OTC Direct Connect

AWS DATA GRANTS USER GUIDE

OCTOBER 01, 2026

TABLE OF CONTENTS

Accepting the Data Grant **3**

Retrieving Entitled Data **5**

Support **7**

Phone 7

Web 7

Connectivity and SFTP Support 7

MyDTCC Platform Case Submissions 8

Data Services Support Channel 9

Submitting a Case Related to a Data Services Product or Service 9

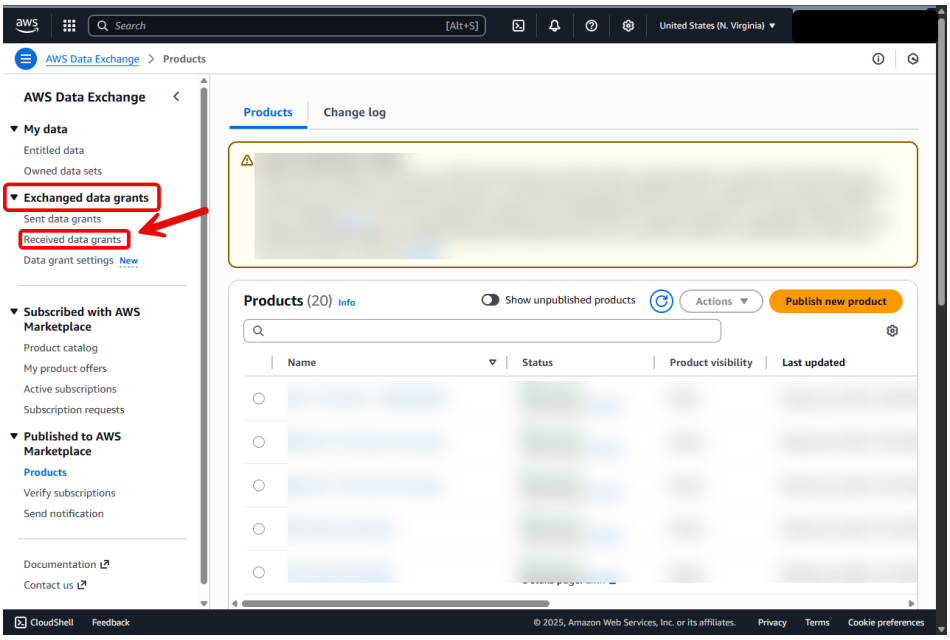
Submitting Connectivity and Billing Cases 11

