

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



國泰君安國際
GUOTAI JUNAN INTERNATIONAL

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2. How to Enroll & Register mobile?

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- 2.3 – How to Enroll more than one trading account?
- 2.4 – How to Enroll & Register for another mobile?
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3. How to use GTJAI Mobile OTP?

- 3.1 Demonstration – Online Trading , GTJAI Mobile OTP

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1. What is Mobile Token?



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.



2. How to Enroll & Register mobile?



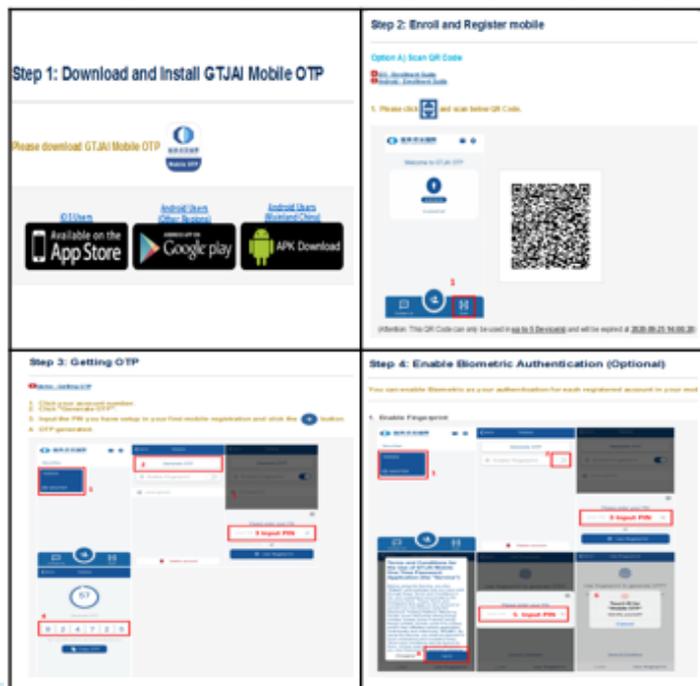
2.1 How to Enroll & Register mobile? (Option 1)

Request enrollment email from Customer Service Department:



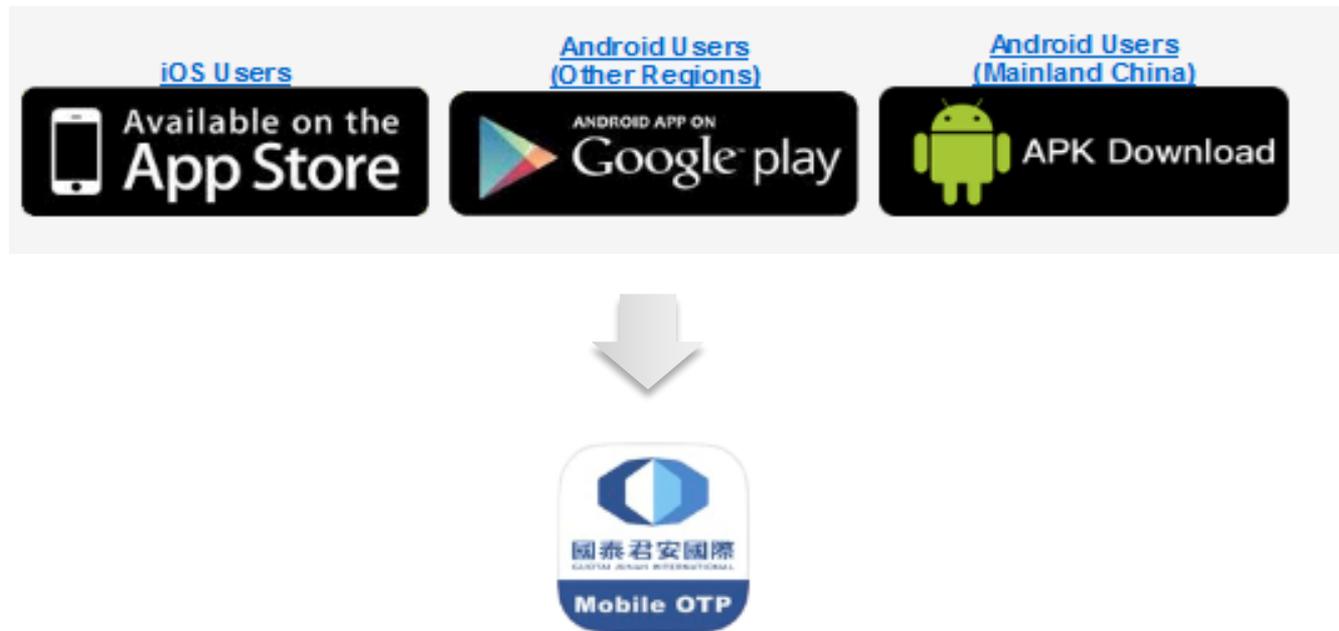
2.1 How to Enroll & Register mobile? (Option 1)

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.



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

- ▶ 2. Download & Install Mobile Token
“GTJAI Mobile OTP” App.



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

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.)

Step 2: Enroll and Register mobile

Option A) Scan QR Code

 [iOS - Enrollment Guide](#)
[Android - Enrollment Guide](#)

1. Please click  and scan below QR Code.



Option B) Manual Enrollment

 [Manual Enrollment Guide](#)

Except enrolling by scanning the enrollment QR Code, client can also use the following information to enroll and register the mobile by the "GTJAI Mobile OTP" manually. Please click "Add account"  button for Manual Enrollment.

Organization:	Securities
Account ID:	700004
Activation Code:	152149

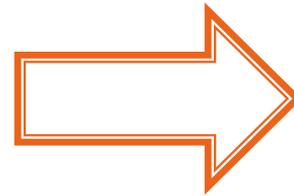
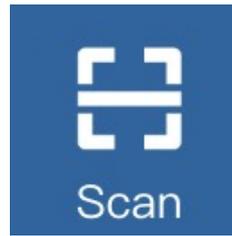
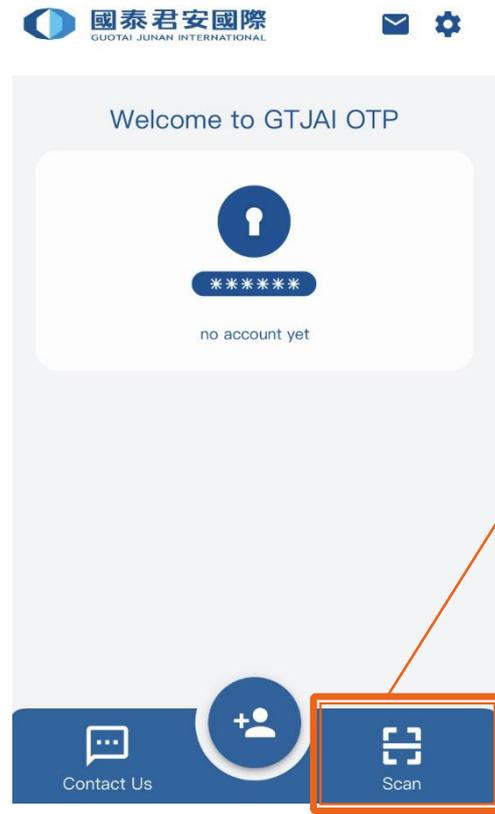
(Attention: Information can only be used in up to 5 Device(s) and will be expired at 2020-09-25 14:00:28)

Enroll & Register Mobile



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

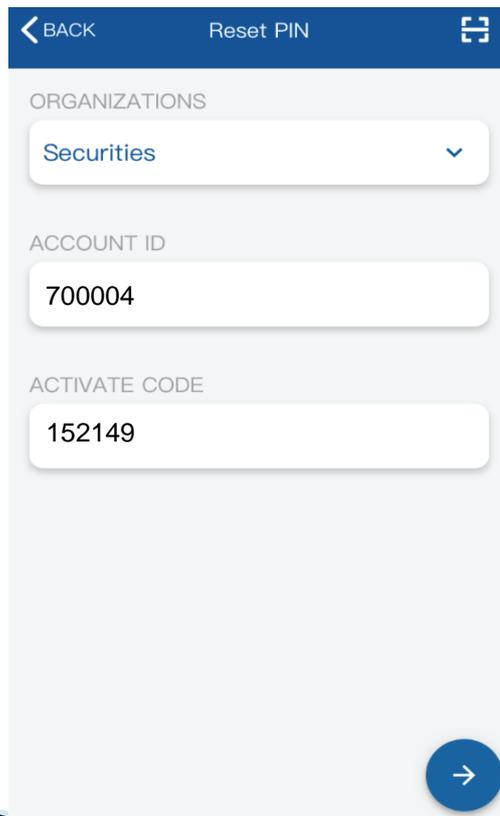
1. Please open GTJAI Mobile OTP and click “Scan” button to scan the Enrollment QR Code.



