



2GoTrade Limited

New Web Trading Platform

User Manual

Version : 1.57

Last Update : Feb-2015

Go.PORTAL

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1 General

Go.Portal can be operated smoothly indifferent web browsers, including Internet Explorer (Version Google Chrome, Safari, Firefox. User thus can use it at tablets.

Please start from the login page below:

Trading Hotline:(852)2232 0316 | CS Hotline:(852) 2232 0202 | Email: enquiry@2GoTrade.com
 Technical Support:(852)2232 0333 | support@2GoTrade.com

ID:T4.152-X5.3-59992-R4.14-44573-D4.15-44573-MR-1.37
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1.1 Select Language

You can select English, Traditional and Simplified Chinese anytime.

繁 | 简 | EN

1.2 Customer Service

Trading & technical support contacts are shown in lower left corner.

Trading Hotline:(852)2232 0316 | CS Hotline:(852) 2232 0202 | Email: enquiry@2GoTrade.com
 Technical Support:(852)2232 0333 | support@2GoTrade.com

1.3 Logout

Click **Logout** button to logout at any pages;

1.3.1 Login

Enter user ID & PIN in login page. Click **Login** to proceed;

- User ID will be locked after multiple unsuccessful login. Please contact your broker to follow-up;
- If “**Disable Streaming**” box is checked during login, user cannot view streaming market data in trading page;



CE:AGK283

Disable Streaming

[Forgot Password?](#)

1.4 First-time Login

Set up New Password

Upon first-time login, users are required to define their new password (minimum 8 characters, alphanumeric);

Enter new password and click “**Submit**”.

Thank you for using Go.Portal Consolidated e-Services. Please change your password when you are first time to login.

Original Login Password
 New Login Password
 Re-enter New Login Password

Service Agreement

Please read through the terms in service agreement. If you accept them, please tick the first option (see red box below). Click “**Agree**” button.

Go.Tools Service Agreement (Individual Subscriber)

Hong Kong Trading Time : 2014-05-04 14:24:11

This Agreement involves the following parties:

- (a) 2GoTrade Limited ("2GoTrade"), a company incorporated in Hong Kong with a registered office at Unit 313-315, 8 Science Park West Avenue, Shatin, Hong Kong, who will be responsible for providing financial information under this Agreement
- (b) Subscriber, the person who uses and/or accesses to the Services and/or the Content provided by 2GoTrade ("Subscriber").

1 Definitions

1.1 In these terms and conditions, the following terms shall have the following meanings:

- (i) "Content" includes without limitation any content, software, data, information, messages and all textual, audio, video, still image, graphical and other content or material that can be accessed by or through the Services;
- (ii) "Content Provider" means any third party, which provides the Content and/or operates the Services;
- (iii) "HKEx" means The Stock Exchange of Hong Kong Ltd;
- (iv) "SEIS" means HKEx Information Services Limited, the subsidiary of HKEx;
- (v) "Services" means the delivery of the Content via the applications supported by 2GoTrade;
- (vi) "Login ID and Password" means a unique personal identifiers and its corresponding password issued by 2GoTrade to the Subscriber for gaining access to the Services;

I have read and understood the above [Service Agreement] and accept and agree to the terms of the constraints. I agree that in accordance with my requirements, immediately to use go.Tools financial advisory services, and to pay the costs.

Please suspend my requirements. I understand that is logged into the system, will not Go.Tools financial consulting services.

1.5 Disclaimer

Disclaimer will load in every login. Please tick “I have read and acknowledge that...”. Click “Agree” to proceed.



Disclaimer 繁 | 簡 | EN Hong Kong Trading Time : 2014-05-04 14:14:30

I understand that the price of securities can and does fluctuate, and that any individual security may experience downward movements, and may under some circumstances even become valueless. There is an inherent risk that losses may be incurred rather than profit made, as a result of buying and selling securities.

If there is any unauthorized use of my login password, I shall notify you immediately, and I agree that I shall bear all risks in connection with any unauthorized use of my login password and I shall indemnify and keep you indemnified on demand against any losses, costs, damages, expenses or claims which you may suffer as a result of any unauthorized use of my login password.

I hereby agree to review every instruction before instructing you and confirm that all information supplied by me in connection with these instructions to be true and correct. I further agree to indemnify and keep you indemnified on demand against any losses, damages, costs, expenses or claims, which you may suffer arising from your reliance on any of the information I have provided therefore or in connection with this internet services.

I confirm I have read and acknowledge that I understand the contents of the Risk Disclosure Statement above, and agree to accept the risks stated therein.

I have read and acknowledge that I understand the contents of the Disclaimer Statement above, and agree to accept the risks stated therein.

