



## **Guidelines in *e*-ordering for participants:**

# **MEPS+ Live services Monetary Authority of Singapore**

Version 2.1

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# 1 Introduction

## 1.1 Benefits of e-Ordering

SWIFT *e*-Ordering enables you to order products, services, training and documentation, as well as upgrade, change and terminate existing installations / services. By submitting your order / subscription via the e-ordering channel, you will not need to deal with any paper forms. The electronic forms (e-forms) are pre-filled so that the amount of data one needs to input is reduced. Together with the help of online validation feature, this *e*-ordering tool will make placing order / subscription to SWIFTNet services simpler and more efficient.

## 1.2 Objective

The objective of this document is to describe the procedures to subscribe and change MEPS+ Live & pilot services.

## 1.3 Guidelines for subscribing to MEPS+ Services via e-Ordering

SWIFT enabled the subscription to the Monetary Authority of Singapore's MEPS+ Live or Pilot Services via the ***e-ordering*** tool available in [www.swift.com/support/ordering](http://www.swift.com/support/ordering).

This tool enables you to subscribe to the following MEPS+ services:

- Live & Pilot Browse service :
  - o mas.mepsplus.mval.br
  - o mas.mepsplus.mval.br!p
- Live & Pilot FileAct service :
  - o mas.mepsplus.fast
  - o mas.mepsplus.fast!p
- Live and Pilot MEP service (FIN-copy service)\*

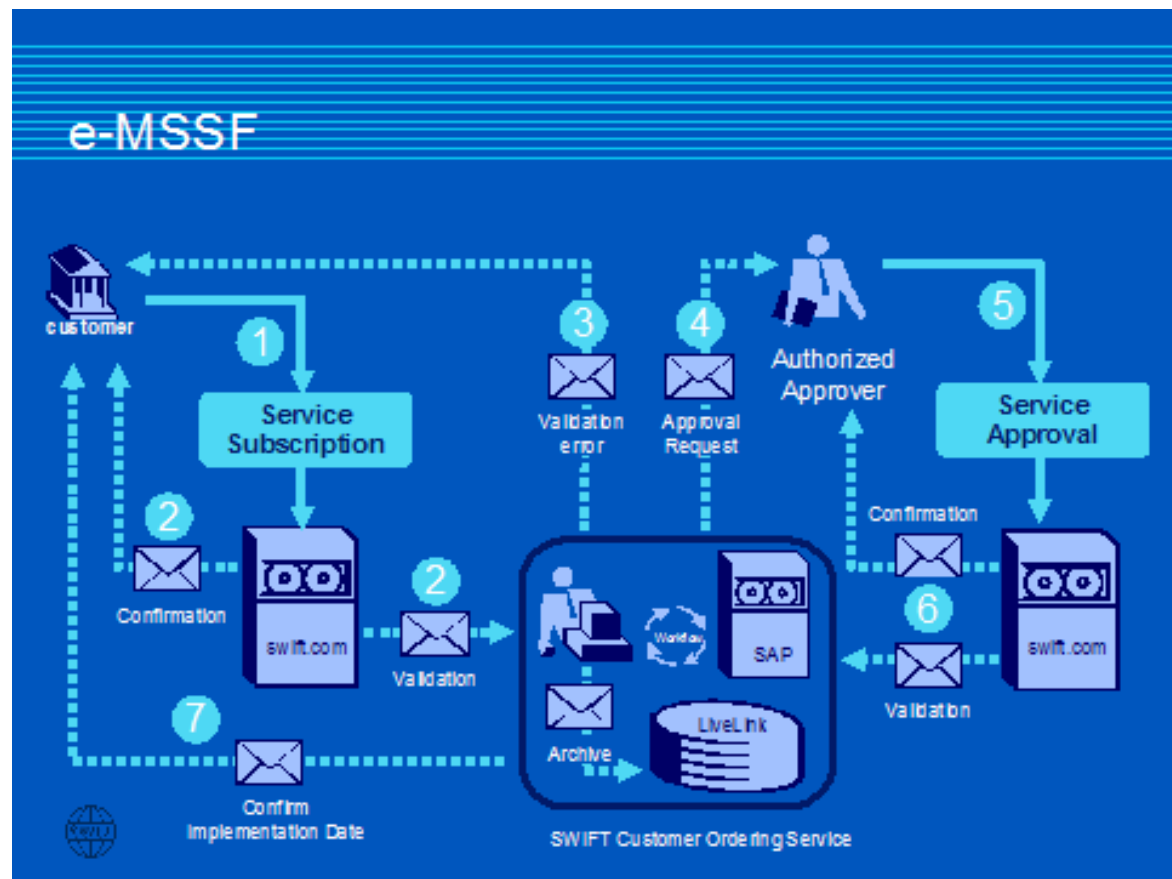
\*Please note that the FIN COPY UNDERTAKING form is no longer needed.