(Attention: This is demo QR Code)

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



Reset PIN

ORGANIZATIONS

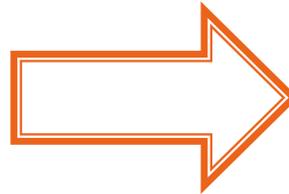
Securities

ACCOUNT ID

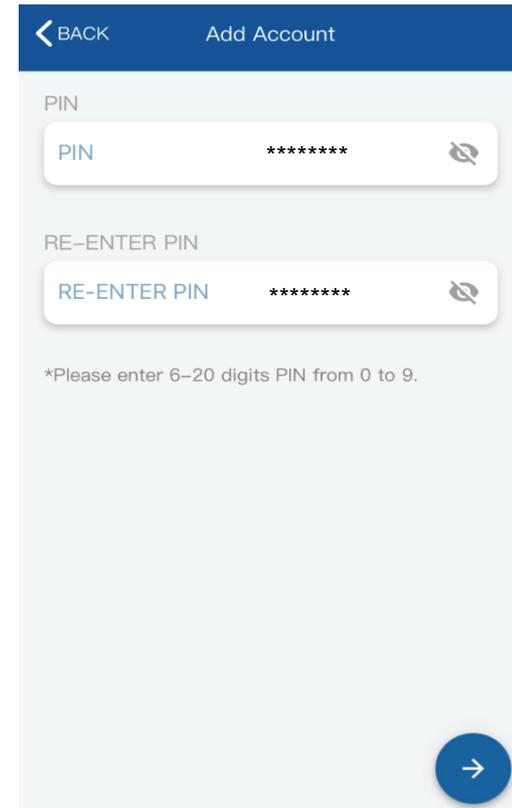
700004

ACTIVATE CODE

152149



3. Please set up 6-20 digits PIN



BACK Add Account

PIN

PIN *****

RE-ENTER PIN

RE-ENTER PIN *****

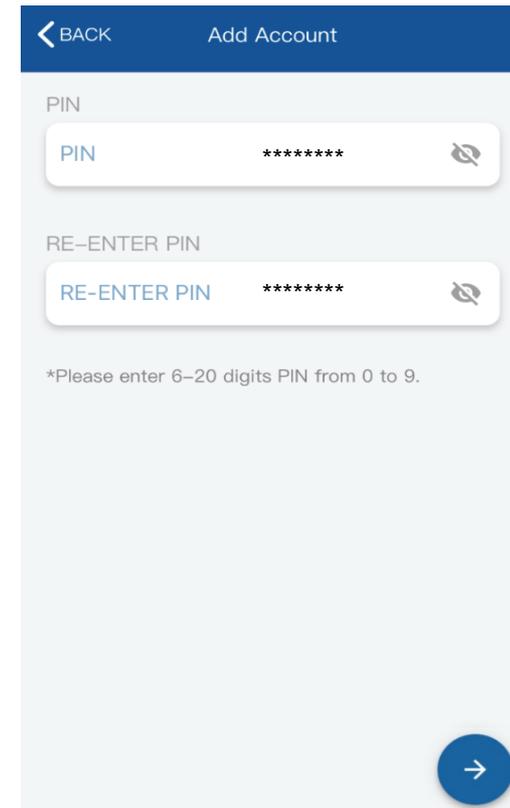
*Please enter 6-20 digits PIN from 0 to 9.



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

Attention:

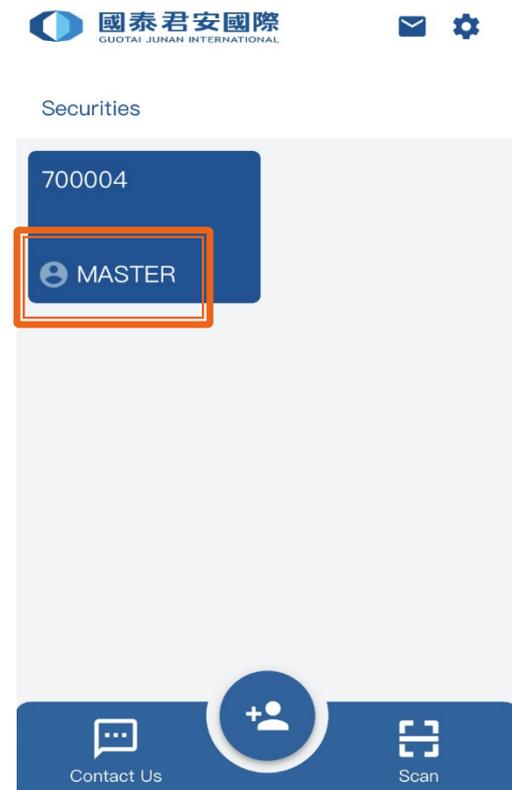
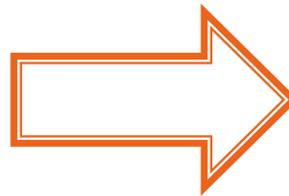
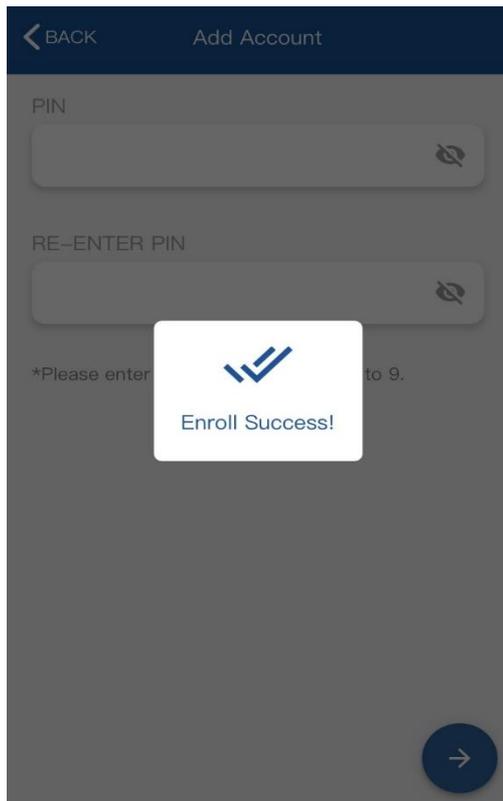
You need to setup your profile PIN only in your first mobile registration, this PIN will be used by “GTJAI Mobile OTP” to verify your identity in each time you want to generate the OTP.



The screenshot shows a mobile application interface for adding an account. At the top, there is a blue header with a back arrow and the text 'Add Account'. Below the header, there are two input fields for PINs. The first field is labeled 'PIN' and contains seven asterisks. The second field is labeled 'RE-ENTER PIN' and also contains seven asterisks. Both fields have a small icon on the right side. Below the input fields, there is a note: '*Please enter 6-20 digits PIN from 0 to 9.' At the bottom right corner, there is a blue circular button with a white right-pointing arrow.