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2 Account

2.1 Account Summary

Account Summary - 900000054-1-01 [1] Last Update: 2014-05-04 14:26:40

Ledger Balance (Hong Kong Dollar - Hong Kong Dollar)

Avail. Bal. \$0.00
Ledger Balance \$0.00

Securities Summary (Hong Kong - Equity - HKD) At least 15 mins delayed quote

Code	Name	Delayed Nominal	Avg \$	Change(\$%)	Quantity	Market Value	Action
00388	HKEX	\$140.50	\$135.90	+4.60 / +3.38%	2,000	\$281,000.00	Buy Sell
00857	PETROCHINA	\$8.94	\$8.57	+0.37 / +4.32%	6,000	\$53,640.00	Buy Sell
Securities Value						\$334,640.00	

Account Summary - 900000054-1-02 [1] Last Update: 2014-05-04 14:26:40

Ledger Balance (United States Dollar - United States Dollar)

Avail. Bal. \$0.00
Ledger Balance \$0.00

Account Summary - 900000054-1-03 [1] Last Update: 2014-05-04 14:26:40

Ledger Balance (Australian Dollar - Australian Dollar)

Avail. Bal. \$0.00
Ledger Balance \$0.00

Account Summary - 900000054-1-08 [1] Last Update: 2014-05-04 14:26:40

Ledger Balance (Renminbi - Renminbi)

Avail. Bal. \$0.00
Ledger Balance \$0.00

ID: T4.152-X5.3-59992-R4.14-44573-D4.15-44573-MR-1.37
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Function : Show real-time balance of each currency account

Operation :

1. Ledger Balance

Display available balance & ledger balance (Available balance – unsettled stock value)

— Click **i** key to view details for each currency account, including:

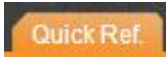
Securities value, lockup cash, trading limit, buying power, etc.

Details - 900000054 Cash HKD[1]	
Total Equities	\$334,640.00
Ledger Balance	\$0.00
Avail. Bal.	\$0.00
Cash(T1)	\$0.00
Cash(T2)	\$0.00
Securities Value	\$334,640.00
Hold Fund	\$0.00
Lockup Cash	\$0.00
Trading Limit	\$800,000,000.00
Buying Power	\$800,000,000.00




2. Securities Summary

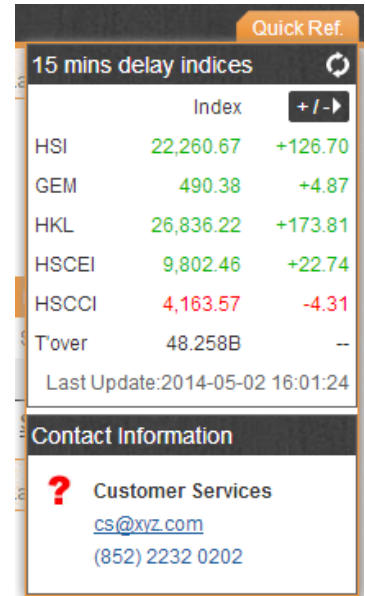
- Display stock balance & market value, average price & Change % (Reference profit & loss);
- “Buy / Sell” shortcut for each stock holding, click to buy/sell (see #4.1)

Securities Summary (Hong Kong - Equity - HKD)							At least 15 mins delayed quote	
Code	Name	Delayed Nominal	Avg \$	Change(\$/%)	Quantity	Market Value	Action	
00388	HKEX	\$140.50	\$135.90	+4.60 / +3.38%	2,000	\$281,000.00	Buy	Sell
00857	PETROCHINA	\$8.94	\$8.57	+0.37 / +4.32%	6,000	\$53,640.00	Buy	Sell
Securities Value						\$334,640.00		

3. Mouse over  at right top corner to pull down **Mini indices window** displaying details:

1. Market info like 15-min delayed indices

- Click  to refresh;
- Click  |  to switch to change % or points;




15 mins delay indices

Index	Value	Change
HSI	22,260.67	+126.70
GEM	490.38	+4.87
HKL	26,836.22	+173.81
HSCEI	9,802.46	+22.74
HSCCI	4,163.57	-4.31
T'over	48.258B	--

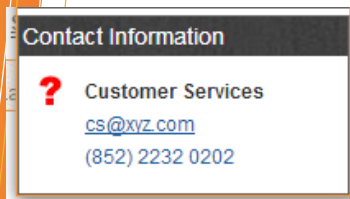
Last Update: 2014-05-02 16:01:24

Contact Information


 **Customer Services**
cs@xyz.com
 (852) 2232 0202

	Index	+/-	%
HSI	22,260.67	+126.70	+0.57%
GEM	490.38	+4.87	+1.00%
HKL	26,836.22	+173.81	+0.65%
HSCEI	9,802.46	+22.74	+0.23%
HSCCI	4,163.57	-4.31	-0.10%
T'over	48.258B	--	--

2. Customer service email






Contact Information

 **Customer Services**
cs@xyz.com
 (852) 2232 0202


2.2 Account History

Account History

Account: ▼






Date Range: From  To  Type: ▼ 

Date Time	Ref ID	Stock	Type	Quantity	Price	Amount
2014-05-04 14:26	V000019456	00857 - PETROCHINA	Deposit Stock	6,000	\$8.57	\$0
2014-05-04 14:26	V000019455	00388 - HKEX	Deposit Stock	2,000	\$135.90	\$0



Function : Check transaction records within a specified period

Operation :

- Account & Type: Click  to filter out account records;
- Date range: Click  to select date;
- Search result will auto load, including stock transaction, corporate action, cash in/out records, etc.
- Sort the results by clicking  in each column (ascending/ descending orders);
-  : Manual refresh if necessary;
-  : Switch to other result pages;

Remarks: Only up to three months of history can be displayed

3 Trade

The screenshot displays the trading interface with the following sections:

