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Account Set Up / Terminology

Account Number

An account number, or a customer number, is created for every location where billable SIDs (licenses), circuits or services are installed. Multiple account numbers can be created in one location if required for billing / administrative purposes.

Firm Number

An account must be under a firm number. Firm number can be regarded as the "umbrella" number under which all related accounts are grouped. These accounts/entities under the same umbrella have to be in a control relationship with one another or under a common control.

SID

= Subscription Identifier

An SID is a unique number which Bloomberg uses to track the progression of a license. SIDs are also linked to any entitlements or exchanges, allowing them to be carried across various actions. SID attached to a service are considered "billable" and represent one paid license.

UUID

= Unique User Identifier

A UUID is a unique number assigned to every Bloomberg login (username).

License Type

Bloomberg Anywhere (BBA)

Billed by user

- Allow users to login anywhere by creating APOD and via bba.bloomberg.net
- Allow users to login on Bloomberg Professional App on mobile devices
- Use a combination of login name, password, and biometric authentication to login

Bloomberg Professional (Open Terminal)

Billed by terminal serial number

- Allow creation of multiple logins
- Users are limited to open terminals with the same firm
- Only one user is allowed to login on the terminal at one time

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Each instance of software has its own serial number that is unique to that installation. This can be found by hitting the cancel key and the S/N is located at the bottom left corner. All serial number would be associated with an SID number.

Access Point

Access Point is the initial installation of the Bloomberg software which is installed by our implementation team and will usually come with your initial order of the Bloomberg Anywhere license. Access Point is usually free unless it is associated with Bloomberg rental Flat Panel or PC.

APOD

= Access Point on Demand

An APOD is a free installation of the Bloomberg software which can be created by Bloomberg Anywhere users.

- For a PC with connectivity to a Bloomberg provided router/circuit (also known as "Private IP"), the APOD can quickly be created without required authentication, and is enabled for trading functionality by default. If the Bloomberg router is shared by more than 1 firm, a Bloomberg login name will be required to create the APOD.
- For a PC with no connectivity to a Bloomberg router (i.e., Internet connection), a valid Bloomberg Anywhere login, password and a B-Unit are required. The APOD is created without trading functionality by default.
- *APOD and Access Points are set with an automatic expiration. If not logged into, the serial number will automatically expire after the following time frames, and you will need to create a new APOD/Access Point.

Automatic expiration

30 Days = Internet Connection

60 Days = Router Connections/Private IP

Open Terminal

An open terminal serial number is linked to billable subscription for open terminal users to use. Open terminal serial number will never change and always appear on the login page. Unlike the above Access Point and APOD, there is no expiration for open terminal until license removal.

* Non-Bloomberg Anywhere users are encouraged to contact their account manager to convert to Bloomberg Anywhere to be able to take advantages of this service.

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Useful References for Setting up a Terminal

Link: https://www.bloomberg.com/professional/support/documentation/ (for users in mainland China, go to https://www.blpprofessional.com)

Hardware requirement – please refer to PC Requirements

Software requirement – please refer to Software Compatibility Matrix

Network requirement – please refer to Transport and Security Specifications

Bloomberg Software Download

Bloomberg Software is Windows based and is not supported on Mac OS. Alternatively, Bloomberg software can be installed if user runs Windows on Mac.

- Download the latest version of the Bloomberg Professional software from the Bloomberg website: https://www.bloombergsoftware.com
 (For users in mainland China, go to https://www.blopprofessional.com)
- 2. Click the option that says "Bloomberg Terminal New/Upgrade Installation". We recommend saving the application to your desktop and then running the application to complete the installation.

