

The ASX Online Customer Portal

A brief overview for ALC and ASX Technical Services customers.



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Introduction

ASX Online is a channel for ALC and ASX Technical Services customers to connect with ASX. The channel delivers a range of features and services enabling you to perform daily tasks with confidence, ease and speed.

What is ASX Online?

What can you use ASX Online for?

ALC and ASX Technical Services customers can complete the following tasks:

- Submission of a Work Access Request,
- Submission of a service order such as a Smart Hands,
- Requesting a quote for technical services such as a cross connect or a new gateway,
- Viewing scheduled maintenance events, and
- Reviewing existing Service Contracts.

How do I access ASX Online?

How is access to ASX Online managed?

ASX has created a “master user” in ASX Online known as Enterprise Administrator. The Enterprise Administrator is responsible for creating, managing and disabling authority on behalf of other users within the participant they are responsible for. An Enterprise Administrator can assign any and all roles to themselves.

There is no limit on the number of Enterprise Administrators a participant can appoint, however, ASX requires a minimum of two per participant.

Enterprise Administrators are required by ASX, when providing access to ASX Online to a new user, to inform the relevant user of ASX’s Privacy Statement by accepting terms.

ASX recommends each participant develop internal business processes to communicate the identity of the Enterprise Administrator to relevant staff.



How are roles appointed?

Enterprise Administrators are responsible for creating, managing and disabling authority on behalf of other users within ASX Online (See Image 2: Manage user roles and permissions). There is no limit or restriction on which roles can be assigned to an ASX Online user.

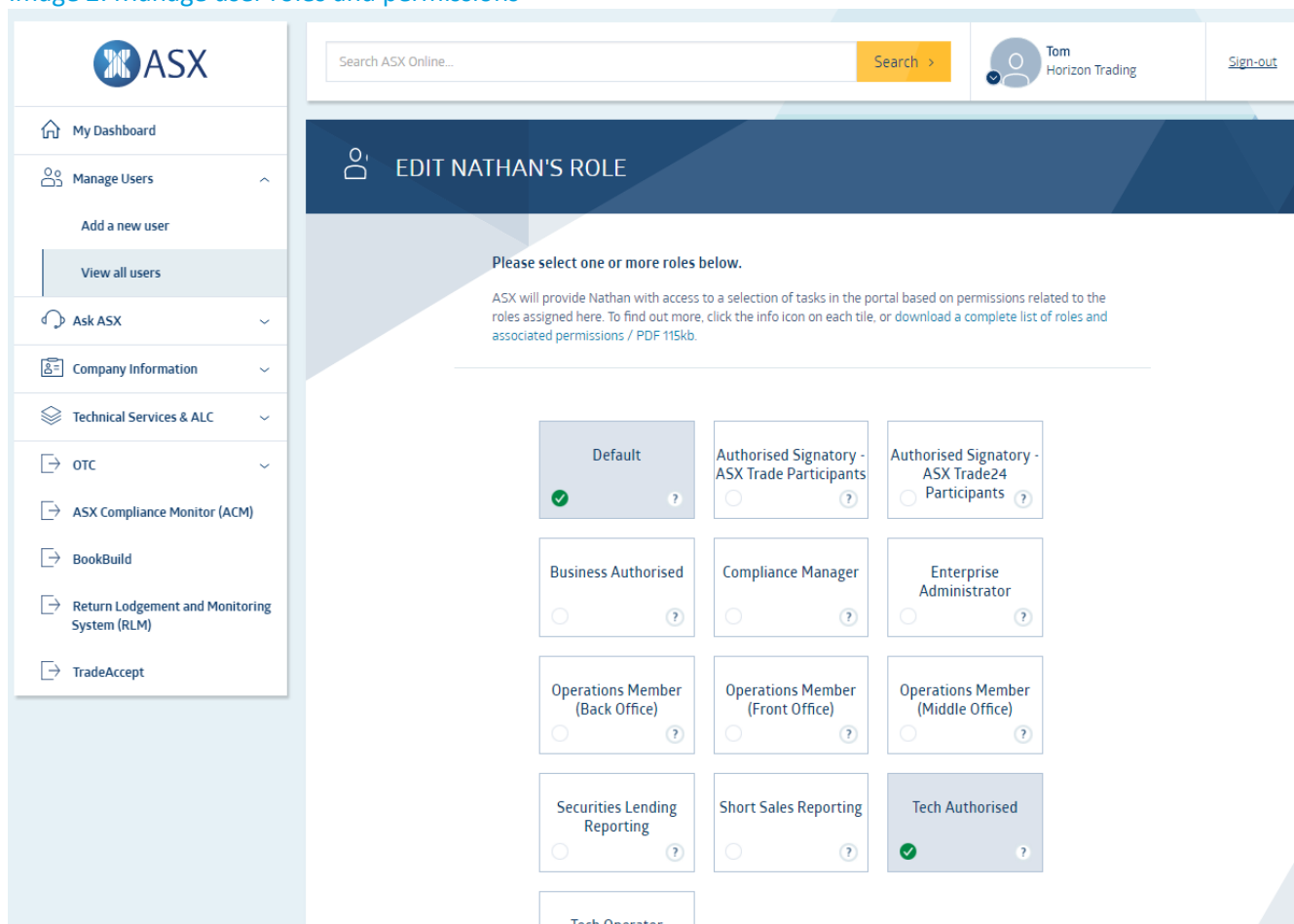
Enterprise Administrators should use the role of '[Default](#)' for staff who only have limited interactions with ASX Online. A '[Default](#)' ASX Online user can view and manage personal contact information, manage notification & event preferences, receive subscriptions based on those preferences as well as submit and manage service requests.