This tool should also be used for Change and Service termination requests.

To access this tool, you must be registered for SWIFT Online Customer Services. Instructions for registration are available in Appendix A.

## 1.4 e-ordering Process Overview

Below is a High level view of the electronic Messaging Service Subscription Form (eMSSF) ordering process.



1. Participant to fill out and submit the e-form.
2. Participant will receive a confirmation message containing the ordering reference number
3. The e-form will be validated by SWIFT. In case of errors, the participant needs to submit a new order.
4. SWIFT send an e-mail, containing the order reference number, to the Service Administrator, to invite an Authorised approver to approve the subscription.
5. In step 5, the authorized approver will approve the subscription of the participant.
6. SWIFT will send a confirmation to the Service administrator and performs a last validation.
7. Participant will be provisioned to the requested service.

## 2 Start the e-ordering process

At [www.swift.com](http://www.swift.com), select the Ordering & Support tab, select Ordering.

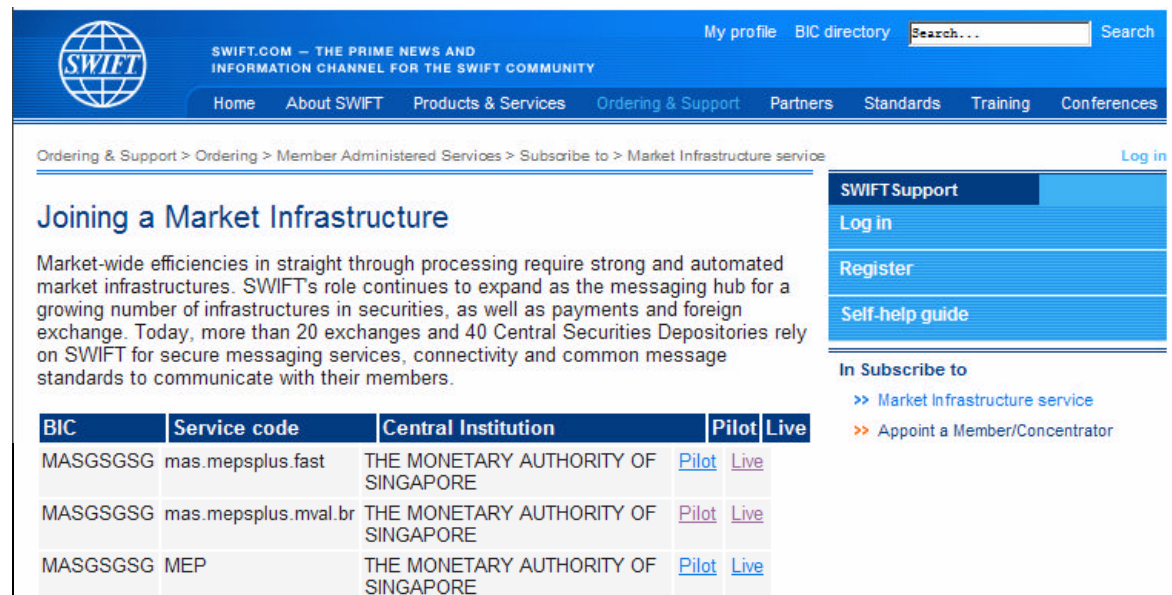
The screenshot shows the SWIFT website homepage. At the top, there is a navigation bar with the SWIFT logo and the text "SWIFT.COM — THE PRIME NEWS AND INFORMATION CHANNEL FOR THE SWIFT COMMUNITY". Below this, there are tabs for Home, About SWIFT, Products & Services, Ordering & Support, Partners, Standards, Training, and Conferences. The "Ordering & Support" tab is selected, and a dropdown menu is open, showing options: Overview, Knowledge base, Case manager, Operational status, Download centre, Documentation, Ordering (highlighted), Billing information, and Contact information. On the right side, there is a "Log in" link and a "SWIFTSOLUTIONS" section with a globe image and the text "SWIFTSolutions for Corporates. A world class service with global reach". Below this, there are links for BIC DIRECTORY, SWIFTNET FIN STATISTICS, PRODUCT INFORMATION, and CAREERS AT SWIFT. There are also banners for "Sibos 2006" (2006 Sydney, 9 - 13 October) and "ANNUAL REPORT 2004" (access here). The main content area features several news articles: "Time-to-market slashed by six months", "Deutsche Bundesbank offers additional access to its retail system", "Tackling 'operational transformation' head on", "SWIFTAlliance Starter Set programme a success", and "SWIFT raises 2005 rebate to 7%". At the bottom, there is a section for "Other news" with links to "Engaging Risk on Open Account: The Trade Services Utility", "Tackling certification compliance", "CHIPS uses SWIFTNet as the foundation for transformation", and "A first for UNIFI in the funds market".

