



Customer Portal Login Guide

Guide for AIX CSD and AIX system users

Version v1.0 | 09 Dec 2025

Step-by-step guide to accessing your personal account on the Customer Portal

For matters related to the trading platform, CSD system, and IT connections, test environment.





What is the Customer Portal?

PORTAL PURPOSE



Single Access Point

A centralized hub for all AIX and AIX CSD users, ensuring service management in a single window.



Data & Notifications

View up-to-date status information, settings, and receive important system notifications.



Requests & Operations

Submit operational requests, communicate with IT-Support, and track execution status in real-time.

Key Benefits



Security

Secure data transmission protocol and two-factor authentication.



Transparency

Full control over actions and tickets on operational, connectivity issues.



24/7 Access

Manage access and information anytime from anywhere in the world.

Access Requirements



What is needed?

Valid emails registered to Customer Portal and credentials received from systemupgrade@aix.kz

If you encounter any difficulties, please contact technical support.



Active Account

Valid customer portal account and verified email address.



Modern Browser

Latest versions of Chrome, Edge, or Safari for optimal performance.



Stable Internet

Reliable internet connection to access the web interface.



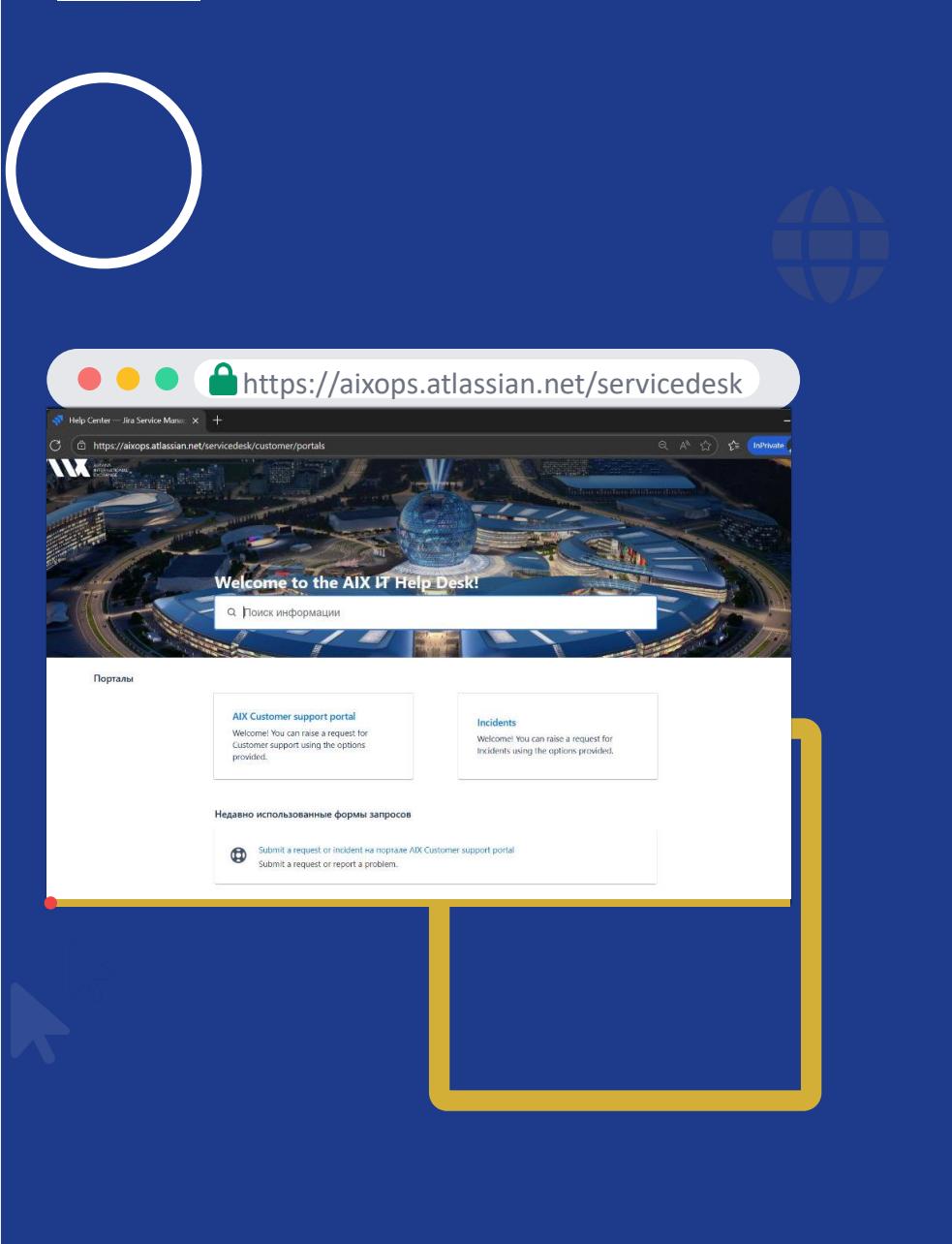
Corporate Email

Access to corporate email for verification codes and notifications.



Access Rights

Correct access rights granted by the AIX and AIX CSD administrator.



Step 1

Go to the portal

1 Open supported browser

Launch a modern web browser such as Google Chrome, Microsoft Edge, or Safari.

2 Navigate to URL

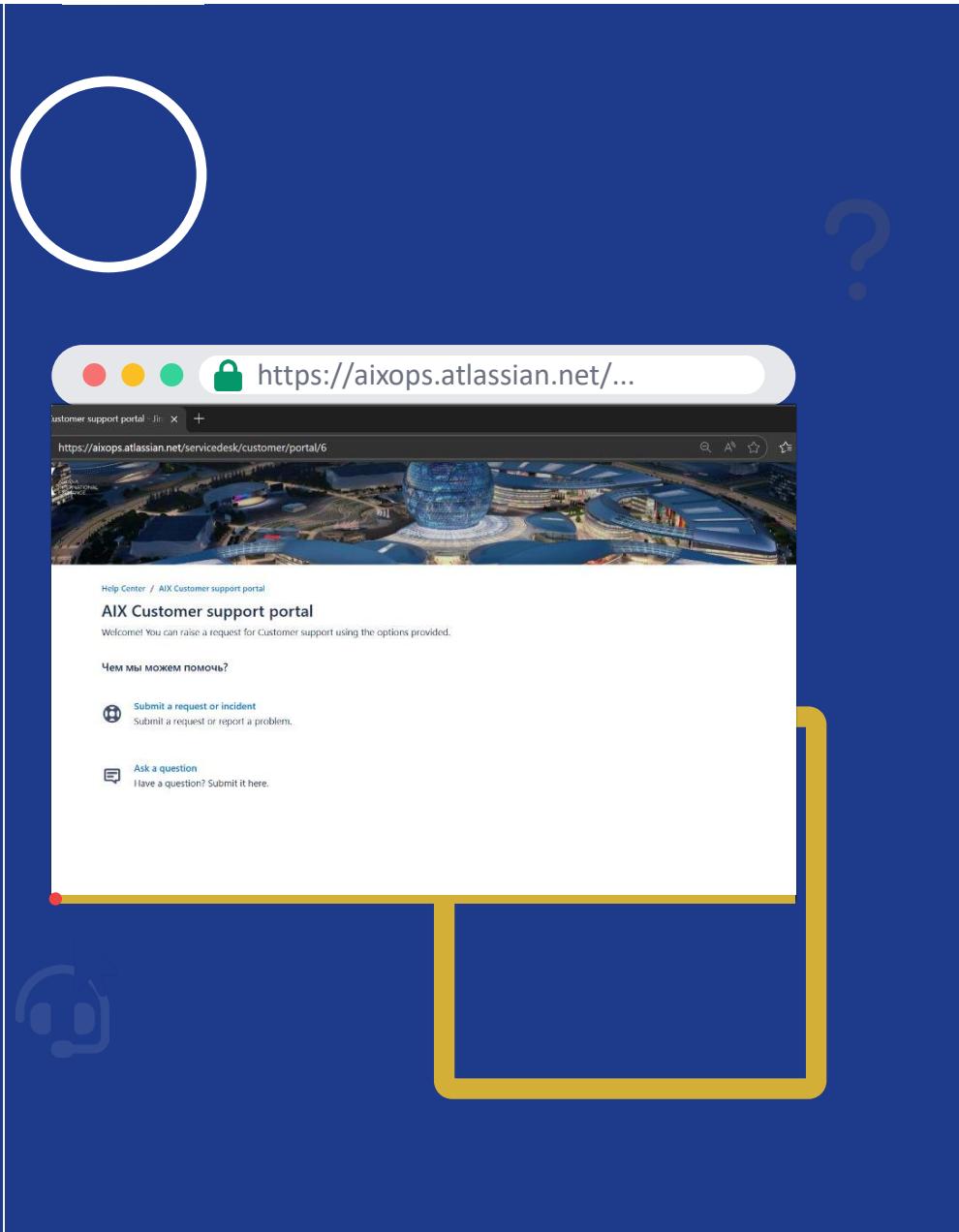
Enter the address: <https://aixops.atlassian.net/servicedesk/customer/portals>

3 Verify Security

Ensure the address bar starts with https:// and confirms the AIX domain.