How are roles and permissions amended and removed?

Enterprise Administrators can amend or remove any roles assigned to a user, including disabling the user, effectively suspending their access to ASX Online.



Image 2: Manage user roles and permissions



What are the roles specific to ALC and Technical Services customers?

Default

All ASX Online users have these default permissions. This role can:

- View and manage their personal contact information,
- Manage notification and event preferences,
- View organisational details, and
- Submit and manage a service request.

Roles that can be granted in addition to Default:

Enterprise Administrator	Most ALC customers will require 1 to 2 Enterprise Administrators. This role creates, manages and disables authority of behalf of users for ASX Online. This role is also responsible for maintaining the organisational details of the entity including branch locations and if applicable.
Tech Authorised	<p>This role can:</p> <ul style="list-style-type: none"> • Request access to the Australian Liquidity Centre (ALC) and ASX Hosted hardware and equipment located in the ALC, • Order an ALC Service, • Request a quote for a price of an ALC product or service, • View current ALC product and services, and • Submit and manage a technical service request.
Tech Operator	This role can submit and manage a technical service request.

How do I sign in to ASX Online if I am assigned to multiple entities?

ASX Online users, including Enterprise Administrators, who represent more than one customer will be required to select the relevant entity the user would like to represent when they sign in. An ASX Online user can only be signed in into one entity at a time. ASX Online will display to the user which entity they are signed into. ASX Online users who subscribe to notices and other published content only need to do so from only one of the entities.

