

3 Getting Started For Client Connect

3.1 ACCESS CONTROL

Client Connect can be accessed through <https://connect.hkex.com.hk>.

This section details the access management of Client Connect. The maintenance of Client Connect Delegated Administrator (CCDA) is administered by HKEX. CCDA is responsible for maintaining Business users.

Access management is implemented to ensure that only authorized users are allowed to access Client Connect; only CCDAs can maintain and assign Business users' rights, while Business users can only access relevant eServices/forms based on their assigned rights. It is achieved through the following elements:

- Client Connect Login User ID
- Password
- Authentication Setting
- Access Group
- Locked / Unlock Account
- Inactivity Timeout

CLIENT CONNECT LOGIN USER ID

The Client Connect Login User ID is a unique ID, each Client Connect account should be linked to one single Login User ID.

To start using Client Connect, CCDAs must provide their corporate email addresses when completing the [Client Connect Delegated Administrator Rights Application / Maintenance Form \(G-Form 11\)](#). The email addresses provided will be their Client Connect Login User IDs.

When CCDAs set up their Business users, email addresses of the Business users must be input. The email addresses provided will be the Client Connect Login User ID of the Business users.

PASSWORD

Once Client Connect account is created, user would receive email notification containing instructions to set up password to access Client Connect.

Please refer to Section 3.3 for setting up Client Connect Login Password.

AUTHENTICATION SETTING

Client Connect introduces 2-Factor Authentication to strengthen the account security measurement during user login. The 2 factors are: (a) users' Client Connect Login Password, and (b) the One Time Password (OTP) received via email or ForgeRock Authenticator application.

Please refer to Section 3.4 for setting up the channel to receive OTP.

Section 3.1

Access Control

ACCESS GROUP

The access group represents the access rights and determines the actions that can be done by a Client Connect user.

HKEX is responsible for assigning access groups for CCDAs according to the Company, Participants and functions that they are entitled to manage. CCDAs are responsible for assigning corresponding rights to Business users and that determines the eServices/forms Business users can access.

LOCKED / UNLOCK ACCOUNT

A Client Connect account will be locked after 5 consecutive unsuccessful attempts of login within 30 minutes. Under the access management hierarchy, only HKEX can unlock CCDAs accounts, while Business users' accounts can be unlocked by their CCDAs.

(a) Unlocking CCDAs accounts:

CCDAs must send their account unlocking requests to CCDA_unlock@hkex.com.hk. HKEX authenticates the identity of the requestor by checking if the request is sent from the same email address as the Client Connect Login User ID before unlocking the account. Once the account is unlocked, CCDAs will receive an email notification to reset password.

(b) Unlocking Business user accounts:

To unlock Business user accounts, CCDAs can login to Client Connect and go to Access Management via **MANAGE ACCESS RIGHTS**. After selecting the Business user with account locked, an unlock account icon will appear for CCDAs to unlock that user account. Unlocking user account has to go through maker-checker process. Once the account is unlocked, the Business users will receive an email notification to reset password.

INACTIVITY TIMEOUT

Client Connect is automatically logged out after 15 minutes of idle time. To access and use Client Connect again, users have to perform the login procedures. This prevents other unauthorized persons from using the Client Connect account.