



Kenanga Futures Sdn Bhd

Kenanga Futures Virtual Trading Platform User Manual

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1. Getting Started

This section introduces how to install, launch, log in, switch accounts, and safely exit the trading platform.

1.1 System Requirements

Before using the software, ensure your PC meets the following minimum requirements:

- Windows 10 or above (64-bit recommended)
- Internet connection with stable latency
- Administrator rights for software installation
- Microsoft .NET Framework 4.7.2 or later

1.2 Installation & Launch

1. Double-click the installer (.exe file) to begin installation.
2. Follow on-screen instructions to complete the process.
3. Once installed, double-click the platform icon on the desktop to launch the application.

1.3 Logging In

The screenshot displays the Kenanga Futures trading platform interface. The main window shows a list of contracts with columns for Symbol, Contract Name, Last Price, Last Qty, Change, Chg%, Bid Price, Ask Price, Bid Qty, Ask Qty, Volume, Position, PreSettlement, High, Low, PreClose, and Open. A dialog box titled "Account" is overlaid on the screen, prompting the user to log in. The dialog box has a "Login" button highlighted with a red box. The "Account" dialog box contains the following fields and options:

- Account Type: Futures CF Futures
- Account ID:
- Account Number:
- Password:
- Remember Me: Save User
- Login Button:

The bottom status bar shows the user is logged in as "live" and the system is running on a Windows 10 machine. The system clock shows 15:16:16 (UTC+8) Singapore. A red box highlights the "Login" button in the bottom right corner of the status bar.

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1. In the bottom-right corner, click "**Login**" to open the login window.
2. Enter your username and password. Click "**Login**" to access your trading account.

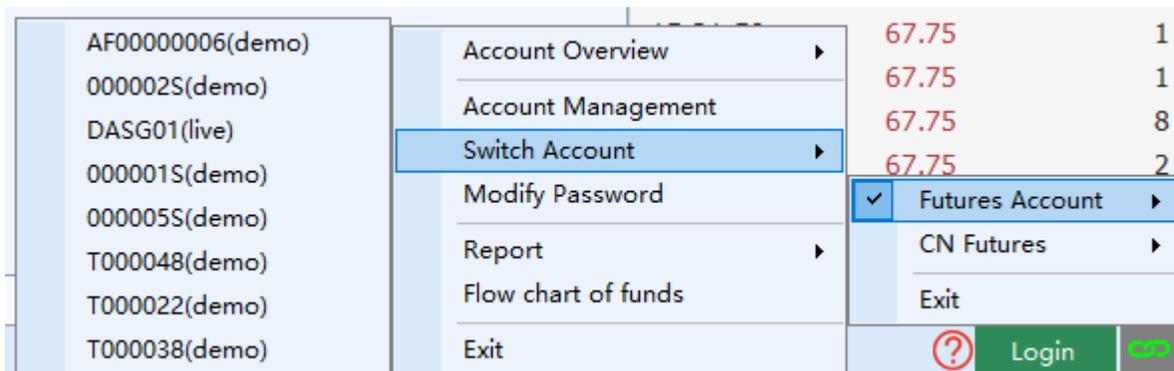
Login Options

- **Save User:** Automatically populates the saved username the next time you open the login screen.

Login Security

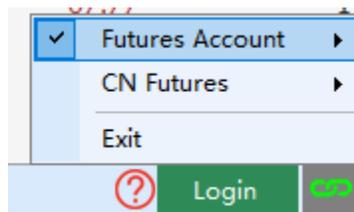
If the password is entered incorrectly five times, the account will be automatically frozen. Please contact customer support to unfreeze your account.

1.4 Switching Accounts



- Right-click the login status area in the bottom-right corner to view saved accounts.
- Logged in accounts can be switched instantly.
- Accounts that have not been logged in will prompt for re-entry of credentials.

