

3 Getting Started For Client Connect

3.3 PASSWORD

INTRODUCTION

Users can change their password at Client Connect at any time. This section describes the procedures for changing user password used to login to Client Connect.

CHANGE/SETUP PASSWORD

Upon first time login, a Client Connect user must setup his/her own password. The password must contain 8-15 characters, containing at least 1 upper case letter, 1 lower case letter, 1 number and 1 special character from !, @, #, \$, %, ^, &, *, (,). Apart from first time login, users can change their Client Connect password at any time, with or without logging in.

The password is confidential and should only be known by the user. Users must change their passwords at least every 90 days and the new password cannot be the same as any of the previous 5 passwords. Reminder message to change password will appear when password is close to expiry date.

Password Expires In: 9 Days 22 Hrs

Old Password
New Password
Confirm Password
SUBMIT
CANCEL

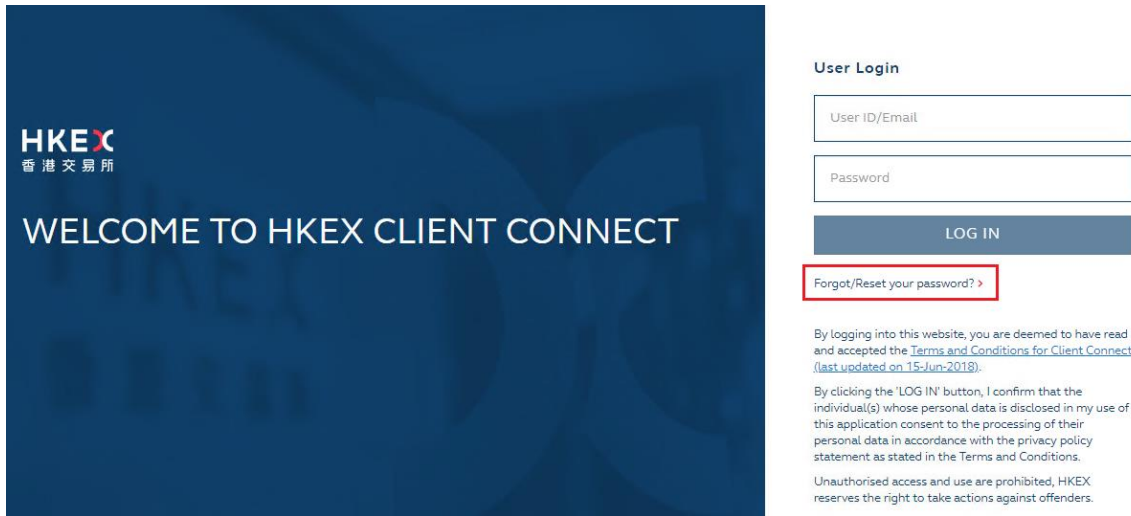
An error message will appear if the password has expired and users are not allowed to login until they have reset their password.

 Your password has expired. Please follow below link to reset your password

FORGOT YOUR PASSWORD

The following procedures apply to (a) setting up password upon first time login, and (b) changing password without logging in.

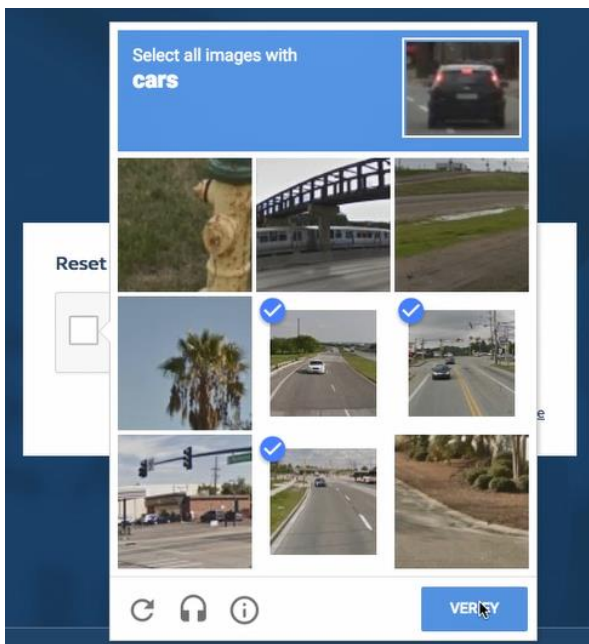
1. Click **Forgot/Reset your password?** at Client Connect login page to initiate password change.