MyDTCC Platform Case Management for Data Services 11

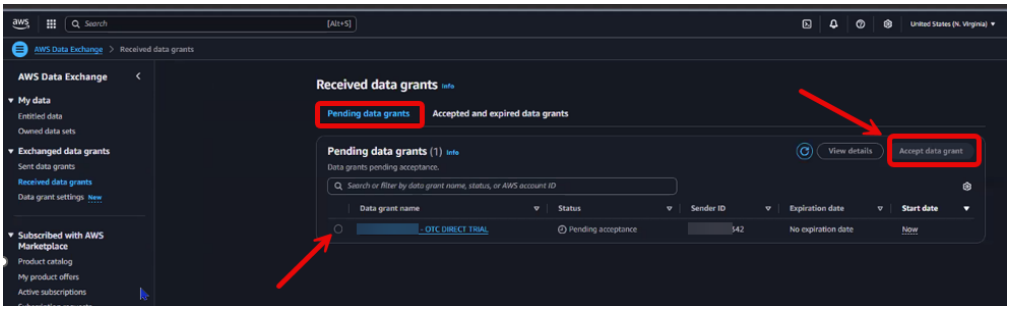
Navigating the Case Queue 13

ACCEPTING THE DATA GRANT

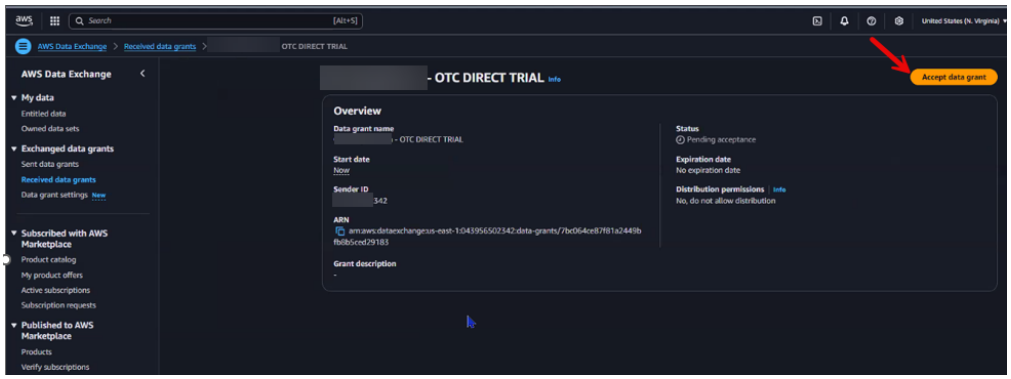
1. After DTC provisions access according to the signed contract, log into your company's AWS account.
2. Use the search bar on the AWS home page to locate **AWS Data Exchange**.
3. Navigate to the Exchanged Data Grants section and select **Received Data Grants** to view the provided data.



4. Select the **Pending Data Grants** tab.
5. From the provisioned entitlements that appear, select the radio button next to the appropriate product, then click **Accept Data Grant** to complete the process.

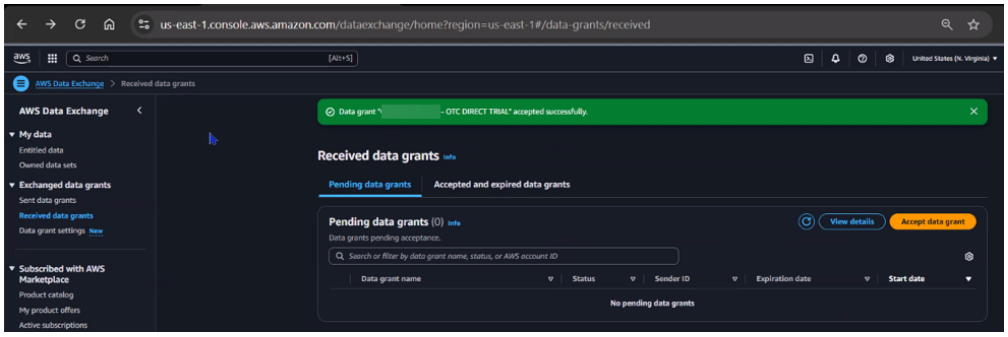


6. To review details before confirming, click the hyperlink for the data grant, then verify that all details are correct from the window that opens with additional information.



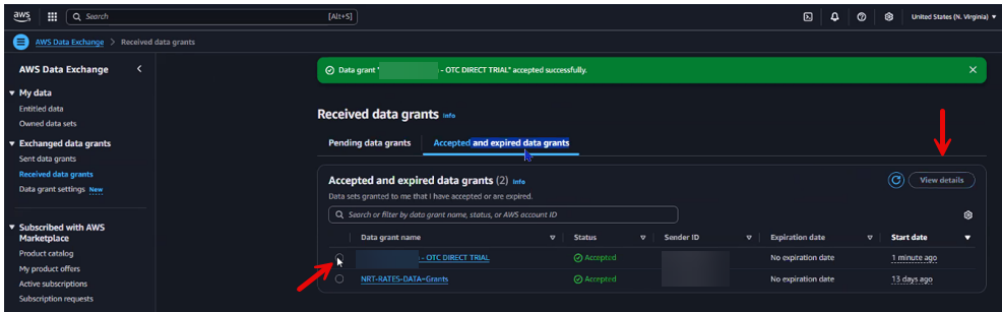
7. Click **Accept Data Grant** at the top of the screen to finalize the request.

   A green confirmation message at the top of the page indicates that the operation is complete and that the data grant acceptance was successful.