- Order Form:** Market: Hong Kong, Account: 000000001 Cash HKD[1], Buying Power: HKD \$10,148,435.02. Order type: Enhanced Limit. Price and Qty fields are present with up/down arrows. Expiry date: 2014-01-06.
- Quote Table:** Titled "2333 GREATWALL MOTOR [Equity | Shortsell | non-Intraday Short Sell]". It lists stock codes (02333, 02233, 00390, 00399, 00135) with columns for Normal, +/-, Bid, Ask, High, Low, Open, Close, Vol, and Tover. The last update is 2014-02-06 16:01:06.
- Orderbook Table:** Lists orders with columns: Ref.No, Stock, B/S, Status, Order, Filled, and Action. Orders include 00373702 (00005.HK-HSBC HOLDINGS), 00373699 (02388.HK-BOC HONG KONG), 00373698 (03988.HK-BANK OF CHINA), and 00373689 (00054.HK-HOPEWELL HOLD).
- Portfolio:** Shows Ledger Balance (\$-47,906,030.69), Trading Limit (\$80,000,000.00), and Stock holdings for 00001-CHEUNG KONG (1,000) and 00005-HSBC HOLDINGS (102,370).

Above trading page is divided into the following main areas:

3.1 Stock Trading

3.1.1 Dealing ticket

Function : Create / modify / cancel orders

Operation :

Placing Order

- (For multi-market users) Real-time currency account and buying power is shown after choose market
- Choose Buy or Sell button
- Enter order details, including
 - stock code,
 - order type (available order type is different for different brokers),
 - price (click ▲ ▼ to next/previous price spread),
 - quantity (click ▲ ▼ to change lot size or ⏏ to choose maximum buy [bound by buying power] / sell [bound by stock position] quantity),
 - expiry date (not available for all brokers, system saves the outstanding orders and send to market)


The Order form includes the following fields and options:

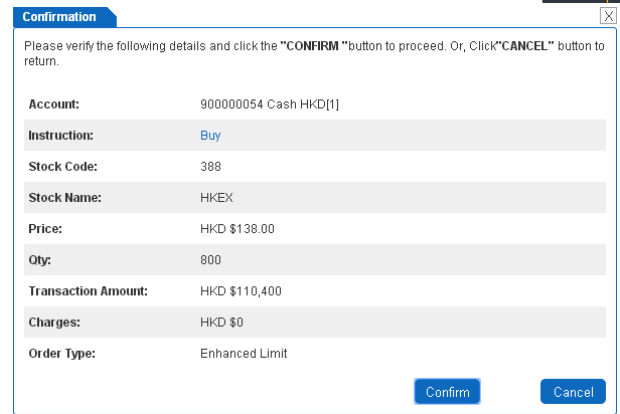
- Market: Hong Kong
- Account: 900000054 Cash HKD[1]
- Buying Power: HKD \$799,699,700
- Order Type: Enhanced Limit
- Price: 138 (with ▲ ▼ arrows)
- Qty(100/lot): 800 (with ▲ ▼ arrows)
- Max Trade Qty: 300,000
- Expiry Date: 2014-05-05 (with calendar icon)

Keyboard Hot Key	
Hot Key	
[/]	Switch buy or sell ticket interface
[*]	Auto fill in maximum quantity that can be purchased after price input
[.]	Auto Fill with "000" in quantity
[↑]	Raise price or quantity
[↓]	Lower price or quantity
[Ctrl] + [Enter]	Quick Order Mode per single trade **
** Caution:	
Quick Order function will not be provided with a confirmation page. For transaction costs enquiry in confirmation page, please turn off *Quick Order* feature.	
Risks associated with *Quick Order* feature are to be borne by the users of Go.Portal. Risks associated with *Quick Order* feature are to be borne by the users of Go.Portal.	

the next trading day, until it expires or fully executed)

4. Click “**submit**” to send order, or **clear** to reset the ticket.

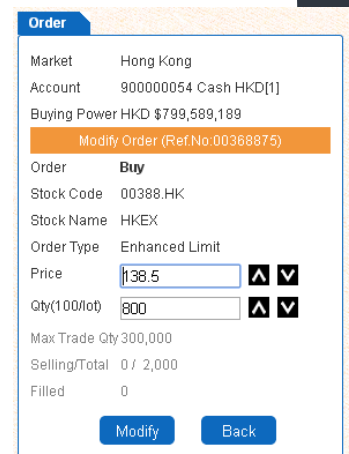
5. Confirmation box pop-up. Click  to proceed.



Account:	900000054 Cash HKD[1]
Instruction:	Buy
Stock Code:	388
Stock Name:	HKEX
Price:	HKD \$138.00
Qty:	800
Transaction Amount:	HKD \$110,400
Charges:	HKD \$0
Order Type:	Enhanced Limit

Modify order

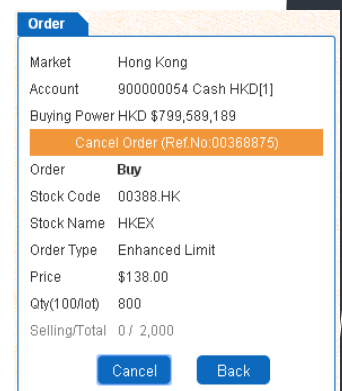
1. In order book (simple mode: refer to #4.1.4, detailed mode: refer to #4.2), click **Modify**;
2. Ticket will show **modify** status, enter price & quantity;
3. Click **Submit** to submit, or **Back** to abort modify;



Market	Hong Kong
Account	900000054 Cash HKD[1]
Buying Power HKD	\$799,589,189
Modify Order (Ref.No:00368875)	
Order	Buy
Stock Code	00388.HK
Stock Name	HKEX
Order Type	Enhanced Limit
Price	138.5 ▲ ▼
Qty(100/lot)	800 ▲ ▼
Max Trade Qty	300,000
Selling/Total	0 / 2,000
Filled	0

