

KE Trade Token User Manual

Last update:	Prepared by:
19/04/2018	Ayers Solutions Limited

At KE, we strive to provide our customers a trading platform with highest security. That's why we have provided KE Trade Token App which is easy to use and makes online trading much more secure via two-factor authentication.

How to install and register KE Trade Token on my mobile device?

1

Download KE Trade Token App, you can ignore this step if KE Trade Token App has already been installed



KE Trade Token
Kim Eng Securities



For Android



For iOS

2

Setup your password for the KE Trade Token App

**3**

Read and Agree the Disclaimer

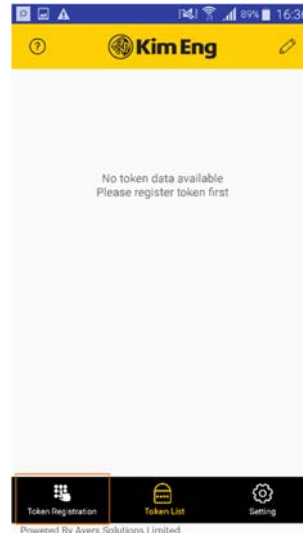


Disclaimer

1. Client should kindly note that Ayers Token App ("the App") shall only be used for the purpose of two factor login authentication.
2. Ayers Solutions Limited ("Ayers") shall not store client's fingerprint information or any information stored in client's registered mobile device.
3. Ayers shall not be liable to any loss / damage, directly or indirectly, incurred arising out of or in connection with the use of the App, including but not limited to improper use of the registered mobile device, embezzlement or password leakage or hacking, etc.

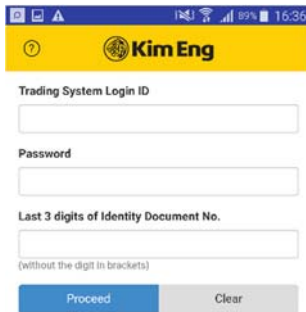
**4**

Click "Token Registration"



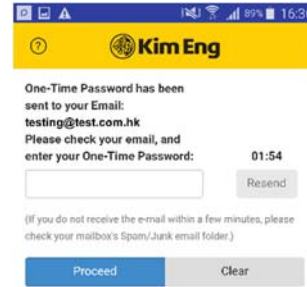
5

Enter Trading System Login ID, password and last 3 digits of your Identity Document No. (without the digit in bracket)



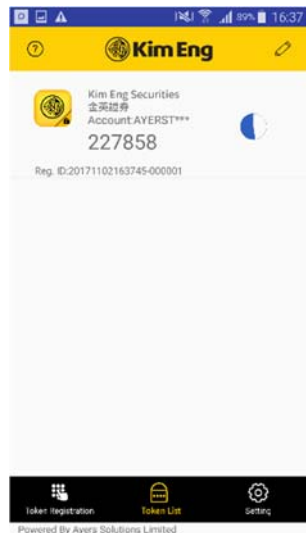
6

You will receive an One-Time Password for the software token registration. Please check your email or SMS according to the instruction shown and enter the One-Time Password at KE Trade Token App.



7

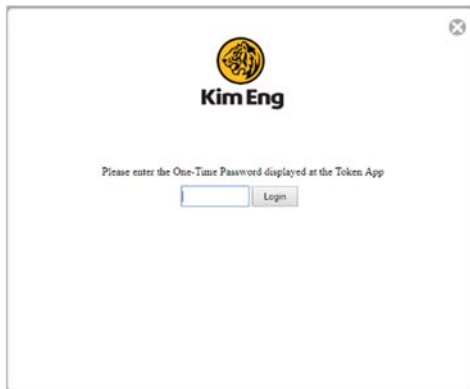
A new entry will be shown at the Token List after successful registration and a successful software registration notification email will be sent to your email.



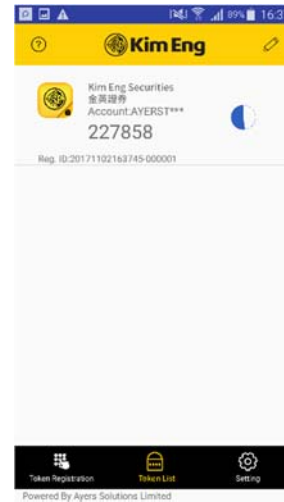

How to use?

