



Fastmarkets Dashboard
Installation Guide

15th Nov 2021

V2.1.8165

INSTALLATION

PREREQUISITES: DESKTOP AND WEB VERSIONS

The Fastmarkets Dashboard is available via desktop application and the web.

If you are using Windows 10, we recommend you use the installed desktop application. If your operating system precedes Windows 10 or you would prefer to use the Dashboard web version, we recommend you use the latest version of Edge or Chrome. The Dashboard is no longer supported on Internet Explorer to ensure you receive the best experience and charting capabilities.

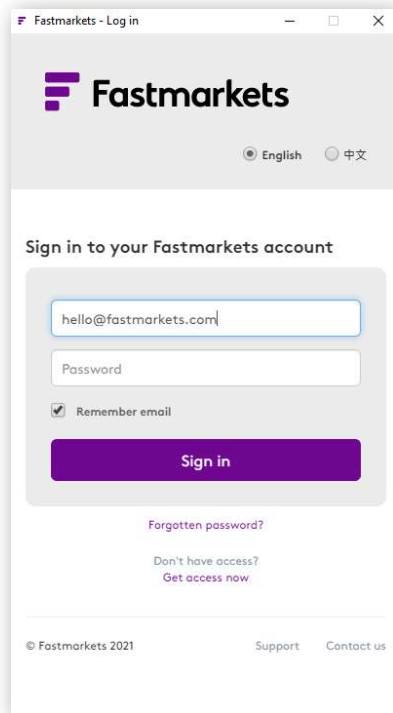
Please note: The installed version of the Dashboard is not yet supported on a Mac OS.

DOWNLOADING AND INSTALLING THE DASHBOARD

You can download the latest edition of the Fastmarkets Dashboard desktop application by going to <https://www.fastmarkets.com/dashboard-download>. You will be prompted to enter your username and password. To save time entering your details, tick the “Remember email” check box to remember your email address for future logins.

On the login screen you can select language preference (English or Chinese). This selection will default to the language of the user’s browser.

Then click the purple “Sign in” button.



If you are an existing Fastmarkets subscriber, you will log in using your Fastmarkets username and password. If you are a new user, **your username is the email address associated with your account**, and you should have received an email with instructions on how to set your password. If you did not receive these instructions, please reach out to our Customer Success team by telephone or email. Alternatively, you may wish to check your junk email folder for email from hello@fastmarkets.com.

- **Europe, Middle East and Africa: +44 20 3855 5581**
- **Asia: +65 31 633 458**
- **Americas: +1 708 329 2641**
- **Email: customersuccess@fastmarkets.com**

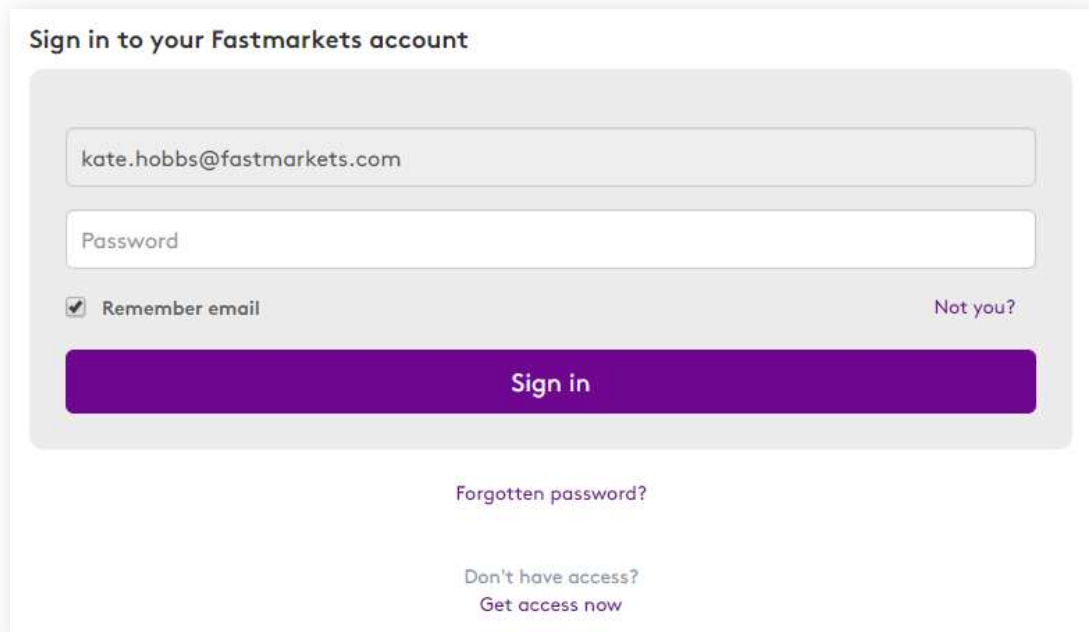
Upon signing in, the Fastmarkets Dashboard installer will begin downloading through your browser. Once the download has finished, run the Fastmarkets Dashboard installer to complete the installation.

