

BOX EXCHANGE SM



BOX OPTIONS ®

Virtual Trading Floor System
User Guide

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1 Introduction

BOX's Virtual Trading Floor (VTF) system enables BOX Trading Floor (TF) market participants to participate in a virtual open outcry trading environment in the event the physical BOX Trading Floor becomes inoperable and/or inaccessible.

1.1 Audience

This user guide targets TF market participants who need to interface with the BOX trading systems and services.

1.2 BOX MOC and BOX Technology Contacts

During business hours Monday to Friday 8:30 am to 5:00 pm EST contact the Market Operations Center (MOC):

Tel: (866) 768-8845

Email: BOXMOC@boxoptions.com

Outside business hours contact: support-infra@boxtechnology.com

1.2.1 Contact Information During a Scheduled VTF Test

For any technical or troubleshooting issues during a scheduled VTF test, contact BOX Technology support by joining the following Zoom Session:

https://boxexchange.zoom.us/j/83264699513

- Zoom Meeting ID: 832 6469 9513
- Passcode: 802836

Only when encountering issues with Zoom, contact the following BOX Technology support phone number: 1-514-242-3348

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2 Participant Login and Launching the VTF

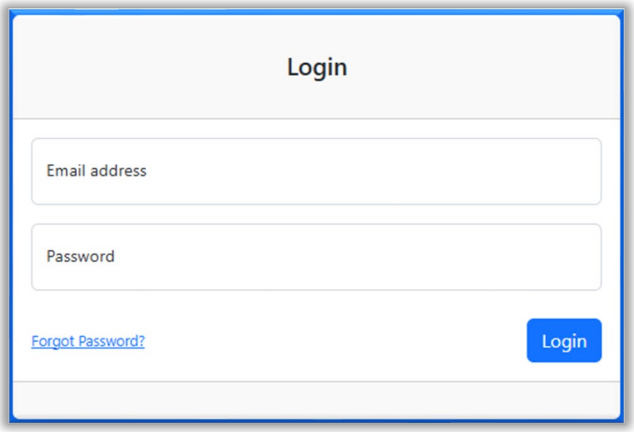
To access the VTF system, go to https://vtf.boxoptions.com.

For first-time users, proceed to Section 2.1.

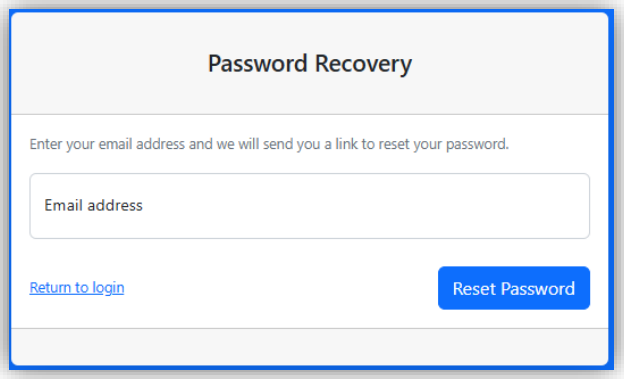
For returning users, proceed to Section 2.2.

2.1 First Time Login

Note: Do not enter your email address.

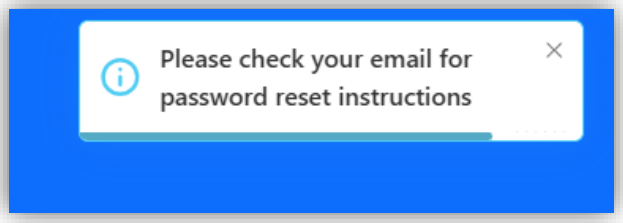


When logging into the VTF system for the first time, click on “Forgot Password?”.