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

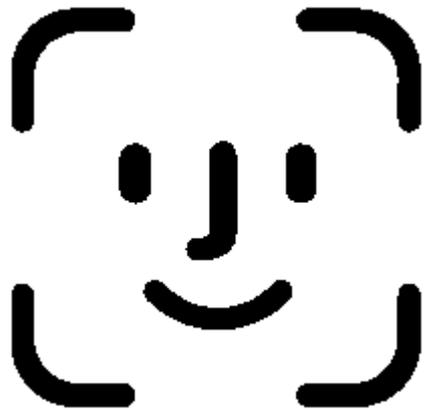
4. Enroll Success. If this is your first registration, it will display “MASTER” under the account number.



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).



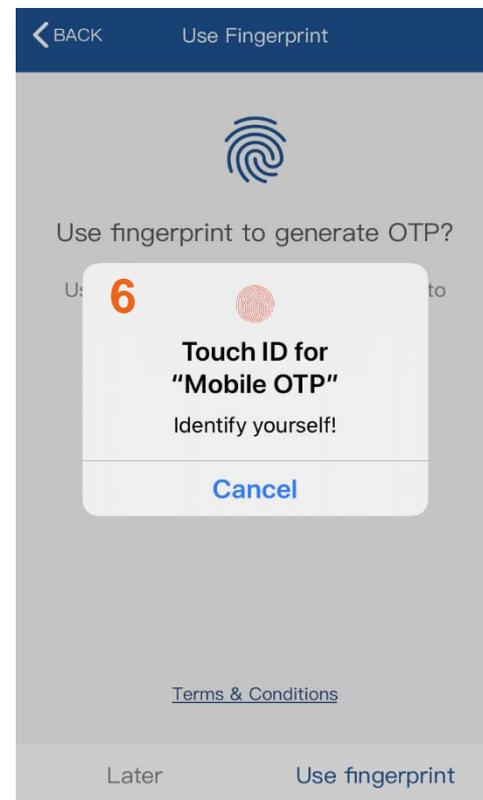
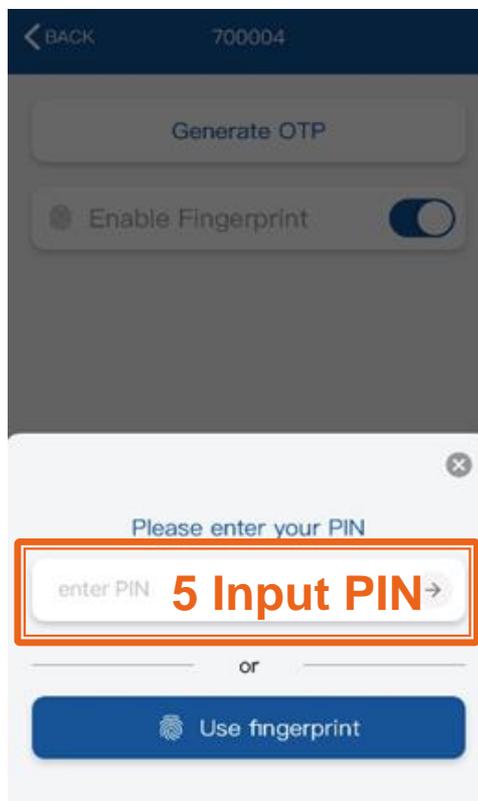
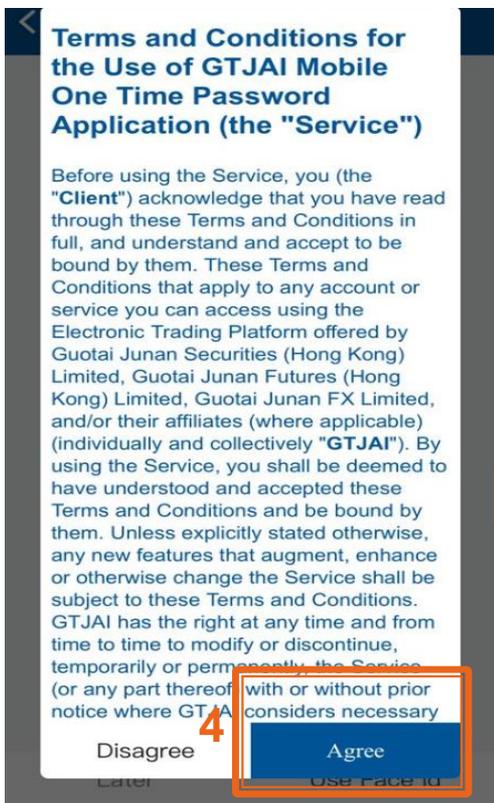
2.1 How to Enroll & Register mobile? (Option 1)

5.1 Enable Fingerprint



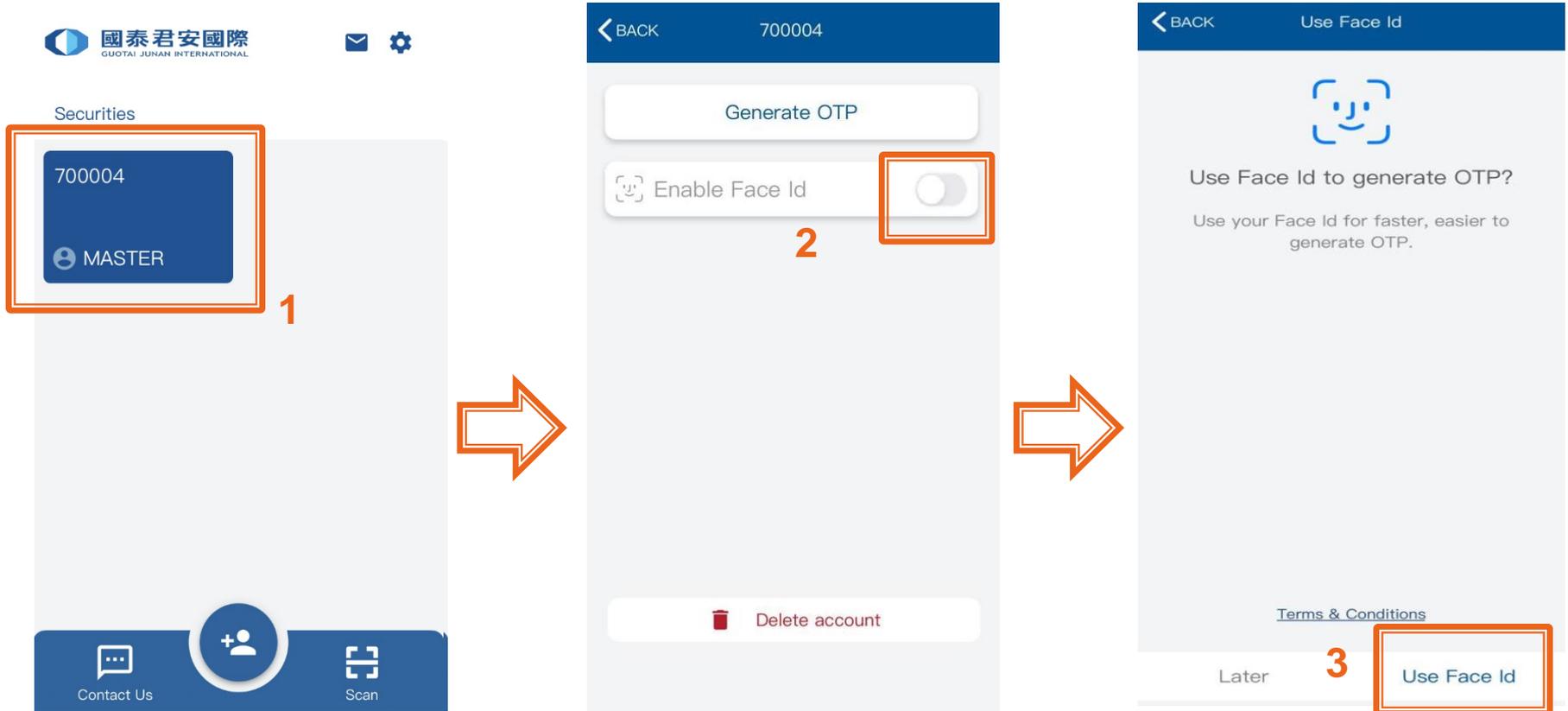
2.1 How to Enroll & Register mobile? (Option 1)

