

PERSONALIZED ONLINE ACCESS TO ALL DTCC WEB PRODUCTS AND SUPPORT CAPABILITIES IN ONE CONVENIENT PLACE. LEARN HOW MYDTCC IS POWERING YOUR OPTIMAL DTCC PRODUCT USER EXPERIENCE.

## YOUR HOME PAGE HIGHLIGHTS

The screenshot shows the MyDTCC home page interface. At the top, there is a navigation bar with 'DTCC' and 'WELCOME TO MYDTCC'. Below this, there are two tabs: 'HOME' and 'SUPPORT'. The main content area is divided into several sections:

- A:** A search bar with the text 'How can we help you, John?' and a search icon.
- B:** A section titled 'My Administrators' with a sub-heading 'Need access to another product/service? Want to know who your Administrators are?' and a brief description.
- C:** A 'My Products' section with four tiles: 'CRS (Customer Registration System)', 'Manage My Services (User access management for ITP products)', 'Participant Browser Services (PBS) (PBS Info | Securities Information Search | SMART/Search | SMART/Track)', and 'PSE - MyDTCC (Access to your PSE Products)'. Each tile has a 'Corporate' or 'Institutional Trade Processing' label.
- D:** A 'Settlement & Asset Services' tile.
- E:** A 'My Learning Dashboard' tile.
- F:** An 'API Marketplace' tile.
- G:** A 'My Product Updates' tile.
- H:** A 'System Availability' section with a sub-heading 'Report an Outage or Cyber Event' and a status message 'Your Services are operating normally'.
- I:** A 'View All' link for the System Availability section.
- J:** An 'Announcements' section with two items: 'Federated Single Sign-On for access to MyDTCC is available' and 'Federated Single Sign-On for access to MyDTCC is coming soon!'.

- A) Utilize **Search** to access Knowledge Base articles and DTCC Learning Center content right from MyDTCC.
- B) **Administrator** search capabilities to help identify who within your organization can grant or modify user access.
- C) **For Administrators only** From the MyDTCC Home Page, access the relevant product tile [Customer Registration System (CRS) / Manage My Services (MMS)] to perform all user access management actions for your DTCC products.
- D) Customized portal providing single sign-on access to most of your DTCC **products** and services, with individual product tiles displayed according to your access.
- E) Single sign-on access to the **DTCC Learning Center** for all your learning needs and the **API Marketplace**.
- F) Leverage **My Files** to access reference materials such as general documents, as well as access to folders provisioned for secure document transmission.
- G) Utilize the **My Product Updates** tile to access your latest product communications.
- H) **Report an Outage or Cyber Event** feature provides you with the ability to quickly report and escalate an outage or cyber event. If reporting a cyber event, a pop-up message will be displayed that provides the Report an Outage or Cyber Event hotline phone number. If reporting an outage, a short form will be displayed to submit a Critical Severity Case that will trigger internal alert notifications to expedite a response.
- I) Summary of the up-to-the-minute **System Availability** for your DTCC services, with the option to drill-down to a more detailed view and customize your preferences.
- J) All the latest real-time **Announcements** specific to your product access.

**DTCC** | WELCOME TO MYDTCC

HOME SUPPORT

Home > System Availability Dashboard

## System Availability Dashboard

Welcome to DTCC's System Availability Dashboard, your home for information on service availability and incidents. We've customized this dashboard based on your preferences. Want to see more? Manage your preferences to modify your dashboard and view system availability for additional services.

Environment: PROD | Line of Business: ALL

System Available
  System Disruption
  System Degradation

| Services                            | Current | Sep 6 | Sep 5 | Sep 4 | Sep 3 | Sep 2 | Sep 1 | Aug 31 | Aug 30 | Aug 29 | Aug 28 |
|-------------------------------------|---------|-------|-------|-------|-------|-------|-------|--------|--------|--------|--------|
| > Clearing Services                 | ✓       | ✓     | ✓     | ✓     | ✓     | ✓     | ✓     | ✓      | ✓      | ✓      | ✓      |
| > Institutional Trade Processing    | ✓       | ✓     | ✓     | ✓     | ✓     | ✓     | ✓     | ✓      | ✓      | ✓      | ✓      |
| > Repository & Derivatives Services | ✓       | ✓     | ✓     | ✓     | ✓     | ✓     | ✓     | ✓      | ✓      | ✓      | ✓      |
| > Settlement & Asset Services       | ✓       | ✓     | ✓     | ✓     | ✓     | ✓     | ✓     | ✓      | ✓      | ✓      | ✓      |
| > Wealth Management Services        | ✓       | ✓     | ✓     | ✓     | ✓     | ✓     | ✓     | ✓      | ✓      | ✓      | ✓      |

[MANAGE PREFERENCES](#)

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09/06/2024 11:37:29 AM EST

**Manage Preferences** provides the ability to curate your opt-in subscriptions (News & Updates and/or Incidents & System Availability communications) and customize your **System Availability Dashboard**.

