

# Guideline on Two-Factor Authentication (2FA)

For enquiries, please contact:

CS Hotline : 40080 95521 / 852 – 2509 7524

HK Shares Dealing Hotline : 852 – 2250 0898 / 852 – 2250 0899

Overseas Dealing Hotline : 852 – 2509 7526



國泰君安國際  
GUOTAI JUNAN INTERNATIONAL

# Content:

## 1. What is 2FA?

1.1 - Why OTP ?

1.2 - Can client refuse to use OTP for login online trading account?

1.3 - How to obtain OTP?

1.4 - What is OTP format?

1.5 - Will OTP expired?

1.6 - OTP Message

1.7 - Which platform needs OTP?

1.8 - How to update Mobile number?

1.9 - Will 2FA unavailable if client do not provide valid Mobile number?

## 2. How to use 2FA?

2.1- 2FA login process & Change of 2FA Enrollment  
Demonstration- Online Trading

## 3. FAQs

## 4. Useful Link

# 1. What is 2FA?



# 1. What is 2FA?

- ▶ Two-factor authentication (2FA) refers to an authentication mechanism which utilises any two of the following factors: what a client knows, what a client has, and who a client is. The first step of authentication is to provide the login ID and password followed by the second step, such as providing a one-time password obtained (OTP) from SMS or security token. OTP is the factor of what a client has, Password is the factor of what is client know .

# 1.1 Why OTP?

To comply with the guideline of the SFC  
《 Guidelines for Reducing and Mitigating Hacking Risks Associated with Internet Trading 》 requiring all licensed or registered persons engaged in internet trading to implement baseline requirements to enhance cybersecurity resilience and to reduce and mitigate hacking risks .

## 1.1 Why OTP?

- ▶ Customer will be required to use registered Mobile number/Mobile Token to obtain Two-Factor Authentication (2FA) OTP services for login online trading account from 25 April, 2018 for enhanced online security.

## 1.2 Can client refuse to use OTP for login online trading account ?

- ▶ All GTJAI Client who wish to perform online trading transaction are required to enter OTP to authenticate login process.
- ▶ Please ensure client's registered Mobile number or Email address is valid and accurate to receive OTP anytime. For any situations, each account can be registered one Mobile number.

## 1.3 How to obtain OTP?

Client can select the below methods to obtain OTP:

- ▶ 1. SMS (Defaulted)



- ▶ 2. Mobile Token (GTJAI Mobile OTP)





## 1.4 What is OTP format?

OTP is composed of 6 digits.



## 1.5 Will OTP expired?

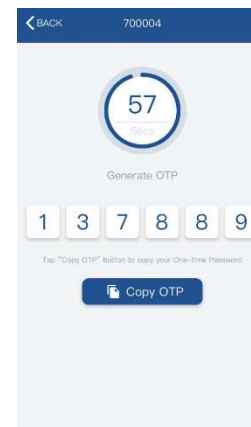
- ▶ 1. OTP will be expired in 180 seconds (Mobile)
- ▶ 2. OTP will be expired in 60 seconds (Mobile Token)

# 1.6 OTP Message

## 1. SMS

[GTJAI]Your OTP is [027147](#)(GTJAS)

## 2. Mobile Token (GTJAI Mobile OTP)



# 1.7 Which platform needs OTP?

## 1. Online Trading Platform

[https://trade.gtjai.com/oapp/page\\_en/common/login.html](https://trade.gtjai.com/oapp/page_en/common/login.html)

The screenshot shows the login page for the Online Trading Platform. It features a header with the company name '國泰君安證券(香港)有限公司' and navigation links for 'TRADE', 'NEWS', and 'HELP'. The main content area includes a 'Trade Login' section with input fields for 'Account No.', 'Login Password', and 'Verification Code'. The verification code field contains '6939'. There is also a 'Client Login' button. To the right, there is an 'Important Notice' section with three bullet points and a 'Customer Service Hotline' section with three phone numbers. The footer contains the company name and copyright information.

## 2. Fu Yi System (Chinese only)

[https://www.gtjai.com/tc/software\\_fuyi/](https://www.gtjai.com/tc/software_fuyi/)

The screenshot shows the login page for the Fu Yi System. It features a header with the company name '國泰君安(香港)' and the website 'www.gtjai.com'. The main content area includes a '選擇上網地區' (Select Online Region) section with radio buttons for '隨機', '華中', '西北', '華東', '華北', '西南', '華南', '東北', and '強制IP'. To the right, there is a login form with input fields for '帳戶號碼', '交易密碼', and '驗證碼'. The verification code field contains '5103'. There are buttons for '登錄' (Login), '退出' (Logout), '通訊設置' (Communication Settings), and 'WEB版交易' (WEB Version Trading). The footer contains a link for '新聞客戶請點擊此處查詢帳號'.

