2GoTrade

Go.PORTAL

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 in different web browsers, including Internet Explorer (Version Google Chrome, Safari, Firefox. User thus can use it at tablets.

Please start from the login page below:

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.

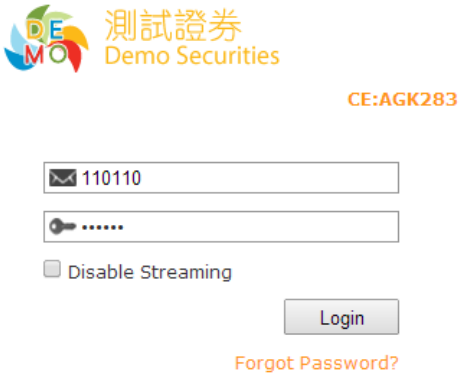
Trading Hotline:(852)2232 0316 | CS Hotline:(852) 2232 0202 | Email: enquiry@2GoTrade.com
Technical Support:(852)2232 0333 | cs-hk@2GoTrade.com

1.3 Logout

Click Logout button to logout at any pages;

2 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;

2.1 First-time Login

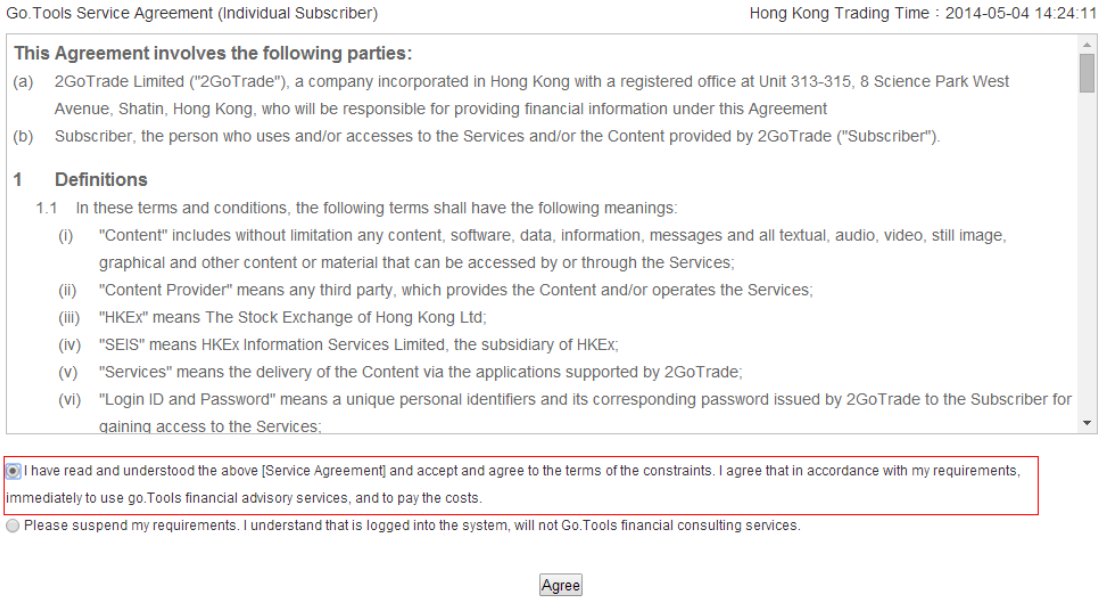
Set up New Password

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

Enter new password and click "**Submit**".

