



Johannesburg
Stock Exchange

Tel: +27 11 520 7000
Fax: +27 11 520 8584

www.jse.co.za

SERVICE HOTLINE

REFERENCE NUMBER: 042/2023

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REAL-TIME CLEARING (RTC) CUSTOMER TEST SERVICE (CTS-RELEASE AND CTS PROD) PASSWORD RESET – 27 MARCH 2023

Kindly take note of the below regarding the availability for the Customer Test Service environments and how to change password.

Once data refresh of the environment is completed successfully. Clients will be required to change their password on the first login.

Please follow the guideline below for the initial login:

- All Real Time Clearing (RTC) passwords are reset and will default to your username. E.g **Username**= ABCRT01, **Password**= ABCRT01.
- On the first logon, clients will be required to change these passwords. The Old password= default password E.g ABCRT01.
- When client has successfully changed password, they can continue to login with the new password.

As per the JSE password policy, Password requirement are:

- Password must be 14 character long.
- Password must contain at least one integer (number).
- Password history will be set to 10.
- Password will expire every 30 days.

CTS Release and CTS Prod environments will be available from Monday, 27 March 2023.

Please refer all queries to customersupport@jse.co.za

Markets/ Services:

JSE Markets:

- Equity Derivatives
- Currency Derivatives

Environments:

- CTS-Prod
- CTS-Release

Additional Information:

If you have any queries about this announcement, please contact the Client Service Centre on +27 11 520-7777 or e-mail customersupport@jse.co.za

Issued By:

Matthias Kempgen
Chief Information & Operations
Officer – JSE Clear