



ICE MOBILE

FAQS

What is ICE mobile?

ICE mobile is the ICE's mobile application, providing access to ICE markets and ICE Instant Messaging (ICE IM). Built for iPhone, iPad, and Android, ICE mobile is available for existing WebICE and ICE Instant Messaging users from the [Apple iTunes App Store](#) and from the [Google Play Store](#).

On which platforms is ICE mobile supported?

ICE mobile is supported on devices running iOS 9 and higher and Android devices running API Level 20 or higher.

I have an existing WebICE or ICE IM ID. How do I start using ICE mobile?

Simply install the application on your device and log in with your existing ID and password.

I don't have a WebICE or ICE IM ID. How can I subscribe to ICE mobile?

You must have a WebICE or ICE IM ID in order to access ICE mobile. If you work for an existing ICE customer, please contact your ICE administrator to request ICE mobile access. If you are uncertain of whom your ICE administrator is, please call the ICE 24 Hour helpdesk at 770-738-2101. If you are not currently an ICE customer but are interested in becoming one, please email icemobile@theice.com and an ICE representative will respond to you as soon as possible.

As a WebICE user, what market data will I be able to access on ICE mobile?

All ICE Futures and OTC markets are visible on ICE mobile based on your WebICE permissions.

Does ICE mobile display real-time market data?

Yes. All data provided by ICE mobile is real-time market data only.

I have an ISV ID with ICE access. Can I use ICE mobile?

No, ICE mobile does not support ISV user IDs.

As a WebICE user, can I trade with ICE mobile?

Yes, Trading is available for all ICE Futures and OTC markets via ICE mobile from your iPhone, iPad, and Android devices. *Please note that you will not be able to trade or view your WebICE orders on ICE mobile until your company ICE Admin begins the process by sending an email to iceuseradministration@theice.com stating what permission level should be granted for your usage of ICE mobile. By default, all new ICE mobile users are granted permission to View Prices Only and are not able to trade or view their WebICE orders/deals.

What are the Permission Levels for WebICE users using ICE mobile?

The Permission Levels for WebICE users using ICE mobile are as follows:

1. View Prices Only – This is the default permission level assigned to all WebICE IDs and gives the user the ability to view market data for all Futures and OTC markets for which the user's WebICE ID has permissions as well as create markets alerts for those permitted markets.
2. View/Cancel Orders – In addition to the abilities granted as part of permission level 1, users with this permission level will also have the ability to view and cancel their active WebICE Futures and OTC market orders and see the current trading days' deals.
3. Trading – In addition to the abilities granted as part of permission levels 1 and 2, users with this permission level will also have the ability to float new orders from ICE mobile for Futures and OTC markets as well as edit orders floated from ICE mobile. Note that editing WebICE orders from ICE mobile is not currently permitted but will be a feature in an upcoming release.

If I have trading permission on WebICE does that automatically mean that I have trading permission on ICE mobile?

No, a user can be granted different permission levels for ICE mobile usage. For example, a user might have full trading permission on WebICE but be granted permission to only view market prices on ICE mobile.

How can I get permission to Trade or view my WebICE orders/fills on ICE mobile?

You will not be able to trade or view your WebICE orders on ICE mobile until your company ICE Admin begins the process by sending an email to iceuseradministration@theice.com stating what permission level should be granted for your usage of ICE mobile. After our receipt of such email from your company ICE Admin, someone from the ICE mobile team will follow-up in order to arrange for a call or meeting with your company ICE Admin to further explain the process in detail and arrange for a mutually agreed upon target roll-out date. To begin the process, the body of the email from your company ICE Admin to iceuseradministration@theice.com should read as follows:

Dear ICE User Admin.

We would like to request a change in Permission Levels for ICE mobile usage for the WebICE user(s) listed down below. We understand that permission changes for ICE Mobile will NOT affect a user's permission levels for WebICE.