Cancel order

1. In order book (simple mode: refer to #4.1.4, detailed mode: refer to #4.2), click **Cancel**;
2. Ticket will show **cancel** status,
3. Click **Cancel** to submit, or **Back** to abort cancel



Market	Hong Kong
Account	900000054 Cash HKD[1]
Buying Power HKD	\$799,589,189
Cancel Order (Ref.No:00368875)	
Order	Buy
Stock Code	00388.HK
Stock Name	HKEX
Order Type	Enhanced Limit
Price	\$138.00
Qty(100/lot)	800
Selling/Total	0 / 2,000

3.1.2 Teletext

Function : Show real-time streaming or snap-shot, or delayed snap-shot market data

Operation :

1. Streaming

79.65		Bid	79.65	Ask	Details		Transaction		
79.85	5	37.6K	79.65	11	38K	HKD	79.65	+0.550	
79.60	0	0	79.70	9	80K			+0.70%	
79.55	0	0	79.75	2	20.4K	Day High	0.00	Open	0.00
79.50	0	0	79.80	6	25.2K	Day Low	0.00	Close	79.10
79.45	0	0	79.85	2	10.4K	Volume	0	Turnover	0

Brief mode

9063	7385	317	318	2024	2418	690	4380
690	2336	8935	8072	6699	4378	2847	2846
-1s	1799	6425	8578	8734	316	4068	1197
6728	4634	8767	8184	+1s	2846	1197	1197
319	317	998	8944	4380	+3s	4977	1197
8167	2265	1799	318	4378	+5s	4977	
6727	8578	9038	8577	2847	+4s	8179	+6s
9419	8127	8578	5368	+2s	6699	9063	2369
8146	5666	1940	2439	2417	9074	4057	8939
8147	4409	3991	8176	2417	8944	8179	8577

32.95		Bid	33.00	Ask	Details		Transaction		
32.95	25	456.5K	33.00	5	3.05M	HKD	33.00	-2.100	
32.90	7	67.8K	33.05	1	8K			-5.56%	
32.85	5	51K	33.10	1	10.9K	Day High	34.00	Open	34.40
32.80	14	215K	33.15	1	11K	Day Low	32.95	Close	35.10
32.75	5	77K	33.20	1	9.5K	Volume	22.11M	Turnover	746.86M
32.70	6	291K	33.25	2	66K	52 Wk High	51.90	P/E Ratio	14.17
32.65	7	362.5K	33.30	4	91K	52 Wk Low	25.00	Yield	2.16
32.60	9	359.5K	33.35	2	18K	EPS	0.00	EPS	2.328
32.55	5	212K	33.40	2	28K	EV	0	NAV	8.799
32.50	6	265.5K	33.45	5	38K	Lot Size	500		

Check Connected indicator to confirm

normal connection;

Click Full | Brief | List | SHK Financial Data Ltd. to switch to full/ brief/ list mod, or viewing stock

archive data provided by SHK Financial Data Ltd.

- Click the price in bid/ask queue can bring the price to dealing ticket for transaction (refer to #4.1.1 for dealing ticket operation)
- Mouse-over the broker number in broker queue can display the broker name
- double-click broker number will highlight all the same in the queue
- click the related stock codes (CBBCs, warrants in general) can load market quote of that related stock

The screenshot displays the trading interface for 匯豐控股 (HSBC). On the left, the '新增訂單' (New Order) form is visible, with the price field set to 70.60. A red box highlights this price, and a red arrow points to it from the instructions. The main market quote shows the current price at 70.65, with a bid of 70.60 and an ask of 70.70. Below the quote, the '訂單紀錄' (Order History) table is shown, listing various orders with their status and details.

參考編號	證券	買/沽	狀態	下單	成交	指令
00376698	00002.HK-中電控股	買入	待批	500 @ \$67.65		撤單
00376697	00001.HK-長江實業	買入	待批	1,000 @ \$142.40		撤單
00376695	00243.HK-QPL INTL	沽出	掛牌	100,000 @ \$0.335		修改 撤單
00376693	00243.HK-QPL INTL	沽出	掛牌	10,000 @ \$0.335		修改 撤單
00376692	00243.HK-QPL INTL	沽出	掛牌	10,000 @ \$0.335		修改 撤單
00376691	01211.HK-比亞迪股份	沽出	掛牌	1,000 @ \$28.90		修改 撤單
00376688	01211.HK-比亞迪股份	沽出	掛牌	500 @ \$28.95		修改 撤單
00376687	01211.HK-比亞迪股份	沽出	掛牌	1,000 @ \$28.90		修改 撤單

➤ List view


- A list of stocks selected for viewing market data;
- In two modes: **detail list & bid/ask list**

