



Fastmarkets Dashboard
Installation & Technical Guide

1st Apr 2022

V2.1.8526

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.

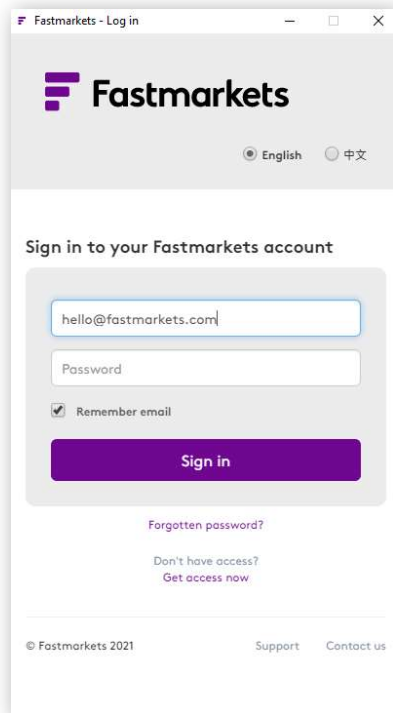
Please note: The installed version of the Dashboard is not yet supported on a Mac OS.

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**

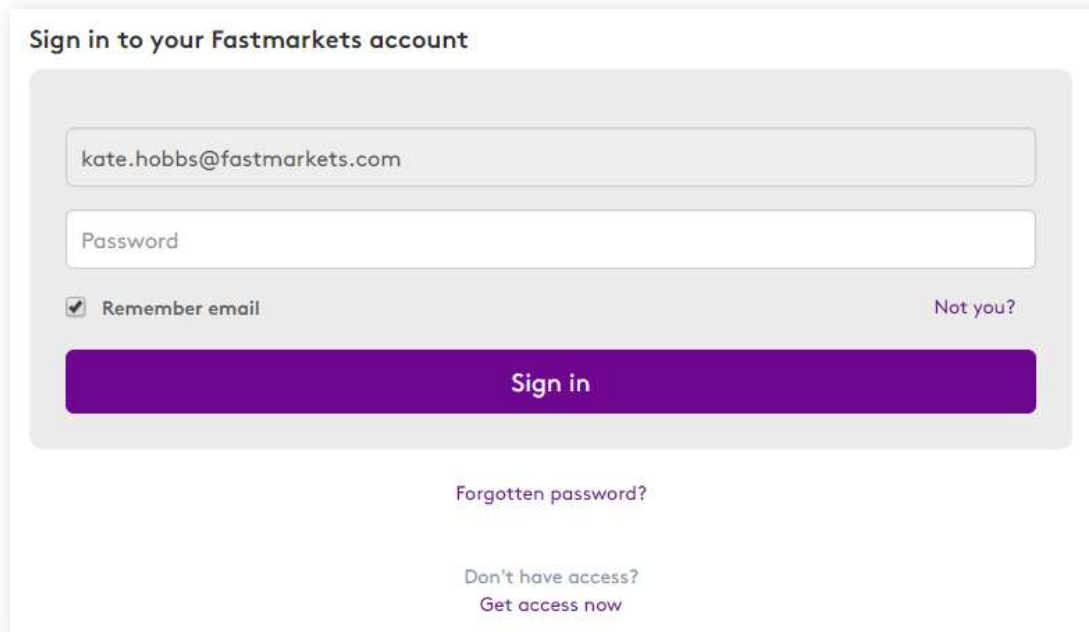
Upon signing in, the Fastmarkets Dashboard installer will begin downloading through your browser. Once the download has finished, run the Fastmarkets Dashboard installer to complete the installation.

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.



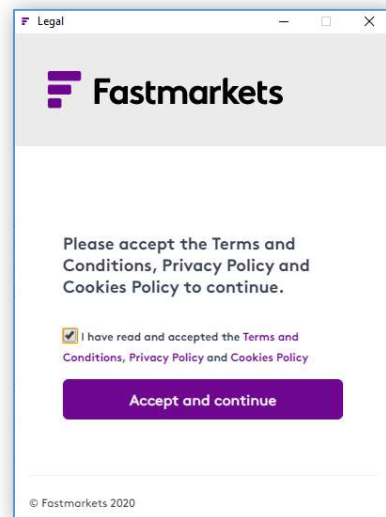
Sign in to your Fastmarkets account

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**

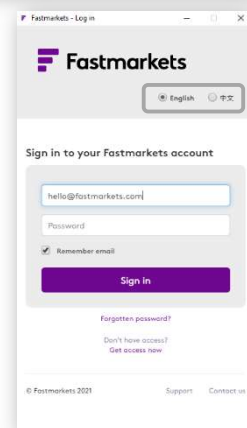
Please accept the Terms and Conditions, Privacy Policy and Cookies Policy to continue.