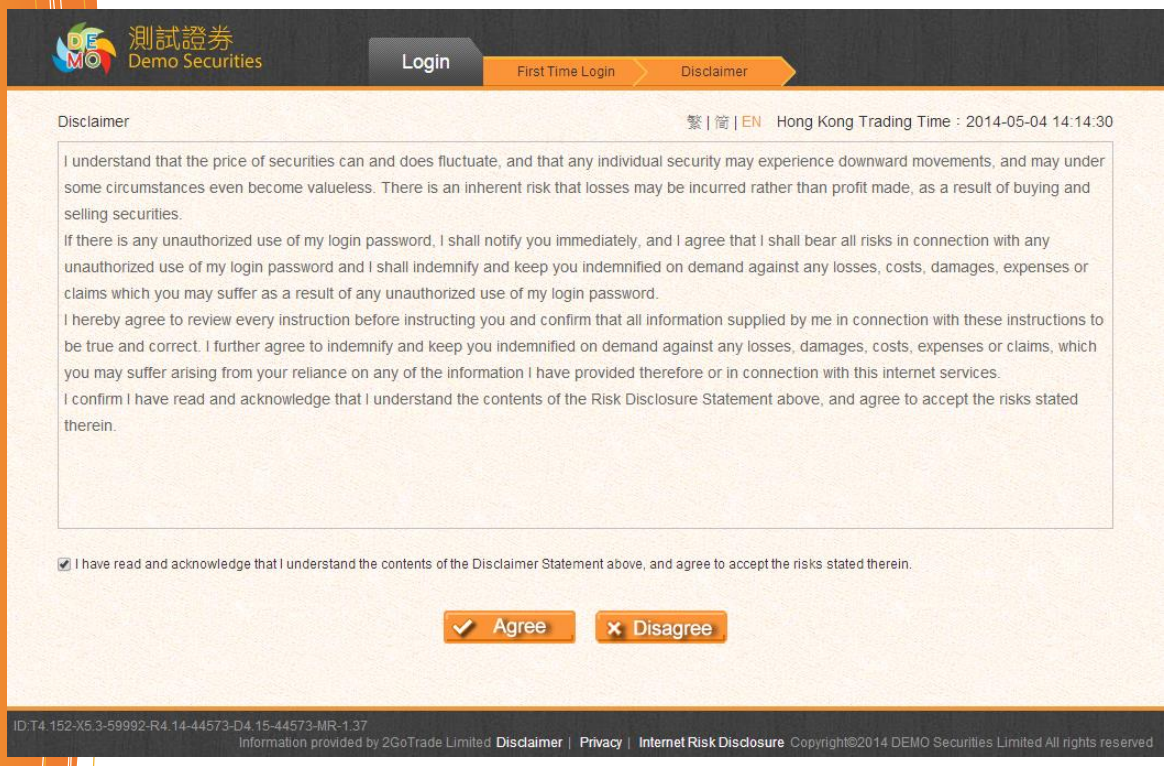
Service Agreement

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



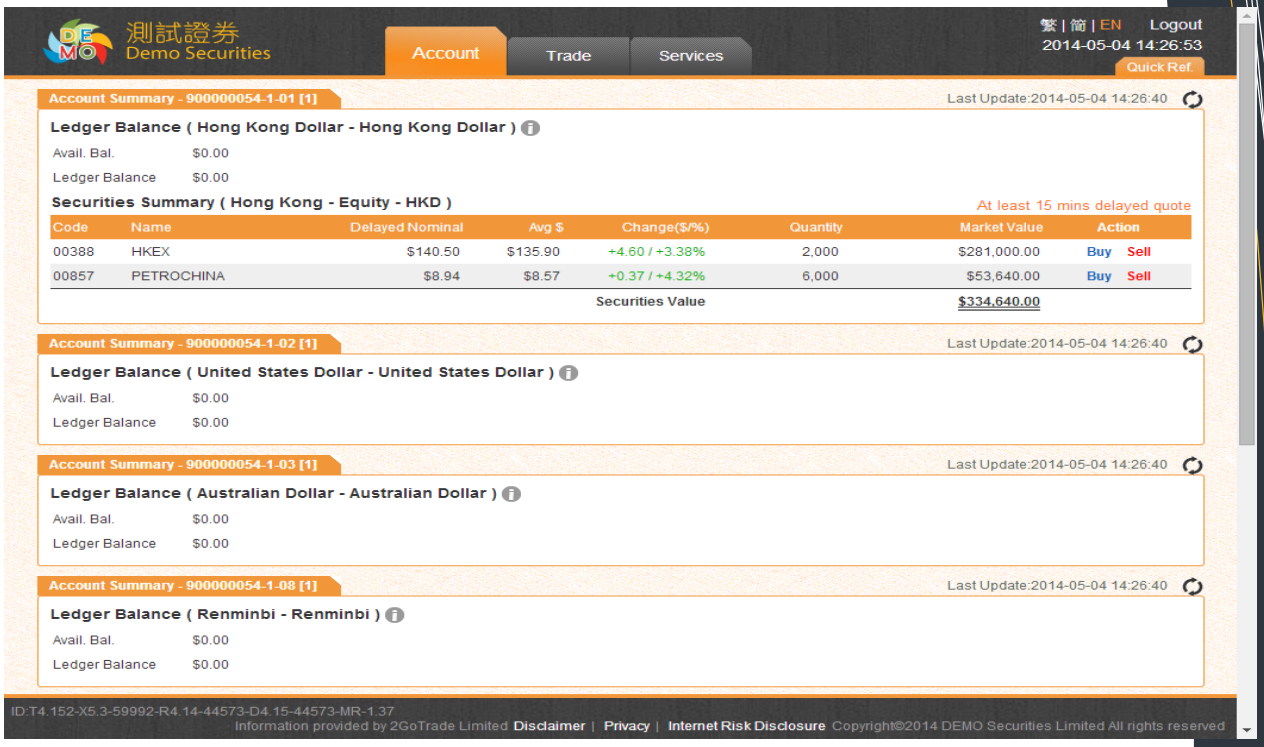
2.2 Disclaimer

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



3 Account

3.1 Account Summary



Function : Show real-time balance of each currency account

Operation :

1. **Ledger Balance**

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

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

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

2. Securities Summary

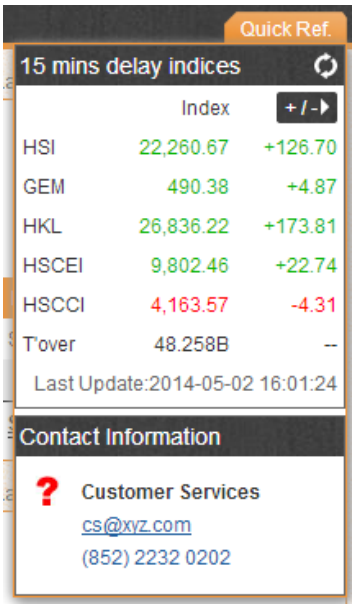
— Display stock balance & market value, average price & Change % (Reference profit & loss);

— " **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 Quick Ref. at right top corner to pull down **Mini indices window** displaying details:



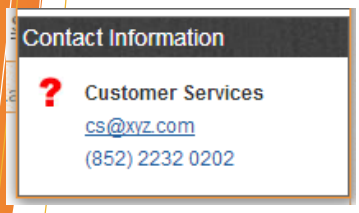
1. Market info like 15-min delayed indices

— Click to refresh;

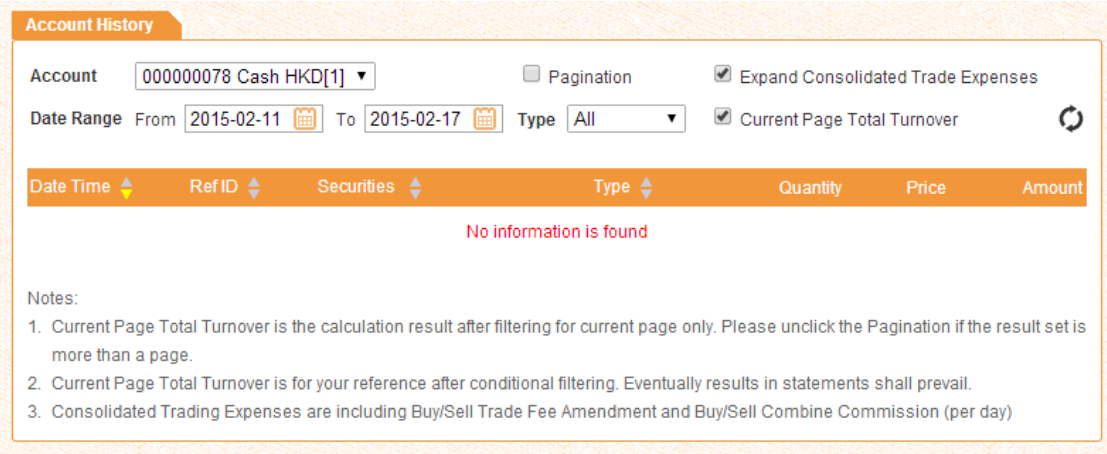
— Click +/-% / +/- to switch to change % or points;

	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



3.2 Account History



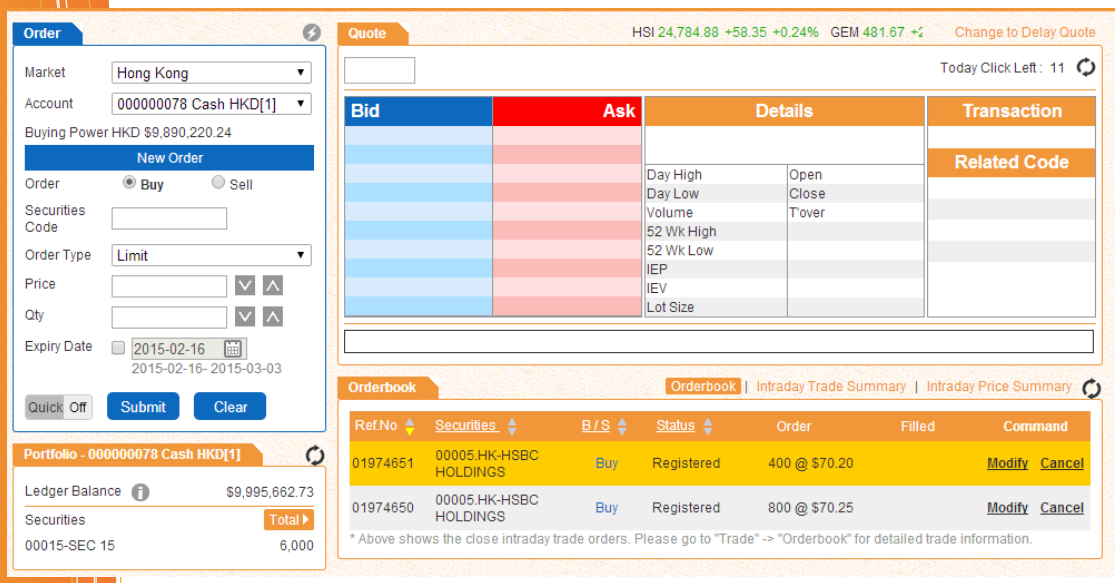
Function : Check transaction records within a specified period