### 2.1 Select the link for Market Infrastructure service:

Scroll down the Ordering page and select Market Infrastructure Service in the “Member Administrated Service section”.

The screenshot shows the "MEMBER ADMINISTERED SERVICES" section. It contains three columns of links: "Subscribe to", "Change subscription", and "Terminate subscription". Under "Subscribe to", there are links for "MA-CUG service", "Market Infrastructure service" (circled in red), and "Member/Concentrator Appointment". Under "Change subscription", there are links for "MA-CUG service" and "Market Infrastructure service". Under "Terminate subscription", there is a link for "Service subscription".

Click “Joining a Market Infrastructure” (see Picture 3). Then select the required service from the listed services by clicking on the corresponding ‘Live’ / ‘Pilot’ environment.



**Joining a Market Infrastructure**

Market-wide efficiencies in straight through processing require strong and automated market infrastructures. SWIFT's role continues to expand as the messaging hub for a growing number of infrastructures in securities, as well as payments and foreign exchange. Today, more than 20 exchanges and 40 Central Securities Depositories rely on SWIFT for secure messaging services, connectivity and common message standards to communicate with their members.

BIC	Service code	Central Institution	Pilot	Live
MASGSGSG	mas.mepsplus.fast	THE MONETARY AUTHORITY OF SINGAPORE	<a href="#">Pilot</a>	<a href="#">Live</a>
MASGSGSG	mas.mepsplus.mval.br	THE MONETARY AUTHORITY OF SINGAPORE	<a href="#">Pilot</a>	<a href="#">Live</a>
MASGSGSG	MEP	THE MONETARY AUTHORITY OF SINGAPORE	<a href="#">Pilot</a>	<a href="#">Live</a>

**SWIFT Support**

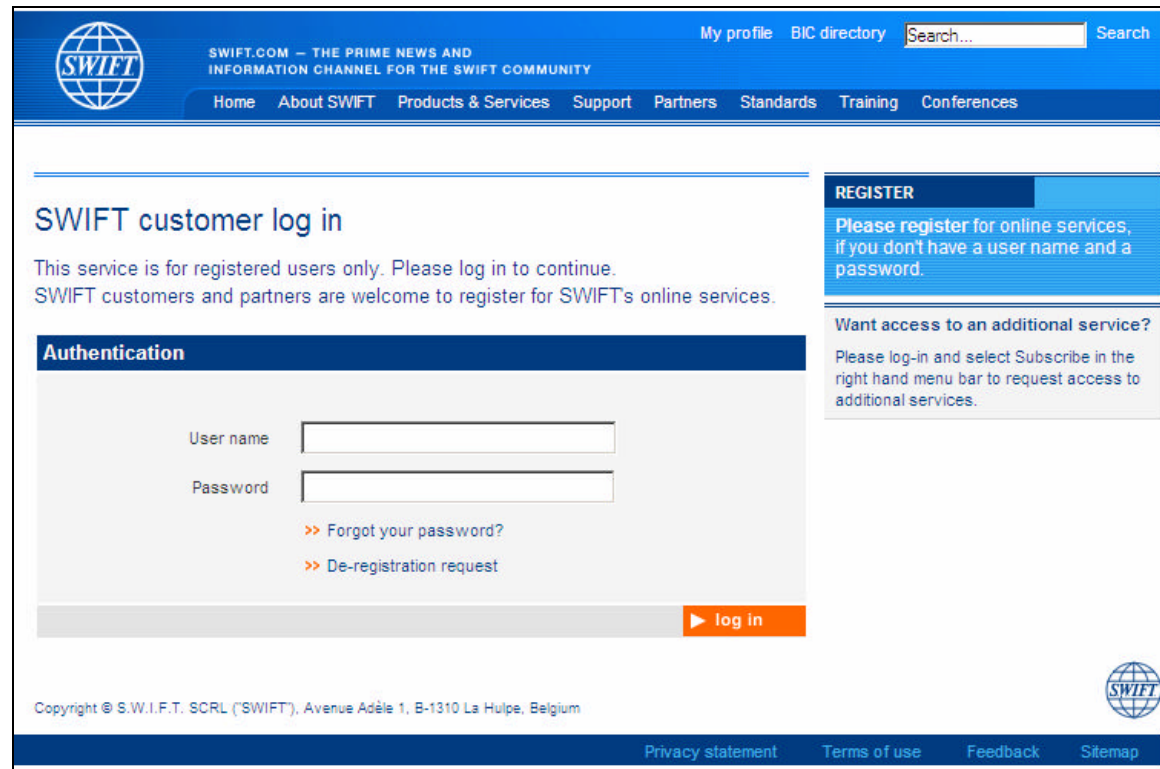
- [Log in](#)
- [Register](#)
- [Self-help guide](#)