1.5 Logging Out / Re-login

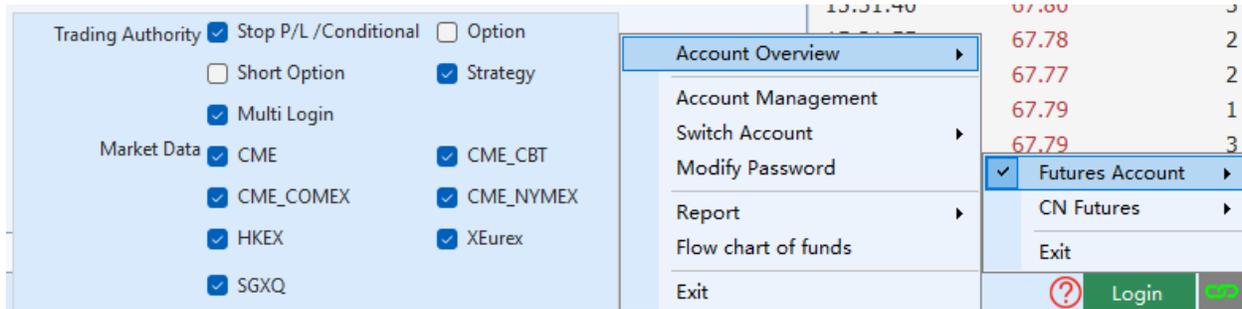


- To log out, right click the **Login** at the bottom of the platform and select **Exit**.
- To re-login, return to the login screen and select or enter your account information again.

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1.6 Account Overview



- Right-click on the active account in the status bar to view account details.
- Displays trading and quote permissions associated with the account.
- This section is view-only and cannot be edited.

1.7 Account Lock & Security

- If your account is logged in from another device, you may be logged out automatically.
- If you suspect unauthorized access, log in again immediately and change your password.
- In case of suspected password change or loss, please contact customer support immediately.

2. System Interface Overview

This section introduces the main layout of the trading system interface, including the key components visible upon login. Understanding the interface will help users quickly locate functions and perform trading tasks efficiently.

2.1 Main Layout Overview

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The screenshot displays the Kenanga Futures trading platform interface. At the top, there is a menu bar with options like 'Trade', 'Ladder', 'Drawing', 'Modern', 'Strategy', 'Conditional', and 'Stop PnL'. Below the menu bar is a market watch table with columns for Symbol, Contract Name, Last Price, Last Qty, Change, Chg%, Bid Price, Ask Price, Bid Qty, Ask Qty, Volume, Position, PreSettlement, High, Low, PreClose, and Open. The table lists various futures contracts such as MCL2508, MNG0000, and MEO2509. Below the market watch table is an order entry panel with fields for Symbol, Contract Name, Quantity, Price, and Day. The account summary bar at the bottom shows 'Long 0', 'Short 0', 'Equity', 'Available', 'P/L', and 'Risk Ratio'. On the right side, there is a 'Watchlist Management' panel for 'Micro WTI Crude Oil Futures' showing price levels from Ask10 to Bid10.

Symbol	Contract Name	Last Price	Last Qty	Change	Chg%	Bid Price	Ask Price	Bid Qty	Ask Qty	Volume	Position	PreSettlement	High	Low	PreClose	Open
MCL2508	Micro WTI Crude Oil F	67.51	1	-0.42	-0.62	67.50	67.51	5	6	11584	17422	67.93	67.96	67.40	---	67.94
MNG0000	Micro Natural Gas Fut	3.387	1	-0.025	-0.73	3.386	3.388	2	2	1478	4283	3.412	3.414	3.378	---	3.398
Micro NK...	Micro Nikkei Stock Av	39875	1	55	0.14	39875	39880	26	96	6701	103418	39820	39885	39830	---	39850
DX0000	US Dollar Index Condn	96.915	1	-0.226	-0.23	96.915	96.920	1	26	3788	---	97.141	97.095	96.840	---	97.030
MYM0000	Micro E-mini Dow Jon	44643	1	-34	-0.08	44640	44643	3	8	7861	21700	44677	44716	44506	---	44561
MES0000	Micro E-mini S&P 500	6283.00	1	7.00	0.11	6283.00	6283.25	4	15	83224	149304	6276.00	6289.25	6254.50	---	6263.50
MEO0000	E-micro Euro Dollar Fu	1.1812	1	0.0037	0.31	1.1810	1.1811	18	29	9248	15401	1.1775	1.1820	1.1764	---	1.1773
MGC0000	E-micro Gold Futures	3337.0	1	-5.8	-0.17	3336.8	3337.1	5	7	60576	40445	3342.8	3355.8	3335.7	---	3346.8
IOZ0000	1-Course Gold Futures	3337.00	4	-5.75	-0.17	3336.50	3337.00	60	50	2595	2707	3342.75	3355.50	3336.50	---	3344.25
MCL0000	Micro WTI Crude Oil F	67.51	1	-0.42	-0.62	67.50	67.51	5	6	11584	17422	67.93	67.96	67.40	---	67.94
CN0000	China A50 Index Futur	13687	1	62	0.46	13686	13688	132	91	197052	1167225	13625	13711	13607	---	13623