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

4 Trade



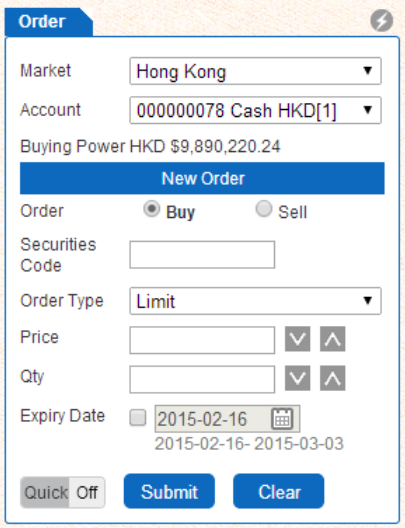
Above trading page is divided into the following main areas:

4.1 Stock Trading

4.1.1 Dealing ticket

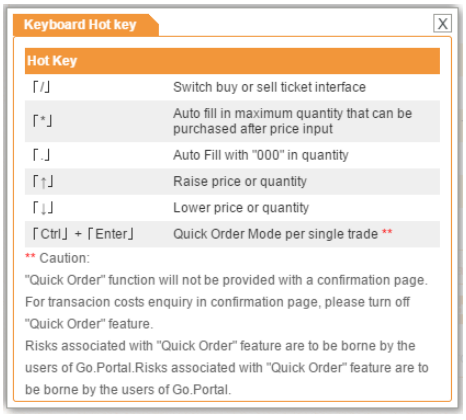
Function : Create / modify / cancel orders

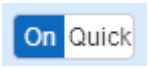
Operation :



Placing Order

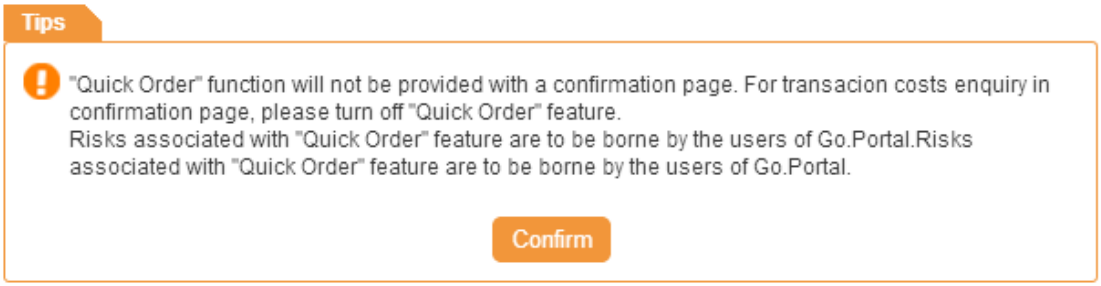
1. (For multi-market users) Real-time currency account and buying power is shown after choose market
2. Choose Buy or Sell button
3. Enter order details, including stock code, order type (available order type is different for different brokers), price (click ▲ ▼ to next/previous price spread), quantity (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 next trading day, until it expires or fully executed)
4. Click ⚡ to view hot keys.



5. Choose 

and

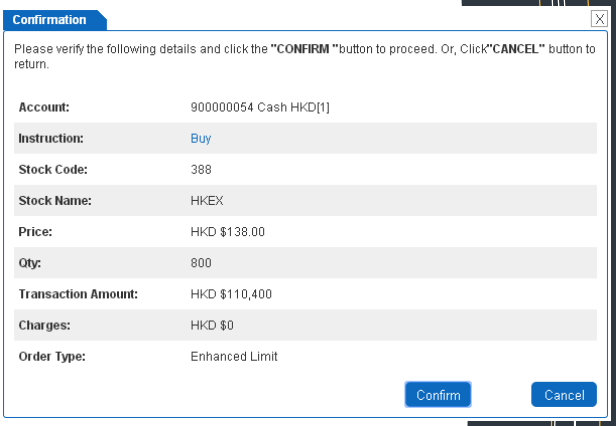
or hot key “Ctrl” + “Enter”, there will Tips prompt out for enabling Quick Order function.



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

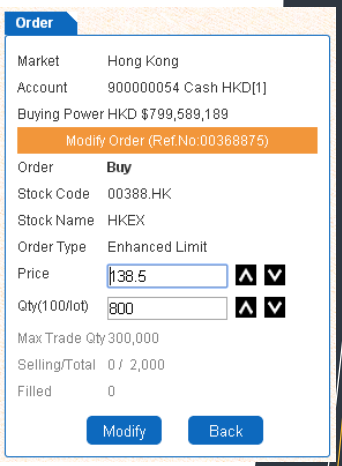
7. Confirmation box pop-up. Click

to proceed.

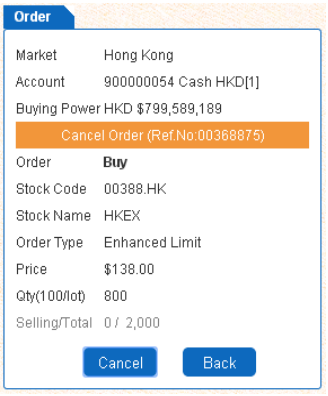


<u>Modify order</u>

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;



Cancel order



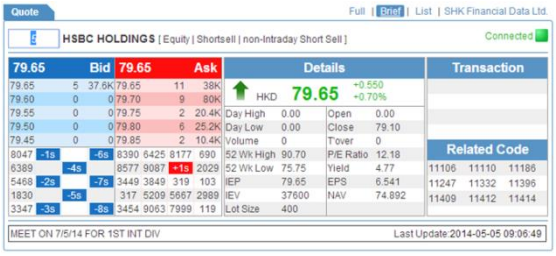
1. In order book (simple mode: refer to #4.1.4, detailed mode: refer to #4.2), click **Cancel**;
2. Ticket will show **cancel** status;
3. Click **Cancel** to submit, or **Back** to abort cancel.

4.1.2 Teletext

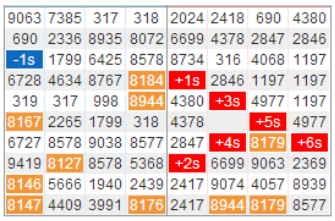
Function : Show real-time streaming or snap-shot, or delayed snap-shot market data

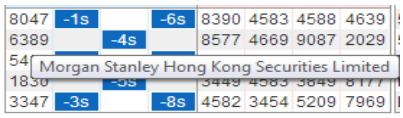
Operation :