5.1 Enable Fingerprint



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

5.2 Enable Face ID



2.1 How to Enroll & Register mobile?

(Option 1)

5.2 Enable Face ID



Terms and Conditions for the Use of GTJAI Mobile One Time Password Application (the "Service")

Before using the Service, you (the "Client") acknowledge that you have read through these Terms and Conditions in full, and understand and accept to be bound by them. These Terms and Conditions that apply to any account or service you can access using the Electronic Trading Platform offered by Guotai Junan Securities (Hong Kong) Limited, Guotai Junan Futures (Hong Kong) Limited, Guotai Junan FX Limited, and/or their affiliates (where applicable) (individually and collectively "GTJAI"). By using the Service, you shall be deemed to have understood and accepted these Terms and Conditions and be bound by them. Unless explicitly stated otherwise, any new features that augment, enhance or otherwise change the Service shall be subject to these Terms and Conditions. GTJAI has the right at any time and from time to time to modify or discontinue, temporarily or permanently, the Service (or any part thereof) with or without prior notice where GTJAI considers necessary.

4

Disagree Agree

Later Use Face Id

Use Face Id

Use Face Id to generate OTP?

Use your Face Id for faster, easier to generate OTP.

Please enter your PIN

enter PIN **5** Input PIN →

Terms & Conditions

Later Use Face Id

Use Face Id

Use Face Id to generate OTP?

Use your Face Id for faster, easier to generate OTP.

Do you want to allow "Mobile OTP" to use Face ID?

Use Face ID

6

Don't Allow OK

Terms & Conditions

Later Use Face Id

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

Enroll and Register by Online Trading:



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"

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

Client Login

Important Notice:

- [Latest Regulations for Derivative Products Trading Service](#)
- [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

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

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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Click "Customer Service"

Reminder

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

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

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



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

TRADE NEWS GLOBAL INSIGHTS HELP

TRADE ename 202911, Welcome to the GTJAS (HK) Online Trading

Dear Customer: SH/SZ-HK Stock Connect and SH/SZ Market will be closed for 6 days from 1-Oct to 8-Oct. HKG & TWN Market will be closed for 2 days on 1-Oct and 2-Oct. In addition, according to HKEx, market rehearsals will be held on 3 Oct 20 Platforms will be temporary suspended. Sorry for any inconvenienced caused.

Please call our 24-hour dealing hotline at (852) 2509 7526 to place your order if you are having technical problems with Guotai Junan online trading services. And please call our customer service hotline at (852) 2509 7524 for general enquiries.

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 "Mobile Token"

2. Click "Apply 2FA Service"

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.

Internet Explorer 已封鎖來自 *.gtja.com.hk 的快顯。

允許一次(A)

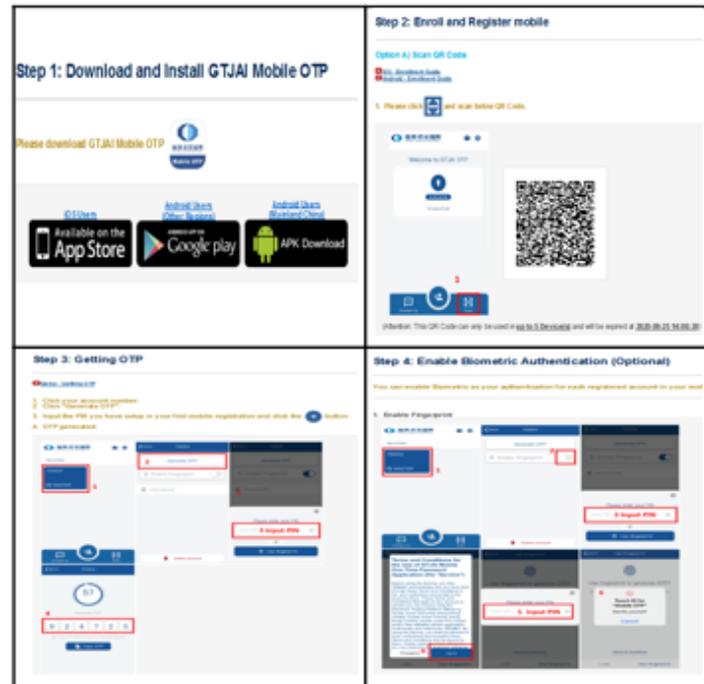
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x



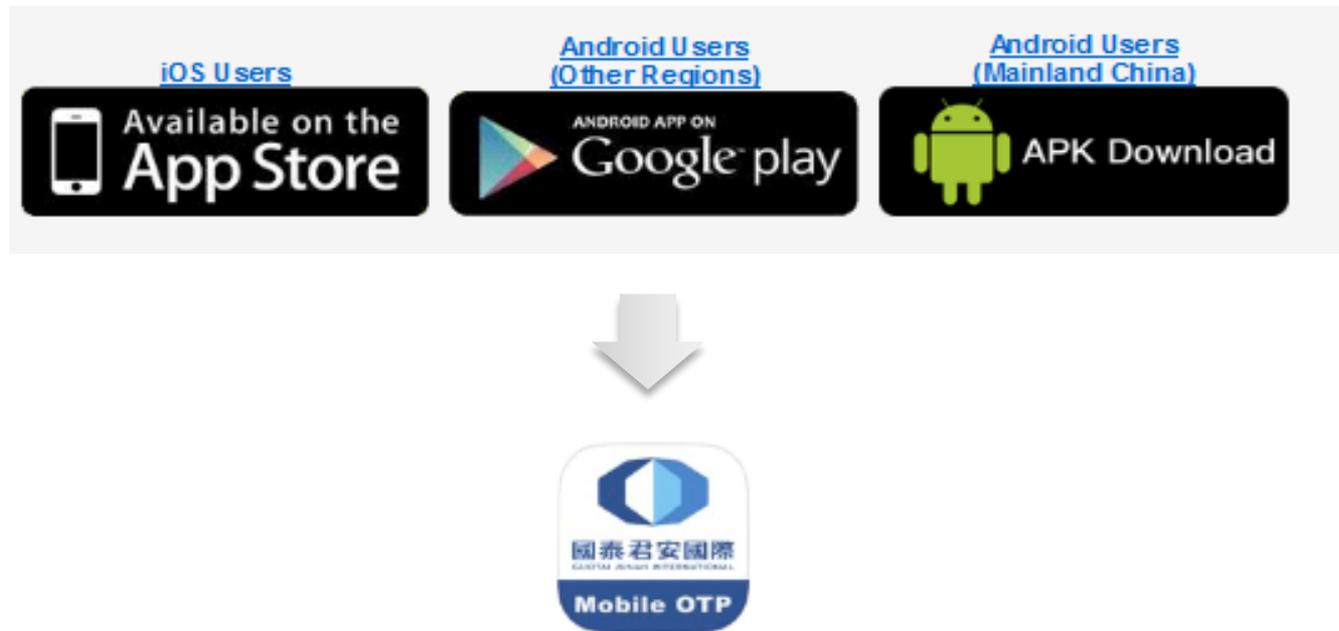
2.2 How to Enroll & Register mobile? (Option 2)

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.



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

- ▶ 2. Download & Install Mobile Token
“GTJAI Mobile OTP” App.



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.)

Step 2: Enroll and Register mobile

Option A) Scan QR Code

 [Enrollment Guide](#)
 [Android - Enrollment Guide](#)

1. Please click  and scan below QR Code.



Option B) Manual Enrollment

 [Manual Enrollment Guide](#)

Except enrolling by scanning the enrollment QR Code, client can also use the following information to enroll and register the mobile by the "GTJAI Mobile OTP" manually. Please click "Add account"  button for Manual Enrollment.

