Global Customer Support

Inbox and Notification – Quick Guide
RegHub & Doc Hub

SIX Financial Information (October 2022)

Service Overview – How does it work?

Registration and **Login**

Raising a Service **Request**

Stay **informed**

Global Customer **Support**

Registration and Login

1 SIX Support and Notifications Access

2 SIX Support Portal Overview

1 # SIX Support and Notifications Access

Register your account to receive more efficient service using the Support Portal and to subscribe for global service communication in the Notifications Portal. Registration is simple. You will be guided through the process your first time logging in. For assistance, contact your local customer support (Page 5 for contact details).

How To Access the Support and Notifications Portals

1. Start by logging in to SIX Portal
   SIX Portal: (Public) https://portal.six-group.com/
   (Private) https://portal.fip.six-group.com

Customer ID:	Your firm's SIX account ID (e.g. **FR12345**)
User ID:	Your individual user account name
Password:	Don't know your password? Ask your project manager or call customer support assistance (see Page 5 for contact details)

2. Once in SIX Portal, click on Ⓐ "Support" or "Notifications" depending on your need.

3. First time Inbox and Notification users will be guided through a simple Email verification process

4. Once your Email has been verified, you can begin requesting SIX Financial Information Customer Support via the Inbox and Notifications portal or via normal Email
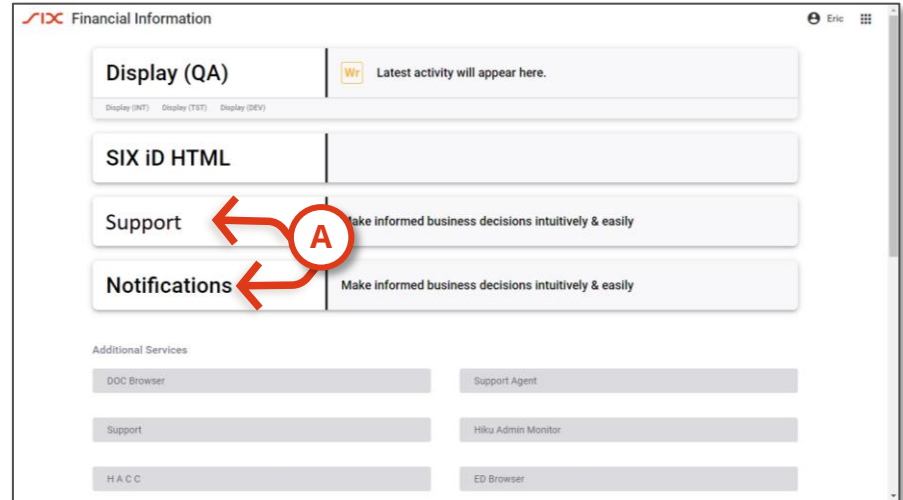
2 Support Portal Overview

SIX Financial Information Customer Support works best by opening tickets directly in the Support Portal.

The Dashboard has three areas
a) **Navigation**:
- "Company Tickets": view tickets from other users with your Company ID
- "My Tickets": view tickets that you have opened
- "Archive": view all closed tickets from your Company ID
b) **Search and Filter Bar**
c) **Ticket List**
- All tickets in your current view can be sorted by some of the columns

Initiating a Service Request ⚙

To create a Doc Hub or Reg Hub service request, access the Support Portal via the SIX Portal (https://portal.six-group.com/). From the Inbox landing page **(A)** click on "Create Ticket".

Choose **(B)** "**Product**" to report RegHub or Doc Hub technical issues.

Once a request for service has been opened, you will find it in the Inbox. Latest overview (marked in green for In Progress).

