

2. Logon Procedure and Password Control

2.1 Logon and Change Password Procedures

2.1.1 CCASS Phone System (Telephone Number: 2979-7333)

Apart from the stock account number, each SSA Statement Recipient will be assigned a CCASS Phone User ID and a CCASS Phone Password for logging on to the CCASS Phone System. Investors as SSA Statement Recipients should obtain these information from their brokers/custodians¹.

	Format
CCASS Phone User ID	An 8-digit number e.g. 82345601
CCASS Phone Password	An 8-digit number

The table below describes the normal logon procedures:

Step 1 Select Language ▼
Step 2 Enter CCASS Phone User ID ▼
Step 3 Enter Current CCASS Phone Password

SSA Statement Recipients are then able to use the services provided by the CCASS Phone System.

If this is the first time for an investor as SSA Statement Recipient to logon to the system, he/she will be prompted to change the initial password in accordance with the following procedures.

Step 4 Enter New CCASS Phone Password ▼	<ul style="list-style-type: none"> ✓ Must not be one of the passwords used before ✓ Must be an 8-digit number
Step 5 Enter New CCASS Phone Password again for verification	

If required, SSA Statement Recipients may also change their passwords at anytime by pressing '3' at the main menu. The procedures are the same as Steps 4 to 5 in the above table.

Important Notes :

- Investors as SSA Statement Recipients must keep their passwords strictly confidential.
- The CCASS Phone Password will not expire, but HKSCC suggests SSA Statement Recipients changing their passwords periodically for maximum protection.
- SSA Statement Recipients should consider the following guidelines when selecting a password:
 - a) Do not use personal information as password.
 - b) Do not use CCASS Phone User ID as password.
 - c) Do not reuse passwords.
- If SSA Statement Recipients are using a telephone with memory or redial function, please make sure that the password records are erased.

¹ Broker(s) / custodian(s) which is/are CCASS Participant(s)

- When using a telephone in public places, please make sure that the password is not seen by other people.
- A CCASS Phone Password will be revoked after three unsuccessful logon attempts. Please refer to Section 2.2 for the procedure of resetting a password.

2.1.2 CCASS Internet System (<https://ssa.ccass.com>)

To access the SSA with Statement Service via the CCASS Internet System, an investor as SSA Statement Recipient should first register an Internet User ID and Password with CCASS. The registration process can be done through the SSA with Statement Service Welcome Page. Only one Internet User ID can be registered for each SSA with Statement Service. After successful registration, the SSA Statement Recipient can logon to the CCASS Internet System at any time and use all available functions, including account enquiries and Internet User ID deletion.

The table below describes the CCASS Internet User ID registration procedures:

Step 1	Click “New user registration” on the SSA with Statement Service Welcome Page ▼
Step 2	Read the “Terms of Use” and click <I Agree> to accept it ▼
Step 3	Input the 8-digit CCASS Phone User ID (obtained from your broker/custodian) ▼
Step 4	Input the 6-character CCASS Participant ID of your broker/custodian e.g. C00088 ▼
Step 5	Input the 8-digit account number of SSA with Statement Service (obtained from your broker/custodian) ▼
Step 6	Create an Internet User ID of 8-character ▼
Step 7	Create an Internet User Password of 8 to 15 characters in length, containing at least one character from letters (A-Z; a-z) AND one from digits (0-9) and re-input it to confirm ▼
Step 8	Press the “Submit” button ▼
Step 9	Input the CCASS Phone Password (obtained from your broker/custodian) and press the “Confirm” button ▼
Step 10	Press the “Continue” button

Once registered, SSA Statement Recipient is then able to use the services provided by the CCASS Internet System. The table below describes the normal logon procedures of CCASS Internet System after successful registration of Internet User ID and Password.

Step 1	Click “Login” on the SSA Homepage ▼
Step 2	Input Internet User ID ▼
Step 3	Input Internet User Password and click the “Enter” button

A CCASS Internet User ID cannot be changed once registered. However, SSA Statement Recipients may change their CCASS Internet User Passwords at anytime through the “Change Internet User Password” function at the main menu. The table below describes the procedures of changing the CCASS Internet User Password.

<p>Step 1 Input the current Internet User Password</p> <p style="text-align: center;">▼</p> <p>Step 2 Input a new Internet User Password of 8 to 15 characters in length, containing one character from letters (A-Z; a-z) AND one from digits (0-9) and re-input it to confirm</p> <p style="text-align: center;">▼</p> <p>Step 3 Press the “Change” button</p>

Important Notes :

- Investors as SSA Statement Recipients must keep their passwords strictly confidential.
- CCASS Internet User Password will not expire, but HKSCC suggests SSA Statement Recipients changing their passwords periodically for maximum protection. SSA Statement Recipients should consider the following guidelines when selecting a password:
 - a) Do not use personal information as password.
 - b) Do not use Internet User ID as password.
 - c) Do not reuse passwords.
- SSA Statement Recipients should not use your Internet User Passwords at public devices to avoid account information and passwords being intercepted.
- A CCASS Internet User Password will be revoked after three unsuccessful logon attempts. Please refer to Section 2.2 for procedures of resetting a password.

2.2 Reset Password Procedures

Investors as SSA Statement Recipients may need to reset their CCASS Phone or Internet User Passwords if they have forgotten their passwords or their passwords are revoked resulting from 3 invalid inputs.

As the account profile of SSA with Statement Service is maintained by brokers/custodians, SSA Statement Recipients should approach their brokers/custodians if they need to reset their CCASS Phone User Passwords. HKSCC provides on-line function for brokers/custodians to reset the CCASS Phone User Passwords for SSAs with Statement Service. Upon input, the new passwords will be effective on the following day.

For CCASS Internet User Passwords, as they are set up by SSA Statement Recipients directly, SSA Statement Recipients can reset their Internet User Passwords themselves. SSA Statement Recipients can select the “Forget Password” function on the SSA with Statement Service Welcome Page, identify themselves by inputting the CCASS Phone User ID and Password, and then reset the CCASS Internet User Passwords. Reset CCASS Internet User Passwords will be effective immediately. In case an SSA Statement Recipient’s CCASS Phone Password is also revoked, he/she must approach his/her broker/custodian to reset the CCASS Phone Password first before resetting the CCASS Internet User Password.

The table below describes the procedure of resetting CCASS Internet User Password.

Step 1	Select “Forget Password” function on the SSA with Statement Service Welcome Page ▼
Step 2	Input the CCASS Phone User ID, CCASS Participant ID of your broker/custodian and account number of the SSA with Statement Service ▼
Step 3	Input the CCASS Phone User Password and press the “Submit” button ▼
Step 4	Input a new Internet User Password and re-input it to confirm ▼
Step 5	Press the “Confirm” button