2 Overview

KEY FEATURES

The Client Connect provides access to a host of HKEX services for Exchange, Clearing Participants and other clients through a secured web-based user interface. The key features include:

- 2-factor authentication (2nd password via email or mobile app)
- Accessible from PC/tablet/mobile
- Agile user account structure to support multiple memberships
- Customized service access based on the user access right
- Access to eServices which will replace current paper/fax based operations
- Built-in intelligence to auto-fill and validate the eService input
- Built-in workflow for maker-checker control
- Email/on-screen notifications of outstanding tasks
- Dashboard to show the outstanding and historical tasks with search and filter functions
- Electronic enrolment for seminars and events
- Centralized technical document download area

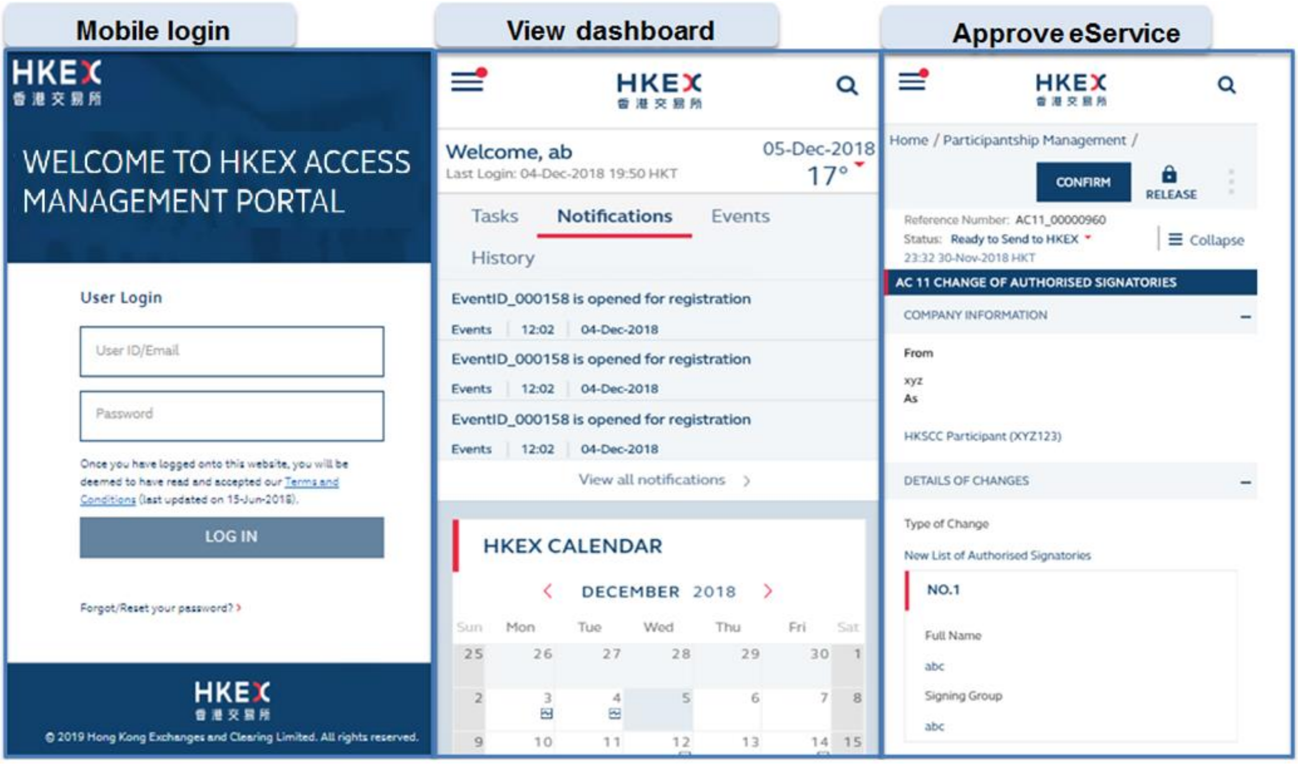
Client Connect can be accessed through internet browsers via HKEX Access Management Portal https://connect.hkex.com.hk under a stable internet connection. The firewalls should:

- Allow HTTPS protocol
- Not block cookies
- Allow the brower to do cross-site tracking

Table 2.1 – Recommended web browsers and corresponding version.

