

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

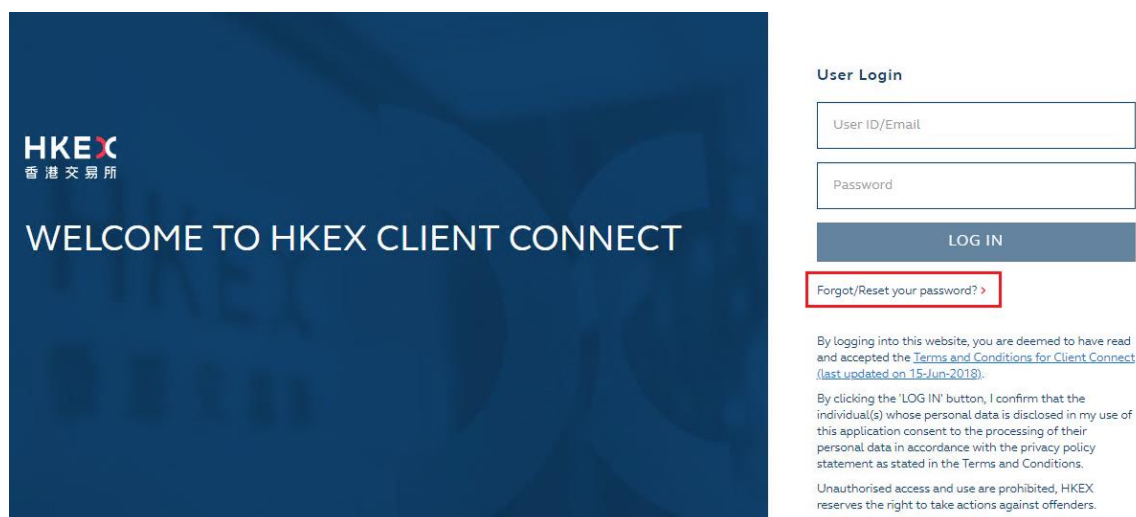
An error message will appear if the password has expired and users are not allowed to login until they have reset their password.

 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.



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WELCOME TO HKEX CLIENT CONNECT

User Login

User ID/Email

Password

LOG IN

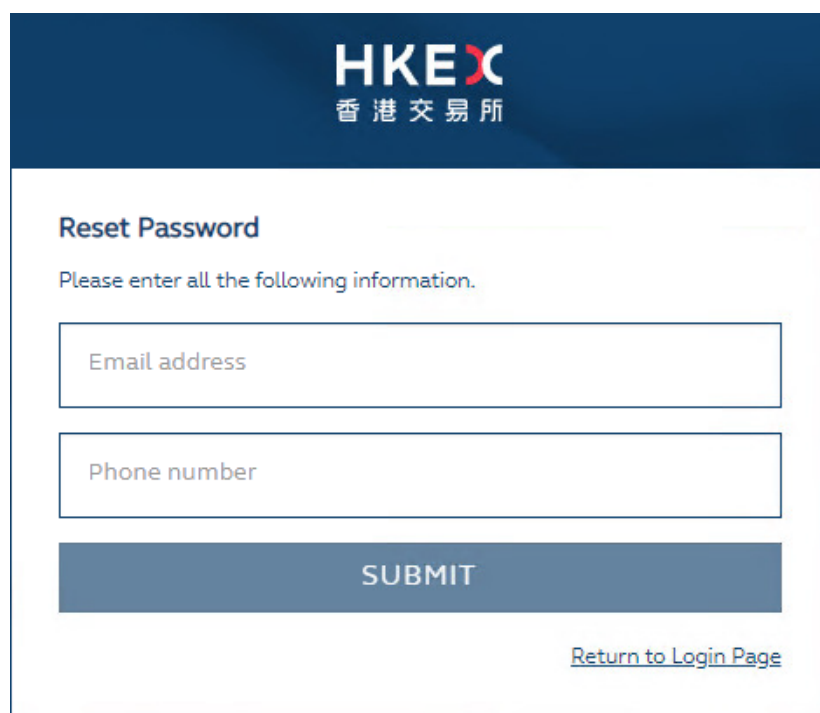
Forgot/Reset your password? >

By logging into this website, you are deemed to have read and accepted the [Terms and Conditions for Client Connect](#) (last updated on 15-Jun-2018).

By clicking the 'LOG IN' button, I confirm that the individual(s) whose personal data is disclosed in my use of this application consent to the processing of their personal data in accordance with the privacy policy statement as stated in the Terms and Conditions.

Unauthorised access and use are prohibited, HKEX reserves the right to take actions against offenders.

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



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Reset Password

Please enter all the following information.