Bloomberg Anywhere Website

Link: https://bba.bloomberg.net

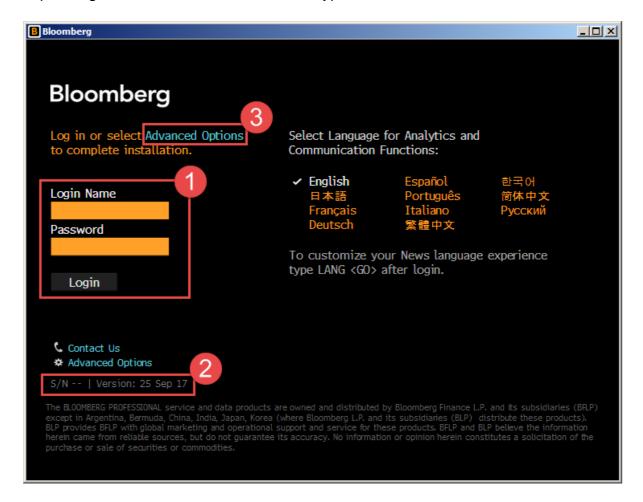
For Mac and PCs that are unable to install Bloomberg software, user can access Bloomberg via the Bloomberg Anywhere website. This website is only applicable for Bloomberg Anywhere users. For system requirement, please visit https://bba.bloomberg.net/Help.

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After installing the software package, you will see below screens.

A serial number needs to be installed before users can login. The type of serial number to install and the way to install them will be different, depending on the connection and license type.



- 1. Login area for login name and password.
- 2. If the terminal already has an active serial number it will appear in this area along with the software version.
- 3. Advanced Options can be used by IT Technicians and users to access further options to help with creating a serial number or re-installing an existing serial number.

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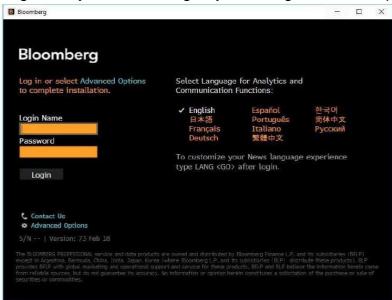
APOD Creation

How to Create a Serial Number for Bloomberg Anywhere user

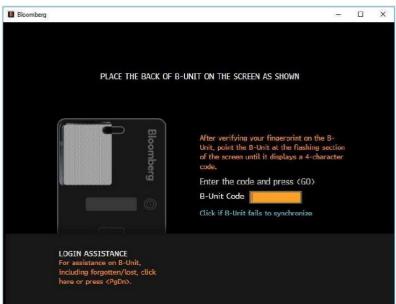
APOD creation with a B-Unit

If the user has a B-Unit, logging into the terminal using the B-Unit will automatically install a new serial number.

- 1. Launch the Bloomberg Professional Software
- 2. Login with your Bloomberg Anywhere login name and password



- 3. Verify on the B-Unit with Fingerprint
- 4. Sync the B-Unit with the flashing screen
- 5. Enter the B-Unit Code



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APOD creation without a B-Unit via Private IP connection

If the terminal is connected via the private IP (router), IT Technicians or users can also enter their Bloomberg login name to automatically create a serial number for the terminal under the correct account number. The terminal software will relaunch and the user will be able to login using their login name, password and biometric authentication.

- 1. Launch the Bloomberg Professional Software
- 2. Click on Advanced Options



3. Enter your login name and click Quick Install button



4. The software will relaunch with the serial number installed, and user will be able to login

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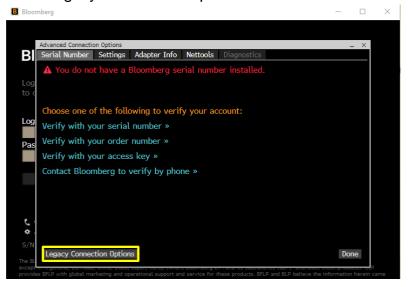
APOD creation without a B-Unit via Internet connection (User)

If the terminal is connected via the internet, users without a B-Unit can install a serial number by legacy connection options.

- 1. Launch the Bloomberg Professional Software
- 2. Click on Advanced Options



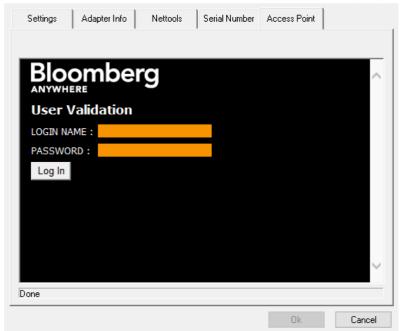
3. Click Legacy Connection Options under the Serial Number tab



