

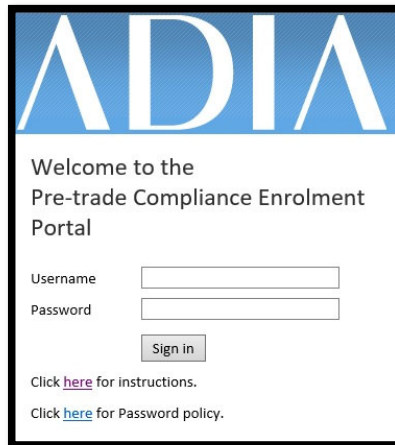
ADIA PTC Enrolment User Guide

Before you are able to access the ADIA PTC Enrolment portal, you will need to enrol to the system. The following steps will guide you through the enrolment process to accept the ADIA's Disclaimer - Teams & Conditions.

Steps for PTC Enrolment

Step 1:

Open the URL <https://enrol-ptc.adia.ae> in your internet browser. You will be presented with a login page as shown below. Please enter the user name and password provided to you by IT Service Desk and click on the "Sign In" button.

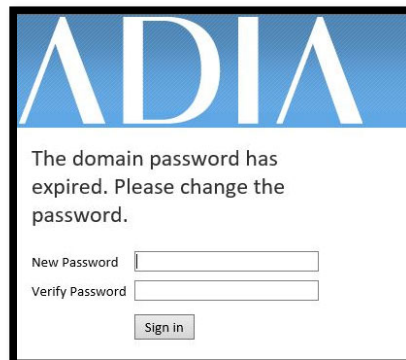


The screenshot shows the ADIA logo at the top. Below it, the text reads "Welcome to the Pre-trade Compliance Enrolment Portal". There are two input fields: "Username" and "Password". Below the "Password" field is a "Sign in" button. At the bottom, there are two links: "Click [here](#) for instructions." and "Click [here](#) for Password policy."

Figure 1: Login page to enrol to the PTC Enrolment portal

Step 2: (only required on first log on)

You will be asked to change your password. Password should be a minimum of 8 alphanumeric characters.



The screenshot shows the ADIA logo at the top. Below it, the text reads "The domain password has expired. Please change the password." There are two input fields: "New Password" and "Verify Password". Below the "Verify Password" field is a "Sign in" button.

Figure 1.2: Change password to login and enrol to the PTC Enrolment portal

Step 3:

On successfully logging in to the enrolment portal you will see ADIA's Disclaimer - Terms & Conditions and your own information as per our records.

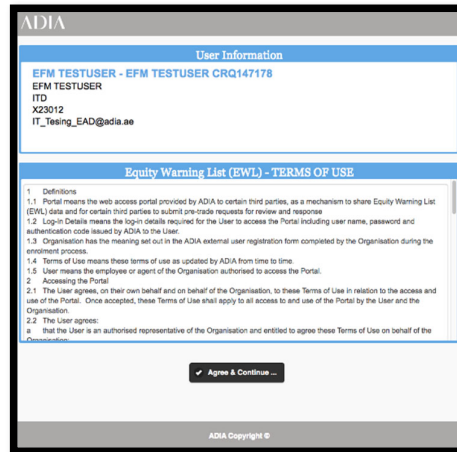


Figure 1.3: ADIA Disclaimer - Terms & Conditions accessed on the enrolment portal

Step 4:

After you have read and understood the terms and condition, agree to abide by them and have verified your user information please click on the “Agree & Continue button”.

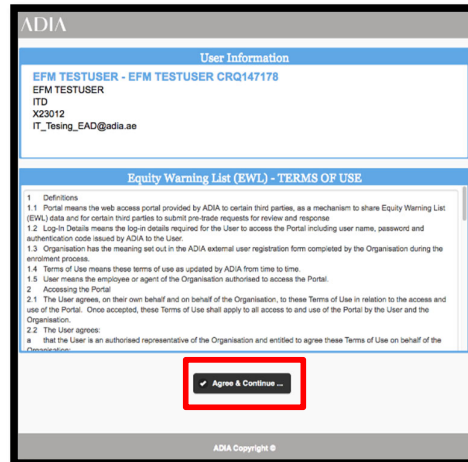


Figure 1.4: Agree & continue the completed enrolment.

Step 5:

You will see a pop up asking you to click on “Cancel” or “Agree” button. Click on Agree button should you wish to continue.



Figure 1.5: I have read the terms and conditions and agree to them.

Please note you will be allowed to agree only once.

Step 6:

Once the enrolment is complete, you will be automatically redirected to the PTC login portal and you should automatically receive an email from ADIA’s IT Service Desk shortly. The email will have your PTC portal login credentials.

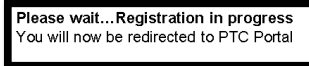


Figure 1.6: Redirect to PTC Portal.

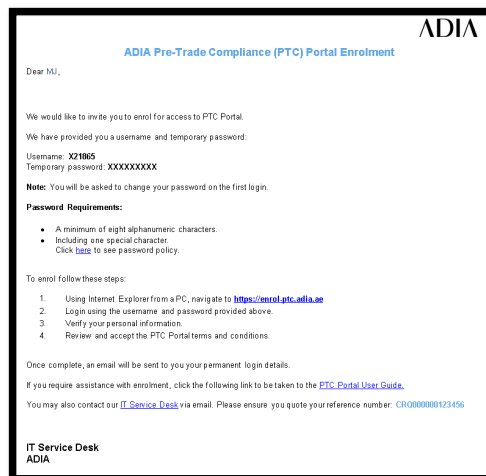


Figure 1.7: Email, PTC Portal Access Confirmation.

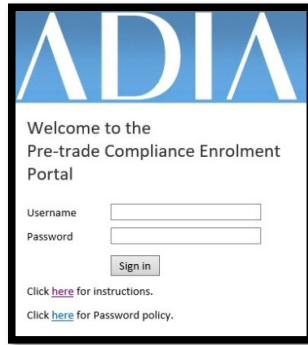


Figure 1.8: Redirect to PTC Portal

Troubleshooting PTC Enrolment

Error logging in to the enrolment portal

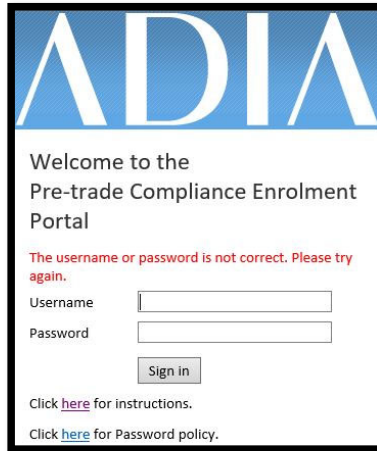


Figure 4: Enrolment login failure

Issue:

You receive an error message when trying to login to the enrolment portal; 'Invalid username or password. Please re-enter your user information.' appears even when you have entered the correct credentials.

Cause:

Your enrolment account may have become locked.

Solution:

Email servicedesk@adia.ae explaining the issue with your enrolment account and providing your enrolment details.