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

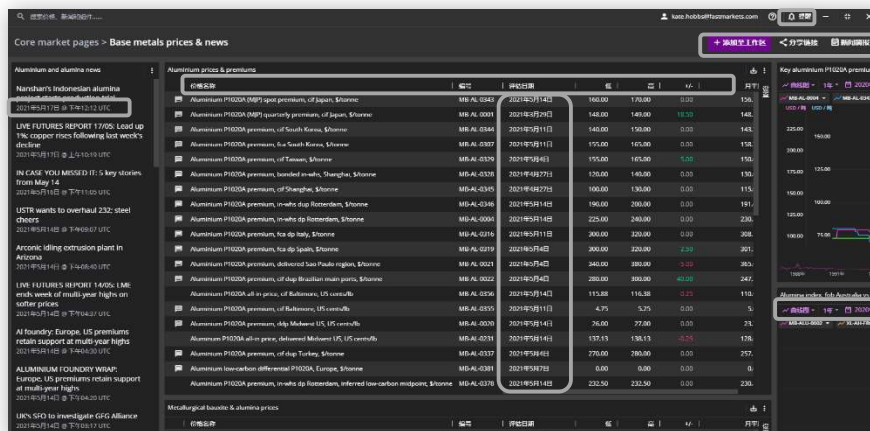
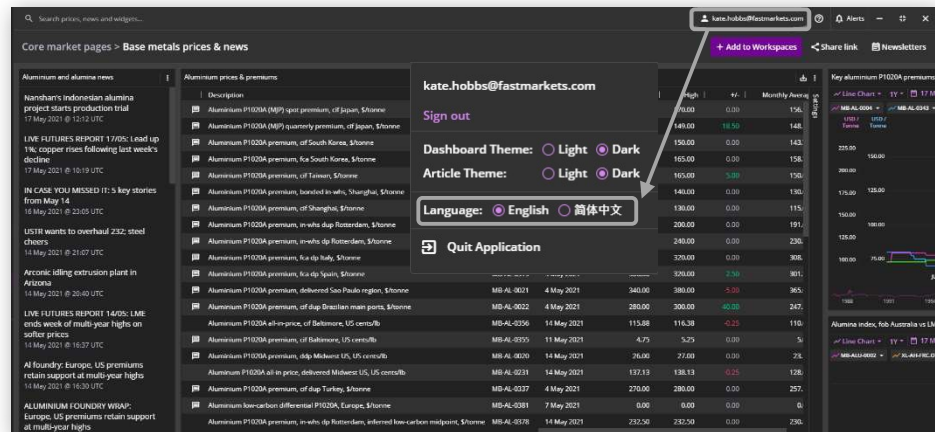
Remember email

[Forgotten password?](#)

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

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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.

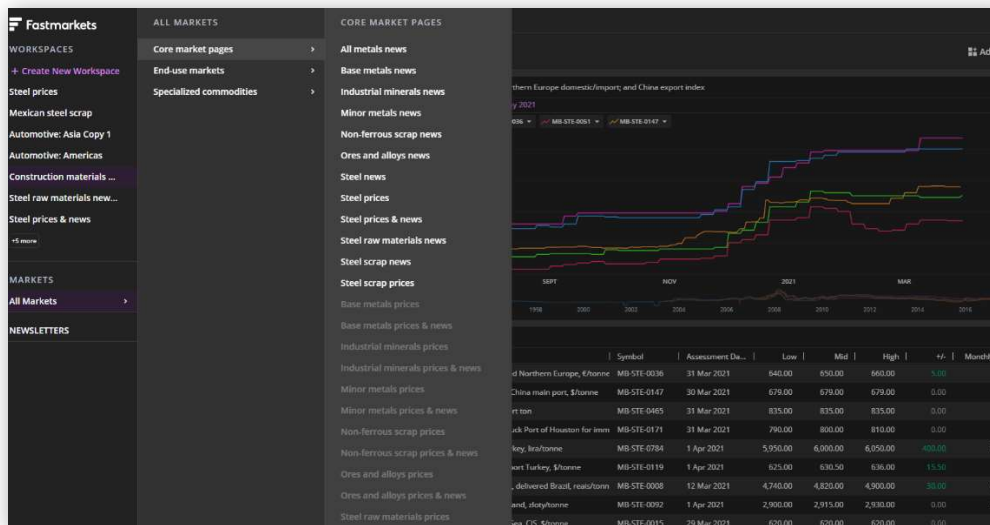
SUBSCRIPTION ISSUES

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 prices 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.”

