FAQ: Metals client migration to Argus Direct®

Argus is pleased to transition Metals clients to our newest platform, **Argus Direct®**, over the next several months. During this time, clients will have access to the old Argus Metals platform and **Argus Direct®**. Your feedback is very important to ensure you experience a smooth and well-supported transition. This document aims to answer the most commonly asked questions.

Do you need our help? Our global client success team is standing by to support your needs as you get comfortable with the new functionality. We understand it may take some time getting used to the new features but we are confident you will find the new functionality and flexibility to be a dramatic improvement from the old platform.

1. Why do I need to change to a new platform?

Technology changes quickly and Argus has fully updated the code on its platforms to provide faster and more secure delivery of the content that is important to you. This code change has also enabled us to develop and launch new tools such as an artificial intelligence (AI)-powered natural language search called Ask Argus and a new mobile app, Argus Mobile. Log in to give it a try.

2. Will my current Argus Metals login credentials work on Argus Direct®?

Yes, there is no need for a new login, your existing Argus Metals username and password will also work on **Argus Direct®**. If you have any trouble logging in, please contact our support team at support@argusmedia.com.

3. Will my custom dashboards/reports be available on Argus Direct® or do I need to rebuild them?

Since we have completely updated the code and added new functionality to the customisations on dashboards, you will have to recreate them in **Argus Direct®**, but we are here to help you with that. Contact support@argusmedia.com to schedule time with a customer success manager in your region who can assist in setting up your dashboards. There are lots of new features with the workspaces such as the ability to copy and share workspaces for easier collaboration with your team, unlimited custom workspaces (instead of just two), new charting features, easier ways of calculating averages and easier placement and configuration of the widgets in your dashboard.

4. Where is the Exchange Data?

Exchange Data now lives under Market Workspaces in the main navigation. Here you will find new and updated feed screens very similar to those you would have seen on Argus Metals with a few important advancements. See the Exchange Data user guide for step-by-step instructions or watch the videos in the Exchange data Workspaces for help on finding things, pulling historic data, setting up a table for your settlement prices and more. We can also talk you through your specific questions. Just reach out to us at support@argusmedia.com.

5.Why do I keep getting a message that I have another active session when I switch back and forth between the metals platform and Argus Direct®?

Switching between the two platforms will trigger a concurrent user block but you just need to click OK to proceed. We hope you will quickly adopt the new platform and not have to go back to Argus Metals, but if you need help finding something on **Argus Direct®** or you are having trouble recreating your previous workflow on our platforms, please reach out.

6. Can I view content from other Argus products on Argus Direct®?

Yes. Our clients are often complex companies who have cost exposure across a variety of commodities. Feedback over the years has included clients wanting a single place for all Argus content. **Argus Direct®** combines all the content that Argus produces on a single, unified platform so you can mix price tables with metals, plastics, energy and other data points. It also means that all our clients can benefit from the latest technology developments and tools.

7. Will my price and news alerts keep coming when I move to Argus Direct®?

Yes, the price and news alerts will remain active when you move over to **Argus Direct®** since they are delivered using a technology unaffected by our change in code. You will also have access to a new type of pushed content called Market Briefings where news, charts and prices are all delivered in one email. See the **Argus Direct®** user guide for more information.

8. What new features will I have access to on Argus Direct®?

See the **Argus Direct®** user guide for a complete list of the features you will have access to going forward. New and upcoming features include:

- Ask Argus (AI search tool)
- Formulas
- Sharable Workspaces
- Expanded customisations on Exchange Data
- Ability to copy/edit Argus Market Workspaces
- Ability to chart custom averages, formulas, spreads
- Videos in Workspaces
- Data and Downloads in Workspaces
- Improved intraday charts
- Additional customisations on charts (color, line style)
- Market Briefings emails
- Unlimited custom Workspaces
- Argus Mobile app

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9. Will I still be able to access historic data on prices?

Yes, you can still access historic data on a price by clicking on a price name (Description) on any price widget in Workspaces or under the Prices & Data/Metals Prices navigation. There you will be able to simply page through the historic prices or export them. See the user guide for instructions.

10. Where is the Prices and Data metals navigation?

Since the Argus platform is shared by all sectors at Argus, within the Prices and Data navigation menu, there is a new Metals Prices link which will open an expanded menu for all of the price categories you can access in your subscription. It makes navigating to each commodity landing page easier, and from there you will still be able to access and export data from a commodity page, or single price page by clicking on a specific price name.

11. Will my Alloy Calculator alloys be saved on Argus Direct®?

Yes. Any alloys that you built on Argus Metals will be available in **Argus Direct®**, and the Alloy Calculator is still accessible under the Tools menu on **Argus Direct®**.

12. Will the Argus Metals site be shut down?

After a while, we do expect all Argus clients will be happy to use the new **Argus Direct®** platform, but if you need help with the transition, please reach out to us. Eventually we will decommission the Argus Metals platform, but we will not make a decision on a firm date until we know our clients are satisfied with the new tools and functionality.

13. Does the new platform come with a mobile option?

Yes, we have developed an app, Argus Mobile, that includes Argus price data and news along with standard trend charts for each price. Ask Argus is also available on the app and all of these features will help you access Argus content when you are away from your desk.

14. Will the Comex and LME settlement prices automatically update in the new Metals Prices pages on Argus Direct?

Under Prices & Data on **Argus Direct®**, prices will only be updated once they are entered into our database. If you need to see the CME or LME official prices as soon as they are published and you have access to delayed or real time exchange data, go to a Market Workspace found under the Exchange Data section to see today's settlement/officials as soon as they are available. There are lots of new views and feed screens available here. This is a slight change to where you may access these now on the Metals platform. If you would like to see these presented in a different way, just ask us. You can also set up an intraday widget in your My Workspaces with all of the settlement/officials prices listed exactly how you want to see them.

15. Why are some column headings different?

We have taken the opportunity to clean up some outdated or confusing headings and align them as much as possible with common market terminology. We have also added clarity on date labels with the addition of new timing and period columns. You can now define which columns are included in your Workspace and even change the name of a price to an alias that is more familiar. You will have more control over the display of your Argus data.

Book time with our client success team today, for your personalised tour of **Argus Direct®**.

Email support at support@argusmedia.com

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