**DTCC** | WELCOME TO MYDTCC

HOME SUPPORT

Home > **Manage Preferences**

Customize the communications you receive from DTCC by specifying your preferences below. Additionally, you may receive operational and regulatory communications based on what products and/or services you use and/or because you have been designated as a recipient by your company.

### My Preferences

Availability & Incidents ⓘ
  News & Updates ⓘ

|  |  |                                     |   |  |                                     |
|--|--|-------------------------------------|---|--|-------------------------------------|
| <b>DTCC General News</b>               |  | <b>News &amp; Updates</b>           | <b>API Marketplace</b>                              |  | <b>News &amp; Updates</b>           |
| DTCC Connection Newsletter             |  | <input type="checkbox"/>            | API Marketplace                                     |  | <input type="checkbox"/>            |
| DTCC Podcasts                          |  | <input type="checkbox"/>            | <b>Data Services</b>                                |  | <b>News &amp; Updates</b>           |
| <b>DTCC Consulting Services</b>        |  | <b>News &amp; Updates</b>           | Data Services                                       |  | <input type="checkbox"/>            |
| DTCC Consulting Services               |  | <input type="checkbox"/>            | <b>Clearing Services</b>                            |  | <b>Availability &amp; Incidents</b> |
| <b>Settlement &amp; Asset Services</b> |  | <b>Availability &amp; Incidents</b> | Equities Clearing Services (NSCC)                   |  | <input checked="" type="checkbox"/> |
| Settlement & Asset Services (DTC)      |  | <input checked="" type="checkbox"/> | Corporates, Municipals, & UITs (NSCC)               |  | <input checked="" type="checkbox"/> |
| <b>Wealth Management Services</b>      |  | <b>Availability &amp; Incidents</b> | Government Securities Division (GSD)                |  | <input type="checkbox"/>            |
| Alternative Investment Products        |  | <input checked="" type="checkbox"/> | Government Securities Division (GSD) - DVP          |  | <input checked="" type="checkbox"/> |
| Insurance & Retirement Services        |  | <input checked="" type="checkbox"/> | Government Securities Division (GSD) - GCF & CCIT   |  | <input checked="" type="checkbox"/> |
| Mutual Fund Services                   |  | <input checked="" type="checkbox"/> | Mortgage-Backed Securities Division (MBSD)          |  | <input type="checkbox"/>            |
| <b>Institutional Trade Processing</b>  |  | <b>Availability &amp; Incidents</b> | Mortgage-Backed Securities Division (MBSD) Clearing |  | <input checked="" type="checkbox"/> |

## YOUR SUPPORT ACCESS

Enter, update and manage support requests, view details, track updates, add comments and upload attachments through the **Support** page.

The screenshot shows the DTCC Support page with a dark green header. Below the header, there are four main navigation cards: 'Support Request' (A), 'Account & Service Changes' (C), 'Connectivity Management' (D), and 'Billing' (E). Below these is a search bar (B) and a filter section for 'My Cases', 'My Company's Support Cases', and 'My Company's Service Cases'. A table of cases is visible below the filters.

| Case Number | Status | Date Opened          | Date Closed | Client Identifier | Other Identifier | Subject                        | Description | Case Contact   |
|-------------|--------|----------------------|-------------|-------------------|------------------|--------------------------------|-------------|----------------|
| 09785363    | New    | 09/06/2024, 11:27 AM |             | 459200101         |                  | Please review attachment an... |             | Luis Fernandes |

A) Use **Support Request** to submit a new support request using our dynamic decision tree which provides answers/resources from both the Knowledge Base and DTCC Learning Center as you enter further details, giving you the option to self-serve or continue to submit your request to a DTCC Client Service representative. The decision tree topics are specific to the product selected and cover common support topics such as password resets, trade status checks and application questions.

The screenshot shows the 'Open a New Request' page. It features a vertical progress bar on the left with three steps: 'How can we help you, John?' (1), 'Select a product' (2), and 'Choose a topic' (3). The 'How can we help you, John?' step shows two options: 'Product or Service' and 'Connectivity Support'. The 'Select a product' step shows a dropdown menu with 'Asset Services' selected. The 'Choose a topic' step shows four options: 'Proxy Services', 'Stock Record', 'Missing Announcement', and 'Corporate Action Event'. On the right, there is a 'These May Help' section with several links to relevant documents.

B) **For ITP and SIFMU clients only** Access both your and your colleagues' open Support and Service Cases, with the ability to comment and collaborate on your colleagues' cases to identify common issues/requests.

C) **For ITP Administrators only** Submit **Account & Service Changes** that impact your entire organization, e.g., updating CTM MTI mappings and SN event profiles, adding new Product Administrators, applying for new TradeSuite IDs.

D) **For users outside of ITP and RDS services** Submit service requests via **Connectivity Management** to make network connectivity changes that impact your entire organization.

E) Submit support requests specific to **Billing** and invoicing.

**CONTACT US:** [dtcc.com/client-center](https://dtcc.com/client-center)