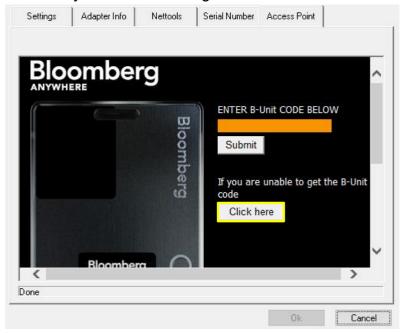
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4. Go to the Access Point tab and type in Bloomberg login name and password



5. Select "If you are unable to get the B-Unit code Click Here"



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6. Send a verification code to your email or mobile



7. Type in the code you have received



8. The software will relaunch with the serial number installed, and user will be able to login

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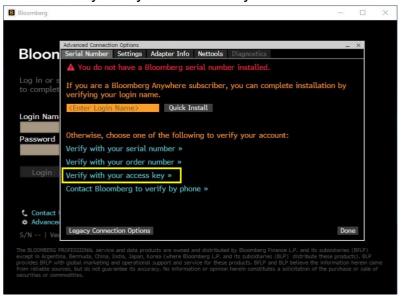
APOD creation without a B-Unit via Internet connection (IT)

If the terminal is connected via the internet, IT Technicians can install a serial number on behalf of a user by calling into Bloomberg.

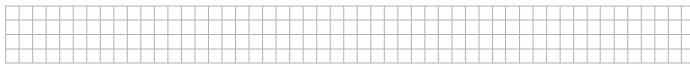
- 1. Launch the Bloomberg Professional Software
- 2. Click on Advanced Options



3. Select "Verify with your access key"



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- 4. Call the Bloomberg Support number for your region and give them the 15-digit number listed as Your User Key
 - ***Please make sure to have either the user's login name or the account number before calling into Bloomberg***
- 5. Enter the Access Key provided by Customer Support Representative, and click Submit



6. The software will relaunch with the serial number installed, and the user will be able to login

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BCHG

How to re-install a Serial Number for Open Terminal users

BCHG is supported if:

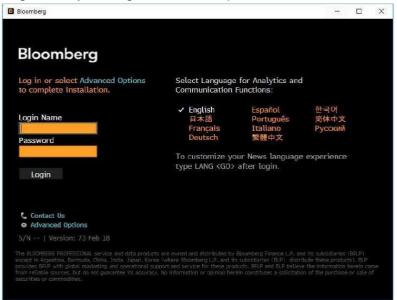
- a. Open/ Bloomberg Professional terminal
- b. Terminal is not currently connected (user's logged out, application is closed).
- c. The S/N of the terminal has not been re-installed more than 3 times over the last 30 days.

If BCHG attempt does not pass any of the security checks above, the system will either display an error message or generate a service ticket for Bloomberg Help Desk for a callback.

Auto BCHG with Login Name (User)

Automatic BCHG can be performed by existing Open Terminal users.

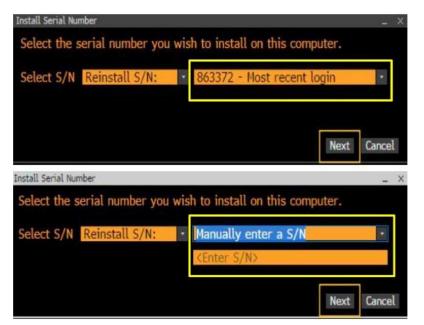
- 1. Launch the Bloomberg Professional Software
- 2. Login with your login name and password



- 3. You will be given two options:
 - a. Reinstall S/N to install the last Open Terminal S/N that the user has logged in
 - b. Manually enter a S/N to install a different Serial Number



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4. Enter contact details and reason for BCHG, and click the Submit button



5. The software will relaunch with the serial number installed, and the user will be able to login

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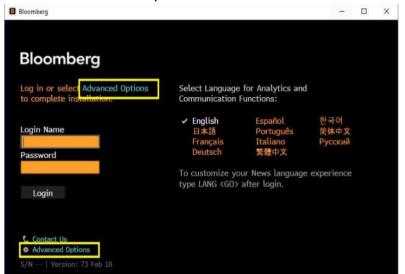
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Auto BCHG with Serial Number via Private IP connection

If the terminal is connected via Private IP, IT Technicians can perform a BCHG with a serial number.

