Guideline on GTJAI Mobile OTP Token & FAQs

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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1. What is Mobile Token?

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1.What is GTJAI Mobile OTP?

- **Mobile Token** is one of the Two-factor authentication ("2FA") method which client can generate one time password ("OTP") by mobile app **"GTJAI mobile OTP"** randomly. Client can enroll more than one trading account at the same mobile and not affected by telecommunication service provider to obtain OTP.

- Client can login to Online Trading Platform>Customer Service>2FA Enrollment for Mobile Token Registration or contact Customer Service Department for issue Enrollment email.

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2. How to Enroll & Register mobile?

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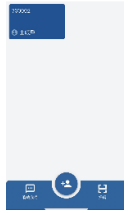
2.1 How to Enroll & Register mobile? (Option 1)

Request enrollment email from Customer Service Department:

1. Request enrollment email from Customer Service Department.

2.Download and Install Mobile Token "GTJAI Mobile OTP" App

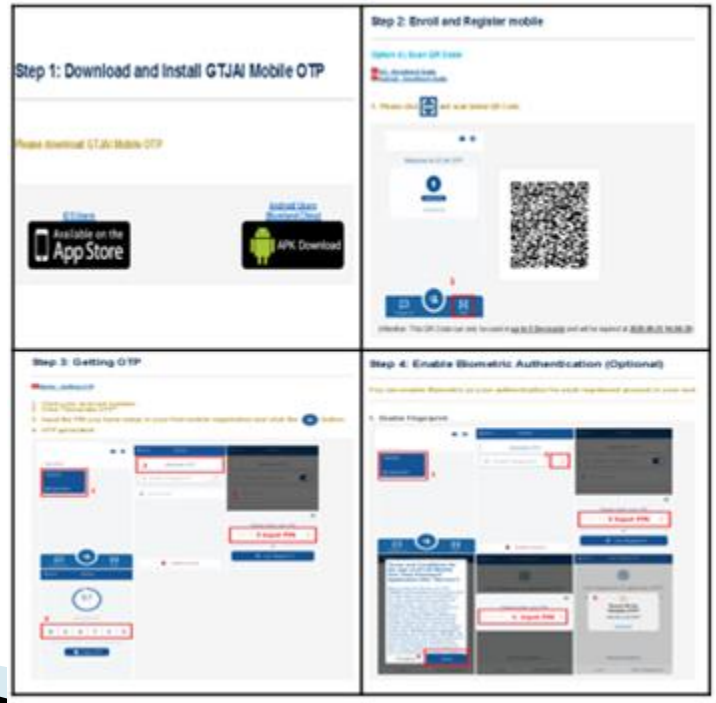
3. Enroll & Register completed.



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2.1 How to Enroll & Register mobile? (Option 1)

1. Request Enrollment email from Customer Service Department. The i) Apps download link, ii) Guideline and iii) QR Code will be included in the enrollment letter.



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2.1 How to Enroll & Register mobile? (Option 1)

- **2. Download & Install Mobile Token**
  "GTJAI Mobile OTP" App.



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Attention:

iOS Users (iPhone & iPad):



1) Check your iOS system version and make sure it is already updated to iOS11 or above.

Android Users:



1) Suggest update to Android 5.0 or above

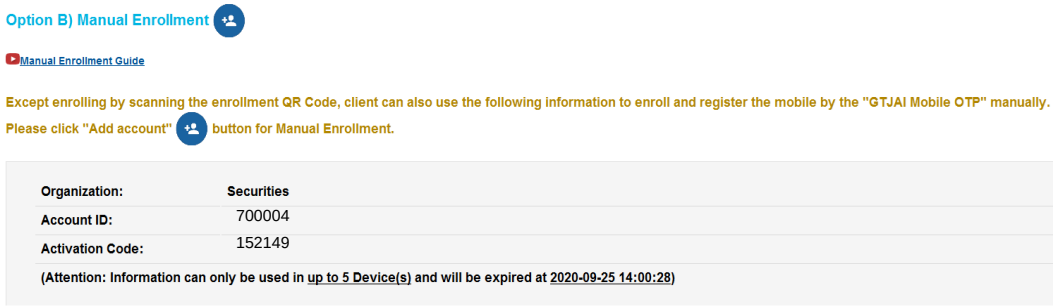
2) Please select “APK Download” if you cannot download GTJAI Mobile App from Google Play

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2.1 How to Enroll & Register mobile? (Option 1)

- **3. Enroll & Register Mobile**: Please scan your enrollment QR Code (There is an expiry date showing below the QR Code. If you find the one you have received is already expired, please request a new one.)



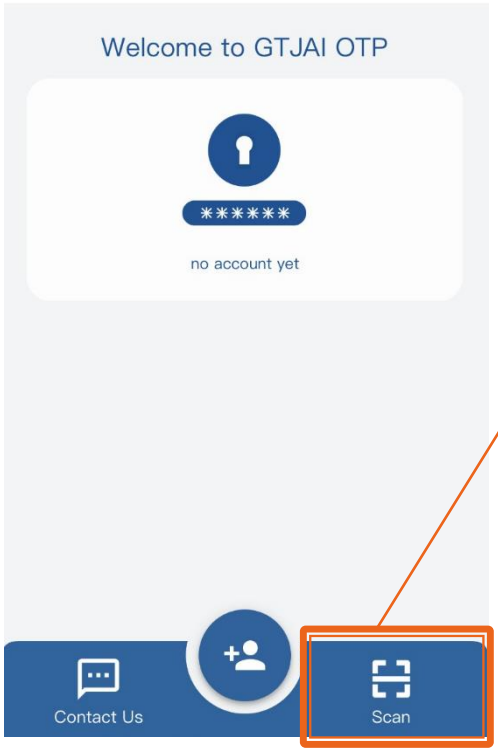


Enroll & Register Mobile

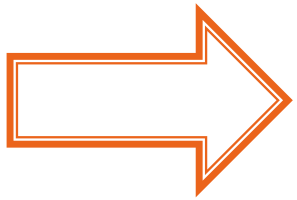
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2.1 How to Enroll & Register mobile? (Option 1)

1. Please open GTJAI Mobile OTP and click “Scan” button to scan the Enrollment QR Code.







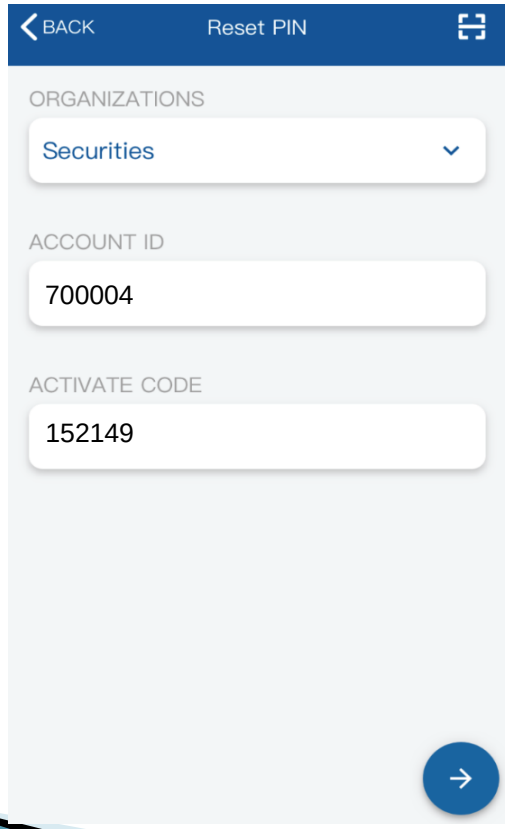


(Attention: This is demo QR Code)

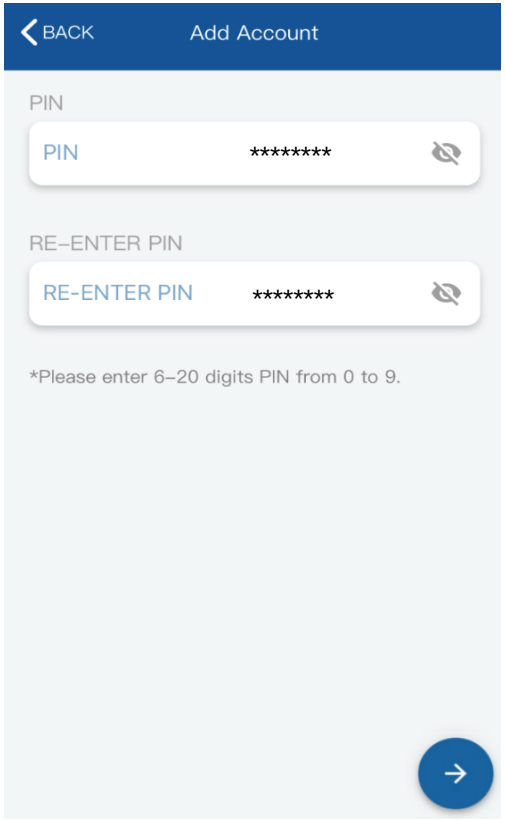
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2.1 How to Enroll & Register mobile? (Option 1)