**In Subscribe to**

- [Market Infrastructure service](#)
- [Appoint a Member/Concentrator](#)

## 2.2 Log-in

Proceed to login to Online Customer Services to start the Ordering process:



The screenshot shows the SWIFT customer login page. The header includes the SWIFT logo, the text "SWIFT.COM - THE PRIME NEWS AND INFORMATION CHANNEL FOR THE SWIFT COMMUNITY", and navigation links: "My profile", "BIC directory", "Search...", "Search", "Home", "About SWIFT", "Products & Services", "Support", "Partners", "Standards", "Training", and "Conferences".

The main content area is titled "SWIFT customer log in". Below the title, it states: "This service is for registered users only. Please log in to continue. SWIFT customers and partners are welcome to register for SWIFT's online services."

The "Authentication" section contains two input fields: "User name" and "Password". Below these fields are two links: ">> Forgot your password?" and ">> De-registration request". A blue "log in" button is located at the bottom right of the authentication section.

On the right side, there is a "REGISTER" section with the text: "Please register for online services, if you don't have a user name and a password." Below this is a section titled "Want access to an additional service?" with the text: "Please log-in and select Subscribe in the right hand menu bar to request access to additional services."

The footer includes the copyright notice: "Copyright © S.W.I.F.T. SCRL ('SWIFT'), Avenue Adèle 1, B-1310 La Hulpe, Belgium" and a SWIFT logo. Navigation links for "Privacy statement", "Terms of use", "Feedback", and "Sitemap" are also present.



### 3 How to Fill-out the eMSSF

#### 3.1 Confirm and agree to Terms and Conditions (STEP 1)

This page contains the Ordering Terms and Conditions. Since the forms for Browse, FileAct and FIN-Copy services are identical in appearance, please check the title of the form to ensure the appropriate option is selected, before proceeding. If ok, go to the bottom of the page and press the orange “I Accept” button to continue the subscription.

SWIFT.COM – THE PRIME NEWS AND INFORMATION CHANNEL FOR THE SWIFT COMMUNITY

My profile BIC directory Search... Search

Home About SWIFT Products & Services Ordering & Support Partners Standards Training Conferences

Log out

1 2 3 4  
STEP 1 terms & conditions

## THE MONETARY AUTHORITY OF SINGAPORE Market Infrastructure Service

### Subscription: /Live (mas.mepsplus.fast)

#### SWIFT Ordering Tool - Terms and Conditions

#### INTRODUCTION

You have now entered the SWIFT Ordering Tool. This page presents the essential steps for submitting a successful order, update or termination notice. It also sets out the terms and conditions governing the use of the SWIFT Ordering Tool. You should carefully read this page before proceeding by confirming acceptance of the SWIFT Ordering Tool - Terms and Conditions below.

#### ESSENTIAL STEPS

The essential steps for submitting a successful order, update or termination notice are the submission, confirmation, validation and acceptance.

**Submission:** the following 4 steps must be successfully completed to submit an order, update or termination request:

- STEP 1 (terms & conditions) - read and accept the SWIFT Ordering Tool - Terms and Conditions
- STEP 2 (enter information) - enter the order, update or termination notice details
- STEP 3 (confirmation) - confirm the information provided in STEP 2 and acceptance of the terms and conditions applicable to the order, update or termination notice
- STEP 4 (order placed) - a specific reference number is issued and the order, update or termination notice details are confirmed

#### Severability

Whenever possible, each provision of the Ordering Terms and Conditions shall be interpreted in such manner as to be effective and valid under applicable law. In the event that any provision of the Ordering Terms and Conditions shall finally be determined to be unlawful or unenforceable, such provision shall be deemed severed from the Ordering Terms and Conditions, but every other provision thereof shall remain in full force and effect. Any such provision held unlawful or unenforceable shall be substituted by a provision reflecting the original intent as closely as possible, to the extent permitted under applicable law.