1. Detail list (with +/-, bid/ask price, day hi/lo/open/close, vol & turnover):

Quote											Full	Brief	List	SHK Financial Data Ltd.
2333 GREATWALL MOTOR [Equity Shortsell non-Intraday Short Sell]											Switch to Bid/Ask List			
Stock	Normal	+/-	Bid	Ask	High	Low	Open	Close	Vol	Turnover				
✕ 🔒 02333	33.00	-2.10/ -5.98%	32.95	33.00	34.80	32.95	34.40	35.10	22.11M	746.86M				
✕ 🔒 02233	0.88	+0.02/ +2.33%	0.87	0.88	0.89	0.86	0.87	0.86	17.59M	15.42M				
✕ 🔒 00390	3.29	+0.02/ +0.61%	3.27	3.29	3.35	3.26	3.26	3.27	19.68M	64.84M				
✕ 🔒 00399	1.23	+0.06/ +5.13%	1.19	1.23	1.23	1.09	1.16	1.17	6.12M	7M				
✕ 🔒 00135	12.84	+0.24/ +1.90%	12.80	12.88	12.94	12.52	12.52	12.60	8.86M	113.67M				
Last Update: 2014-02-06 16:01:06														

2. Bid/Ask list (with details of 5 spreads in bid/ask queue, click the stock price to bring it to dealing ticket);

Quote											Full	Brief	List	SHK Financial Data Ltd.
2333 GREATWALL MOTOR [Equity Shortsell non-Intraday Short Sell]											Switch to Detail List			
Stock	-4s	-3s	-2s	-1s	Bid	Ask	+1s	+2s	+3s	+4s				
✕ 🔒 02333	32.75 5 / 77K	32.80 14 / 215K	32.85 5 / 51K	32.90 7 / 67.5K	32.95 25 / 456.5K	33.00 5 / 3.05M	33.05 1 / 8K	33.10 1 / 10.5K	33.15 1 / 11K	33.20 1 / 9.5K				
✕ 🔒 02233	0.83 8 / 228K	0.84 7 / 824K	0.85 25 / 2.48M	0.86 40 / 2.58M	0.87 48 / 4.67M	0.88 1 / 30K	0.89 23 / 910K	0.90 23 / 2.54M	0.91 17 / 1.86M	0.92 13 / 1.17M				
✕ 🔒 00390	3.23 12 / 1.63M	3.24 16 / 2.45M	3.25 25 / 2.14M	3.26 33 / 1.71M	3.27 13 / 493K	3.29 7 / 394K	3.30 7 / 387K	3.31 13 / 1.58M	3.32 9 / 1.11M	3.33 11 / 994K				
✕ 🔒 00399	1.15 0 / 0	1.16 1 / 10K	1.17 1 / 10K	1.18 1 / 20K	1.19 2 / 60K	1.23 4 / 260K	1.24 2 / 150K	1.25 4 / 165K	1.26 2 / 250K	1.27 1 / 60K				
✕ 🔒 00135	12.72 10 / 442K	12.74 11 / 354K	12.76 7 / 342K	12.78 9 / 410K	12.80 9 / 312K	12.88 1 / 138K	12.90 17 / 406K	12.92 8 / 294K	12.94 13 / 416K	12.96 16 / 750K				
Last Update: 2014-02-06 16:01:06														

- Click  to remove & lock that stock respectively;
- Saving the collection of stocks in this list view for next login is NOT available;

2. Snap-shot (real-time/ delay)

- Market quote will not auto update, user need to type-in stock code each time;
- Most functions in streaming quote is inapplicable, except clicking price in bid/ask queue to bring the price to ticket

Remark: Real-time quote (streaming or snap-shot) may be subject to charges from broker. Please contact your broker for details.

Quote				0 -0.00%	Turnover 983.782M	Last Update: 2014-05-05 09:09:01	
388 HIKEK [Equity]				At least 15 mins delayed quote			
Normal		Bid	Ask				
↓ 139.500		139.500	139.500				
Day High	Day Low	Open	Previous Closing Price				
↑ 0.000	↓ 0.000	0.000	140.500				
Net Change(\$)	Net Change(%)	Turnover	Volume				
-1.000	-0.71%	0.000	0				
Lot Size	P/E Ratio	Yield	Spread				
100	35.31	2.54%	0.100 / 0.100				

3.1.3 Portfolio

Function :

- Real-time update of ledger balance, max trading limit & stock position
- Always shown below dealing ticket



Operation :

- ⓘ : show other details (refer to #3.1)
- ↻ : manual refresh
- Total> / Buying> / Selling> : switching display among holding, registered buy quantity & registered sell quantity
- Click the stock can bring the stock code & quantity to dealing ticket (refer to #4.1.1);

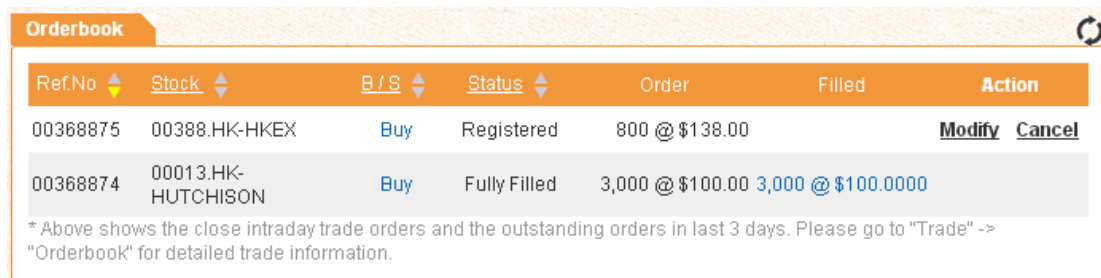
3.1.4 Order details

Three modes: **Order details**, **intra-day trade summary**, **intra-day price summary**, switch by clicking



under teletext;