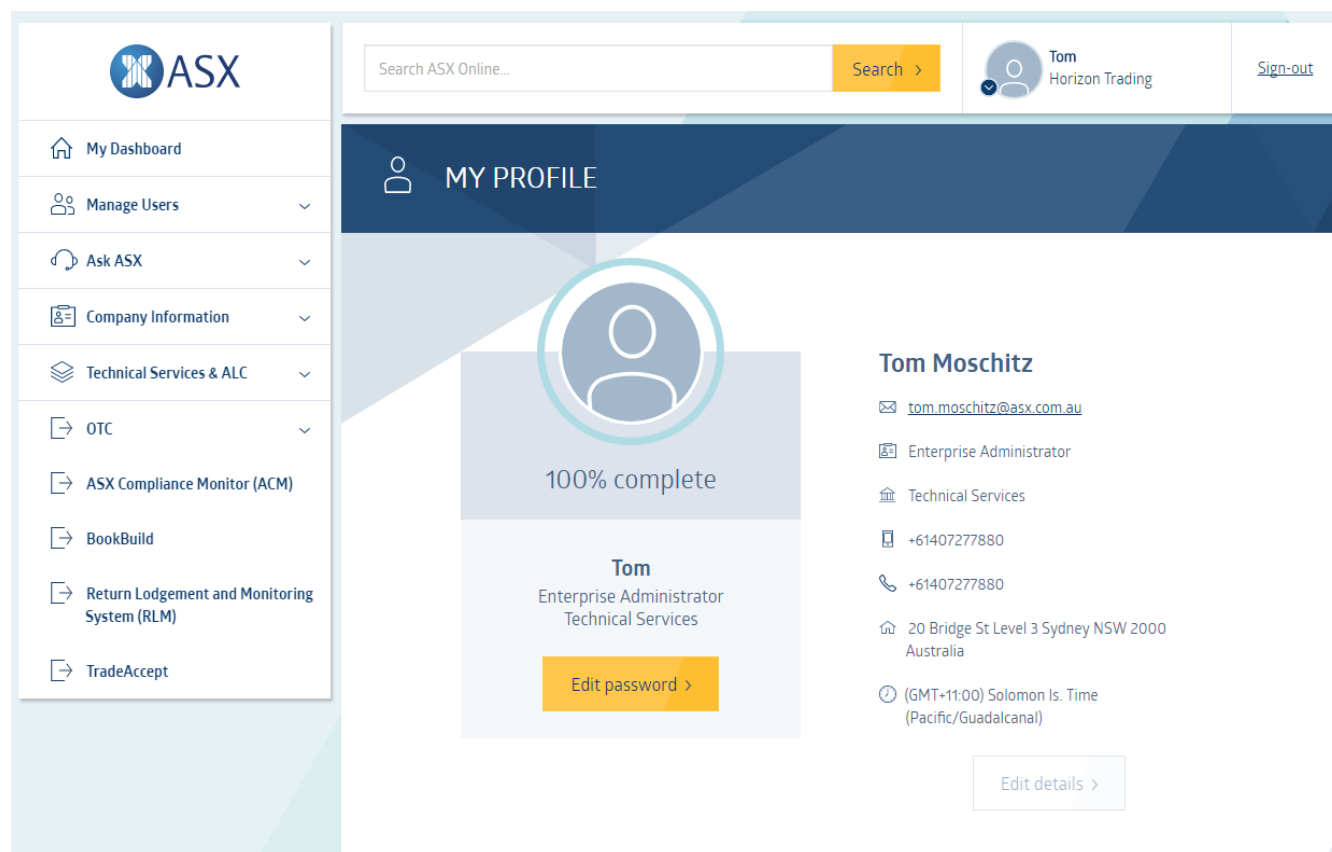
What information does ASX require to provide access to ASX Online?

1. Email Address: The Email address will be used as their username for sign in (Note: ASX requires this to be an individual and not a group email address)
2. First Name
3. Last Name
4. Job Title (optional)
5. Department (optional): This information may help Enterprise Administrators undertake internal audits of system access
6. Office Number: The primary contact number for the ASX Online user.
7. Mobile Number (optional): A secondary contact number for the ASX Online user, if the user is not contactable on the primary number.
8. Office Address (optional): This information may help Enterprise Administrators undertake internal audits of system access.
9. Time Zone: This information is used by ASX when making telephone contact with the ASX Online user.

(See Image 3: User Profile)



Image 3: User Profile



Why am I required to accept Terms and Conditions when I add a new user to ASX Online?

As an Enterprise Administrator providing access to ASX Online for users within your entity, ASX requires you to inform the relevant user of [ASX's Privacy statement](#).

What can be accessed within ASX Online without having a sign in?

