Guide to getting started with Eris MarketView

Eris MarketView is our web portal and through this portal you get Eris's data files, in your browser or over SFTP. Registration is free, and everyone gets their own login. How you set up depends on how you subscribe: on your own, as an organization, or by joining your company's organization when its org-admin invites you.

Which account is for you

	Individual account	Organization account	Invited user
Who it's for	One person using Eris data for themselves	A company whose people access Eris data together	Someone whose company's organization already exists
Subscriber terms	You accept them yourself	The org-admin accepts them once, for everyone	None to accept: your organization's acceptance covers you
Authenticator app	Optional	Required for org-admins	Optional, unless you're made an org-admin
SFTP	Your own login	Your own login, plus the organization's service account for servers	Your own login, plus the service account your org-admins run
Where to start	Section 2	Section 4	Section 6

An individual account is for one person using Eris data for themselves. You accept the Subscriber terms yourself, and an authenticator app is optional.

An organization account lets your company's people use Eris MarketView under one acceptance of the Subscriber terms, run by your own org-admins. **The first person from your company to sign up becomes its org-admin and sets up the account for everyone else.** With an organization account:

- **One acceptance covers everyone.** The org-admin accepts the Subscriber terms once, for the whole firm. People they invite don't accept the terms themselves.
- **Everyone keeps their own login.** Org-admins invite colleagues, remove them when they leave and choose who else runs the organization.
- **Servers get their own SFTP login.** The service account is the organization's login for servers and scripts. Its keys belong to machines, so automated downloads survive staff changes.

If several people at your company use the data, set up an organization account instead of individual ones: one person creates it and invites the others. A company should have only one

organization, and a person belongs to one organization at a time. If your company already has one, don't create an account of your own: ask its org-admin to invite you, then follow section 6.

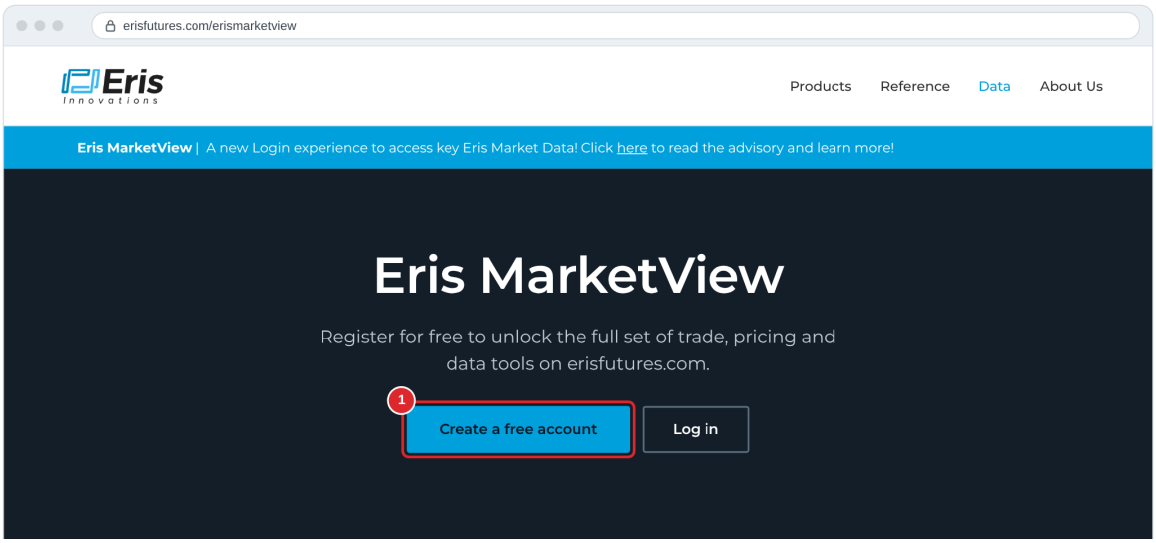
Eris reports each subscriber's company, address and email to CME Group, as the Subscriber terms page states.

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8. Download files in your browser
9. The Account button on erisfutures.com

1. Get to the sign-up page

Step 1. Go to the Eris MarketView page, erisfutures.com/erismarketview, and click **Create a free account**.

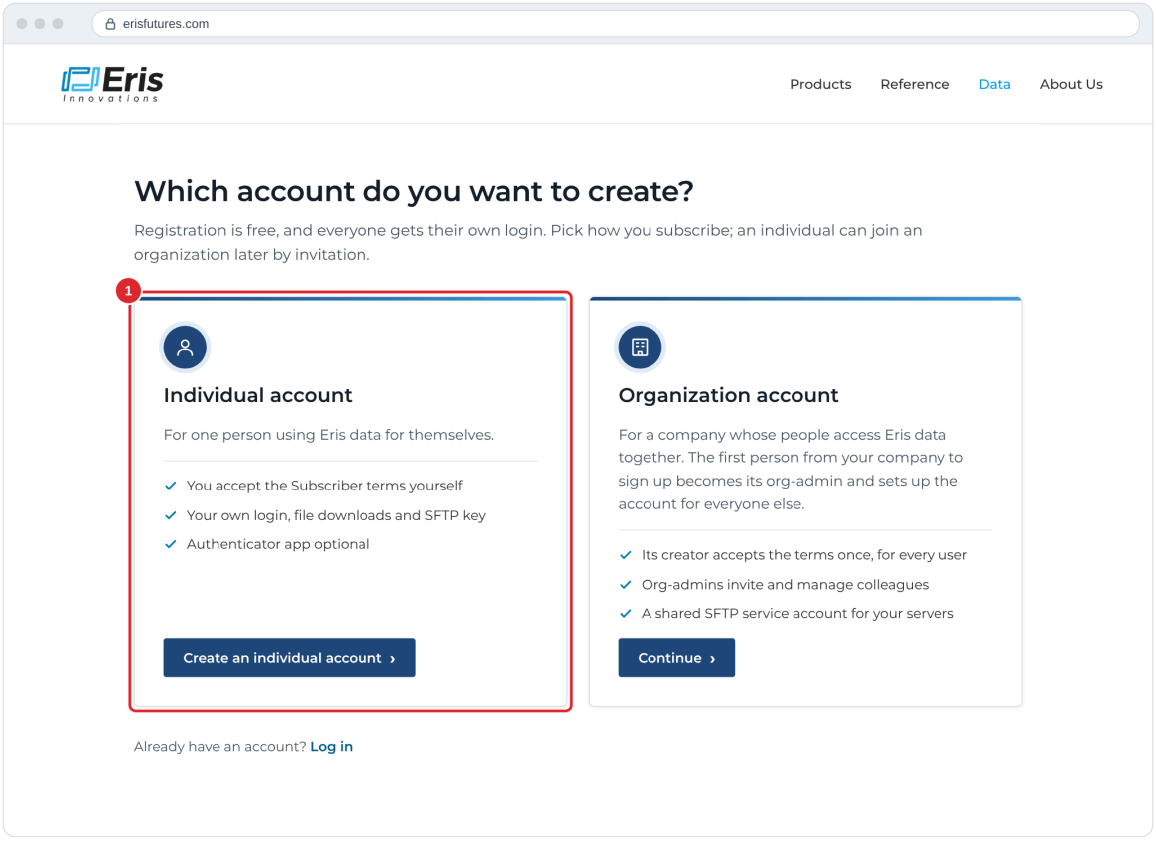


Step 2. "Which account do you want to create?" opens. Choose **Individual account** (section 2) or **Organization account** (section 4). If your organization already has an account and you were invited, choose **Organization account** and follow section 6.

2. Create an individual account

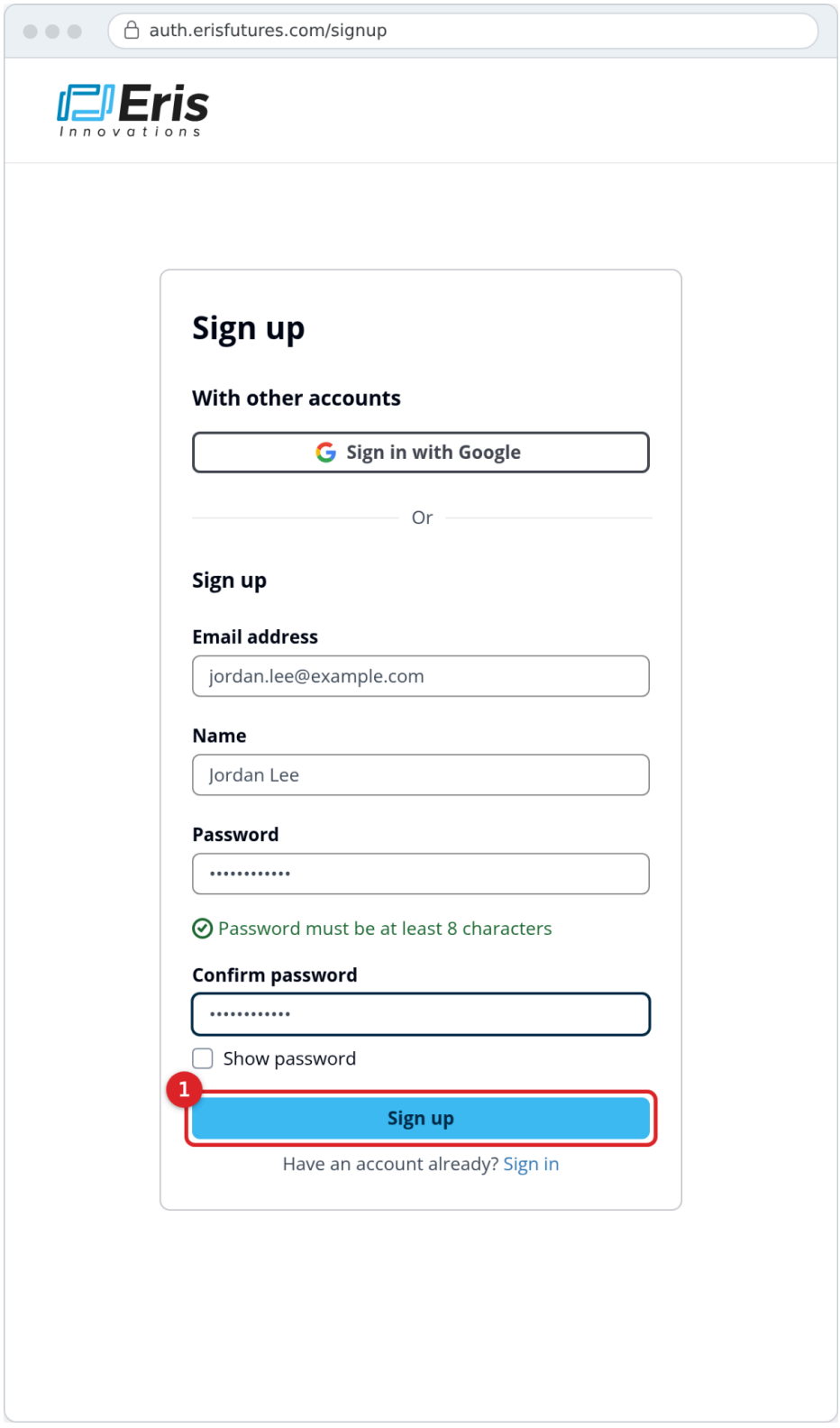
Choose an individual account

Step 1. Under "Which account do you want to create?", click **Individual account**, then **Create an individual account**. The sign-up page opens.

