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## SERVICE HOTLINE

**REFERENCE NUMBER: 004/2022**

14 January 2022

### EDM AND FXM - REAL-TIME CLEARING (RTC) STAGING (ETE) ENVIRONMENT AVAILABILITY

Kindly take note of the below regarding the availability for the Staging Environment and how to change password.

The environment will be available from Monday, 17 January 2022.

Data refresh of the environment was completed successfully. Clients will be required to change their password on the first login.

Please follow the guidelines below for the initial login:

- All Real Time Clearing (RTC) passwords have been reset to the default password. **Please contact our CSC if you require the default password.**
- On the first logon, clients will be required to change these passwords. The Old password= default password.
- When clients have successfully changed password, they can continue to login with the new password.

Please refer all queries regarding this hotline via e-mail to [customersupport@jse.o.za](mailto:customersupport@jse.o.za)

#### Markets / Services:

##### JSE Derivatives Markets:

- Equity Derivatives Market
- Currency Derivatives Market

#### Environment:

Staging (ETE)

#### Additional Information:

If you have any queries about this announcement, please contact the Client Service Centre (CSC) on +27 11 520-7777 or [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

#### Issued By:

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