ACCESSING THE WEB VERSION OF THE DASHBOARD

The web version of the Fastmarkets Dashboard can be accessed in your browser from the following URL: <https://dashboard.fastmarkets.com>. Again, we recommend you use the latest version of Chrome.

LOGGING INTO THE DASHBOARD

You should enter the same username and password you used to download the Fastmarkets Dashboard. Then click on the purple “Sign in” button.



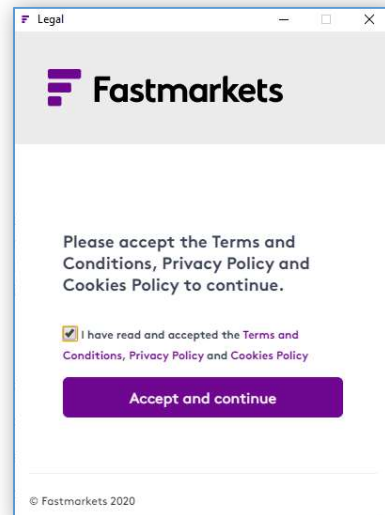
Sign in to your Fastmarkets account

Remember email [Not you?](#)


[Forgotten password?](#)

[Don't have access?](#)
[Get access now](#)

As a first-time user of the Fastmarkets platform, you will be prompted to read and accept the Terms and Conditions, Privacy and Cookie policies. These will only appear again if any of them changes.



Legal

 **Fastmarkets**

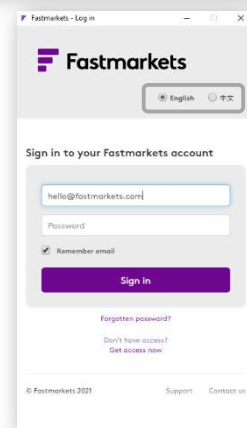
Please accept the Terms and Conditions, Privacy Policy and Cookies Policy to continue.

I have read and accepted the Terms and Conditions, Privacy Policy and Cookies Policy


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LANGUAGE PREFERENCE

On the login screen you can select language preference (English or Chinese). This selection will default to the language of the your browser. The language selected on the login screen will determine the language of the dashboard.



Fastmarkets - Log in

 **Fastmarkets**

English

Sign in to your Fastmarkets account

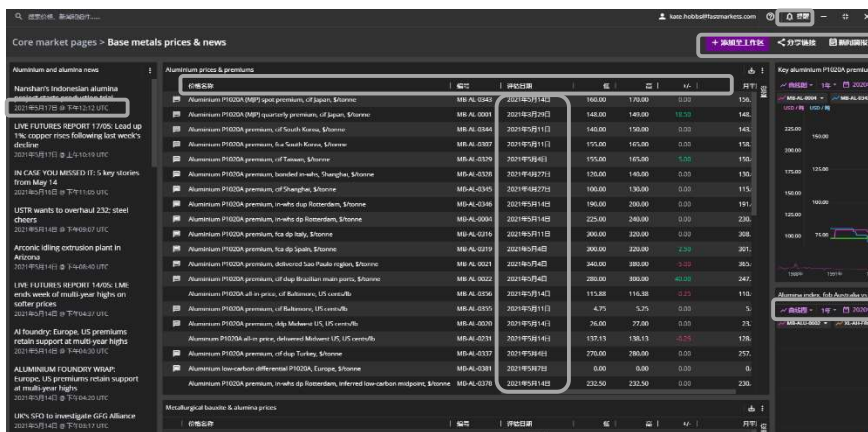
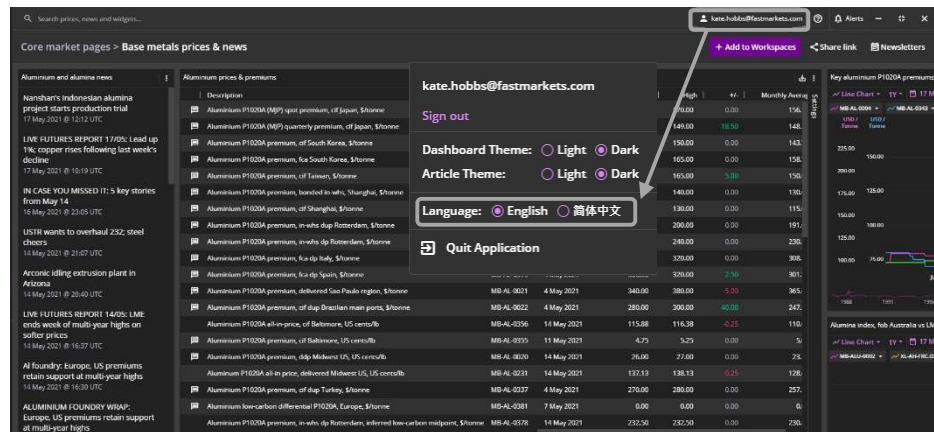
Remember email

