



## F.A.Q.

# ServiceCentral to MyDTCC

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### What is ServiceCentral? Why is it being decommissioned?

ServiceCentral is a legacy application that is used to provide password management, support services, and access management functionality for ITP users. It also provides other self-service functions such as password resets and secure file sharing.

To further our progress towards achieving the ITP vision of one open, integrated platform for all post-trade, DTCC's Institutional Trade Processing (ITP) has made the decision to consolidate all portal support on the MyDTCC portal, which is already in use for the rest of the DTCC organization.

### What is MyDTCC?

MyDTCC provides DTCC clients with a streamlined portal experience, facilitating users' navigation between products, support tools, and learning resources. It is already used to access many DTCC SIFMU products, and this initiative will provide further consolidation by providing access to ITP products and support from one central location.

### When is ServiceCentral being decommissioned?

#### What will happen if a user tries to access ServiceCentral after the retirement date?

ITP clients will be migrated to MyDTCC in two tranches. ITP clients who use the ITP Web Portal will be migrated as part of tranche one on **December 3, 2022**. All other ITP clients will be migrated as part of tranche two on **December 10, 2022**. If a user goes to ServiceCentral after their tranche has been moved to MyDTCC, they will be unable to log into ServiceCentral.

After all user tranches have been migrated, a new splash page will inform clients that ServiceCentral has moved to MyDTCC with a link to redirect them to [portal.dtcc.com](https://portal.dtcc.com).

### What are the client benefits of the retirement of ServiceCentral?

The greatest client benefit of this change is moving towards a single portal for all ITP applications and support functions. ITP users will be able to access their ITP applications, along with all prior ServiceCentral functionality, from a single location (MyDTCC).

### What if I don't have a ServiceCentral account?

If you are an active ITP client but don't have a ServiceCentral account today, you will not receive login credentials during the migration. However, once MyDTCC is live, you are encouraged to get a MyDTCC account by contacting your Product Administrator.

### What if I don't know who my Product Administrator is?

You can [contact the CCC](#) and they will provide information regarding who your Product Administrator is and how to reach them.

### Will use of MyDTCC be mandatory?

Use of MyDTCC is mandatory for all functionalities previously found in ServiceCentral. Access to ServiceCentral will be removed on each client's designated migration date.

## How will clients be impacted?

Clients should go to MyDTCC for all features listed below as ServiceCentral will no longer be available:

- Online support
- Service availability status
- Announcements
- Client Lists
- Service Level Statement (SLS)
- Communication preferences
- Secure forms & applications
- Secure file transfer
- Comprehensive search
- Learning Center links
- Product Administrator look-up
- ALERT Data Authentication administration

Access the [MyDTCC Features Guide](#) for an overview of all functionality.

## How will ITP Product Administrators be impacted?

After they are migrated, ITP Product Administrators (PAs) will be required to go to MyDTCC for the features described above as well as:

- Access to Manage My Services (MMS) for user entitlement management
- Access to Manage Profile and self-service password change options

PAs who are also DTCC Super Access Coordinators (SAC) will need a new set of ITP-specific credentials to log into MyDTCC. PAs may need to manage multiple user credentials to log into MyDTCC depending on the products they want to access. Additionally, PAs will be required to accept new Terms and Conditions before being able to manage users' access to ITP products in Manage My Services (MMS). The new [Terms and Conditions for Administrators](#) can be found here.

## What user ID and password will clients use to log in to MyDTCC? Will they need to create new login credentials?

ITP clients with an active ServiceCentral account will receive new user credentials via email on their migration date. For most ITP clients, their user ID will be the same email address they use to sign in to ServiceCentral. The first time ITP clients log in to MyDTCC, they will need to:

- Reset their temporary password. ITP clients will be prompted to change their temporary password on the MyDTCC login page, or they can contact the CCC to reset their password.
- Verify their login with the Multi-Factor Authentication (MFA) code which will be sent to them via email. MFA is an additional step that most ITP clients do not have to perform today. Users experiencing issues with obtaining their authentication code can contact their Product Administrator (PA) or the CCC for a bypass.