Sensitivity: C2 Internal

(A) Choose from the following in the drop-down menu:

Regulatory Data Distribution

– Retrieving MIFID2 Data Packages (Cost&Charges, Target Market) delivered via VDFS, VDB, VDF Puls, EXTRA

– Delivering MIFID2 Data, PRIIP Data to SIX RegHub

Relevant Information:
User credentials, GK number (if available), detailed error description including affected Instruments, EMT/EPT File Name

Regulatory Document Distribution

– Retrieving Documents and Document Meta Data via SIX DocHub (GUI, SOAP, Meta Data Files)

– Delivering Documents and Document Meta Data to SIX DocHub

Relevant Information:
User credentials, GK number (if available),detailed error description including affected Instruments, Document Name

Regulatory Document Generation

– Document Generation with SIX DocGen

Relevant Information:
User credentials, GK number (if available), detailed error description

Sensitivity: C2 Internal

5 Initiating a Service Request – Email

Following Inbox and Notification portal registration, you can request support from SIX via Email by writing to your local customer support team. To do so, address your inquiries to the relevant address from your region (see table right).

Please include the concerned product (e.g. DocHub or RegHub) in the subject line as in the **following example**:

To: support@six-group.com
Subject: DocHub login issue

Once a ticket has been opened via Email, the request can also be tracked in the Support portal.

Stay informed

6 DocHub and RegHub Notifications

To receive published product, planned maintenance or service alert messages, simply subscribe to them in the Notifications section of the SIX Inbox and Notifications portal.
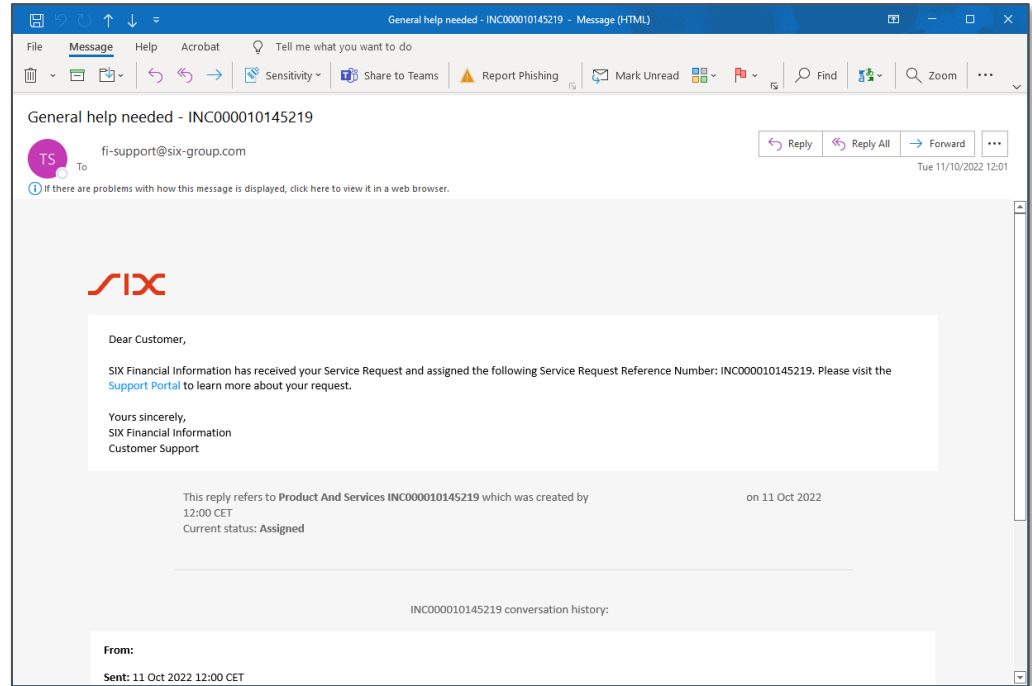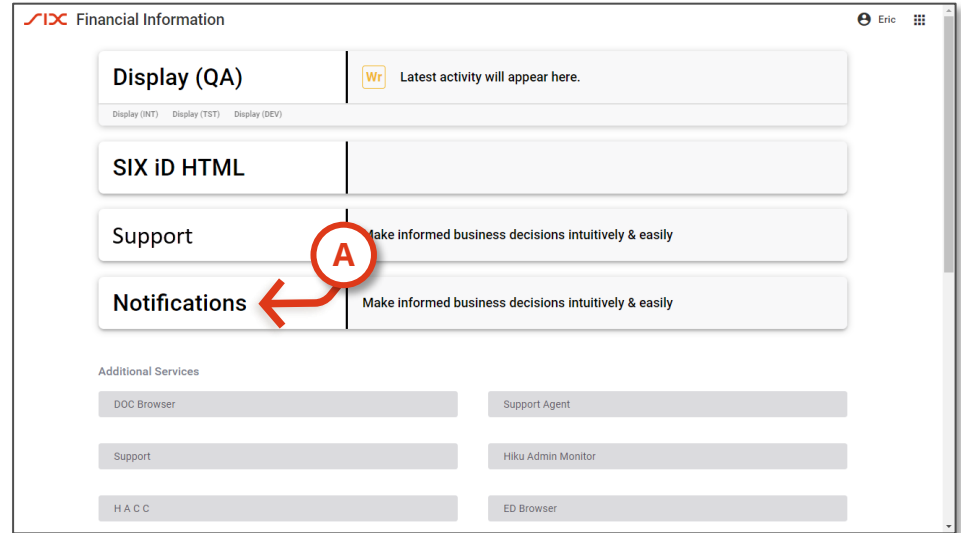
A Access the Notifications Portal from the SIX Portal (see Page 3 for details)