Upon successful login, users will see the platform's main interface, consisting of the following areas (from top to bottom):

- **Menu Bar:** Located at the top, providing access to all system modules and settings.
- **Market Watch Panel:** Displays real-time quotes and contract information.
- **Order Entry Panel:** Allows users to place and manage orders quickly.
- **Information Bar:** Shows system notifications, updates, and messages.
- **Account Summary Bar:** Displays current equity, available funds, margin usage, and positions.

Each module is either docked or floating, and the layout can be customized by dragging panels or using interface presets (Classic Mode, Modern Mode, etc.).

2.2 Menu Bar Functions

The top-level menu includes the following key sections:

- **Trade / Ladder / Drawing / Modern / Strategy / Conditional / Stop PnL:** Quick switches for different trading views.
- **Agreements / Accounts / Settings:** Access to system settings, account management, and legal agreements.
- **Window Controls:** Toggle layout view, detach charts, open logs, or restore default interface.

2.3 Market Watch Panel

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Micro WTI Crude Oil Futures ◀ ▶		
MCL2508 ^		
LastTradeDate 20250721		
🕒 06:00-05:00		
Last	67.51	Change -0.42
Chg%	-0.62	S Yst 67.93
Open	67.94	High 67.96
Low	67.36	Volume 12207
B/A	2.86%	
Price Levels		📊 ^
Ask10	67.60	16
Ask9	67.59	8
Ask8	67.58	11
Ask7	67.57	11
Ask6	67.56	9
Ask5	67.55	11
Ask4	67.54	14
Ask3	67.53	9
Ask2	67.52	7
Ask1	67.51	6
Bid1	67.49	6
Bid2	67.48	5
Bid3	67.47	9
Bid4	67.46	12
Bid5	67.45	9
Bid6	67.44	12
Bid7	67.43	10
Bid8	67.42	11
Bid9	67.41	21
Bid10	67.40	13
Time	Price	Quantity
16:28:21	67.51	1
16:28:21	67.51	3
16:28:22	67.51	1
16:28:22	67.51	1
16:28:23	67.50	4
16:28:23	67.49	3
16:28:23	67.48	5
16:28:27	67.51	1
16:28:35	67.50	2
16:28:35	67.51	1

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The Market Watch panel displays:

- **Contract Code & Name**
- **Last Traded Price, Change, Bid/Ask Prices, Volume**
- **Market Depth (up to 10 levels depending on setting)**
- **Left-click functions:** Clicking on a bid/ask price automatically fills it into the order entry area

2.4 Order Entry Panel

The screenshot shows the Order Entry Panel with the following fields and buttons:

- Contract Code: **CL2508**
- Price: **Last**
- Quantity: **1**
- Day: **Day**
- Buy Button: **67.40** (green)
- Sell Button: **67.40** (red)
- Buttons: **Buy** and **Sell**
- Volume: **<= 5**
- Options: Rapid(K), Conditional

The screenshot shows the Order Type Selection panel with the following options:

- Normal
- IOC
- Ice
- Stop Loss
- IOC SL
- Ice SL

Located below the Market Watch, this area allows for fast and manual order submission.

Main elements include:

- **Order Type Selection:** Limit, Market, Stop-Limit, Stop-Market
- **Price and Quantity Fields**
- **Buy / Sell Buttons**
- **Shortcut keys:**
 - Press "B" to buy
 - Press "S" to sell

The layout supports quick changes between different order types and contracts.