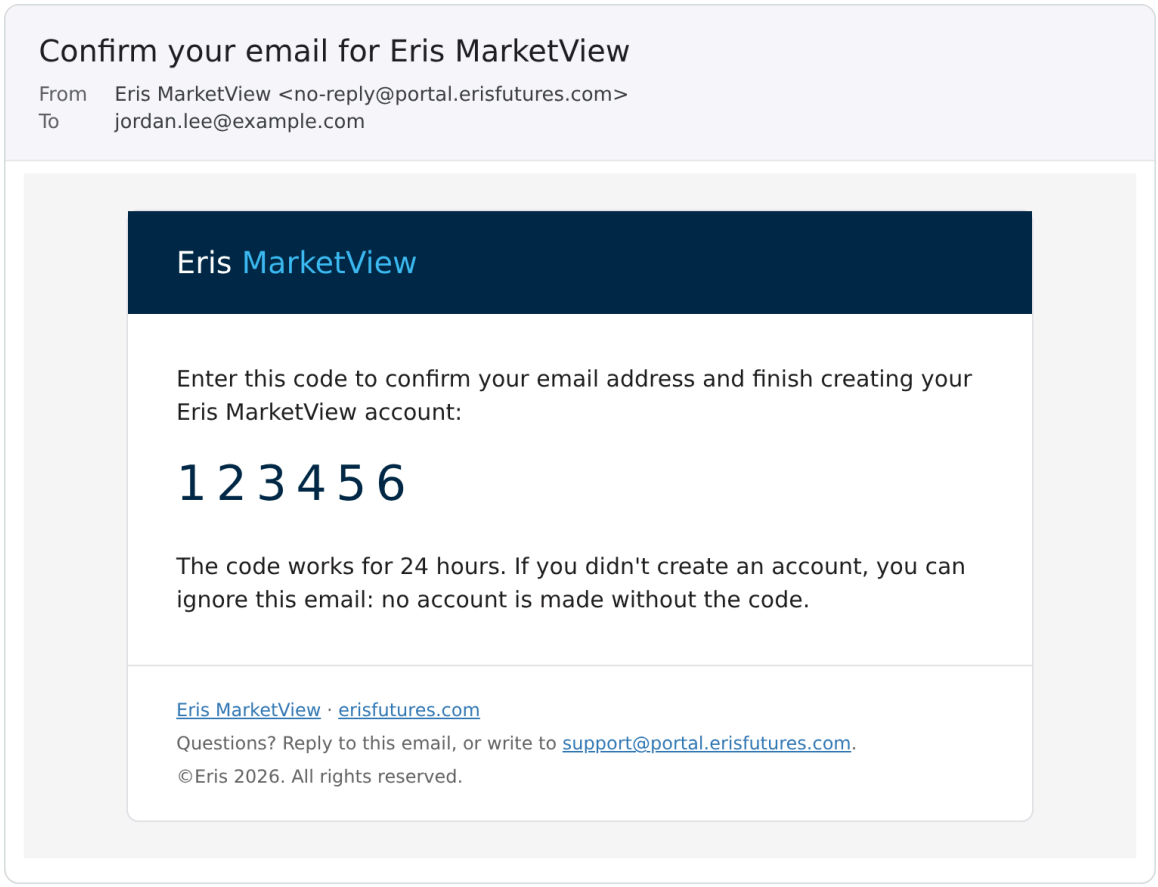


Sign up and accept the terms

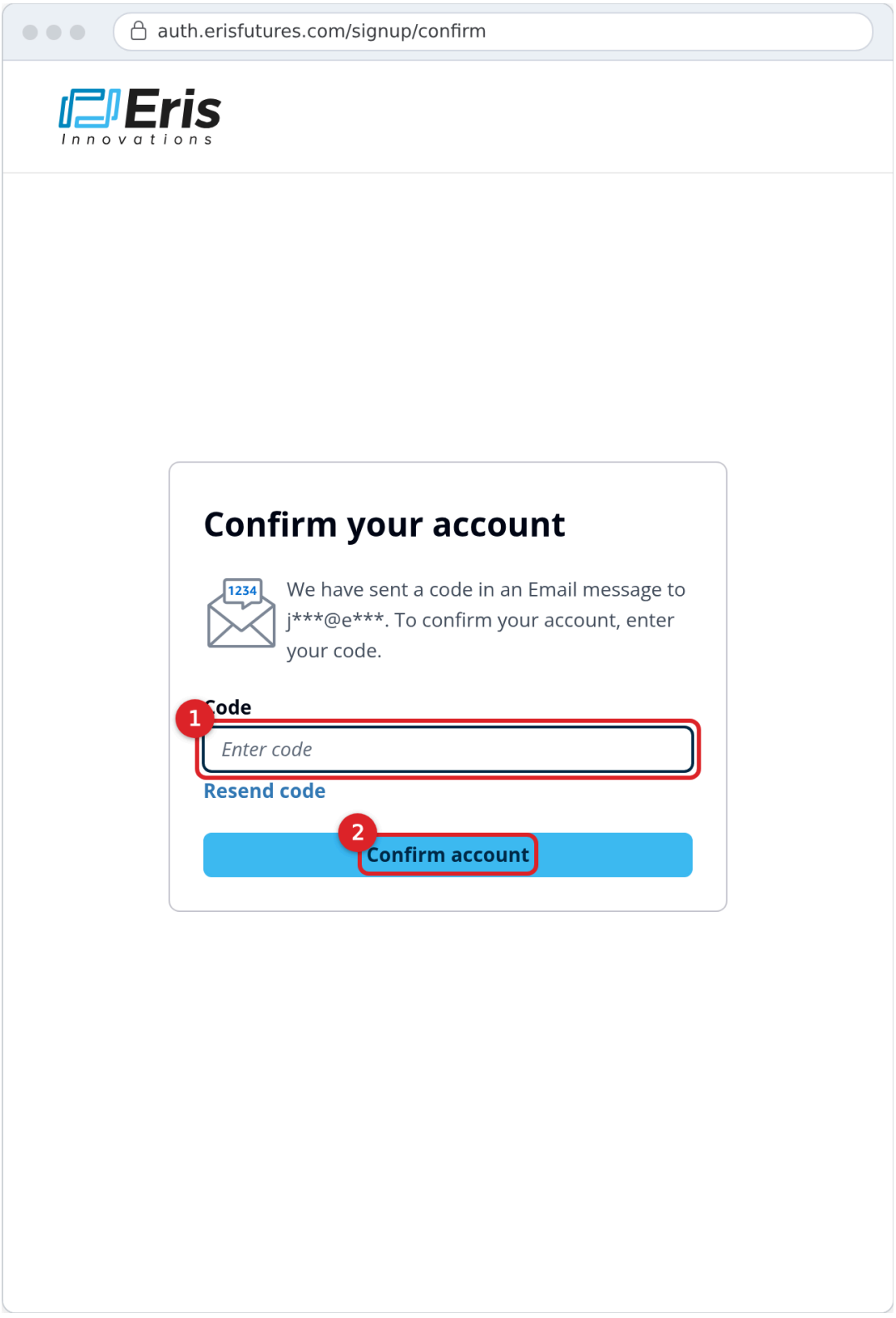
Step 1. Fill in **Email address**, **Name**, **Password** and **Confirm password**, then click **Sign up**. Your email address is your login and can't be changed later. Passwords need at least 8 characters; use one you don't use anywhere else. To use your Google account instead, click **Sign in with Google**: there's no code to confirm, so go on to step 4.



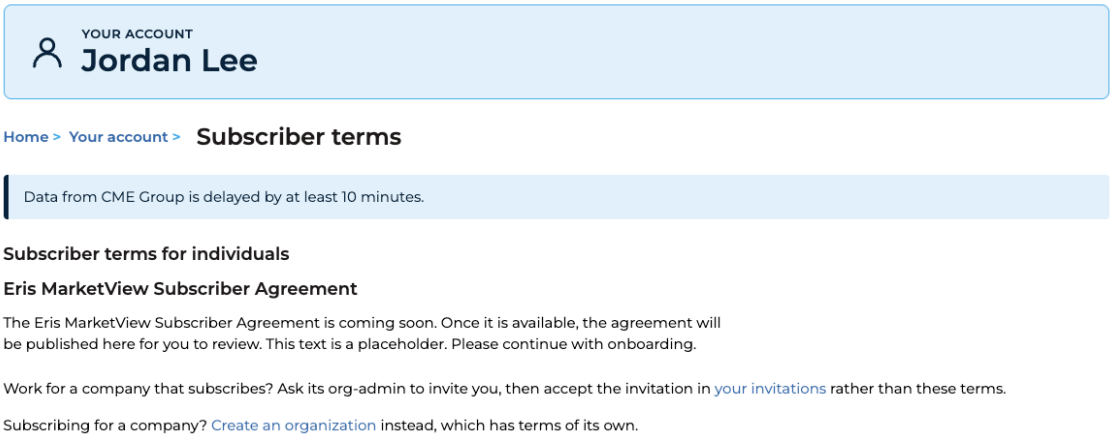
Step 2. Eris MarketView emails you a six-digit code from no-reply@portal.erisfutures.com, with the subject "Confirm your email for Eris MarketView". It works for 24 hours.



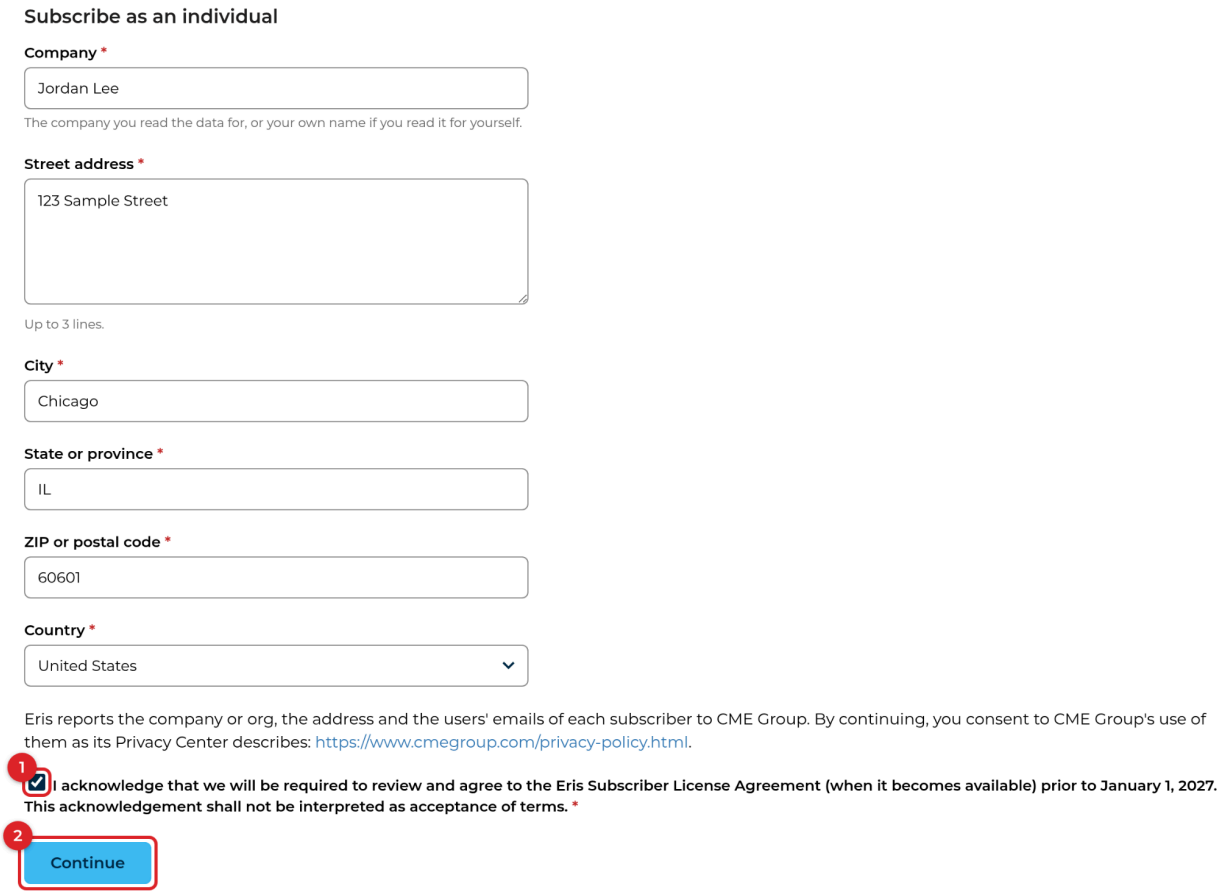
Step 3. On **Confirm your account**, type the code in **Code** and click **Confirm account**. If no email comes after a minute, look in your spam or junk folder, then click **Resend code**: it sends a new code, and the earlier one stops working. A registration that isn't confirmed is removed after a day; you can then sign up again.



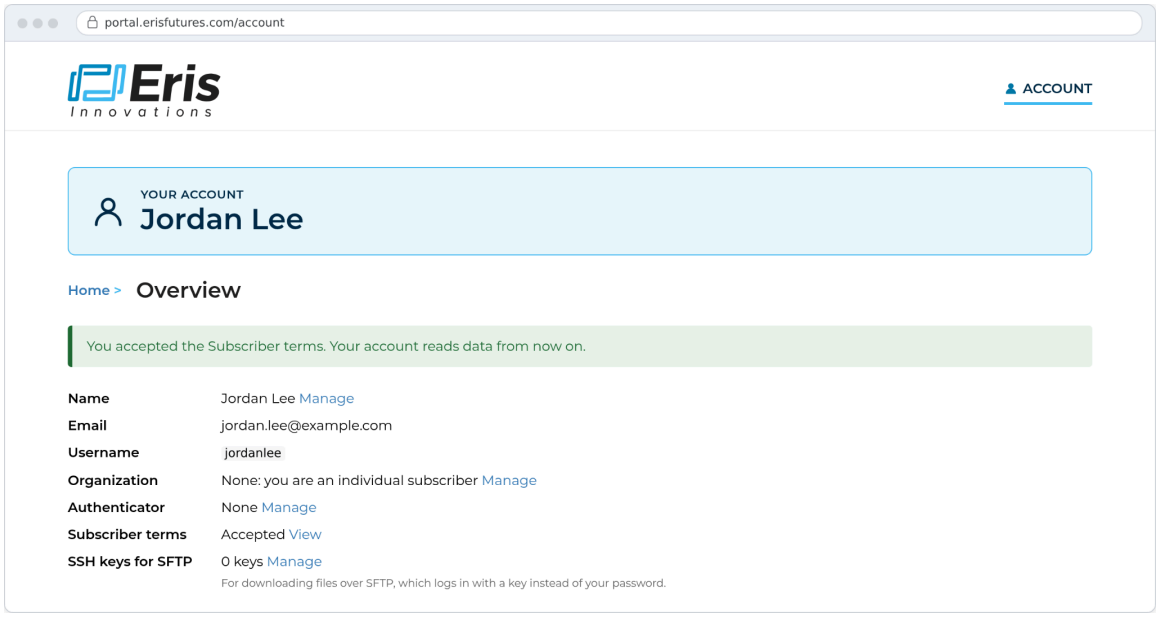
Step 4. The **Subscriber terms** page opens. Read the terms. This text is a placeholder while Eris finalizes its Subscriber Agreement for Eris MarketView. If your company already subscribes, don't accept: ask its org-admin to invite you.



Step 5. Under **Subscribe as an individual**, fill in **Company** (the company you read the data for, or your own name), **Street address**, **City**, **State or province**, **ZIP or postal code** and **Country**. US addresses need a USPS state, such as IL, and a 5-digit or ZIP+4 code. Read the CME statement above the checkbox and tick ***I acknowledge that we will be required to review and agree to the Eris Subscriber License Agreement (when it becomes available) prior to January 1, 2027. This acknowledgement shall not be interpreted as acceptance of terms***. Then click **Continue**.



Step 6. Your account opens, saying "You accepted the Subscriber terms. Your account reads data from now on." The **Username** shown is your SFTP username.

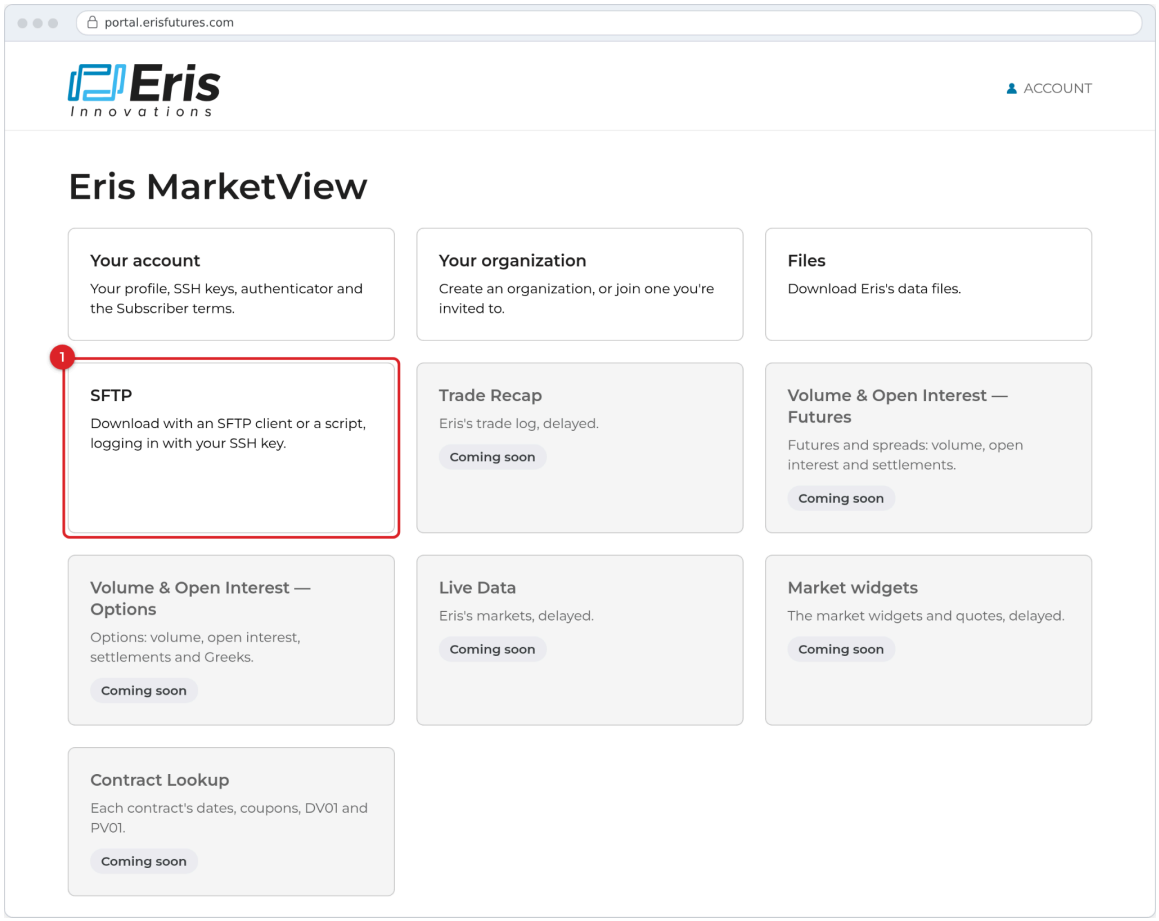


Next: set up SFTP (section 3) or download files in your browser (section 8). An authenticator is optional: **Account** menu, **Your account**, **Authenticator**, **Manage**, then **Set up an authenticator**.