2. Your Account ID and Activate Code would be auto filled by system, please click → button



3. Please set up 6-20 digits PIN

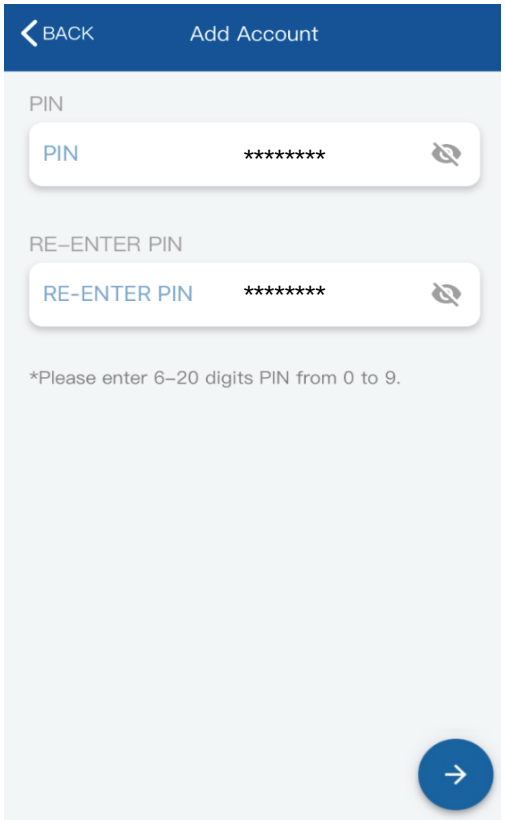


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2.1 How to Enroll & Register mobile? (Option 1)

Attention:

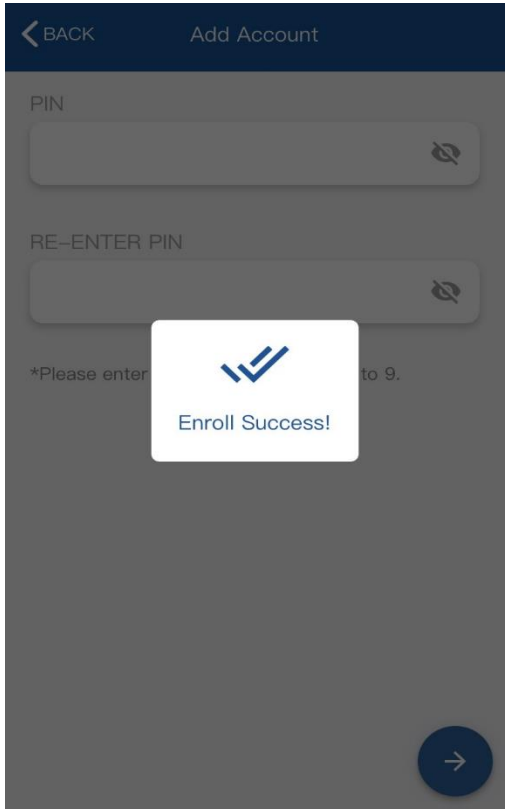
You need to setup your profile PIN only in your first mobile registration, this PIN will be used by “GTJAI Mobile OTP” to verify your identity in each time you want to generate the OTP.

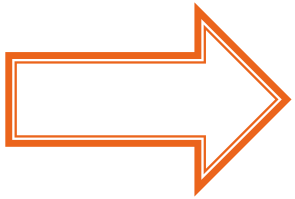


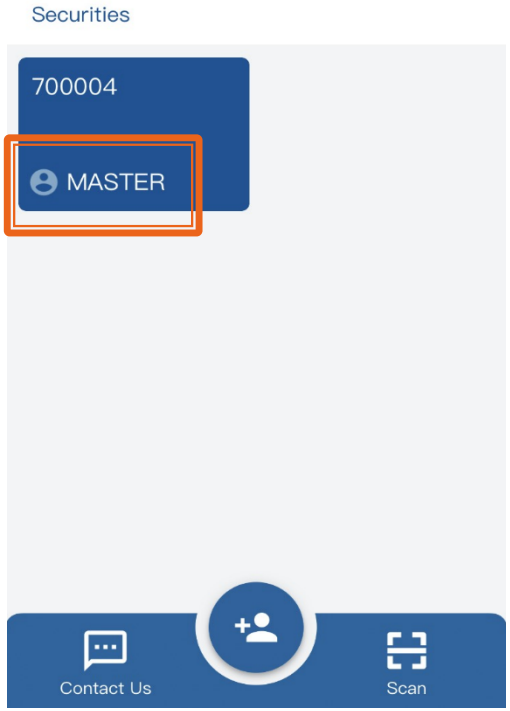
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2.1 How to Enroll & Register mobile? (Option 1)

4. Enroll Success. If this is your first registration, it will display “MASTER” under the account number.



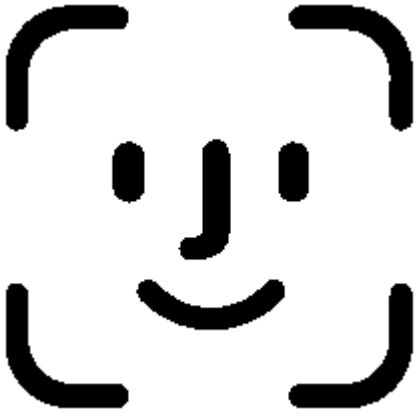




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2.1 How to Enroll & Register mobile? (Option 1)

5. You can enable Biometric as your authentication for each registered account in your mobile to obtain OTP at any time (It depends on the biometric authentication of your mobile device, such as fingerprint or face detection).





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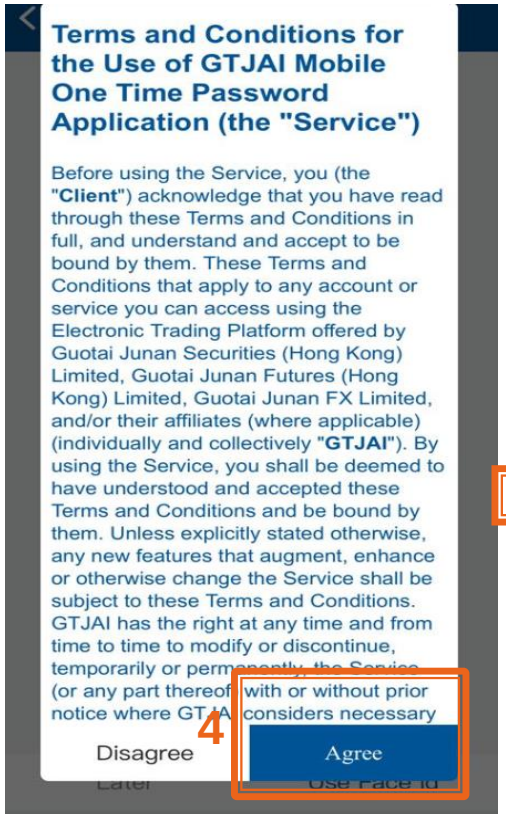
2.1 How to Enroll & Register mobile? (Option 1)

