

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

24-hour Dealing Hotline : 852 – 2509 7526



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GUOTAI JUNAN INTERNATIONAL

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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.

3 4 4 8 1 5

1.5 Will OTP expired?

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

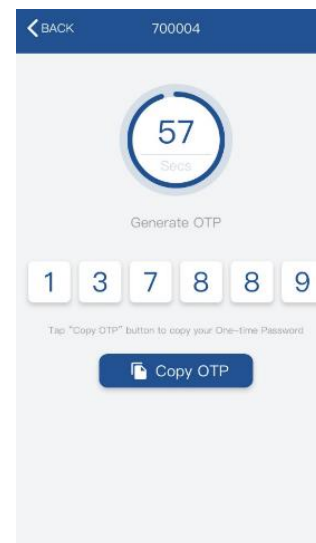


1.6 OTP Message

1. SMS

[GTJAI] Your OTP is: 712674. Please do not disclose your OTP to third party. (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

The screenshot shows the login interface of the Guotai Junan Securities (Hong Kong) Limited online trading platform. The header includes the company logo and name in Chinese and English. Below the header, there are navigation links for 'TRADE', 'NEWS', and 'HELP'. The main content area is titled 'Trade Login' and contains a login form with fields for 'Account No.', 'Login Password', and 'Verification Code'. The 'Verification Code' field is pre-filled with '6939'. To the right of the login form, there is an 'Important Notice' section with links to 'Latest Regulations for Derivative Products Trading Service', 'Implementing Two-Factor Authentication Service (2FA)', and 'Prompt Notification of Internet Trading Activities'. Below the notice, there is a 'Customer Service Hotline' section with contact information for the HK Market Dealing Tel and B Shares & Overseas Mkts Dealing Tel. The footer of the page includes the company logo, name, and copyright information.

2. Fu Yi System (Chinese only)

https://www.gtjai.com/tc/software_fuyi/

The screenshot shows the login interface of the Fu Yi System (Chinese only) on the GTJAI website. The header includes the company logo and name in Chinese and English, along with the website URL 'www.gtjai.com' and a '全新服務熱線 40080 95521'. The main content area is titled '選擇上網地區' (Select Internet Region) and contains a list of regions: 隨機 (Random), 華中 (Central China), 西北 (Northwest China), 華東 (East China), 華北 (North China), 西南 (Southwest China), 華南 (South China), 東北 (Northeast China), and 強制IP (Forced IP). To the right of the region selection, there is a login form with fields for '帳戶號碼' (Account Number), '交易密碼' (Trading Password), and '驗證碼' (Verification Code). The '驗證碼' field is pre-filled with '5103'. Below the login form, there are buttons for '登錄' (Login), '退出' (Logout), '通訊設置' (Communication Settings), and 'WEB版交易' (WEB Version Trading). At the bottom, there is a link for '新開客戶請點擊此處查詢帳號' (New clients please click here to query account).

1.7 Which platform needs OTP?

- ▶ 3. GTJAI-TSCI (Chinese Only)
https://www.gtjai.com/tc/software_desktop/

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GUOTAI JUNAN INTERNATIONAL

Powered by Tele-Tread Komcon

交易+行情 獨立行情

交易賬號 ☒ 保存帳號

登錄密碼

驗證碼 8 6 1 8

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
電子郵箱: customer.service@gtjas.com.hk

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

- ▶ 4. Jun Hong App (Chinese Only)
https://www.gtjai.com/tc/software_junhong

君弘全球通App

全球投資 輕鬆掌握

3分鐘線上開戶，為您帶來極速體驗



iPhone/Android
立即掃描二維碼下載



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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 (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)



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"

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

TRADE NEWS HELP

Home Welcome to the GTJAS (HK) Online Trading 中文版

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.

Trade Login

Account No. [New Client](#)

Login Password

Verification 6873

Client Login

Important Notice:

- 1. [Latest Regulations for Derivative Products Trading Service](#)
- 2. [Implementing Two-Factor Authentication Service \(2FA\)](#)

If it's your first time to use our online trading system, please read the [Risk Disclosure Statements](#)

If you want to know more information, please read [GTJAS \(HK\) Online Trading](#) first

Should you have any queries, please feel free to contact us:

Customer Service Hotline

☎ 40080 95521 ☎ (852) 2509 7524

HK Market Dealing Tel

☎ (852) 2509 7546 / 2509 7548

B Shares & Overseas Mkts Dealing Tel

☎ (852) 2509 7526

國泰君安證券(香港)有限公司



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*****

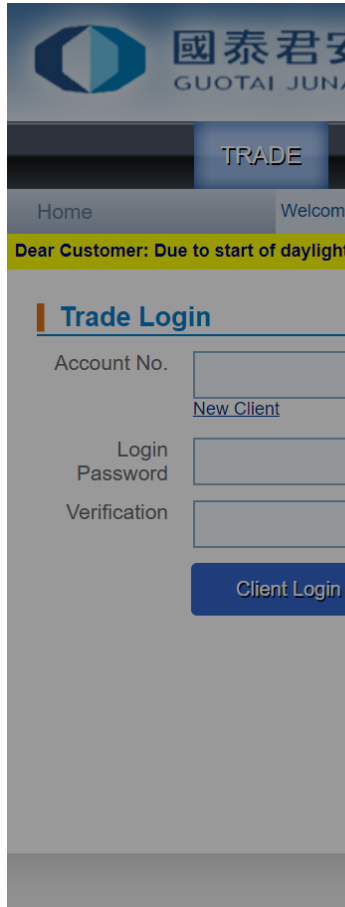
[Confirm](#) [Cancel](#)

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

1. Input 6 digits
OTP

2. Click "Confirm"



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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
HK\$ 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	Balance	Operations
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Reminder

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

Click "Customer Service"

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

- 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:

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”



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GUOTAI JUNAN INTERNATIONAL

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



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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 (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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