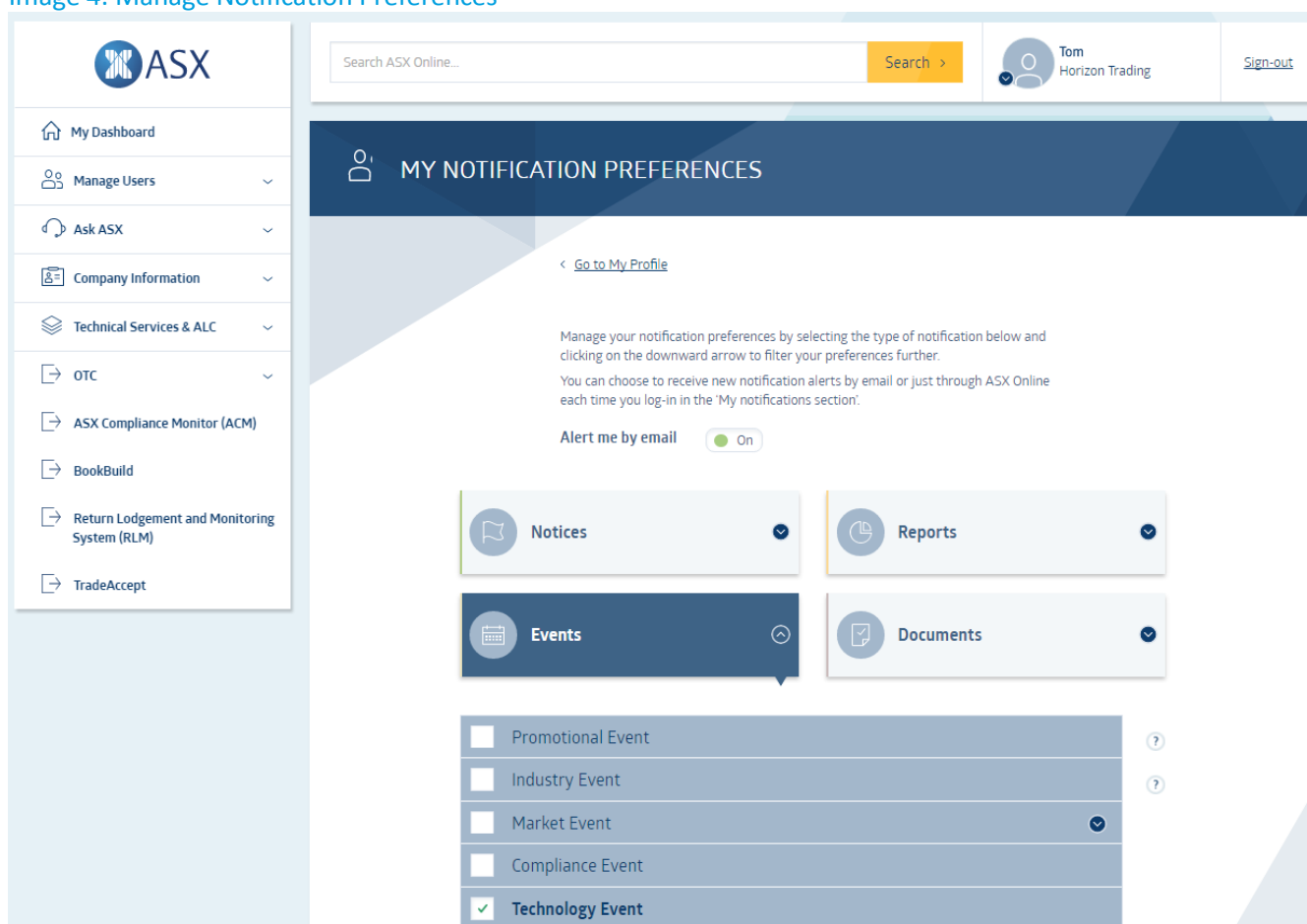
ASX Online users that do not have a sign in can search for and view public notifications including ASX Notices as well as public events.

Receiving and viewing notifications

How can I subscribe to ASX Notifications?

ASX Notifications and other communications such as ALC scheduled maintenance events can easily be subscribed to from the 'Manage Notifications' page (See Image 4: Manage Notification Preferences). ASX Online users can choose to have notifications emailed to them, as is the case today or access their notifications from ASX Online directly.

