1 SMART Click ID. Additional SMART Click information is available [here](#).


As a result of this new model, Clearing Firm Administrators will no longer be required to submit a CME Group Globex Schedule 3&4 to register GCC Inbound Contacts. Instead, the Administrators will use the FirmSoft tool to enable permissions for GCC Inbound Contacts as necessary.

FirmSoft Roles and Status




FirmSoft provides three [roles](#) with varying levels of permission.

If the Role is:	Role appears as:	Permissions allowed:
Firm Admin User	Firm User + Crown ()	Administrate users at firms they are permissioned for. Search and cancel orders if they are permissioned.
Firm User	Firm User	Search and cancel orders if they are permissioned by the Firm Admin.

Example:

SMART Click ID	Role
<input type="checkbox"/> fs_smart6	Firm User 
<input type="checkbox"/> fs_smart9	Firm User

Status Descriptions

Status Icon	Description
	All permissions within the FirmSoft Administrator's view are inactive for this user.
	Disabled and enabled permissions within the FirmSoft Administrator's view exist.
	All permissions within the FirmSoft Administrator's view are active for this user.

Search and Edit Permissions






From the **Search & Edit Permissions** tab, the clearing firm FirmSoft Administrator locates a user by entering any of the available search criteria.

▶ To search for a user:

Enter criteria in field or select from list, and click **Search**. Enter one or more characters in a field to retrieve all possible matches that start with those characters.

The results display in the **Results** section.

Note: The crown icon  indicates a FirmSoft Administrator.

Results							
Send Email		Select All / None		Export Print			
SMART Click ID	Role	Name / Contact	Status	Date Modified	Modified By	Last Login	
<input type="checkbox"/> bbaker	Firm User	baker, Bill		01/21/2013	CME Group	03/16/2012	View Edit
<input type="checkbox"/> billyjoe	Firm User	Joe, Billy		02/21/2013	Tuttle, Joseph	05/16/2012	View Edit
<input type="checkbox"/> bobbroker	Firm User	Broker, Bob		03/21/2013	Tuttle, Joseph	03/19/2013	View Edit
<input type="checkbox"/> bobtrader	Firm User 	Trader, Bob		03/20/2013	Tuttle, Joseph	03/19/2013	View Edit

Options:

- [Export or print](#)
- [Send an email](#)
- [View current permissions for a contact](#)
- [Edit current permissions for a contact](#)

Note: To view **Name/Contact** information, place cursor over the **Name/Contact**. A pop-up displays the email and contact phone numbers.

Note: The **Status** indicates the state of FirmSoft access for a user.

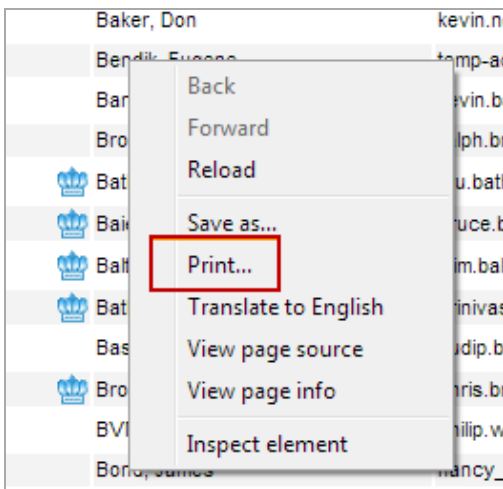
Export or Print Search Results

Use the [print](#) or [export](#) buttons in the Results section to print or export contact information.

Results							
Send Email		Select All / None				Export	Print
SMART Click ID	Role	Name / Contact	Status	Date Modified	Modified By	Last Login	
<input checked="" type="checkbox"/> bbaker	Firm User	baker, Bill		01/21/2013	CME Group	03/16/2012	View Edit
<input checked="" type="checkbox"/> billyjoe	Firm User	Joe, Billy		02/21/2013	Tuttle, Joseph	05/16/2012	View Edit

▶ To print search results:

1. From the **Results** section, click **Print**. Results list displays in new window, in printer-friendly format.
2. Right-click on the list and select **Print** from the menu.



3. Select printer options and click **Print**.

▶ To export search results:

From the **Results** section, click **Export**. Depending on the browser, the file will automatically download and may be opened or saved, or a dialog box will prompt to open or save the file.

Send an Email to One or More Users

Use Send Email to send an email to one or more users.

Note: Functionality and number of users allowed may vary by browser type.