Organization:	Securities
Account ID:	700004
Activation Code:	152149

(Attention: Information can only be used in up to 5 Device(s) and will be expired at 2020-09-25 14:00:28)



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.



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.

Step 2: Enroll and Register mobile

Option A) Scan QR Code

[iOS - Enrollment Guide](#)
[Android - Enrollment Guide](#)

1. Please click  and scan below QR Code.



Option B) Manual Enrollment

[Manual Enrollment Guide](#)

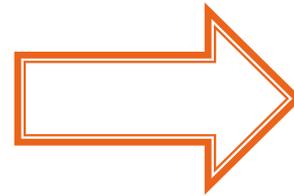
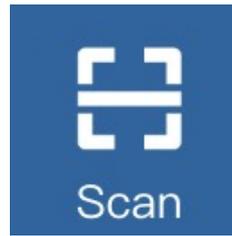
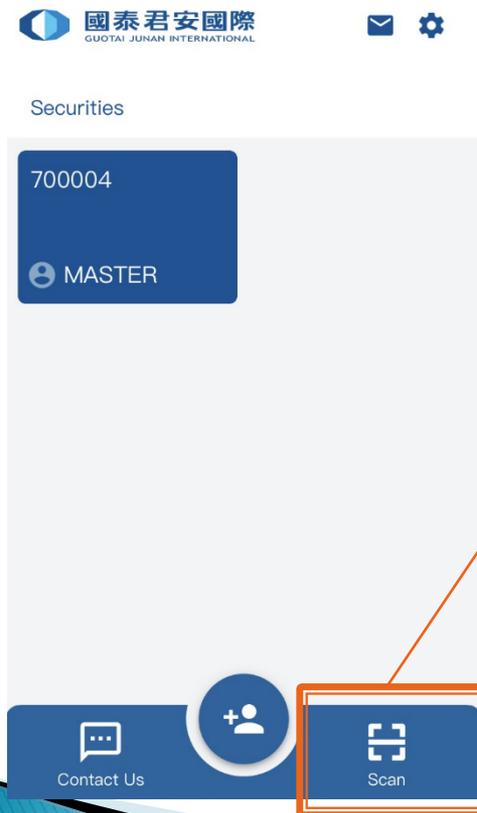
Except enrolling by scanning the enrollment QR Code, client can also use the following information to enroll and register the mobile by the "GTJAI Mobile OTP" manually. Please click "Add account"  button for Manual Enrollment.

Organization:	Securities
Account ID:	700002
Activation Code:	913214

(Attention: Information can only be used in up to 5 Device(s) and will be expired at 2020-09-25 14:00:28)

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

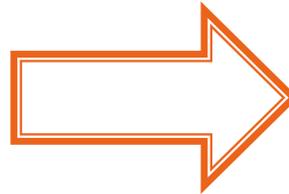
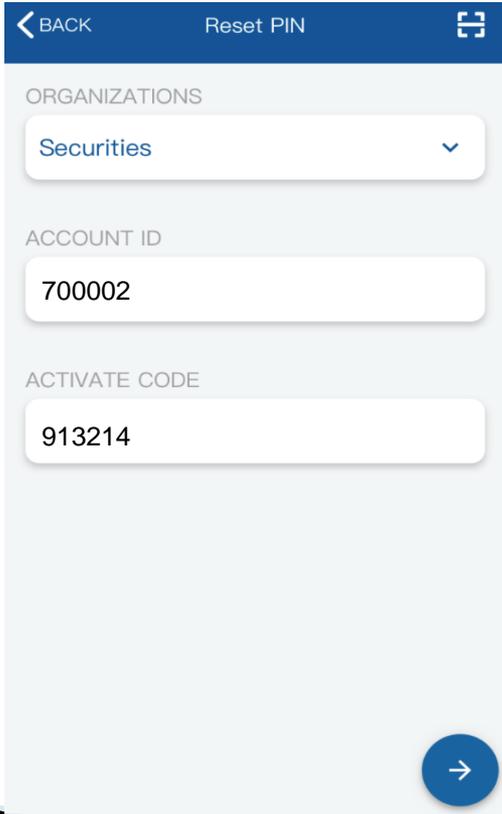
1. Please open GTJAI Mobile OTP and click “Scan” button to scan the Enrollment QR Code.



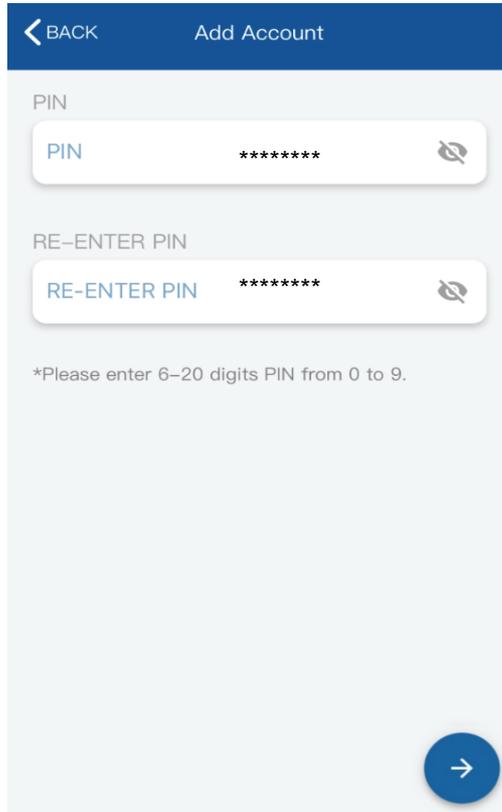
(Attention: This is demo QR Code)

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

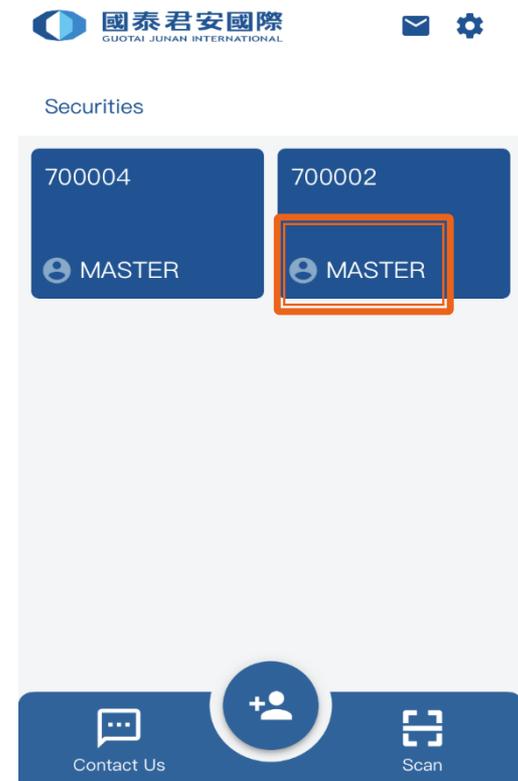
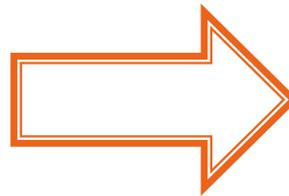
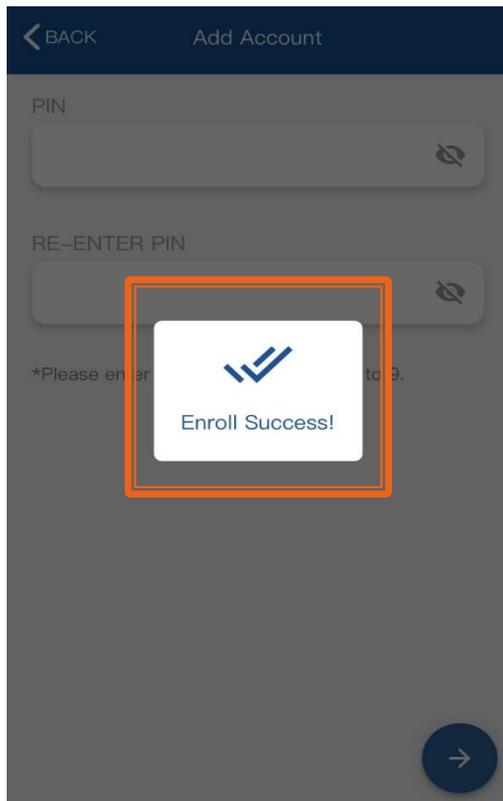


3. Please set up 6-20 digits PIN



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.