1. Streaming



Brief mode

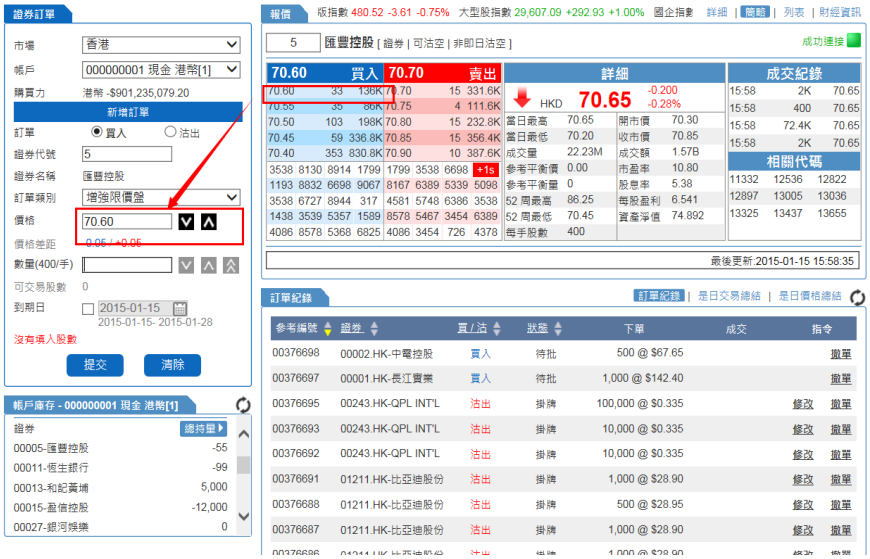




➢ Check Connected indicator to confirm normal connection;

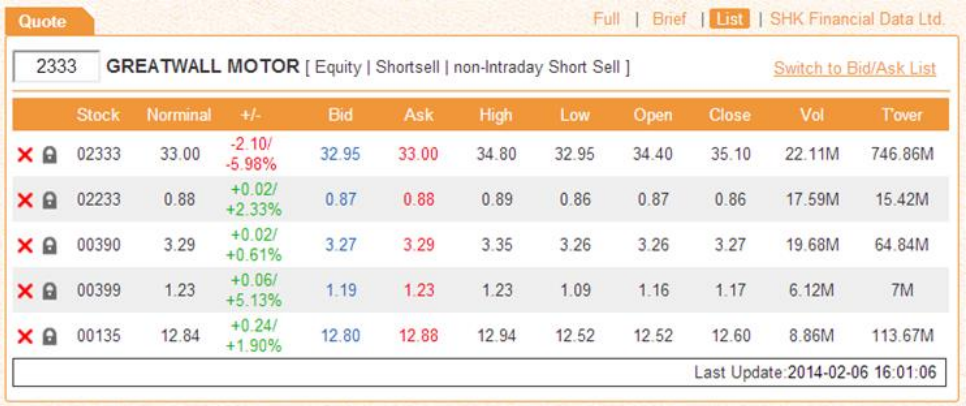
Click Full | Brief | List | SHK Financial Data Ltd. to switch to full/ brief/ list mod, or viewing stock archive data provided by SHK Financial Data Ltd.

- 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



- 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):



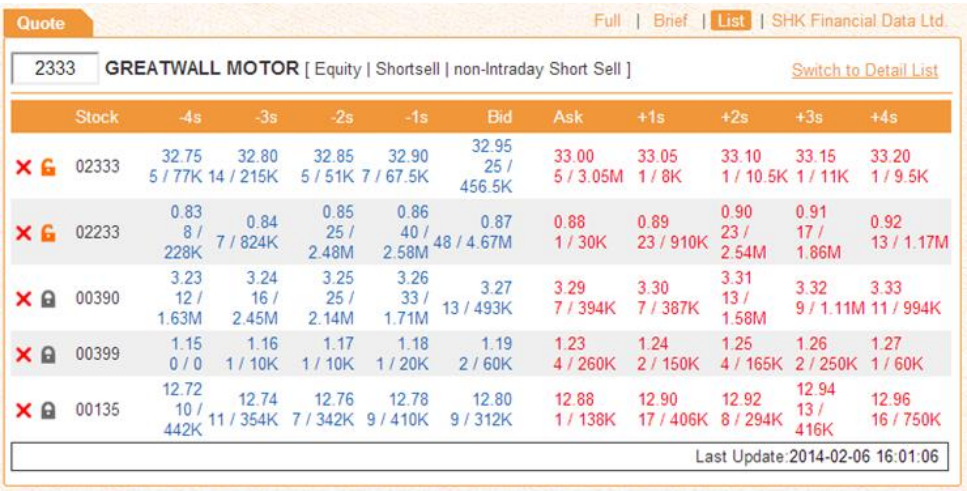
Quote | Full | Brief | List | SHK Financial Data Ltd.

2333 GREATWALL MOTOR [Equity | Shortsell | non-Intraday Short Sell] Switch to Bid/Ask List

Stock	Nominal	+/-	Bid	Ask	High	Low	Open	Close	Vol	T'over
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

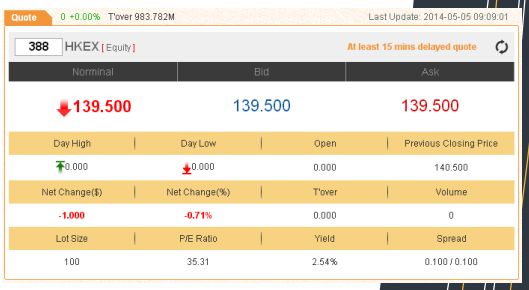
Stock	-4s	-3s	-2s	-1s	Bid	Ask	+1s	+2s	+3s	+4s
02333	32.75 5 / 77K	32.80 14 / 215K	32.85 5 / 51K	32.90 7 / 67.5K	32.95 25 / 456.5K	33.00 5 / 3.05M	33.05 1 / 8K	33.10 1 / 10.5K	33.15 1 / 11K	33.20 1 / 9.5K
02233	0.83 8 / 228K	0.84 7 / 824K	0.85 25 / 2.48M	0.86 40 / 2.58M	0.87 48 / 4.67M	0.88 1 / 30K	0.89 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. <u>Snap-shot (real-time/ delay)</u>

- 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



Quote 0 +0.00% T'over 983.782M Last Update: 2014-05-05 09:09:01

388 HKEX [Equity] At least 15 mins delayed quote

Nominal	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(%)**	**T'over**	**Volume**
-1.000	-0.71%	0.000	0
Lot Size	**P/E Ratio**	**Yield**	**Spread**
100	35.31	2.54%	0.100 / 0.100

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

4.1.3 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);

4.1.4 Order details

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

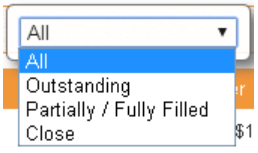
under teletext;

4.1.4.1 Order book (brief mode)

Function : View order details in brief mode

Operation :

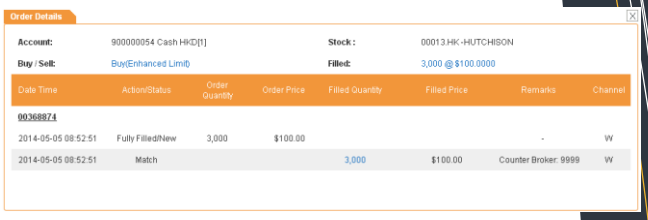
1. Click can sort records in ascending/descending orders



