

### **Why are we migrating to a new site and changing the URL?**

Chemical Market Analytics (CMA) is now part of OPIS, a Dow Jones company. As part of the transition to new ownership, we must change our domain and migrate the website content to a new platform owned and managed by OPIS and Dow Jones. Although the site address has changed, we will continue to provide you with the same high-quality energy & chemical data, insights, and expert analysis.

### **When does the migration take place?**

The migration will take place on 28th May 2024. You will be sent an email with detailed instructions on how to log into your account as soon as the new site is live.

### **What are the key benefits of the new website?**

The new website is streamlined to provide easier access to research and analysis, pricing, supply/demand, and capacity data sets as well as other key market analysis tools. We also have a full team of developers that will continue to enhance the site with new features and functionality.

### **How can I prepare for the website migration?**

Contact your IT team and ask them to whitelist these domains: [cma.opisnet.com](http://cma.opisnet.com) and [dowjones.com](http://dowjones.com). Your email notifications, including Immediate, Daily and Weekly alerts will be sent from [content@cma.opisnet.com](mailto:content@cma.opisnet.com). You will not need to set your email notification preferences when the new site launches, your previous settings will be migrated over.

If you currently use CMA's API services, you will receive more specific instructions prior to the launch of our new website.

### **How do I log into the new CMA website?**

Once the site is live, you can follow the Quick Start Guide to set up your account. Below are the steps you will be required to take when you log into the site for the first time.

1. Click hyperlink from onboarding email. You will be taken to a page, where you need to click on **Log In**.
2. Click "Forgot Your password?" to begin setting up your new password.\* Enter your email address and click Continue.

\*If you already have login credentials for any of the services listed here, you can use that information to access the new CMA website: Dow Jones Factiva, McCloskey, OPIS PricePro, OPIS AnalyticsPro, Axxis Fuel Reconciliation Management and Axxis Fuel Volume Forecasting.

3. You will receive an email from OPIS ([emailednews@email.djnews.dowjones.com](mailto:emailednews@email.djnews.dowjones.com)) with the subject line "Your OPIS Login Information." It should arrive within a few minutes, if you're not seeing it, be sure to check your spam folder. Click on the link in the email.
4. Enter and verify your new password, selecting "Save my user ID..." if you want your browser to remember your login details.
5. Click Continue to return to the login screen. Enter email and new password.

## 6. Click Sign In

### **I get an error message that says I am not allowed to update my password. What could be causing this?**

It is likely you are receiving this error because your company has an existing corporate login for other OPIS or Dow Jones services, such as Dow Jones Factiva, McCloskey, OPIS PricePro, OPIS AnalyticsPro, Axxis Fuel Reconciliation Management and Axxis Fuel Volume Forecasting. CMA uses the same authentication system as these other platforms.

If you believe this is the case, our Customer Service team can assist you in confirming that is the case. Please contact them at [support@chemicalmarketanalytics.com](mailto:support@chemicalmarketanalytics.com) or +1 301.966.7270 or +1 888.301.2645 (toll-free within the U.S.).

### **I have created my new password and I'm able to login but why can't I see any content?**

If you are trying to log in prior to May 28<sup>th</sup>, entitlements have not been turned on. If after May 28<sup>th</sup>, please contact [support@chemicalmarketanalytics.com](mailto:support@chemicalmarketanalytics.com) or +1 301.966.7270 or +1 888.301.2645 (toll-free within the U.S.).

### **I am unable to log into my account. How can I get assistance?**

Contact our Customer Service team at [support@chemicalmarketanalytics.com](mailto:support@chemicalmarketanalytics.com) or +1 301.966.7270 or +1 888.301.2645 (toll-free within the U.S.).

### **How do I set or change my email notifications?**

1. Once logged in, click on the bell icon (🔔) in the upper right corner of the screen.
2. Select Immediate, Daily or Weekly for each content type based on when you want to receive email notifications. Immediate is the suggested setting for Market Advisory Services to ensure timely delivery of market analysis and pricing data.

### **Why is setting up notifications important?**

Email notifications are the primary way you can be informed when new content within your subscription is available. Your previous notification options were carried over, so you will not need to reset them.

### **Will my email notifications come from the same email address?**

Email notifications will come from 'content@cma.opisnet.com'.

### **Will I still have access to my saved queries?**

Yes, your saved queries will be migrated to the site.

### **Why am I missing my saved queries?**

If you feel you are missing any of your saved queries, please contact [support@chemicalmarketanalytics.com](mailto:support@chemicalmarketanalytics.com) or +1 301.966.7270 or +1 888.301.2645 (toll-free within the U.S.).

### **Will my refreshable Excel files still work?**

Yes, refreshable Excel files will continue to work as they currently do.

### **What do I do if I cannot see my download from the Data Browser?**

Right click on the Chemical Market Analytics logo at top left of page and select Open link in new tab.

### **Will the new site look different? How will site navigation be affected?**

Yes. The site will provide significantly easier navigation, including a dynamic search function. The dashboard widgets will enable you to quickly access the latest content. It has been designed to ensure a desktop-, tablet- and mobile-friendly user experience.

### **Why have CMA's Report PDFs changed format?**

Our content is now optimized for digital delivery. You will still be able to print content and create PDFs, but the layout may be different than it appears in your browser.

### **I am unable to view MS Excel documents on my mobile device. What should I do?**

You will need to download the MS Excel app to your mobile device. You can find the app in the application store supported by your mobile device.

### **When will training for the new site happen?**

Before the new website goes live, a user guide will be available to help you get started quickly, including video tutorials. You can find those help guides here:

<https://info.chemicalmarketanalytics.com/cma-client-website-help>.

### **Will bespoke training be available for my company?**

Yes, we have a Global Training Team that will host a series of public webinars or personalized training for you or your company. Please contact Customer Service or your Account Manager to arrange a training session.

### **I would like to suggest improvements and additions to the website. How do I do that?**

We would like to hear your suggestions! Please send your feedback to

[support@chemicalmarketanalytics.com](mailto:support@chemicalmarketanalytics.com).

### **Which browsers do you support?**

We fully support current versions of Google Chrome, Apple Safari, Mozilla Firefox and Microsoft Edge. Microsoft Explorer is no longer supported by Microsoft; we encourage you to use one of the supported browsers. The site has been designed to ensure a desktop-, tablet- and mobile-friendly user experience.

### **What is the relationship between CMA, OPIS and Dow Jones?**

Chemical Market Analytics (CMA) by OPIS is the former base chemicals business of IHS Markit, which was acquired by Dow Jones on June 1, 2022.

Our renowned team of trusted subject-matter experts provides stakeholders in the global chemical industry with next-generation analytics, deep insights, future outlooks, and price discovery to improve operational efficiency.

We offer short- and long-term market coverage for more than 200 core building-block chemicals via Market Advisory Service, Chemical Advisory Service, World Analysis Service, Circular Plastics Service, and a series of educational and networking conferences around the globe such as World Chemical Forum.