

2FA User Guide

Two Factors Authentication (2FA)
is well-known as 2-Step Verification

What is Two Factors Authentication and why is it important?

It is to increase the security of access to information beyond just using Username and Password only.

2FA will include OTP (One-Time-Password) authentication to be sent via SMS on mobile phones or through applications.

Authenticator (6-digit verification code) and passcode will be reset every 10 minutes. If the transaction is not the account holder, the passcode cannot be known.

2 Factors Authentication will enhance the security as 2-Step Verification of your account for login, password change, and various financial transactions. This process is similar to the preventive shield for your account from being threatened on the internet by third parties or people with malicious intentions.

FAQ



Q:1

When will it become effective?

A

It is effective from 1 July 2021 onwards.

Q:2

2. If my provided phone number does not match the current number, what would happen?

A

You will not be able to enter the trading system from 1 July 2021, onwards.

Q:3

In the case before 1 July 2021, if my phone number doesn't match with the system, how can I fix it?

A

You can edit and change your phone number by yourself by logging into the system and select "Account Settings", click "change information", "enter personal information", the current information will completely be updated

Q:4

What if I activate via Smartphone or Tablet?

A

You will be prompted to verify your identity by OTP *, only the first time for 1 device. If you change your phone or tablet, you will be prompted to verify the OTP again.

Q:5

What if I activate via Computer or Notebook or Website?

A

You must verify your identity with Token Code or QR Code + OTP Code for the first logging in time. The next time you log in, the system will ask you to verify your identity by Token Code or QR Code either.

Q:6

If I have more than one trading accounts type such as Cash Balance and Cash Account, do I need to verify my identity separately for each account type?

A

You will only be able to verify your identity according to the Username you have accessed.

Thank You