# 1.7 Which platform needs OTP?

- ▶ 3. GTJAI-TSCI (Chinese Only)  
[https://www.gtjai.com/tc/software\\_desktop/](https://www.gtjai.com/tc/software_desktop/)

國泰君安國際  
Powered by Tele-Trend Komon

交易+行情 獨立行情

交易賬號   保存帳號

登錄密碼

驗證碼  8618

登錄 脫機 取消 設置

提示: 延遲站點資料最少延遲15分鐘.

服務熱線: 40080 95521/ 852 2509 7524  
電子郵件: customer.service@gtjas.com.hk

技術支持熱線: 4000589908  
在線支持: QQ:2916035245

- ▶ 4. GTJAI – Mobile Apps (Chinese Only)  
[https://www.gtjai.com/tc/software\\_mobile/](https://www.gtjai.com/tc/software_mobile/)



For iOS



For Android



## 1.8 How to update Mobile number?

- ▶ Please access to our [online trading platform](#) > Customer Service > Change of Client Information for changing of personal information or completed form [《 Update of Client's Information 》](#) and return to Customer Service Department by (i) Email: [customer.service@gtjas.com.hk](mailto:customer.service@gtjas.com.hk) (ii) Fax (852) 2509 7787 (iii) By hand or (iv) Post :
- ▶ **27/F., Low Block,  
Grand Millennium Plaza,  
181 Queen's Road Central, Hong Kong**

## 1.9 Will 2FA unavailable if client do not provide valid Mobile number?

- ▶ Client cannot place order via online trading platform if client do not provide valid Mobile. Please contact to our Dealing hotline:  
**Hong Kong Market: (+852) 2250 0898 / 2250 0899**  
**or Oversea Market: (+852) 2509 7526** for order placing.

## 2. How to use 2FA?





## 2. How to use 2FA?


Login to online trading platform

([https://trade.gtjai.com/oapp/page\\_en/common/login.html](https://trade.gtjai.com/oapp/page_en/common/login.html))



Enter Account Number & Login Password



1. OTP by SMS 
2. Mobile Token (GTJAI Mobile OTP)



## 2.1 2FA Login process & Change of 2FA Enrollment

- ▶ Demonstration – Online Trading

# Online Trading-2FA Login process

# Online Trading-2FA Login process

1. Enter Account No.

2. Enter Login Password

3. Enter Verification Code

4. Click "Client Login"

The screenshot shows the login interface for Guotai Junan Securities (Hong Kong) Limited. The page header includes the company logo and name in Chinese and English, along with navigation links for TRADE, NEWS, and HELP. A yellow banner at the top provides a notice about daylight saving time. The main content area is titled "Trade Login" and contains three input fields: "Account No.", "Login Password", and "Verification". The "Verification" field contains the code "6873". Below the input fields is a blue "Client Login" button. To the right of the login form, there is an "Important Notice" section with two links: "Latest Regulations for Derivative Products Trading Service" and "Implementing Two-Factor Authentication Service (2FA)". Below the notice are contact details for the Customer Service Hotline, HK Market Dealing Tel, and B Shares & Overseas Mkts Dealing Tel.

# Online Trading-2FA Login process

**OTP(One-Time-Password) Verification**

Client has to input One Time Password (OTP) to login our web and mobile trading service. We will send a 6 digits number OTP to client register email or mobile phone. OTP will be expired in 180 seconds (Mobile) or 300 seconds (Email)

Please Input OTP

Send Again(45)

OTP sent to 852-9\*\*\*\*\*

Confirm Cancel

**Reminder**

1. One account can only register one mobile phone number / email address for receive OTP.
2. OTP will be expired once it was inputted.
3. We will send OTP to your register mobile / email in our record only.
4. SMS service depends on service provider, network busy or status of the network infrastructure may cause delay.
5. If you stay overseas, your mobile phone service provider may not allow you to receive SMS OTP overseas. You are advised to consult your mobile phone service provider for details.
6. Please do not set up SMS forwarding.
7. Should you have any enquiries, please feel free to contact us at 40080 95521 / (852) 2509 7524  
Hong Kong Market Dealing Telephone: (852) 2509 7546 / 2509 7548

**OTP will auto send to your Registered Mobile.**

# Online Trading-2FA Login process

**OTP(One-Time-Password) Verification**

Client has to input One Time Password (OTP) to login our web and mobile trading service. We will send a 6 digits number OTP to client register email or mobile phone. OTP will be expired in 180 seconds (Mobile) or 300 seconds (Email)

Please Input OTP

123456 Send Again(45)

OTP sent to 852-9\*\*\*\*\*

Confirm Cancel

**Reminder**

1. One account can only register one mobile phone number / email address for receive OTP.
2. OTP will be expired once it was inputted.
3. We will send OTP to your register mobile / email in our record only.
4. SMS service depends on service provider, network busy or status of the network infrastructure may cause delay.
5. If you stay overseas, your mobile phone service provider may not allow you to receive SMS OTP overseas. You are advised to consult your mobile phone service provider for details.
6. Please do not set up SMS forwarding.
7. Should you have any enquiries, please feel free to contact us at 40080 95521 / (852) 2509 7524

Hong Kong Market Dealing Telephone: (852) 2509 7546 / 2509 7548

**1. Input 6 digits OTP**

**2. Click "Confirm"**

# Online Trading- Change of 2FA Enrollment



# Online Trading-Change of 2FA Enrollment

國泰君安證券(香港)有限公司  
GUOTAI JUNAN SECURITIES (HONG KONG) LIMITED

TRADE NEWS HELP

TRADE Welcome to the GTJAS (HK) Online Trading LOGOUT

Dear Customer: Due to start of daylight saving time in Europe, market open and close will shift 1 hour earlier, (HKT) 3:00PM - 11:30PM begin from 30 Mar 2020.