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



6. Click

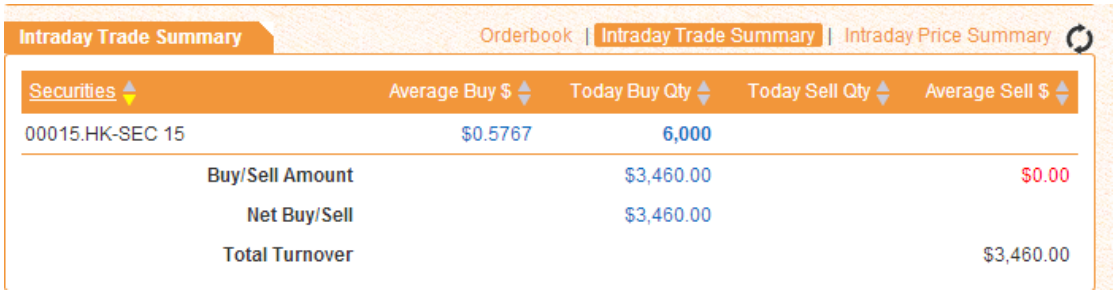
&

to modify / cancel registered order

7. Click grey background or to abort

4.1.4.2 Intra-day Trade Summary

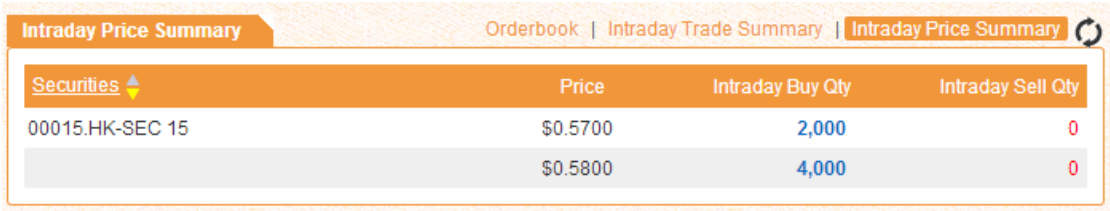
Function : For each stock, display buy & sell average price (to 4 decimal places) & executed quantity



Operation :

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

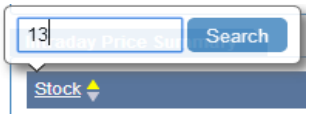
4.1.4.3 Intra-day Price Summary



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

Operation :

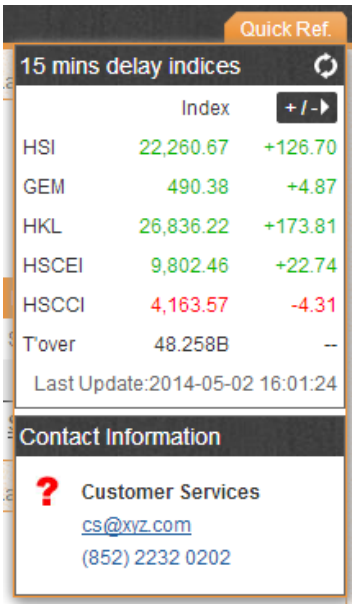
- Click to sort details in ascending/ descending order;
- Click Stock to enter stock code in pop-up box to see details of that stock only



