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香港聯合交易所有限公司
(香港交易及結算所有限公司全資附屬公司)

THE STOCK EXCHANGE OF HONG KONG LIMITED
(A wholly-owned subsidiary of Hong Kong Exchanges and Clearing Limited)

通告 CIRCULAR

Subject: **Client Connect – Re-registration Required for Mobile Authenticator Users**
Enquiry: **Participant General Enquiry Hotline¹ (Tel: 2840 3626 E-mail: trd@hkex.com.hk)**

To enhance information security, Client Connect users using the ForgeRock Mobile Authenticator Application (the “App”) installed in mobile devices for retrieving One Time Password (“OTP”) to login web services of Client Connect including Electronic Communication Platform (ECP) are required to re-register the App **on or after 15 December 2024** for continuous use of their existing Client Connect account.

There is no impact on, and no action is required for users who are using email to retrieve OTP.

Please refer to the Attachment for a step-by-step guidance for the App re-registration.

For any enquiries, please contact Client Portal Support Team via email (cs_cps_cc@hkex.com.hk).

Olivia Mak
Senior Vice President
Trading Department
Operations Division

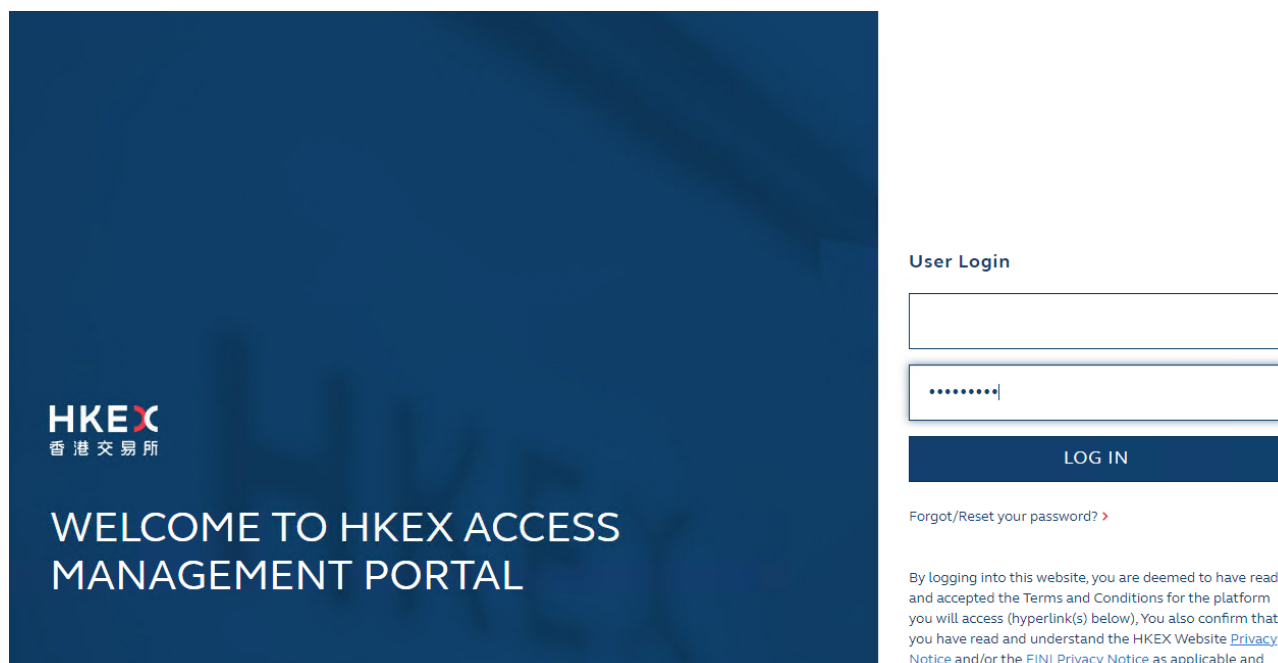
¹All calls to and from the Participant General Enquiry Hotline may be recorded. HKEX Privacy Policy Statement is available [here](#).

Attachment – Re-register Mobile Authenticator for Client Connect Account

To enhance the information security of Client Connect, users who utilize mobile device for generating OTP are required to re-register mobile device authenticator for Client Connect account. There is no impact to existing users using e-mail for retrieving OTP.

To facilitate a smooth transition, below are the actions required for re-registering mobile device authenticator for Client Connect Account. Please note that this can only be done on or after 15 December 2024.