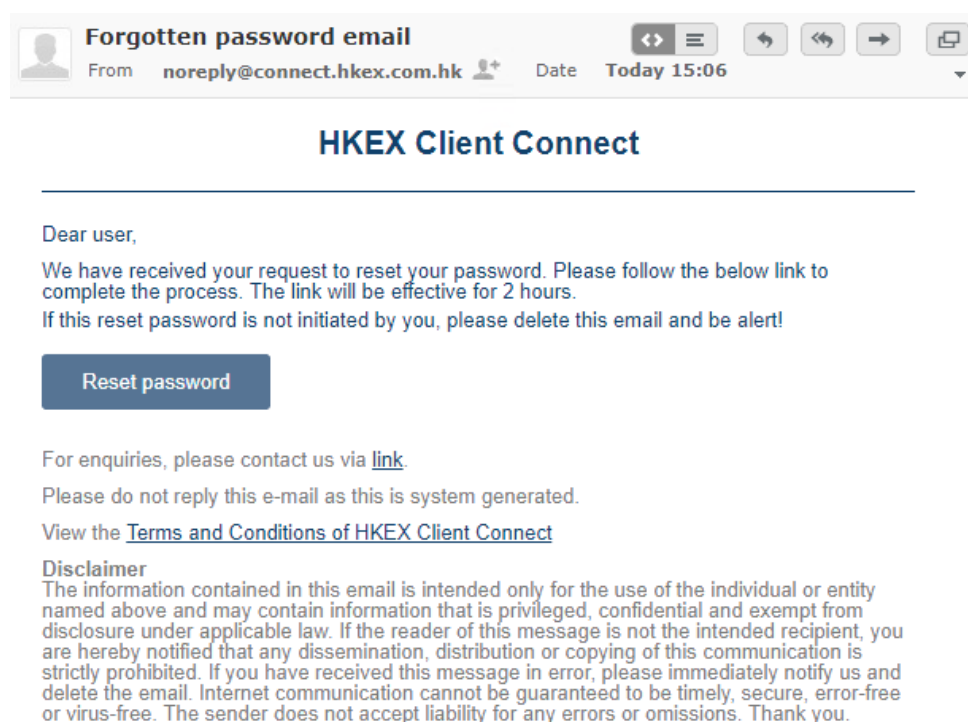
Email address

Phone number

SUBMIT

[Return to Login Page](#)

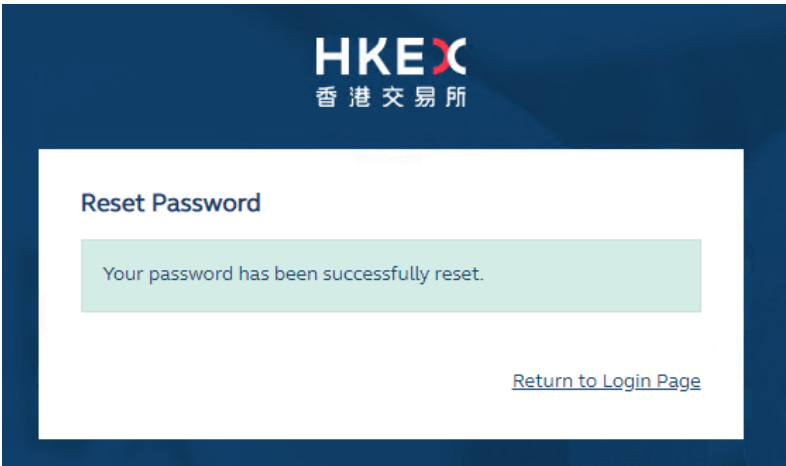
3. User will then receive an email with a link to reset password as shown below. The reset password link is valid for 2 hours. Once the link expires, user is required to click **Forgot/Reset your password?** at Client Connect login page to initiate password change again.



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

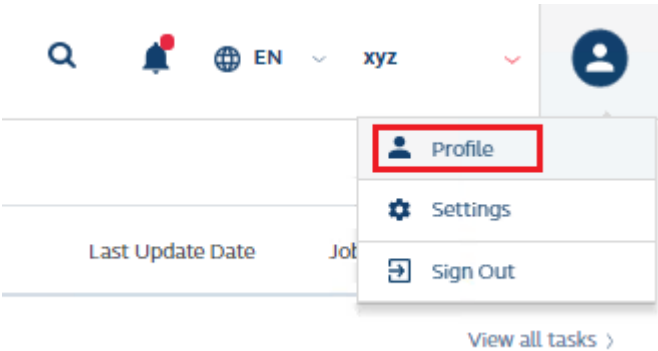
The image shows a screenshot of the 'Reset Password' form on the HKEX Client Connect website. The form is titled 'Reset Password' and has a sub-header 'Please enter your new password below.'. There are two input fields: 'Password' and 'Confirm password'. Below these fields is a blue 'SUBMIT' button. At the bottom right of the form, there is a link to 'Return to Login Page'. The HKEX logo and '香港交易所' (Hong Kong Exchange) are visible at the top of the page.