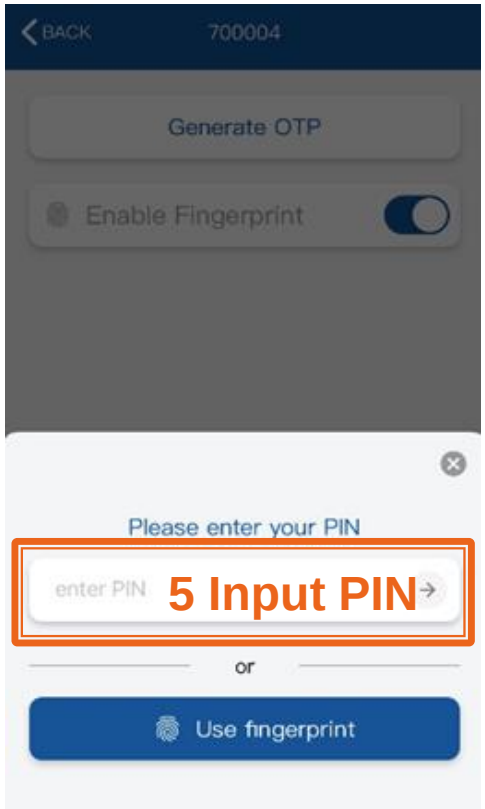
5.1 Enable Fingerprint

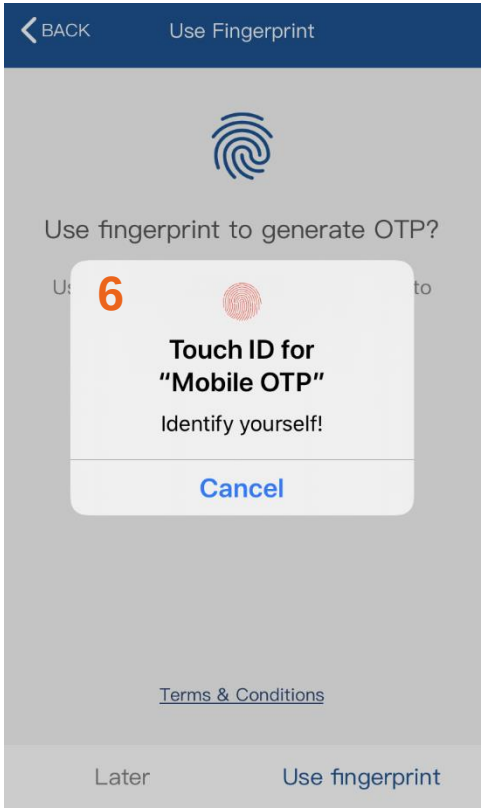


2.1 How to Enroll & Register mobile? (Option 1)

5.1 Enable Fingerprint

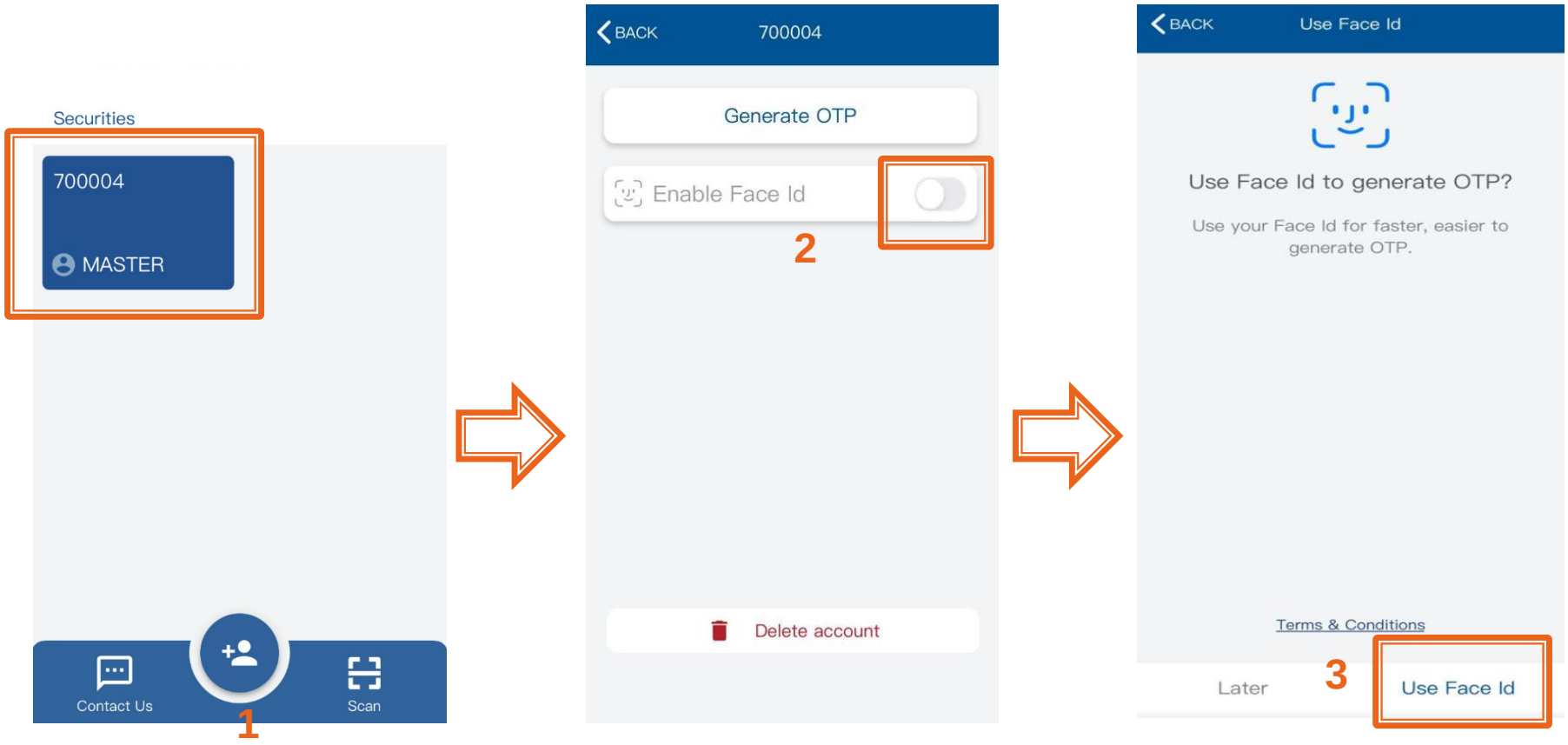






2.1 How to Enroll & Register mobile? (Option 1)

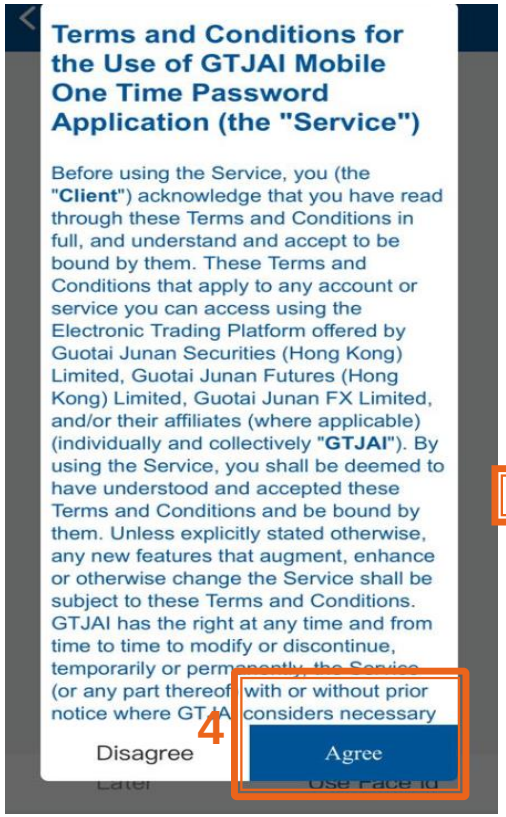
5.2 Enable Face ID

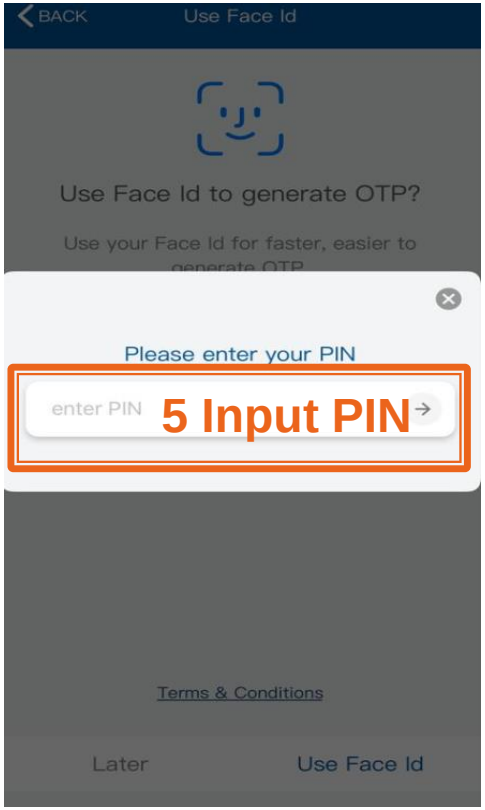


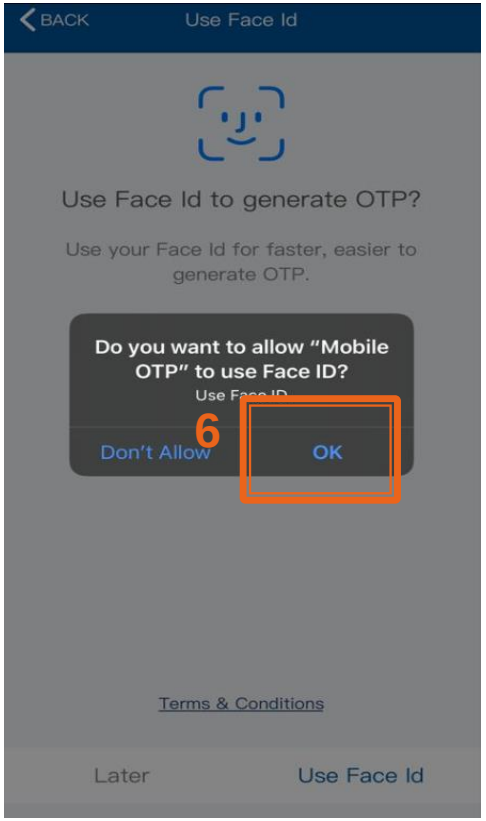
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2.1 How to Enroll & Register mobile? (Option 1)

5.2 Enable Face ID







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2.2 How to Enroll & Register mobile? (Option 2)

Enroll and Register by Online Trading:

1. Login Online Trading Platform> 2FA Enrollment> Mobile Token

2.Download and Install Mobile Token “GTJAI Mobile OTP” App

3. Enroll & Register completed.



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2.2 How to Enroll & Register mobile? (Option 2)