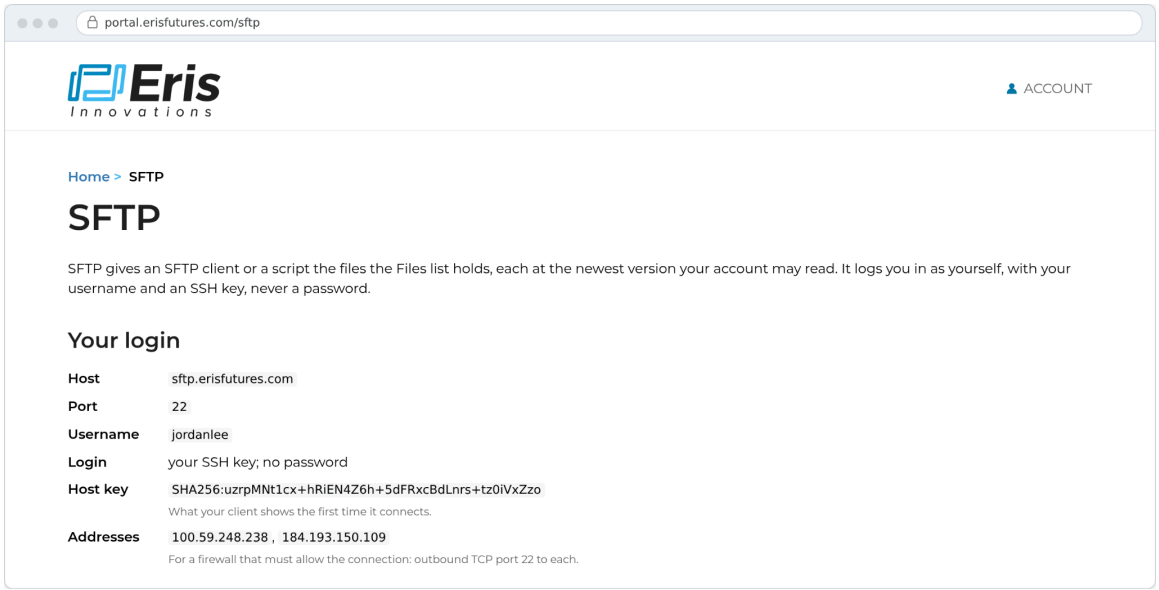
3. Set up SFTP for yourself

Every account, individual or in an organization, has its own SFTP login. You make an SSH key on your computer and add its public key to your account: there's nothing to request from Eris. For servers your firm shares, use the organization's service account instead (section 7).

Step 1. On the home page, click **SFTP**.



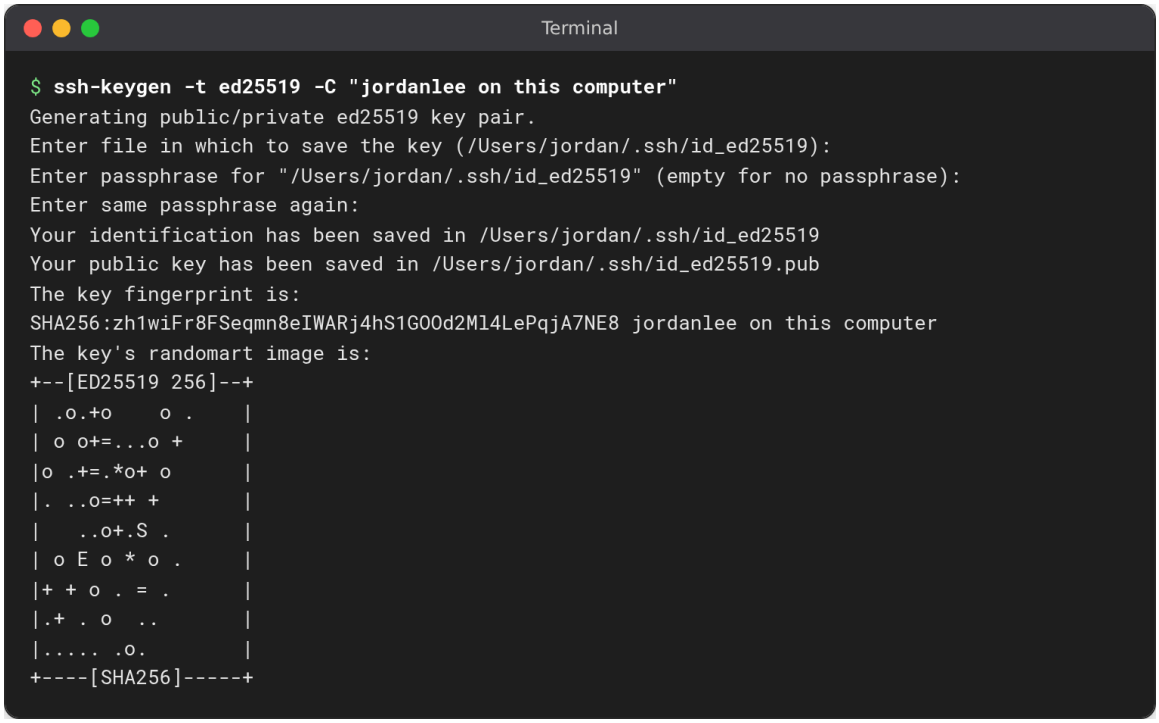
Step 2. The **SFTP** page shows **Your login**: host sftp.erisfutures.com, port 22, your username and the host key. Your username comes from your email address (jordan.lee@example.com gives jordanlee); it never changes, and it isn't your email.



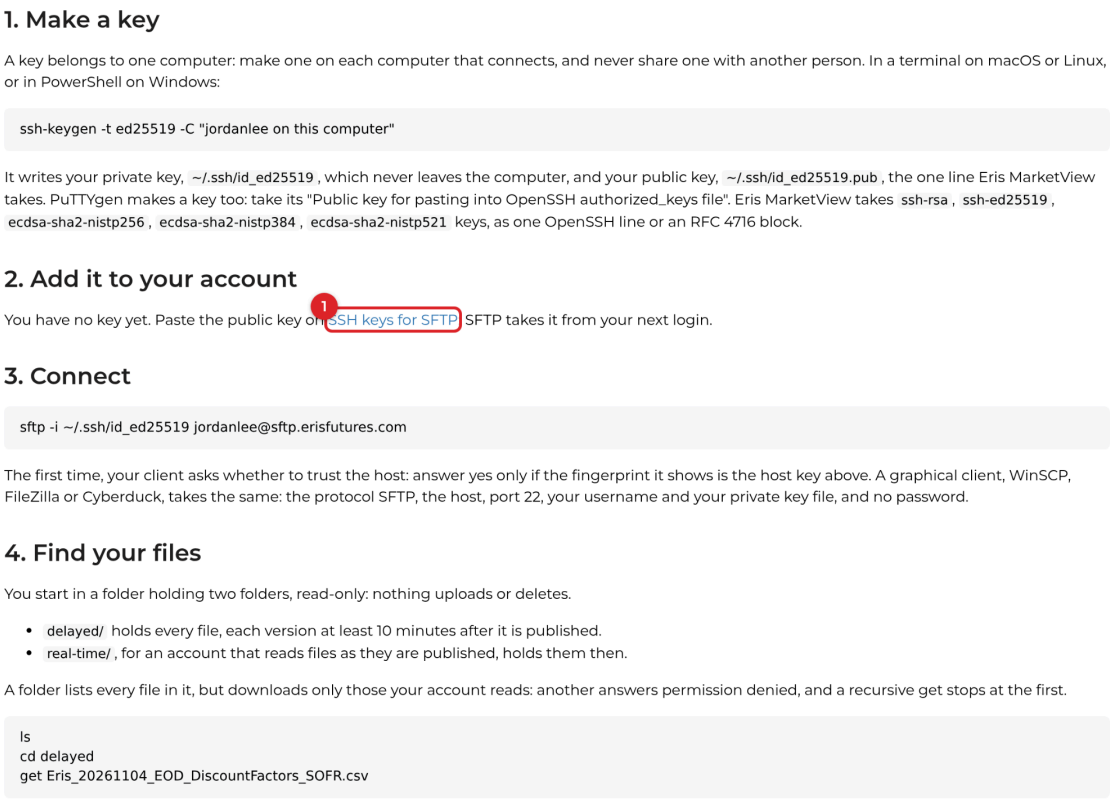
Step 3. Make a key on your computer. Copy the command under "1. Make a key" on the SFTP page, which already has your username in it, and run it in a terminal on macOS or Linux, or in PowerShell on Windows. It looks like this:

```
ssh-keygen -t ed25519 -C "{username} on this computer"
```

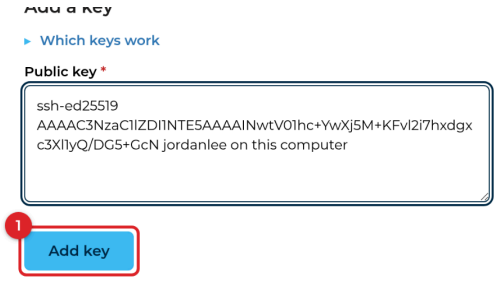
When it asks where to save the key, press Enter. If it says the file already exists, answer n and use the key you have. A passphrase is optional. This writes your private key, ~/.ssh/id_ed25519, which never leaves the computer, and your public key, ~/.ssh/id_ed25519.pub.



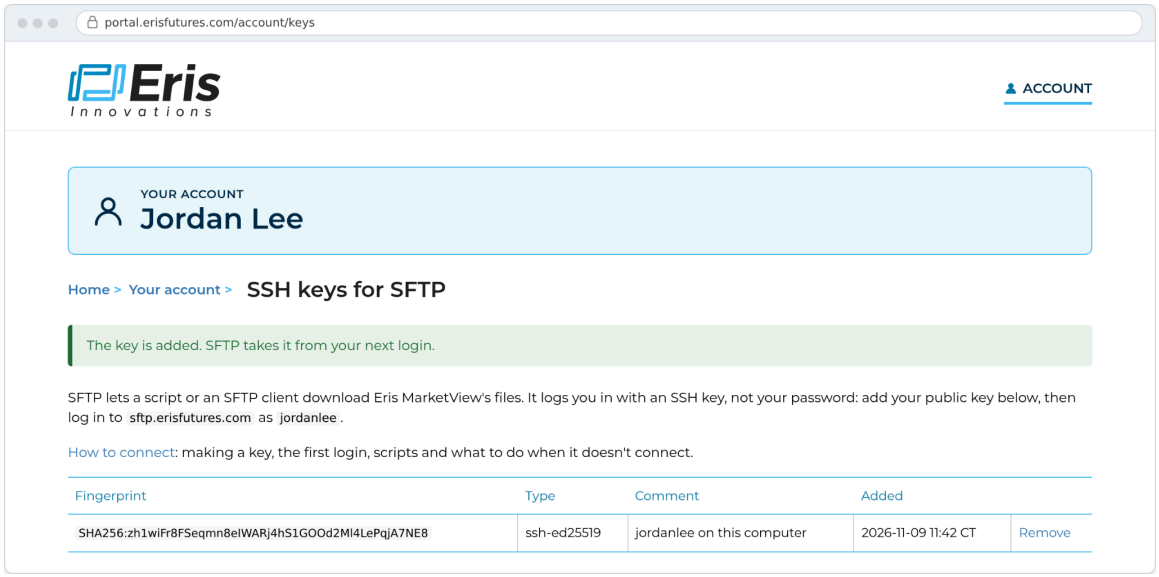
Step 4. On the SFTP page, under "2. Add it to your account", click **SSH keys for SFTP**.



Step 5. Copy the one line in your public key file (`cat ~/.ssh/id_ed25519.pub` shows it), paste it into **Public key** and click **Add key**. Paste only the public key, the file ending in .pub; never share your private key.



Step 6. Eris MarketView says "The key is added. SFTP takes it from your next login."