2. Check the box "I'm not a robot".



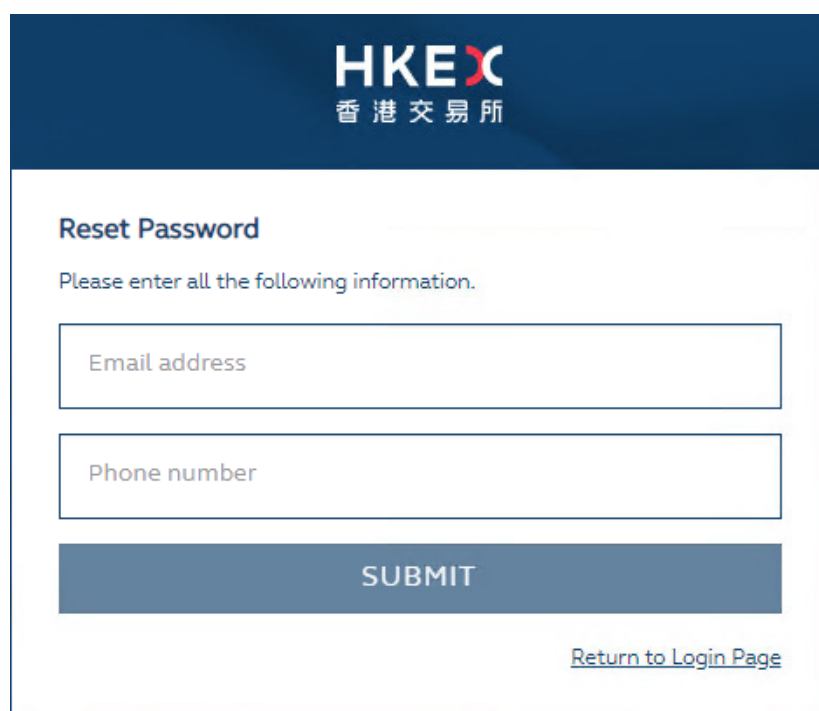
3. Follow the instruction and select all required images to proceed (if applicable).



4. If all correct images were selected user will pass the verification.

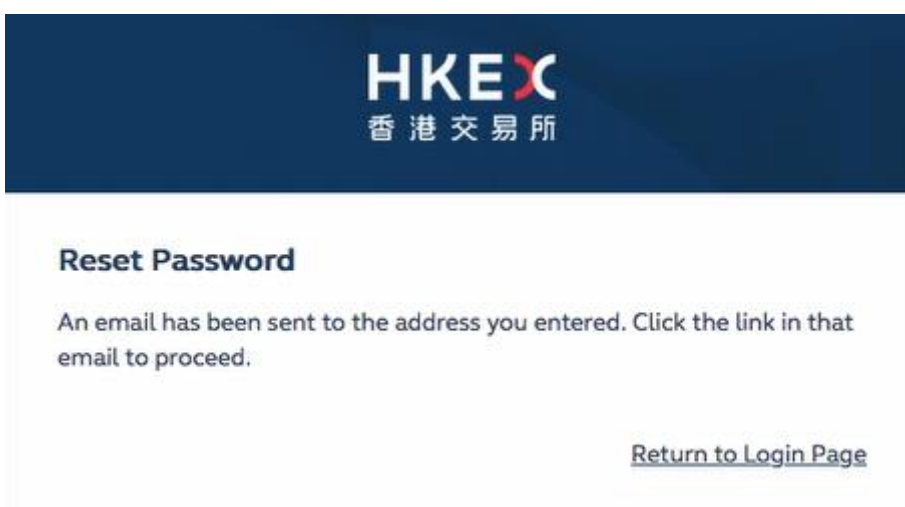


5. User will be prompted to enter email address (which is the same as the Client Connect Login User ID) and phone number.