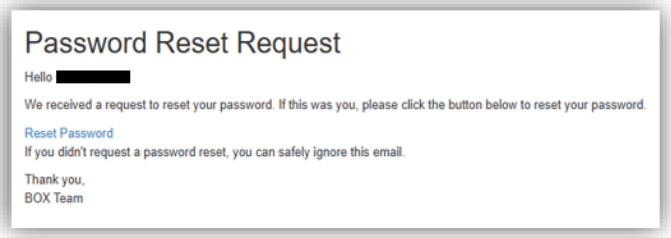
The Password Recovery screen will appear.

Enter your Email Address and click “Reset Password”.



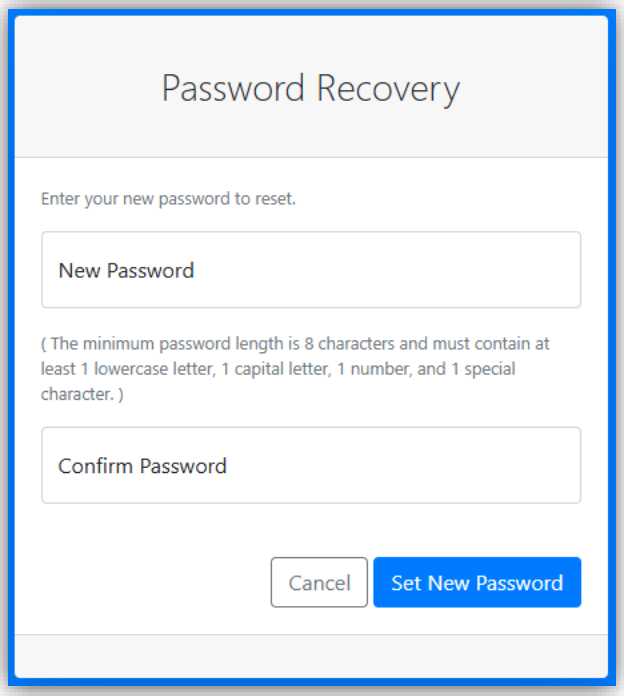
The following pop-up message will appear stating to verify your email for the password reset instructions.

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From the email message, click on the **Reset Password** link in the message.

This will take the user to the Password Recovery screen.



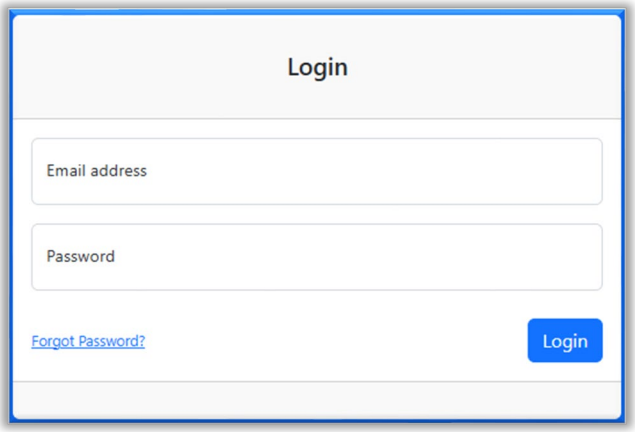
Enter New Password (following the passwords rules indicated) and confirm the new password.

Click “Set New Password”. The Login Screen will appear.

Continue to Section 2.2 Login for logging into the VTF system.

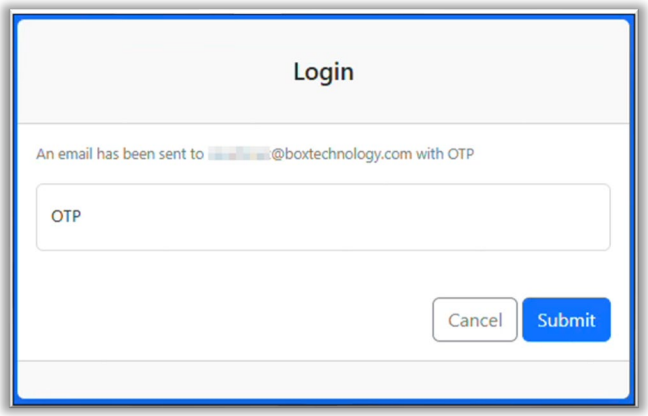
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2.2 Login



Enter your Email Address and Password and click “Login”.