7 Notifications Landing Page

Notifications

Users will find:

A Their own subscription feed

B Access to all notifications for their firm

C Preset filters that allows users to switch between the various notification types

In addition, users can also access their:

D Subscription Settings, and

E The download area (for technical documentation)

Notifications

| | All | | Subscribed | All | 🔍 |

1694 All					
121 General Notifica					
10 Corporate Views					
481 Product Notification					
1038 Service Alerts					
0 Targeted Service Statem					
44 Planned Maintenance					

Add Filter

Title	Type	Author	Status	Effective	Up...	Published ▼
Product Notifications - Data - New Data Delivery/...	Data	Petra Sch...	Distributed	27 Oct 2017, 0...	1	13 Oct 2017, 1...
Product Notifications - Data - Change in Data Deli...	Data	Nicole Xu	Distributed	04 Dec 2017,...	1	13 Oct 2017, 1...
Product Notifications - Data - Change in Data Deli...	Data	David Bo...	Distributed	01 Dec 2017,...	1	13 Oct 2017, 1...
Service Alerts - Data Delays - Euronext Paris MON...	Data Delays	DaMon	Distributed		2	13 Oct 2017, 1...
Service Alerts - Data Delays - Options Price Repor...	Data Delays	DaMon	Distributed		2	13 Oct 2017, 1...
Product Notifications - Data - Change in Data Deli...	Data	Nicole Xu	Distributed	04 Dec 2017,...	1	13 Oct 2017, 1...
Product Notifications - Data - Change in Data Deli...	Data	Milda Tan...	Distributed	29 Oct 2017, 0...	1	13 Oct 2017, 0...
Service Alerts - Data Outages - Philippine Stock E...	Data Out...	DaMon	Distributed		2	13 Oct 2017, 0...
Service Alerts - Data Outages - Philippine Stock E...	Data Out...	DaMon	Distributed		2	13 Oct 2017, 0...
Service Alerts - Data Delays - Toronto Stock Exch...	Data Delays	DaMon	Distributed		2	12 Oct 2017, 2...
MDFStream API release 3.5.0 - Filter the streamin...	Product...	Laurent L...	Distributed	02 Oct 2017, 0...	1	12 Oct 2017, 1...
Service Alerts - Data Delays - Euwax - Resolved	Data Delays	DaMon	Distributed		2	12 Oct 2017, 1...

🖹 Download Area
⚙ Subscriptions

1'694 of 1'694 Items

Subscription Page – General

Overview

Ⓐ Product and Exchange Settings

Ⓑ Subject-based setting (Notification types)

Note:

To access the settings for the individual categories, click on the edit icon. ①

Do not forget to ② save your changes after changing your settings.