1. Login Client Connect by existing user ID and password



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**WELCOME TO HKEX ACCESS
MANAGEMENT PORTAL**

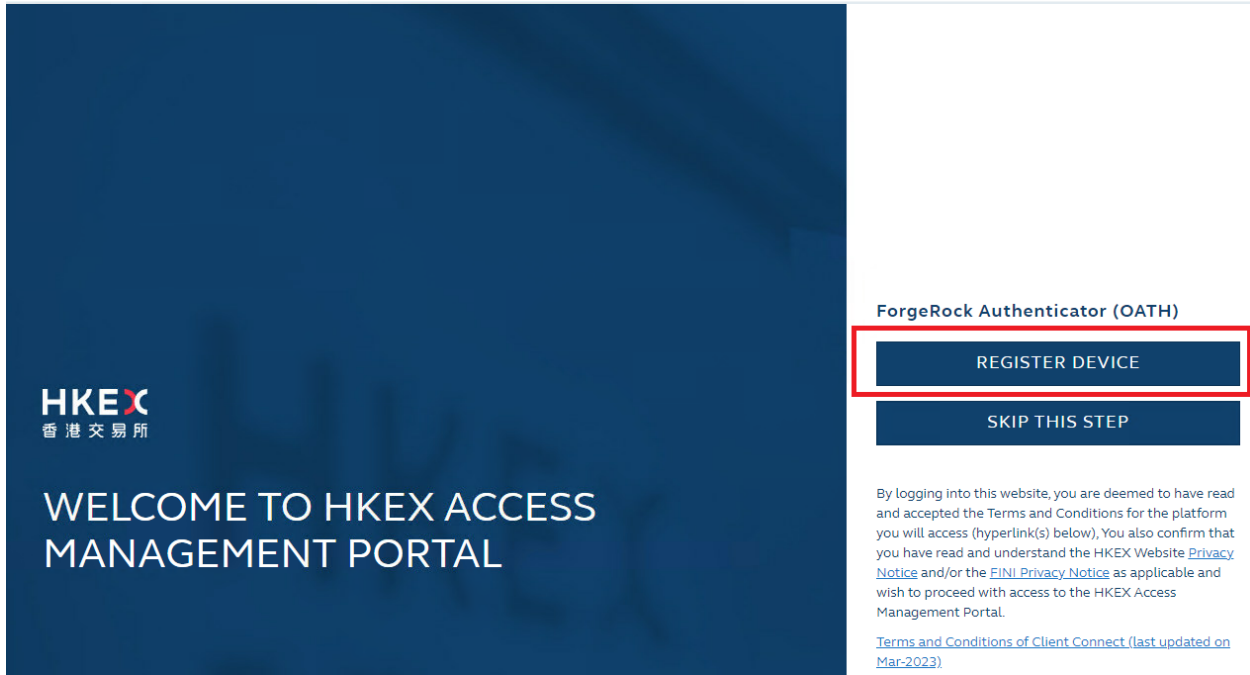
User Login

LOG IN

[Forgot/Reset your password? >](#)

By logging into this website, you are deemed to have read and accepted the Terms and Conditions for the platform you will access (hyperlink(s) below). You also confirm that you have read and understand the HKEX Website [Privacy Notice](#) and/or the [FINI Privacy Notice](#) as applicable and

2. After successful login with user ID and password, the following screen will be shown for existing mobile OTP users. Click “Register Device” to re-register the device.



The screenshot displays the HKEX Access Management Portal interface. On the left, a dark blue sidebar contains the HKEX logo and the text "WELCOME TO HKEX ACCESS MANAGEMENT PORTAL". The main content area is white and features the heading "ForgeRock Authenticator (OATH)". Below this heading are two buttons: "REGISTER DEVICE" (highlighted with a red border) and "SKIP THIS STEP". At the bottom, there is a paragraph of text regarding terms and conditions, with a link to "Terms and Conditions of Client Connect (last updated on Mar-2023)".

