

Member Portal- FAQs

NSEIL

July 2011



INTEGRATED TRADING MEMBER PORTAL FREQUENTLY ASKED QUESTIONS

VERSION: 1.0



**NSEIL
EXCHANGE PLAZA
PLOT NO. C/1, G BLOCK
BANDRA-KURLA COMPLEX
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25-JUL-2010

Introduction:

Member Portal under the link <https://www.connect2nse.com/MemberPortal/> provides ENIT, UCI online and NSE-ASSIST under a single sign on platform. If a user is given access to all three interfaces, that user can access all three applications with only one USER id.

Trading member has two types of Logins. If the trading member uses Member Code as login user id then that login is the ADMIN login. Existing users of ENIT and UCI online have been ported as it is, only the userid contains extra alphabets suffixed to existing userids except the corporate userid of ENIT.

FAQs

1. I am trying to log in with my member code (ADMIN id), what will be my default password for first time?

Default password will be MP_FTP password in the hierarchy explained as below:
For the members having same code in different segments, FTP password used is in the following hierarchy:

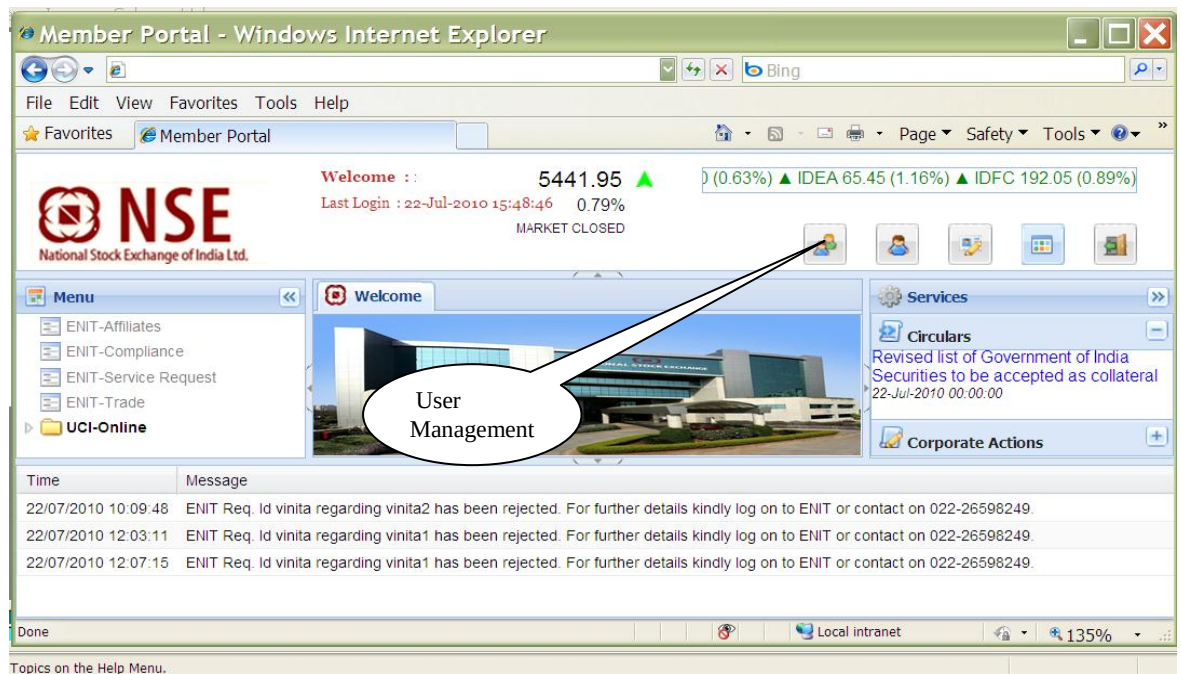
- a. CM segment if the member is enabled in CM
- b. Derivatives Segment only if the member is not enabled in CM segment.
- c. CD segment only if the member is not enabled in both CM segment & Derivatives segment.
- d. WDM segment only if the member is not enabled in CM segment, Derivatives Segment & CD segment
- e. MFSS segment only if member is not enabled in any of the CM, Derivatives, CD & WDM segment.