2.5 Chart Display Panel

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The chart area allows multi-panel viewing of:

- Tick Charts
- 1-Min / 5-Min / Hourly Charts
- Daily Candlestick Charts (K-Line)

Users can:

- Switch between timeframes
- Use drawing tools
- Place orders directly from charts (see Chapter 7 for chart-based orders)

2.6 Account Summary Bar

Account	Working	Filled	Position	Equity	Today Equity	Today Available	Margin	P/L	Realized Profit	Premium	Option Value	Option Net P/L	Deposit	Withdraw	Additional Margin
Basic Currency	USD			6617.2723	6617.2723	4747.2723	1870.0000	-32.5000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
00000040	AUD			0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
00000041	CAD			0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
00000042	CHF			0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
00000043	EUR			0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
00000044	GBP			0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
00000045	HKD			0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
00000046	HKD-HKFE			0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
00000047	JPY			-56350.5000	-56350.5000	-56350.5000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	

At the bottom of the screen, users can find real-time account-related data including:

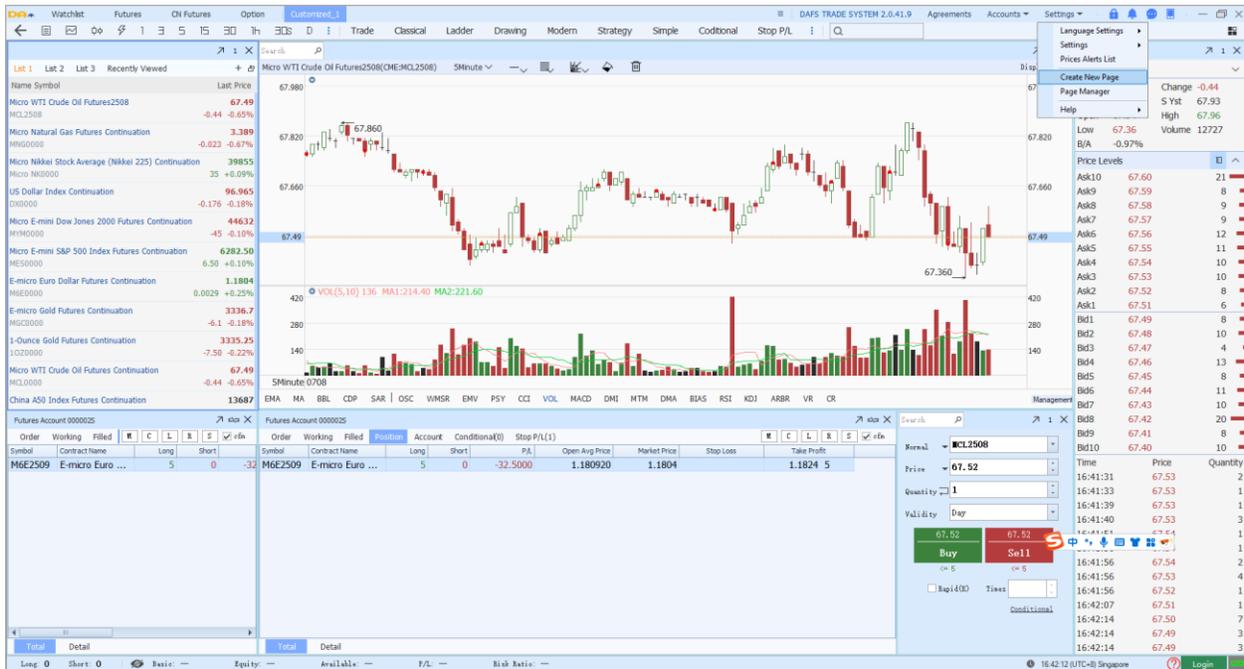
- Total Equity
- Available Funds
- Margin Usage
- Profit/Loss
- Current Position Size

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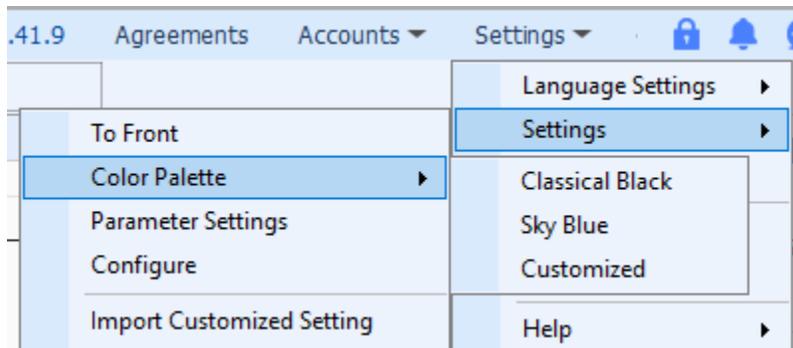
This area updates in real time and reflects all changes from trades, deposits/withdrawals, and margin fluctuations.