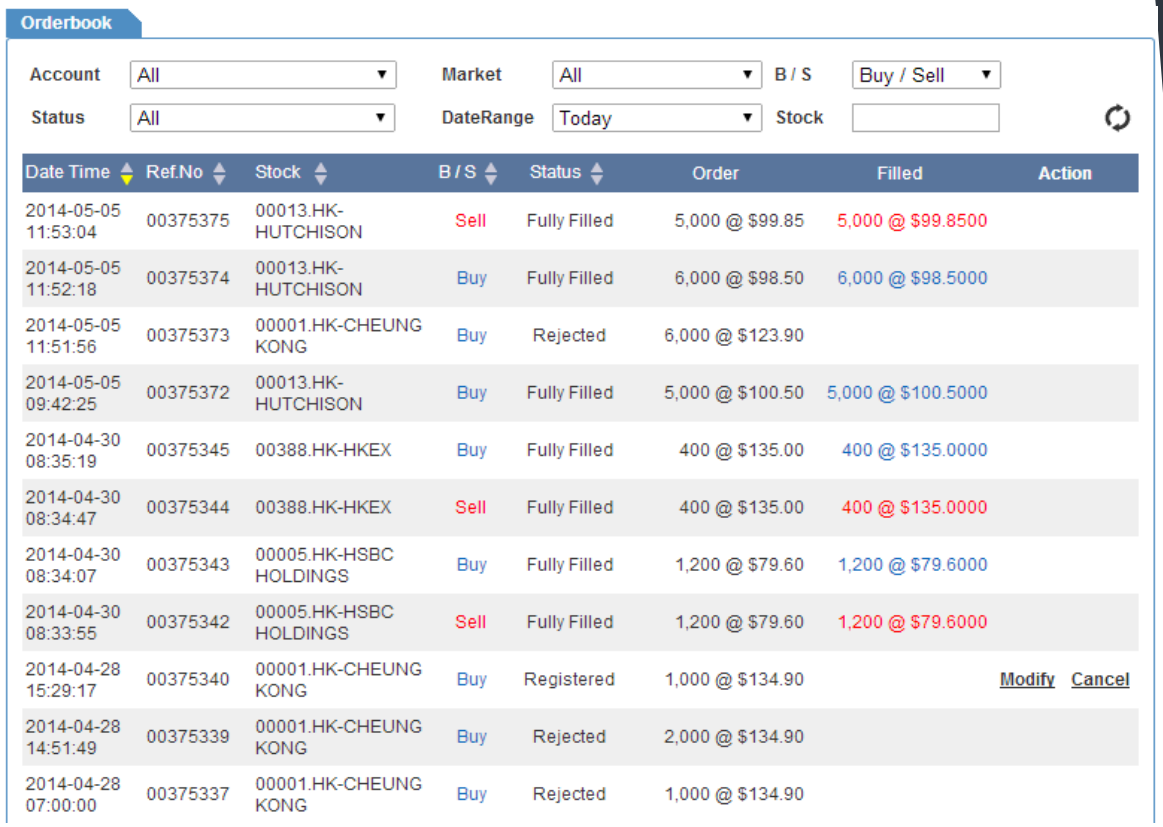
4.1.5 Quick Reference

Function : Refer to page 5

Operation: Refer to page 5



5 Order History (Detailed Mode)

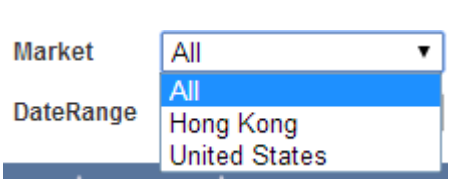


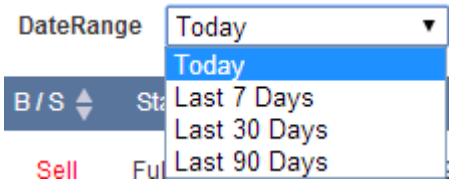
Date Time	Ref.No	Stock	B / S	Status	Order	Filled	Action
2014-05-05 11:53:04	00375375	00013.HK-HUTCHISON	Sell	Fully Filled	5,000 @ $99.85	5,000 @ $99.8500	
2014-05-05 11:52:18	00375374	00013.HK-HUTCHISON	Buy	Fully Filled	6,000 @ $98.50	6,000 @ $98.5000	
2014-05-05 11:51:56	00375373	00001.HK-CHEUNG KONG	Buy	Rejected	6,000 @ $123.90		
2014-05-05 09:42:25	00375372	00013.HK-HUTCHISON	Buy	Fully Filled	5,000 @ $100.50	5,000 @ $100.5000	
2014-04-30 08:35:19	00375345	00388.HK-HKEX	Buy	Fully Filled	400 @ $135.00	400 @ $135.0000	
2014-04-30 08:34:47	00375344	00388.HK-HKEX	Sell	Fully Filled	400 @ $135.00	400 @ $135.0000	
2014-04-30 08:34:07	00375343	00005.HK-HSBC HOLDINGS	Buy	Fully Filled	1,200 @ $79.60	1,200 @ $79.6000	
2014-04-30 08:33:55	00375342	00005.HK-HSBC HOLDINGS	Sell	Fully Filled	1,200 @ $79.60	1,200 @ $79.6000	
2014-04-28 15:29:17	00375340	00001.HK-CHEUNG KONG	Buy	Registered	1,000 @ $134.90		Modify Cancel
2014-04-28 14:51:49	00375339	00001.HK-CHEUNG KONG	Buy	Rejected	2,000 @ $134.90		
2014-04-28 07:00:00	00375337	00001.HK-CHEUNG KONG	Buy	Rejected	1,000 @ $134.90		

Function : Show transaction records in detail

Operation :

- Same as #4.1.4, while more filters are available;
- Filter unnecessary records with and select applicable items;



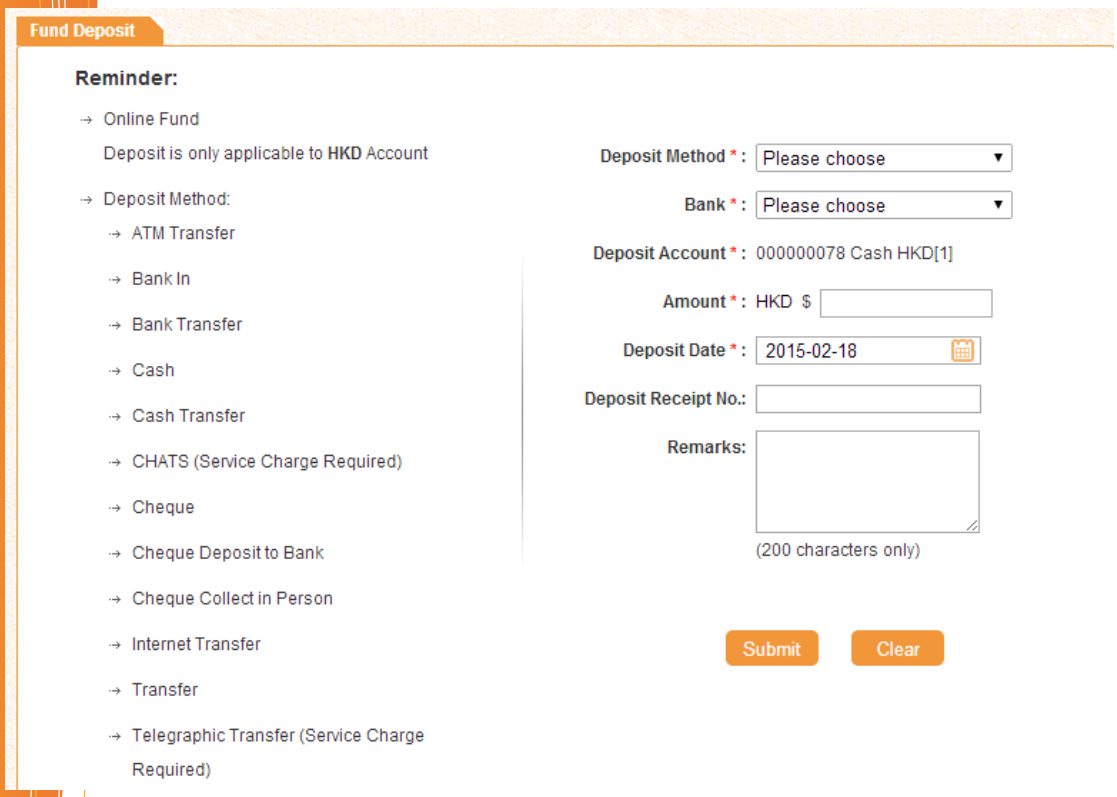


6 Fund Deposit/ Withdrawal

Two functions : Submit "**Deposit**" and "**Withdrawal**" Instructions online

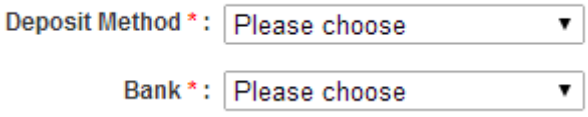
6.1 Money Deposit

Path : Service > Deposit

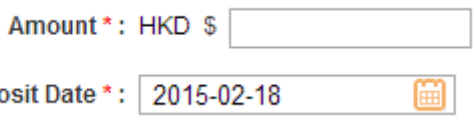


Please select :

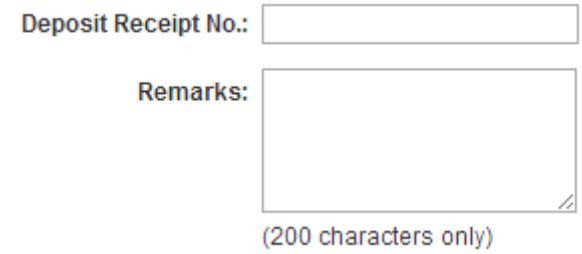
- Deposit means (Cheque, bank transfer) & broker's bank account



- Amount (only HKD can be handled at this stage) & date of deposit

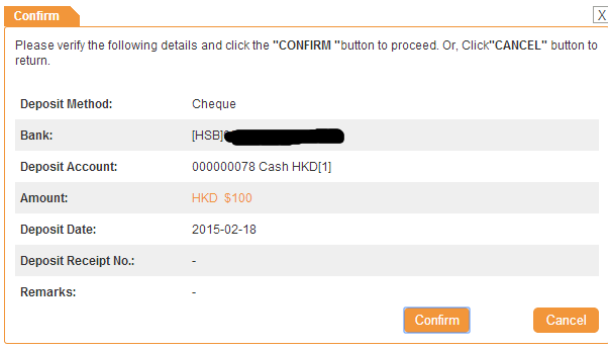


- Deposit advice ref. no. & remarks (free text)