2. Trading Member has different TM codes for different segments. Does the above hierarchy still holds?

No, if the Trading Member has different code for different segment, he will have multiple ADMIN users for respective segments to access the applications for relevant segment. In this case FTP password will be of the code of which the login is used.

3. I have logged in to member portal using the above mentioned link. I have used member code as userid. I am not able to access any interface. Why?

There are 2 types of Ids in member portal viz: Admin Id & Sub user. Level 1 Admin id is member code. Admin Id of the member portal is for user management. To access any of the applications, user id should be of sub user. Admin id login gets one button for user management, as given in the screen shot below. This button is not available for sub user login which is for using the application.



4. I am trying to login using my existing ENIT/UCI user id but I am getting the message “Invalid user id password”. What do I do?

There can be 3 reasons for this message, incorrect user id, incorrect password, incorrect captcha.

To check the correctness of user id, login the member portal with ADMIN user. Click on user management button, lookout for Modify user tab. In that tab list of user ids present will be available. Check out if the id with which trying to login is present in the list.

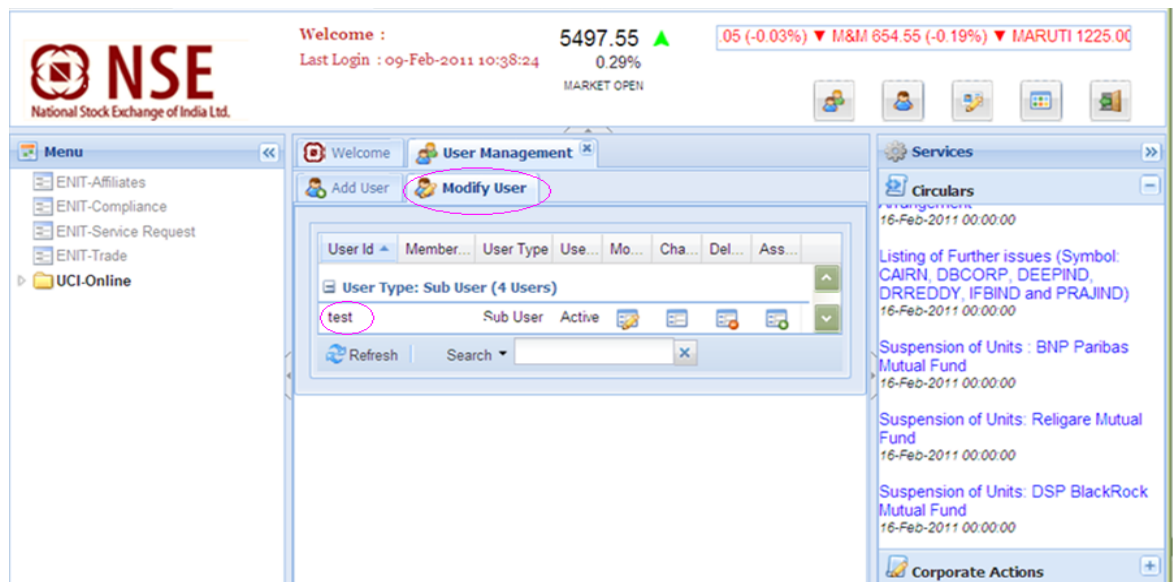
To check the correctness of password, if you are logging for first time, your default password would be MP_FTP password (as explained in Q1) in capital letter, if it is not the first time login & password is incorrect, you are unable to recall it, get it reset from admin as explained in Q6.