▶ To send email:

1. From the **Results** list, click the check box adjacent to the user or click **Select All**.

Results							
Send Email Select All / None		Export Print					
SMART Click ID	Role	Name / Contact	Status	Date Modified	Modified By	Last Login	
<input checked="" type="checkbox"/> bbaker	Firm User	baker, Bill	➕	11/09/2009	Needham, Kevin	11/19/2009	View Edit
<input checked="" type="checkbox"/> ellewoods	Firm User	woods, elle	➖	11/08/2009	O'Toole, Larry	09/04/2009	View Edit
<input type="checkbox"/> elptacek	Firm User	Ptacek, Erin	➕	05/04/2009	CME Group	03/23/2009	View Edit
<input type="checkbox"/> firmuserA	Firm User	A, Firmuser	➕	08/06/2009	Needham, Kevin	08/06/2009	View Edit
<input type="checkbox"/> firmuserB	Firm User	firmuser, Bob	➕	08/06/2009	Needham, Kevin	08/06/2009	View Edit

2. Click **Send Email**. FirmSoft launches the firm's email application with all selected email addresses populated in the **Bcc** field.
3. Enter text and click **Send**.

View a Name / Contact Permissions

▶ To display current permissions for a contact:

- Do one of the following:
 - From the **Results** list, click a **SMART Click ID** or a **Name / Contact**
 - OR
 - From the **Results** list, click **View** in the row of the **Name / Contact** to view

Results							
Send Email		Select All / None				Export Print	
SMART Click ID	Role	Name / Contact	Status	Date Modified	Modified By	Last Login	
<input type="checkbox"/> bbaker	Firm User	baker, Bill		01/21/2013	CME Group	03/16/2012	View Edit
<input type="checkbox"/> bobbroker	Firm User	Broker, Bob		03/21/2013	CME Group	03/19/2013	View Edit

The selected user permissions display.

User Contact Information



Name: Broker, Bob

E Mail: kevin.needham@cmegroup.com

Primary Phone #: 312-648-3899

Alternate Phone #:

Firm Permissions

Status	Firm	Exchange	Subfirms	Admin	Sessions	Account	Tag 50	Cancel/Inquiry	Date Modified	Modified By	
	020	CME	None	No	ZZH	All	All	Inquiry	2013-03-21	e19985	Edit
	100	CME	None	No	All	All	All	Inquiry	2013-03-21	e19985	Edit

Back

- Click **Back** to return to **Search Results** or **Edit** to [edit user permissions](#).

Add or Edit a User



Firmusers can be added or edited:

- Add Firm Users from the **Add/Edit User** tab.
- Edit Firm Users from the **Search & Edit Permissions** tab or the **Add/Edit User** tab.

To add a Firm User:

1. From the **Add/Edit User** tab, enter a user's **SMART Click ID** and **SMART Click Token** and click **Continue**.
2. Select **Firm User** and click **Next**.
3. Do one or more of the following:
 - [Add firms](#)
 - [Modify Firm Permissions](#)
 - [Set Sessions, Cancel / Inquiry, Accounts and Tag 50](#)
4. When all changes have been made, click **Next**.
5. On the **Confirm Changes** page, click **Submit**.

To edit a Firm User:

Results							
Send Email		Select All / None		Export Print			
<input type="checkbox"/>	SMART Click ID	Role	Name / Contact	Status	Date Modified	Modified By	Last Login
<input type="checkbox"/>	anonyroge	Firm User	rwer11, wer11		02/06/2013	Moore, Roger	07/22/2011
<input type="checkbox"/>	bbaker	Firm User	baker, Bill		01/21/2013	CME Group	05/28/2013

1. Do one of the following:
 - Enter a search on the **Search & Edit Permissions** tab, and from the **Results** list do one of the following:
 - Click a **SMART Click ID** or **Name/Contact**. When the **Current Permissions** page displays, click **Edit**.
 - OR
 - Click **Edit** in the row of the **Name / Contact** to edit.
 - From the **Add/Edit User** tab, enter the user's **SMART Click ID** and **SMART Click Token**, and click **Continue**.
2. Do one or more of the following:
 - [Add or Remove a Firm](#)
 - [Modify Firm Permissions](#)
 - [Set Sessions, Cancel / Inquiry, Accounts and Tag 50](#)
3. When all changes have been made, click **Next**.
4. On the **Confirm Changes** page, click **Submit**.

Add or Remove a Firm Permission

▶ To add or remove a firm permission:

- To access the **Firm Permissions** section of the **Add / Edit User** tab page, either:
 - Enter a search on the **Search & Edit Permissions** tab, and from the **Results** list do one of the following:
 - Click a **SMART Click ID** or **Name/Contact**. When the **Current Permissions** page displays, click **Edit**.
 - OR**
 - Click **Edit** in the row of the **Name / Contact** to edit.
 - From the **Add/Edit User** tab, enter the user's **SMART Click ID** and **SMART Click Token**, and click **Continue**.
- On the **Add/Edit User** tab, click **Add/Remove Firm**.

The screenshot shows the 'Add/Edit User' tab with the 'Firm Permissions : janedoe' section. A red box highlights the 'Add/Remove Firm' button.

The list of firms displays.