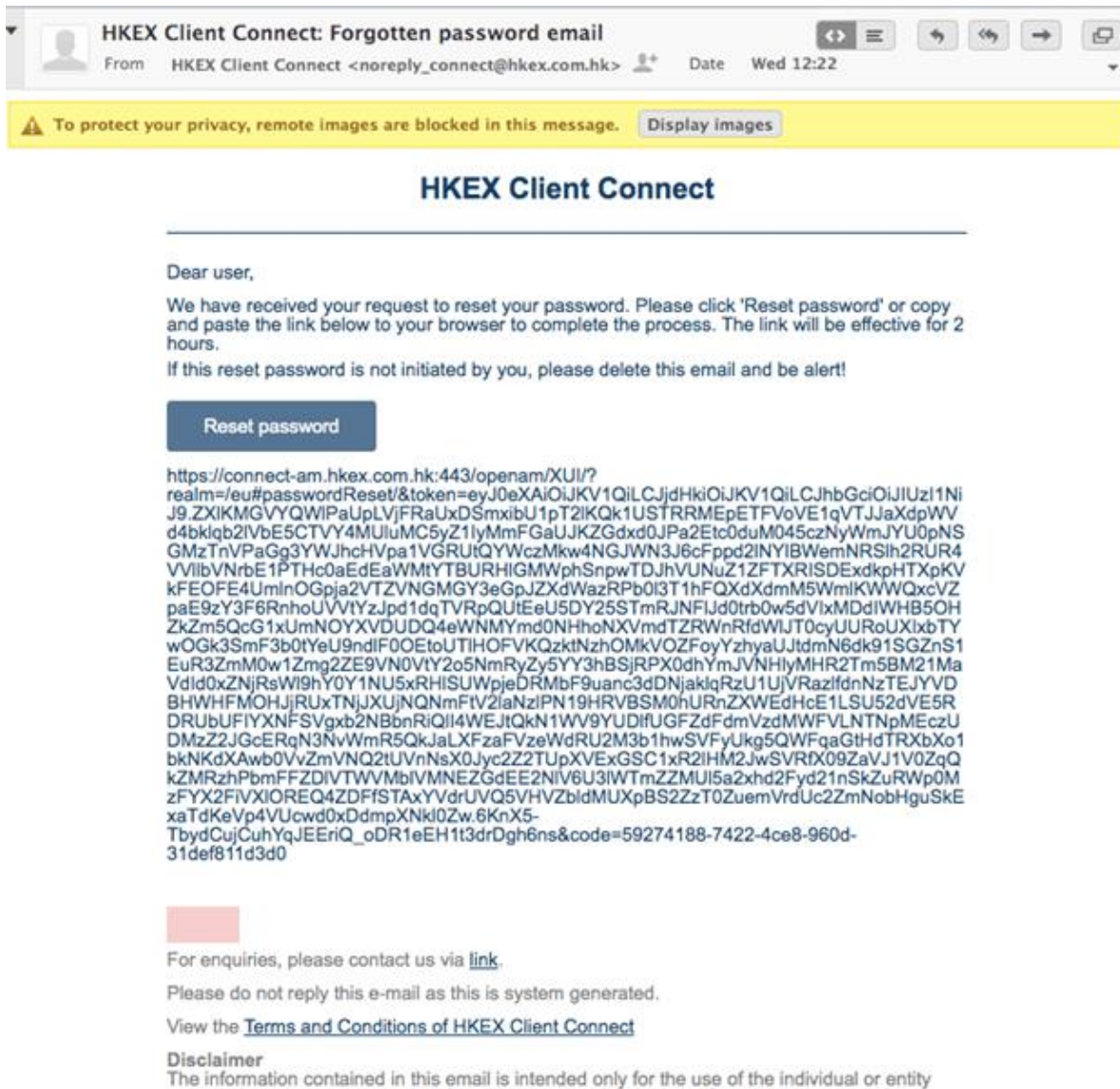
The screenshot shows the HKEX logo at the top. Below it, the text "Reset Password" is displayed. Underneath, the instruction "Please enter all the following information." is shown. There are two input fields: "Email address" and "Phone number". Below the input fields is a blue "SUBMIT" button. At the bottom right of the page, there is a link that says "Return to Login Page".