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WELCOME TO HKEX ACCESS
MANAGEMENT PORTAL

ForgeRock Authenticator (OATH)

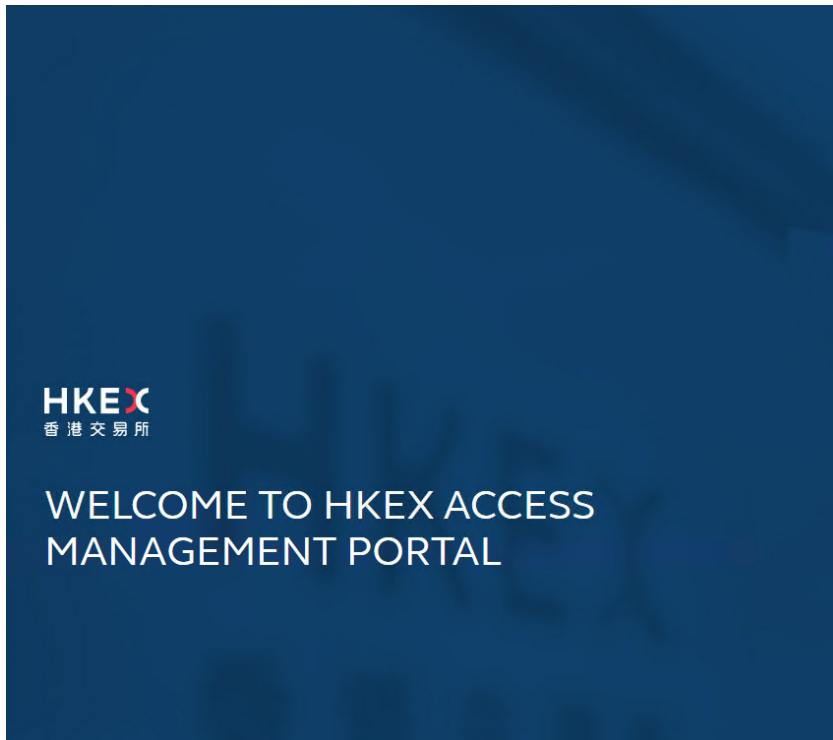
REGISTER DEVICE

SKIP THIS STEP

By logging into this website, you are deemed to have read and accepted the Terms and Conditions for the platform you will access (hyperlink(s) below). You also confirm that you have read and understand the HKEX Website [Privacy Notice](#) and/or the [FINI Privacy Notice](#) as applicable and wish to proceed with access to the HKEX Access Management Portal.

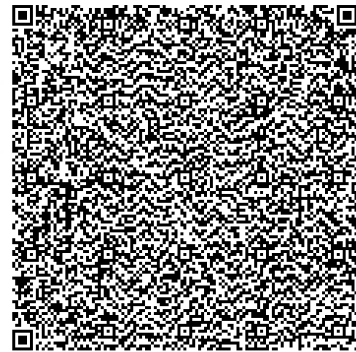
[Terms and Conditions of Client Connect \(last updated on Mar-2023\)](#)

3. A QR code will be shown afterwards. Scan the QR code with Mobile Authenticator Application as described in step 4.



Register A Device

Scan the QR code image below with the ForgeRock Authenticator app to register your device with your login.

