

Nasdaq Data Link Files (SFTP)

Frequently asked questions [FAQ]

1. Will the test environment be available in NDL SFTP solution?

There is no UAT environment for Nasdaq Data Link Files. When relevant, test files will be available on SFTP in test folders.

2. Will FDS access be removed as of March 1st 2026?

No, FDS access will remain for the transition period – 3 months. FDS users will be closed in June 2026.

3. File – Folder mapping

For the correct file folder, please check Nasdaq Data Link Files Guidelines Appendix A.

4. Will quarterly password change procedure remain with the new solution?

With Nasdaq Data Link Files manual password change won't be required since Okta is used.

5. Are we going to change the FDS password in March even though we have moved to Nasdaq Data Link Files?

Yes, all FDS Production users will be changing passwords in March 2026.

6. How do I set up my Okta account?

When you first create a Nasdaq Data Link account, an account activation email will be sent to your inbox. By activating your account, you will be able to access Nasdaq Data Link through Nasdaq Okta. Please note that the link sent to your email expires within 7 days of your account's creation. We encourage our new users to activate their accounts by accessing the activation email.

In case your activation email expires, you may request a new one by navigating to <https://data.nasdaq.com/login>. Enter your email and click the “NEW ACTIVATION LINK” button to send a new link to your email, which will expire within 7 days.

Upon activation of your Nasdaq Okta account, you will be prompted to secure your account by setting up a password, a security question, and security image. You must also first set up your MFA to finish the complete the setup process.

Once you have finished this step, you will be automatically logged in and you may begin accessing Nasdaq Data Link. Alternatively, you may be brought to an Okta application page. If this is the case, you must click the Nasdaq Data Link tile to be re-directed to data.nasdaq.com.

7. Why NOMX files are not available in NDL Files (SFTP)?

Commodities files will not be moved to the new SFTP solution. NOMX files will remain in FDS until closure.

8. How do I access Nasdaq Data Link through Okta?

To access your account, please ensure that you have activated your Nasdaq Okta account. Please refer to the FAQ entry: **How do I activate my Okta account?**

To login:

- Visit <https://data.nasdaq.com/login>
- Input your email address.
- If you are an Okta user, you will be redirected to the Okta sign in page.
- Once you have completed the sign up process (including MFA), you will then have access to Nasdaq Data Link.

9. I need help with my Okta account. How do I contact the account administrators?

If you ever require any assistance with account activation, password reset, and MFA reset, please contact us at clientsuccess@nasdaq.com, and we will be in touch with you within 1 business day.

10. How do I reset my MFA?

At this time MFA can only be reset by an administrator. To send an MFA reset request, please send an email to clientsuccess@nasdaq.com.

Kindly provide us with your registered Nasdaq Okta email address in case you are reaching out using a different email, and our dedicated team will assist you with resetting your MFA.

11. Am I required to have an MFA method?

All our users, regardless of account type (i.e., personal, academic, or business) are required to have an MFA method. This is in line with our organization's commitment to our user's account security.

12. What are the available Okta MFA methods I can use? How do I set up my MFA method?

Setting up your MFA method is easy. When you set up your MFA method, you can select from these options:

Select the desired MFA method and follow the on-screen instructions to complete the setup.

It is highly recommended that you use a mobile phone to authenticate your session. When choosing this method, you are required to have the Okta Verify app, which will then push notifications to your phone when your session needs to be authenticated.

Another method is by using the Authenticator extension, which can be used to verify your session. When prompted to select iPhone or Android, it does not matter which one you choose. This will then allow you to get the QR code to authenticate your session.

Alternatively, there are physical authenticators that you can purchase, if this is preferable.

If you get locked out of your MFA method, please contact us at clientsuccess@nasdaq.com for assistance. We will be with you within 1 business day.

13. Where can I locate NDL Files Guidelines, FAQ Document and SFTP access guide?

These documents will be available on FDS page under FDS user migration section: <https://www.nasdaq.com/solutions/data/nasdaq-nordic-file-delivery-service>