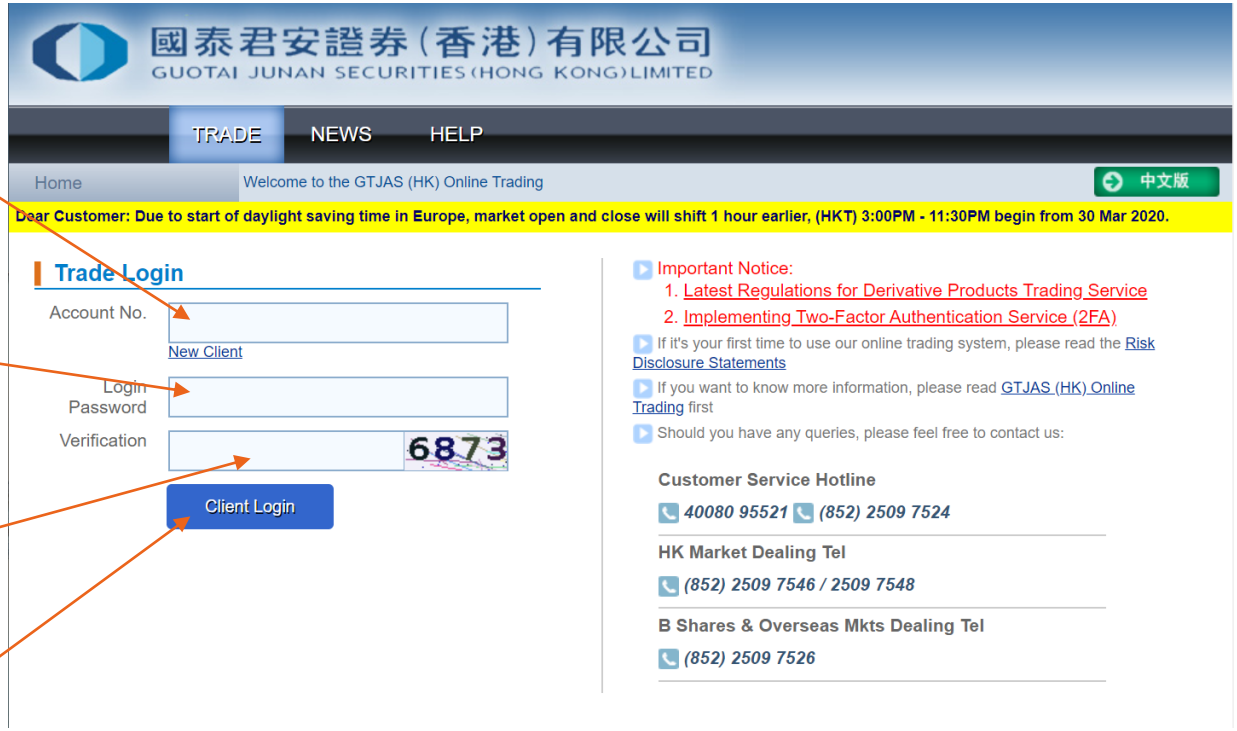
1. Login Online Trading account

1. Enter Account No.

2. Enter Login Password

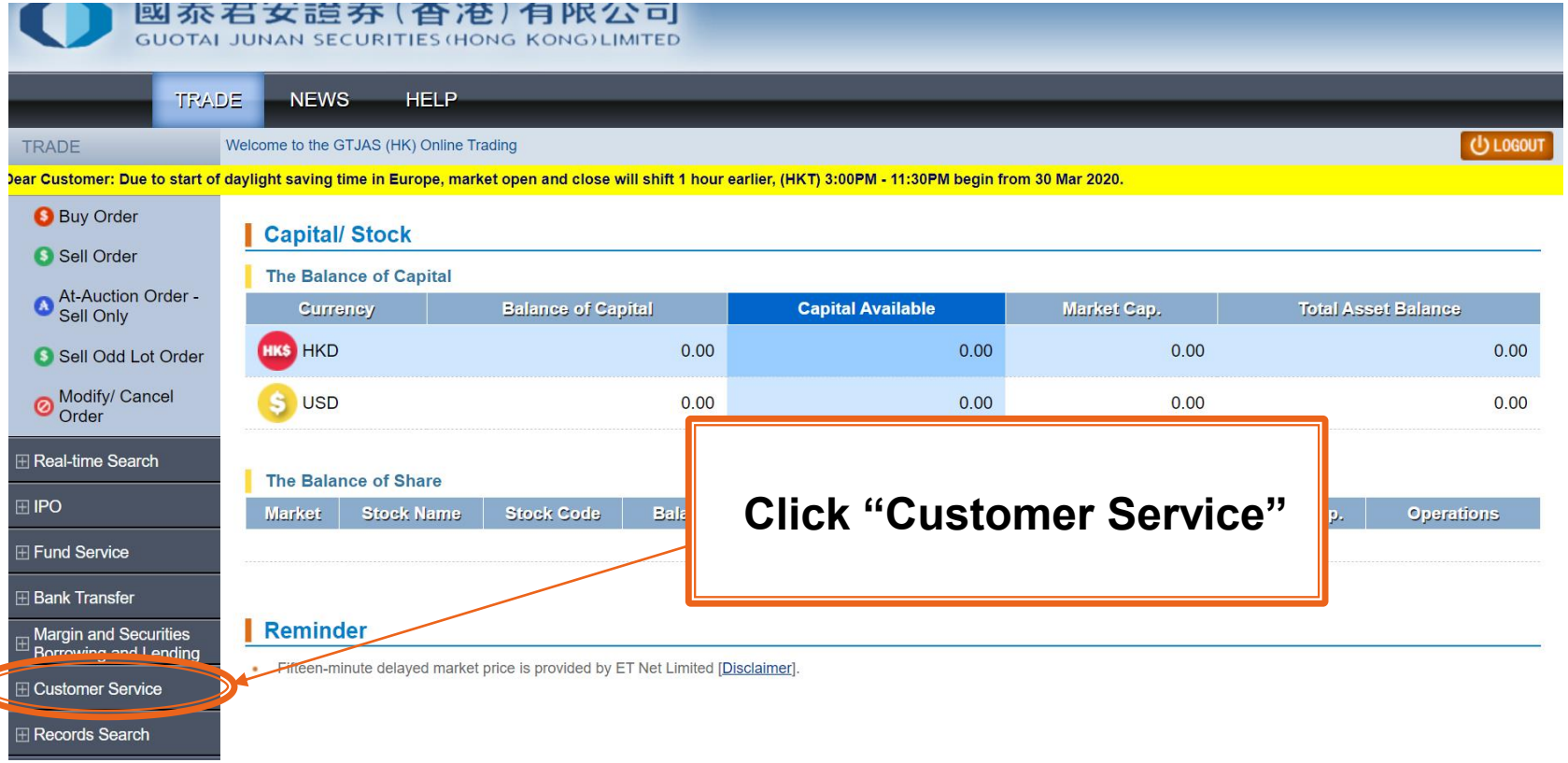
3. Enter Verification Code

4. Click “Client Login”



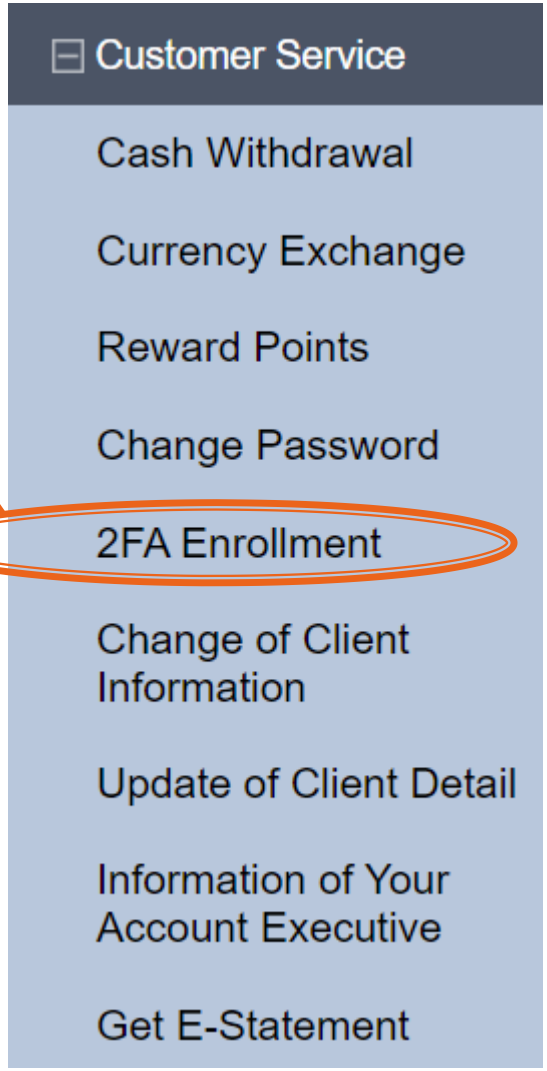
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2.2 How to Enroll & Register mobile? (Option 2)



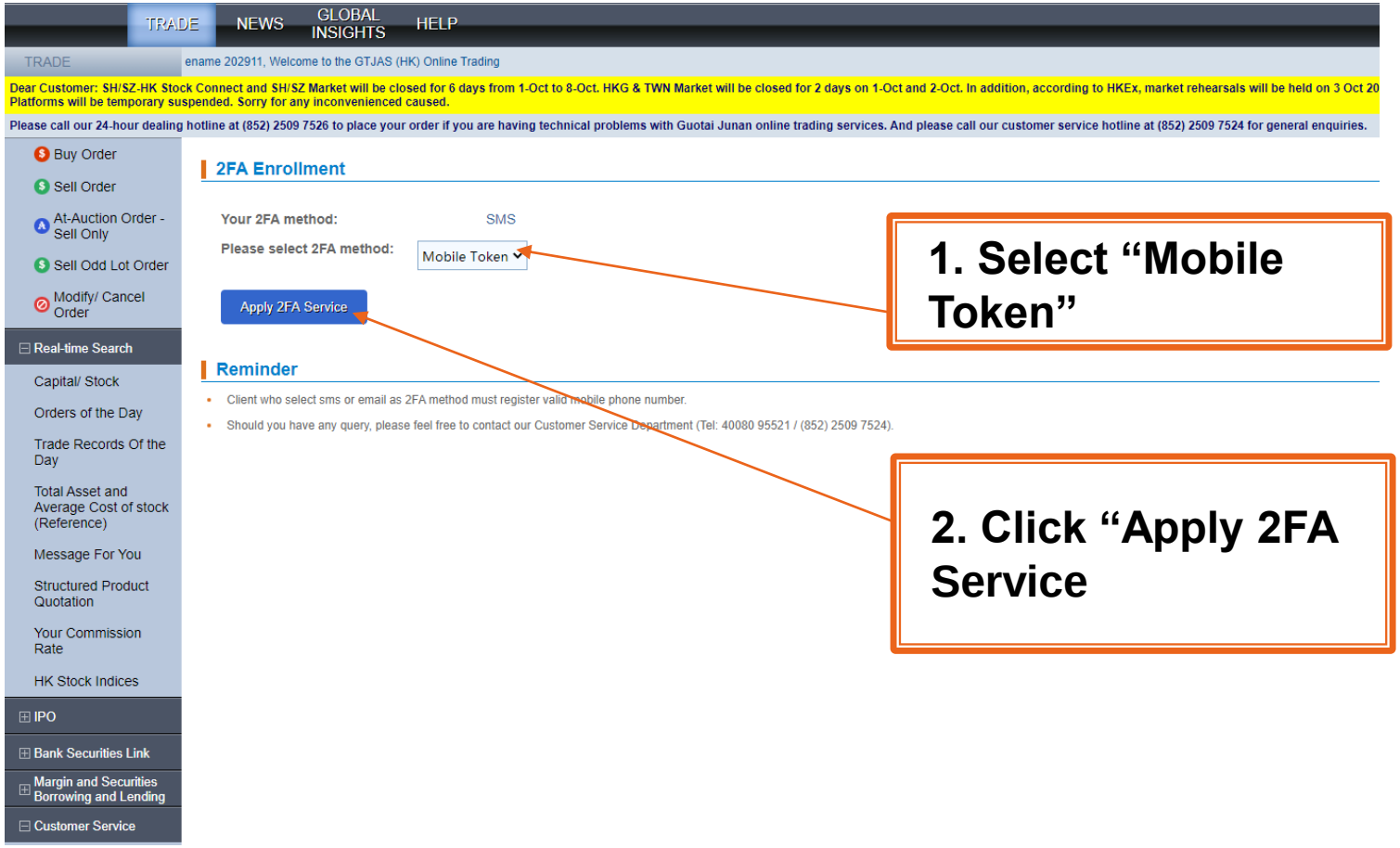
2.2 How to Enroll & Register mobile? (Option 2)