2.7 Interface Customization



Users can customize the interface via:

- **Customized Modes**



- **Theme and Color Settings**
- **Floating vs. Docked Panels**
- **Save Layouts for future sessions**

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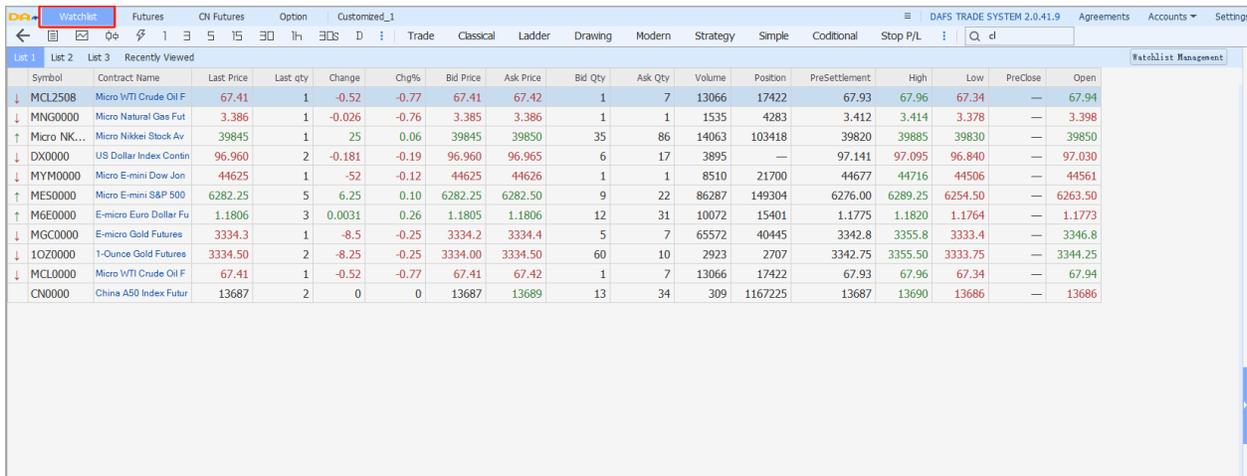
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Access these options from the **top-right Settings** menu.

3. Market Data & Watchlist

This section covers how to search, view, and manage market quotes, as well as customize how market data is displayed. Users can access real-time bid/ask prices, depth of market (DOM), and contract details directly from the interface.