9 Subscription Settings – Adding RegHub/DocHub Notifications

Overview

A To add products to your feed, simply access the Product settings. A dropdown menu appears. Either select from the list or filter further by typing the name in of a specific product

For DocHub/RegHub Notifications, choose from **Regulatory Data Distribution**, **Regulatory Document Distribution** and/or **Regulatory Document Generation**.

B Remove products from your feed by clicking the delete button next to the product name

Products
None selected

A

Products

AIFMD
Anna Service Bureau
ApiD
CARS - Corporate Action Reporting System - VDF
ENGINE
EvaluatedPricing
EVENTIS
FATCA

Products
Anna Service Bureau, ApiD, CARS - Corporate Action Reporting System - VDF, EvaluatedPricing, FINALIM COURS, FINALIM EMETTEURS, FINALIM OST, ImpaQt, IPS IntradayPricingService,

B

Products

Anna Service Bureau ⊗   ApiD ⊗   CARS - Corporate Action Reporting System - VDF ⊗   EvaluatedPricing ⊗   FINALIM COURS ⊗   FINALIM EMETTEURS ⊗
FINALIM OST ⊗   ImpaQt ⊗   IPS IntradayPricingService ⊗   MDF - MDF Select ⊗

Select all   Clear all

Global Customer Support

10 Worldwide customer support contacts

Global Customer Support

Your local SIX Financial Information Customer Support team is the first point-of-contact for questions and issues concerning SIX Financial Information products and services.

The Customer Support team consists of specialists who efficiently resolve requests and issues on their own or in collaboration with specialists and Subject Matter Experts.

Country	Phone	Email	Service hours
Switzerland*	+41 58 399 5555	clientsupport.ch@six-financial-information.com	MO-FR, 07:30–18:00 CET
Austria	+49 69 717 00 111	clientsupport.at@six-financial-information.com	MO-FR, 07:30–18:00 CET
Belgium	+32 2 790 0560	clientsupport.be@six-financial-information.com	MO-FR, 08:00–17:30 CET
Canada	+1 203 328 33 99	clientsupport.ca@six-financial-information.com	MO-FR, 08:30–20:00 EST
Denmark	+45 33 41 1141	clientsupport.dk@six-financial-information.com	MO-FR, 08:30 –17:00 CET
Finland	+45 33 41 1141	clientsupport.fi@six-financial-information.com	MO-FR, 08:00–17:00 CET
France	+33 1 4729 5747	clientsupport.fr@six-financial-information.com	MO-FR, 08:00–18:00 CET
Germany	+49 69 717 00 111	clientsupport.de@six-financial-information.com	MO-FR, 07:30–18:00 CET
Ireland	+44 20 7550 5050	clientsupport.ie@six-financial-information.com	MO-FR, 08:00–17:30 BST
Italy	+39 02 76 45 63 77	clientsupport.it@six-financial-information.com	MO-FR, 08:00–18:00 CET
Japan	+81 3 3808 2233	clientsupport.jp@six-financial-information.com	MO-FR, 09:00–18:00 JST
Luxembourg	+352 26 116 777	clientsupport.lu@six-financial-information.com	MO-FR, 08:00–17:30 CET
Morocco	+212 5 2227 6410	clientsupport.ma@six-financial-information.com	MO-FR, 08:30–18:30 UTC+1
Netherlands	+31 20 3012 866	clientsupport.nl@six-financial-information.com	MO-FR, 08:30–17:30 CET
Norway	+45 33 41 1141	clientsupport.no@six-financial-information.com	MO-FR, 08:30–17:00 CET
Singapore*	+65 6338 3808	clientsupport.sg@six-financial-information.com	MO-FR, 08:30–18:00 SGT
Spain	+34 91 577 5500	clientsupport.es@six-financial-information.com	MO-FR, 08:00–18:00 CET
Sweden	+46 8 5861 6400	clientsupport.se@six-financial-information.com	MO-FR, 08:00–17:30 CET
UK*	+44 20 7550 5050	clientsupport.uk@six-financial-information.com	MO-FR, 08:00–17:30 UCT
USA*	+1 203 328 33 99	clientsupport.us@six-financial-information.com	MO-FR, 08:30–20:00 EST

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