2GoTrade

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End-User Manual
2-Factor Authentication
- Online Trading

Version: 1.0
Last Update: Feb-2018

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(1) Go.Portal (Website Version)

According to the SFC updated instructions for internet trade system security, 2-Factor Authentication (2FA) procedure is compulsory for every time login Go.Portal & GoTrade (See Section 2).

After logging in with self-defined password, the user will be redirected to the 2FA page as below, and enter the 6 digit One Time Password **(OTP)** to complete the procedure.
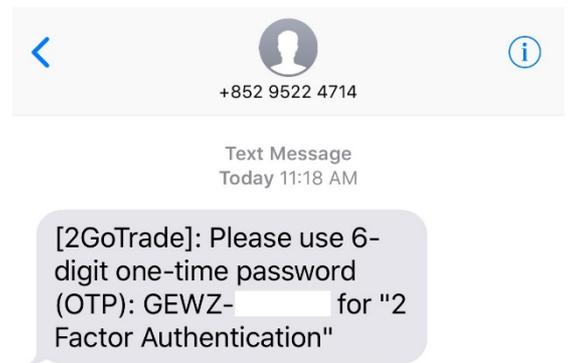

OTP can be received from three channels：

（1） SMS

（2） Email

（3） Go.PIN from the Go.Trade App

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1.1 SMS

One-Time Password (OTP) would be sent by system to your registered mobile phone number shortly. (Format as right hand side, showing Broker name)

Please cross-check the four-letter verification code on left side with the one displaying in Go.Portal (Example as GEWZ shown in the picture), enter the six-digit OTP on the right. Press "Submit" to finish the 2FA procedure.

GEWZ - ☐ ☐ ☐ ☐ ☐ ☐ (11:17:55)

+852 9522 4714

Text Message
Today 11:18 AM

[2GoTrade]: Please use 6-digit one-time password (OTP): GEWZ-_____ for "2 Factor Authentication"

1.2 Email

One-Time Password (OTP) would be sent to your registered email address shortly. (Format as right hand side, showing Broker name)

Please cross-check the four-letter verification code on left side with the one displaying in Go.Portal (Example as QCWC shown in the picture), enter the six-digit OTP on the right. press "Submit" to finish the 2FA procedure.
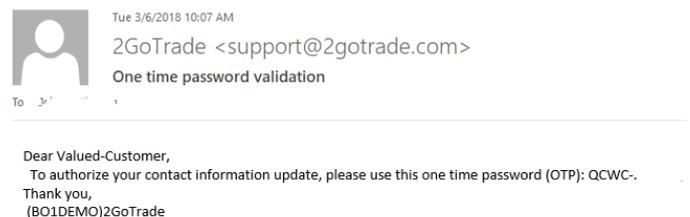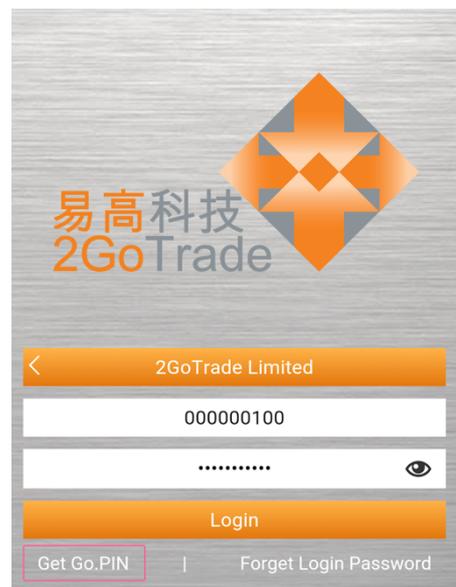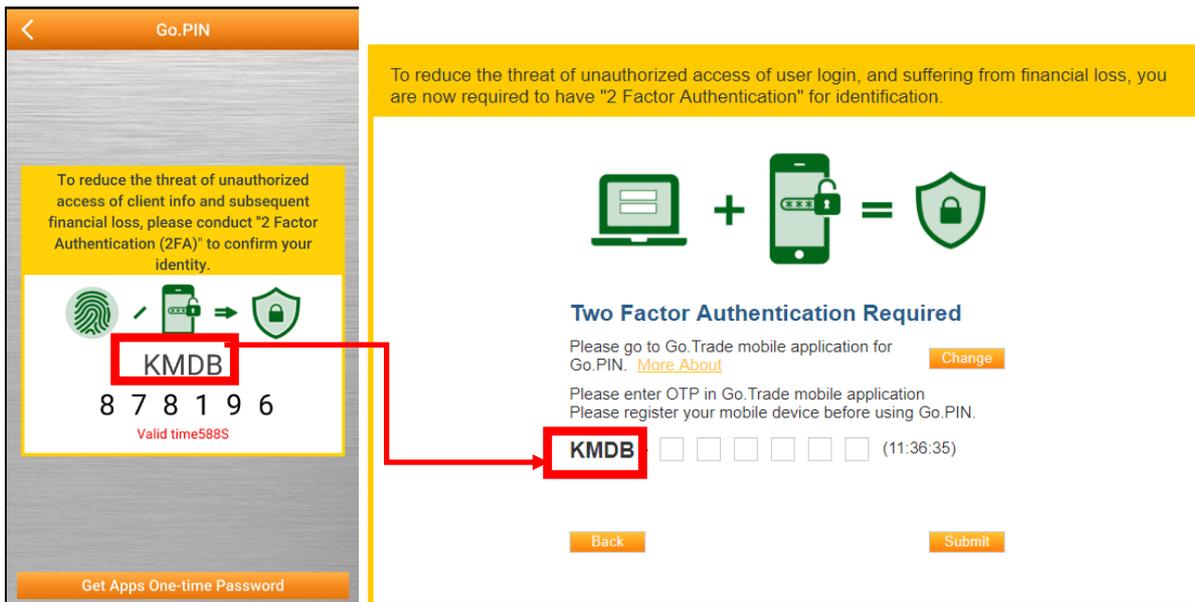