To check the captcha, ***care is to taken that it is case sensitive.***

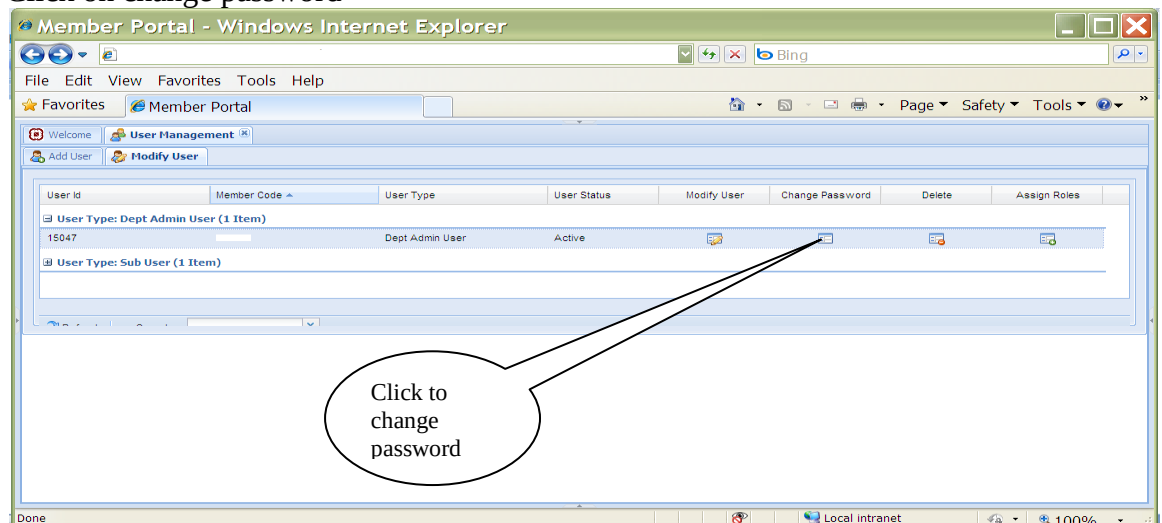
5. I am trying to login using my existing ENIT/UCI user id but I am getting the message “Userid disabled contact admin”. What do I do?

In member portal there are two ways to reset the password depending upon the type of user. For Level 1 ADMIN user, to reset the password “*Forgot Password*” link is available. For any other user, ADMIN will login & reset the password through user management module.

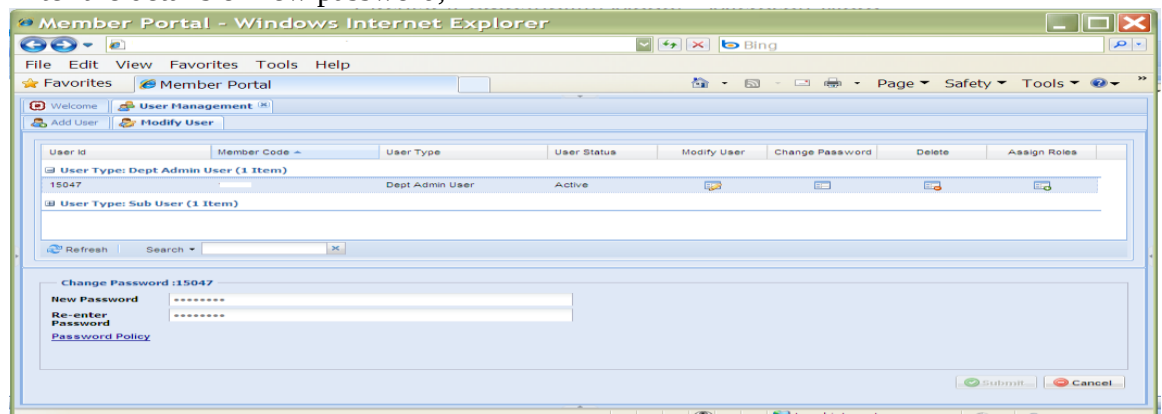
Since ENIT/UCI application user is a sub user, ADMIN need to reset password for this user. Approach your colleague having access to the ADMIN of member portal. s/he will reset password for you, as explained below.
After ADMIN logs in, click on user management, go on modify user tab, select the relevant id,