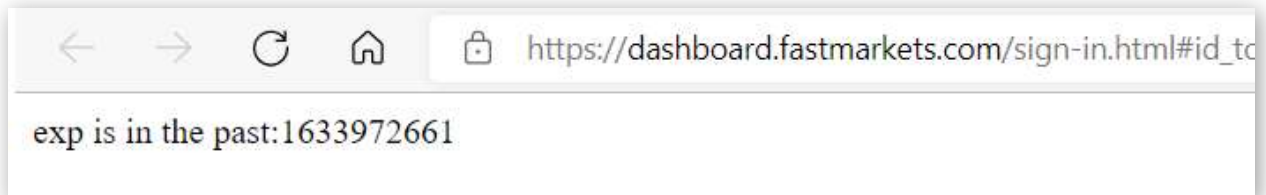


The screenshot shows the Fastmarkets dashboard interface. On the left, there are navigation menus for WORKSPACES, MARKETS, and NEWSLETTERS. The main content area is divided into two sections: CORE MARKET PAGES and a price chart. The CORE MARKET PAGES section lists various market categories, some of which are grayed out. The price chart displays steel prices from 2018 to 2021, showing a significant increase in early 2021.

Symbol	Assessment Date	Low	Mid	High	%	Monthly A
ed Northern Europe, €/tonne	31 Mar 2021	840.00	850.00	860.00	0.00	6.00
China main port, \$/tonne	30 Mar 2021	679.00	679.00	679.00	0.00	6.00
rt ton	31 Mar 2021	835.00	835.00	835.00	0.00	6.00
ick Port of Houston for Imex	31 Mar 2021	790.00	800.00	810.00	0.00	6.00
key, Brazil/tonne	1 Apr 2021	5,950.00	6,000.00	6,050.00	400.00	5.50
est Turkey, \$/tonne	1 Apr 2021	625.00	630.50	636.00	15.50	6.00
delivered Brazil, reast/tonne	12 Mar 2021	4,740.00	4,820.00	4,900.00	90.00	4.00
end, dollar/tonne	1 Apr 2021	2,900.00	2,915.00	2,930.00	0.00	2.90
sea, CIS, \$/tonne	29 Mar 2021	620.00	620.00	620.00	0.00	6.00

LOGIN ERRORS

I am unable to login to the Dashboard due to an error about the past or future followed by a series of numbers:



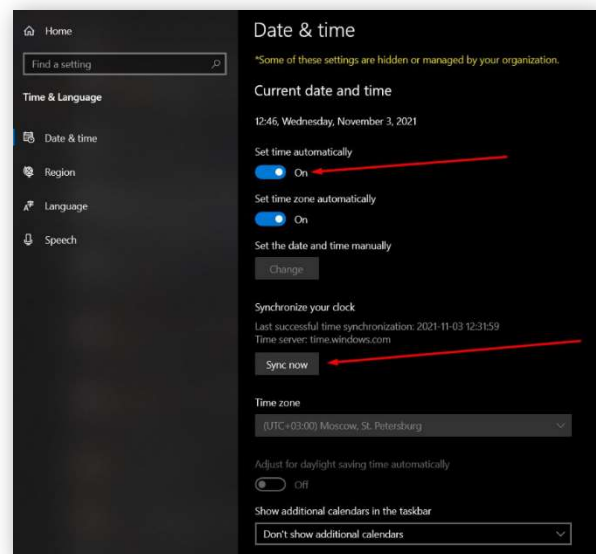
Or the error may state:

"iat is in the future: 1638464093"

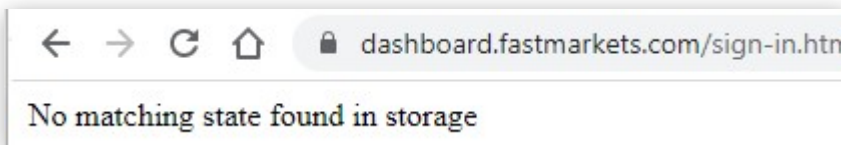
This error occurs when the data and time is out of synch with your pc or laptop, commonly seen following daylight savings changes.

Please update the time on device to the real time for their time zone (so that the minutes do not differ).

Open "Date & Time settings" window and then you can check "Set time automatically" and click on "Sync now" button



When I login to the Dashboard I see the following "no matching state in storage" error. What should I do?