Next window that appears will require the User to enter a **One-Time Password (OTP) code**.



Type in the 6-digit OTP code that was sent to your email’s input and click Submit.

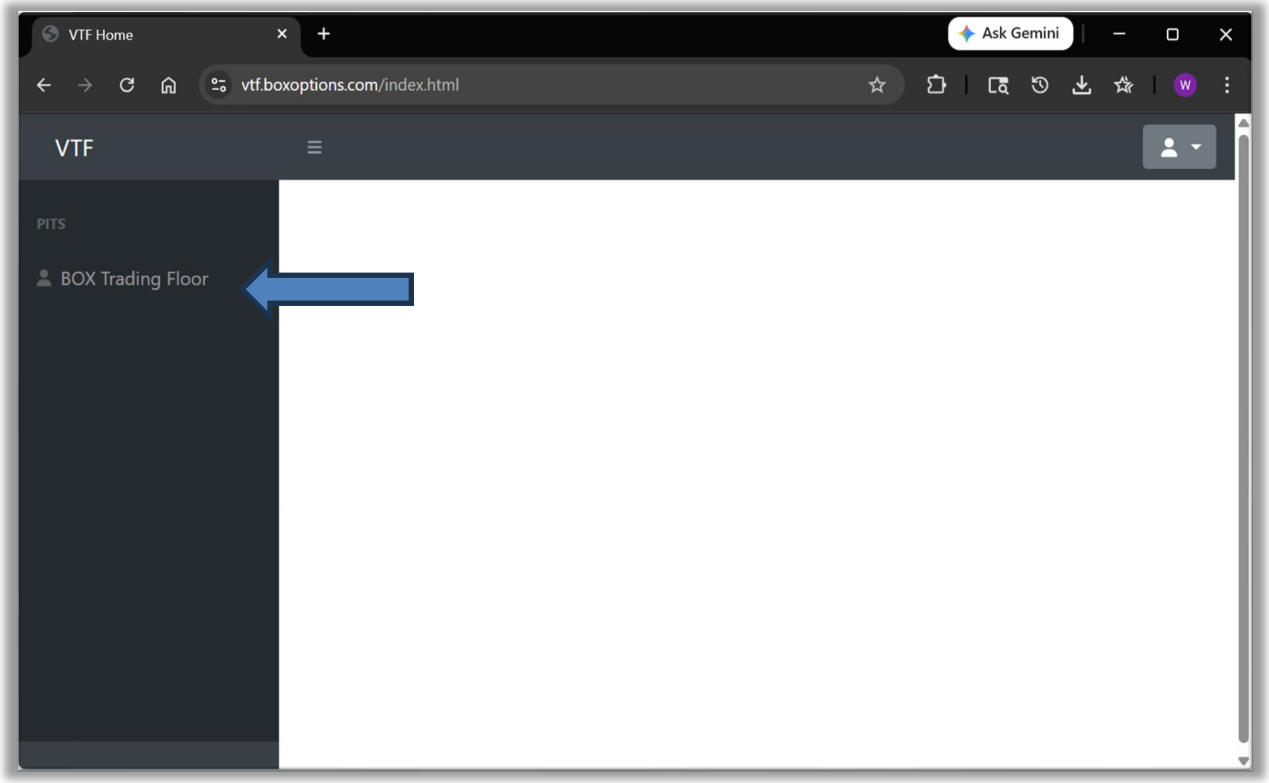
Note: The OTP code will be sent to the User’s email address that is registered with BOX.

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2.3 BOX Trading Floor

When the User logs into the VTF system, the following screen is presented.