4 Select Portal

Click on the "AIX Customer IT-Support portal" card to proceed.



Step 2

Select Request Type

1

Locate Request Options

On the main "AIX Customer IT-Support portal" page, you will see options for creating different types of tickets.

2

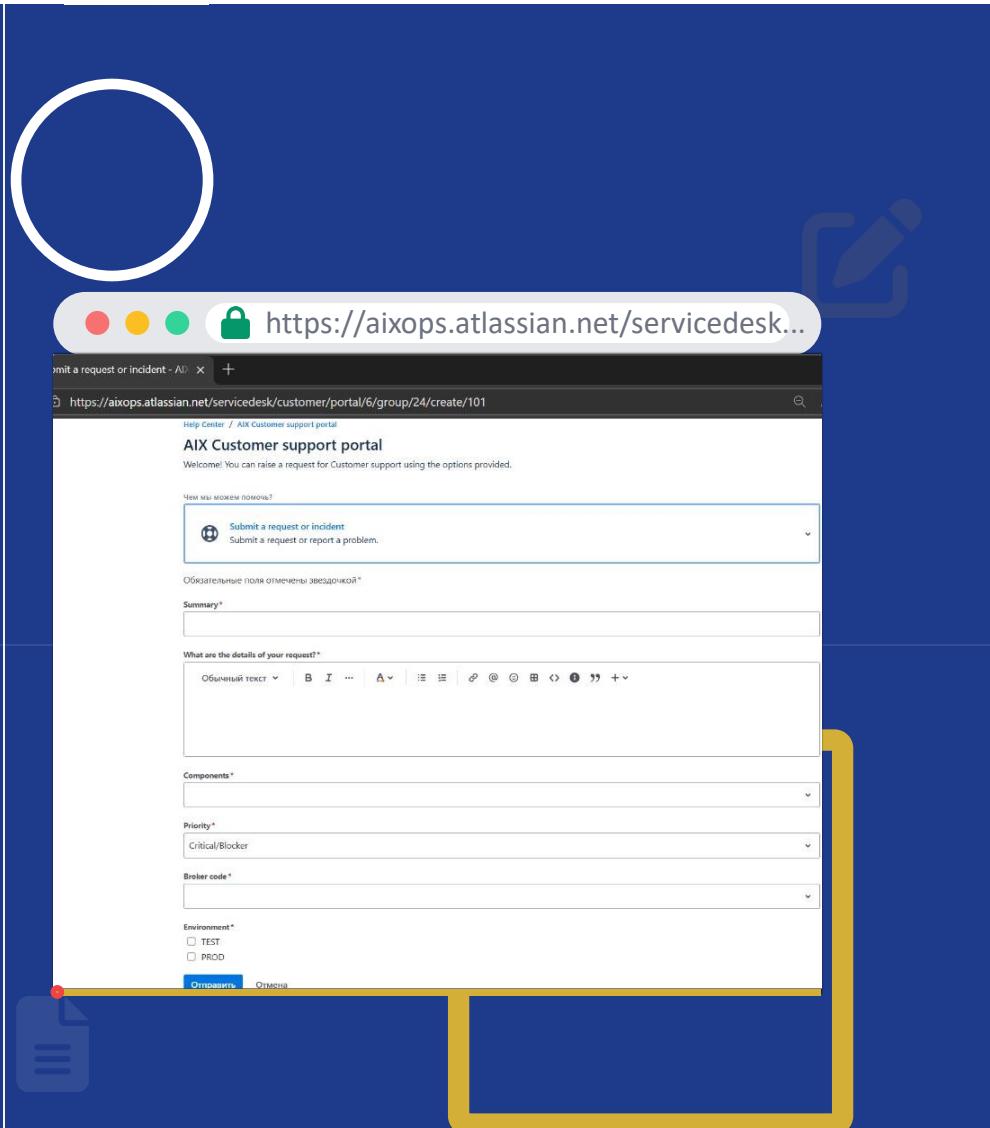
Submit a Request or Incident

Click on "Submit a request or incident". This is the primary option for reporting issues or requesting services from IT-Support.