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However, once logged in, you are able to change this any time by clicking on your user name in the top right hand corner and selecting the language switcher button in the main Setting dropdown.



Please note instructional buttons, Search and dates will be translated into Chinese, however, not all elements of pricing or descriptions or news articles are translated.

SYNCHING BETWEEN DESKTOP AND WEB VERSIONS OR OPEN WORKSPACES

The Fastmarkets Dashboard provides the functionality to open workspaces in a new window outside of the workspace being used. To ensure changes you make are reflected in all versions or workspaces, please refer to the following:

a) *Synchronizing between Dashboard desktop and web versions*

To ensure any changes that are made in the Dashboard desktop version are reflected in the web version, please refresh your browser. To view or synchronize changes made to a workspace in the web version so they are reflected in the desktop application, please open a new or existing workspace and then return to the amended workspace.

b) *Synchronizing between workspaces in the Dashboard and those opened in a new window*

Any workspace opened in a new window outside of the Dashboard for use on another screen will automatically synchronize as changes are made.

c) *Synchronizing between workspaces on duplicate browser tabs in the web version*

Any workspaces opened on duplicate browser tabs will require a refresh (press F5 on the keyboard or click the browser reload icon) to synchronize changes.

FREQUENTLY ASKED QUESTIONS

LOG-IN DETAILS

How do I get my username and password?

Your username is your email address. You will receive a welcome email with a link to reset your password here: <https://www.fastmarkets.com/platform-password-reset>. Set your password, then log in to <https://www.fastmarkets.com/dashboard-download> to download the Dashboard installer. After installation, you will use the same username and password to log in to the Dashboard.

What happens if I forget my username and password?

You can reset your password at <https://www.fastmarkets.com/platform-password-reset>. Your username is your email address.

Can I change my password?

You can change your password at <https://www.fastmarkets.com/platform-password-reset> by selecting “Reset password.”

What if I wish to uninstall the Dashboard?

You can uninstall the application by opening the Windows Control Panel, selecting “Programs and Features,” selecting “Fastmarkets Dashboard” and clicking “Uninstall.”

SESSION MANAGEMENT

Can I share login credentials with a colleague?

Login credentials are unique and cannot be shared. Please contact your account manager to add users.

ERROR MESSAGES

INTERNET CONNECTIVITY

If there is any issue with your Internet connection, the Dashboard will display an error message with a “Try Again” button to reload the data once the connection is restored.

SUBSCRIPTION ISSUES

You will be able to view pricing and/or news depending on your access. The following message will appear if you attempt to view prices which you no longer have access to.



Content on the market pages is also determined by your access. Any market page for which you do not have any subscribed content will be “grayed out” or you may find an error displayed for specific prices or news you do not have access to. You can find Market pages depending on your access to prices and/or news in the **Core market pages** section. Some market pages in the **End Use Markets** or **Specialized commodities** sections can include price data and analysis from across several core markets. For example, the aerospace and defence market page includes steel and copper, two key raw materials in the production of aircraft.