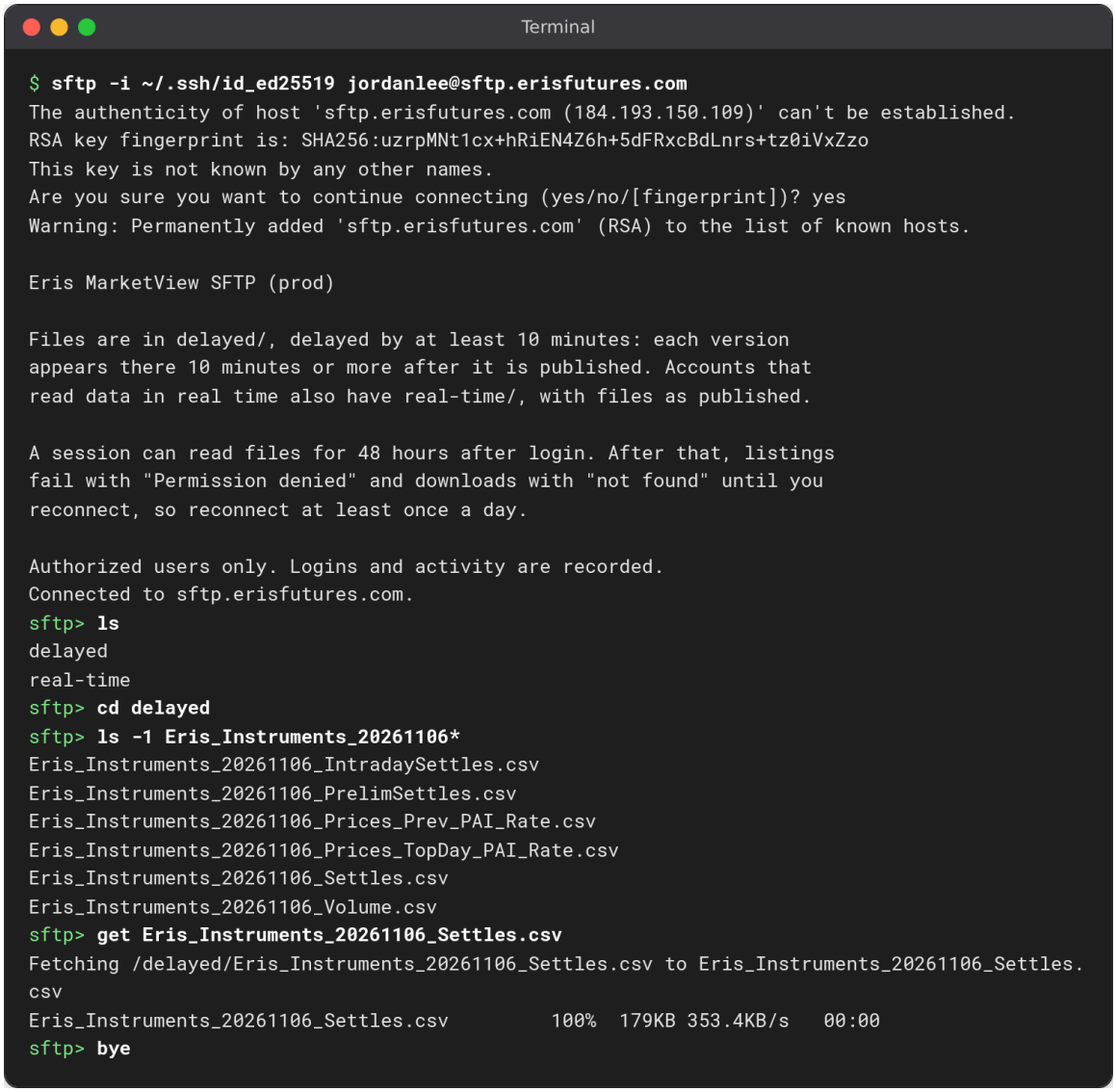


Step 7. Connect with the command under "3. Connect" on the SFTP page:

```
sftp -i ~/.ssh/id_ed25519 {username}@sftp.erisfutures.com
```

The first time, answer yes only if the host fingerprint shown is SHA256:uzrpMNt1cx+hRiEN4Z6h+5dFRxcBdLnrs+tz0iVxZzo. You start in a read-only folder with delayed/, where each file appears at least 10 minutes after it's published, and real-time/, for accounts allowed real-time data. To download a settlements file:

```
cd delayed
get Eris_Instruments_20261106_Settles.csv
```



WinSCP, FileZilla and Cyberduck take the same settings: protocol SFTP, host sftp.erisfutures.com, port 22, your username, your private key file and no password. A login can download files for 48 hours, so connect afresh at least once a day.

To retire a key, for example when you replace a computer, click **Remove** next to it on **SSH keys for SFTP**, then **Remove key**.

If it doesn't connect

What you see	What to do
Permission denied (publickey)	Add your key on **SSH keys for SFTP**, give the client your private key, and log in as your username, not your email
Refused, though the key is on your account	Check on **Your account** that the Subscriber terms are accepted. If they are, write to support

No answer, or a timeout	A firewall is stopping it: allow outbound TCP port 22 to 100.59.248.238 and 184.193.150.109
A warning that the host key changed	Stop, and write to support
"not found" on a download of a file the listing shows	The file isn't one your account can download: sftp reports a refused download as not found. Write to support if you need it
Permission denied on a listing, or "not found" on a download, after a long session	A login can download files for 48 hours: connect again

4. Create an organization account

You create your login, set up an authenticator, name the organization and accept the terms for it. You then become its org-admin.

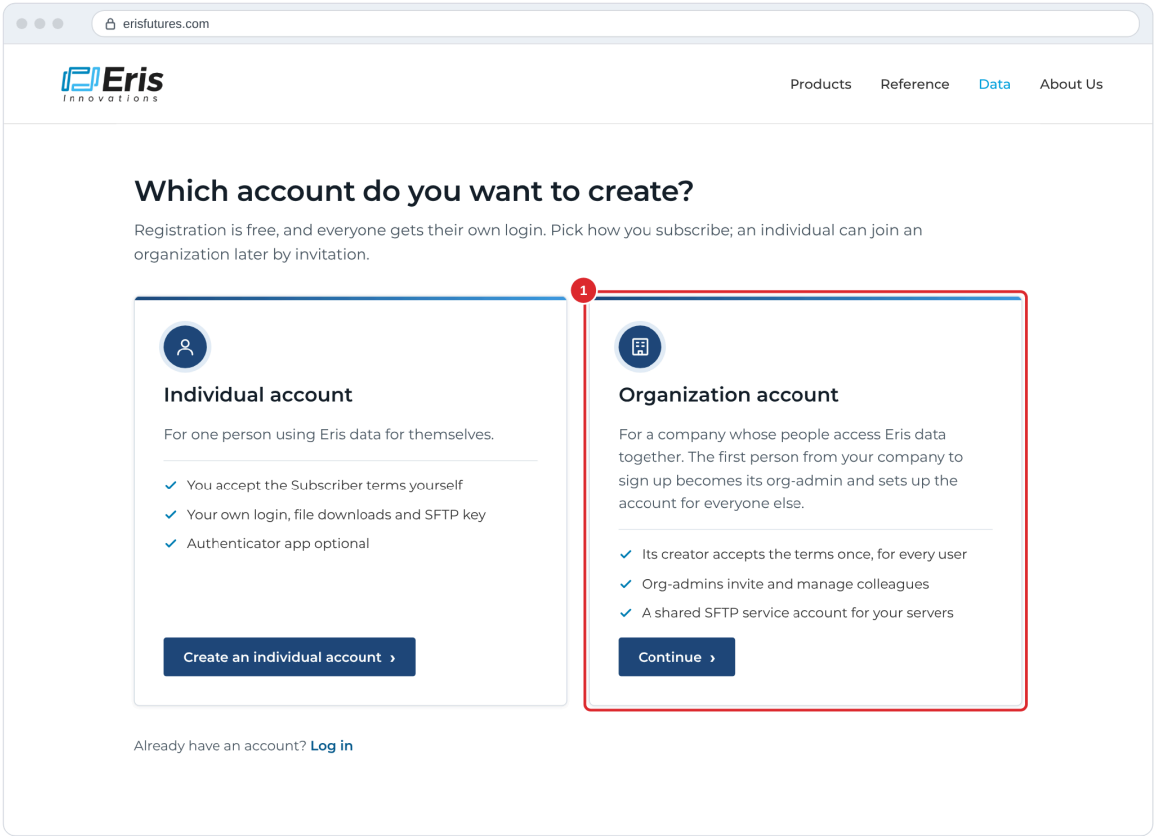
Choose someone who may accept the terms for the firm, hears about joiners and leavers, and has a phone for an authenticator app. Plan for a second org-admin, so one can cover if the other is away or loses their phone. Tell colleagues who is creating it, and to wait for their invitation rather than subscribing on their own.

You need:

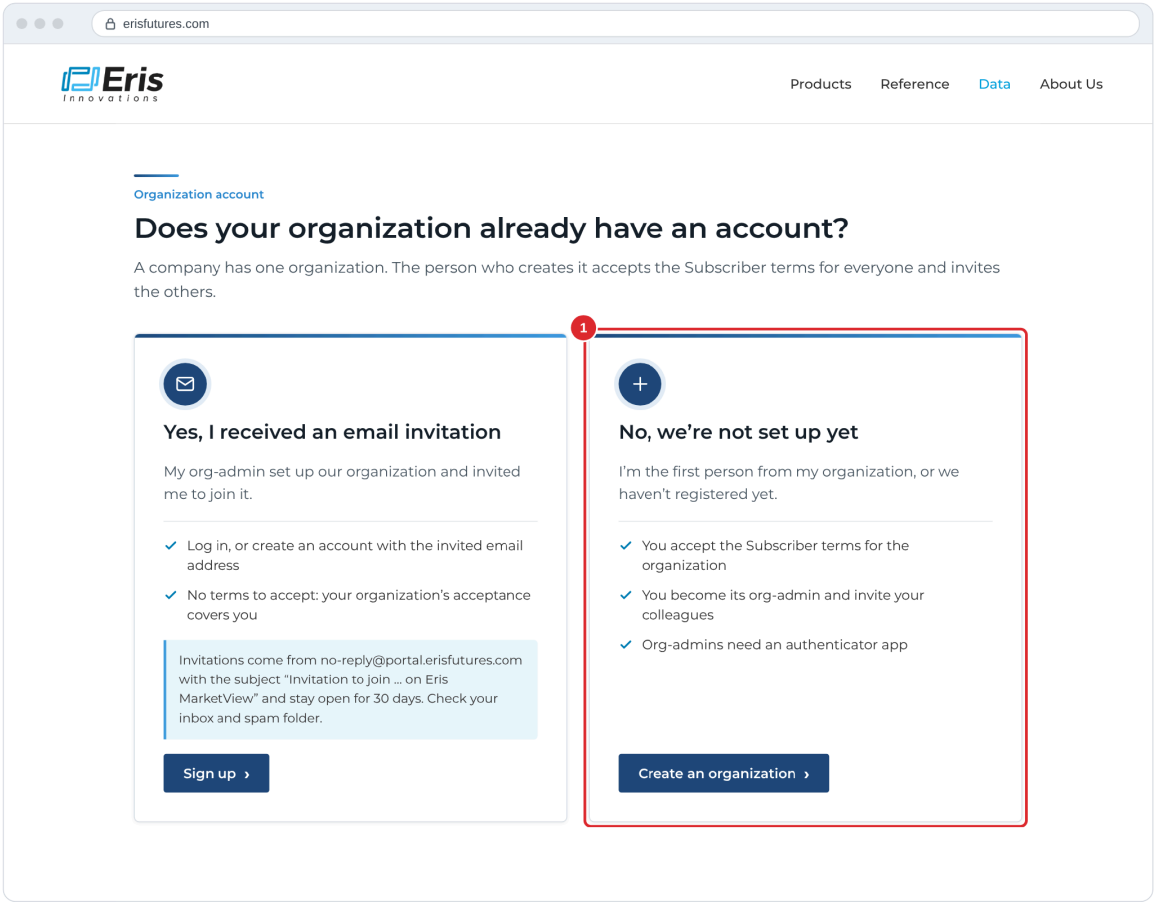
- Your work email address. It becomes your login and can't be changed later.
- An authenticator app on your phone, such as Google Authenticator, Microsoft Authenticator or 1Password.
- Your firm's name and address. A US address needs a USPS state and a 5-digit or ZIP+4 code.

Choose an organization account

Step 1. Under "Which account do you want to create?", click **Organization account**, then **Continue**.



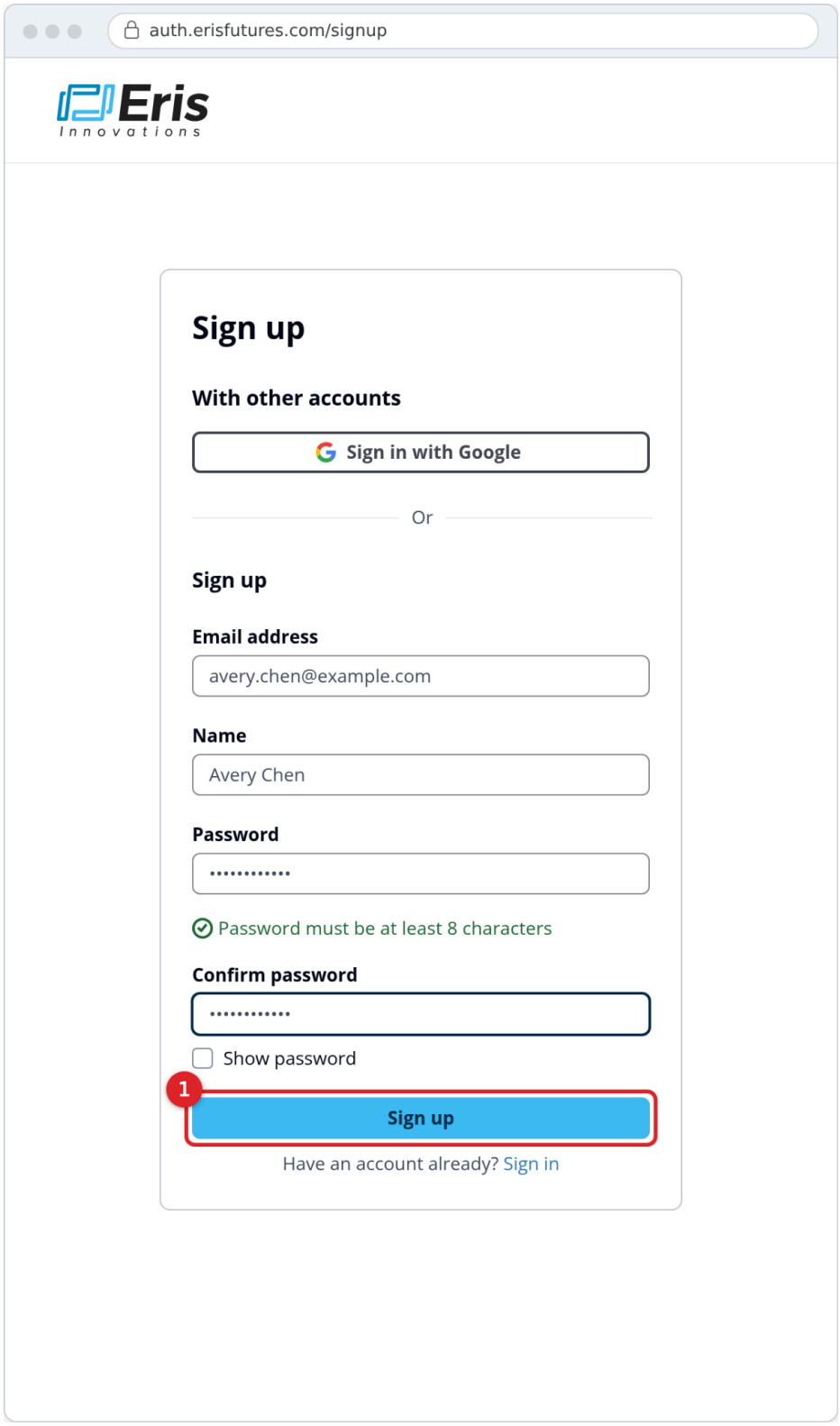
Step 2. Under "Does your organization already have an account?", click **No, we're not set up yet**, then **Create an organization**. The organization sign-up page opens.



If a colleague has already created your organization, click **Yes, I received an email invitation** instead and follow section 6.