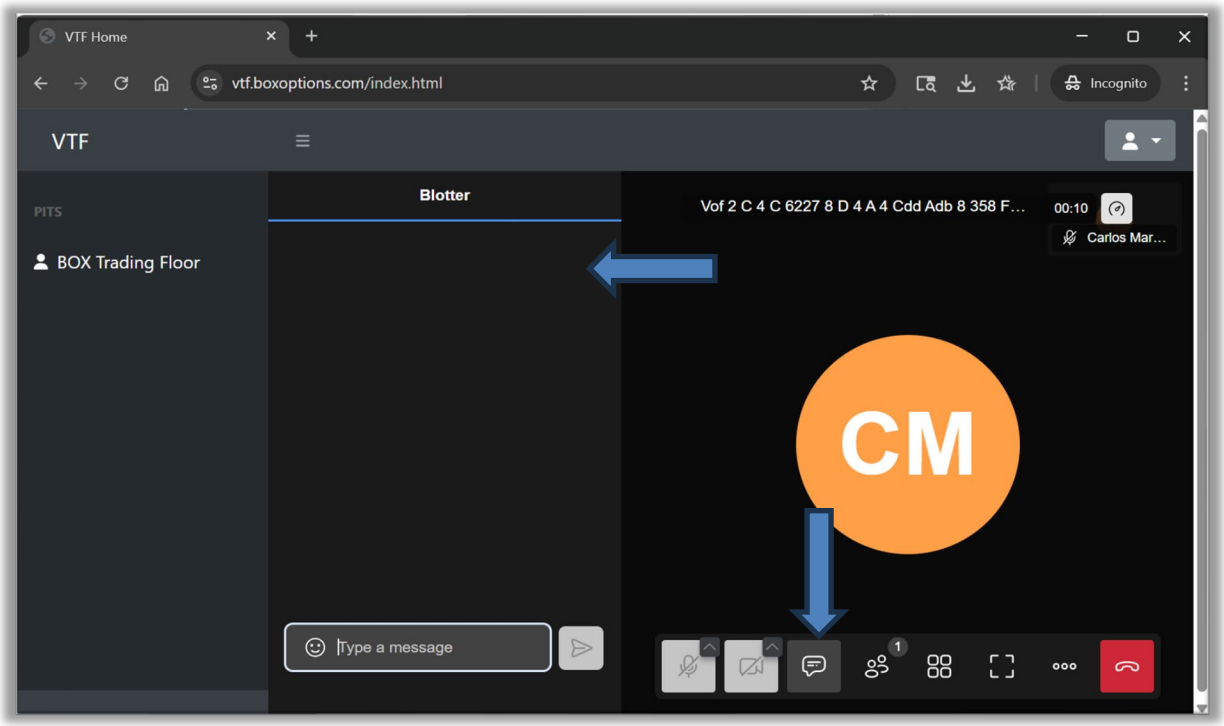
Click to open the “BOX Trading Floor” room on the left side of the screen.



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When entering the BOX Trading Floor, the User will automatically be connected to the Trading Floor's video conference.

On the screen the User will see the electronic open outcry Blotter area (column in the mid-center of the screen) and access to the video conference controls (found near the bottom of the screen).



Muted Microphone Icon - Indicates that the microphone is turned off and no audio is being captured or transmitted. Click this icon to unmute the microphone.

Video Off Icon - Indicates that the device's video is currently disabled and no video is being recorded or transmitted. Click this icon to turn on the device's video.

The Open Outcry Blotter icon - Expands the Blotter panel on the left side of the screen.

Users Icon – Opens a panel for viewing all Users who are on the current video conference.

Grid View Icon - Toggles between full screen or grid view for the way the users are displayed on screen during video conference.