3.1 Watchlist Panel Overview



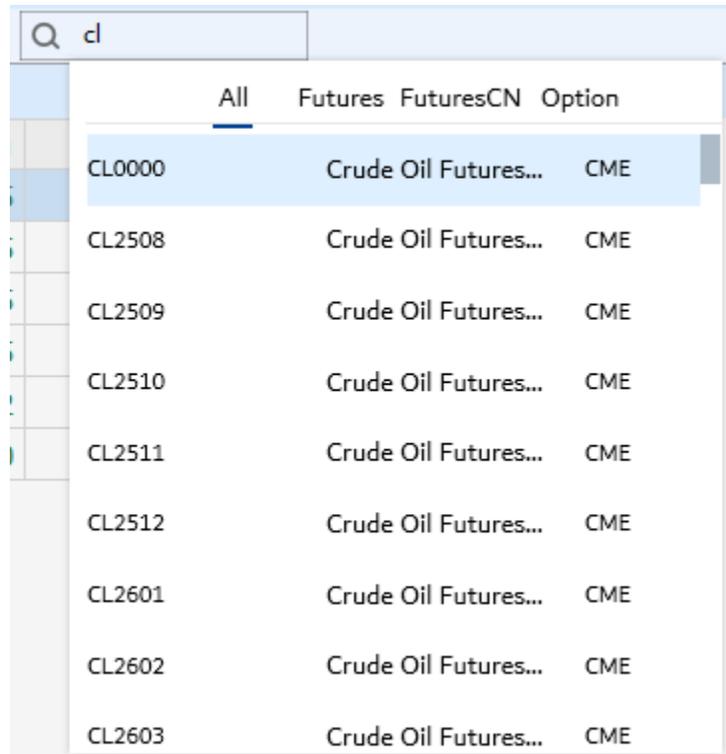
Symbol	Contract Name	Last Price	Last qty	Change	Chg%	Bid Price	Ask Price	Bid Qty	Ask Qty	Volume	Position	PreSettlement	High	Low	PreClose	Open
MCL2508	Micro WTI Crude Oil F	67.41	1	-0.52	-0.77	67.41	67.42	1	7	13066	17422	67.93	67.96	67.34	—	67.94
MNG0000	Micro Natural Gas Fut	3.386	1	-0.026	-0.76	3.385	3.386	1	1	1535	4283	3.412	3.414	3.378	—	3.398
Micro NK...	Micro Nikkei Stock Av	39845	1	25	0.06	39845	39850	35	86	14063	103418	39820	39885	39830	—	39850
DX0000	US Dollar Index Contin	96.960	2	-0.181	-0.19	96.960	96.965	6	17	3895	—	97.141	97.095	96.840	—	97.030
MYM0000	Micro E-mini Dow Jon	44625	1	-52	-0.12	44625	44626	1	1	8510	21700	44677	44716	44506	—	44561
MES0000	Micro E-mini S&P 500	6282.25	5	6.25	0.10	6282.25	6282.50	9	22	86287	149304	6276.00	6289.25	6254.50	—	6263.50
M6E0000	E-micro Euro Dollar Fu	1.1806	3	0.0031	0.26	1.1805	1.1806	12	31	10072	15401	1.1775	1.1820	1.1764	—	1.1773
MGC0000	E-micro Gold Futures	3334.3	1	-8.5	-0.25	3334.2	3334.4	5	7	65572	40445	3342.8	3355.8	3333.4	—	3346.8
1OZ0000	1-Ounce Gold Futures	3334.50	2	-8.25	-0.25	3334.00	3334.50	60	10	2923	2707	3342.75	3355.50	3333.75	—	3344.25
MCL0000	Micro WTI Crude Oil F	67.41	1	-0.52	-0.77	67.41	67.42	1	7	13066	17422	67.93	67.96	67.34	—	67.94
CNO0000	China A50 Index Futur	13687	2	0	0	13687	13689	13	34	309	1167225	13687	13690	13686	—	13686

The **Watchlist panel** displays real-time data for selected contracts. Each row shows key trading metrics, including:

- Contract Name / Code
- Last Traded Price
- Price Change
- Bid & Ask Prices
- Volume

