

Vestima

Investment Funds Services

Smartcard and PIN User Guide

Vestima Investment Funds Services - Smartcard and PIN User Guide

April 2013

Document number: 6733

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Introduction

Vestima is Clearstream Banking's automated electronic order routing and management service giving Order Issuers (OIs) and Order Handling Agents (OHAs) a single entry point for orders in domestic third-party, cross-border, off-shore and stock exchange traded funds.

Contact details

For further information or if you have specific questions regarding the Vestima system and/or communications with Clearstream Banking, you can contact Customer Service in Luxembourg as follows:

Telephone:	+352-243-38110 +352-243-32833 +352-243-32555	Connectivity Support for access/configuration issues Vestima Help Desk for business queries Vestima Product information
Fax:	+352-243-638110	Connectivity Support
Email:	csvestima@clearstream.com connectlux@clearstream.com	Vestima Help Desk for business queries Connectivity Support
Website:	www.clearstream.com www.vestima.com	Clearstream Banking website Clearstream Banking Investment Funds Services

If you need assistance with Vestima, it would be helpful if you have the following information to hand before contacting Clearstream Banking:

- Your organisation name and Vestima Identity (ID);
- Your name, telephone and fax numbers and your email address;
- The make and model of your PC;
- Your connection type: via the CreationOnline portal or directly over the public internet;
- The type and version of your operating system and web browser software;
- Details of the enquiry (please have full details available);
- If you receive an error message, full details of the error, with any error message number.

Please note that - as is normal practice within financial organisations - Clearstream Banking has implemented telephone line recording to ensure that the interests of Clearstream Banking and of its customers are protected against misunderstandings or miscommunications.

Areas subject to telephone line recording include Customer Service, the Treasury Dealing Room and back office operations. The recorded lines are the subject of an ongoing formal maintenance and quality control programme to ensure their continued effective and appropriate deployment and operation.

Associated documents

General and browser:

Vestima Service Model

A general overview of the services of Vestima.

Vestima SYSOP Guide

Browser security and network information with installation and setup instructions

Vestima User Guide for Order Issuers

Information for OIs (participants who want to buy or sell investment fund units).

Vestima User Guide for Order Handling Agents

Information for OHAs (participants who process orders in investment fund units).

SWIFT:

Vestima SWIFT ISO 15022 User Guide

Details of ISO 15022 message format specifications for use with Vestima.

Vestima SWIFT ISO 20022 User Guide

SWIFT ISO 20022 message format specifications for use with Vestima.

CreationOnline:

CreationOnline User Manual

Information about how to use CreationOnline.

CreationOnline: Getting started with Vestima

Information about how to set up and use Vestima through CreationOnline.

Vestima with Smartcard and PIN

This guide provides further information to participants accessing the Vestima web-browser interface through Clearstream Banking's CreationOnline portal and using the "two-factor authentication" Smartcard and PIN access method.

Vestima access setup

Participants whose installation meets the following conditions can benefit from an enhanced re-authentication process at login and while processing critical actions on Vestima if below conditions are met:

- CreationOnline security option is set as:
 - P12 file: disabled;
 - Smartcard: enabled;
 - User PIN: enabled.
- **Note:** The combination of P12 file and PIN is not supported.
- Vestima authorisation level:
 - 4 eyes; or
 - 6 eyes.

Any change of participant permissions, Smartcard setup or Smartcard password via CreationOnline will be applicable on Vestima as of the next login. Any change of PIN via CreationOnline, will be applicable on Vestima as of the next PIN re-authentication.

For more detailed requirements, please refer to the CreationOnline User Manual and the appropriate Vestima User Guide as listed in ["Associated documents"](#) on page 2.

Vestima log in

When accessing the Vestima web-browser interface through CreationOnline, participants are prompted as follows:

- Select the appropriate Smartcard certificate.
- Enter the Smartcard password.
- Enter the PIN code.

The login will not be successful if:

- The Smartcard is not found, expired or the wrong Smartcard certificate is selected.
- An invalid Smartcard password is entered (maximum attempts allowed: 15).
- An invalid PIN code is entered (maximum attempts allowed: 3).

If the maximum number of attempts is exceeded, the participant becomes suspended and requires a re-activation by its CreationOnline OU Administrator.

Note: A Vestima session remains up if the participant only logs off from CreationOnline but stops if the Smartcard is disconnected after login.

Vestima critical actions

Participants are prompted to enter the PIN code when authorising or processing critical actions, for example:

- Authorising / fail authorising order creation;
- Authorising / fail authorising order confirmation (fill);
- Authorising / fail authorising order replace confirmation;
- Authorising force /reversing force trading limits (Trading Limits Service);
- Submitting/downloading "Data File Upload".

Participants are allowed three attempts to enter a valid PIN code. If participants become suspended, a re-activation by their CreationOnline OU Administrator is required. A suspension triggers the automatic logoff of the current Vestima session.

Note: Participants set up with a Vestima 2-eyes authorisation level will not be requested for a PIN code on critical actions.

Contact

www.clearstream.com

Published by

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April 2013

Document number: 6733