#### Governing Law and Jurisdiction

The Ordering Terms and Conditions shall be governed by the laws of Belgium. Any claim or dispute hereunder that cannot be solved amicably shall be submitted to the exclusive jurisdiction of the courts of Brussels, Belgium. The applicability of articles 7 (paragraph 1, under 8), 8 (paragraph 1), 9 and 10 of the Belgian Act of 11 March 2003 on Certain Legal Aspects of the Information Society Services is expressly excluded.

cancel

I Accept

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Press room

Privacy statement

Terms of use

Contact

Feedback

Sitemap



### 3.2 Enter Subscription details (STEP 2)

This will bring you to Step 2, where you have to provide some registration information. You will get a new screen which contains the following pre-filled information:

The screenshot shows the SWIFT e-ordering interface. At the top, there's a navigation bar with the SWIFT logo and links like 'My profile', 'BIC directory', and a search bar. Below this is a menu with options like 'Home', 'About SWIFT', 'Products & Services', 'Ordering & Support', 'Partners', 'Standards', 'Training', and 'Conferences'. A 'Log out' link is also present. A progress indicator shows four steps, with 'STEP 2 enter information' highlighted. The main content area is titled 'THE MONETARY AUTHORITY OF SINGAPORE Market Infrastructure Service Subscription: /Live (mas.mepsplus.fast)'. Below this, it says 'Enter Information'. A table titled 'Registered Customer Information' displays pre-filled data:

Registered Customer Information			
Entity full legal name	(?)	A Bank In Singapore	1.01
BIC8	(?)	BBBBSGSG	1.02
This field displays the name with which you registered yourself on swift.com.	(?)	A. Chua	1.03
Registered email address	(?)	achua@bbbsgsg.com	1.04
Registered phone number	(?)	+65 1234 5678	1.05

At the bottom of the table, there is a link: [Update User Profile](#).

This section contains details of the person who has signed in to Online Customer Services to fill in the form. This information is pre-filled. To change any of the information displayed, please click on the link “Update User profile”.

The next section contains the BIC8 of which you are a registered user (see screen shot below). If you are registered under more than one BIC, please check and select the appropriate one in Qu no. 2.01. If you are ordering on behalf on your branch, the parent BIC should be specified.

Please specify a Preferred Implementation date in Qu. 3.01. Please allow a min. of 10 business days’ lead time for service provision.

Ordering Institution Information	
BIC8	BBBESGSG 2.01
Preferred Implementation Date	
<p>Implementations always occur during the weekend. The earliest possible implementation of an order that is validated by SWIFT as being correct and duly approved by the Service Administrator, is the second weekend following the date of submission. A later date can be specified, in which case the implementation will be done on the weekend immediately following the specified date.</p>	
Preferred Implementation Date	02-FEB-2006 >> <a href="#">Please click here to select a date</a> 3.01

In the FIN Service Configuration section (section 4), in Qu 4.01 specify the BIC that for MEP service (MEPS+ FIN Copy Service). This BIC should be the same as the one specified in Qu 2.01. In the case when the parent BIC is placing order for a branch, the BIC of the branch should be specified here. The rest of this section should be left unchanged / blank.

For MEPS+ Browse or FileAct service, please leave this section blank.

FIN Service Configuration	
<p>Subscription to FIN based services requires to specify a T&amp;T destination for pilot environment or a live destination for live environment. In the context of a subscription to a Market Infrastructure Service, BIC8 restriction to the service could be requested.</p>	
BIC8 to be registered in the service	4.01
BIC8 restriction to the service	No 4.02
<p>BIC Publication with service code is optional and is only used to communicate information to counterparties via the BIC directory and will not be used in message validation. Please validate with the Market Infrastructure if service is published or not. Specify below the existing branch code that should be published with the service code specified above. Note that BIC8 corresponding branch code should be XXX and that preferred service is allowed for Target Service only</p>	
Branch code	Preferred Service
<input type="text"/>	please select 4.03.01
<input type="text"/>	please select 4.03.02
<input type="text"/>	please select 4.03.03
<input type="text"/>	please select 4.03.04
<p>Please select the number of entries you desire <input type="text" value="4"/> <input type="button" value="update"/> (max 99)</p>	
<p>In the context of a subscription to a MA CUG service, specify an existing 11 characters BIC to be used for central or reverse billing when applicable. Please validate with the Service Administrator if central billing or reverse billing is applicable for service you wish to subscribe to.</p>	
BIC11 to be used for billing purposes	4.04

Then fill in DN and SWIFTNet Link and / or WebStation information in the next section – SWIFTNet Service Configuration.