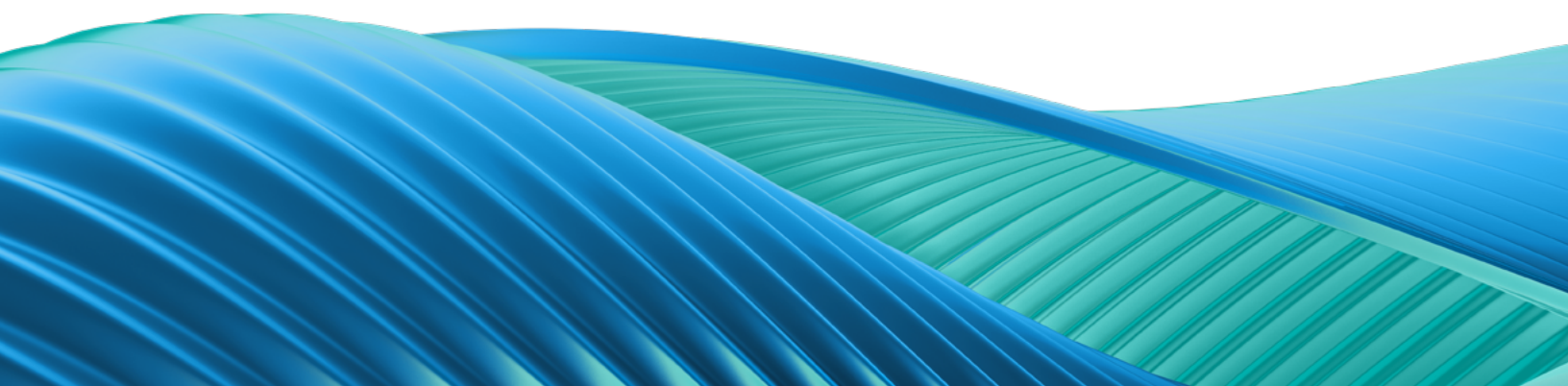
If an ITP client is also a client of another DTCC business (e.g., MTU, GMEI, GTR, NSCC), they will not be able to use their email address as their user ID and they will receive a new set of credentials via email, including a user ID specific for ITP.

## How will Multi-Factor Authentication (MFA) work when accessing ITP services via MyDTCC?

When logging in via MyDTCC, all clients will need to verify their login with the Multi-Factor Authentication (MFA) code which will be sent via email, regardless of which ITP service they are subscribed to. MFA will only be required the first time they log in (unless they clear their cookies or use a new device).

Clients logging in to Settlement Instruction Manager (SIM) or Settlement Status Manager (SSM) via the direct URL for those services will need to verify their login with MFA the first time they log in (unless they clear their cookies or use a new device). For other ITP products, when users log in via direct URL, they will only be prompted for MFA if this feature is enabled for that product.

Users experiencing issues with obtaining their authentication code can contact their Product Administrator (PA) or the CCC for a bypass.



## Will Multiple User IDs be Supported in MyDTCC?

Multiple User IDs will be supported for all ITP services except for Settlement Instruction Manager (SIM) and Settlement Status Manager (SSM) via the MyDTCC portal. When a client with multiple User IDs logs in via the MyDTCC portal using their new MyDTCC credentials and clicks on a product tile (except for SIM and SSM), they will be prompted to select which User ID they want to utilize.

If users have multiple User IDs, they can continue to log into the respective direct URLs using these user IDs, however to switch from one User ID to another User ID, they will be required to log out and log back in again.

## Can clients still self-register to use MyDTCC as they do today in ServiceCentral?

Self-registration in MyDTCC will only be available for ITP partners and ITP clients with only a Direct interface to ITP. The self-registration form will require that the user submit a valid BIC/ Acronym/Login ID for the CCC to appropriately authenticate the client.

After ServiceCentral migration to MyDTCC, migrated users will automatically be given access to MyDTCC; this will also include current self-registered users

## What will happen to the ITP Web Portal?

Simultaneous to the ServiceCentral migration, access to all ITP applications will be migrated from the ITP Web Portal to MyDTCC. ITP clients will be able to access all ITP applications via tiles on MyDTCC with single sign-on, like the experience they have today with the ITP Web Portal.

If a user goes to the ITP Web Portal after the migration date on December 3, 2022, a new splash page will inform them that ITP application access has moved to MyDTCC with a link to [portal.dtcc.com](https://portal.dtcc.com).

Users will still be able to access ITP applications via their direct URLs.

## I see tiles that say “PSE” in MyDTCC, what does that mean?

Product tiles that have “PSE” prior to the product name provide access to the Client Test environment for that product.

## Can clients still access ITP products using their direct URLs?

Yes, the direct URLs for each product will still be available and new direct URLs will be created for Settlement Instruction Manager (SIM) and Settlement Status Manager (SSM). Direct URLs can be found [here](#).

## What does the client migration process entail?

For this migration, clients will need to go to a new URL ([portal.dtcc.com](https://portal.dtcc.com)), reset their temporary password (sent via email), and ensure they have the correct login credentials. Clients can access the DTCC Learning Center to review resources to support their use of MyDTCC.

## Where can I find more information?

Please review the resources found on the DTCC Learning Center.