- Click to proceed

- Click after verifying the instruction details

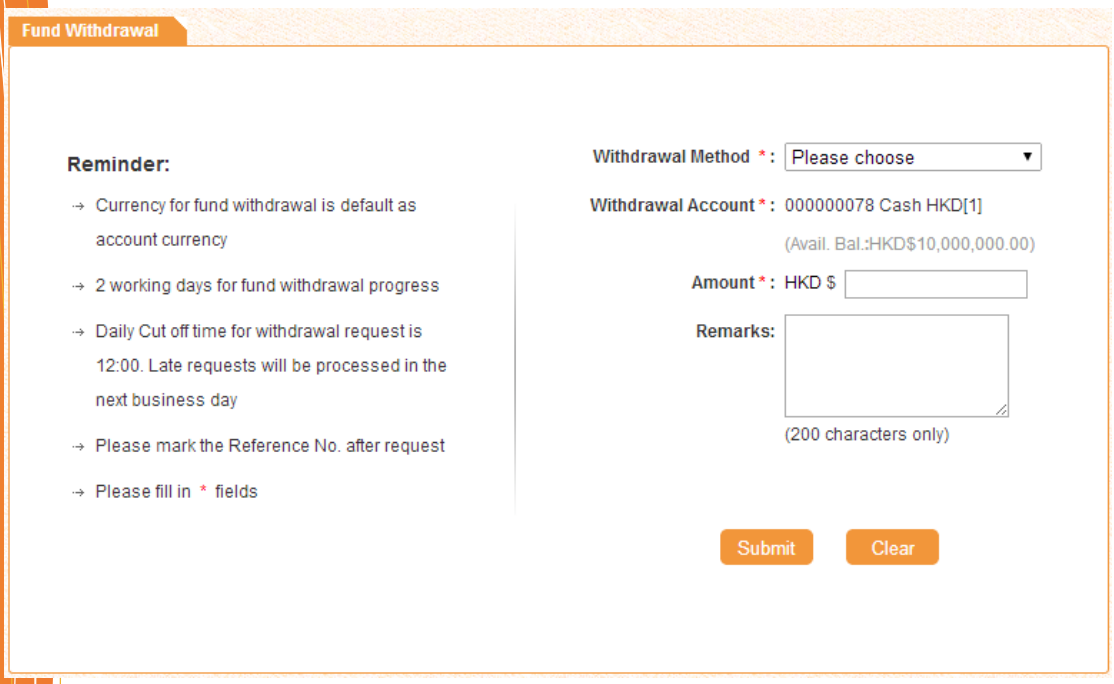


Remark:

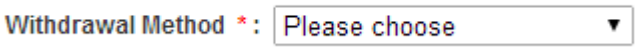
- Online cash deposit is available in HKD only;
- Instructions confirmed by user will be not immediately reflected in account buying power. It is valid after being confirmed by broker staff;

6.2 Money withdrawal

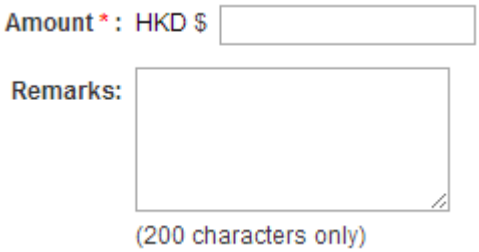
Path: Service > Withdrawal



- Please select Withdrawal Method;

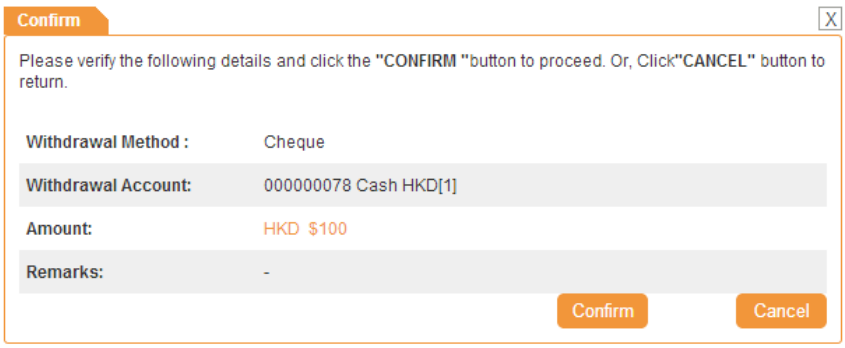


- Input Amount and Remarks;



- Press to proceed;

- Click to confirm the withdrawal information;



Remarks:

- ***The default withdrawal currency is the account's currency;***
- ***Two working days for withdrawal being effective;***
- ***The deadline for intra-day fund withdrawal is 00:00. For the request over the deadline will be processed next working day.***

7 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 19th 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 10th 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.

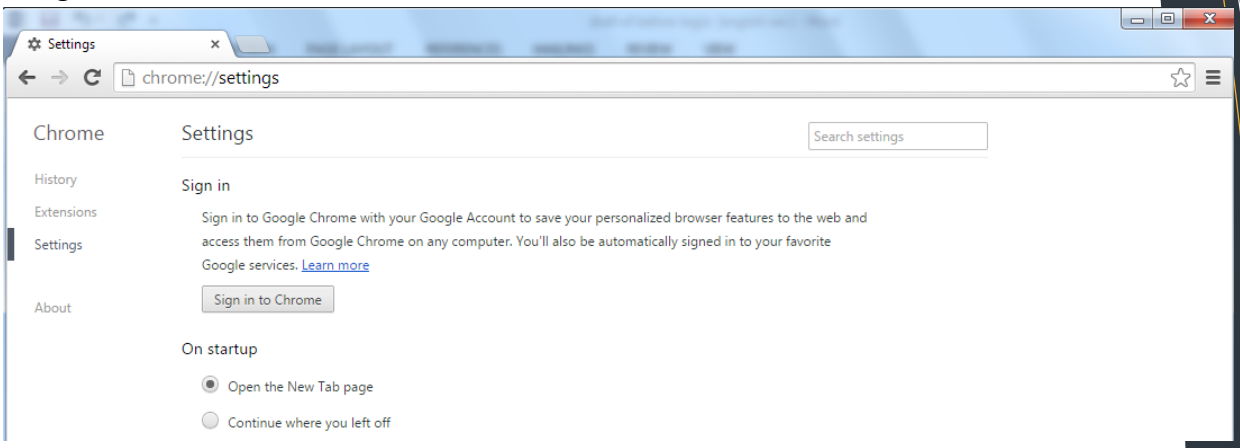
2) When using Internet Explorer 8 or latest version of browser, incompatible problems arise during login. How to solve this problem?

Open Internet Explorer 8 browser
Click F12 (Developer tools)
Choose Internet Explorer 8（Browser model）
Close F12 (Developer tools)
Close Internet Explorer 8 browser

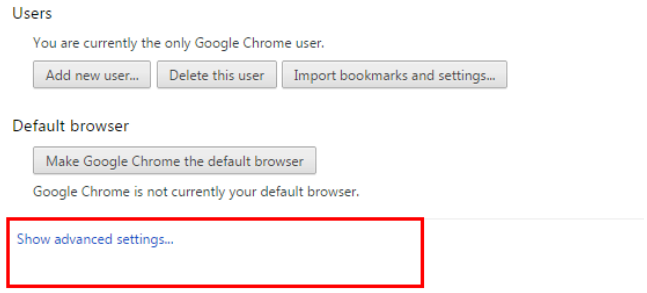
3) When using Google Chrome and it is too slow, how to solve the problem?

Suggestion:

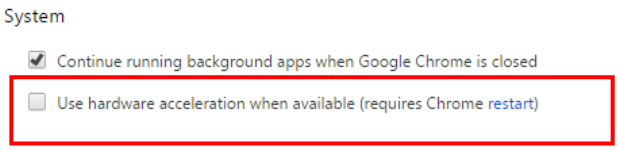
Enter **chrome://settings/** in the address input bar of Google Chrome, or click ☰ on right hand side.



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.