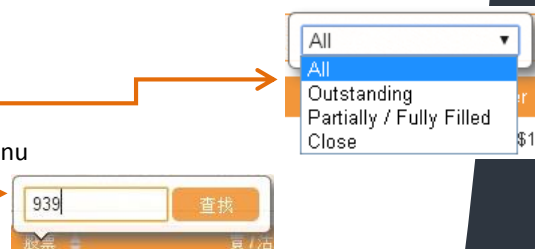
3.1.4.1 Order book (brief mode)



Function : View order details in brief mode

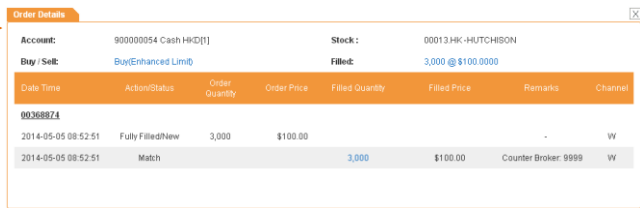
Operation :

1. Click ▲ can sort records in ascending/descending orders
2. Filter unnecessary records by clicking ▼ for pull-down menu
3. Click Stock to enter stock code for filtering



4. In **Action** column, click **Modify/Cancel** to modify or cancel order


5. Click the order to see order details 



Order Details							
Account:	90000054 Cash HKD(1)			Stock:	00013.HK-HUTCHISON		
Buy / Sell:	Buy(Enhanced Limit)			Filled:	3,000 @ \$100.0000		
Date Time	Action/Status	Order Quantity	Order Price	Filled Quantity	Filled Price	Remarks	Channel
00368874							
2014-05-05 09:52:51	Fully FilledNew	3,000	\$100.00				W
2014-05-05 09:52:51	Match			3,000	\$100.00	Counter Broker: 9999	W

6. Click  &  to modify /


cancel registered order

7. Click grey background or  to abort

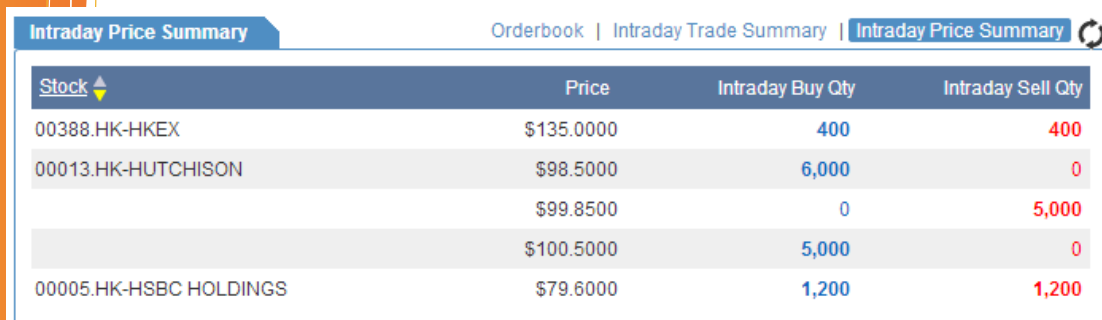
3.1.4.2 Intra-day Trade Summary

Function : For each stock, display buy & sell average price (to 4 decimal places) & executed quantity

Operation :

1. Click  to sort details in ascending/ descending order;


3.1.4.3 Intra-day Price Summary

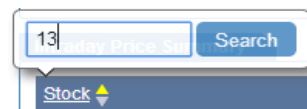


Stock	Price	Intraday Buy Qty	Intraday Sell Qty
00388.HK-HKEX	\$135.0000	400	400
00013.HK-HUTCHISON	\$98.5000	6,000	0
	\$99.8500	0	5,000
	\$100.5000	5,000	0
00005.HK-HSBC HOLDINGS	\$79.6000	1,200	1,200

Function : For each stock, displaying buy/sell quantity for each price spread

Operation :

- Click  to sort details in ascending/ descending order;
- Click **Stock** to enter stock code in pop-up box to see details of that stock only



3.1.5 Quick Reference

Function : Refer to page 5

The screenshot displays a 'Quick Ref.' widget with the following content:

- 15 mins delay indices** (with a refresh icon)
- Index** (with a +/- arrow icon)
- Table of indices:

Index	Value	Change
HSI	22,260.67	+126.70
GEM	490.38	+4.87
HKL	26,836.22	+173.81
HSCEI	9,802.46	+22.74
HSCCI	4,163.57	-4.31
Tover	48.258B	--
- Last Update: 2014-05-02 16:01:24
- Contact Information**
- ? Customer Services**
- cs@xyz.com
- (852) 2232 0202

5 FAQ

1) What are the definitions of different order types in dealing ticket?

Order Type	Description
Limit Order	A limit order will allow matching only at the specified price.
Enhanced Limit	An enhanced limit order will allow matching of up to 10 price queues (i.e. the best price queue and up to the 19 th queue at 9 spreads away) at a time provided that the traded price is not worse than the input price.
Special Limit Order	A special limit order will allow matching of up to 10 price queues (i.e. the best price queue and up to the 10 th queue at 9 spreads away) at a time provided that the traded price is not worse than the input price.
At-auction Order	An at-auction order is an order with no specified price and is entered at the final Indicative Equilibrium Price (IEP).
At-action Limit Order	An at-auction limit order is an order with a specified price. An at-auction limit order with a specified price at or more competitive than the final IEP may be matched at the final IEP subject to availability of eligible matching order on the opposite side.

2) When using Internet Explorer 8 or latest version of browser, incompatible problems arise during login. How to solve this problem?