1. Check browser cookies - There is an issue with using storage when third-party cookies are blocked. Steps in Google Chrome:
 - a. Open Dashboard login page – <https://dashboard.fastmarkets.com>
 - b. Delete cookies from dashboard. fastmarkets.com in Chrome settings. Click on the 3 dots elipse icon to the right of the URL bar > Settings > Security and privacy > Cookies and other site data > See all cookies and site data > search for dashboard.fastmarkets.com
 - c. Login
2. Check browser security settings - if custom block settings are used there, we suggest trying at least Strict or Standard mode

DATA ISSUES & ERRORS

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](https://www.fastmarkets.com/ip-address). It is unlikely this IP address will change.

When exporting data from the Dashboard to the Excel Add-in the formula returns a #VALUE error.

Exporting prices from the Dashboard is a 2-step process – the format of the data copied from the Dashboard is controlled by the regional/language settings in the browser. These need to be aligned to the below Region settings of your pc or laptop in order for the format of the data to work.

Depending on your browser settings the Excel Add-in formulae may export with a semi colon ";" or comma "," as a list separator. You can check this by selecting "Copy for Excel Add-in" in the Dashboard widget and pasting directly into Word or Notepad:

For example with semi-colons ";":

```

Description      =GetLatestPrice("MB-ZN-0110";;"Description";;)
Symbol MB-ZN-0110
Currency         =GetLatestPrice("MB-ZN-0110";;"Currency";;)
Unit Of Measure =GetLatestPrice("MB-ZN-0110";;"UnitOfMeasure";;)
Frequency        =GetLatestPrice("MB-ZN-0110";;"Frequency";;)
Location         =GetLatestPrice("MB-ZN-0110";;"Location";;)

=GetPriceHistory("MB-ZN-0110";;DATE(2014;09;19);DATE(2022;03;28);"Null";;;;;"Date";"Low";"Mid";"High";"MidChangeProportion")

```

Or commas ",":

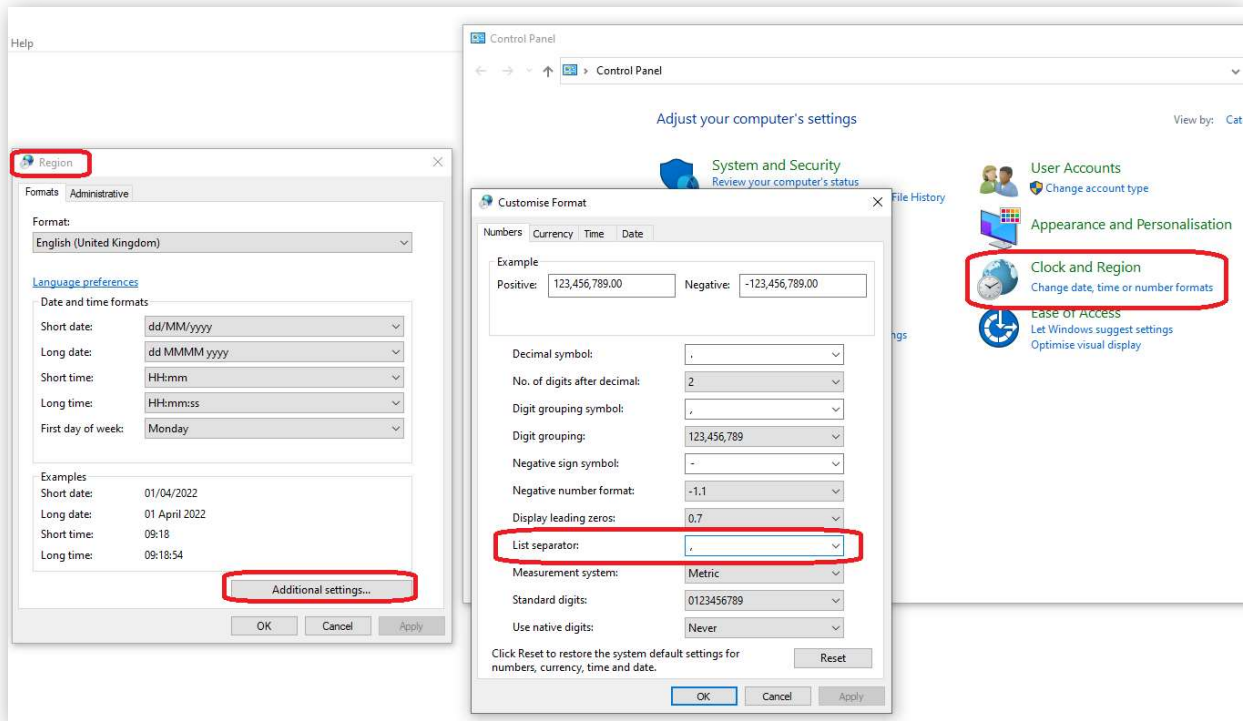
```

File Edit Format View Help
Description      =GetLatestPrice("MB-ZN-0110",,"Description",,)
Symbol MB-ZN-0110
Currency         =GetLatestPrice("MB-ZN-0110",,"Currency",,)
Unit Of Measure =GetLatestPrice("MB-ZN-0110",,"UnitOfMeasure",,)
Frequency        =GetLatestPrice("MB-ZN-0110",,"Frequency",,)
Location         =GetLatestPrice("MB-ZN-0110",,"Location",,)

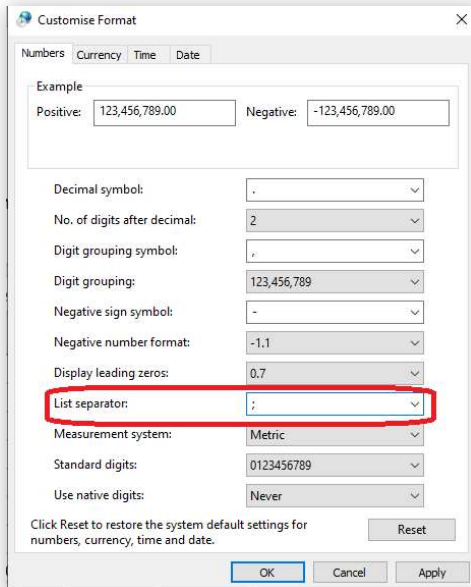
=GetPriceHistory("MB-ZN-0110",,DATE(2014,09,19),DATE(2022,04,01),"Null",,,,,;"Date","Low","Mid","High","MidChangeProportion")

