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# FAQs On JH Security Code

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| 1 | <p><b>What is JH Security Code?</b></p> <p>JH Security Code is a newly upgraded two-factor authentication method registered via “Junhong Global APP” to enhance account security, helping you log in to trading systems and unlock trading instructions more securely and conveniently.</p> <p>JH Security Code is built into “Junhong Global APP”. You need to complete registration via the app before you can use it.</p> <p>After successful registration, JH Security Code will be linked to your account and serve as a unique two-factor authentication method. When you log in to trading systems, you will need to complete further verification with the security code.</p> <p><b>Important Note:</b><br/><b><u>JH Security Code is bound to the device you use to complete registration. If you need to use it on multiple devices, please complete registration on each device separately.</u></b></p> |
| 2 | <p><b>Is there any app version requirement for registering JH Security Code via Junhong Global APP?</b></p> <p>You need to download or update “Junhong Global App” to version 2.9.0 or higher to register and use JH Security Code.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 3 | <p><b>How can I register JH Security Code?</b></p> <p>You need to register JH Security Code via “Junhong Global Pass App”.</p> <p><b>Entrances:</b></p> <ul style="list-style-type: none"><li>➤ Entrance 1: APP &gt; [Homepage] &gt; [All Functions] &gt; [Others] &gt; [JH Security Code];<br/>or</li><li>➤ Entrance 2: APP &gt; [Trading] &gt; [Trading Functions] &gt; [Others] &gt; [JH Security Code]</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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|   | <p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. Read and agree to the “Service Agreement”;</li> <li>2. Receive and enter the one-time SMS verification code;</li> <li>3. Set the PIN (password) of JH Security Code; (next step is optional)</li> <li>4. Activate biometric authentication function (optional).</li> </ol>                                                                                                                                                                                        |
| 4 | <p><b>What should I do if I can't receive the one-time SMS verification code when registering for JH Security Code?</b></p> <p>A one-time SMS verification code (valid for 3 minutes) will be sent to the account's registered mobile number.</p> <ul style="list-style-type: none"> <li>➤ If you can't receive it, you can click [Receive Again] on the page to request it again.</li> <li>➤ If you still can't receive it after multiple attempts, you can contact customer service representatives for assistance.</li> </ul> |
| 5 | <p><b>How can I generate a security code after completing registration?</b></p> <p>You can generate a security code via “Junhong Global App” .</p> <p><b>Entrance:</b> APP &gt; [Homepage] &gt; Header &gt; [Security Code]</p> <p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. Identity Verification: Enter the PIN of JH Security Code or perform biometric authentication (if biometric authentication function has been activated);</li> <li>2. Generate a security code.</li> </ol>                          |
| 6 | <p><b>Can an account register and generate JH Security Code on multiple devices?</b></p> <p>Yes, an account can register and generate JH Security Code on multiple devices (maximum = 3). If you need that, please complete registration on each device separately. In addition, you can set a unique PIN for each device.</p>                                                                                                                                                                                                   |

## How can I log in to various trading systems with JH Security Code?

### Log in to Junhong Global APP:

1. Enter your account number and account password;
2. Enter the PIN of Junhong Security Code or perform biometric authentication (if biometric authentication function has been activated).

### Log in to trading systems other than Junhong Global APP (Web Trading System / TSCI):

1. Enter your account number, account password, and verification code;
2. To generate a security code via Junhong Global APP;
3. Return to the trading system and enter the security code.

## How can I amend the PIN of Junhong Security Code?

You can amend the PIN of Junhong Security Code via “Junhong Global APP”.

### Entrances:

- Entrance 1: [Homepage] > [All Functions] > [Others] > [Amend Junhong Security PIN];  
Or
- Entrance 2: [Trading] > [Trading Functions] > [Others] > [Amend JH Security Code PIN]

### Steps:

1. Click [Amend Junhong Security PIN];
2. Enter your current PIN of Junhong Security Code;
3. Set a new PIN of Junhong Security Code.

## What should I do if I forgot the PIN of JH Security Code?

You can reset the PIN of JH Security Code via “Junhong Global APP”.

**Entrance:** [Forgot JH Security Code PIN] on the PIN input page of “Junhong Global APP”

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### Steps:

1. Click [Forgot JH Security Code PIN];
2. Read the pop-up message; if you confirm the resetting, click [Proceed to Reset];
3. Receive and enter the one-time SMS verification code;
5. Set a new PIN of Junhong Security Code; (next step is optional)
4. Activate biometric authentication function (optional).

## How can I check device information and delete devices?

You can check device information and delete devices via “Junhong Global APP”.

**Entrance:** [Me] > [Settings] > [Account & Security] > [Manage Registered Devices]

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### Steps:

1. Click [Manage Registered Devices];
2. Click the device you need to delete on the device list (except local device);
3. Click [Delete the Registered Device];
4. Read the pop-up message; if you confirm the deletion, click [Delete].

For the local device, you cannot delete it by yourself. If you need to do that, please contact customer service representatives for assistance.

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| 11 | <p><b>What should I do if I enter incorrect security code multiple times consecutively and my account gets locked?</b></p> <p>If you enter the incorrect security code five times consecutively on a trading system other than Junhong Global APP, your account login and JH Security Code will be locked, and you will be unable to log in to any trading system. Please contact customer service representatives to assist you to unlock your account.</p> |
| 12 | <p><b>How can I get human support?</b></p> <p>You can get human support in the following ways:</p> <ul style="list-style-type: none"> <li>➤ <b>9:00 a.m. to 6:00 p.m. on weekdays:</b><br/>Please call the CS hotline at 40080 95521 / (852) 2509 7524</li> <li>➤ <b>after 6:00 p.m. on weekdays:</b><br/>please call our 24-hour trading hotline at (852) 2509 7526</li> </ul>                                                                              |