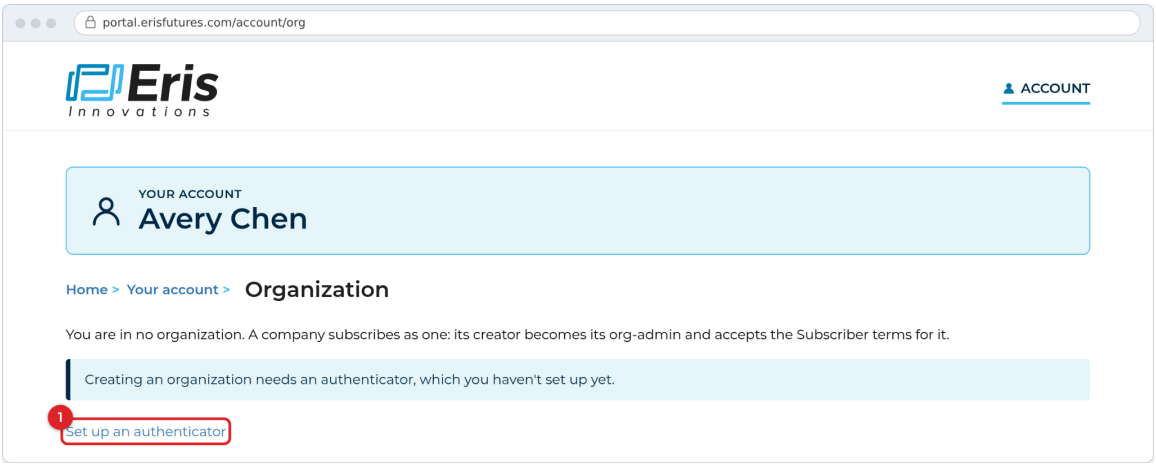
Create your login and the organization

Step 1. Fill in **Email address**, **Name**, **Password** and **Confirm password**, then click **Sign up**. Passwords need at least 8 characters. **Sign in with Google** works too.

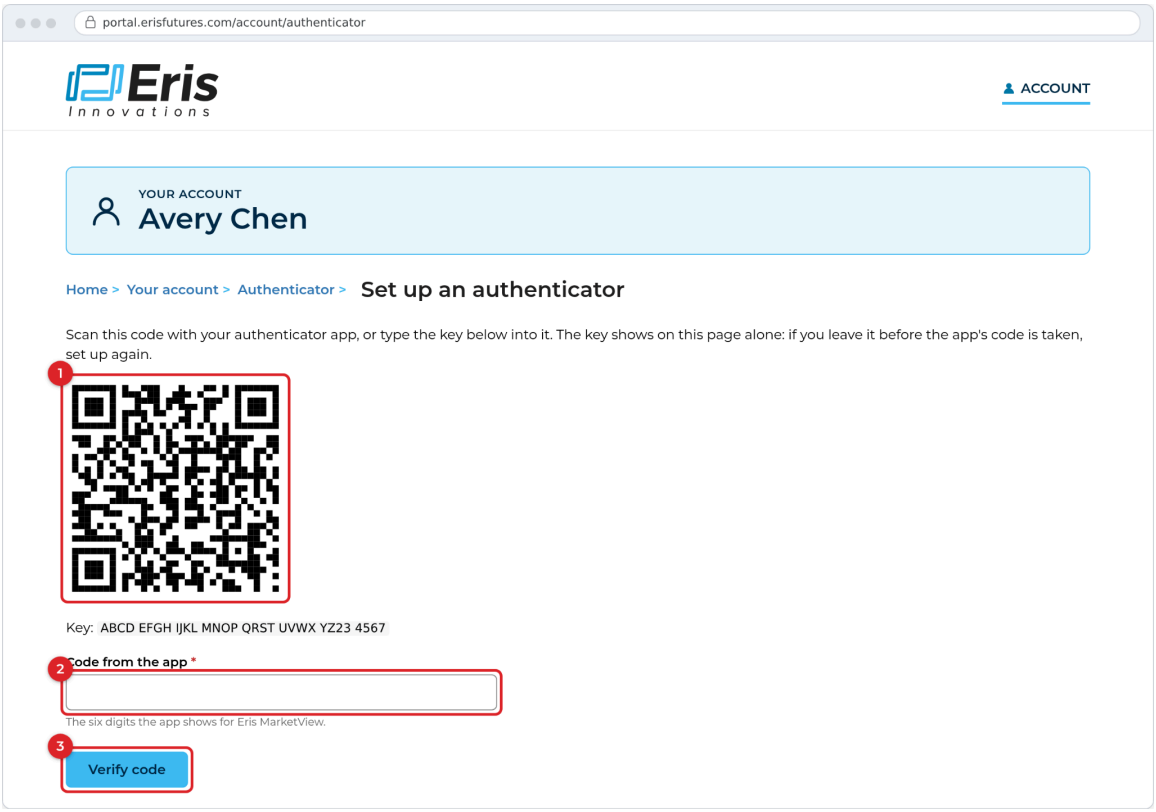


Step 3. If you signed up with a password, Eris MarketView emails you a six-digit code from no-reply@portal.erisfutures.com, valid for 24 hours. Type it in **Code** on **Confirm your account** and click **Confirm account**.

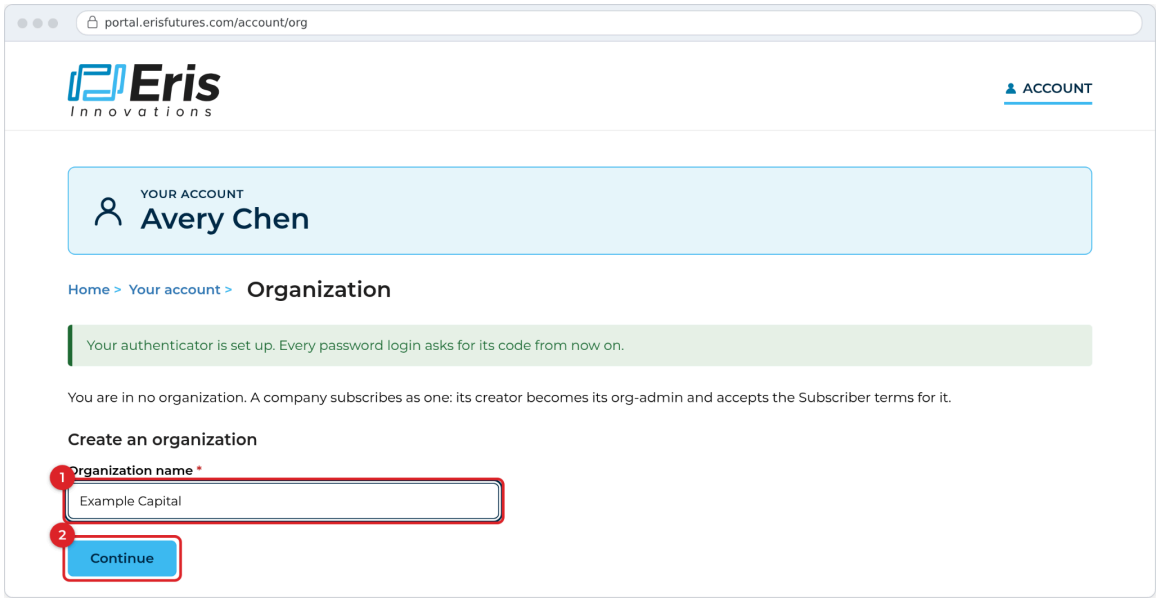
Step 4. The **Organization** page says "Creating an organization needs an authenticator, which you haven't set up yet." Click **Set up an authenticator**, then the **Set up an authenticator** button on the page that opens.



Step 5. In your authenticator app, add an account and scan the QR code, or type the key shown under it. Type the six digits the app shows into **Code from the app** and click **Verify code**. Stay on the page until you're done: the key shows only there.

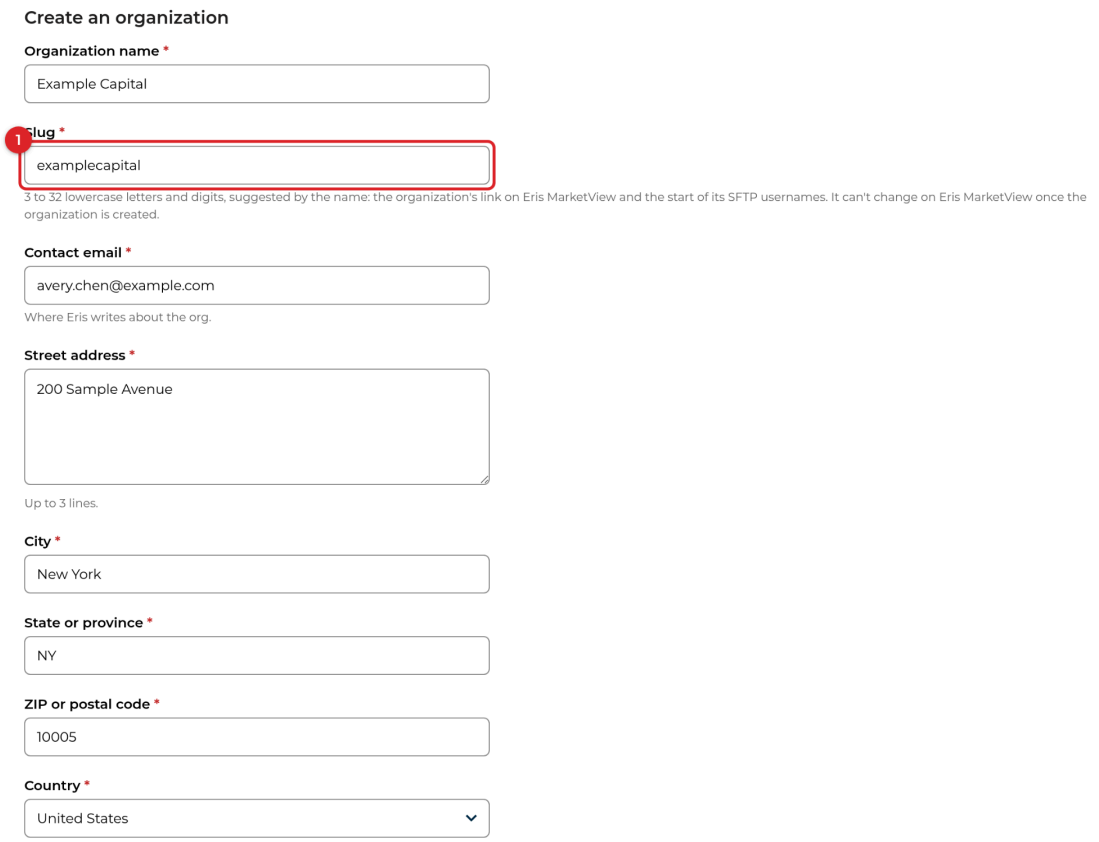


Step 6. Back on **Organization**, type your firm's name in **Organization name** and click **Continue**.

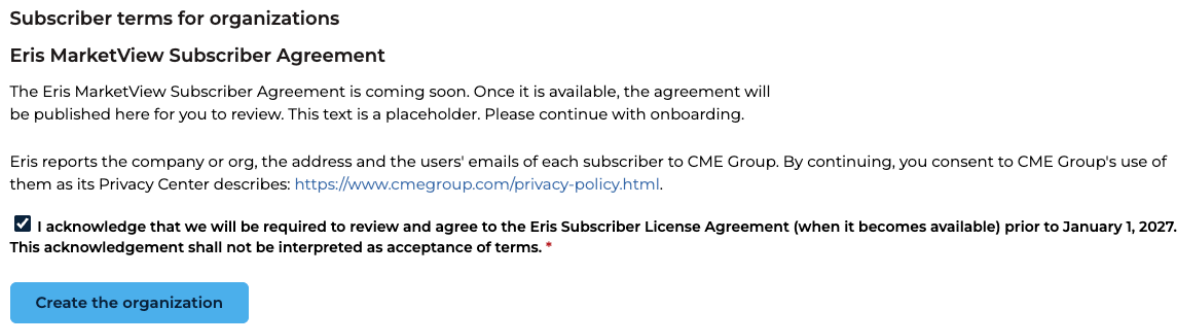


Step 7. Check the suggested slug and contact email, and fill in your firm's address.

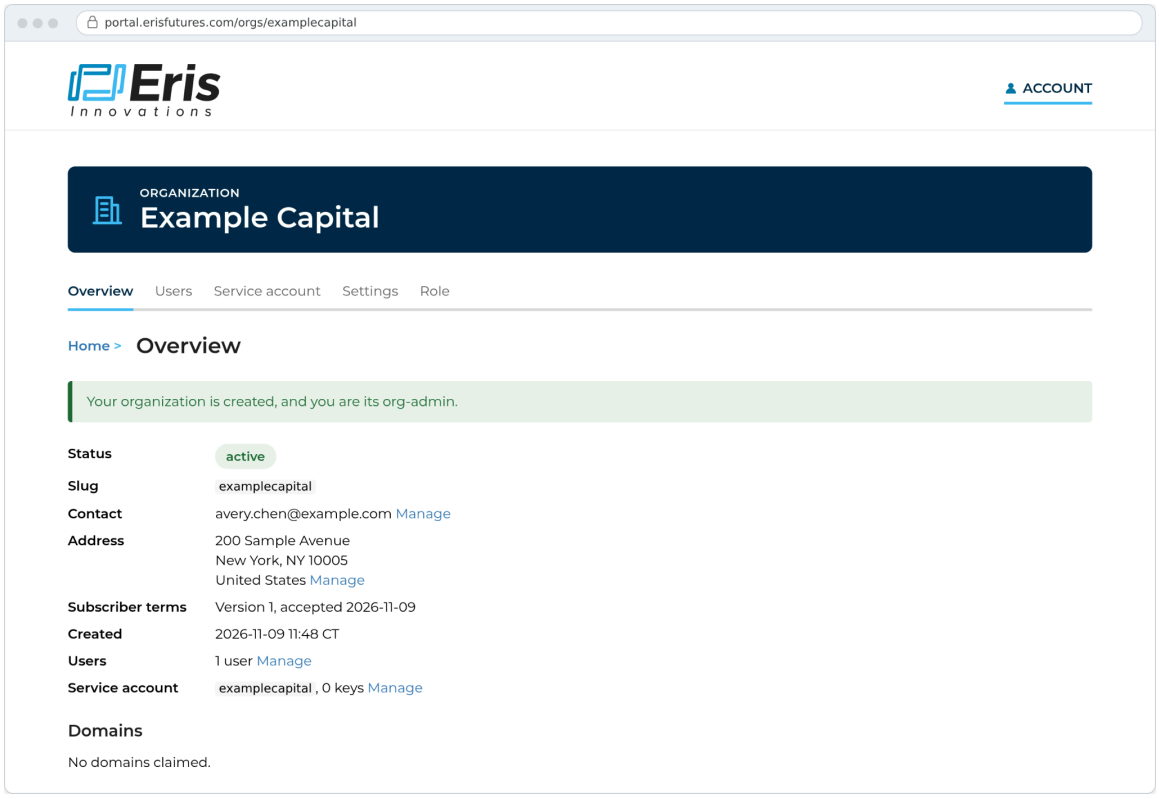
- **Slug**: 3 to 32 lowercase letters and digits. **It can't be changed later.** It becomes your organization's link, the service account's SFTP username and the name colleagues see in their invitations.
- **Contact email**: where Eris writes about the organization. It starts as your own address; you can change it later in **Settings**.



Step 8. Read **Subscriber terms for organizations,** and then tick ***I acknowledge that we will be required to review and agree to the Eris Subscriber License Agreement (when it becomes available) prior to January 1, 2027. This acknowledgement shall not be interpreted as acceptance of terms***. If the slug is taken or reserved, type a different one and click **Create the organization** again.