```

To ensure Excel is aligned with either of the above, you can check your pc/laptop Clock & Region settings. From your start menu open Control Panel > Clock and Region > Change date, time or number formats > Additional settings (as per screenshots below):

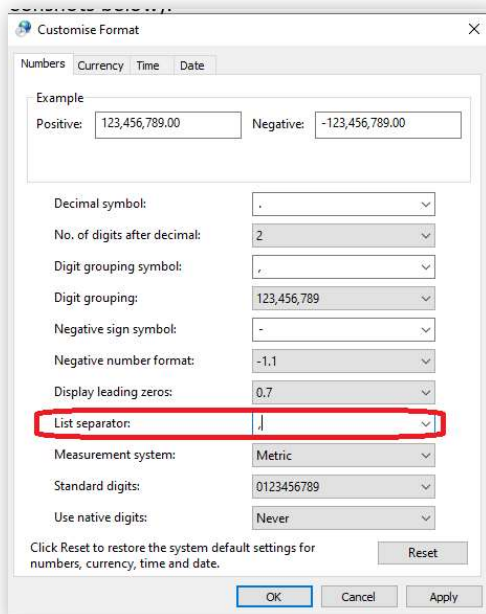


If your browser regional settings export with semi-colon's, set the List separator to semi-colons so your Excel formulae will look like this:



	A	B	C	D	E	F	G	H
1	Description	"Description";;						
2	Symbol	MB-ZN-0110						
3	Currency	USD						
4	Unit Of Mea	Tonne						
5	Frequency	Twice monthly						
6	Location	China						
7								
8	Date	Low	Mid	High	MidChangeProportion			
9	01/04/2022							
10	31/03/2022							
11	30/03/2022							
12	29/03/2022							
13	28/03/2022							
14	25/03/2022	170	187.5	205	0.071429			
15	24/03/2022							

If your browser regional settings export with commas set the List separator to commas so your Excel formulae will look like this:



	A	B	C	D	E	F	G	H
1	Description	Zinc spot concentrate TC, cif China, \$/per tonne						
2	Symbol	MB-ZN-0110						
3	Currency	USD						
4	Unit Of Mea	Tonne						
5	Frequency	Twice monthly						
6	Location	China						
7								
8	Date	Low	Mid	High	MidChangeProportion			
9	01/04/2022							
10	31/03/2022							
11	30/03/2022							
12	29/03/2022							
13	28/03/2022							
14	25/03/2022	170	187.5	205	0.071429			
15	24/03/2022							
16	23/03/2022							
17	22/03/2022							
18	21/03/2022							
19	18/03/2022							

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>.