Click “2FA Enrollment”



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2.2 How to Enroll & Register mobile? (Option 2)



2.2 How to Enroll & Register mobile? (Option 2)

- **Attention:**

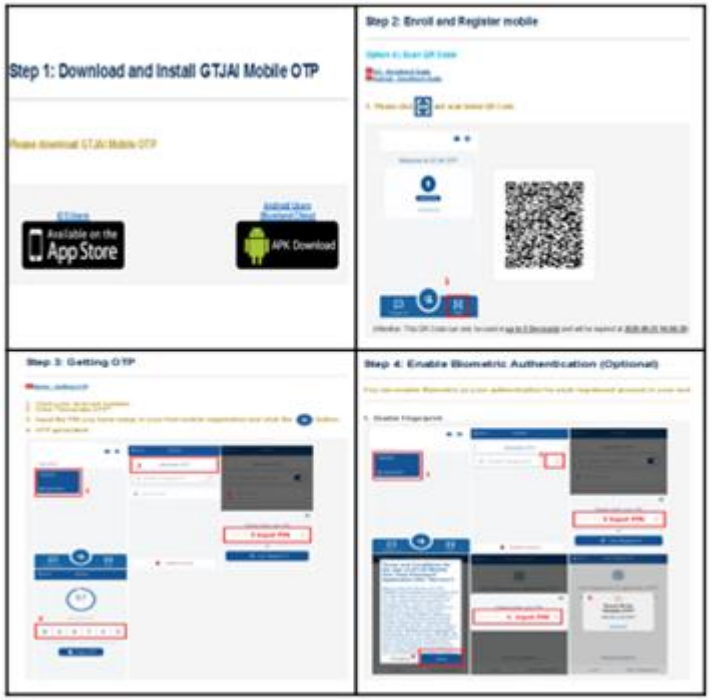
  Please ensure browser is allow to pop-up windows before client select Mobile Token as 2FA method.



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2.2 How to Enroll & Register mobile? (Option 2)

Enrollment page with guideline will be opened after you click “Confirm”. **The i) Apps download link, ii) Guideline and iii) QR Code will be included in the enrollment letter.**



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2.2 How to Enroll & Register mobile? (Option 2)

- **2. Download & Install Mobile Token** "GTJAI Mobile OTP" App.

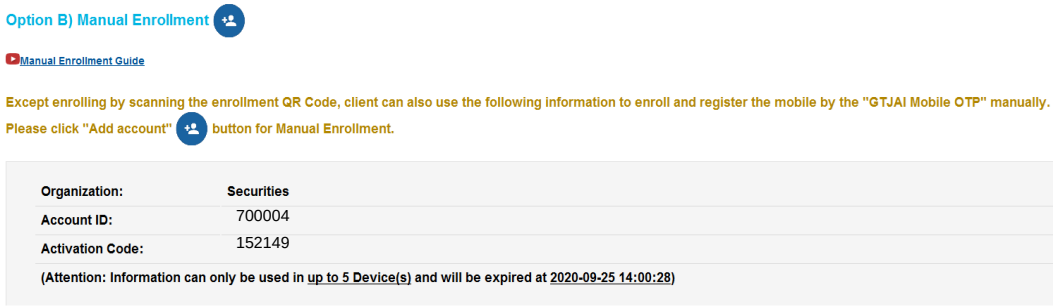


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2.2 How to Enroll & Register mobile? (Option 2)

- **3. Enroll & Register Mobile**: Please scan your enrollment QR Code (There is an expiry date showing below the QR Code. If you find the one you have received is already expired, please request a new one.)





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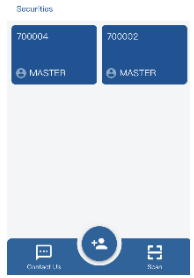
2.3 How to Enroll & Register more than one trading account?

Option 1. Request enrollment email from Customer Service Department.

Option 2. Login Online Trading Platform>2FA Enrollment> Select “Mobile Token”

2. Download and install Mobile Token “GTJAI Mobile OTP”

3. Enroll and Register completed.

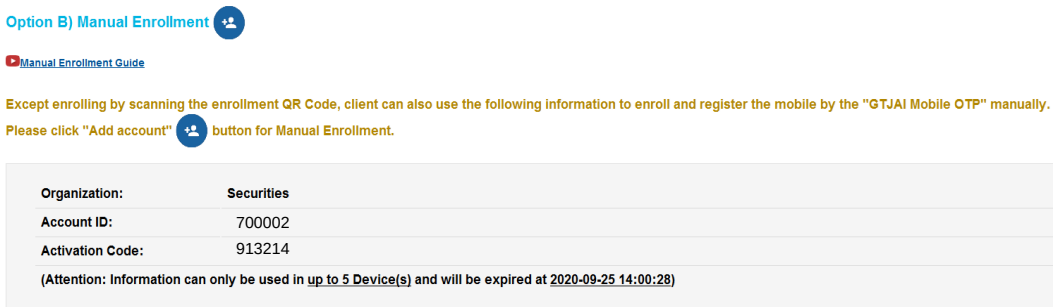


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2.3 How to Enroll & Register more than one trading account?

- Client can select Option 1/Option 2 for Mobile Token registration, and enroll more than one trading account at the same mobile.

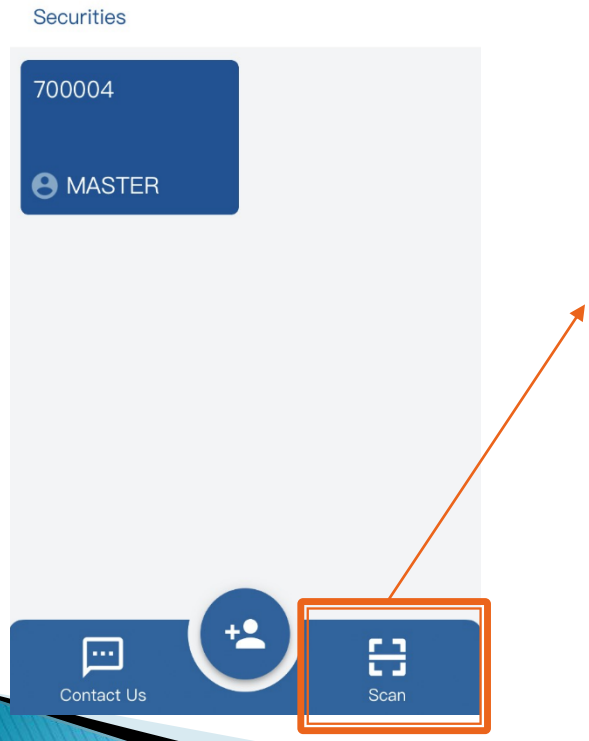




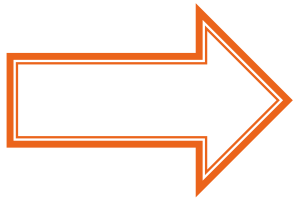
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2.1 How to Enroll & Register mobile? (Option 1)

1. Please open GTJAI Mobile OTP and click “Scan” button to scan the Enrollment QR Code.







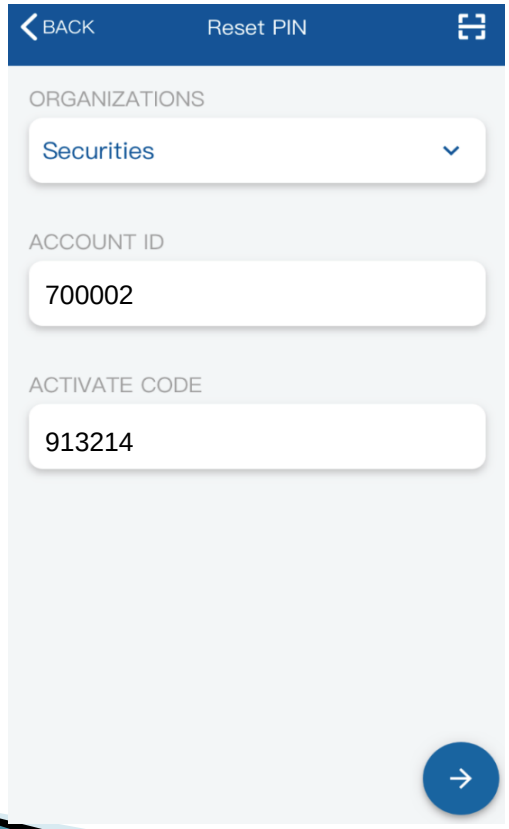


(Attention: This is demo QR Code)

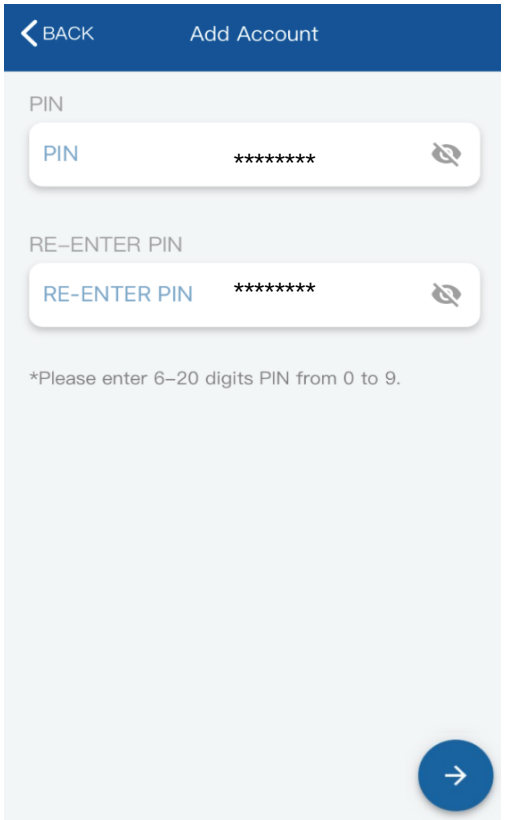
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2.3 How to Enroll & Register more than one trading account?