Tue 3/6/2018 10:07 AM
2GoTrade <support@2gotrade.com>
One time password validation
To ...

Dear Valued-Customer,
 To authorize your contact information update, please use this one time password (OTP): QCWC-.
Thank you,
 (BO1DEMO)2GoTrade

1.3 GoTrade Application（Go.PIN）

Go.Portal OTP is generated on GoTrade.

1. Register your mobile device in GoTrade (See Section 2.3.1 steps 1&2)
2. Press "Get Go.PIN" button at GoTrade login page (as shown beside)
3. Enter your user name, then verify through your defined password or fingerprint
4. OTP would be shown on screen for 10 Minutes, while Go.Portal 2FA Page also shown same set of the four-letter verification code.
5. Enter the six-digit OTP on Go.Portal 2FA page. Press "Submit" to finish the 2FA procedure. (as shown next page)

易高科技
2GoTrade

2GoTrade Limited

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....

Login

Get Go.PIN | Forget Login Password

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1.4 Change the channel for receiving OTP

If you cannot receive OTP, for example, cannot receive the SMS when you are not nin Hong Kong, You can change the OTP receiving channel as following steps.

1. Press "Change" button in the 2FA login page.

2. Select the preferred channel under the list.

3. Please check the box of "Set Selected contact as default" if the channel is preferred in future logins.

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(2)　　Mobile Device（GoTrade App）

After you login the system with self-defined password, similar to Go.Portal, you will be redirected to the 2FA page as below, and required to enter the 6-digit OTP to complete the procedure.

OTP can be received from three methods：

（1）　SMS

（2）　Email

Besides, 2FA can be completed through fingerprint verification. (Please refer to Section 2.3)
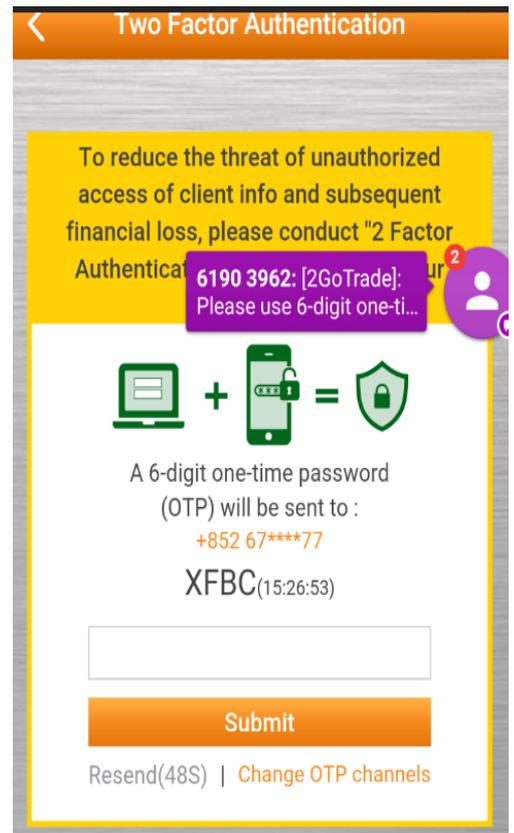
2.1 SMS