- 1. Launch the Bloomberg Professional Software
- 2. Click on Advanced Options



3. Select "Verify with your serial number"



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4. Enter the serial number you would like to reinstall



- 5. Enter contact details and reason for BCHG, and click submit ***Please make sure to enter the contact details of the IT Technician who is performing the BCHG, not of the user***
 - Bloon

 Advanced Connection Options

 Serial Number Settings Adapter Info Nettools Diagnostics

 A You do not have a Bloomberg serial number installed.

 Log in or s to complet

 Login Nam

 Password

 Oth

 Requester's First Name Antonin

 Requester's Last Name Linossier

 Callback Phone Numb...

 Reason for Reinstall

 Upgrade to a new PC

 Previous Next Cancel

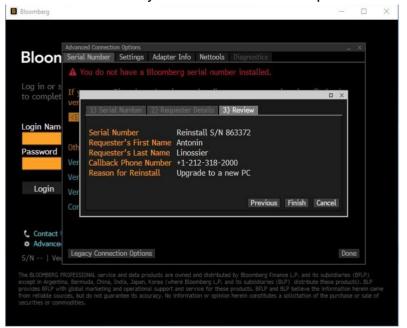
 Legacy Connection Options

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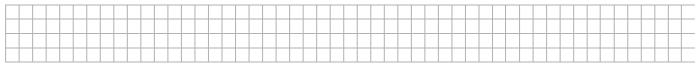


6. Review the summary and click finish to complete the reinstallation



7. The software will relaunch with the serial number installed, and the user will be able to login

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Auto BCHG with INCH via Internet connection

Even if the terminal is connected via the Internet, IT Technicians can perform an automatic BCHG by using the function INCH <GO> if they have their own login account.

- 1. Log into the existing terminal and type in the function INCH <GO>
- 2. Click the "Add Terminal" button from the tool bar



- 3. Enter the Bloomberg Professional serial number you would like to authorize for reinstallation and the start date and time of the authorization
 - ***The authorization end date and time is automatically set to 24 hours after the start date and time you entered***



4. Click the "Authorize for Reinstall" button, and record the verification code that appears



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- 5. Go to the PC where you would like to reinstall the serial number and launch the Bloomberg Professional Software
- 6. Click on Advanced Options



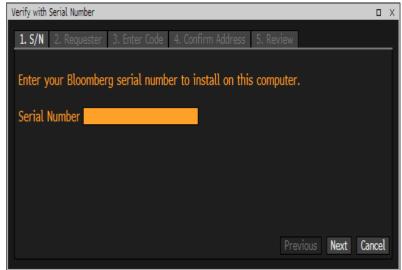
8. Select "Verify with your serial number"



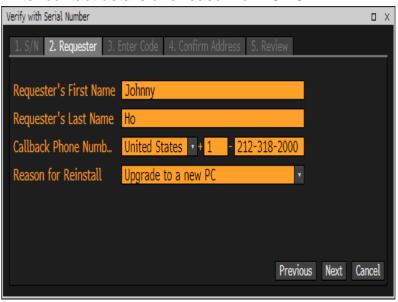
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9. Enter the serial number you would like to reinstall



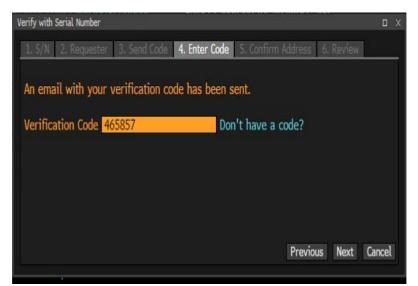
10. Enter contact details and reason for BCHG



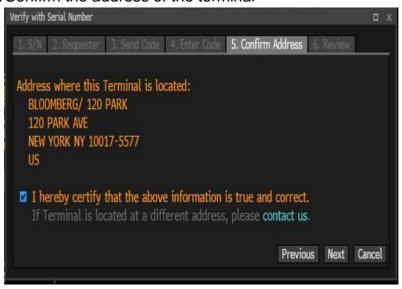
11. Enter the verification code which you have received from INCH <GO>

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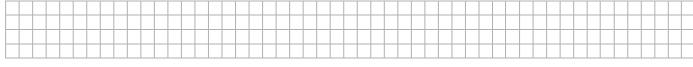