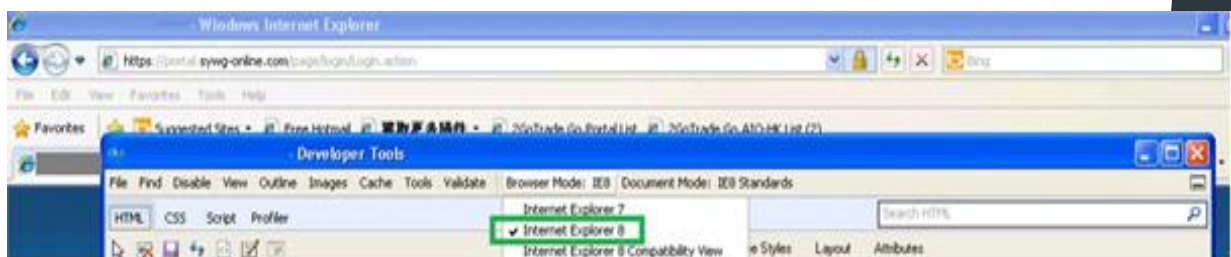
Open Internet Explorer 8 browser

Click F12 (Developer tools)

Choose Internet Explorer 8 (Browser model)


Close F12 (Developer tools)

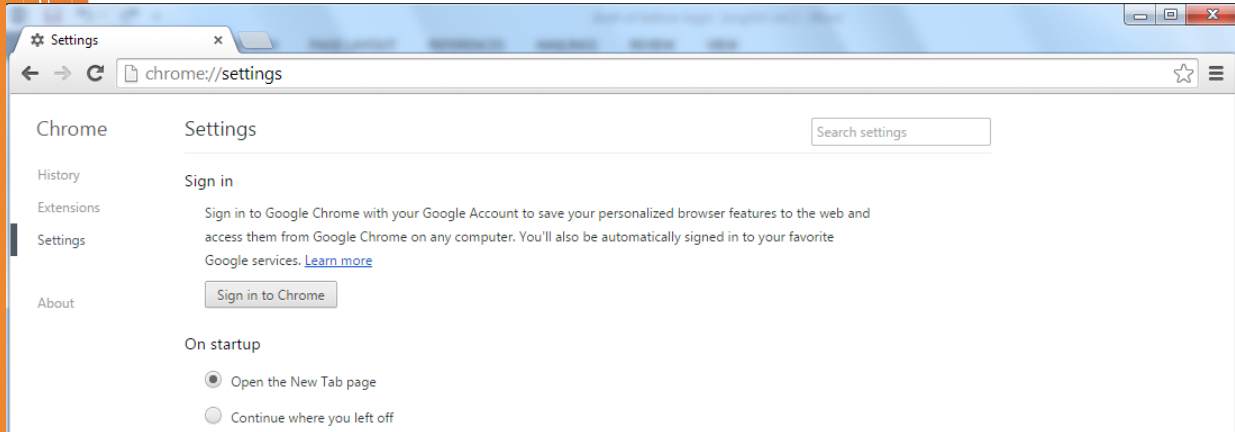
Close Internet Explorer 8 browser



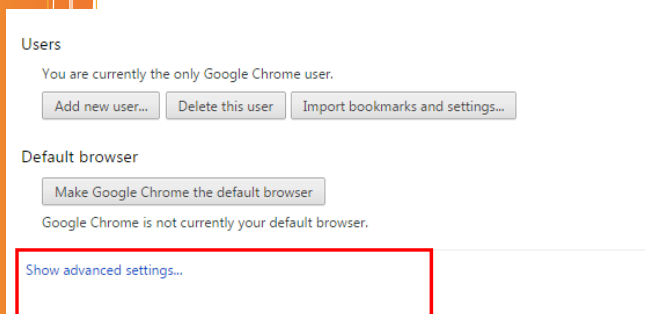
3) When using Google Chrome and it is too slow, how to solve the problem?

Suggestion:

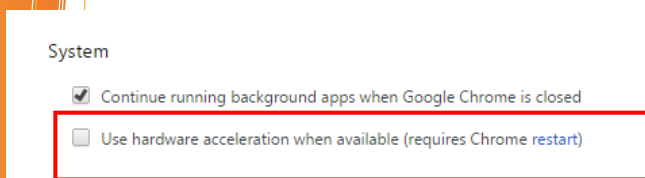
Enter **chrome://settings/** in the address input bar of Google Chrome, or click  on right hand side.



Click Show advanced settings at the bottom of setting page.



Enter System, leave the box besides 'Use hardware acceleration when available' blank, restart Google Chrome to activate the function.



4) What can I do if I've forgotten my login name and / or password?

Forget password ONLY

Click the link into Forgot password at login page.



- I. Type in Login ID; ID Number and registered Email
- II. Click Submit



III. Receive an email with reset password notice.

[Reply](#) [Reply All](#) [Forward](#)



2GoTrade Support <support@2gotrade.com>

Reset Internet Trading System Password Notice

To: [Redacted]

Dear valued customer:

Hereby notified that we have set the valid password for your online stock trading system. The valid password is as follows:

[Redacted]
Please login again the online stock trading system. For any enquiries, you can contact our Customer Service Hotline: 2232 0333.

Thank you!

[Redacted]

- IV. Login with new password.
- V. Change password after login.


