

## NYSE PILLAR CUSTOMER MANAGEMENT TOOL SETUP

To gain access to the NYSE Pillar customer management tool:

1. Complete the [Global ID Request and Two-Factor Authentication Registration](#) process Single Sign-On (SSO)
2. Submit the [User Request and Authorization Form](#) to [crs@nyse.com](mailto:crs@nyse.com). List your newly created Global ID on the form.
3. NYSE creates your account and notifies you of completion
4. Login to <https://cdm.nyse.com>

Detailed instructions for the above steps are outlined below.

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### STEP 1

Requesting a Global ID:

- Go to [Single Sign on Request page](#) to request a Global ID. Complete all fields and press the “Send Confirmation Email” button.



### SSO REQUEST GLOBAL ID

Your Global ID will allow you to login to all of your ICE applications using a single ID and password. Please enter your email address, followed by the text displayed and then click "Send Confirmation Email".

EMAIL ADDRESS

FIRST NAME

LAST NAME

PASSWORD

CONFIRM PASSWORD

- Passwords must be between 8 to 14 characters in length.
- Passwords must include at least 3 of the following types:
  - lowercase
  - uppercase
  - numbers
  - special characters
- Special characters allowed are: ` ~ ! @ # \$ % ^ & \* ( ) - \_ = + [ { } \ | ; : ' " , < . > / ?

I'm not a robot



**SEND CONFIRMATION EMAIL**

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- You will see notification on the screen of “A confirmation code has been sent to your email address.”



## SSO REQUEST GLOBAL ID

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A confirmation code has been sent to your email address.

[Start Over](#)

Your Global ID will allow you to login to all of your ICE applications using a single ID and password. Please enter your email address, followed by the text displayed and then click "Send Confirmation Email".

**EMAIL ADDRESS**

**FIRST NAME**

**LAST NAME**

**PASSWORD**

**CONFIRM PASSWORD**

- Passwords must be between 8 to 14 characters in length.
- Passwords must include at least 3 of the following types:
  - lowercase
  - uppercase
  - numbers
  - special characters
- Special characters allowed are: ` ~ ! @ # \$ % ^ & \* ( ) - \_ = + [ { } \ | ; : ' " , < . > / ?

Please enter the confirmation code sent to your email address:  
**CONFIRMATION CODE**

**CONFIRM**

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- Enter the confirmation code you receive into the last field on the screen and click the “Confirm” button. You will then be presented with the Two Factor Authentication Registration screen.



[2FA/Passcode Help](#)

## TWO FACTOR AUTHENTICATION REGISTRATION

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GLOBAL - ccox@nyx.com

[Back](#)

Your account has been enabled for Two Factor Authentication (2FA). 2FA registration requires a valid email address. Please enter your email address and click "Send Confirmation Email".

**FIRST NAME**

**LAST NAME**

**EMAIL (REQUIRED)**  
  Email verification Done

You must now choose your passcode delivery option. Passcodes will be required for login to the app. Passcodes will be sent to your selected delivery option. For more information on the passcode delivery options, please [click here](#). After selecting your 2FA delivery option (Email or SMS), click "Done" to complete registration process.

Please select your preferred delivery option

Email Notification

**Note: Passcodes are valid for 3 minutes, if you are aware of any delays in receiving emails for the email address verified above, please select a different delivery option or register using another email address.**

SMS Notification

- Check your preferred delivery option, either Email Notification or SMS Notification. Whichever method you select will be the default notification going forward for future verifications. Once you have made your selection, click “Done.” You will be presented with the below screen indicating your Two Factor Authentication Registration is complete.



## TWO FACTOR AUTHENTICATION REGISTRATION

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GLOBAL - ccox@nyx.com

Two Factor Authentication Registration Complete

EMAIL ccox@nyx.com

SMS PHONE NUMBER

DELIVERY OPTION Email Notification

Any changes made to your 2FA settings will apply to all app logins associated with the email listed above

Your Global ID and password can now be used to login to your applications. On first login, you will be prompted for a passcode that will be sent to your selected delivery option (email or SMS text message).

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**NOTE:** On first login to your application, you will be prompted for a passcode that will be sent to your selected delivery option (email or SMS.)

### STEP 2

Submit the [User Request and Authorization Form](#) to [crs@nyse.com](mailto:crs@nyse.com). List your newly created Global ID (email address) on the form.

### STEP 3

NYSE CRS creates your account. CRS will notify each user once their account has been created. Please note, if you have not completed the SSO Global ID process, the user setup will fail.

**STEP 4**

Login to <https://cdm.nyse.com> using your Global ID and password.



Username

Password

*By clicking on the "Login" button, you indicate that you have reviewed and accepted the [Intercontinental Exchange Terms of Use](#).*

LOGIN

ICE SSO

[Forgot Password](#) [Change Password](#) [Request SSO Global ID](#)

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At initial login, you will be required to enter a 2FA code. The code will be sent to you via email or SMS as you requested during registration. Please re-enter your Global ID username and password, as well as the 2FA code you receive, and click the Login button. Note: 2FA verification is required every 30 days.



32100 Re-login with 2FA passcode.

*By clicking on the "Login" button, you indicate that you have reviewed and accepted the [Intercontinental Exchange Terms of Use](#).*

LOGIN

ICE SSO

[Forgot Password](#) [Change Password](#) [Request SSO Global ID](#)

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