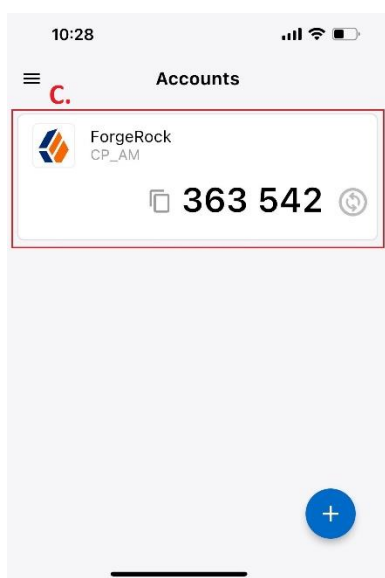
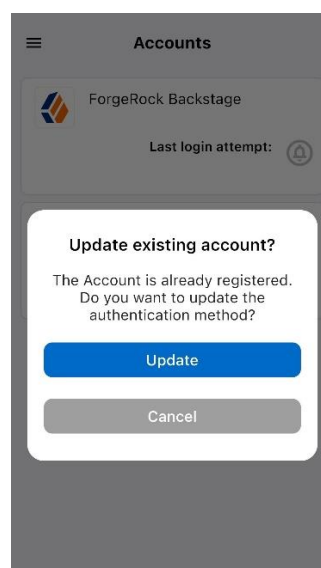
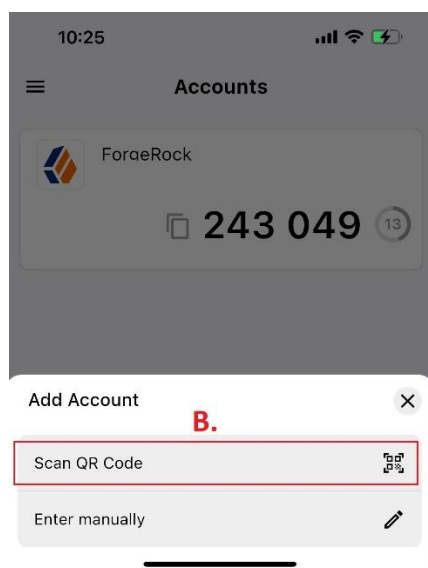
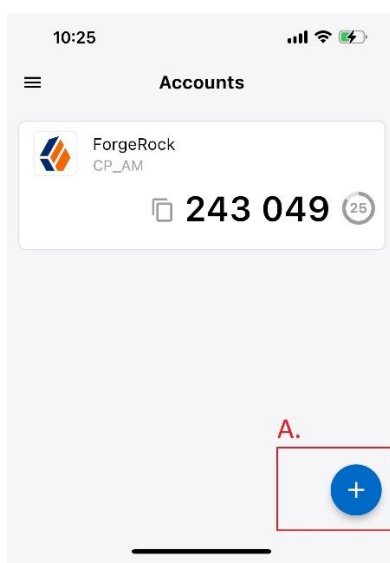


ON A MOBILE DEVICE?

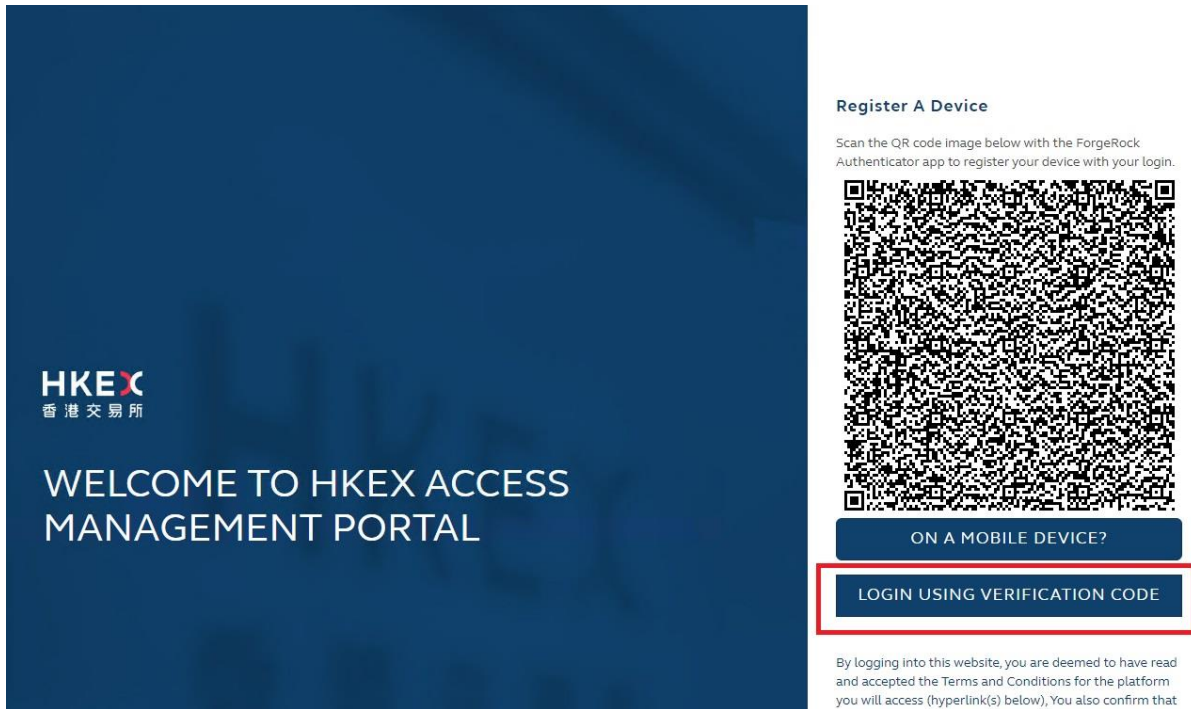
LOGIN USING VERIFICATION CODE

By logging into this website, you are deemed to have read and accepted the Terms and Conditions for the platform you will access (hyperlink(s) below). You also confirm that

4. Click the “+” button on the Mobile Authenticator Application and then click the “Scan QR Code”. After successful scanning of the QR code, a dialog box will be shown on the Mobile Authenticator Application to ask for update the existing account. Please click “Update” to proceed and ensure the mobile authenticator application is updated to version 3.3.1 or higher. If an error message appears, refer to the Appendix.