We understand that the Permission Levels for ICE mobile are as follows:

- 1. View Prices Only – This is the default permission level assigned to all WebICE IDs and gives the user the ability to view market data for all Futures and OTC markets for which the user's WebICE ID has permissions as well as create markets alerts for those permitted markets.*
- 2. View/Cancel Orders – In addition to the abilities granted as part of permission level 1, users with this permission level will also have the ability to view and cancel their active WebICE Futures and OTC market orders and see the current trading days' deals.*

3. Trading – In addition to the abilities granted as part of permission levels 1 and 2, users with this permission level will also have the ability to float new orders from ICE mobile for Futures and OTC markets as well as edit orders floated from ICE mobile. We Confirm and Approve the Permission Level changes as shown below for ICE mobile for the following user(s):

Company	Last Name	First Name	WebICE User ID	Permission Level	Email	Phone

We understand that our Request for Permission changes will take the ICE time to process and to coordinate a mutually agreeable schedule for deployment.

Does the “Position Keeper” screen on ICE mobile display the same Position Keeper data that is available in WebICE?

Yes, provided that you have access to the Position Keeper in WebICE, you will be able to see the same real-time position data and have the ability to choose the appropriate filters and grouping of your data.

Does the “Orders” screen on ICE mobile allow me to View and Cancel my WebICE orders?

Provided that your ID has at least the View & Cancel permission level, you can View and Cancel your active WebICE originated orders as well as view, cancel, and edit your active ICE mobile originated orders. Currently, you cannot Edit your WebICE orders from within ICE mobile.

Are ICE mobile originated orders viewable and cancellable in WebICE?

Yes, any active ICE mobile originated orders are visible in the Orders tab on WebICE and can be cancelled. Currently, editing of ICE mobile originated orders is not possible on WebICE.

Can I specify which clearing accounts are valid for use for ICE mobile originated orders?

Yes, By default, none of your Clearing Accounts are permissioned for ICE mobile originated orders. Your company ICE Admin will need to use the ICE Credit Management application and click on the Mobile Access checkbox next to the Account ID for each Account that should be enabled for ICE mobile originated orders. Note that these settings have no impact on your ability to view and cancel WebICE orders associated with clearing accounts that are not valid for ICE mobile originated orders.

Can I create new Clearing Accounts for use with ICE mobile originated orders that have reduced trading limits?

Yes, you can create new Accounts for use with ICE mobile that have reduced trading limits than those Accounts that have been permissioned for desktop trading. You can then have your company ICE Admin request that only those new mobile Accounts be permissioned for Trading from within ICE mobile as described above. Please note that these new accounts will be available for trading from within WebICE. There is currently no way to limit a clearing account’s usage to ICE mobile only.

Can I have different trading limits for my Clearing Accounts on ICE mobile then I have for those same accounts on WebICE?

No, the trading limits for any Clearing Account are the same regardless of the originating source of the order. That is to say, all orders affect the trading limits for a given Clearing Account in the exact same way.

Will I see all of my WebICE originated orders on ICE mobile if I have Permission Level 2 or 3?

While the majority of WebICE originated orders are viewable and cancellable from ICE mobile, not all order types are supported. The following table lists which WebICE order types are supported on ICE mobile:

Order Type	ICE mobile Supported?
Limit	Yes
Stop without Limit protection	Yes
Stop with Limit protection	Yes
Market	Yes
Reserve Quantity	Yes
Option	No
RFQ	No
RFC	No
User Private Strategies	No
Smart Orders	Yes
Held	No
Inactive	No
Bilateral	Yes
Formula Trader	Yes ¹
ICE Maker	Yes ¹

1. ICE Maker & Formula Trader orders - ICE mobile does not differentiate these orders with the linked symbol as WebICE does

Can anyone pick up my mobile device and place an order via ICE mobile if I am permissioned to trade?

No, even if you neglect to lock your device, and you leave the ICE mobile application running, when placing new orders or editing existing orders, PIN or biometric authentication must always be used.

Is there an iPad version of ICE mobile?

ICE mobile is a universal application that runs on all iOS devices and has a special configuration on iPad to maximize the additional space.

Will logging into ICE mobile disconnect my WebICE session?

No, logging into ICE mobile will not disconnect your WebICE session. You may use WebICE and your ICE Mobile device simultaneously.

Can I subscribe to data from other exchanges?

Not currently.

Can I subscribe to equities data?

Not currently.

Does ICE mobile run on a Blackberry or other mobile device?

ICE mobile is supported on only devices running iOS or Android. Certain Blackberry phones that run the Android operating system may support ICE mobile.