2. Your Account ID and Activate Code would be auto filled by system, please click → button



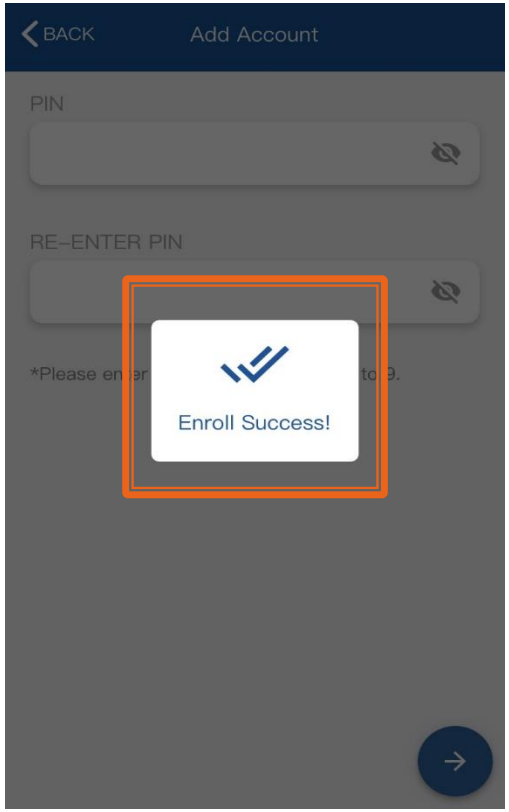
3. Please set up 6-20 digits PIN

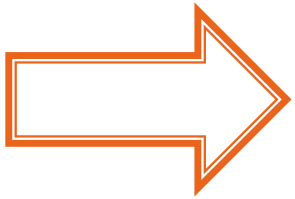


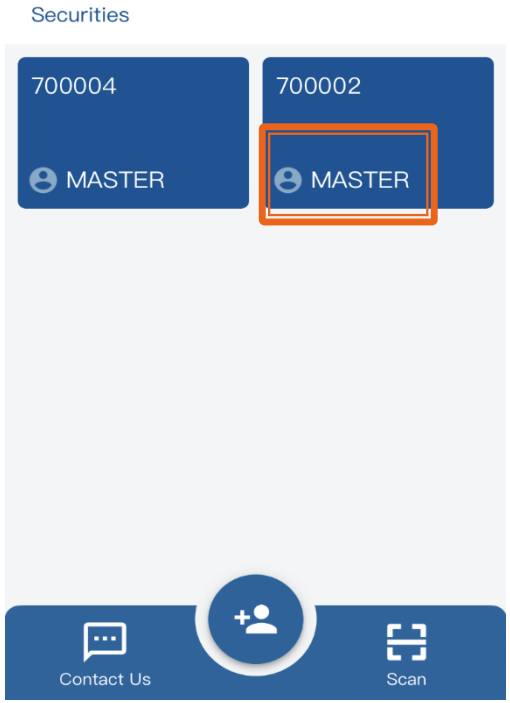
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2.3 How to Enroll & Register more than one trading account?

4. Enroll Success. If this is your first registration, it will display “MASTER” under the account number.







2.4 How to Enroll & Register for another mobile?

1. Option 1: Request enrollment email from Customer Service Department.

Or

Option 2: Login Online Trading Platform> 2FA Enrollment> Mobile Token

2.Download and Install Mobile Token "GTJAI Mobile OTP" App for another mobile.

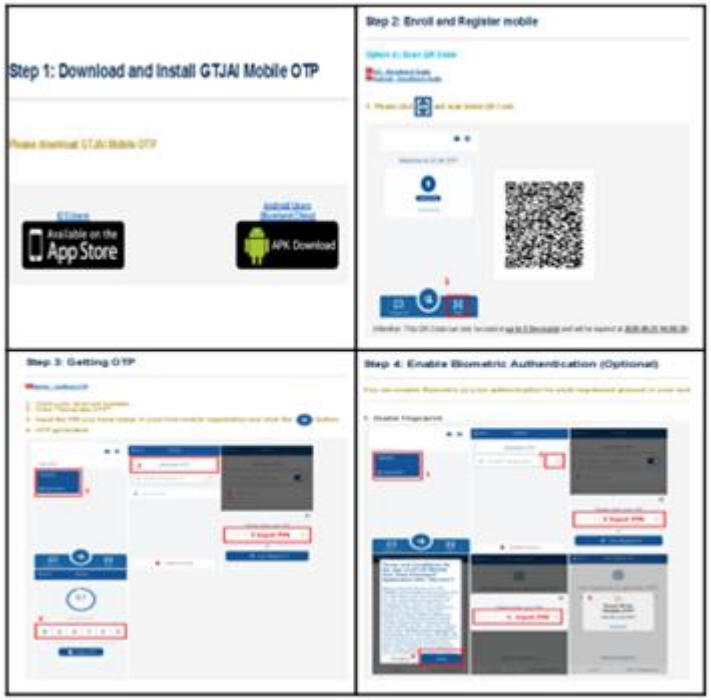
3. Enroll & Register completed.



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2.4 How to Enroll & Register for another mobile?

1. The i) Apps download link, ii) Guideline and iii) QR Code will be included in the enrollment letter.



2.4 How to Enroll & Register for another mobile?

- **2. Download & Install Mobile Token**
  "GTJAI Mobile OTP" App for another mobile.

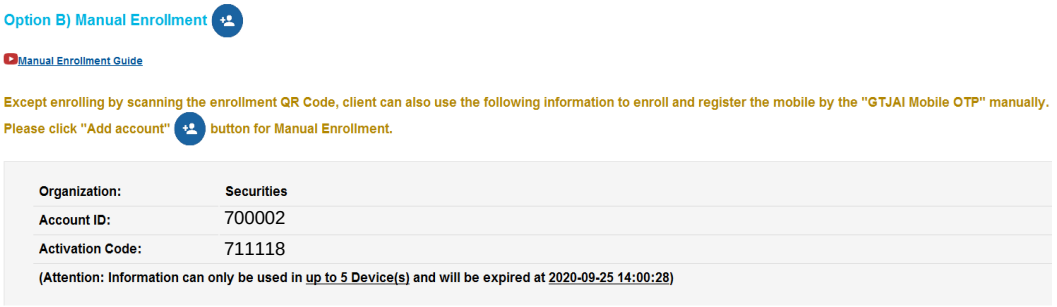


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2.4 How to Enroll & Register for another mobile?

- Through Option 1 or Option 2, client can use mobile phone of one registered trading account to register another trading account by scanning the QR Code:

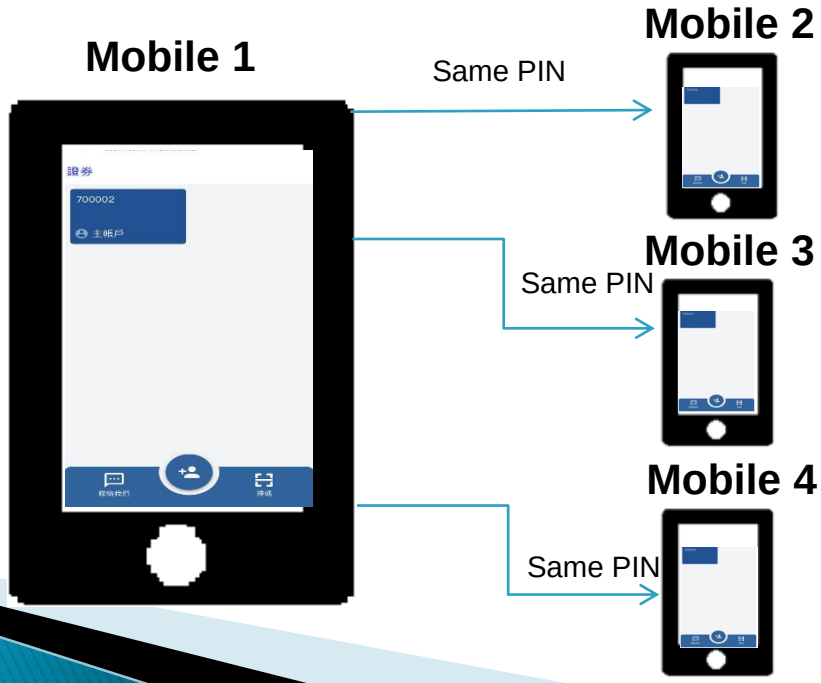




2.4 How to Enroll & Register for another mobile?

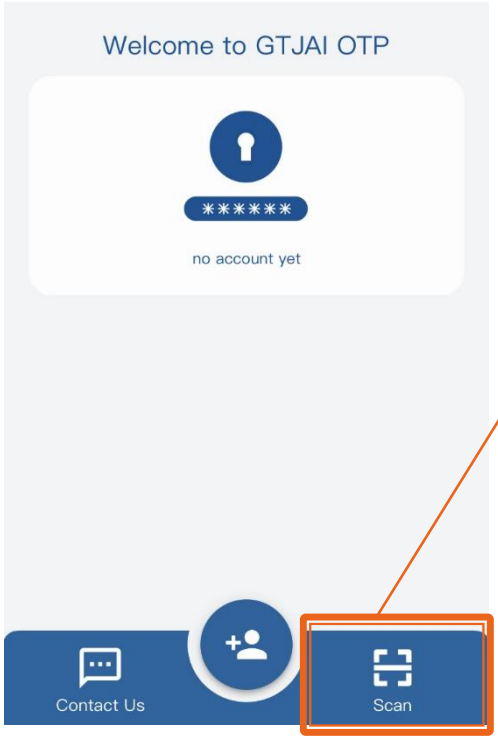
Attention:

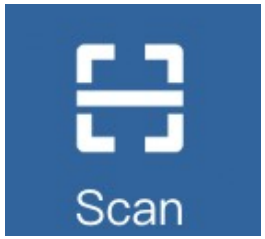
- If client trading account enrolled more than one mobile, all mobile have to share the same PIN, which was setup in the first mobile. The enrollment limit for each account is 5 mobile.

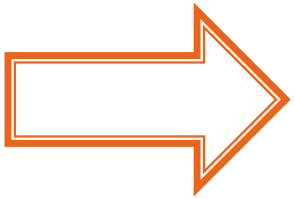


2.4 How to Enroll & Register for another mobile?

1. Please open GTJAI Mobile OTP and click “Scan” button to scan the Enrollment QR Code.







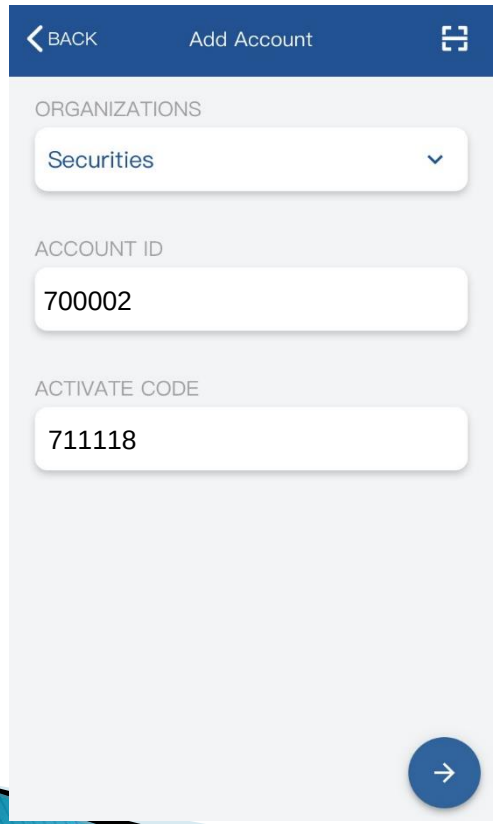


(Attention: This is demo QR Code)

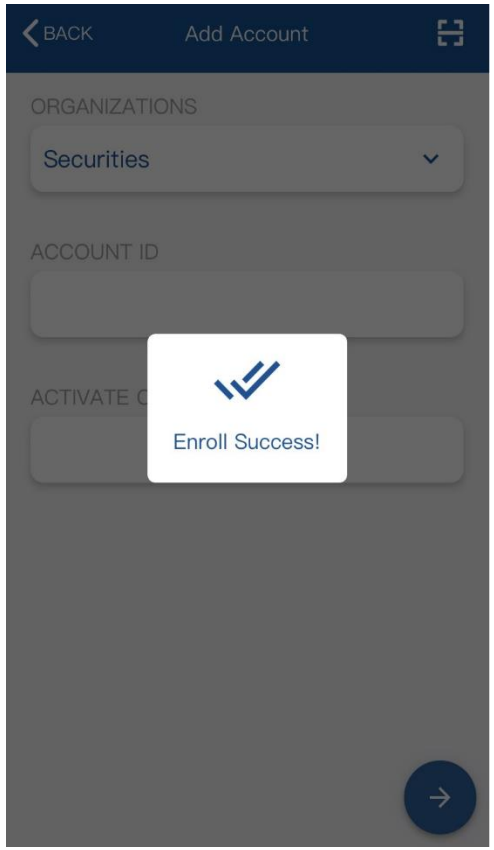
国泰海通 GUOTAI HAITONG

2.4 How to Enroll & Register for another mobile?

2. Your Account ID and Activate Code would be auto filled by system, please click button

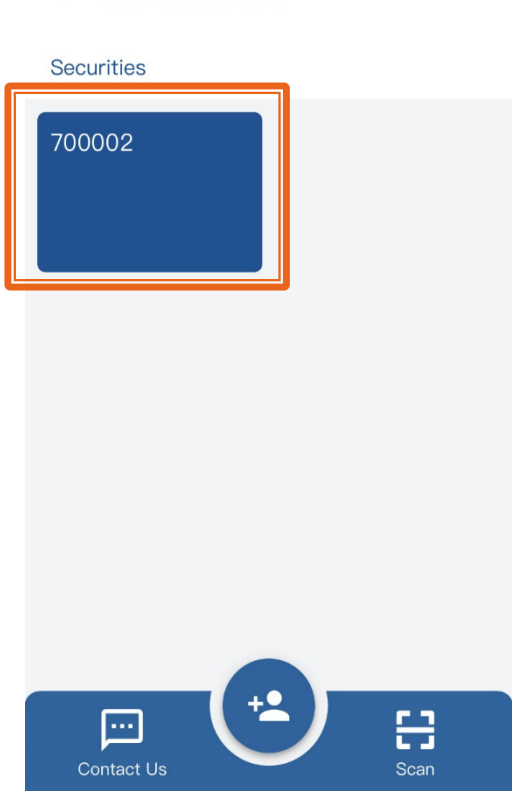


3. Enroll Success



2.4 How to Enroll & Register for another mobile?

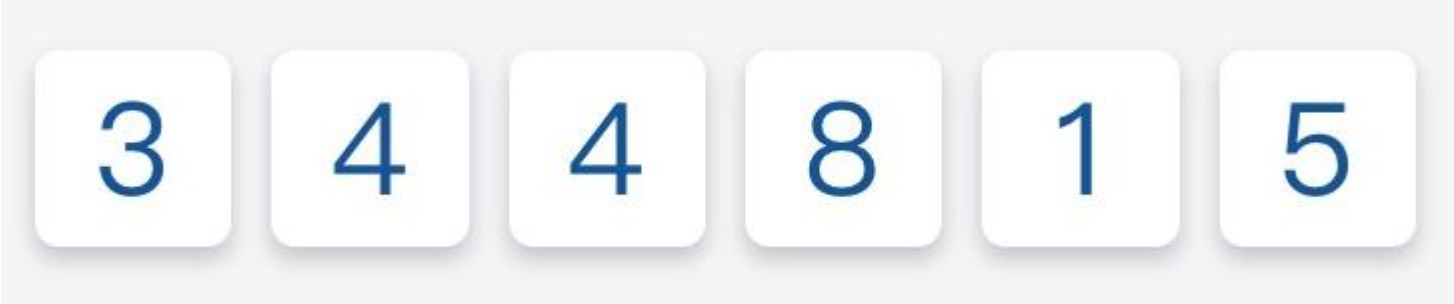
4. Sub-Account enroll successfully



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2.5 Will OTP expired? What is the format?

OTP is composed of 6 digits and it will be expired in 60 seconds.



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3. How to use GTJAI Mobile OTP?

Demonstration – Online Trading & GTJAI Mobile OTP

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3.1 Demonstration Online Trading & GTJAI Mobile OTP