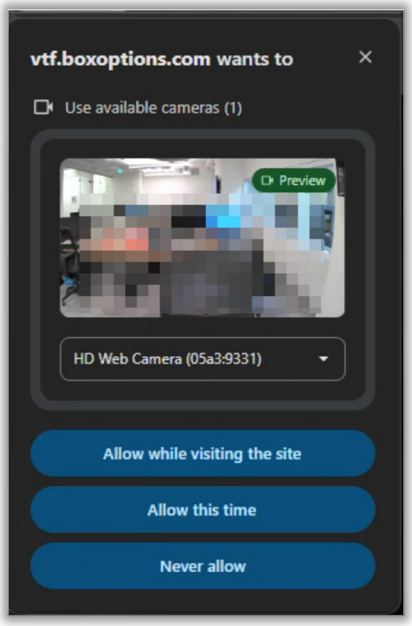
Full Screen Icon - Toggles between displaying the video conference in full screen.

Hang Up Icon - Ends the video conference call.

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Note: The first time use of the video conference may prompt the User to grant access to the camera and microphone.

If the following pop-up message appears when connecting to the BOX Trading Floor, select “Allow while visiting the site”.



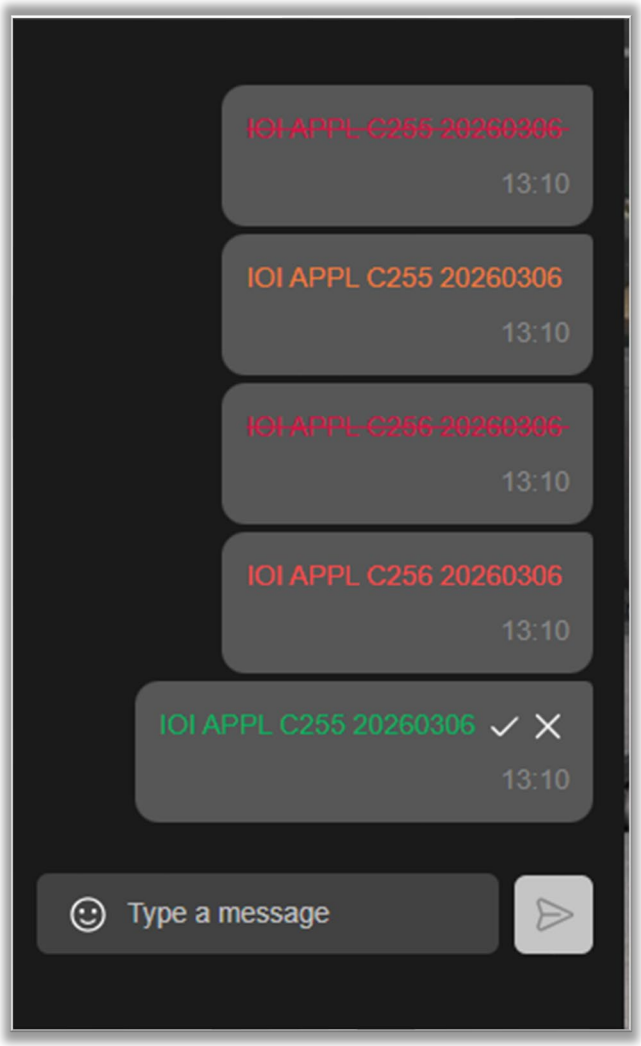
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2.4 Open Outcry Blotter

The electronic open outcry blotter area of the screen contains a running list of all open outcry orders entered by Floor Brokers. Only Floor Brokers may enter orders into the open outcry blotter.

1. Open outcry orders will be displayed in green text with an accept "**Tick**" ✓ button and a cancel "**X**" ✗ button next to the order.
2. When the User clicks on the **Tick** ✓ button, the text changes to red, indicating the open outcry order has been executed.
3. Orders can be cancelled by clicking on the **X** ✗ button. Cancelled open outcry orders will be displayed in orange.