One-Time Password (OTP) would be sent by system to your registered mobile phone number shortly. (Format as right hand side, showing Broker name)

Please cross-check the four-letter verification code on left side with the one displaying in Go.Portal (Example as GEWZ shown in the picture), enter the six-digit OTP on the right. Press "Submit" to finish the 2FA procedure.
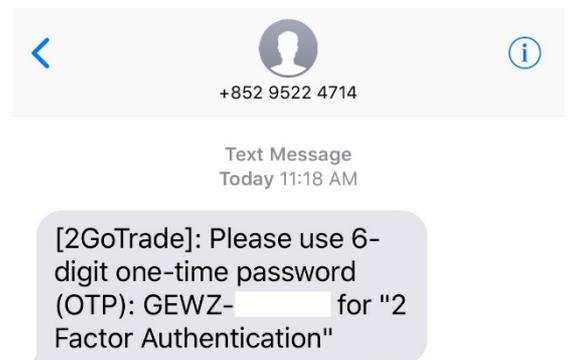
2.2 Email

One-Time Password (OTP) would be sent by system to your registered email address shortly. (Format as right hand side, showing Broker name)

Please cross-check the four-letter verification code on left side with the one displaying in Go.Portal (Example as QCWC shown in the picture), enter the six-digit OTP on the right. Press "Submit" to finish the 2FA procedure.

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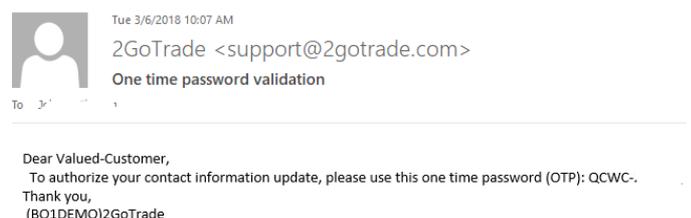
2.3 Fingerprint （TOUCH ID）

If your device supports TouchID (fingerprint verfication), fingerprint can also be the method for 2FA. With Touch ID, you can 2FA with a single touch instead of entering the OTP as previous methods.

When the prompt is shown as the figure on the right, touch the sensor to complete the 2FA method.

If the TouchID is not available, conventional 2FA method like SMS and email in Section 2.1 & 2.2 can be used.

The device shall be registered first if the GoTrade App was newly installed.
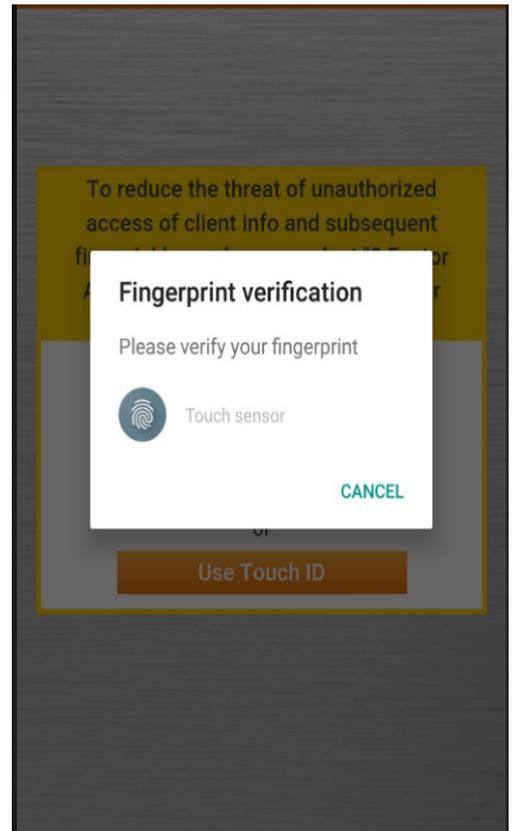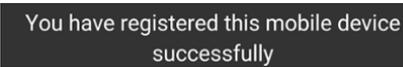