- Buy Order
- Sell Order
- At-Auction Order - Sell Only
- Sell Odd Lot Order
- Modify/ Cancel Order
- Real-time Search
- IPO
- Fund Service
- Bank Transfer
- Margin and Securities Borrowing and Lending
- Customer Service**
- Records Search

### Capital/ Stock

#### The Balance of Capital

Currency	Balance of Capital	Capital Available	Market Cap.	Total Asset Balance
HKD	0.00	0.00	0.00	0.00
USD	0.00	0.00	0.00	0.00

#### The Balance of Share

Market	Stock Name	Stock Code	Bala	p.	Operations
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**Click "Customer Service"**

### Reminder

- Fifteen-minute delayed market price is provided by ET Net Limited [\[Disclaimer\]](#).



# Online Trading-Change of 2FA Enrollment

Click "2FA Enrollment"

- Customer Service
  - Cash Withdrawal
  - Currency Exchange
  - Reward Points
  - Change Password
  - 2FA Enrollment**
  - Change of Client Information
  - Update of Client Detail
  - Information of Your Account Executive
  - Get E-Statement

# Online Trading-Change of 2FA Enrollment

**2FA Enrollment**

Your 2FA method: SMS

Please select 2FA method: Mobile Token ▼

Apply 2FA Service

**Reminder**

- Client who select sms or email as 2FA method must register valid mobile phone number.
- Should you have any query, please feel free to contact our Customer Service Department (Tel: 40080 95521 / (852) 2509 7524).

**1. Select 2FA method**

**2. Click “Apply 2FA Service”**

# Online Trading-Change of 2FA Enrollment

- Buy Order
- Sell Order
- At-Auction Order - Sell Only
- Sell Odd Lot Order
- Modify/ Cancel Order
- Real-time Search
  - Capital/ Stock
  - Orders of the Day
  - Trade Records Of the Day
  - Total Asset and Average Cost of stock (Reference)
  - Message For You
  - Structured Product Quotation
  - Your Commission Rate
  - HK Stock Indices
- IPO
- Bank Securities Link
- Margin and Securities Borrowing and Lending
- Customer Service

## 2FA Enrollment

Your 2FA method: Mobile Token

Please select 2FA method: Mobile Token

Register New Device

## Reminder

- Client who select sms or email as 2FA method must register valid mobile phone number.
- Should you have any query, please feel free to contact our Customer Service Department (Tel: 40080 95521 / (852) 2509 7524).

**2FA method will be updated after completion of Mobile Token Enrollment and re-login to online trading platform**

# 3. FAQs



## 3. FAQs

### Q1. Is it necessary to enter the OTP for placing order?

A: Client will be required to enter OTP when login to online trading account, but not required on placing order.

### Q2. Why client cannot receive OTP?

A: Please ensure client's registered Mobile number that you are using whether same as the one you have registered with GTJAI. For personal information update, please access to our online trading platform Customer Service > Change of Client Information, or complete form 《Update of Client Information》 and return to Customer Service Department by (i) Email: [customer.service@gtjas.com.hk](mailto:customer.service@gtjas.com.hk) (ii) Fax (852) 2509 7787 (iii) By hand or (iv) Post : 27/F., Low Block,  
Grand Millennium Plaza,  
181 Queen's Road Central, Hong Kong

## 3. FAQs

**Q3. Why does the system shown OTP Invalid/Error when client has entered OTP correctly?**

A: Client may enter OTP has been used. OTP can be used once only and cannot reuse.

**Q4 . What should client do if account was blocked due to OTP issue?**

A: Please contact to our Customer Service Department by (40080 95521 / +852-2509 7524) immediately.

**Q5. What should client do if mobile is lost or stolen ?**

A: SMS – Client still can receive OTP on new mobile if client mobile number same as the one registered with GTJAI.

Mobile Token– Client can contact to Customer Service Department for re-register Mobile Token.

## 3. FAQs

### Q6. Can client receive an OTP in Oversea?

A: SMS –Whether you can receive SMS depends on your SMS service provider. If you are in oversea and using oversea service provider, the service provider may not support receipt of International SMS. Please consult your telecommunication service provider for further details.

Mobile Token– Not affected.

# 4. Useful Link





## 4. Useful Link

- ▶ SFC– Cybersecurity– FAQs
- ▶ Two–factor Authentication provides additional security

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**HK Shares Dealing Hotline : 852 - 2250 0898 /  
852 - 2250 0899**

**Overseas Dealing Hotline : 852 - 2509 7526**