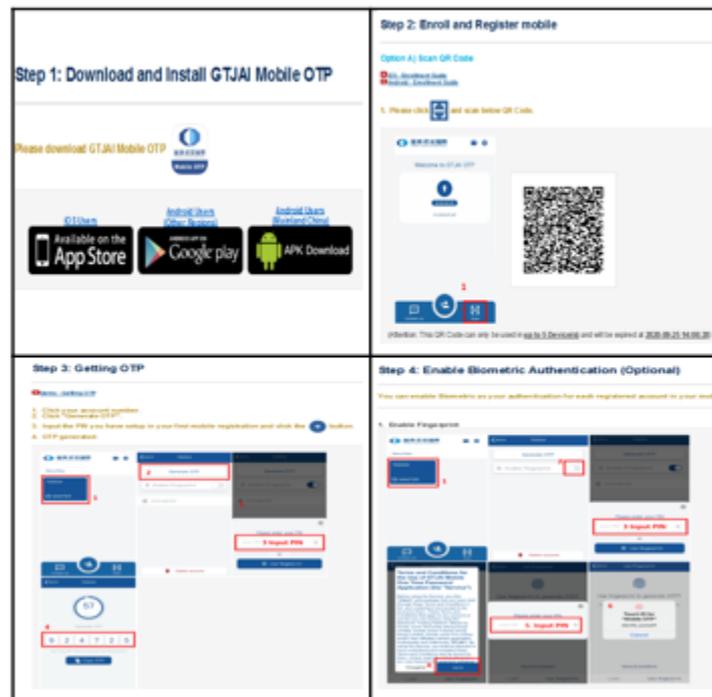


3. Enroll &
Register
completed.



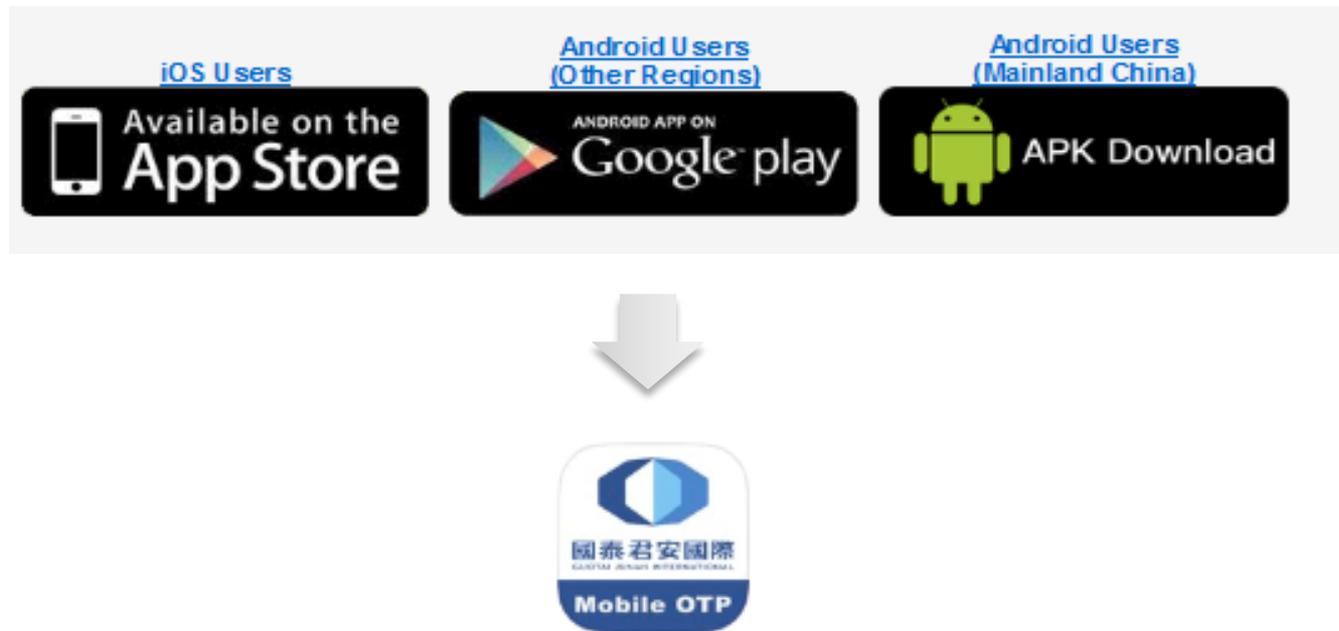
2.4 How to Enroll & Register for another mobile?

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.



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:

Step 2: Enroll and Register mobile

Option A) Scan QR Code

[iOS - Enrollment Guide](#)
[Android - Enrollment Guide](#)

1. Please click  and scan below QR Code.



Option B) Manual Enrollment

[Manual Enrollment Guide](#)

Except enrolling by scanning the enrollment QR Code, client can also use the following information to enroll and register the mobile by the "GTJAI Mobile OTP" manually. Please click "Add account"  button for Manual Enrollment.

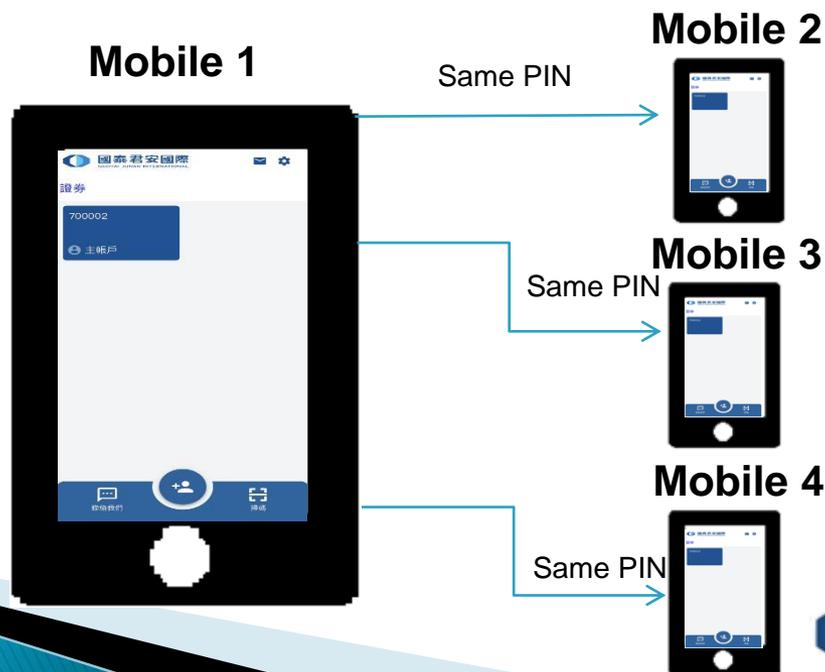
Organization:	Securities
Account ID:	700002
Activation Code:	711118

(Attention: Information can only be used in up to 5 Device(s) and will be expired at 2020-09-25 14:00:28)