Forgot Login name ONLY

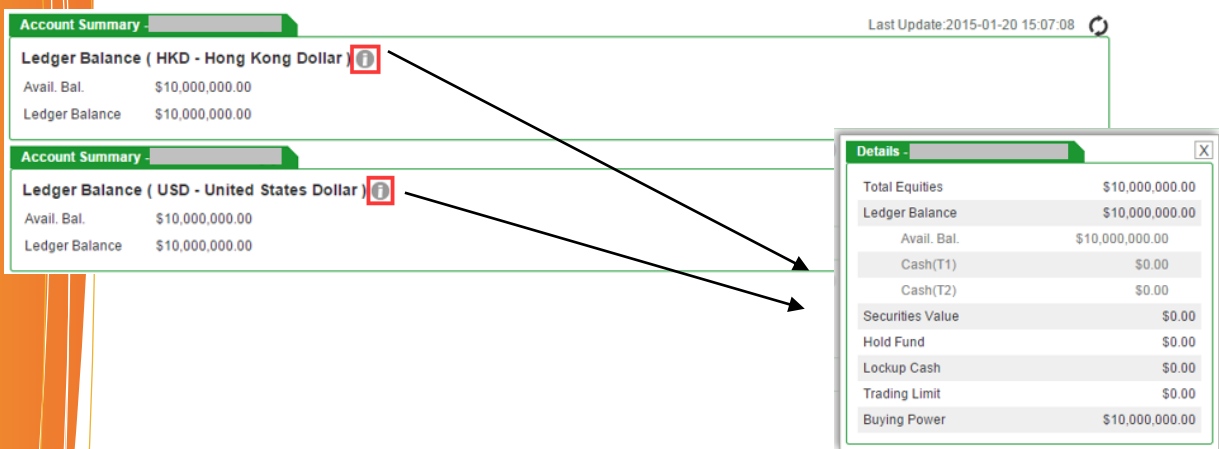
- I. Please contact with your broker for login name.

Forgot BOTH login name and password

- I. Please contact with your broker for login name.
- II. Next follows apply for “forgot password” procedure.

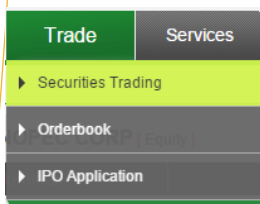
5) How to check my account summary?

Please click on the  icon and the summary window will pop up.



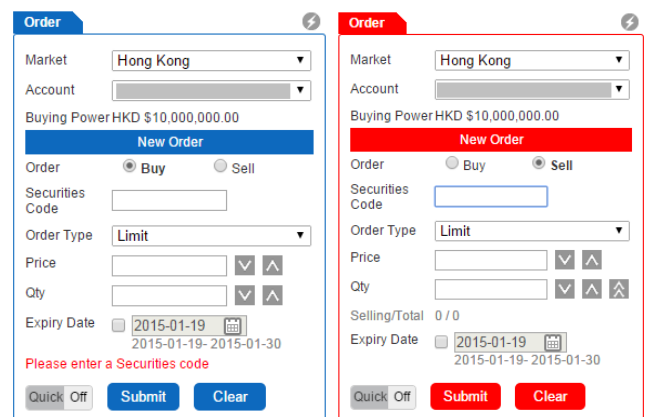
The screenshot shows two 'Account Summary' windows and one 'Details' window. The first 'Account Summary' window is for 'Ledger Balance (HKD - Hong Kong Dollar)' and the second is for 'Ledger Balance (USD - United States Dollar)'. Both show 'Avail. Bal.' and 'Ledger Balance' as \$10,000,000.00. The 'Details' window shows a breakdown of the account: Total Equities \$10,000,000.00, Ledger Balance \$10,000,000.00, Avail. Bal. \$10,000,000.00, Cash(T1) \$0.00, Cash(T2) \$0.00, Securities Value \$0.00, Hold Fund \$0.00, Lockup Cash \$0.00, Trading Limit \$0.00, and Buying Power \$10,000,000.00. Arrows point from the info icons in the account summary windows to the details window.

6. How to process “Buy” / “Sell” function?



The screenshot shows a 'Trade' menu with 'Securities Trading' selected. Other options include 'Orderbook' and 'IPO Application'.

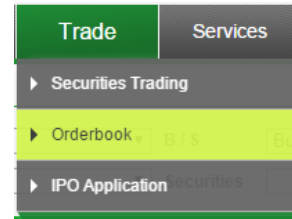
- A. Choose market
- B. Enter securities code
- C. Choose order type
- D. Enter price and quantity
- E. Click “Submit”



The screenshot shows two 'New Order' forms. The left one is for a 'Buy' order and the right one is for a 'Sell' order. Both forms have the following fields: Market (Hong Kong), Account, Buying Power HKD \$10,000,000.00, Securities Code, Order Type (Limit), Price, Qty, and Expiry Date (2015-01-19 to 2015-01-30). The 'Submit' button is highlighted in blue for the buy order and red for the sell order.

7. How to check my orderbook?

Choose account / market / status / date range or securities



Orderbook

Account: 900000054 Cash HKD[1] Market: All B / S: Buy / Sell
Status: All Date Range: Today Securities:

Date Time	RefNo	Securities	B / S	Status	Order	Filled	Command
No records							

8. Java issue

If you face issues with Java, please update your java to latest version at <http://www.java.com>.

6 Contact Us

Feel free to contact us for technical support!
Channels below:

Tel : (852) 2232 0300

Email : cs-hk@2gotrade.com

- THE END -