Image 4: Manage Notification Preferences



How do I amend Notifications preferences?

ASX Notices and other communications can easily be subscribed to from the 'Manage Notifications' page. ASX Online users can choose to have notifications emailed to them or access their notifications from ASX Online directly.



How do I view scheduled maintenance events?

ASX Notifications and other communications such as ALC schedule maintenance events (See Image 5: Scheduled events) can easily be viewed by following the Calendar link from the Dashboard. Calendar events and other published notifications can also be viewed through Search.

Image 5: Scheduled events

The screenshot displays the ASX online platform interface. On the left is a navigation menu with the ASX logo at the top, followed by links: My Dashboard, Manage Users, Ask ASX, Company Information, Technical Services & ALC (expanded to show Request a price, Request Smart Hands, View my orders, View my service contracts, and Request access), OTC, ASX Compliance Monitor (ACM), BookBuild, Return Lodgement and Monitoring System (RLM), and TradeAccept. The top header includes a search bar, a user profile for Tom Horizon Trading with a sign-out link, and a large blue banner labeled 'EVENTS' with a calendar icon. Below the banner, a specific event is highlighted for '17 May': 'ALC - Scheduled Six Month DRUPS Maintenance'. This event is categorized under 'ALC SCHEDULED MAINTENANCE' and 'CALENDAR AND EVENT'. It includes a 'Download to Calendar (.ics)' link. The event details specify the time from 'Tue, 17 May 2016 at 10:00 AM' to 'Tue, 24 May 2016 at 11:59 PM'. A descriptive note states: 'ALC Customers are advised that ASX will be conducting its scheduled 6 month maintenance on the Diesel Rotary Un-interruptiblePower Supply (DRUPS) systems at the ALC. Due to the extent of the'.

Raising Service Requests

ASX Online provides customers with the ability to raise service requests (See Image 1: Raise a Service Request) under the following sub-sets:

- Technical – requests/questions will be directed to Customer Technical Support
- General – requests/questions will be directed to ASX Customer Service

Image 1: Raise a Service Request

The screenshot shows the ASX Online interface for raising a service request. On the left is a navigation menu with the ASX logo and links to 'My Dashboard', 'Manage Users', 'Ask ASX' (with a sub-link 'Raise a service request'), 'View my service requests', 'Company Information', 'Technical Services & ALC', 'OTC', 'ASX Compliance Monitor (ACM)', 'BookBuild', 'Return Lodgement and Monitoring System (RLM)', and 'TradeAccept'. The top header includes a search bar, a user profile for 'Tom Horizon Trading' with a 'Sign-out' link, and a 'RAISE A SERVICE REQUEST' title. The main form area contains a prompt to 'Please provide details of your request below' with a link for 'ALC services?'. It features three main sections: 'Subject of your request' with a text input field; 'Description of your request' with a larger text area and a note that 'Detailed information helps to fulfil your request faster'; and 'Attachments' with a dashed box for file uploads and a 'browse your computer' link. A 'Related Service' section at the bottom has a note that 'Selecting a related service will help us fulfil your request faster' and an empty input field.

ASX

Search ASX Online... Search >

Tom Horizon Trading Sign-out

RAISE A SERVICE REQUEST

Please provide details of your request below.
[Looking for ALC services?](#)

Subject of your request

Description of your request
Detailed information helps to fulfil your request faster.

Attachments
Provide any files that will help us fulfil your request.

Drag your files into this area or [browse your computer](#)

Related Service
Selecting a related service will help us fulfil your request faster.

Requesting ALC Access and Ordering Technical Services

How do I request access to the ALC?

Submitting a Work Access Request is a simple and intuitive process ASX Online. Access to the request function is available in the main navigation panel on the left of all ASX Online pages (See Image 6: Submit Work Access Request). Simply choose the Site Location, Work Request Type, Date and Time, Short description of the activity and the details of the team member/s requiring access.

