

## SERVICE HOTLINE

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### REAL-TIME CLEARING (RTC) CUSTOMER TEST SERVICE (CTS-RELEASE AND CTS-PROD) PASSWORD RESET – 6 NOVEMBER 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, 6 November 2023.

### MARKETS / SERVICES:

- Equity Market
- Equity Derivatives Market
- Interest Rate Derivatives Market
- Currency Derivatives Market
- Commodity Derivatives Market
- Bond Market
- Bond ETP Market
- JSE Broker Deal Accounting (BDA)
- Real Time Clearing (RTC)
- Colocation
- International Access Point (IAP)
- EOD Information Subscribers
- Live Information Subscribers

### ENVIRONMENT:

Customer Test Environment (CTS)

### ADDITIONAL INFORMATION:

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