Step 9. Your organization's **Overview** opens with "Your organization is created, and you are its org-admin." Its tabs are **Overview**, **Users**, **Service account**, **Settings** and **Role**.



Creating the organization needs a login within the last hour. If the page asks you to log in again, nothing was changed: log in again, then create the organization.

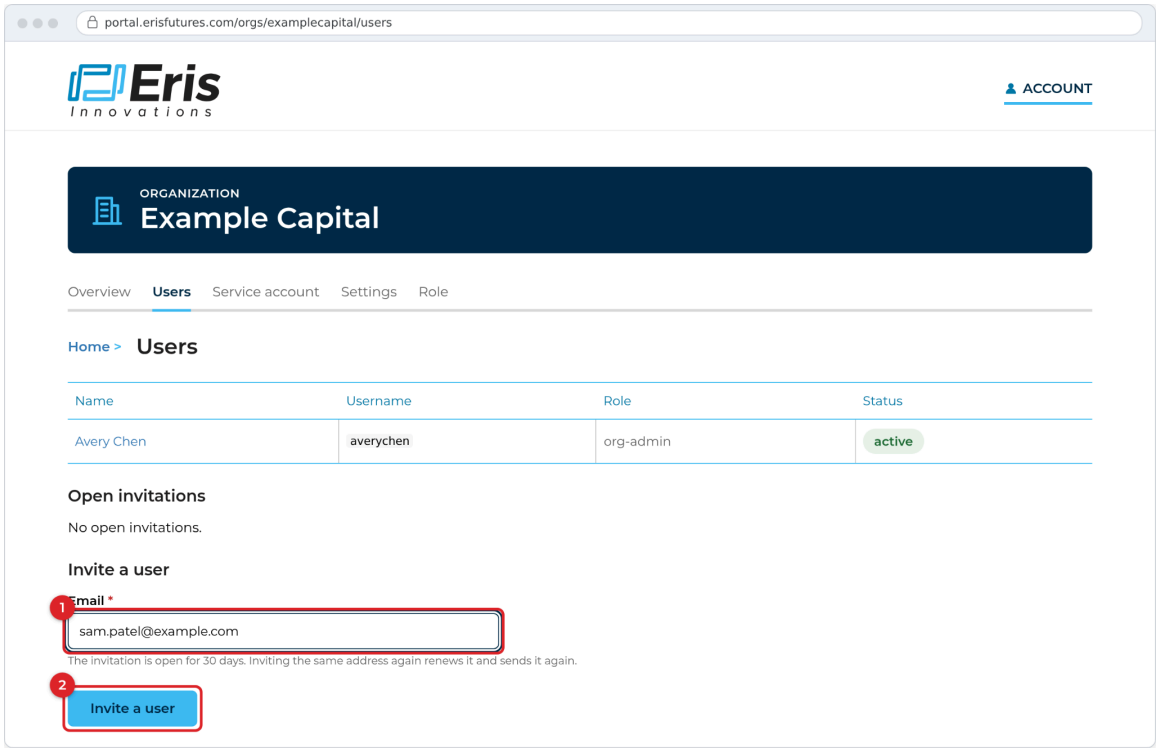
An org-admin can't remove their own authenticator. If you lose the phone that holds it, write to support@portal.erisfutures.com.

Next: invite your colleagues (section 5) and set up SFTP for your servers (section 7).

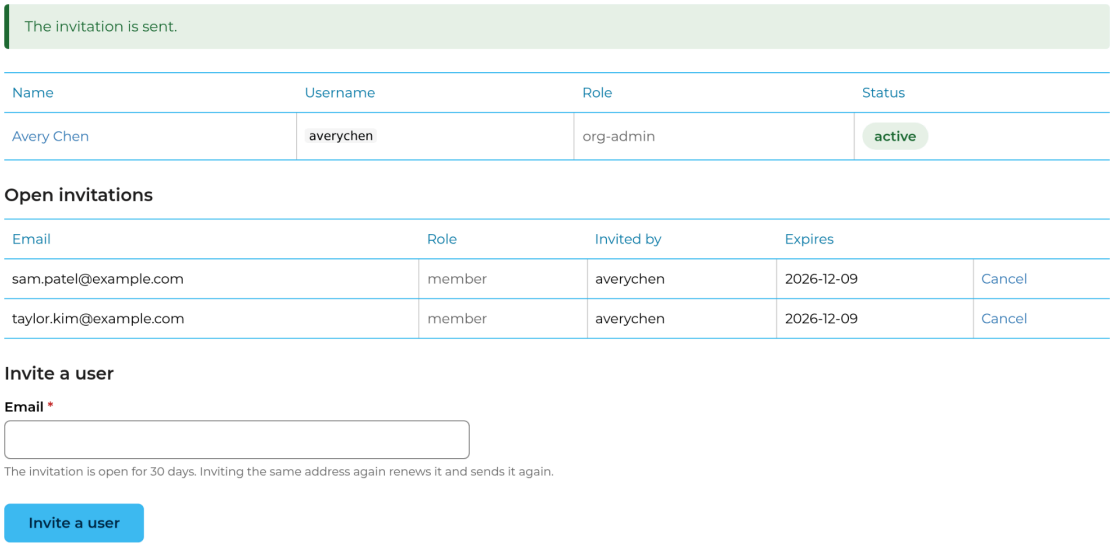
5. Invite users (org-admins)

Org-admins invite people from the **Users** tab. Each invitation is for the member role and stays open for 30 days.

Step 1. Open the **Users** tab. Under **Invite a user**, type the person's work email in **Email** and click **Invite a user**.



Step 2. Eris MarketView says "The invitation is sent." The address appears under **Open invitations** with its role, who invited it and when it expires. Every org-admin is emailed about each invitation.



Your colleague receives an email from no-reply@portal.erisfutures.com with the subject "Invitation to join {slug} on Eris MarketView" and a **View the invitation** button. It names your organization by its slug only, so tell people to expect it. What they do next is in section 6.

Good to know

- Inviting the same address again renews the invitation and sends it again.
- An organization can send up to 100 invitations a day (UTC), renewals included.
- To cancel an invitation, click **Cancel** on its row under **Users**, then **Cancel invitation**.
- You aren't emailed when someone accepts or declines: check the **Users** tab.

Make a second org-admin

Invitations are always for the member role. To make someone an org-admin once they've joined:

Step 1. Ask them to set up an authenticator: **Account** menu, **Your account**, **Authenticator**, **Manage**, then **Set up an authenticator**.

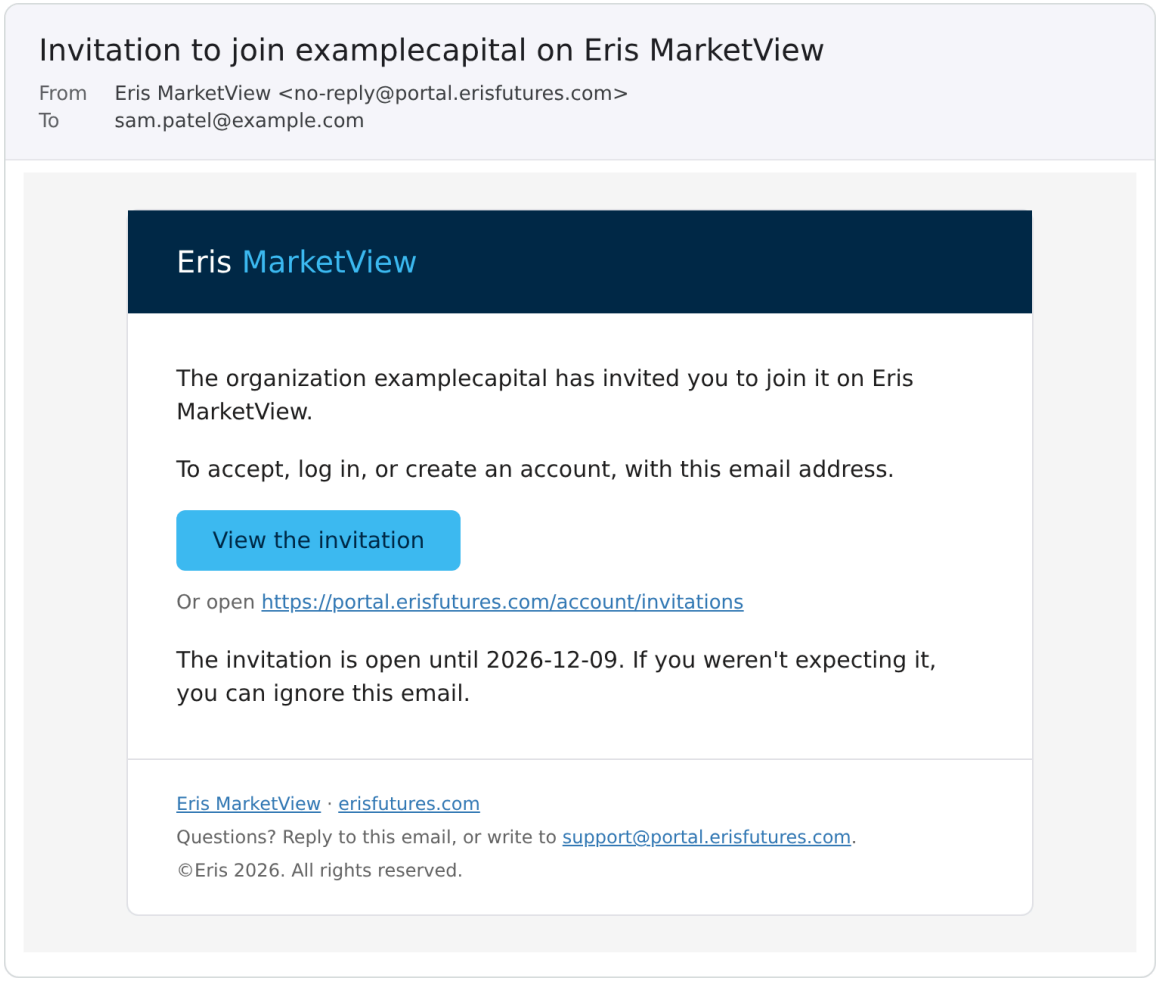
Step 2. On **Users**, click their name. Under **Role**, choose **org-admin** and click **Change role**. They log in again to get the org-admin tabs.

You can't change your own role: another org-admin does that.

6. Join your organization by invitation

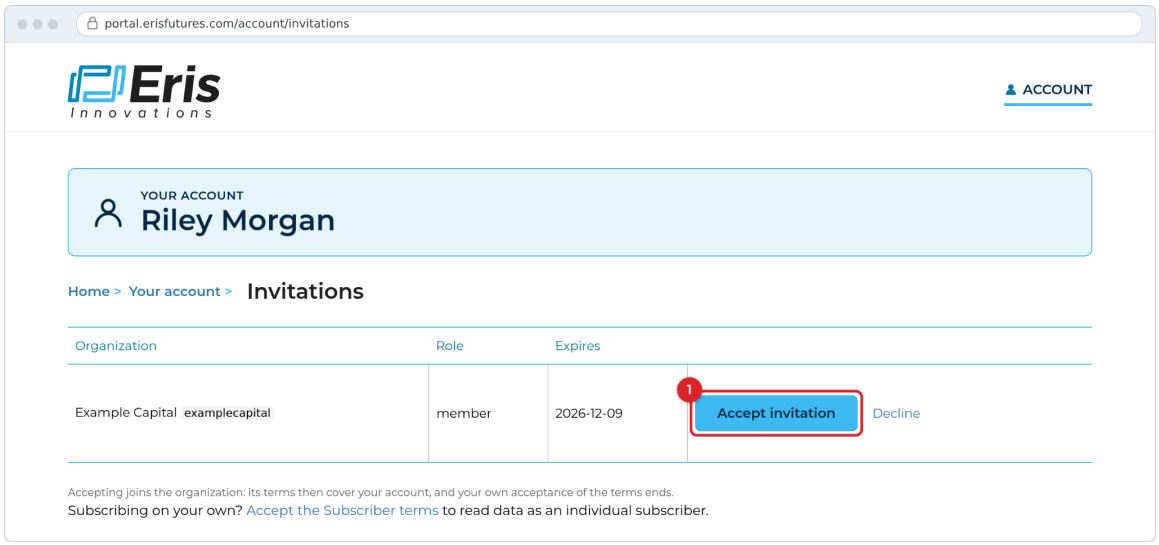
If your company's org-admin has invited you, you don't create an account type of your own: you join their organization. There are no terms to accept, since your organization's acceptance covers you, and no authenticator is needed unless you're later made an org-admin. An invitation stays open for 30 days.

Step 1. Open the email from no-reply@portal.erisfutures.com with the subject "Invitation to join {slug} on Eris MarketView" and click **View the invitation**. It names your organization by its slug only, such as examplecapital. On the Eris MarketView page, **Organization account** then **Yes, I received an email invitation** leads here too: use the invitation your org-admin sent.



Step 2. Use the address the invitation went to:

- **No Eris MarketView account yet:** click **Create an account** and sign up with that address. With one invitation waiting, you join as soon as you confirm the emailed code (or at once, if you use **Sign in with Google** with the invited address), so an **Invitations** page saying "No open invitations." is expected: click **Home**.
- **An account already:** log in with the invited address and click **Accept invitation** next to your organization. An individual account that accepts moves into the organization, under its terms.
- **In another organization:** a person belongs to one organization at a time, so leave yours first.



If you're asked to accept the Subscriber terms after signing up, you probably used a different address from the one the invitation went to, or the invitation had run out or been cancelled. Don't accept them: ask your org-admin to invite the address you signed up with, then accept the invitation.

Next: set up your own SFTP login (section 3) or download files in your browser (section 8). Servers your firm shares use the organization's service account, which your org-admins run (section 7).

7. Set up SFTP for your organization (org-admins)

Your organization's service account is its own SFTP login, for the servers and scripts it shares. Its username is the organization's slug (for example examplecapital), and it can download what the organization can. Its keys belong on machines, not people. Only org-admins add them, and every org-admin is emailed when one is added. If someone in IT runs the server, they do steps 1 and 6, and you do steps 2 to 5: they send you the server's public key, and you send them the connection details.

