

# ETS Connect UK - User UAT Onboarding FAQs v1.0

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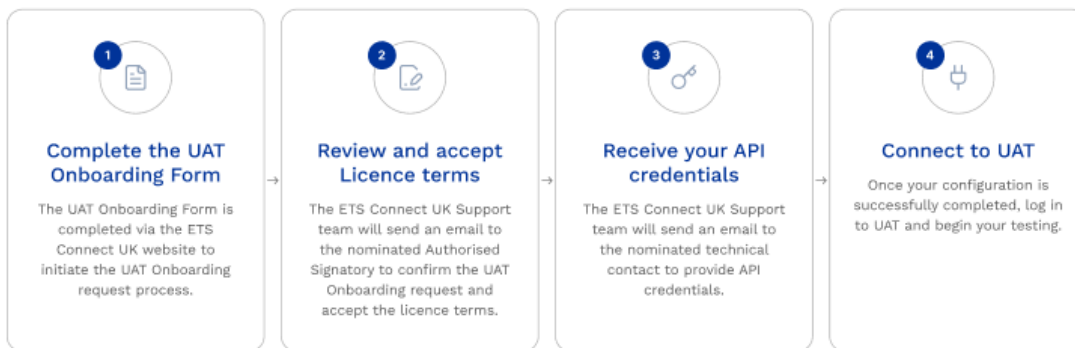
# 1. User UAT Onboarding

## 1.1. What is User Acceptance Testing (UAT)?

The User Acceptance Testing (UAT) environment is free to use and is available from 13 April 2026.

It is dedicated test environment for Enterprise users and Redistributors to test consumption of a sample dataset via API.

## 1.2. What are the key steps in the UAT Onboarding process?



## 1.3. What information is required during UAT Onboarding?

Via the UAT Onboarding Form on the ETS Connect UK website, you are required to provide:

- Name and email address of the person submitting the Onboarding Form
- Organisation name and LEI
- Licence type(s) required
- Authorised signatory name and email – to review and accept licence terms
- Technical contact name and email – to receive API credentials

Providing complete and accurate information helps ensure the Onboarding process proceeds without delays.

A detailed step by-step guide to using the UAT Onboarding Form can be found [here](#).

## 1.4. What is an Authorised Signatory?

The Authorised Signatory is someone within your organisation who has the authority to review and accept the licence terms, which must be accepted before connectivity details will be provided.

## 1.5. What happens after we submit the UAT Onboarding form?

After submission:

1. The ETS Connect UK Support team reviews the information provided.
2. We will confirm to the person who submitted the form via email that the UAT onboarding request has been successfully received.
3. We will email the Authorised Signatory to request review and acceptance of the licence terms.

## 1.6. What if the information we submit is incorrect or incomplete?

If any details require correction, ETS Connect UK Support will contact you by email requesting updated information before the onboarding process continues.

## 1.7. How will we accept the licence terms?

The Authorised Signatory will receive an email requesting review and agreement of the licence terms via a checkbox. The licence agreements for the respective user types can be found [here](#).

## 1.8. What happens after the licence terms are accepted?

ETS Connect UK Support will provide API credentials required to access the UAT environment to the nominated technical contact.

## 1.9. How long does the Onboarding process usually take?

Once the Onboarding form has been submitted correctly and the licence terms have been accepted by the authorised signatory, your API credentials will be sent to the nominated technical contact within a maximum of 2-5 business days.

### **1.10. What should we do if we do not receive an email from ETS Connect UK once we've submitted the Onboarding Form?**

Please check your spam or junk folder. If the email cannot be located, contact ETS Connect UK Support via [support@ets-connect.co.uk](mailto:support@ets-connect.co.uk).

### **1.11. Can we update our details after submitting the Onboarding form?**

Yes. If any details need to be updated, please contact ETS Connect UK Support via [support@ets-connect.co.uk](mailto:support@ets-connect.co.uk) and the information can be amended. You will also be able to save and resume the Onboarding form as you complete it, prior to submission.

### **1.12. Who should we contact if we have any questions?**

For questions relating to any aspect of UAT Onboarding or use of the UAT environment please contact [support@ets-connect.co.uk](mailto:support@ets-connect.co.uk).