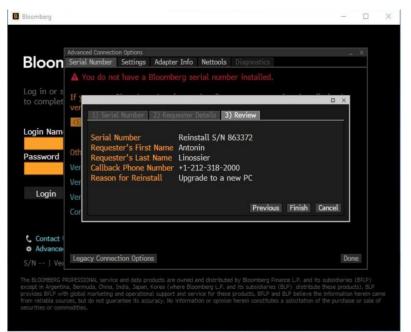
12. Confirm the address of the terminal



13. Review the summary and click Finish to complete the reinstallation

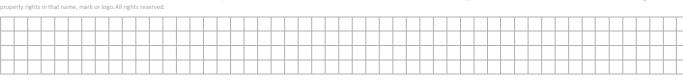
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14. The software will relaunch with the serial number installed, and the user will be able to login

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Manual BCHG via Internet connection (IT)

If IT Technicians who do not have a login account would like to reinstall a serial number to a terminal that is connected via the Internet, they can call the Bloomberg line to exchange access key.

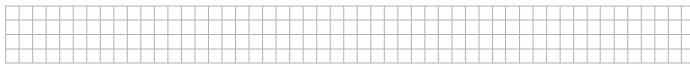
- 1. Launch the Bloomberg Professional Software
- 2. Click on Advanced Options



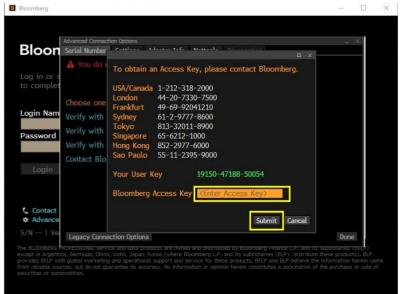
3. Select "Verify with your access key"



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- 4. Call the Bloomberg Support number for your region and give them the 15-digit number listed as Your User Key
 - ***Please make sure to have the serial number you would like to reinstall***
- 5. Enter the Access Key provided by Customer Support Representative, and click Submit



6. The software will relaunch with the serial number installed, and the user will be able to login

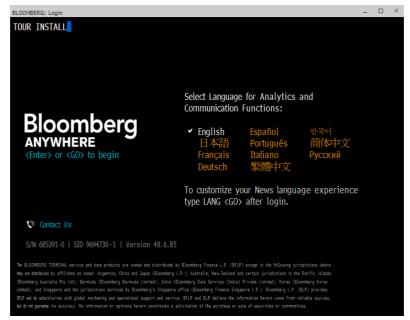
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Software Testing - TOUR INSTALL

Technicians who are installing a serial number on behalf of a user can use the TOUR INSTALL<GO> procedure to test the following Bloomberg functionality.

- 1) Software Update
- 2) Keyboard Test
- 3) PDF Download
- 4) Bloomberg Video/Audio
- 5) Bloomberg API
- 6) Bloomberg Smart Client
- 7) Web Access
- 8) Printing
- 1. From the 1-Bloomberg window, hit Esc, type TOUR INSTALL, and press <Enter>



The system will log in, using TOURINST as the user name.

Bloomberg

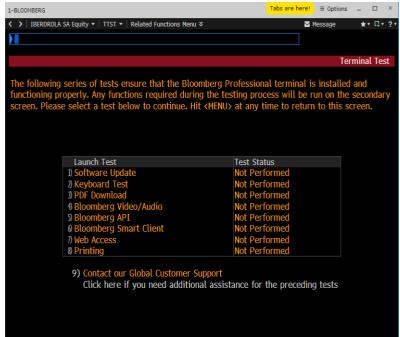
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2. Select the language to continue

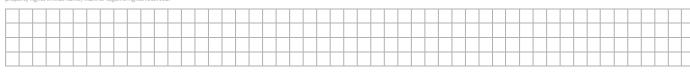


3. Please run each step manually.

Any functions required during the testing process will be run on the 2-Bloomberg screen. If a test fails, correct the problem and retest until each test has been performed and passed.