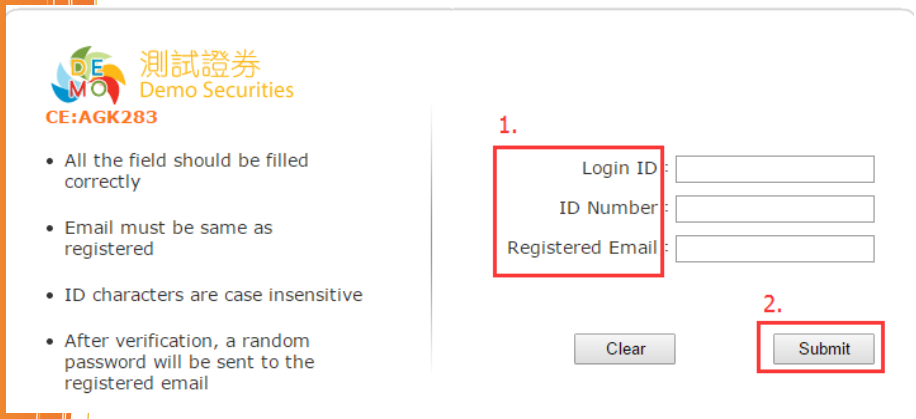
4) What can I do if I've forgotten my login name and / or password?

Forget password ONLY

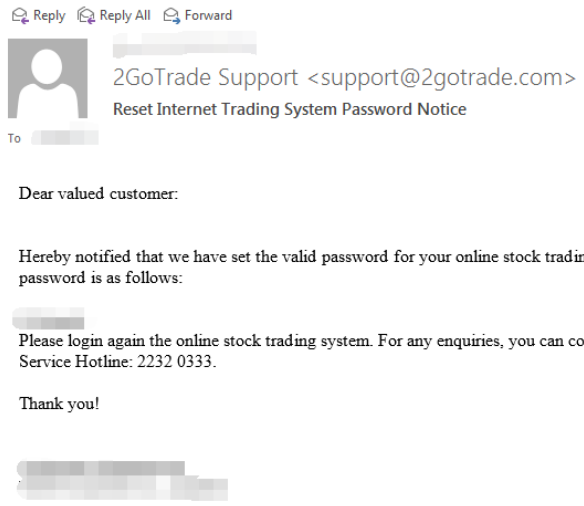
Click the link into Forgot password at login page.

I. Type in Login ID; ID Number and registered Email

II. Click Submit



III. Receive an email with reset password notice.



IV. Login with new password.

V. Change password after login.

Forgot Login name ONLY

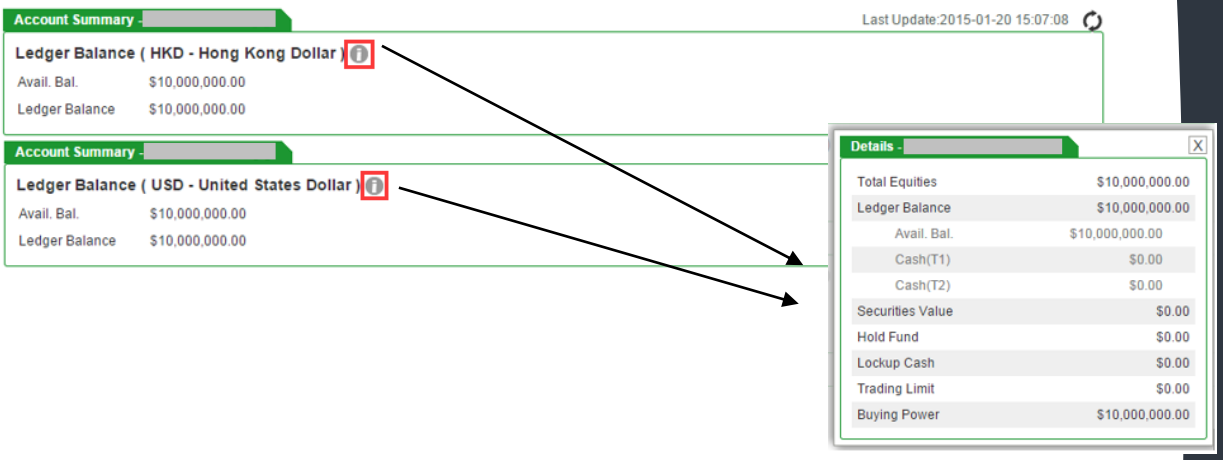
I. Please contact with your broker for login name.

Forgot BOTH login name and password

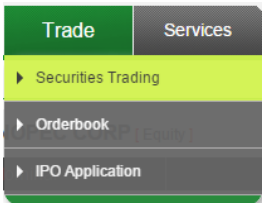
I. Please contact with your broker for login name.
II. Next follows apply for “forgot password” procedure.

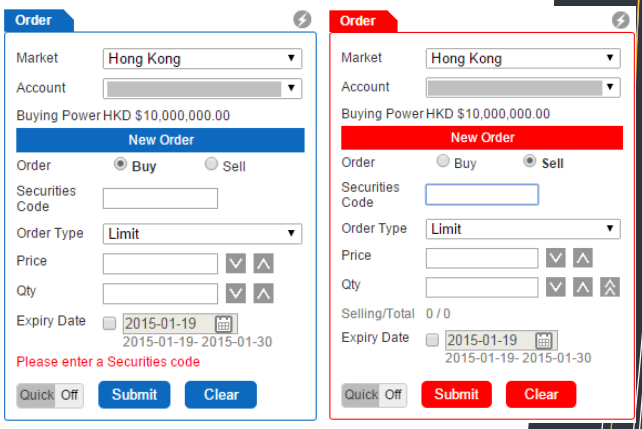
5) How to check my account summary?

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



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

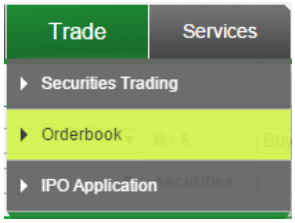


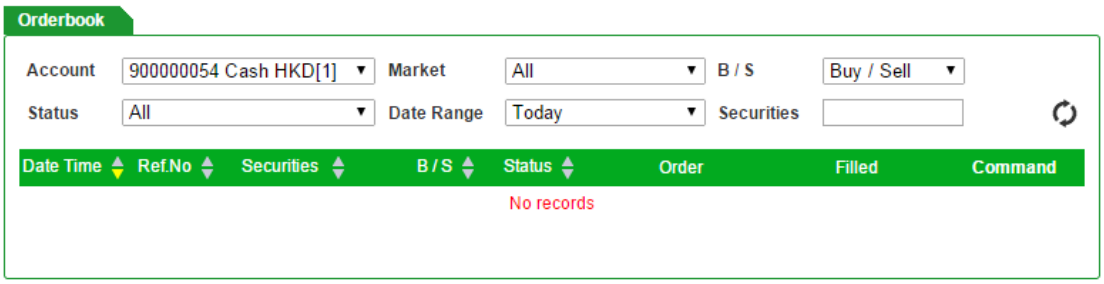


A. Choose market
B. Enter securities code
C. Choose order type
D. Enter price and quantity
E. Click “Submit”

7. How to check my orderbook?

Choose account / market / status / date range or securities





8. Java issue

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

8 Contact Us

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

Tel : (852) 2232 0300

Email : support@2gotrade.com

- THE END -