Bookviewer FAQ

Can't find the answer you're looking for? We've shared some of our most frequently asked questions to help you out!

Q: What hours is Bookviewer available?

A: Bookviewer is a real-time market data product available from 4:00AM-8:00PM EST.

Q: How do I cancel my bookviewer subscription?

A: https://datastore.nasdaq.com/MyAccount.aspx

Please click "unsubscribe" in the bottom right corner. If you would still like access the product for the remainder of your last payment cycle, please cancel the day before your next monthly subscription would begin (29 days after the monthly subscription began). If you are having any issues with canceling, please contact dataops@nasdaq.com

Q: Do I need adobe flash to use bookviewer?

A: You do not need adobe flash to use bookviewer. Bookviewer is available through this link here:

https://www.nasdaq.com/solutions/nasdaq-bookviewer

Q: I forgot my password; can you help me?

A: Please go to https://datastore.nasdaq.com/BookViewer.aspx and hit "forgot password." If you do not receive the email, please check your spam, junk, and all folders within your email. If you do not receive the email within the hour, you may have typed in the wrong username. Please email datastore@nasdaq.com and we can confirm your username associated with your email.

Q: Why won't Bookviewer launch?

A: You need to allow pop-up blockers and redirects. You can do this in your settings.

Q: Is Totalview the same product as bookviewer?

A: Bookviewer is a separate product powered by Totalview.

TotalView, Nasdaq's premier data feed, shows you every single quote and order at every price level in Nasdaq-, NYSE-, MKT- and regional-listed securities on Nasdaq.

- View all displayed quotes and orders attributed to specific market participants
- Access total displayed anonymous interest
- See total size of all displayed quotes and orders

Take advantage of opportunities others don't know are available with TotalView by seeing more than 20 times the liquidity of Level 2 and three times the liquidity within five cents of the inside market.

- Follow pockets of liquidity over time
- Access liquidity faster
- Better understand how orders are distributed throughout the market
- Identify and pursue new and unique trading opportunities

TotalView also disseminates the Net Order Imbalance Indicator (NOII) for the Nasdaq Opening and Closing Crosses and Nasdaq IPO/Halt Cross. Bookviewer no longer offers the NOII feature at this time.

We do not have 'non-pro' pricing for totalview data feeds.

Please see this link for more info on Totalview:
http://www.nasdaqtrader.com/Trader.aspx?id=Totalview2

Q: Hello, I need to update my credit card info. How can I do this as there is no tab on web site?

A: There is no way to change your payment method in your account. You will need to re-register to enter a new payment method https://datastore.nasdaq.com/default.aspx

Please use a new email and username when re-subscribing.

Q: Is there a way to extend the time on bookviewer without shutting down due to inactivity?

A: There is not.

Q: Can I save my column preferences?

A: Yes, any changes to column settings will persist if a user logs off and logs back on.

Q: Is there a way to adjust column width?

A: No, there is not.

Q: Will the toplist feature return?

A: No. Toplist was a feature that was implemented with NOII when adobe flash existed. NOII is not available via bookviewer at this time, therefore we do not offer Toplist.

Q: I see the chart which has shares and total. What does the total represent? For example, in one case the shares are 100 but the total is 549.

A: "Shares" is the size of the order at the stated price, and "Total" is the number of shares offered at the stated price or better. So, the total is cumulative

in other words, addition of the previous total and the current shares) as we work down the book.

Q: What MPID's are on bookviewer?

A: https://www.nasdaqtrader.com/dynamic/SymDir/mpidlist.txt

Q: Can't find the answer to your question on this sheet?

A: Please contact datastore@nasdaq.com for further assistance.