The screenshot shows the 'Select Firms: dmaguire' dialog box. It features a 'Highlight Exchange' dropdown menu with options: None, CME EUR, and CME. Below the dropdown is a list of firms with their exchange codes and names. A list of selected firms is shown on the right. The 'Cancel' and 'Next' buttons are at the bottom right.

Exchange Code	Firm Name
001 [287]	CME - DOWD WESCOTT GROUP
002 [287]	CME - GANESH
003 [287]	CME - SPIKE TRADING
005 [287]	CME - NKO DIVISION
006	CME - QUIET LIGHT SECURITIES LLC
019 [714]	CME - LST DIVISION OF NEWEDGE USA LLC
020	CME - PRUDENTIAL BACHE COMMODITIES LLC
004 [118]	CME - MACQUARIE FUTURES USA
010	CME - SUNGARD GCC TEST
065 []	CME - BP CORPORATION NORTH AMERICA, INC.
097 [287]	CME - DYNAMIC COMMODITIES
016 []	CME - ONG FIRST TRADITION PTE LTD
0N0 []	CME - MIZUHO SECURITIES - CTL


Note: In the **Select Firms** list, FirmSoft displays two different types of entries. The value "001" represents a Class A firm. The value "001 [287]" represents subfirm "287" in Class A firm "[001]". If a user requires permissions for the Class A firm and all subfirms, select only the Class A firm. If a user requires distinct permissions for multiple subfirms, the Firm Administrator must select each Firm / Subfirm.

- To highlight CME or CME Europe firms, select an option under **Highlight Exchange** (Optional).

The screenshot shows the 'Highlight Exchange' dropdown menu with the following options: None, CME EUR, and CME.

Note: A single firm may have individual exchange codes; they are treated as separate permissions.

- Do one of the following:
 - To **Add Firms**, select a firm or firm/ subfirm combination in the left column and click . Selected firm information moves from left column to right.

- To **Delete Firms**, select a firm or firm/ subfirm combination in the right column and click . Selected firm moves from right column to left.

Note: If a user is being added, no firms will display on the right.

5. When finished adding or deleting firms, click **Next** to return to the **Firm Permissions** section of the **Add / Edit User** page.

Modify Firm Permissions

The following options are available for User Firm Permissions:

- Enable/Disable permissions
- Delete permissions
- Make Admin / Remove Admin
- Apply to subfirms

Note: Trading member firms will have different Firm IDs if they trade with both CME and CME Europe. Class A firms may have different exchanges within the same firm. Each Firm / Exchange combination will have a unique row.

To modify permissions:

1. To access the **Firm Permissions** section of the **Add / Edit User** tabpage, either:
 - Enter a search on the **Search & Edit Permissions** tab, and from the **Results** list do one of the following:
 - Click a **SMART Click ID** or **Name/Contact**. When the **Current Permissions** page displays, click **Edit**.
 - OR**
 - Click **Edit** in the row of the **Name / Contact** to edit.
 - From the **Add/Edit User** tab, enter the user's **SMART Click ID** and **SMART Click Token**, and click **Continue**.
2. From the **Add/Edit User** tab, scroll up or down to find the firm to modify.

Firm Permissions : bobbroker			Add/Remove Firm
653 Exchange: CME Class A Firm Status: + <div> Disable Permission Delete Permission Make Admin <input type="checkbox"/> Apply to subfirms </div>	Session ID <input checked="" type="radio"/> All Session IDs <input type="radio"/> Restrictions <div> YWE YXV YZ7 YZB YZF ZU7 ZU8 ZUD </div>	Cancel/Inquiry <input checked="" type="radio"/> Inquiry <input type="radio"/> Inquiry & Cancel Account <input type="radio"/> All Accounts <input checked="" type="radio"/> Selection: <input type="text" value="123*, *, djd"/> <small>*Note: Please separate multiple values using commas.</small> Tag 50 <input type="radio"/> All Tag 50s <input checked="" type="radio"/> Selection: <input type="text" value="123*"/> <small>*Note: Please separate multiple values using commas.</small>	
6G5 Exchange: CME Class A Firm Status: - <div> Enable Permission Delete Permission Make Admin <input type="checkbox"/> Apply to subfirms </div>	Session ID <input checked="" type="radio"/> All Session IDs <input type="radio"/> Restrictions <div> YV0 YV4 YV8 YVC YVG YVK YV0 YVS YVW YW0 </div>	Cancel/Inquiry <input checked="" type="radio"/> Inquiry <input type="radio"/> Inquiry & Cancel Account <input checked="" type="radio"/> All Accounts <input type="radio"/> Selection: <input type="text"/> <small>*Note: Please separate multiple values using commas.</small> Tag 50 <input checked="" type="radio"/> All Tag 50s <input type="radio"/> Selection: <input type="text"/> <small>*Note: Please separate multiple values using commas.</small>	
SUBFIRM 147[905] Exchange: CME Status: + <div> Disable Permission Delete Permission </div>	Session ID <input checked="" type="radio"/> All Session IDs <input type="radio"/> Restrictions <div> YV1 YV5 YV9 YVD YVH YVL YVP YVT YW1 YW5 </div>	Cancel/Inquiry <input type="radio"/> Inquiry <input checked="" type="radio"/> Inquiry & Cancel Account <input type="radio"/> All Accounts <input checked="" type="radio"/> Selection: <input type="text" value="ABC, DEF*, *GHI, JKL**, *MNO*, *"/> <small>*Note: Please separate multiple values using commas.</small> Tag 50 <input type="radio"/> All Tag 50s <input checked="" type="radio"/> Selection: <input type="text" value="*UMM*"/> <small>*Note: Please separate multiple values using commas.</small>	