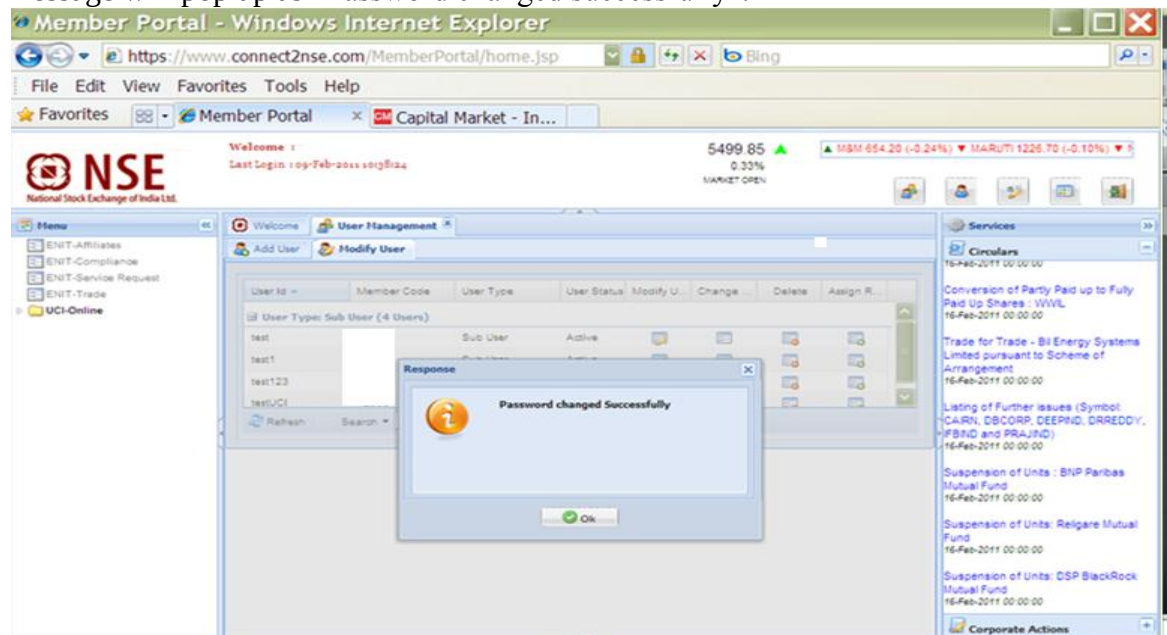
Click on change password



Enter the details of new password,



Once the New Password/ Re-enter Password entered is same. Click on Submit. A message will pop up as “Password changed successfully”.

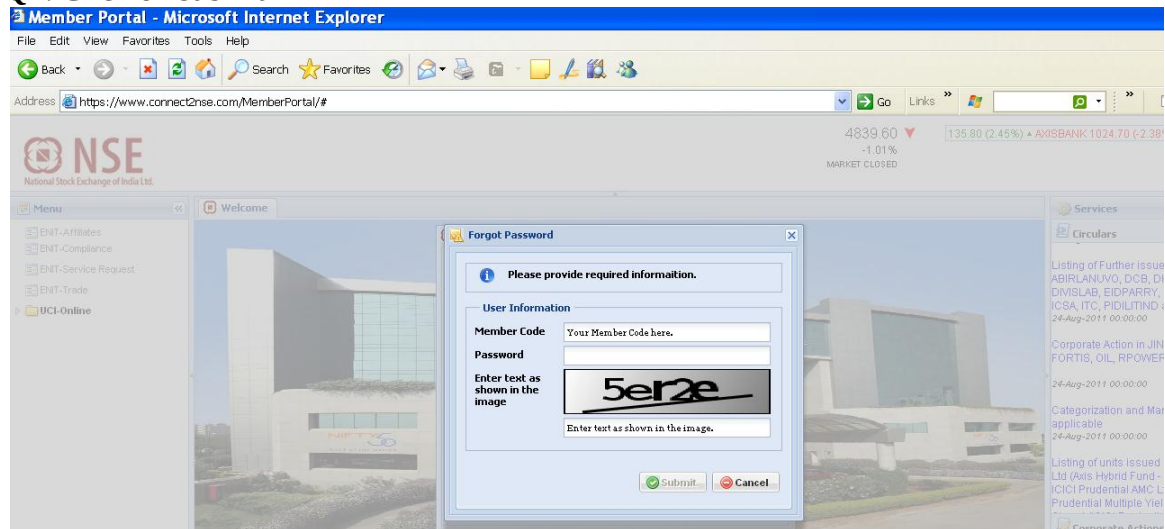


Now, login with your new password.