Step 1. On the server that will connect, IT makes a key pair and sends the org-admin the public part, eris_sftp.pub. The comment, here build-1, labels the key:

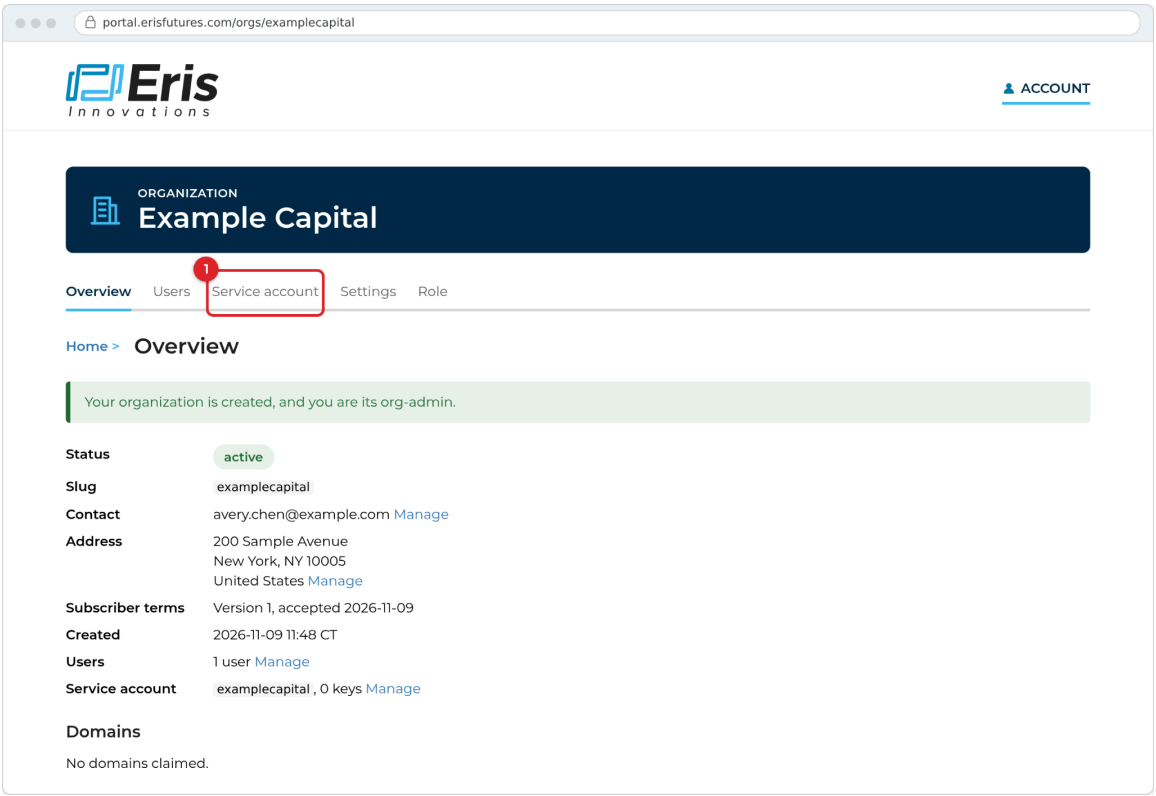
```
ssh-keygen -t ed25519 -f ~/.ssh/eris_sftp -C "build-1"
```

Only ever paste a public key: usually one line starting with ssh-ed25519. If what you receive says PRIVATE KEY, send it back.

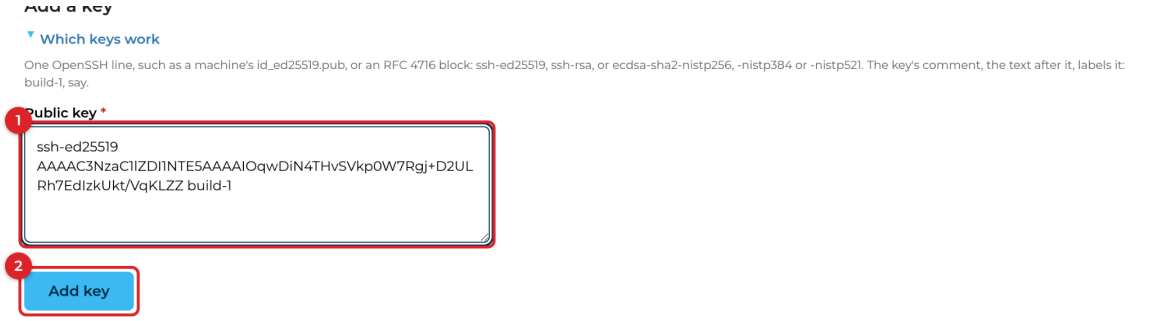
```
Terminal — deploy@server

$ ssh-keygen -t ed25519 -f ~/.ssh/eris_sftp -C "build-1"
Generating public/private ed25519 key pair.
Enter passphrase for "/home/deploy/.ssh/eris_sftp" (empty for no passphrase):
Enter same passphrase again:
Your identification has been saved in /home/deploy/.ssh/eris_sftp
Your public key has been saved in /home/deploy/.ssh/eris_sftp.pub
The key fingerprint is:
SHA256:UO/vv0wUJD0lOBuNZ7znVrevnCrdAfQVdJuF8GaaHk0 build-1
The key's randomart image is:
+--[ED25519 256]--+
|        .   oB+==|
|       . .  *+O.*|
|      .   .. BE* |
|       . .  oBo.+|
|        S . +.oo+|
|           o o..o|
|           .o..o.|
|          ...+...|
|           .ooBo |
+----[SHA256]-----+
```

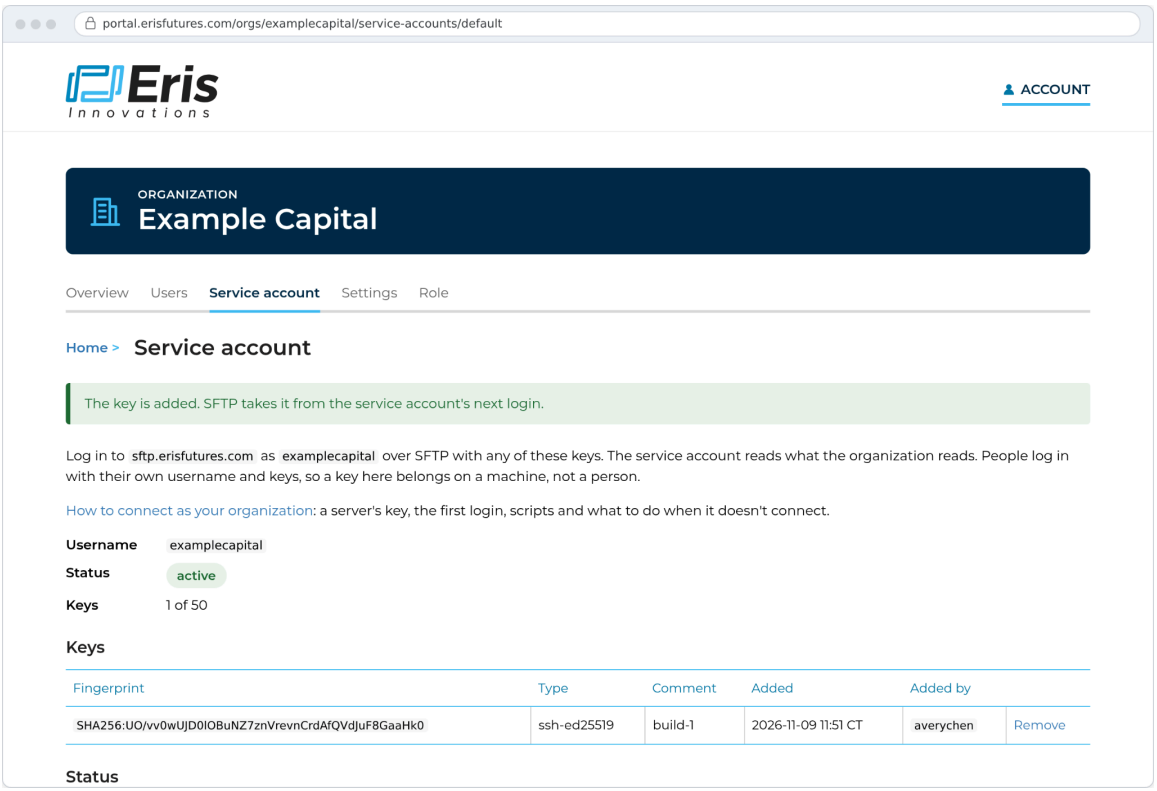
Step 2. On the home page, click **Your organization**, then the **Service account** tab.



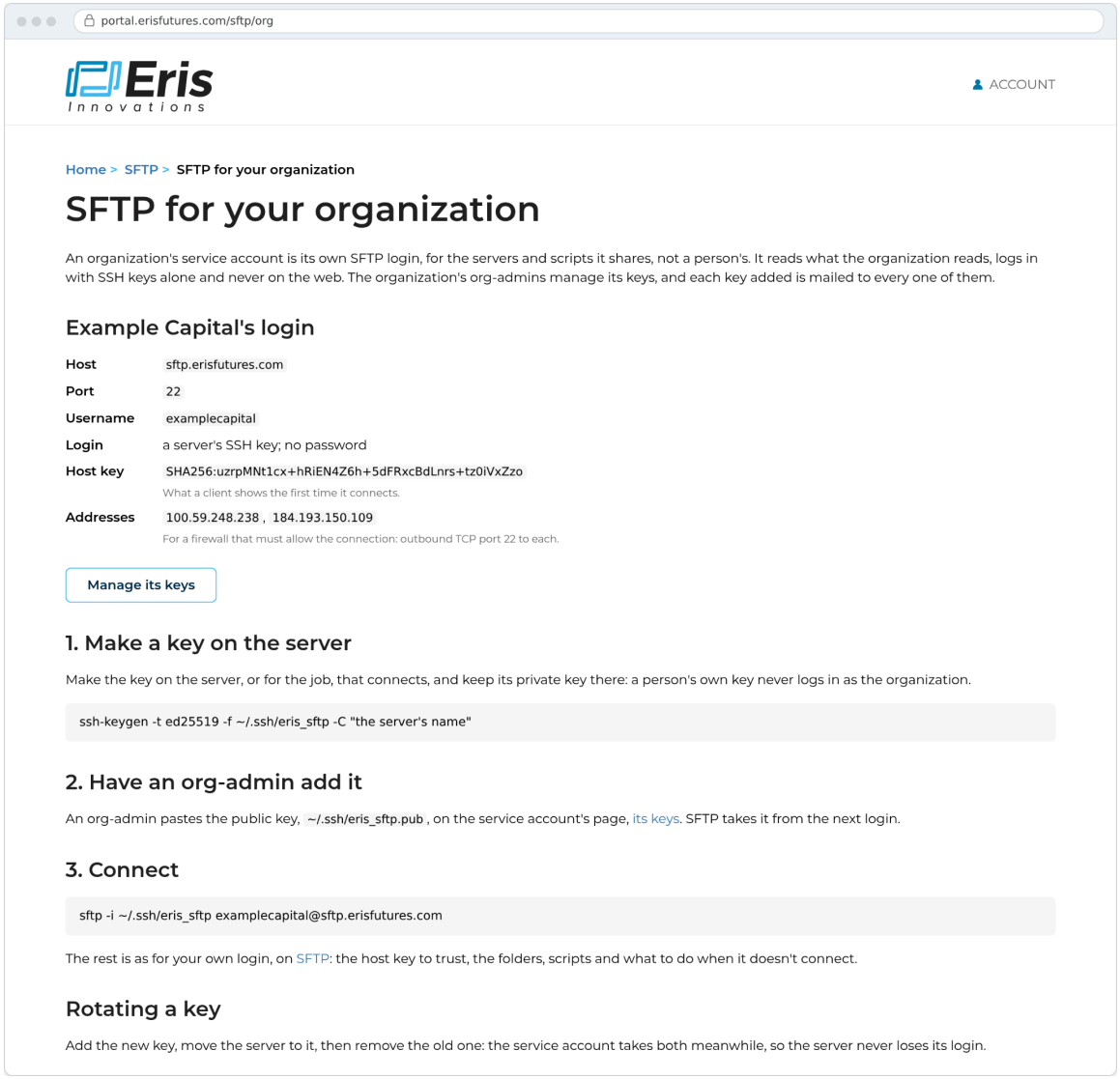
Step 3. Under **Add a key**, paste the public key into **Public key** and click **Add key**.



Step 4. Eris MarketView says "The key is added. SFTP takes it from the service account's next login." The **Keys** table shows each key's fingerprint, comment and who added it. Every org-admin is emailed about the new key.



Step 5. The connection details are on **SFTP for your organization** (home page, **SFTP**, then **SFTP for your organization**): host sftp.erisfutures.com, port 22, the service account's username and the host key's fingerprint, SHA256:uzrpMNt1cx+hRiEN4Z6h+5dFRxcBdLnrs+tz0iVxZzo.



Step 6. Connect from the server, checking the host key the first time:

```
sftp -i ~/.ssh/eris_sftp {slug}@sftp.erisfutures.com
```