SWIFTNet Service Configuration		
Subscription to a SWIFTNet Service requires to specify SWIFTNet Distinguished Name (DN) that will exchange messages over SWIFTNet and SNLids for traffic routing purposes.		
My DN Level 2	<input type="text" value="o=bbbsgsg ,o=swift"/>	5.01
If applicable, specify here the lower Level DN(s) to be added	<input type="text" value="ou=meps+"/> <input type="button" value="Add"/> <input type="button" value="Remove"/>	5.02
Specify the BIC8 of the SWIFTNet Link Owner	<input type="text" value="BBBSGSG"/>	5.03
Browse Service: SWIFTNet Link and / or SWIFTAlliance Webstation IDs	<input type="text" value="SNL12345"/> <input type="button" value="Add"/> <input type="button" value="Remove"/>	5.04
Main Service: SWIFTNet Link and / or SWIFTAlliance Webstation IDs	<input type="text"/> <input type="button" value="Add"/> <input type="button" value="Remove"/>	5.05

In 5.01, the default DN will be displayed. If you wish to enter a lower level DN, enter it in Qu 5.0.2 and click 'Add'. The lower level DN will then appear in the box on the right. Please make sure you enter the appropriate DN for each service. For example, for MEP FIN Copy service, the DN is ou=fin,o=bbbsgsg,o=swift whilst DN for Browse / Fileact is ou=meps, o=bbbsgsg, o=swift.

In 5.03 specify the owner of the SNL, if you are connecting through a Service Bureau or a Head office in another country, the BIC8 of the SWIFTNet link owner should be changed to BIC8 of that Service Bureau or your Head office.

In 5.04, you need to specify the SNL ID or WebStation ID which will be used to receive FileAct or Browse traffic related to the MEPS+ service. In case you have a Disaster recovery system installed which has its own SNL id, please add the SNL id of the SNL used on that system to the list in the same manner as for the Production SNL ID. If you intend to use different SNL / WebStation for Live and pilot services, be sure to enter the correct SNL IDs.

Main Service:  
SWIFTNet Link and /  
or SWIFTAlliance  
Webstation IDs

SNL12345

Add Remove

SNL12345

Enter Prime  
(and contingency)  
SNL id  
here and press "Add"

4.04

To add a SNL or WebStation ID, type the SNL ID in the field on the left hand side (see orange circle, type SNL followed by the id) and press the Add button (see green circle). The SNL id you entered appears now in the big box in the middle of the screen (see blue arrow).

Skip section 6 - Traffic routing definition for real-time services. Leave this section blank as this is not applicable to Store and Forward FileAct Service.

Leave Section 7 - Traffic queuing definition for store-and-forward services blank unless you wish to receive files from MEPS+ at a different queue other than the default queue.

Traffic routing definition for real-time services							
Subscription to a SWIFTNet service may require definition of MRR (Message Reception Registry) component. Please validate with the Service Administrator the usage of the MRR feature. Detailed information over MRR definition are available in the SWIFTNet Service Description.							
Rule Order	Request Types	Requestor DNs	Responder DNs	End-Points	Main SNL ID(s)	Disaster SNL ID(s)	
1							6.01
2							6.02
3							6.03
Please select the number of entries you desire 3							update (max 99)
Traffic queuing definition for store-and-forward services							
Subscription to a SWIFTNet service may require definition of traffic queuing. Below table should be filled-in if messages are not send to the generic queues. Please validate with the Service Administrator the usage of the traffic queuing feature. Detailed information over traffic queue definition is available in the SWIFTNet Service Description.							
Rule Order	Full Queue Name	Requestor DN	Responder DN	Request Type			
1					7.01		
2					7.02		
3					7.03		
Please select the number of entries you desire 3							update (max 99)
<div> <span>cancel</span> <span>reset</span> <span>submit</span> </div>							

### 3.3 Confirm the subscription (STEP 3)

In step 3 of the process, details entered in previous steps are displayed for review. Should you need to change any of the information entered, please click “cancel” to return to Step 2. To proceed to confirm the subscription, check the two boxes as shown below and then press the “I Accept” button.

**Customer Confirmation**

☒ I declare to have full capacity and authority to use the SWIFT Ordering Tool on behalf of the Customer above, and confirm acceptance that the use of the SWIFT Ordering Tool is subject to the [SWIFT Ordering Tool - Terms and Conditions](#).


☒ I further confirm acceptance that:


- the provision and use of the SWIFT services and products and other arrangements made through the SWIFT Ordering Tool are subject to the [SWIFT General Terms and Conditions](#) or those other specific terms and conditions that have been presented to me online, and any related contractual documentation (typically, the Service Description). To access the latest version available of the SWIFT documentation, see [SWIFT Support](#).
- the charges and fees that may become due in connection with the use of the SWIFT Ordering Tool are as notified by SWIFT (typically, in the [SWIFT Price List](#) or a valid quotation).