Image 6: Submit Work Access Request

The screenshot shows the ASX Online interface for submitting a work access request. On the left is a navigation menu with the ASX logo at the top. The menu items include: My Dashboard, Manage Users, Ask ASX, Company Information, Technical Services & ALC (expanded), Request a price, Request smart hands, View my service orders, View my service contracts, Request access (highlighted), OTC, ASX Compliance Monitor (ACM), BookBuild, and Return Lodgement and Monitoring System (RLM). The main content area has a search bar and a user profile for Tom Horizon Trading with a sign-out link. Below this is a dark blue header for 'SUBMIT WORK ACCESS REQUEST'. The form fields are: Site Location (radio buttons for Australian Liquidity Centre and ASX Proximity Site), Work Request Type (radio buttons for Production issue resolution/emergency access, Installation/Decomission, and Site visit), Cabinet ID (a text input field), a note box stating 'NOTE: 24 hours min. notice required to access the Telco rooms', and Start Date and Time (fields for Day, Month, Year, Hour, and Minute).

Search ASX Online... Search >

Tom
Horizon Trading [Sign-out](#)

SUBMIT WORK ACCESS REQUEST

Site Location
☒ Australian Liquidity Centre
☐ ASX Proximity Site

Work Request Type
☒ Production issue resolution/emergency access
☐ Installation/Decomission
☐ Site visit

Cabinet ID

NOTE: 24 hours min. notice required to access the Telco rooms

Start Date and Time
Day Month Year

Hour Minute

How do I request Smart Hands?

A range of Smart Hands and associated specialist services can be ordered directly from ASX Online. Access to the request function is available in the main navigation panel on the left of all ASX Online pages (See Image 7: Request Smart Hands).

Image 7: Request Smart Hands

The screenshot displays the ASX Online interface for requesting Smart Hands services. The left-hand navigation menu includes options such as 'My Dashboard', 'Manage Users', 'Ask ASX', 'Company Information', 'Technical Services & ALC', and 'OTC'. The 'Technical Services & ALC' section is expanded, showing 'Request a price', 'Request smart hands', 'View my service orders', 'View my service contracts', and 'Request access'. The 'Request smart hands' option is selected. The main content area is titled 'REQUEST SMART HANDS' and contains a 'Service selector' section. This section prompts the user to select the following ALC services that meet their business needs, with a link to 'Looking for Information & Technical Service Products?'. Below this, it states '7 products shown'. A table lists the services, their descriptions, and costs (excluding GST). Each row has a 'Select' button with a radio input.

Services	Description	Cost (excluding GST)	Select
Goods Receiving	Goods Receiving	\$150 per shipment	<input type="radio"/>
Goods Storage	Goods Storage	\$150 per shipment (per week stored)	<input type="radio"/>
Packaging Disposal	Packaging Disposal	\$50 per ASX collection	<input type="radio"/>
ASX Smart Hands	ASX Smart Hands	\$250 per	<input type="radio"/>

How do I request a price?

Requesting a quote for technical services such as a cross connect or a new gateway is now possible via ASX Online and you can choose from over 300 information and technical service products, allowing you to create the right combination for your business needs. Access to the request function is available in the main navigation panel on the left of all ASX Online pages (See Image 8: Request a price). Simply select the products and services you require and then request a price.