In the following example, a Steel price package and a news subscription will entitle you to view market pages for and related to Steel prices and all news. But market pages under other data license categories – such as Industrial Minerals or Minor Metals – appear “grayed out.”

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WORKSPACES

+ Create New Workspace

Steel prices

Mexican steel scrap

Automotive: Asia Copy 1

Automotive: Americas

Construction materials ...

Steel raw materials new...

Steel prices & news

+5 more

MARKETS

All Markets >

NEWSLETTERS

ALL MARKETS

Core market pages >

End-use markets >

Specialized commodities >

CORE MARKET PAGES

All metals news

Base metals news

Industrial minerals news

Minor metals news

Non-ferrous scrap news

Ores and alloys news

Steel news

Steel prices

Steel prices & news

Steel raw materials news

Steel scrap news

Steel scrap prices

Base metals prices

Base metals prices & news

Industrial minerals prices

Industrial minerals prices & news

Minor metals prices

Minor metals prices & news

Non-ferrous scrap prices

Non-ferrous scrap prices & news

Ores and alloys prices

Ores and alloys prices & news

Steel raw materials prices

thern Europe domestic/import and China export index

y 2021

036 + MB-STE-0051 MB-STE-0147

	Symbol	Assessment Da...	Low	Mid	High	+/-	Monthly A
d Northern Europe, €/tonne	MB-STE-0036	31 Mar 2021	640.00	650.00	660.00	5.00	6
China main port, \$/tonne	MB-STE-0147	30 Mar 2021	679.00	679.00	679.00	0.00	6
rt ton	MB-STE-0465	31 Mar 2021	835.00	835.00	835.00	0.00	
uck Port of Houston for imm	MB-STE-0171	31 Mar 2021	790.00	800.00	810.00	0.00	8
ky, lira/tonne	MB-STE-0784	1 Apr 2021	5,950.00	6,000.00	6,050.00	490.00	5,5
ort Turkey, \$/tonne	MB-STE-0119	1 Apr 2021	625.00	630.50	636.00	15.50	6
, delivered Brazil, reais/tonn	MB-STE-0008	12 Mar 2021	4,740.00	4,820.00	4,900.00	30.00	4,8
and, zloty/tonne	MB-STE-0092	1 Apr 2021	2,900.00	2,915.00	2,930.00	0.00	2,9
ico, CIS, \$/tonne	MB-STE-0015	29 Mar 2021	620.00	620.00	620.00	0.00	6

OTHER ISSUES

I've successfully installed and logged into the Dashboard. Why is my Multi Price Table not displaying any prices?

The Fastmarkets uses websockets connection, an advanced technology to provide immediate price updates for physical price assessments as well as streaming exchange and Over the Counter (OTC) prices such as precious metal and foreign exchange spot prices to the Dashboard. In some instances, your IT team may have imposed firewall restrictions on this type of streaming websockets traffic. Please check with your IT team to see if this is the case and ask them to allow the Fastmarkets IP address 51.11.29.150. It is unlikely this IP address will change.

INSTALLATION FAQ FOR INFORMATION TECHNOLOGY TEAMS

Are changes needed to our organization's firewall?

The Fastmarkets platform requires access to the internet and includes the following:

- Fastmarkets Dashboard (desktop application)
- Fastmarkets Dashboard (via web browser)
- iPhone app
- Excel Add-in

In some organizations, security restrictions are put in place via firewall to block unrecognized requests to external services over the internet. If you think this may be the case with your organization, your IT team can set the firewall to allow access. This can be done in two ways – by restrictions on domain name or by IP range.

How do I restrict by domain name?

If restricting by domain name, please ask for the following to be whitelisted:

- api.fastmarkets.com
- auth.fastmarkets.com
- auth.metalbulletin.com
- datasolutions.fastmarkets.com
- datasolutions.metalbulletin.com
- dashboard.fastmarkets.com

How do I restrict by IP range?

Fastmarkets uses a third party (Imperva, formally known as Incapsula) to manage its edge network. If you wish to restrict by IP range, please refer to this document:

<https://support.incapsula.com/hc/en-us/articles/200627570-Whitelist-Incapsula-IP-addresses-Setting-IP-restriction-rules>

FURTHER SUPPORT

To access the user guide, view instructional videos or book training, please access the Fastmarkets Dashboard support website at <https://www.fastmarkets.com/dashboard-support>.