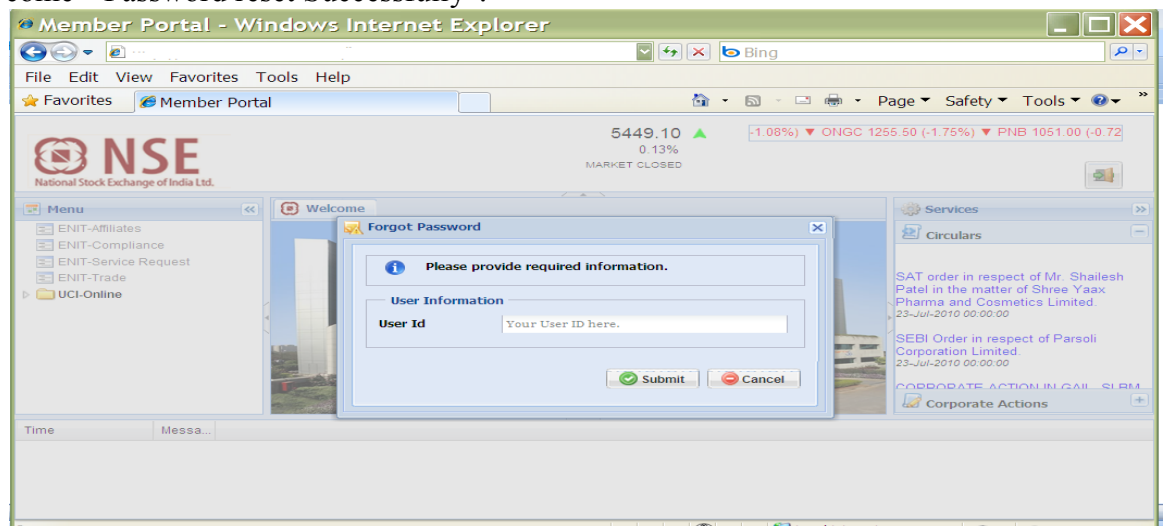
- When and how to use the “Forgot Password link” on the sign-in page?

If the ADMIN user gets locked (for entering wrong password 3 times), user gets message as “**User is disabled, contact admin**”. It can be unlocked by resetting the password through Forgot Password link. On clicking the link following page will appear. Fill in the

details. **Password to be entered here is FTP password in capital letters as explained in Q1.** Click on submit



Following screen will appear, enter member code & click submit. Message will come “ Password reset Successfully”.



The new password will be MP_FTP **password which was used for resetting the password** in capital letters

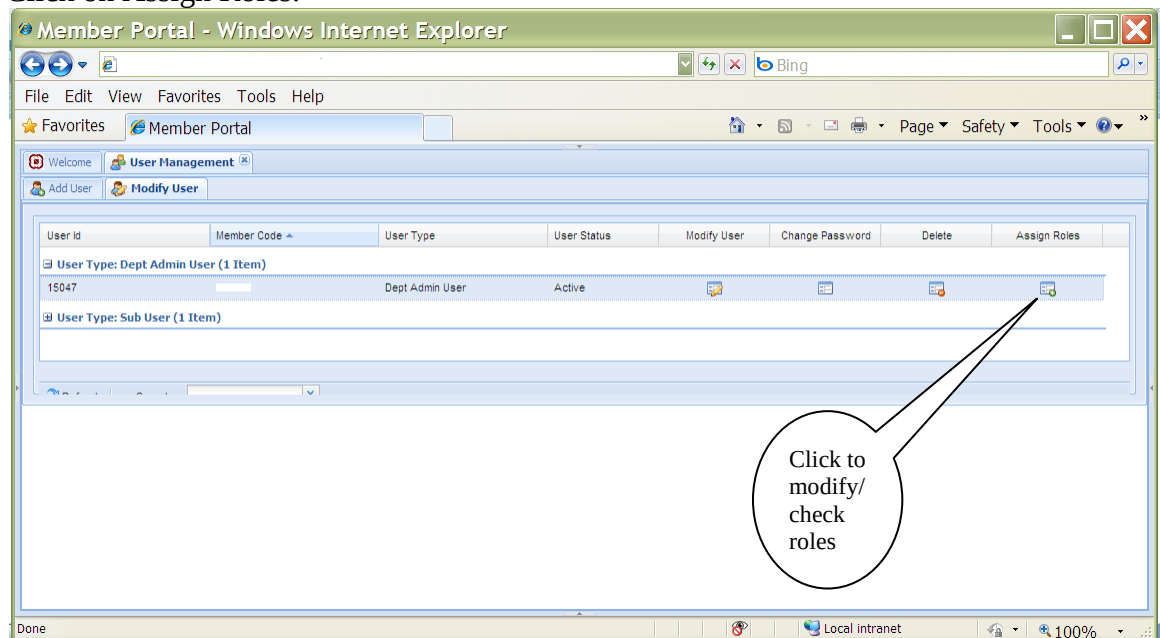
7. I am trying to login with ADMIN user & getting message as User is disabled Contact Admin?
Follow the procedure explained in Q7 above.