Note: If the firm is a subfirm, there will be a gray band indicating this along the left side, and the **Make Admin** and **Apply to Subfirms** options will not be available.

Note: If Permissions are **Disabled**, Firm row will be grayed out. Status will be red.

3. Do one or more of the following:

- Click **Disable Permission** to disable a permission, or **Enable Permission** to enable.
- Click **Delete Permission** to delete permission for the selected firm or subfirm.
- Click **Make Admin**, to make the user a Firm Admin for the selected firm, or click **Remove Admin** to remove the user as a Firm Admin.
- Click **Apply to subfirms** to apply permissions to all subfirms. Subfirms display to the right of the firm information box.
- [Set Sessions, toggle Cancel / Inquiry, restrict Accounts or Tag 50.](#)

- Repeat step 2 for additional Firms / Subfirms, as necessary.
- When finished with changes, click **Next**. **Confirm Changes** page displays.

Confirm Changes: bobbroker

Firm Permissions

Status	Exchange	Firm	Subfirms	Admin	Sessions	Account	Tag 50	Cancel/Inquiry
+	CME EUR	000	None	No	All	All	All	Inquiry
+	CME	147	None	No	All	ABC,DEF*,*GHI,JKL**,*MNO*,*	*UMM*	Inquiry & Cancel
+	CME	653	None	No	All	123*,*,djd	123*	Inquiry

BackSubmit

- Click **Submit**. The **Finished Editing** page displays.
- Click **Continue** to return to the **Search & Edit Permissions** page.

Set Sessions, Cancel / Inquiry, Accounts and Tag 50

In addition to assigning [Firms](#) and [Firm Permissions](#) to a user, the following user permissions may be modified:

- [Sessions](#)
- [Cancel/Inquiry](#)
- [Account](#)
- [Tag 50](#)

Note: Modify access on each firm separately.

Access the Firm Permissions

Switch to the **Firm Permissions** section of the **Add / Edit User** tab, if not currently on it.

► **To access the Firm Permissions:**

Either:

- Enter a search on the **Search & Edit Permissions** tab, and from the **Results** list do one of the following:
 - Click a **SMART Click ID** or **Name/Contact**. When the **Current Permissions** page displays, click **Edit**.
 - OR**
 - Click **Edit** in the row of the **Name / Contact** to edit.
- From the **Add/Edit User** tab, enter the user's **SMART Click ID** and **SMART Click Token**, and click **Continue**.

Modify Session Access

Access can be given to all sessions for a firm, or restricted to a smaller number.

► **To allow access to all sessions:**

Click the **All Sessions** radio button in the **Session** area.

► **To limit session access:**

1. Click the **Restrictions** radio button in the **Session** area.
2. Select the appropriate **Session(s)**.

Note: Press the **Ctrl** key to select multiple sessions.

Change Cancel / Inquiry Permissions

Users may have Inquiry or Inquiry & Cancel permissions for a firm.

▶ To set cancel/Inquiry access:

Click the appropriate **Cancel / Inquiry** permission.

Accounts

A user can have access to All Accounts, or account access can be limited.

▶ To access all accounts:

Click the **All Accounts** radio button.

▶ To access selected accounts:

1. Click the **Selection** radio button.
2. Enter the **Accounts** separated by a comma. Use [Wildcards](#) to restrict order selection.

Account

☐ All Accounts

☒ Selection:

ABC, DEF*, *GHI, JKL**, *MNO*, *

*Note: Please separate multiple values using commas.

Tag 50

A user can have access to All Tag 50s, or Tag 50 access can be limited.

▶ To access all Tag 50s:

Select the **All Tag 50s** radio button.

▶ To access specific Tag 50s:

1. Select the **Selection** radio button.
2. Enter the **Tag 50s** separated by a comma. Use [Wildcards](#) to restrict order selection.

Tag 50

☐ All Tag 50s

☒ Selection:

123*, *45

*Note: Please separate multiple values using commas.