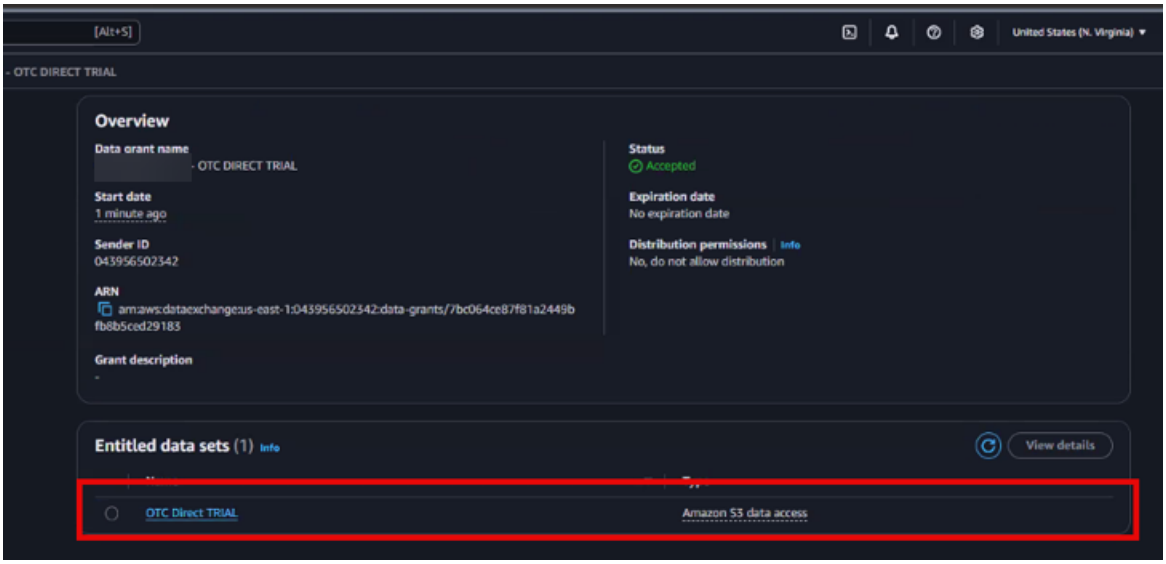


RETRIEVING ENTITLED DATA

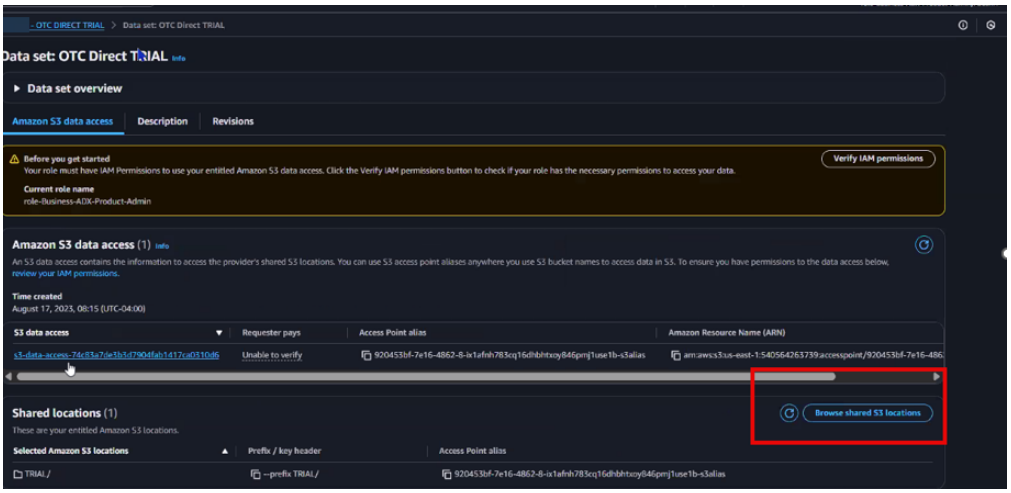
1. Remain on the same screen and select the **Accepted and Expired Data Grants** tab, which displays all provisioned data grants.
2. To view a specific dataset, click on the radio button next to the product and select View **Details**.



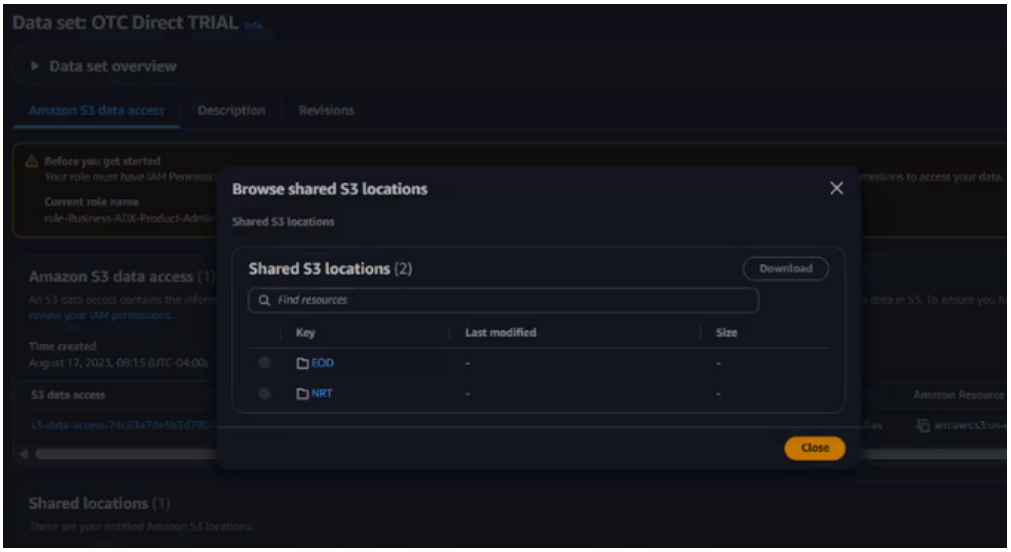
3. From the entitled dataset that is displayed, click the product's hyperlink to access its details.