8. When and how to use the “Clear Cache” in the sign-in page?

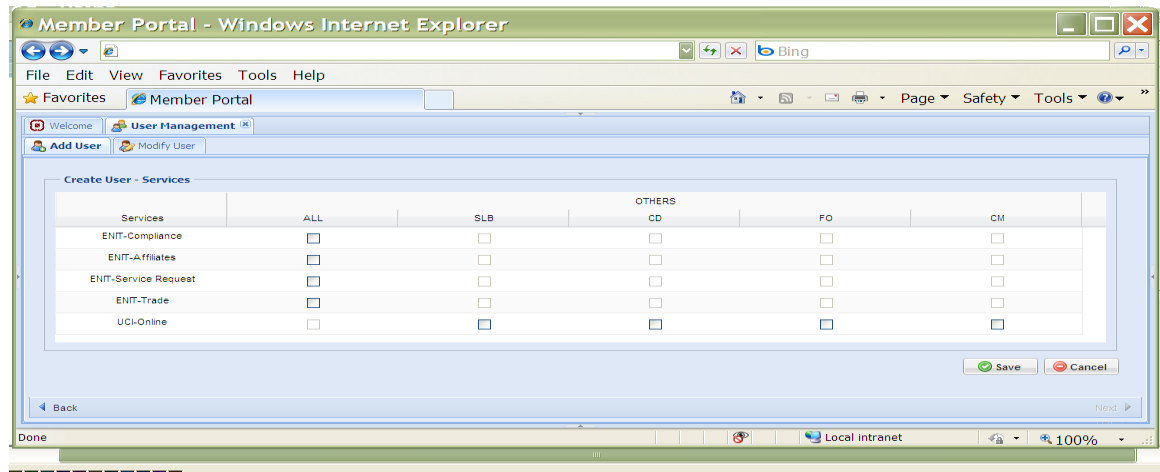
At any point in time, while using system if you get message as “For support, contact system administrator”, sign out from the member portal. Click on clear Cache button & then use the member portal.

9. I have logged in to ENIT but I am not able to access a particular menu?
- In ENIT all the menus are grouped in 4 categories viz: ENIT Affiliates, ENIT Service request, ENIT Compliance & ENIT Trade. Look for the group (out of these 4) to which the menu in question belongs to. This can be checked from the last page of user manual. After locating the group, check out if the sub user is given access to that group. This can be checked through ADMIN login. In admin login, click on user management, modify user, & select user id

Click on Assign Roles.



Check out if the relevant group is checked. If not then check the relevant group & click on save.



Now login with sub user & the user should get access to the relevant menu.

10. I am only active with NOW. What is FTP password?

All members who are active in NSE whether though NOW or NEAT have their NEAT corporate manager id created & password assigned. You have to use that password. If you do not know the password kindly contact on 022-26598153 for CM segment, 022-26598152 for FO segment, 022-26591831 for CD segment & 022-26598361 for WDM segment.

11. What is the recommended system configuration and screen resolution to run the Margins System under Member Portal?

- RAM - 2 GB
- Browser - IE 8+ / Mozilla Firefox 3.6
- Dual core processor
- Best viewed in screen resolution : 1280 * 800