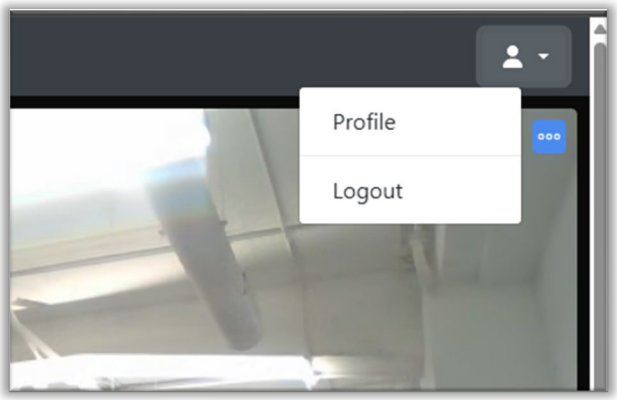
Note: Electronic blotter messages cannot be edited or deleted.



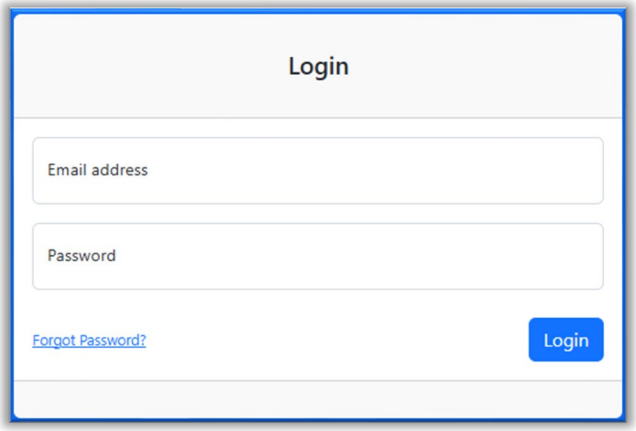
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2.5 Exiting the VTF System

From the User's Profile  icon located at the top right of the screen, Users can exit the VTF by clicking on the profile icon and selecting **"Logout"** as shown.



Once logged out, the user is taken back to the VTF logon screen.

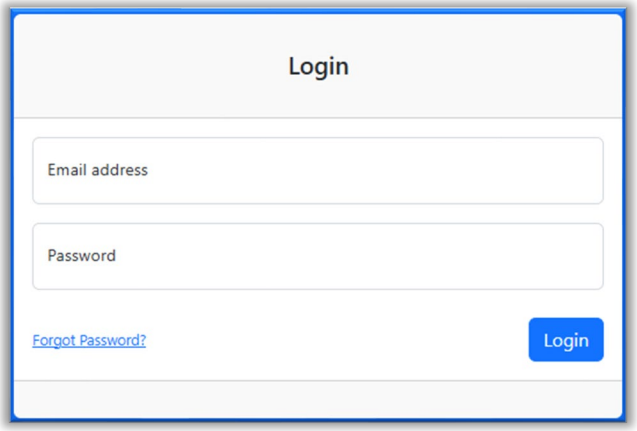


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Appendix A Troubleshooting

A.1 Login Issues/Password Reset

To reset a User's password, select the "Forgot Password" link from the login window. A temporary password will be sent to the email address that the User has registered with BOX.



A.2 Cannot Connect to the VTF System (vtf.boxoptions.com)

1. **IP Addresses Is Not Configured**

   The VTF system is configured to accept connections from registered IP addresses. If a User's IP address has changed, advise the BOX MOC.

2. **User Does not Exist when Trying to Login**

   If the following message "Account not Found" appears, it is because the User has not been added to the VTF access list.