4. Click the **Browse Shared S3 Locations** button.



5. From the pop-out dialog that appears, select the option to download the data from the specified folders.



SUPPORT

Phone

Call the Data Services Hotline at **1-800-253-2488**. Once connected, select from the following options:

Option	Verbiage / Action	Additional Information
Main Menu Options	• For password issues related to SFTP servers or **https://myportal.dtcc.com**, press **1**. • For data transmission or connectivity questions, press **2**.	Click the **Forgot Password** link on the homepage to reset the MyDTCC password.
Option 1 Selected	Login issues and Password Resets	Use this option for the **MyDTCC** platform, as well as issues connecting to SFTP server.
Option 2 Selected	Data Transmission/Connectivity Questions	Use this option for: • File delivery issues - including missing files, errors, or timing delays • File name update • Requests to retransmit files • General connectivity questions • Whitelisting IP addresses

Web

Data Services Product Support: Direct all support inquiries through **https://myportal.dtcc.com** → **Support**→ **Data Services**

Connectivity and SFTP Support

Direct all connectivity and SFTP support inquiries through the**https://myportal.dtcc.com** → **Support** → **Connectivity Management**. These inquiries include:

- Whitelisting IP addresses
- Missing Files
- SFTP Password changes
- File name updates

Note

For requests requiring network updates, such as whitelisting IP addresses, notify DTCC **at least 10 business days** before the effective date.

For access to **MyDTCC:**

- Contact your company's Super Access Coordinator directly for entitlements.
- If your company does not have a Super Access Coordinator, the designated representative should complete the **Super Access Coordinator form** with the "Data Services" entitlement and return it to **itpcontractadmin@dtcc.com**.

MyDTCC Platform Case Submissions

Log into the **MyDTCC** platform and select the **Support** tab to review cases regarding data transmission and file content. Within the platform:

- Enter, update, and manage support requests
- View case details
- Track updates
- Add comments
- Upload attachments

For navigation assistance, refer to the **MyDTCC User Guide**.

Data Services Support Channel

Submit support requests through the designated **Data Services** channels to ensure efficient responses to DTCC Data Services inquiries. For example, a delay will occur if you submit CA Web data challenge through an Asset Services support channel, as DTCC must reroute the request to the appropriate Data Services channels.

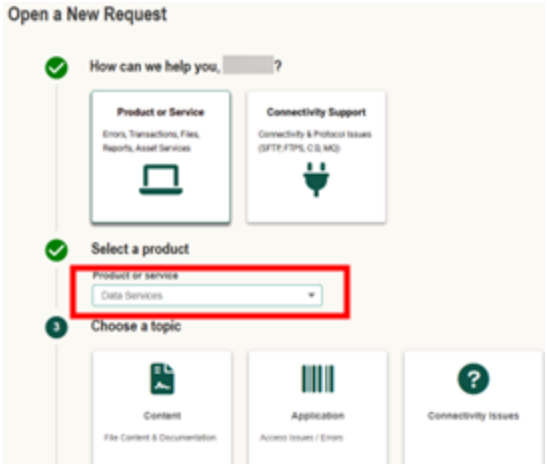
You must have both **MyDTCC** access and the **Data Services** entitlement to submit Data Services cases.

- Contact your organization's Super Access Coordinators (SACs) to request the **Data Services** entitlement.
- If your organization does not yet have SACs, it must designate at least two individuals to serve in this role. After designating the SACs, an organizational representative completes the **SAC** form (selecting the **Data Services** entitlement) and submits it to **itpcontractadmin@dtcc.com**.
- DTCC will notify the designated SACs once access is granted, so they may begin assigning user entitlements.