Image 8: Request a price

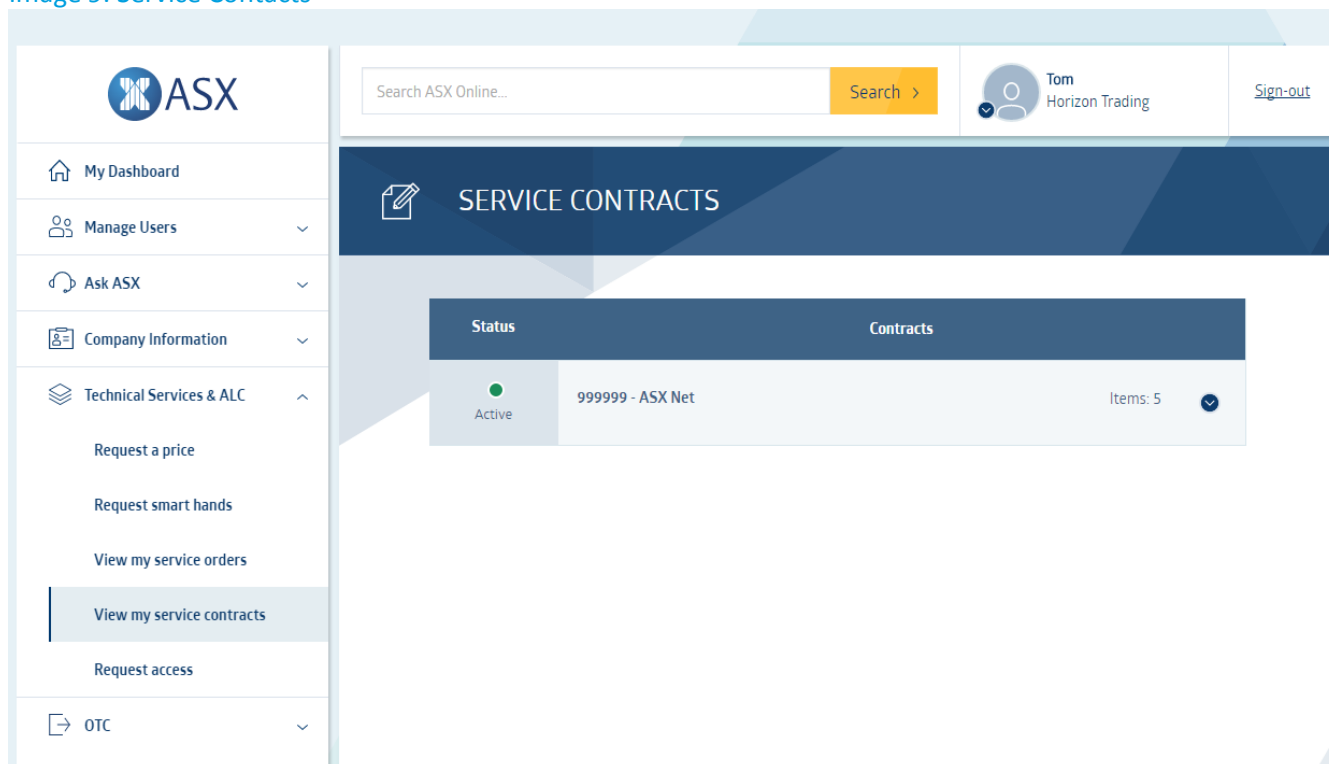
The screenshot displays the ASX Online 'Request a Price' interface. On the left is a sidebar with the ASX logo and navigation links: My Dashboard, Manage Users, Ask ASX, Company Information, Technical Services & ALC, Request a price (highlighted), Request smart hands, View my service orders, View my service contracts, Request access, OTC, ASX Compliance Monitor (ACM), BookBuild, Return Lodgement and Monitoring System (RLM), and TradeAccept. The top header includes a search bar, a user profile for Tom Horizon Trading, and a Sign-out link. The main content area is titled 'REQUEST A PRICE' and features a 'Product selector' section. This section includes instructions to browse over 300 products and filter them using dropdowns. It contains two steps: '1 Select a product category' with a dropdown set to 'All Categories', and '2 Select a sub category' with a dropdown set to 'All Sub Categories'. Below the selectors, it states '5 products shown' and displays a table with columns 'Products' and 'Description'. The table lists 'Additional ASP Market Data Interface - ASX 24' and includes a 'Select' button with a radio icon.

Products	Description
Additional ASP Market Data Interface - ASX 24	Additional ASP Market Data Interface - ASX 24

How can I review my existing Service Contracts?

Details of existing service contracts are also available to be viewed in ASX Online. (See Image 9: Service Contracts). Using this Service Contract feature will allow you to view a list of all of your ASX Information and Technical Services product subscriptions.

Image 9: Service Contracts



Where can I access further information?

If you have any questions in the meantime please contact your ASX Business Development Manager directly or email sales@asx.com.au.