TWO FACTOR AUTHENTICATION

2FA: SECURING YOUR INFORMATION
Two Factor Authentication (2FA)

Adds an extra layer of security to your ICE applications by requiring users to provide a combination of two identity methods at login:

- Username / Password
- 2FA passcode delivered to trusted device
WHAT IS TWO FACTOR AUTHENTICATION?

WHAT YOU KNOW
Your username and password

WHAT YOU HAVE
A 2FA passcode delivered to your trusted device

= 2FA
Secure access to ICE applications
PROTECTING THE SECURITY OF YOUR INFORMATION

We take information security and cyber risk seriously. We’ve made substantial investments in our operations and are committed to providing our customers best-in-class protections like two factor authentication (2FA).
GETTING STARTED

• Complete a basic registration process including an email confirmation and the selection of your 2FA passcode delivery option (email, SMS)

• You will be prompted to enter a 2FA passcode:
  – The first time you log in after completing the registration process
  – Every 30 days after that
  – Any time you log in from a new IP address
  – After making any changes to your registration information

NOTE: This does not impact your user name and password; those will remain the same.
REGISTRATION

• Login with your ICE application credentials
• Provide and verify email address
• Choose a 2FA passcode delivery option:
  – Email
  – SMS text
• If selected, SMS must be verified
• Registration recap with instructions sent via email
LOGIN / STEP 1

- Enter your ICE application username and password

![ICE SSO Login Form]
LOGIN / STEP 2

- You will be prompted to enter your 2FA passcode which will be sent to your selected delivery option

Email

Text

FROM: ICE

Your ICE 2FA passcode is 092514.
GETTING HELP

Forget your phone? You can receive your one time passcode via email at any time using the **2FA Help** link. You can also update your information or change your settings at any time.

![2FA Help link](image)

**TWO FACTOR AUTHENTICATION HELP**

Need Help or more information about ICE’s Two Factor Authentication?

- Forgot device? Receive 2FA Passcode via registered email
- Update 2FA Settings/Lost Device

- I did not receive code via Text Message
- Code received is not working
- My email changed or I do not have access to my Email
- How do I enable My account for 2FA
- More Information about ICE’s Two Factor Authentication

For More Information or to Enable 2FA for your account, Please call ICE Help Desk +1 770 738 2101

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Contact Us
For more information about two factor authentication, please call the ICE Help Desk +1 (770) 738-2101