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

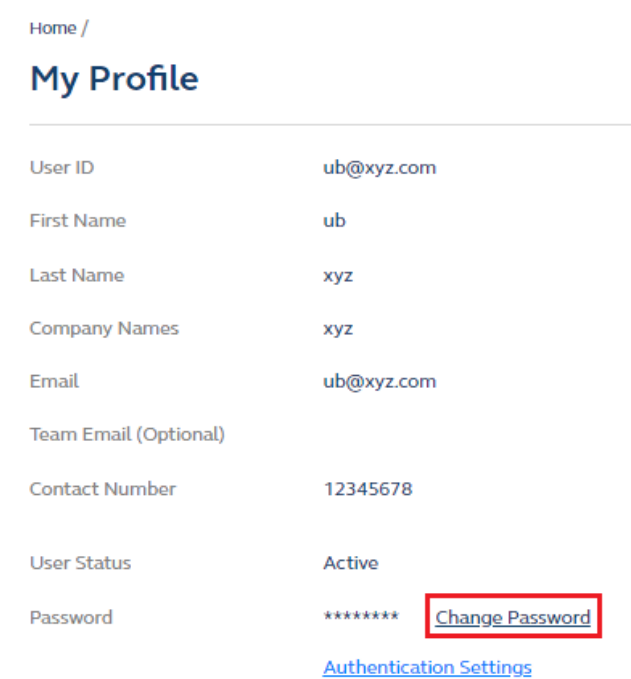


CHANGE PASSWORD AFTER LOGGING IN

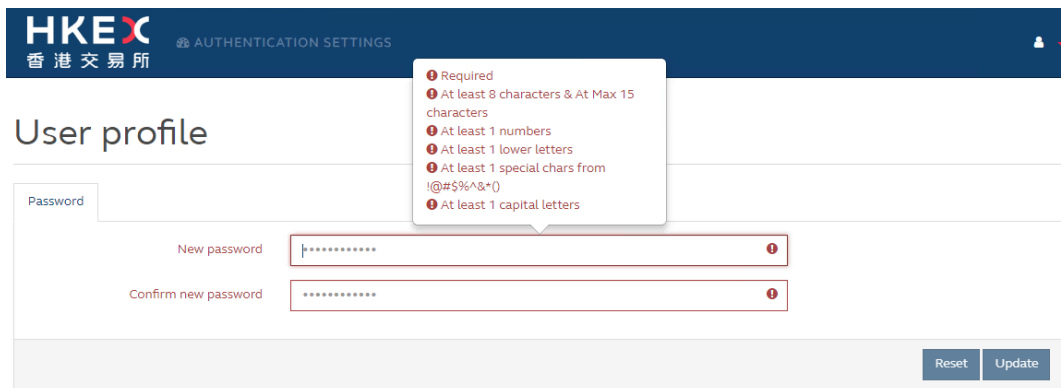
- 1. Go to **Profile** at upper right corner of Client Connect.



- 2. Click **Change Password**.



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

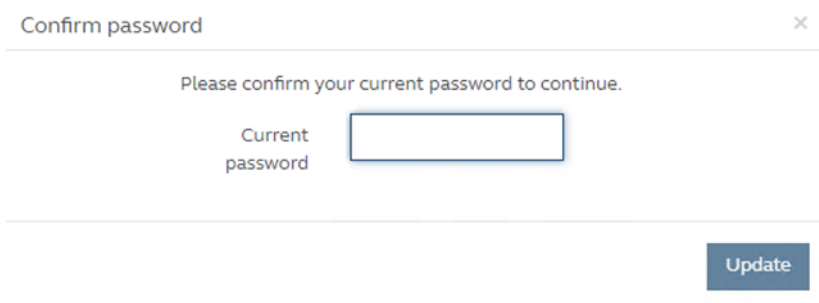


The screenshot shows the HKE Authentication Settings page. The 'User profile' section is active, displaying two password input fields: 'New password' and 'Confirm new password'. A tooltip is visible over the 'New password' field, listing the following requirements:

- 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. It contains the text 'Please confirm your current password to continue.' and a label 'Current password' next to an empty input field. An 'Update' button is located at the bottom right of the dialog.

5. A message will appear upon successful password change.