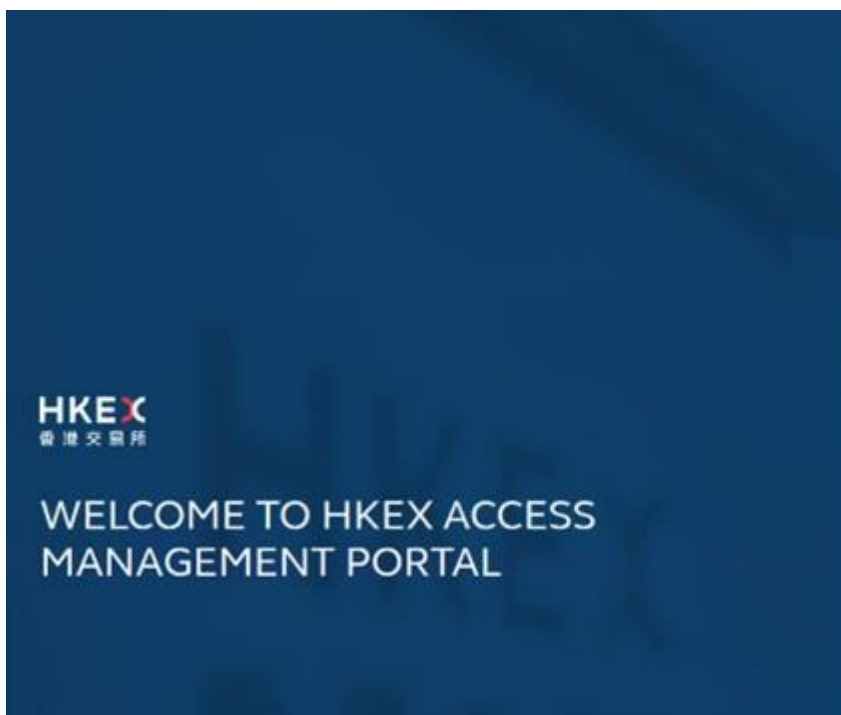
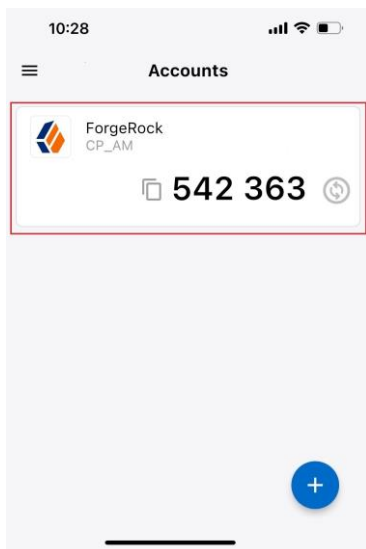


5. After successful account update, click the “LOGIN USING VERIFICATION CODE” on Client Connect as shown below.



The screenshot displays the HKEX Access Management Portal interface. On the left, the HKEX logo and the text 'WELCOME TO HKEX ACCESS MANAGEMENT PORTAL' are visible. On the right, there is a section titled 'Register A Device' with instructions to scan a QR code using the ForgeRock Authenticator app. Below the QR code are two buttons: 'ON A MOBILE DEVICE?' and 'LOGIN USING VERIFICATION CODE'. The 'LOGIN USING VERIFICATION CODE' button is highlighted with a red rectangular border. At the bottom of the page, there is a disclaimer: 'By logging into this website, you are deemed to have read and accepted the Terms and Conditions for the platform you will access (hyperlink(s) below), You also confirm that'.

6. Refresh the OTP in the Mobile Authenticator Application and Enter the OTP on the Client Connect screen and click SUBMIT. You will be able to access Client Connect. Re-registration of Mobile Authenticator Application is completed.



Appendix

In case the below message is shown in the Mobile Authenticator Application, please use another mobile device for registration or use email OTP to login.