Transaction record


User : demo@swift.com

Date : Mon, February 6, 2006

 cancel

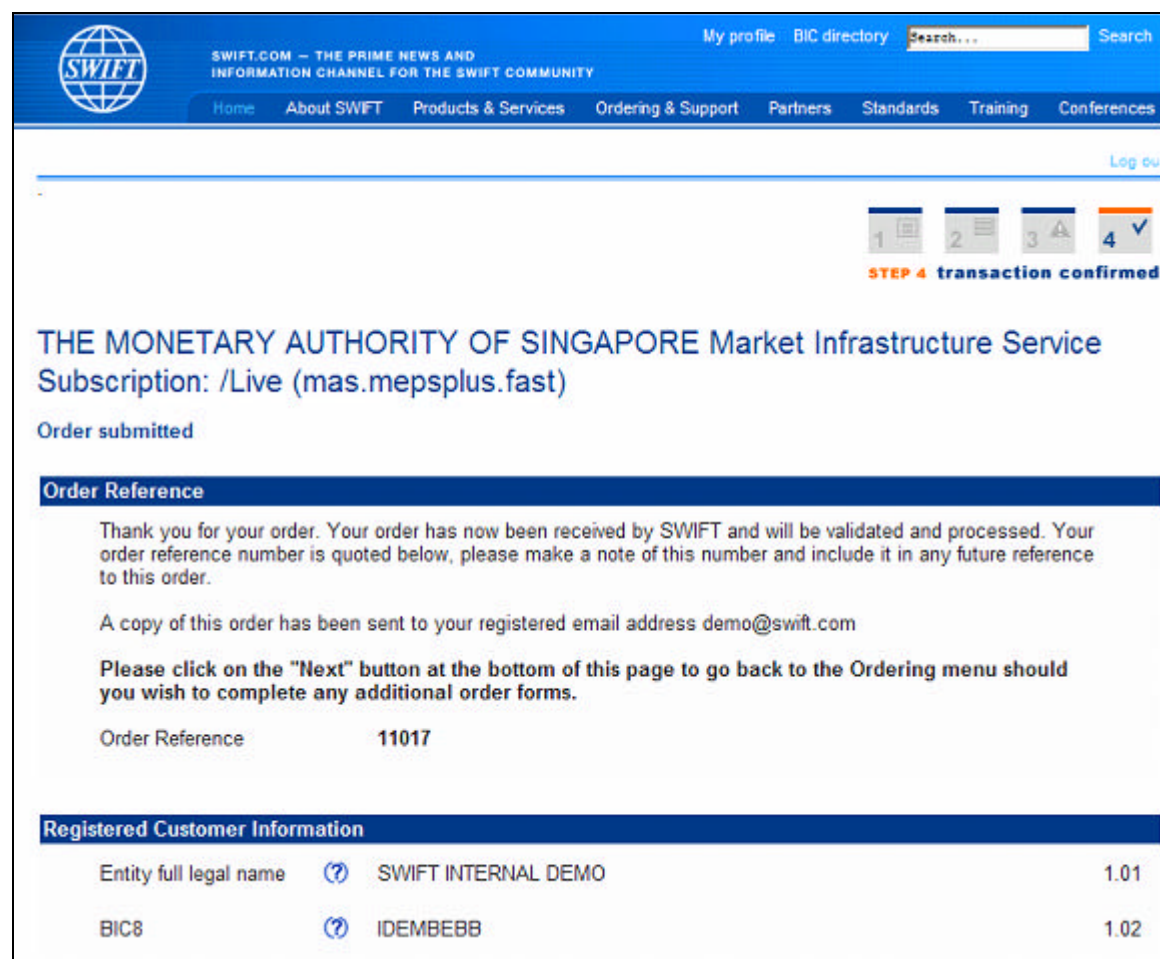


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### 3.4 Subscription confirmation (STEP 4)



Upon successful submission of the order, an Order reference number will be displayed. You have now completed the order. Please scroll down to the bottom of the form and click “Print” if you wish to print a copy of the order, then click “Next” to return to the Ordering page in [www.swift.com](http://www.swift.com).



The screenshot shows the SWIFT website interface. At the top, there is a blue header with the SWIFT logo, navigation links (Home, About SWIFT, Products & Services, Ordering & Support, Partners, Standards, Training, Conferences), and a search bar. Below the header, a progress bar indicates four steps, with the fourth step (STEP 4) highlighted in orange and labeled "transaction confirmed".