6. The below screen will appear if the system recognizes the data entered in both fields.

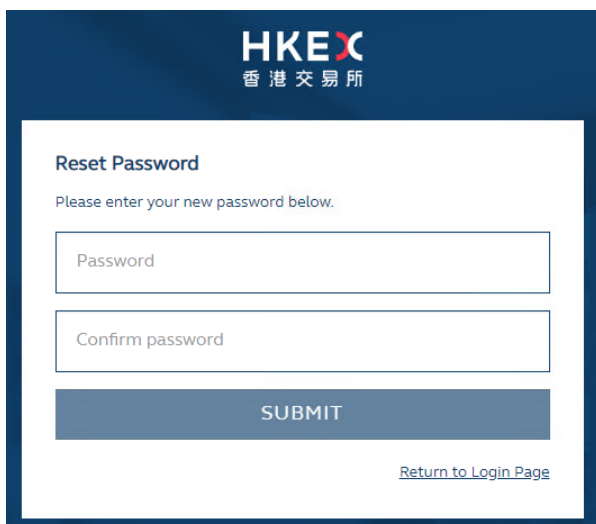


Section 3.3
Password

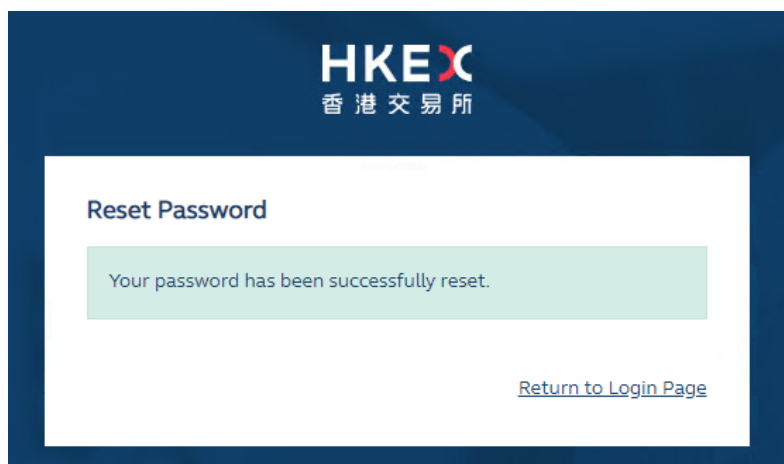
- 7. User will then receive an email with a link to reset password as shown below. The reset password link is valid for 2 hours. Alternatively, user can copy and paste the URL of the link to the browser if there are issues accessing the “Reset password” button. If the link expires, user is required to click **Forgot/Reset your password?** at Client Connect login page to initiate password change again.



- 8. The reset password link will direct user to enter a new password and confirm new password.

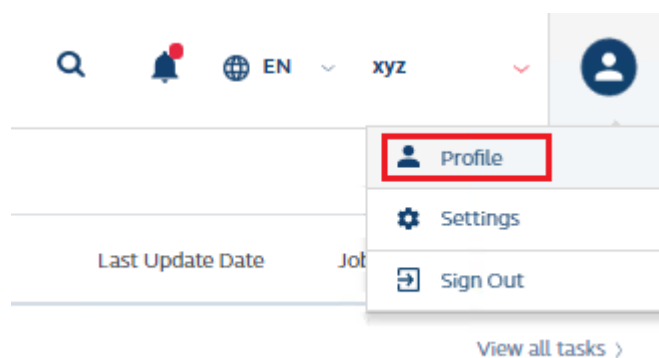


- Once a new valid password is input, a message will appear confirming the password has been successfully reset.



