

# Disaster Recovery services

Ensure access to the Bloomberg Terminal® when normal business operations are disrupted.

When an unexpected event disrupts normal business operations, Bloomberg is committed to keeping clients connected to the Bloomberg Terminal. Our recently enhanced Disaster Recovery (DR) services make it easier than ever for clients to access their Terminal subscription during unpredictable circumstances – helping firms quickly and practically resume operations, no matter where employees are located.

We offer two options for staying connected when the unexpected happens:

## **Bloomberg Anywhere® users**

- Access the Terminal from home, from another remote location or via mobile phone
- Log in with Terminal credentials and B-unit or B-unit app

## **Bloomberg Open Terminal users**

- With our new DR service enabled, Bloomberg Open users with an internet connection can access their Open Terminal subscription through our web-based Bloomberg Anywhere remote-access platform or through downloaded software
- Log in with Terminal credentials and a code sent to a verified corporate email or verified mobile phone number
- Clients are limited to one concurrent login session

## **Easy to activate**

### **Set up requirements**

- Designate a Disaster Recovery Services Administrator who will activate your firm's DR services during an incident. By default, Bloomberg assigns this task to your firm's Access Point on Demand (APOD) Administrator, or you can contact us to select a different DR Services Administrator.
- The DR Services Administrator pre-authorizes Open Terminal users for web-based Terminal access during an unexpected event by providing their corporate email and/or mobile phone number to Bloomberg to use to verify their identity.
- DR services can be enabled at the firm, location or individual user level.
- By default, transactional product functionality is disabled on the web-based Terminal. However, while in DR mode, APOD Administrators can individually enable Bloomberg Anywhere users and Bloomberg Open Terminals users to access transactional products.

## **During a disaster**

- To enable DR mode, the DR Services Administrator contacts Bloomberg Customer Support.
- Bloomberg Customer Support can verify secondary authorization methods for Open Terminal users who are not already authorized for DR services and provide login support for all users.
- DR mode remains active for 24 hours from the time that it is enabled. DR mode can be extended beyond 24 hours depending on the incident and your users' individual circumstances.

## Accessing the Terminal in DR mode

While in DR mode, there are several ways users can access the Terminal:

### 1. Via bloombergchina.com

Go to bloombergchina.com and select "About Bloomberg" >> "Software Updates" at the top of the screen.

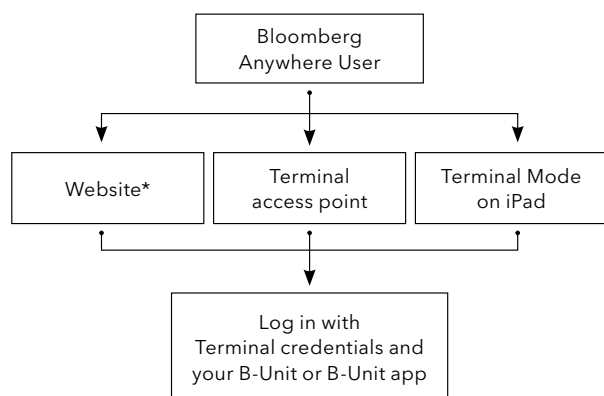
- **Bloomberg Anywhere users** – Enter your Terminal login name and password. Confirm your identity via your B-Unit or B-Unit app.
- **Open Terminal users** – Enter your login name, password and a code, which is sent to your verified corporate email or mobile device. Note: You must have a verified corporate email or mobile device on file to access the Terminal using this method. Our industry-leading customer service teams, available 24/7, can assist to validate contacts.

### 2. Via Bloomberg software on an alternate computer

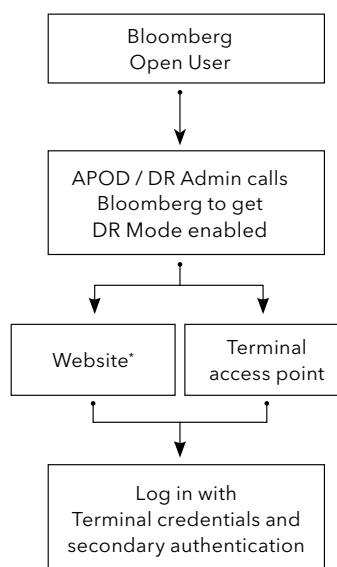
- **Bloomberg Anywhere users and Open Terminal users** – If you do not already have Bloomberg software loaded onto an accessible computer, go to bloombergchina.com to download the Bloomberg Terminal service software package. The installation process may vary depending on whether you connect over the Bloomberg Private Network or the public Internet.

### 3. Via Terminal mode on the iPad app

- **Bloomberg Anywhere users only** – Select Terminal mode on the Bloomberg Professional iPad app by selecting the Terminal icon from the app menu. This option is best for lighter use. This option is only available for Bloomberg Anywhere users.



\*includes access to transactional product functionality, not typically included when accessing the Terminal remotely



## Support

Our industry-leading customer service teams are available 24/7 to help you fully leverage the deep information, analytics, data and trading capabilities on the Terminal.

## Learn more

For more information on how Bloomberg's DR Services can complement your emergency preparedness efforts, contact your Bloomberg representative.

### Take the next step.

For additional information, press the <HELP> key twice on the Bloomberg Terminal®.

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