The main content area displays the following information:

- THE MONETARY AUTHORITY OF SINGAPORE Market Infrastructure Service**
- Subscription: /Live (mas.mepsplus.fast)**
- Order submitted**
- Order Reference** (highlighted in a blue box):
  - Thank you for your order. Your order has now been received by SWIFT and will be validated and processed. Your order reference number is quoted below, please make a note of this number and include it in any future reference to this order.
  - A copy of this order has been sent to your registered email address [demo@swift.com](mailto:demo@swift.com)
  - Please click on the "Next" button at the bottom of this page to go back to the Ordering menu should you wish to complete any additional order forms.
  - Order Reference: **11017**
- Registered Customer Information** (highlighted in a blue box):
 

Entity full legal name	 SWIFT INTERNAL DEMO	1.01
BIC8	 IDEMBE88	1.02

## 4 Support Services

SWIFT offers worldwide expert support to its customers, covering administrative, operational and technical matters. The SWIFT Customer Service Centres (CSC) are open 24 hours a day, seven days a week, for any question or problem you may have. You should always consult [www.swift.com](http://www.swift.com) and Online Support before contacting CSC staff.

As of July 2006, all customers who contact a SWIFT Customer Service Centre (CSC) need to be registered for SWIFTSupport online services on our website: [www.swift.com/support](http://www.swift.com/support). Customers who are not registered will be automatically removed from our support contact database.

Registered customers will receive a personal “SWIFTSupport Registration Card” free of charge. This card, which will be delivered early 2006, contains a unique personal registration number. Whenever you contact a SWIFT CSC, you will be required to identify yourself with this number.

**To receive your card and remain a valid support contact person in our database, please register for SWIFTSupport online services – see Appendix A**

### 4.1 Online Support

If you need help concerning a SWIFT product or service, you can access the Online Support service on [www.swift.com](http://www.swift.com). The Online Support service allows you to search a Knowledge Base for solutions to known problems and answers to Frequently Asked Questions (FAQs). This service also provides a patch download centre and a user documentation site.

If you cannot find the information you need in the online Knowledge Base, you can report the issue online without having to use the telephone. SWIFT's Customer Service Centres (CSC) will investigate and update your particular issue or query. You can also monitor the progress of your query online and add further updates when required. You can only monitor/update queries reported by yourself or your institution.

If you have not done so already, please register for SWIFT's Online Support through [www.swift.com](http://www.swift.com) as follows:

1. From the [www.swift.com](http://www.swift.com) home page, click the “Support” tab and select Online Support.
  2. Click to register for online services. Follow the link to register for Online Support.
  3. You will then need to complete the registration form.
- Registration acceptance takes approximately 24 hours. Once you are registered you can log in to [www.swift.com](http://www.swift.com) by clicking “log-in” and then following the link to Online Support. Alternatively you have the same access by using the “My Profile” tab.

### 4.2 Contact Details

Contact details follow:

Location	Hong Kong	The Netherlands	U.S.A
Phone	+852.2.852.8777	+31.71.582.28.22	+1.540.825.60.56
Fax	+852.2.852.8778	+31.71.581.26.47	+1.540.825.78.19
BIC	SWHQBKHK	SWHQLNL	SWHQUSS



## Appendix – A : Register for Online Customer Services

Registration acceptance takes approximately 24 hours. Upon acceptance of the registration request, you will receive the first part of your password by e-mail and the second part by MT 999 to the BIC specified in the registration request.

The section below describes how to register / subscribe to our online services as well as the rules to remember when logging in.

**For e-ordering you need to be subscribed to SWIFTSupport.**

### To register:

1. From the [www.swift.com](http://www.swift.com) home page, click on the **My profile** link.
2. Click the link to register for SWIFT online services.
3. Select the service you want to register for.
4. Complete the [swift.com](http://swift.com) User registration request.
5. Follow the instructions.

### To subscribe:

1. From the [www.swift.com](http://www.swift.com) home page, click on the **My profile** link.
2. Log in through the SWIFT customer log in page.
3. In the **My profile** page, the list of Granted Services is displayed.
4. From the right menu, select **Subscribe**.
5. Follow the instructions.

### To log in:

Once you are registered, access to these services is done by clicking the **My profile** link:

1. In the SWIFT customer log in page, enter your e-mail address as specified in the registration form and your password.
2. Click **Log in**.

### **When logging in the first time, remember the following guidelines and rules:**

- The user name is the e-mail address you provided on the [swift.com](http://swift.com) User registration request form (eg, [dupont@bank.co.uk](mailto:dupont@bank.co.uk))
- The password is always sent in two parts. For active BIC codes, the first half of the password is sent by e-mail, the second half is sent by MT 999 to the BIC specified in the registration request.
- Before you log in for the first time, you must put the two halves of your password together (without any space between the two parts). The password is case-sensitive, so make sure that you enter every character using the correct case.
- As it is the first time you log in as this user name, you are prompted to change your password. Password composition should adhere to the following rules:
  - at least 8 character length
  - at least 1 letter
  - at least 1 digit
  - at least 1 punctuation.
- If you receive the error 'Invalid username/password' when logging in, please try again and make sure you apply the above rules.
- Additional information about the use of password in online services can be found in Tip 628027 (see related link below).