

DTCC Learning Center – Terms of Use

User Account Standards

User Name: The user name must be a valid business e-mail address.

Business E-mail: The e-mail address must be validated for each user. For example, an employee of XYZ Company must use an e-mail address associated with that firm. Requests using personal e-mail addresses will automatically be denied.

Account Validation

DTCC Learning’s account validation process is designed to ensure that only authorized DTCC users are granted access to DTCC Confidential information. DTCC Learning uses the same process to authorize all account access requests to use the learning management system and learning centers.

The approval process is as follows.

Applicant initiates request for access	The applicant completes a Web-based form identifying, at a minimum, his or her name, organization, and valid business e-mail address. Requests using e-mail addresses from personal accounts are denied and the customer is informed of the reason.
DTCC Learning	The DTCC Learning Training Administrator is automatically notified of the request. Each request for access is stored in the learning center database.
Applicant validated or rejected	<p>DTCC Learning approves only requests for access from authorized users of our services. Authorized users consist of organizations that are customers of DTCC subsidiaries, regulators, firms that are being on-boarded as customers, and other organizations with which DTCC has a business relationship.</p> <p>The primary source of determining authorization is the Customer Relationship Management (CRM) system. If an applicant firm is not listed in CRM, DTCC Learning will request from the applicant additional information, including the applicant’s reason for requesting access, the organization’s relationship to DTCC, and the role of the applicant at the applicant’s organization. After this information is received, DTCC Learning may contact Product Management or Relationship Management for guidance on the decision to approve or reject.</p> <p>If additional information from applicant is not received within 10 business days, the applicant is considered “inactive” and the original information remains in the learning center database.</p>
Applicant informed of decision	Regardless of whether a request is granted or denied, the applicant is informed by e-mail, typically the business day after the request is made. An applicant that is denied will be informed of the reason for the decision.

Account Removal

At least once every 90 days, DTCC Learning checks whether the e-mail addresses in our systems remain valid. If an address cannot be validated, the user’s account is disabled. Usually this occurs when a user no longer works at the firm he or she registered through.