2.4 How to Enroll & Register for another mobile?

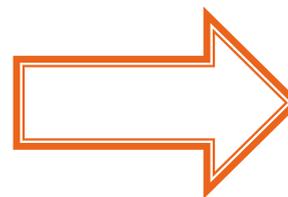
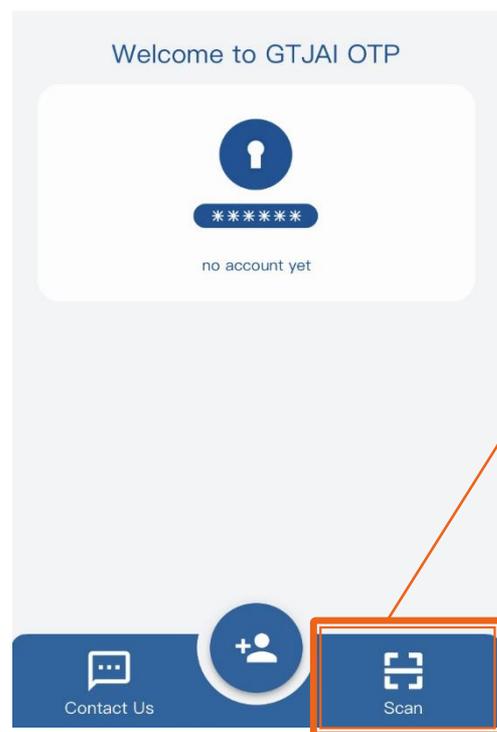
Attention:

- ▶ 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?

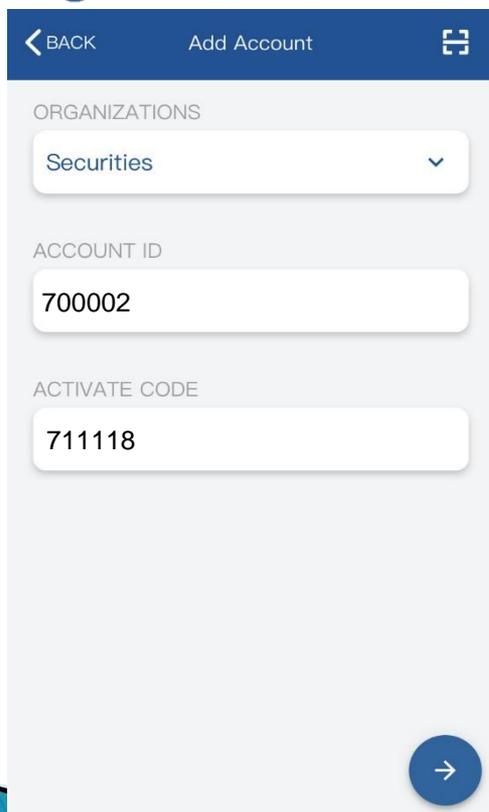
1. Please open GTJAI Mobile OTP and click “Scan” button to scan the Enrollment QR Code.



(Attention: This is demo QR Code)

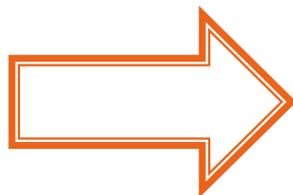
2.4 How to Enroll & Register for another mobile?

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

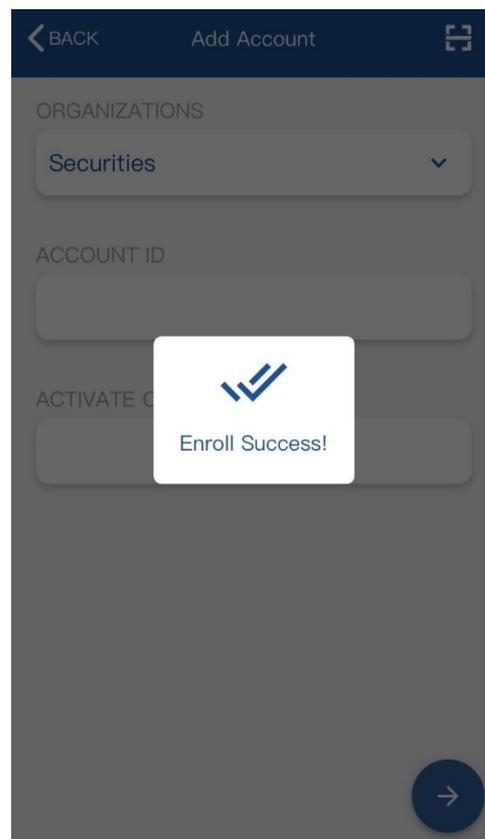


SCREENSHOT OF THE 'ADD ACCOUNT' FORM:

- ORGANIZATIONS: Securities
- ACCOUNT ID: 700002
- ACTIVATE CODE: 711118
- Bottom right button: 



3. Enroll Success

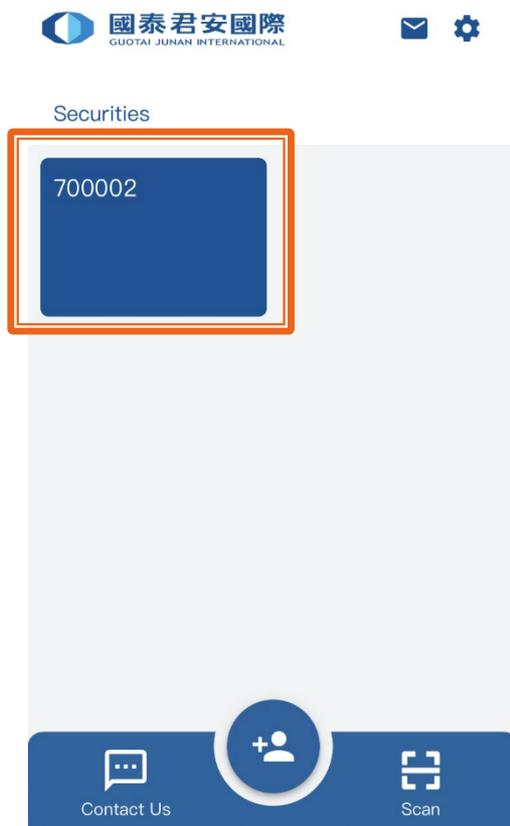


SCREENSHOT OF THE 'ADD ACCOUNT' FORM AFTER SUCCESS:

- ORGANIZATIONS: Securities
- ACCOUNT ID: [blurred]
- ACTIVATE CODE: [blurred]
- Center overlay:  Enroll Success!
- Bottom right button: 

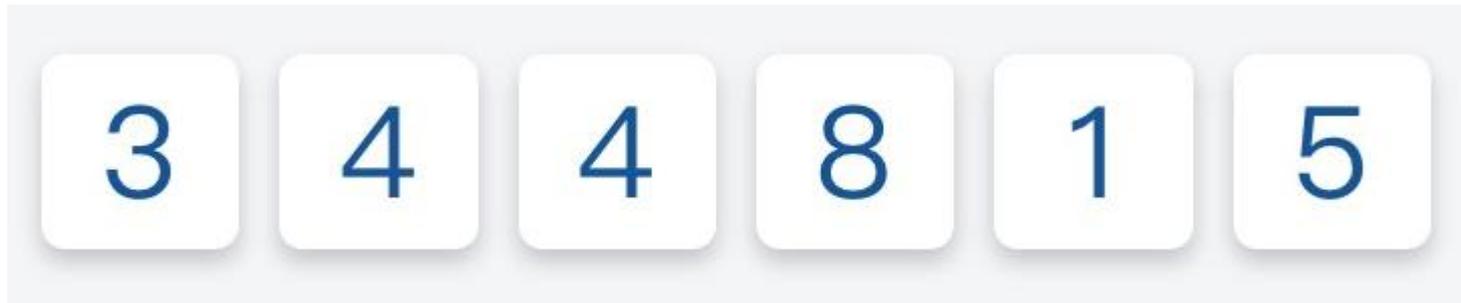
2.4 How to Enroll & Register for another mobile?

