

2GoTrade



用戶手冊 End-User Manual

網上交易 - 雙重認證

2-Factor Authentication– Online Trading

更新日期 Last Update: APR 2022

版本 Version: 1.1

(1) Go.Portal (網頁版本) Go.Portal (Website Version)

根據香港證監會對網絡交易系統安全的最新要求，網上交易用戶每次登入也需要進行「雙重認證」步驟。

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.

閣下在使用自行設定的密碼成功登入 Go.Portal 後，將會被轉至如下「雙重認證」頁面，並需按指示輸入六位數字「單次有效密碼(OTP)」以完成雙重認證。

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.

為免客戶網上交易帳戶被非法登入而損失金錢，用戶現在需要「雙重認證」來核實身份。

雙重驗證

六位一次性有效密碼(OTP)已被發送到：
+ 852 92****42

請輸入收到的一次性有效密碼

(15:19:19)

重發 OTP(00:56)

備註:
如果此時無法使用上述聯繫方式, 您可以選擇另一個聯繫方式來接收一次性有效密碼。

您的聯繫方式: + 852 92****42

單次有效密碼只可用以下方式收取 OTP can be received from this channel : 電話短訊 (SMS)

1.1 電話短訊 (SMS)

閣下開戶時登記的手提電話號碼將於短時間內收到由系統發出之「單次有效密碼」(格式如右圖，會顯示本公司名稱)，並在網頁空格上輸入英文字母代碼後的六位數字，再按「提交」鍵即可完成此程序。

One-Time Password (OTP) would be sent by system to your registered mobile phone number shortly. (Format as right hand side, showing our company name), enter the six-digit OTP on the right. Press "Submit" to finish the 2FA procedure.



1.2 電子郵件通知成功登入 Successful Login of Email Notification

閣下成功登入後, 將會收到電子郵件通知閣下已成功登入網上交易平台。(格式如下圖)
After you successfully login, you will receive an email to notify you that you have successfully logged into the online trading system. (Format as below)



(2) 手提電話 (GoTrade2 應用程式) Mobile Device (GoTrade2 App)

每次登入 GoTrade2 後，用戶亦必須要輸入「六位單次有效密碼(OTP)」，該密碼只可以透過手機短訊去接收單次有效密碼並完成二次驗證。

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



單次有效密碼只可用以下方式收取 OTP can be received from this channel : 電話短訊 (SMS)

2.1 電話短訊 (SMS)

閣下開戶時登記的手提電話號碼將於短時間內收到由系統發出之「單次有效密碼」(格式如右圖，會顯示券商稱)，並在網頁空格上輸入英文字母代碼後的六位數字，再按「提交」鍵即可完成此程序。

One-Time Password (OTP) would be sent by system to your registered mobile phone number shortly. (Format as right hand side, showing our company name), enter the six-digit OTP on the right. Press "Submit" to finish the 2FA procedure.



2.2 電子郵件通知成功登入 Successful Login of Email Notification

閣下成功登入後, 將會收到電子郵件通知閣下已成功登入網上交易平台。(格式如下圖)
After you successfully login, you will receive an email to notify you that you have successfully logged into the online trading system. (Format as below)



(3) 備註 Remarks

1. 完成雙重認證後，閣下就可以再依一貫程序，同意免責聲明後正式進入 Go.Portal 或 GoTrade2 各操作版面。

After 2FA, you can proceed as usual by agreeing the disclaimer and enter Go.Portal or GoTrade2 page.

2. 單次有效密碼可以每六十秒重發，若閣下未能收取密碼，可以等到重發倒數完畢後按「重發」，並在用戶指定的途徑再收取密碼。

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.

3. 雙重認證步驟必須使郵地址及手機號碼。若用戶於開戶時未能提供，將導致不能登入 Go.Portal 和 / 或 GoTrade2。若有欠缺資料者，請即時聯絡本公司客戶服務部更新閣下之聯絡資料。

2FA needs both email address and mobile Number. If you provide incomplete information, 2FA cannot be completed you cannot use Go.Portal or GoTrade2. Please contact our Customer Service Department immediately if the contact information is missing / outdated.

4. 如發現有任何異常情況或非閣下登入帳戶，為保障閣下安全，請立即致電(852) 28538038 與本行客戶服務部聯絡。

If you find any abnormalities or you are not logged in to your account, to protect your safety, please call (852) 28538038 to contact our Customer Service Department immediately.

(4) 聯絡我們 Contact us

電郵 E-Mail: hkics@hkifsgroup.com

熱線 Hotline : (852) 2853-8038