CHANGE PASSWORD AFTER LOGGING IN

- Go to **Profile** at upper right corner of Client Connect.



- Click **Change Password**.

Home /

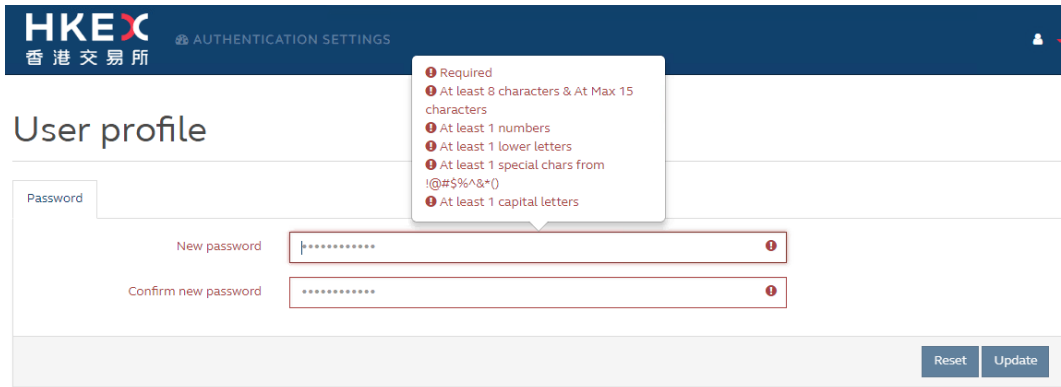
My Profile

User ID	ub@xyz.com
First Name	ub
Last Name	xyz
Company Names	xyz
Email	ub@xyz.com
Team Email (Optional)	
Contact Number	12345678
User Status	Active
Password	***** Change Password

[Authentication Settings](#)

Section 3.3 Password

3. User can then enter new password and confirm new password.

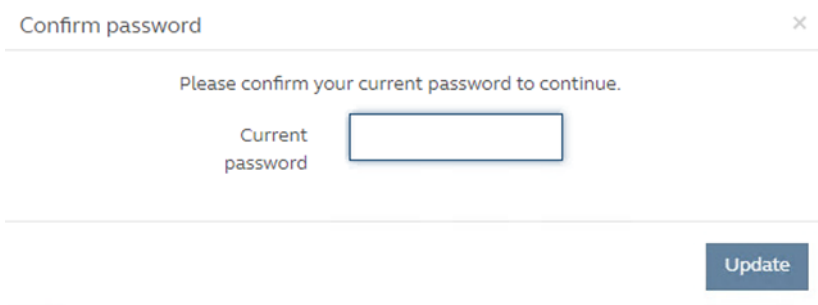


The screenshot shows the HKEX Authentication Settings page. The header includes the HKEX logo and 'AUTHENTICATION SETTINGS'. The main heading is 'User profile'. Under the 'Password' tab, there are two input fields: 'New password' and 'Confirm new password'. A tooltip is displayed over the 'New password' field, listing the following requirements:

- Required
- At least 8 characters & At Max 15 characters
- At least 1 numbers
- At least 1 lower letters
- At least 1 special chars from !@#\$%^&*()
- At least 1 capital letters

At the bottom right of the form are 'Reset' and 'Update' buttons.

4. User has to enter the current password to authenticate this change.



The screenshot shows a 'Confirm password' dialog box with a close button (X) in the top right corner. The text inside reads: 'Please confirm your current password to continue.' Below this text is a label 'Current password' next to an empty input field. At the bottom right of the dialog is an 'Update' button.

5. A message will appear upon successful password change.