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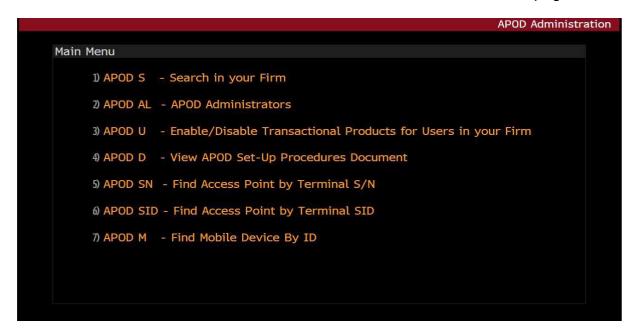
APOD Admin

APOD Administrator – APOD<GO> is a function that allows authorized administrators to enable and disable access to transactional product / trading system functionality on all APODs, Access Points and Mobile Devices within their firm or account.

The firm's compliance officer will need to contact a Bloomberg account manager to designate a user as an APOD administrator; this user must also be a Bloomberg Anywhere user.

Once authorized, the APOD administrator will be required to electronically accept the terms of the APOD Agreement (required just once per APOD administrator on initial access). Upon acceptance, the administrator will be permitted to update the APODs access to transactional product functionality.

The APOD administrator can run the function APOD<GO> to launch this page:



For more information on APOD<GO> and the usage of the above functions, please refer to APOD D<GO> on the terminal.

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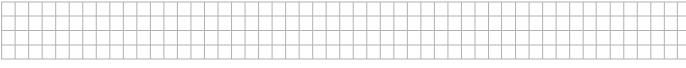
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Useful Terminal Functions

You can type below functions and follow by Enter/<GO> key

Functions	Description
ENTV	3 rd Party Entitlement that your User/Office/Firm have subscribed to
IDOC	Bloomberg Related Document
BLP	Bloomberg Launchpad
MGU	Bloomberg Message Setting
BBPC	Bloomberg Software/Hardware Requirement & Technical Document
BTTC	Bloomberg Technology Training Certification
BU	Bloomberg Training Resources
UUF	Change Bloomberg Password
TZDF	Change Time Zone Defaults
CMPC	Compliance Center
CONN	Connection Wizard
DSCL	Disclaimer Management
EIS	Exchange List and Enablement
GCSN	Global Customer Support Numbers
INQ	Helpdesk
IBSR	IB Chat Search
CRCO	Overview of Chief Risk & Compliance Office
GDPR	Overview of Privacy Compliance
NOTE	Personal and Share Notes
SPDL	Personal Speed Dial
UPGR	View Bloomberg Software Status
HDSK	View Historical Helpdesk Record
APOD AL	View the List of APOD Admin in Your Firm
IAM	View User/Session Information

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Disaster Recovery

Overview

Bloomberg assists customers in situations where users are not able to access their primary office with the Disaster Recovery service. Bloomberg Professional users will be able to have access to the terminal during unpredictable circumstances outside of the primary office, and resume operations during unexpected situations.

Bloomberg Anywhere

Bloomberg Anywhere users can access the terminal from virtually any Internet connected PC with their usual Bloomberg login credentials.

To allow for easy transition during a crisis, a secondary site can be populated with APODs. APODs can be created independently at any time by the customer without the need to call into Bloomberg.

Disaster Recovery Terminal for Bloomberg Professional Users

Disaster Recovery Service is an additional license subscription that allows Bloomberg Professional users to login to the terminal during emergency situations when they are not able to physically access the office.

The monthly fee for Disaster Recovery Service is based on the firm's total number of Bloomberg Professional Terminal subscriptions. The fee is billed in arrears and will vary with a firms' inventory of billable Bloomberg Professional licenses every month. For any additional information regarding the subscription or billing, please refer to **DRS <GO>** or contact your account manager.