1

If your KE Trade Token service has been successfully registered, a prompt will be displayed requesting the input of an One-Time Password upon login of the trading platform.

**2**

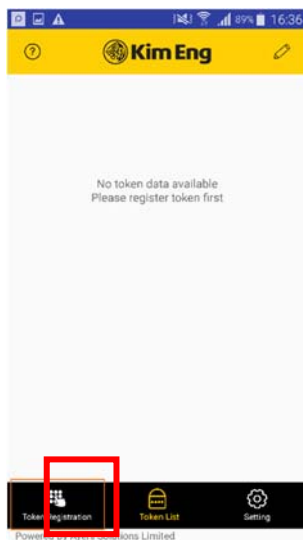
Please enter the One-Time Password shown at KE Trade Token App of your mobile phone.



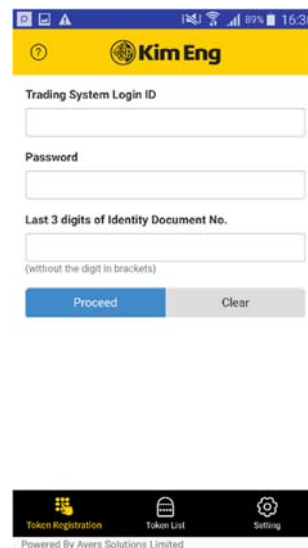
How to add a new token for another broker firm/account?

1

Click "Token Registration".

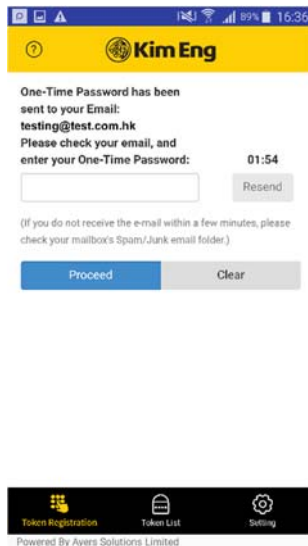
**2**

Enter login ID, password and last 3 digits of your ID document (without the digit in bracket) .



3

You will receive an One-Time Password for the software token registration. Please check your email or SMS according to the instruction shown and enter the One-Time Password at KE Trade Token App.

**4**

A new entry will be shown at the Token List after successful registration and a successful software registration notification email will be sent to your email.



Frequently Asked Questions

1. Why does system indicate that my Two-Factor Authentication with Software Token service is not activated upon registration?

Please contact customer service of your broker firm to activate the KE Trade Token's service.

2. Can I register KE Trade Token on more than one device?

For security reasons, your KE Trade Token can only be registered to one device at a time.

3. Can I use KE Trade Token App with my tablet?

KE Trade Token App is supported on iOS and Android devices, including tablets.

4. Why does system always indicate that my entered One-Time Password is invalid upon login?

Since KE Trade Token service is time-sensitive, please check and rectify the time setting of your mobile ("Set Automatically" should be turned ON), and restart KE Trade Token App after the time adjustment.

5. What should I do when I want to change my mobile device?

You are recommended to uninstall the KE Trade Token App at your old mobile phone. Then please re-install the KE Trade Token App and re-register your token at your new mobile phone.

6. What should I do when KE Trade Token registered device is lost or stolen?

Please contact the customer service hotline to disable the current KE Trade Token service.

7. Why do I have to set up KE Trade Token App password?

To help prevent anyone else using your mobile device to perform login, you will be asked to setup a password for your KE Trade Token App. Please be noticed that you need to input password when KE Trade Token is locked. The Auto lock time can be adjusted at the setting page of KE Trade Token App.

8. What should I do if I forget the password of KE Trade Token App?

Please uninstall KE Trade Token App and re-install it again. Please be noticed that for security reason, all the stored token(s) will be deleted. Please re-register again after new installation.

9. Why KE Trade Token App cannot be installed on a jailbroken/rooted device?

Since your device is jailbroken/rooted, your device will be less secure and may lead to fraudulent transactions. Please use another non-jailbroken/rooted device to register KE Trade Token service again.

10. Can I restore the registered Token(s) from the backup of the phone?

Please be noticed that for security reason, all the stored token(s) will not be restored. Please setup the password and re-register again after the phone restoration.

System Requirement on Mobile Device

- Android Version: 4.4 or above*
- iOS Version: 9 or above
- Automatic Date & Time is set

*Android 6.0 or above is required for fingerprint unlock function.