

# Frequently Asked Questions (FAQs): TECHNICAL SUPPORT

## 1. Who do I contact if PTS is unavailable?

Contact the Customer Support Center at:

1.888.382.2721 (**U.S. and Canada**) (option 5, sub option 5)

1.212.855.8099 (**International**) (option 5, sub option 5)

## 2. Who do I contact for password requests?

[Self-Service Password Management](#) allows customers to change passwords and unlock mainframe and web accounts.

[Click here to register for Self-Service Password Management online.](#)

**If you have already registered for Self-Service Password Management**, contact Customer Support Center (option 1, sub option 1) to reach our Interactive Voice Response System:

1.888.382.2721 (**US and Canada**)

1. 212.855.8099 (**UK/Europe/Asia**)

**To register for Self-Service Password Management by phone**, contact Customer Support Center (option 1, sub option 2):

1.888.382.2721 (**US and Canada**)

1. 212.855.8099 (**UK/Europe/Asia**)

## 3. Who do I contact about error messages for NSCC file transmissions, systems and/or applications?

Contact the Customer Service Group.

## 4. Who do I contact if I am having trouble accessing an NSCC application or web-site?

Contact the Customer Service Group.

5. **Who do I contact if am experiencing problems printing reports?**

Contact the Customer Support Center at 1.888.382.2721 (option 5, sub option 5).

6. **Who do I contact regarding an AutoRoute or DataTrak file reject or retransmission?**

Contact the Customer Service Group.

7. **Who do I contact about Mutual Fund, Insurance, ACATS or Trade Recording application questions?**

Contact the Customer Service Group.

8. **Who do I contact to schedule a test of an NSCC application?**

Contact the Customer Service Group.

9. **How do I set up an MQ channel?**

Contact the Customer Service Group. NOTE: Channel set up requires a minimum of two weeks to complete. DTCC will notify you via email of your live date and instructions.

10. **Who should I contact if I have problems with files related to FTP, Connect Direct, MQ or Omgeo?**

Contact your Computer Operations Department or your Service Bureau to determine if there are any known issues related to your problem. If you still require assistance: Contact the Customer Service Group.

11. **I can't access the website to view my products (page cannot be displayed), who can assist me?**

Contact the Customer Support Center at 1.888.382.2721 (option 5, sub option 5).

12. **How do I obtain a new digital certificate or have my password reset for an existing certificate?**

Contact the Customer Service Group. To expedite the request, please identify yourself as a DerivSERV client and have the digital certificate name available.

13. **How do I obtain a new or replacement GEOTRUST digital certificate for all digital cert products except Deriv/SERV?**

Send an email request to [webrsg@dtcc.com](mailto:webrsg@dtcc.com). Make sure to include:

- Subject: Digital Certificate – New, Replacement or Expired
- User ID,
- User Name,
- Company Name
- Contact Telephone #