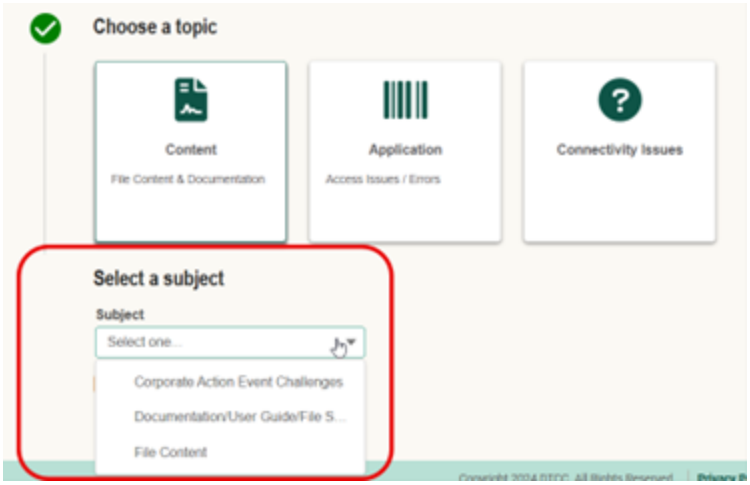
Submitting a Case Related to a Data Services Product or Service

When submitting Data Services cases through the MyDTCC Support tab:

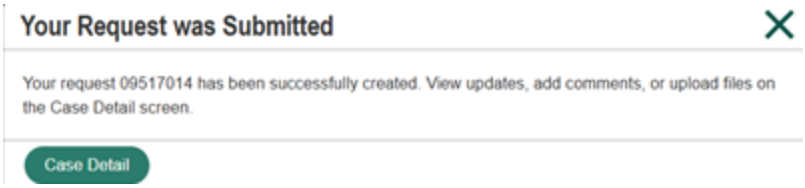
1. Select **Support Request**.
2. Choose **Data Services** from the Product or Service dropdown menu.



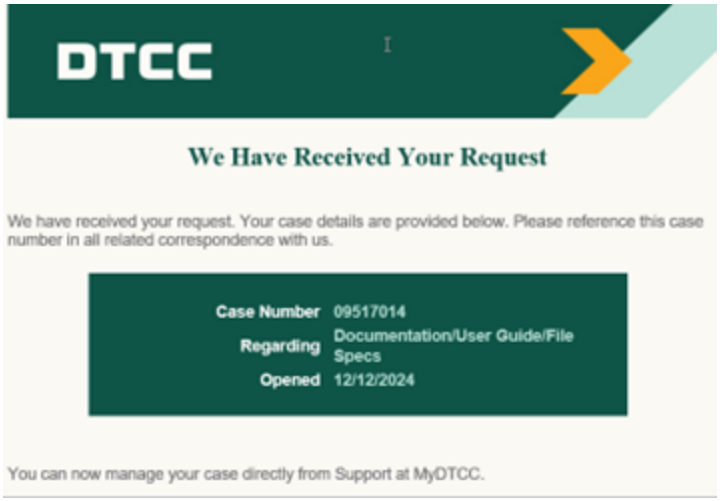
3. Select the option that best aligns with your needs.



4. Click **Case Detail** on the submission confirmation message that appears. Follow the on-screen instructions.

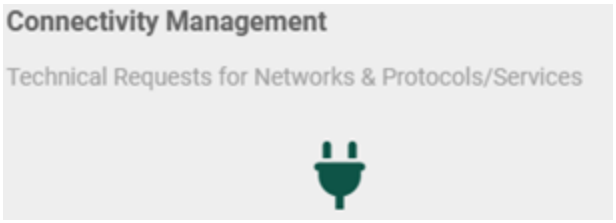


5. The system returns an on-screen confirmation message and an automated email containing the case number and case details.

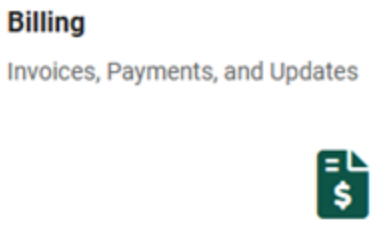


Submitting Connectivity and Billing Cases

1. Select the **Connectivity Management** tile to request network connectivity changes that impact the entire organization.