Platforms Bloomberg Professional users can use

- APOD: Users can install the terminal software into their own PC and install a serial number by calling into Bloomberg to get the Access Key
 *installing APOD via automation will not work for Bloomberg Professional users
- Remote Session: Users can login remotely to the terminal at the office, as long as the serial number of the terminal matches their logical serial number (Please refer below for more details about the logical serial number)
- Bloomberg Anywhere Website: Users can have access to bba.bloomberg.net, either by installing the Citrix Receiver (recommended) or by launching within the HTML5 compatible browser

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Logical Serial Number

- All Bloomberg professional users need to be associated to a logical serial number before logging in via the Disaster Recovery service
- Users who have logged into a locally installed Bloomberg Professional Terminal will be automatically assigned the serial number of the last logged in terminal as their logical serial number
- If a user would like to login with a newly created login, they will need to call Global Customer Support or contact their account manager to have a Bloomberg Professional License serial number manually associated to their account
- If there are several users who are associated to the same logical serial number, only
 one user can login at a time; if somebody with the same logical serial number logs in
 while the other person is already logged in, the person who was logged in first will get
 kicked out of the terminal

How to enable Disaster Recovery Service

- 1. Please have your registered DR/ APOD Administrator call into Global Customer Support
- 2. Provide the login name or the account name you wish to enable, and the enablement level you would like
- 3. Receive the verification code on the email or mobile registered
- 4. Provide the code received to the Customer Support Representative
- 5. Disaster Recovery will be enabled, and the user/s will be able to login

Please take the same steps if you would like to extend or disable the service.

How to log in using Disaster Recovery

- 1. Type in login name and password
- 2. Send a verification code to the email or mobile registered
- 3. Type in the code received

If you need to change/register an email or mobile number, please contact Bloomberg via the Help Chat or call.

Other things to keep in mind

- Only DR/ APOD Administrators will be able to enable/extend/disable Disaster Recovery
 - o If you would like to add/change the administrator, please contact your account manager
- Please select one of the following enablement level when requesting for Disaster Recovery:
 - o UUID level: only 1 user will be enabled
 - o CUST level: all the users in 1 account number will be enabled
 - Firm level: all the users in the firm will be enabled (globally)

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Online Customer Service Portal for Account Management

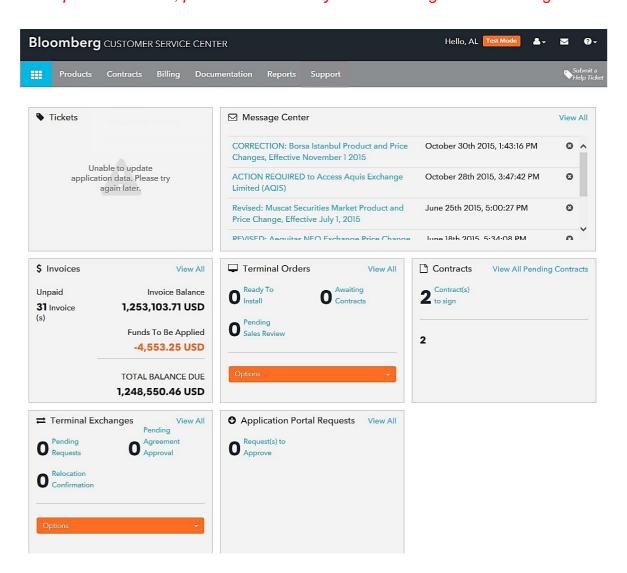
Link: https://service.bloomberg.com/

For Mainland China: https://service.blpprofessional.com/

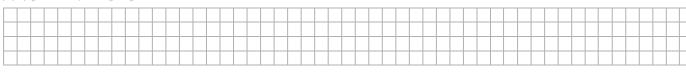
Customer Service Portal is an online platform (previously known as online SOR portal/web portal) created in 2010 for market data users to enter orders and accept/sign contracts online. Over the years, more features such as Inquiries, Billing, and Exchanges were added for easier and better management of the Bloomberg Terminal accounts.

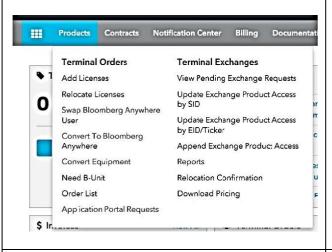
Portal users are registered using their corporate email address as login name, and a terminal login is not required for this portal.

To request for access, please reach out to your Bloomberg account manager.



