

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 the DTCC logo, 'Welcome To MyDTCC', and user information 'John Doe'. Below the navigation bar, 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 containing five product tiles: 'CRS' (Customer Registration System), 'Manage My Services' (User access management for ITP products), 'CA Web' (Corporate Actions Application), 'CAA Dashboard' (CA Announcements xml processing dashboard), and 'PSE - MyDTCC' (Access to your PSE Products).
- D:** A section for 'My Product Updates' with a megaphone icon.
- E:** A 'My Learning Dashboard' tile with a laptop icon.
- F:** An 'API Marketplace' tile with a storefront icon.
- G:** A 'My Files' tile with a folder icon.
- H:** A 'System Availability' section showing a green status indicator and the text 'Your Services are operating normally'.
- I:** An 'Announcements' section with two news items: 'Super Access Coordinators / Access Coordinators: Upcoming changes to the Customer Registration System' and 'Test- The T+1 Scorecard is now available in ITP Data Analytics'.

- 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) 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.
- I) All the latest real-time **Announcements** specific to your product access.

DTCC | Welcome To MyDTCC Contact Us DTCC.com
User Name 🔍 🏠

Home Support

Home / System Availability Dashboard

System Availability Dashboard

Welcome to DTCC's System Availability Dashboard, your home for real-time 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.

Status

Environment **Line of Business**

PROD

✔ System Available
✘ System Disruption
⚠ System Degradation

Services	Current	Jul 28	Jul 27	Jul 26	Jul 25	Jul 24	Jul 23	Jul 22	Jul 21	Jul 20	Jul 19
> Institutional Trade Processing Services	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
> Settlement & Asset Services	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
> Wealth Management Services	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔

[Manage Preferences](#)

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 Contact Us DTCC.com
User Name 🔍 🏠

Home Support

Home / [System Availability Dashboard](#)

System Availability Dashboard

Welcome to DTCC's System Availability Dashboard, your home for real-time 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.

Status

Environment **Line of Business**

PROD

✔ System Available
✘ System Disruption
⚠ System Degradation

Services	Current	Jul 28	Jul 27	Jul 26	Jul 25	Jul 24	Jul 23	Jul 22	Jul 21	Jul 20	Jul 19
> Institutional Trade Processing Services	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
> Settlement & Asset Services	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
> Wealth Management Services	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔

[Manage Preferences](#)

YOUR SUPPORT ACCESS

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

DTCC | Welcome to MyDTCC

Home | **Support** | User Name | Search | +

Support

Welcome to Support at MyDTCC! This secure client site has been designed to easily submit new requests and manage your cases. To learn more about the features watch this quick video.

A

Support Request
Have a question or need some assistance?

C

Account & Service Changes
Product Update Requests

D

Connectivity Management
Technical Requests for Networks & Protocols/Services

E

Billing
Invoices, Payments, and Updates

How can we help you, User?

Search for answers

My Cases | **My Company's Support Cases** | My Company's Service Cases

Export | Export All

Search cases | Status: All Open | Registration Company: All | Client Identifier: All | Case Open Date Range: Jul 28, 2021 - Jul 28, 2022

Case Number	Status	Date Opened ↓	Date Closed	Client Identifier	Other Identifier	Subject	Description	Case Contact
<input type="checkbox"/> 04519992	New	06/08/2022 07:24 PM				TradeSuite Direct/TradeHub	TS Direct/Hub A...	John Nguyen

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.

DTCC | Welcome to MyDTCC

Home | **Support** | User Name | Search | +

Support / **New Request**

Open a New Request

How can we help you, User?

Product or Service
Errors, Transactions, Files, Reports, Asset Services

Connectivity Support
Connectivity & Protocol Issues (SFTP, FTPS, C.D. MQ)

Select a product

Product or service: CTM

Choose a topic

Connectivity
Connection Issues, Machine ID Passwords

Trade Information
Trade Status Check & Trade Retrievals

Application Questions
General Questions, Client Facing Dashboard

Testing & Reinstalls
Schedule Testing or MTI Installs

Other
I have a different question

These May Help

- Accessing CTM** (May 24)
Accessing CTM The CTM™ User Interface (UI) supports Google Chrome 21 or higher, and Microsoft Edge ... To ensure that the CTM™ UI functions correctly, upgrade to the latest versions.
- Resetting CTM Password** (May 24)
Resetting CTM Password If you are having trouble logging in to your account, choose Access Issues to access ... the troubleshooting page. See Figure 1 in Accessing CTM To reset your password.
- Delink CTM Trade** (February 22)
Delink CTM Trade You can delink one or multiple trades that have been assigned the ... Delink CTM Trade window opens, where you can specify delinking conditions and click Save.
- CTM Auto-Affirmation Workflow Status Codes** (May 24)
CTM Auto-Affirmation Workflow Status Codes ... The CTM allocation matched with the broker confirm in Trade Match.
- CTM Trade Side Complete Status Codes** (May 24)
CTM Trade Side Complete Status Codes The Complete status applies to the full trade side, meaning both the block and its ...

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