3

Alternative: Ask a Question

If you have general inquiries that are not technical issues, you may select "Ask a question" instead.



Step 3

Fill out the request form

1

Enter Summary

Provide a brief and clear title for your issue in the Summary field. This helps Support staff quickly understand the topic.

2

Provide Details

Describe the problem thoroughly in the Details section. Include steps to reproduce, expected vs. actual results, and timestamps. Note that screenshots and files can be added in the comments after the ticket is created.

3

Select Priority & Submit

Choose the appropriate severity level under Priority. Fill in optional fields like Broker Code or Environment if applicable, then click Submit.

Request Classification

CHOOSE A COMPONENT

To ensure faster processing of your request, it is crucial to select the correct category in the Components field.

1 Click the list

Click on the Components field to reveal the full dropdown list of available categories.

2 Select a topic

Find the category that best describes your issue (e.g., "Login issues", "Access to the FIX", "Order Management").

3 Submit request

After filling in all fields, click the "Submit" button at the bottom of the form.



TIP

If you are unsure about the category, select "Other" or the closest topic. Support will redirect the request if necessary.

Components

Part 1: A-L List

- Access to the FIX
- Access to the Web trader
- Account opening
- Audit requests
- Cash transfers
- External transfer, Internal transfer, Tabys
- Intranet
- Jira
- Login issues

Components

Part 2: L-V List

- Login issues
- Monthly fees
- OPEN API
- Order Management
- Other
- Public website
- Test Environment access
- User creation, ShareAIX
- VPN and IP connectivity



Common Issues and Solutions



Form Won't Submit

Ensure all required fields marked with an asterisk (*) are filled in before clicking Submit.



Component Missing

If your specific system is not listed in the dropdown, select "Other" and specify the system name in the Details field.



Attachments Not Uploading

Check file size limits. If files are too large, compress them into a .zip archive and retry uploading.



Browser Issues or Errors

1. Clear cache and cookies. 2. Try accessing via Incognito/Private mode. 3. Disable VPN if active and restart the browser.



Access Denied

If you lack permissions, contact systemupgrade@aix.kz to request the necessary access rights.



Error Persists?

If the issue is not resolved, take a full-screen screenshot of the error message and contact systemupgrade@aix.kz immediately.



IT-Support Contacts

AIX and AIX CSD IT-Support

We are ready to assist you with any questions regarding the portal.



systemupgrade@aix.kz

Average response time: 2 hours



+7 (717) 264 73 00

hot-line for deal-related issues

+7 (717) 223 53 16 (PTD)

 Astana International Exchange
Mangilik El ave, 55/19, Block C 3.4
Astana, Kazakhstan, Z05T3J2



Business Hours

09:00 – 18:00

Mon-Fri (GMT+5)



Knowledge Base & Updates

Trading platform update: 20 Feb 2026 (go-live)

FIX SP2 testing: 29 Sep 2025

FIX MCT PROXY SP1: 26 Nov 2025

New Web-trader test: 26 Nov 2025

More info at: aix.kz/for-aix-trading-members



When contacting, please provide:

Your full name

Account email address

Organization name

Detailed description of the issue

Screenshot of the error (if available)

** Please do not share passwords or 2FA codes with IT-Support staff. We will never ask for this information.*

IT-Support

EMAIL SUPPORT

systemupgrade@aix.kz

PHONE LINES

 **+7 (717) 264 73 00**

Hot-line for deal-related issues

 **+7 (717) 223 53 16**

PTD Department

Direct Access

CUSTOMER PORTAL

 <https://aixops.atlassian.net/servicedesk/customer/portals>

RESOURCES & DOCUMENTATION

 <https://aixops.atlassian.net/servicedesk/customer/portals>



Important Dates – Trading platform upgrade

Testing & Schedule Upgrade



FIX SP2 Testing

2025

29 September

Mandatory testing session for FIX protocol update.



FIX MCT PROXY SP1 & New Web-Trader

2025

26 November

Combined testing for modernized proxy and new web-trader interface.



Trading Platform Update

GO-LIVE

20 February 2026

Major system upgrade launch date.



Dates are subject to change. Check web-site notifications for updates