4. Sub-Account enroll successfully



2.5 Will OTP expired? What is the format?

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



3. How to use GTJAI Mobile OTP?

Demonstration – Online Trading & GTJAI Mobile OTP



3.1 Demonstration Online Trading & GTJAI Mobile OTP

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:

- [Latest Regulations for Derivative Products Trading Service](#)
- [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

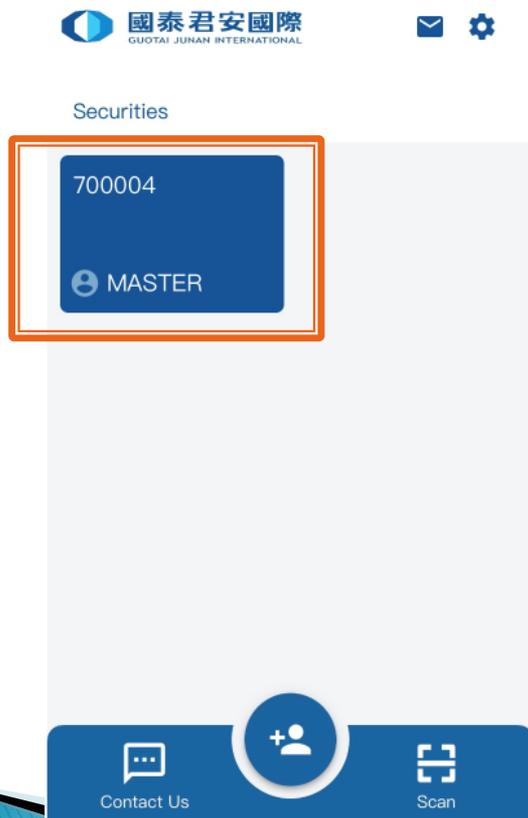
3.1 Demonstration Online Trading & GTJAI Mobile OTP

The screenshot displays the website of Guotai Junan Securities (Hong Kong) Limited. The main navigation bar includes 'TRADE', 'NEWS', 'GLOBAL INSIGHTS', and 'HELP'. A yellow banner at the top provides market closure information for SH/SZ-HK Stock Connect and SH/SZ Market from 1-Oct to 8-Oct. Below the banner is a 'Trade Login' section with input fields for 'Account No.', 'Login Password', and 'Verification Code'. A 'Client Login' button is positioned below these fields. An 'Important Notice' section is visible, listing regulations for derivative products trading and two-factor authentication (2FA). A white pop-up window titled 'OTP (One-Time-Password) Verification' is centered on the screen, containing a text input field for the OTP and 'Confirm' and 'Cancel' buttons. An orange arrow points from the text box on the right to the OTP input field.

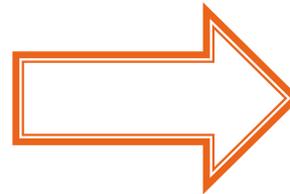
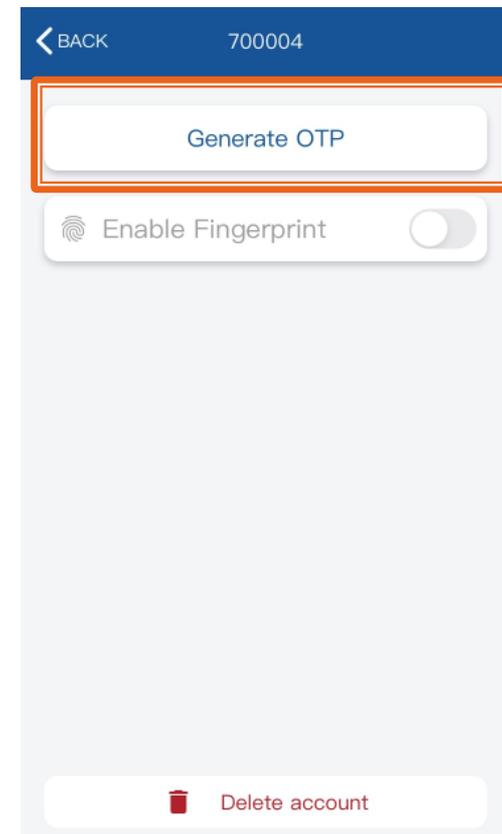
System request input 6 digits OTP obtain by Mobile Token (GTJAI Mobile OTP)

3.1 Demonstration Online Trading & GTJAI Mobile OTP

1. Click your account number

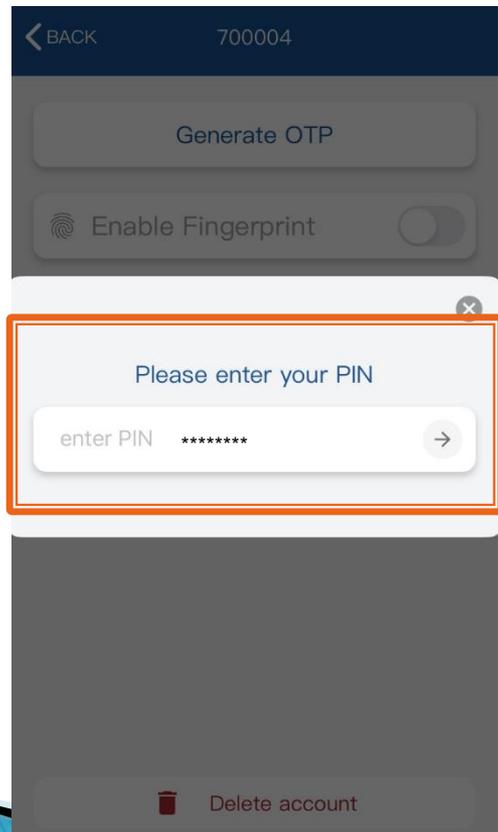


2. Click "Generate OTP".

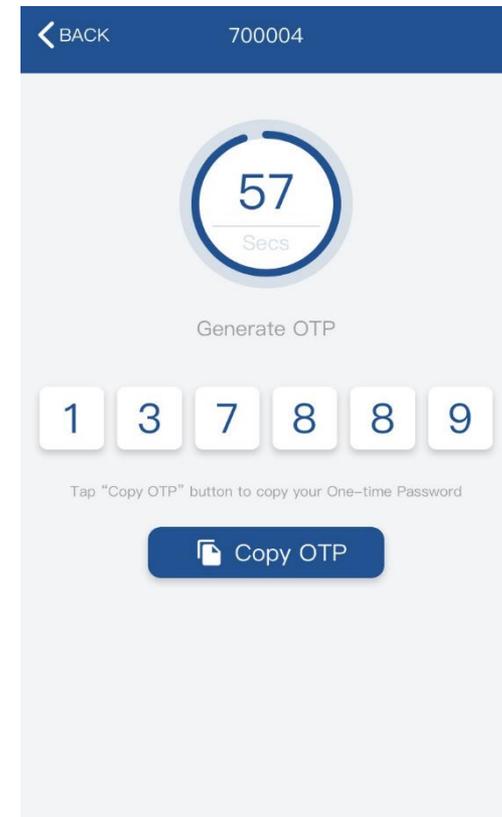


3.1 Demonstration Online Trading & GTJAI Mobile OTP

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



4. OTP is generated



3.1 Demonstration Online Trading & GTJAI Mobile OTP

The screenshot displays the 'Trade Login' section of the Guotai Junan Securities (Hong Kong) Limited website. A modal window titled 'OTP (One-Time-Password) Verification' is open, prompting the user to 'Please Input OTP'. The input field contains the number '137889'. Below the input field, there is a blue 'Confirm' button and a red 'Cancel' button. The background shows the login form with fields for 'Account No.', 'Login Password', and 'Verification Code', along with a 'Client Login' button. The website header includes the company name and navigation links for 'TRADE', 'NEWS', 'GLOBAL INSIGHTS', and 'HELP'. A yellow banner at the top provides market closure information for the upcoming week.

1. Enter OTP obtained from GTJAI Mobile OTP

2. Click "Confirm"

4. FAQs



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.

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.



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.



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