2.3.1 Activation of Touch ID

1. Use conventional 2FA verification in 2.1 or 2.2, then select the "Setting" Section by clicking button

2. Registering Mobile Device
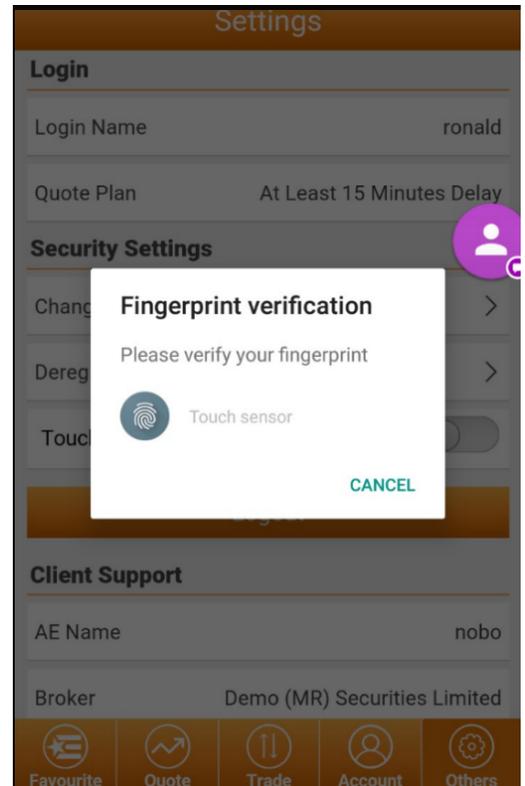   a. Select Register Mobile Device
   b. This message will show *You have registered this mobile device successfully*

3. Activate TOUCH ID
   a. Tap Touch ID
   b. Put finger on the sensor when the message as right is shown.
   c. TOUCH ID can be revoked by selecting the Deregister Mobile Device under the setting section.

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2.4 Change the method for receiving the OTP

If you cannot receive the OTP, for example, cannot receive SMS when you are not in Hong Kong. The channel of receiving can be changed as following steps.

1. Press "Change" button in the 2FA Interface.
2. Select the preferred method under the list and press "Change"
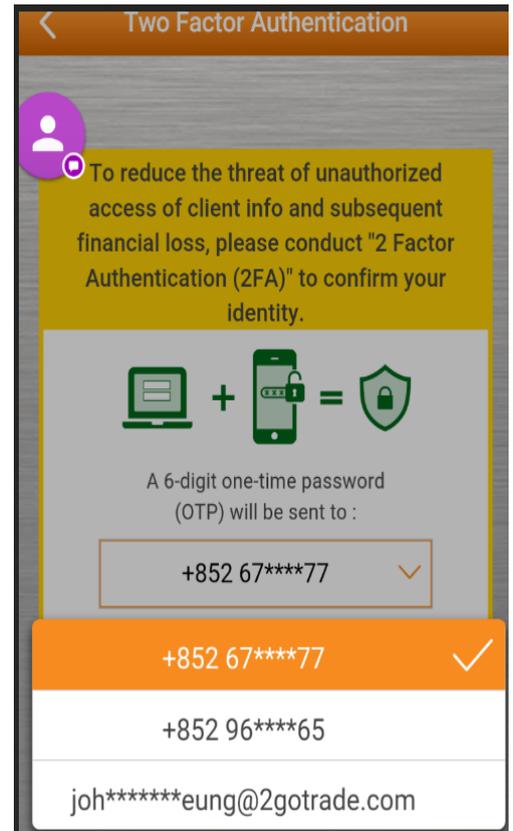
(3)   Remarks

1. After 2FA, you can proceed as useful by agreeing the disclaimer and enter Go.Portal or GoTrade page.
2. Brokers might only provide some of the aforementioned methods due to their business & operational concerns. Please consult your brokers for details.
3. OTP can be sent once per 60 seconds. If the OTP was not received, press "resend" and receive the OTP in the preferred channel again.
4. 2FA needs both email address and mobile Number. If you provide incomplete information, 2FA cannot be completed you cannot use Go.Portal or GoTrade. Please contact your broker **immediately** if the contact information is missing / outdated.
5. When the application is first installed, the program will prompt the user to register the device. Press "Register Now" for registering the device instantly.

(4)   Contact us

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