Browser	Version
Chrome	>50
Firefox	>50
Edge	100 or above
Safari	10 or above

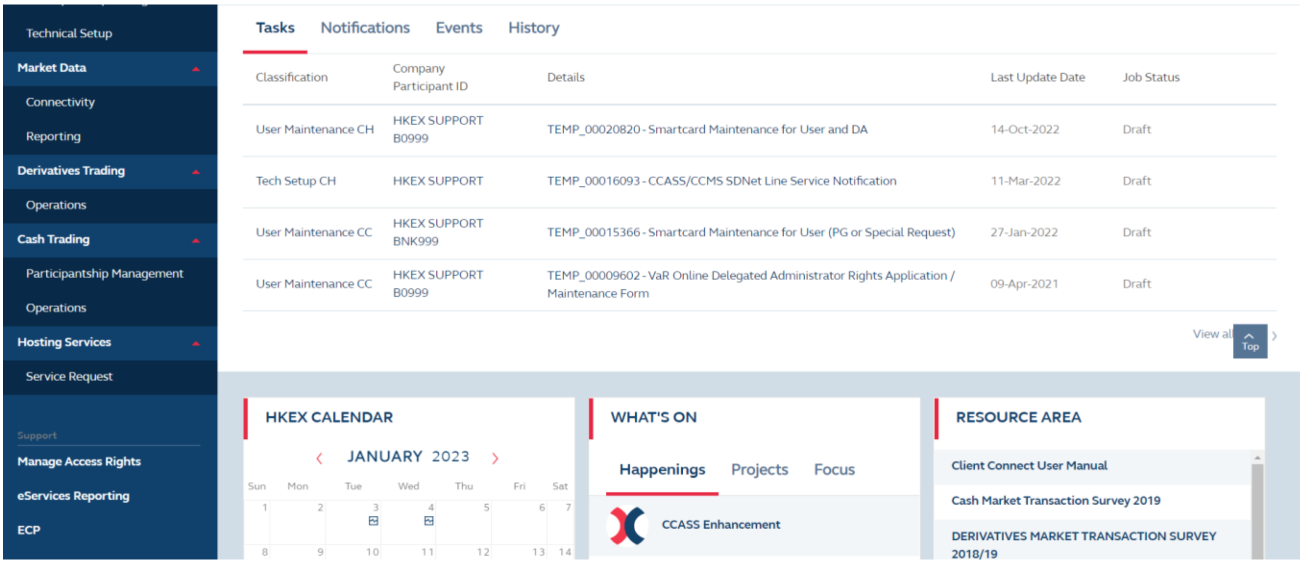
Illustration 2.2 – Layout via mobile access



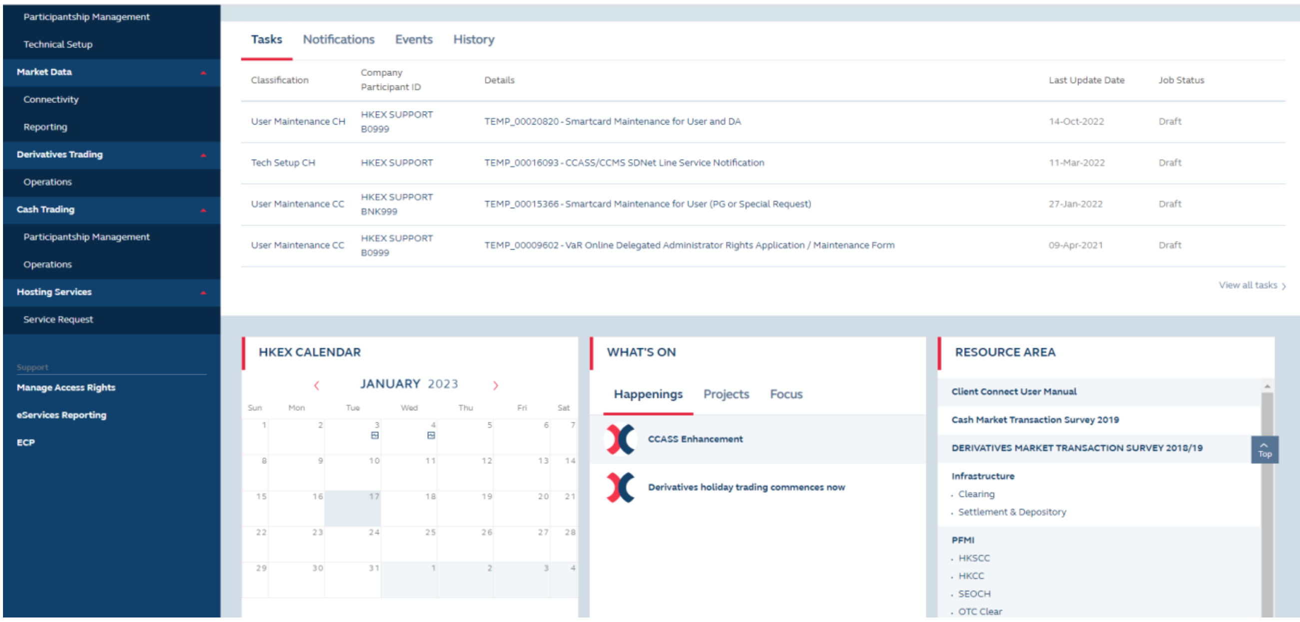
The mobile view may not be ideal for eServices involving table display, therefore it is more recommended for checker roles when approving eService requests outside office.

SERVICES AVAILABLE

Upon successful login, users can have an overview of tasks, notifications and history showing status of eServices requested. They can also have a glance of upcoming events and resources area.



Users can then access to list of eServices available, and support services such as reporting and submission & download by clicking on the navigation menu, the system will bring users to the corresponding eService page and/or relevant PDF form.



USERS

There are two major types of users:

- Client Connect Delegated Administrator (CCDA) setup by HKEX, and
- Business User of the Client setup by CCDA.

<u>CCDA</u>

CCDA responsible to create new business users, grant access rights to users by business functions, and manage user status.

<u>Business user</u>

Business user can access various business functions and applications based on granted user rights by their CCDAs.

WORKFLOW TYPES

There are multiple workflow types in Client Connect for the available eServices, please refer to Appendix 1 for more details.