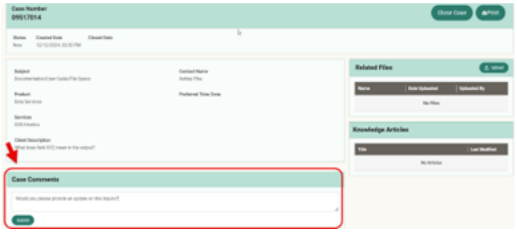
2. Select the **Billing** tile to submit questions related to invoices, payments, or billing updates.



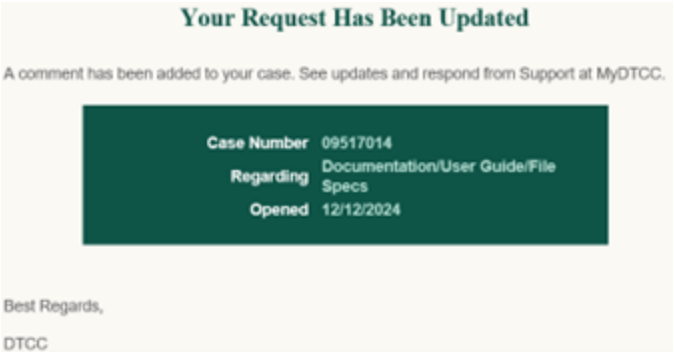
MyDTCC Platform Case Management for Data Services

Once a case is created in the MyDTCC platform, it becomes the primary method for communication between you and your organization with the Data Services team.

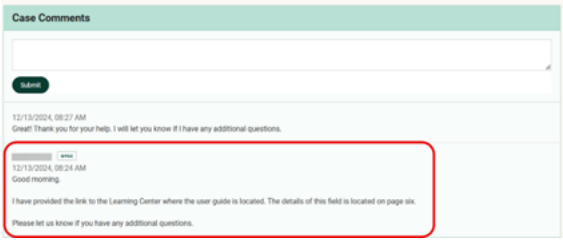
1. Navigate to **Case Comments** to view updates from a DTCC team member or to add additional information about their inquiry.



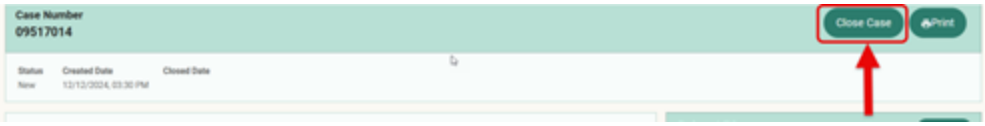
2. New comments are immediately visible to you and to DTCC team members.
3. The **Case Comments** section displays details when DTCC team members update the case. An automated email notification is sent at the same time that updates are posted.



Comments from DTCC team members appear with a DTCC tag next to the team member's name.



4. Select **Close Case** when you are satisfied with the resolution or when you have independently resolved the issue. Neither you nor DTCC team members can view closed cases.

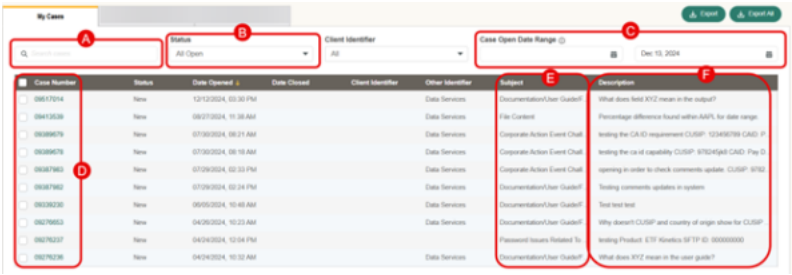


Note

You can reopen a case within seven days if it was closed in error. After seven days, you must open a new case.

Navigating the Case Queue

Reference this image below and the accompanying table to understand how to navigate the case queue.



Annotaction	Explanation
A	**Search Cases**: Enables searches for terms in existing cases.
B	**Status Filter**: Filters cases by status - All Open, All, New, or Closed.
C	**Case Open Date Range**: Filters cases by the date range in which they were opened.
D	**Case Number Column**: Displays case numbers in the order they were opened (maximum of 10 at a time).
E	**Subject**: Shows the subject line for each case opened.
F	**Description**: Displays the details entered when the case was opened.
G	• **Export**: Allows export of one or more selected cases to an Excel spreadsheet with all column details. • **Export all:** Exports all open and closed cases into an Excel spreadsheet.

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