3. **Access Blocked by a Firewall**

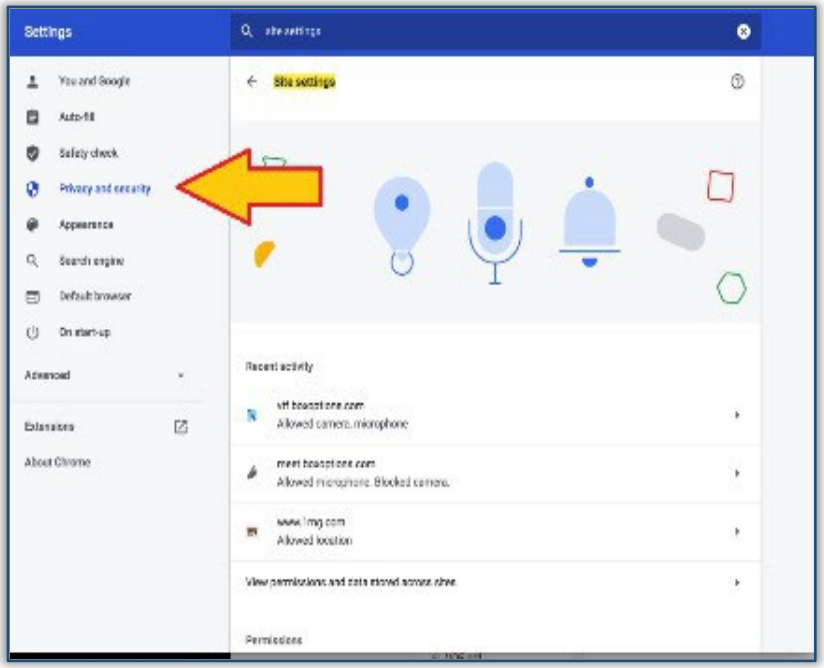
   An organization's firewall may block access to external applications. Contact your IT department to make sure the URL vtf.boxoptions.com is allowed for audio and video traffic.

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A.3 To reset Chrome Microphone/Camera Permissions

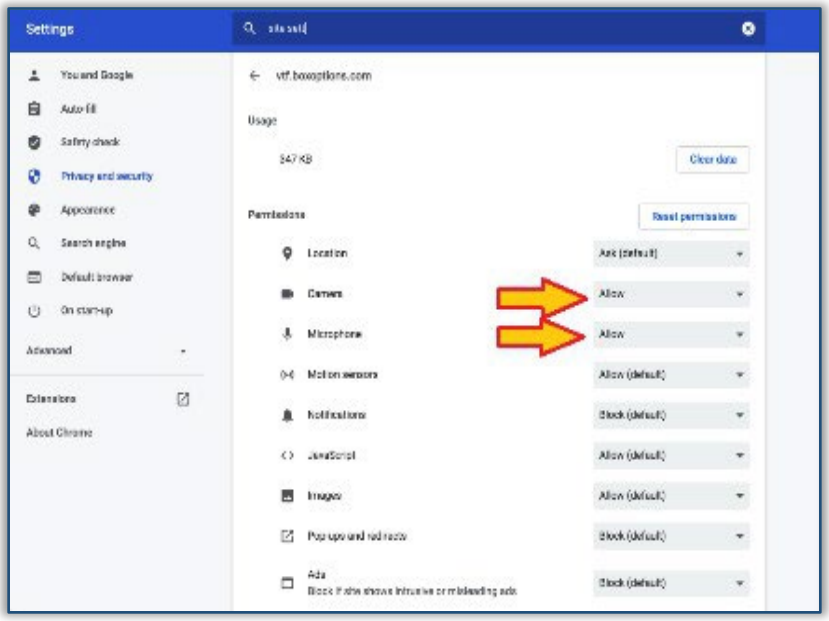
For Chrome Internet browser users only.

At the top right, click **“More”** then **“Settings.”** Under **“Privacy and Security,”** click **“Site Settings.”**



Find https://vtf.boxoptions.com/ and click to open.

Select **“Allow”** for the Camera and Microphone dropdowns.



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Document History

Version	Date (MM/DD/YYYY)	Change Description
1.0	10/23/2024	Initial release
1.1	05/06/2026	User guide update to reflect update to the VTF user interface. Added troubleshooting section.
1.2	11/16/2026	Updated the contact information in Section 1.2. Updated Section 2: Added new sub-section 2.1 for first time logins to the VTF system.

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