1. Enter Account No.

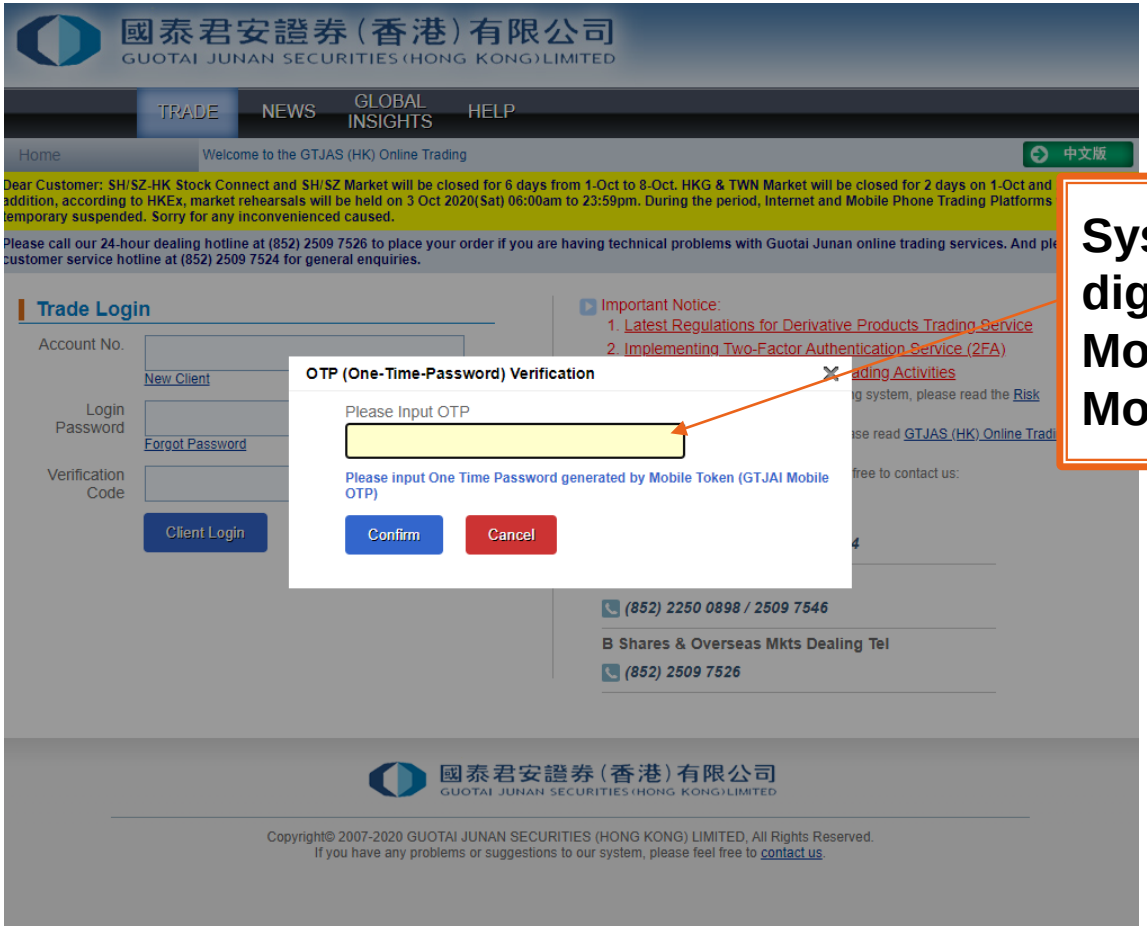
2. Enter Login Password

3. Enter Verification Code

4. Click "Client Login"



3.1 Demonstration Online Trading & GTJAI Mobile OTP

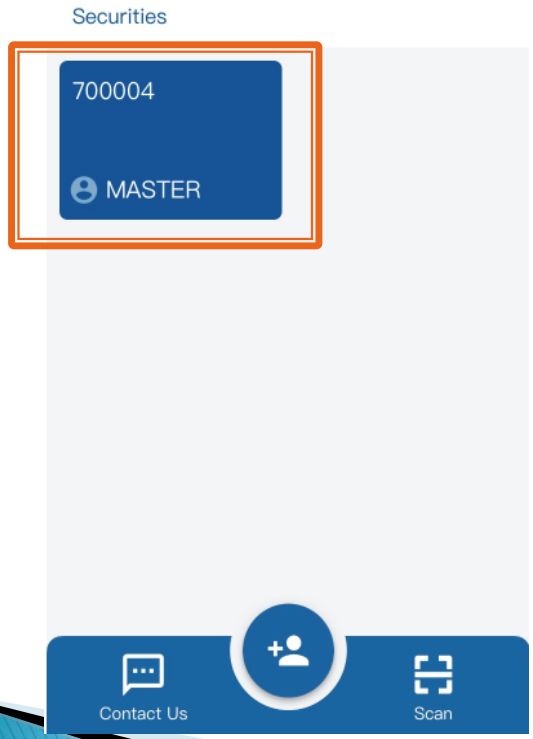


System request input 6 digits OTP obtain by Mobile Token (GTJAI Mobile OTP)

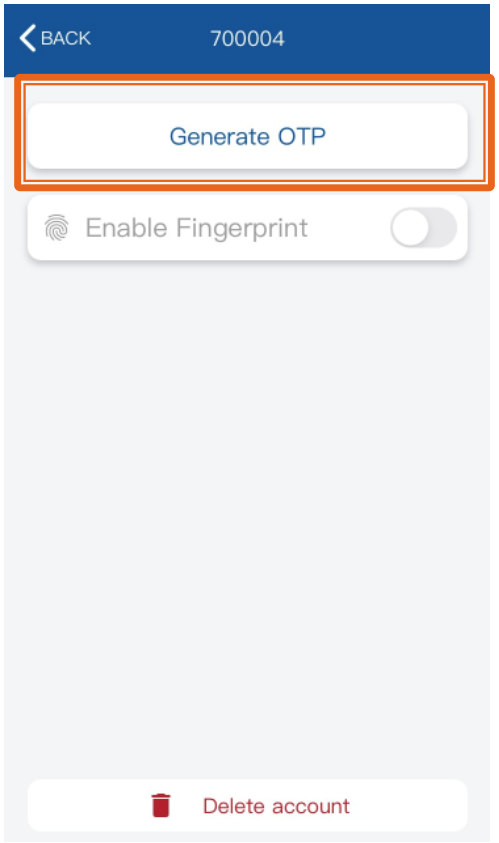
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3.1 Demonstration Online Trading & GTJAI Mobile OTP

1. Click your account number

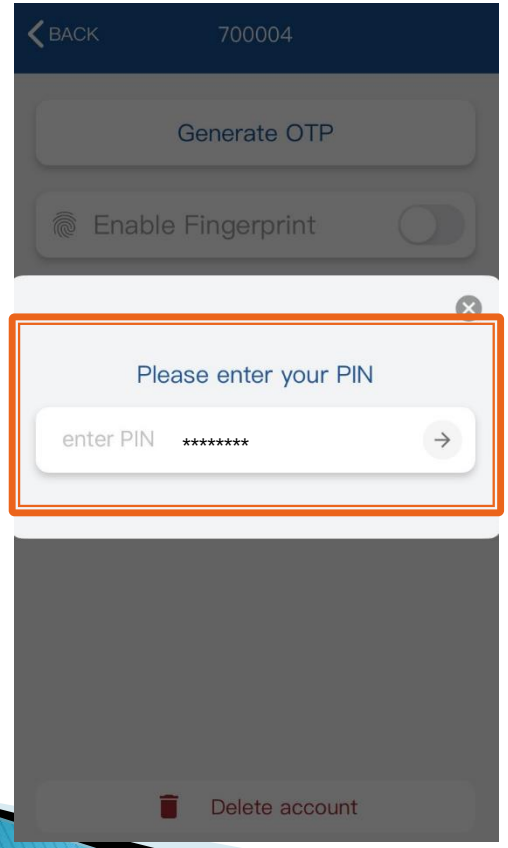


2. Click "Generate OTP".

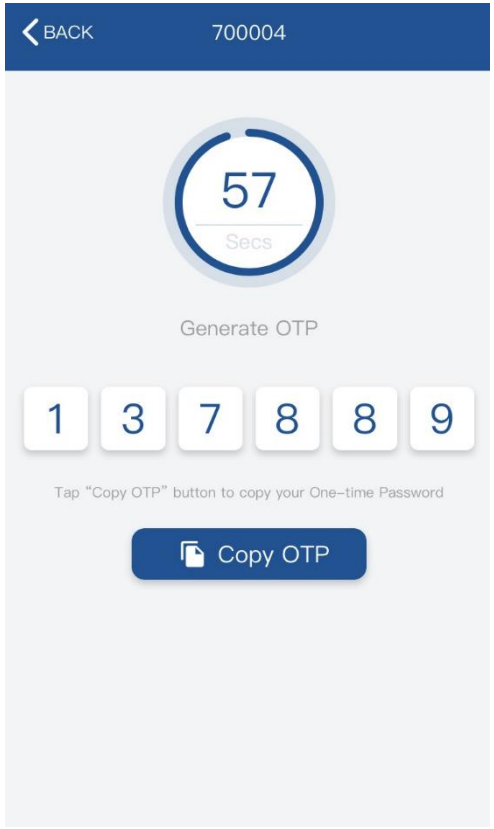


3.1 Demonstration Online Trading & GTJAI Mobile OTP

3. Input the PIN you have setup in your first mobile registration and click the button.



4. OTP is generated



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3.1 Demonstration Online Trading & GTJAI Mobile OTP



1. Enter OTP obtained from GTJAI Mobile OTP

2. Click "Confirm"

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4. FAQs

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4. FAQs

Q1. What should client do if account was blocked due to OTP issue?

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

Q2. What should client do if mobile is lost or stolen ?

A: Please contact our Customer Service Department by (40080 95521/ +852-2509 7524) immediately for re-register Mobile Token.

Q3. Can client receive OTP in Overseas?

A: Yes.

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4. FAQs

Q4. Can client enroll the trading account more than one mobile?

A: Yes. Please download and install Mobile Token "GTJAI Mobile OTP" App for every mobile, and scan enrollment QR Code which issued by Customer Service Department at the same time.

Q5. Can client set different PIN for each mobile of same trading account?

A: No. If client's trading account enrolled more than one mobile, all mobiles have to share the same PIN, which was setup in the first mobile.

Q6. Will Enrollment email expired?

A: Yes. There is an expiry date showing below the QR Code. Please complete Enroll & Register procedure within 24hours from the time of email issued. Otherwise, the QR Code will be expired.

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4. FAQs

Q7. What should client do if forgot PIN?

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

Q8. What should client do if authorized person has been updated?

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

Q9. What should client do if mobile token show “nonsync" after enrollment?

A: Please input the Profile PIN which client set up in the first mobile registration. If forgot PIN, Please contact our Customer Service Department by (40080 95521 / +852-2509 7524) immediately.

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For enquiries, please contact:

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HK Shares Dealing Hotline : 852 – 2250 0898 / 852 – 2250 0899
24-hour Dealing Hotline : 852 – 2509 7526

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