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Terminal Orders

Submit orders online for faster order processing

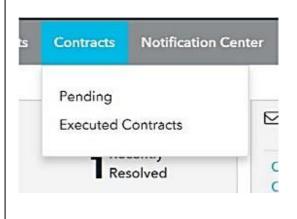
- Enter orders at your convenience 24/7
- Add/Relocate licenses
- Convert equipment
- Initiate conversions to Bloomberg Anywhere
- Swap Bloomberg Anywhere user
- Order list
- Order B-unit

Products Contracts Notification Center Billing Documen **Terminal Orders** Terminal Exchanges Add Licenses View Pending Exchange Requests Relocate Licenses Update Exchange Product Access by SID Swap Bloomberg Anywhere Update Exchange Product Access by EID/Ticker Convert To Bloomberg Append Exchange Product Access Anywhere Convert Equipment Reports Need B-Unit Relocation Confirmation Order List Download Pricing Appication Portal Requests

Terminal Exchanges

Manage and enable real-time exchange data

- Manage approval when user requests subscription to real-time exchanges data via EIS<GO>
- Update exchange access based on user, product or ticker
- Copy exchange privilege profile for an existing user to another user
- Monitor subscriptions from the exchange inventory report
- Download pricing information

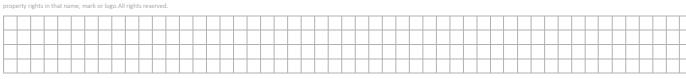


Contracts

Manage and monitor your contracts all in one place online without the need to go through Bloomberg

- Download documents including agreements schedule of services etc.
- Accept and sign contracts electronically
- View and archive electronicallysigned contracts
- View orders with pending contracts to be executed

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Support

Send request to Bloomberg's support team directly for assistance:

- Accounting
- Contracts
- Terminal Exchanges
- Technical Support
- Supply Chain

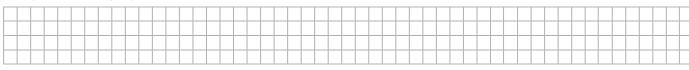


Billing

Access billing information and accounts 24/7, securely and easily online

- Download copies of current and past invoices (up to 12 months)
- Download SID report for invoice detail which has info on licenses, license type, user contract info & unit price etc.
- Change billing contact and address information

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Invoice related report

- 1) Go to Customer Service Portal and login
- Click "Billing > Unpaid Invoice" to download outstanding bill
 Or click "Billing > Paid Invoice" to download the past invoices up to 12 months
- 3) Click "SID report" to download below report for details

Text Format – A text-formatted report that includes activity, inventory and exchange charges on the invoice.

Subscription/Change Activity – This section is designed to track SID activity for the account. It lists every change to your inventory in chronological order since the last invoice, identifying each action by SID Instance.

- ★ Current Subscriptions This section lists all SID numbers that are active at the time of invoicing. To facilitate your transition to SID, the current serial number of each SID is included here.
- ★ Exchange/Third Party Charges This section lists all SID numbers associated with each provider for the charges incurred each month.
- ★ SID Invoice Details- This section list the billing cycle & line item total for each SID, which have now been integrated as part of the SID invoice report. This information was previously available only on your invoice.

Exchange/Third Party Charges with EID – This section lists all SID numbers associated with each provider for the charges incurred each month. There is a newly added Entitlement ID field.

Pay Per View Details – This section lists SID numbers associated with BMART charges incurred each month.

App Portal Details – This section lists SID numbers associated with App Portal service charges incurred each month.

★ Frequently asked reports

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Contact us

Please find below the customer support phone numbers for Terminal related questions and/or inquiries.

Australia – Melbourne +61-3-9228-8700

Australia – Sydney +61-2-9777-8600

China – Beijing +86-10-6649-7500

China – Shanghai +86-21-6104-3000

Hong Kong +852-2977-6000

India - Mumbai +91-22-6120-3600

India - New Delhi +91-11-4179-2000

Indonesia +62-21-2355-3000

Japan +81-3-4565-8900

Korea +82-2-3702-1600

Malaysia +60-3-2302-7800

New Zealand +64-4-498-2200

Philippines +63-2-789-7000

Singapore +65-6212-1000

Sri Lanka +94-1-1735-1333

Taiwan +886-2-7719-1500

Thailand +66-2-098-7400

Vietnam +84-24-3935-0950



Alternatively, you can press the <Help> key twice for 24/7 instant live assistance on Bloomberg Terminal.

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