Quick Tips for Connecting to RAP and NGRM Online

Report Access Platform (RAP)	
1	***What PC can access to RAP?***
	Only registered workstation(s) with specific SDNet IP addresses subnet can access to RAP. You should have assigned at most 2 workstations when registering for a RAP user ID.
2	***How to access to RAP?***
	Upon completion of network setup via host table or IP address, you can access to RAP through a secure file transfer protocol (SFTP) client app.
3	***What is my user ID?***
	If you have successfully registered, your user ID is your Clearing Participant ID + 001 (e.g. Xnnnnn001).
4	***Why am I unable to access RAP?***
	You should check if correct private key is inserted for authentication. The key format is .ppk and should share the same fingerprint as the one you have submitted.
5	***How to unlock my RAP account?***
	Each RAP User ID will be restricted to sign on a maximum of 5 times within 5 minutes. The User ID will be locked (unable to sign on) if it exceeds 5 sign-on attempts within 5 minutes, and will be unlocked automatically after 5 minutes..
	For more details on RAP, please refer to the [RAP Technical Guide](#).

NGRM Online	
1	***What PC can access to NGRM Online?***
	Workstation with specific SDNet IP addresses subnet.
2	***How to access to NGRM Online?***
	Upon completion of network setup via host table or IP address, you can access to NGRM Online via Google Chrome browser.
3	***What is my user ID?***
	It is a unique ID assigned by your NGRM Delegated Administrator (NGRM DA).
4	***Why am I unable to access NGRM Online?***
	• If you have bookmarked NGRM Online, please check if the correct URL (i.e. https://rmcd.hkexposttrade.com.hk) has been saved in Chrome browser to re-direct to the correct webpage. • If the webpage shows the message *"Authentication Failure"*, please check if the URL is re-directed to https://rmcd.hkekxposttrade.com.hk/saml/SSO; if so, please remove the trailing string "saml/SSO" from the URL and press enter, then you should be able to logon.
5	***Upon successful logon, what should I expect to see from the webpage?***
	With the display of the home page, you have completed the connectivity verification. You can then logoff by clicking the icon on the top right corner.
	For more details on NGRM Online, please refer to the [Technical Guide](#) and [User Guide](#).