Terminal — deploy@server

```
$ sftp -i ~/.ssh/eris_sftp examplecapital@sftp.erisfutures.com
The authenticity of host 'sftp.erisfutures.com (100.59.248.238)' can't be established.
RSA key fingerprint is: SHA256:uzrpMNt1cx+hRiEN4Z6h+5dFRxcBdLnrs+tz0iVxZzo
This key is not known by any other names.
Are you sure you want to continue connecting (yes/no/[fingerprint])? yes
Warning: Permanently added 'sftp.erisfutures.com' (RSA) to the list of known hosts.

Eris MarketView SFTP (prod)

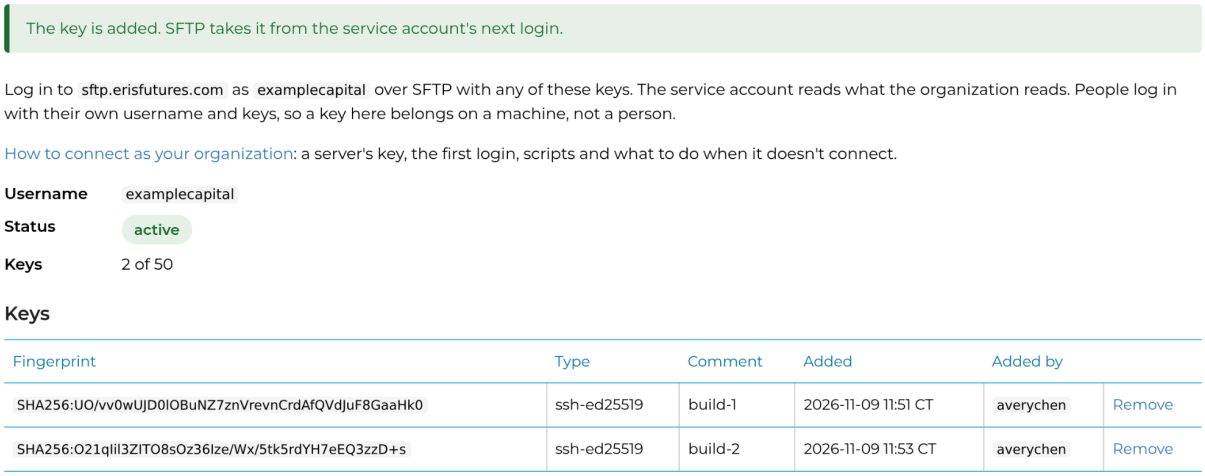
Files are in delayed/, delayed by at least 10 minutes: each version
appears there 10 minutes or more after it is published. Accounts that
read data in real time also have real-time/, with files as published.

A session can read files for 48 hours after login. After that, listings
fail with "Permission denied" and downloads with "not found" until you
reconnect, so reconnect at least once a day.

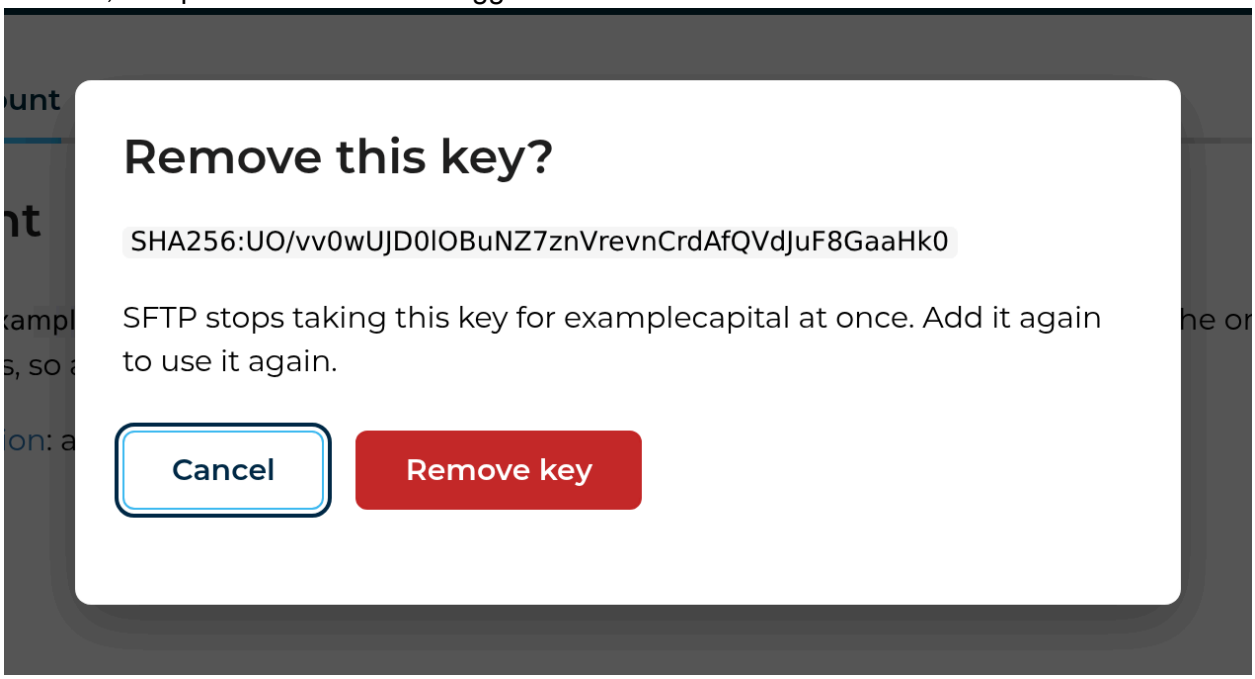
Authorized users only. Logins and activity are recorded.
Connected to sftp.erisfutures.com.
sftp> ls
delayed
real-time
sftp> cd delayed
sftp> get Eris_Instruments_20261106_Settles.csv
Fetching /delayed/Eris_Instruments_20261106_Settles.csv to Eris_Instruments_20261106_Settles.
csv
Eris_Instruments_20261106_Settles.csv         100%  179KB 310.5KB/s   00:00
sftp> bye
```

Rotating a key

1. On the server, make the new key under a new name, `ssh-keygen -t ed25519 -f ~/.ssh/eris_sftp_new -C "build-2"`, rather than running step 1 again, which would overwrite the key in use. Add it as in step 3, then move the server to it. The service account takes both keys meanwhile, so the server never loses its login.



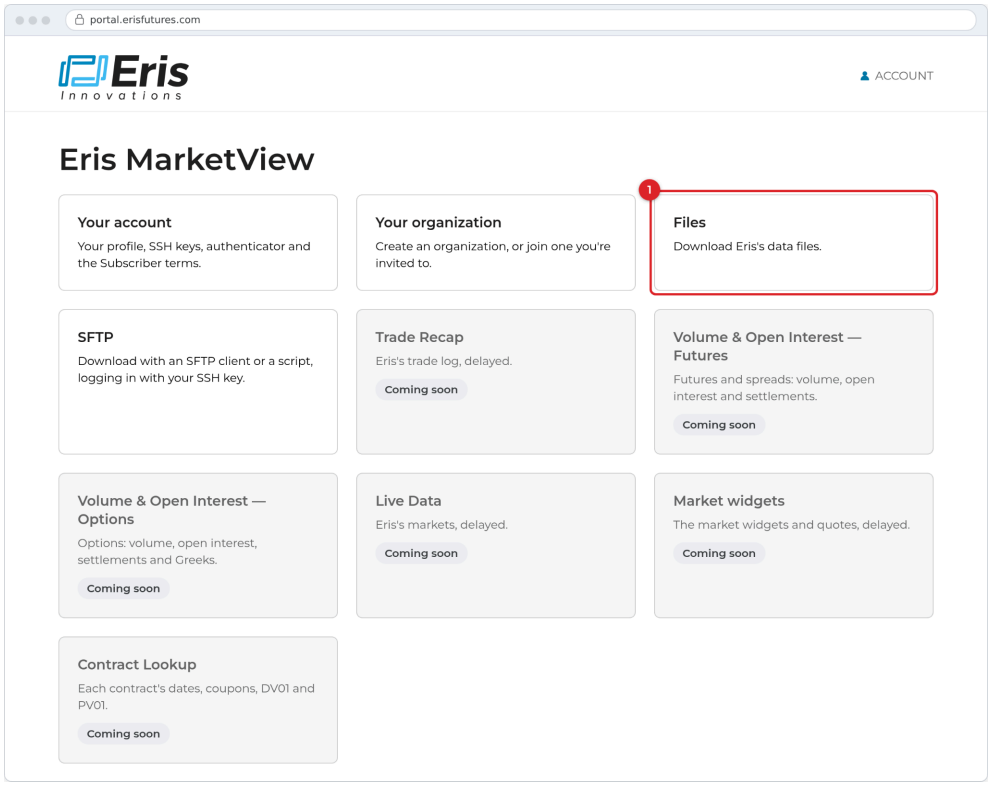
2. Remove the old key: click **Remove** next to it, then **Remove key**. SFTP refuses the old key from the next login. A session already connected with it can keep downloading until it closes, for up to 48 hours after it logged in.



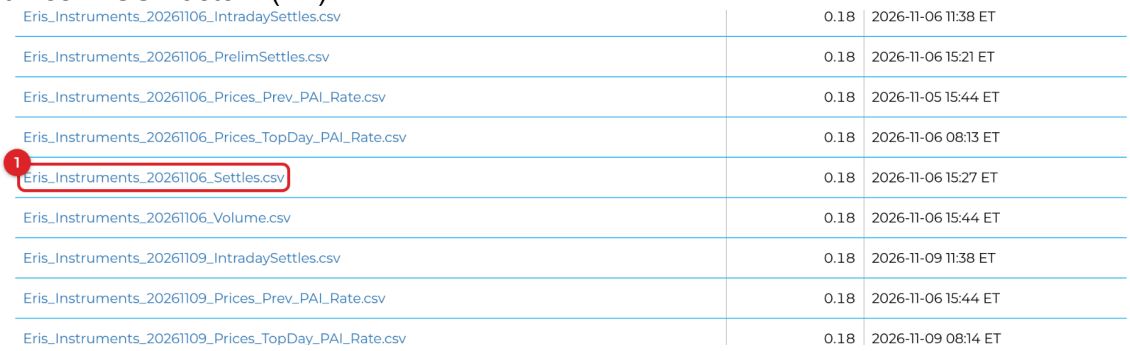
8. Download files in your browser

The **Files** page lists the same files SFTP serves, under the same names, so you can download them in your browser without setting up SFTP. This works the same for every account.

1. Click **Home**, just before the page title, to open the home page. Click **Files** to see Eris's files in your browser. The same list is at www.erisfutures.com/files.



2. Click a file's name to download it. The list shows the files your account can download, with times in US Eastern (ET).

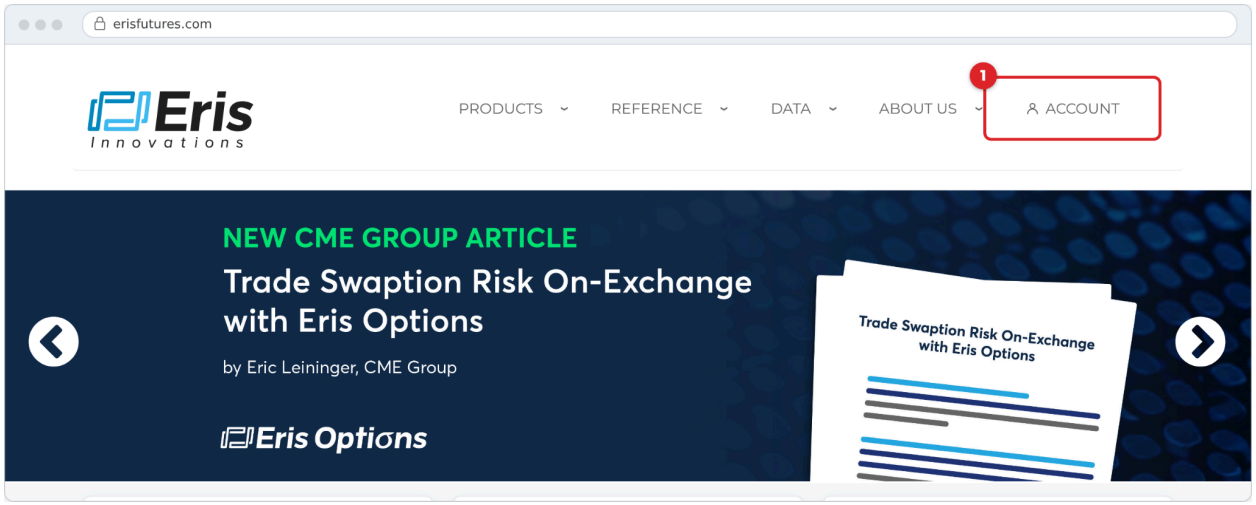


In your bookmarks, replace https://files.erisfutures.com/ftp/ with www.erisfutures.com/files. Each row's link is also the link to share. Opened while you're logged out, a saved link shows **Log in** with the file's name: log in, and the download starts.

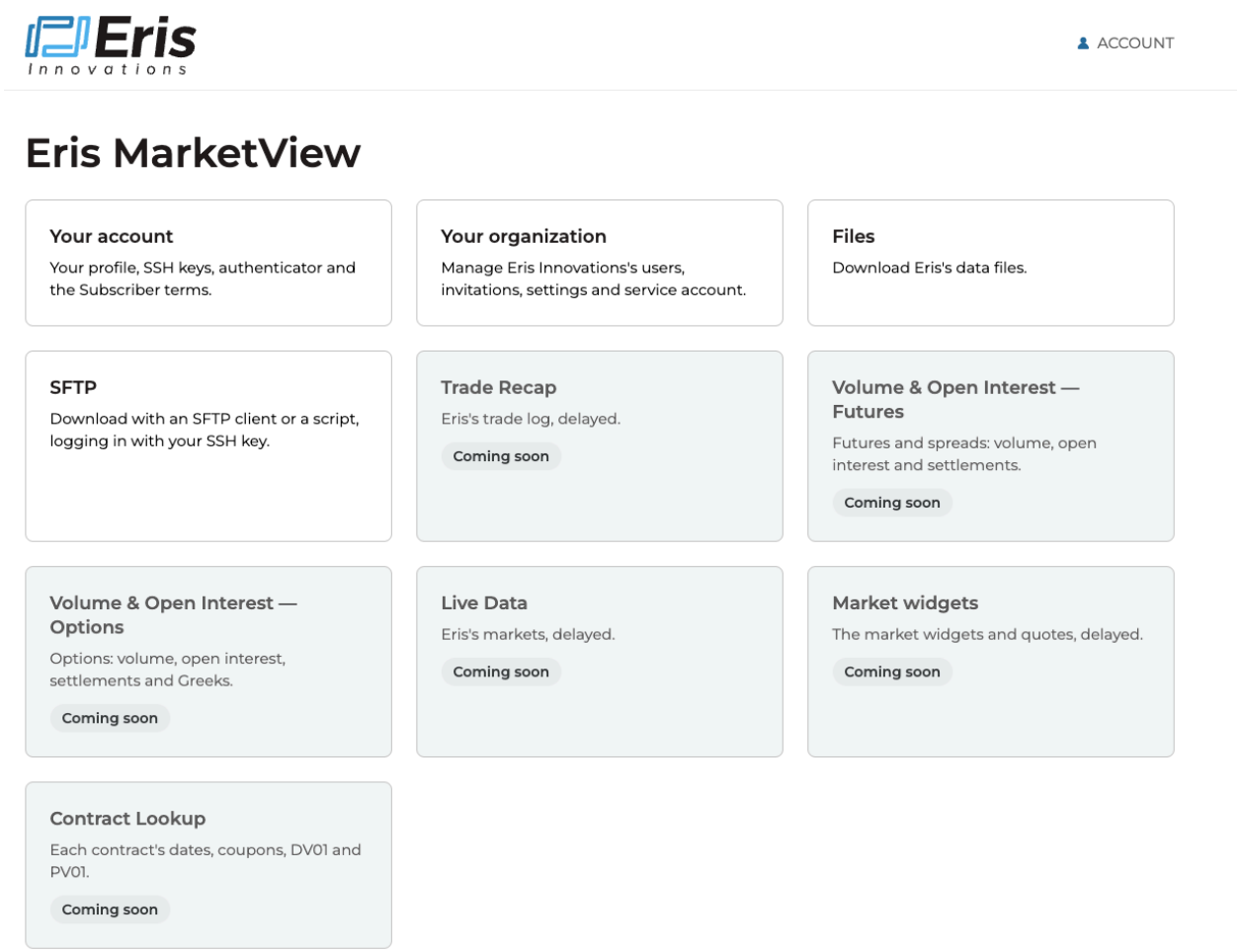
9. The Account button on erisfutures.com

The Eris website, erisfutures.com, has an **Account** button at the top right. What it does depends on whether you're logged in to Eris MarketView in that browser, and the person icon beside it shows which.

Not logged in: the icon is outlined, and **Account** opens the Eris MarketView page, where you can log in or create an account (section 1).



Logged in: the icon is filled in blue, and when you click **Account** it opens your Eris MarketView home page.



Once you log out in Eris MarketView (**Account** menu, then **Log out**), or your login runs out after 7 days, the icon is outlined again and **Account** opens the Eris MarketView page.

What's next

- **Log in next time:** go to https://portal.erisfutures.com, or click **Log in** on the Eris MarketView page. A login lasts up to 7 days in the same browser.
- **Add an authenticator (optional, except for org-admins): Account** menu, **Your account**, **Authenticator**, **Manage**, then **Set up an authenticator**.
- **Join an organization later:** if your company sets up an organization and invites you, accepting the invitation moves you into it, under its terms (section 6).

Questions

Write to support@portal.erisfutures.com.