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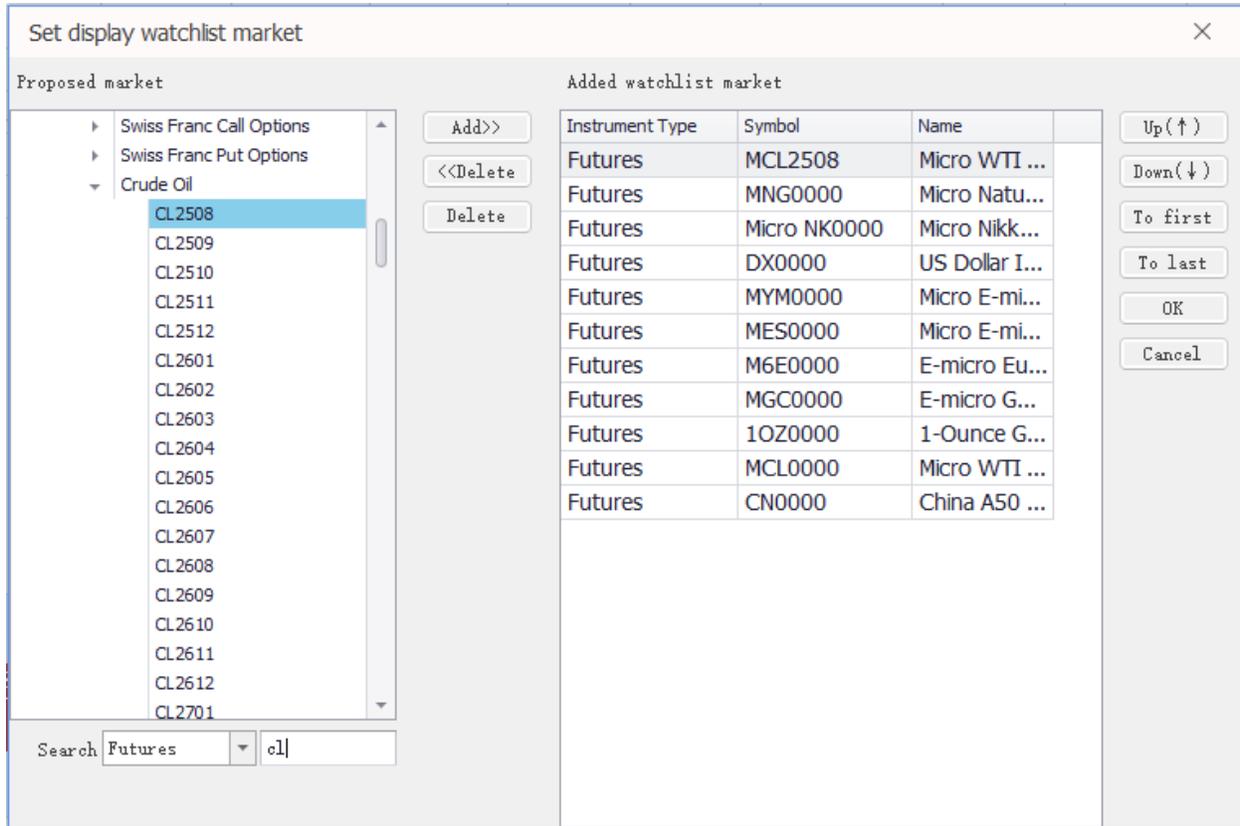
Q cl			
All	Futures	FuturesCN	Option
CL0000	Crude Oil Futures...		CME
CL2508	Crude Oil Futures...		CME
CL2509	Crude Oil Futures...		CME
CL2510	Crude Oil Futures...		CME
CL2511	Crude Oil Futures...		CME
CL2512	Crude Oil Futures...		CME
CL2601	Crude Oil Futures...		CME
CL2602	Crude Oil Futures...		CME
CL2603	Crude Oil Futures...		CME

To search a contract:

- Use the search bar at the top of the interface

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- Or right-click inside the quote window, choose “Display Watchlist” and add symbol.

3.2 Multi-Level Market Depth (DOM)

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Price Levels		10	^
Ask10	67.51	11	■
Ask9	67.50	9	■
Ask8	67.49	13	■
Ask7	67.48	9	■
Ask6	67.47	14	■
Ask5	67.46	10	■
Ask4	67.45	12	■
Ask3	67.44	10	■
Ask2	67.43	7	■
Ask1	67.42	5	■
Bid1	67.41	1	■
Bid2	67.40	7	■
Bid3	67.39	5	■
Bid4	67.38	11	■
Bid5	67.37	13	■
Bid6	67.36	9	■
Bid7	67.35	11	■
Bid8	67.34	12	■
Bid9	67.33	21	■
Bid10	67.32	9	■

To hide DOM, click the arrow button.

Each level will show:

- Bid quantity and price
- Ask quantity and price

These values update in real time and can be clicked to prefill order prices in the order panel.

3.3 Contract Fast Search

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At the top of the main interface, use the **Search Bar** to locate any trading product by:

- Contract code
- Keyword (e.g. “Crude”, “HSI”)

Click the result to auto-populate the Line Chart, Market Watch and order panel.

3.5 Watchlist Management

The screenshot shows the Watchlist Management interface. At the top, there is a search bar and a button labeled "Watchlist Management". Below this is a table with columns for "Low", "PreClose", and "Open". The table contains five rows of data, with the "Low" and "Open" values highlighted in red and green respectively.

Low	PreClose	Open
7.34	—	67.94
.378	—	3.398
9820	—	39850
.840	—	97.030
4506	—	44561

You can create and manage custom watchlists for easier contract access.

- Click **Watchlist Management** to **Add or Delete List**

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To add symbol to Watchlist:

- Right-click inside the quote panel or chart
- Choose **“Add into Watchlist”**

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-0.35	-0.52	67.57	67.58	3
6.25	0.10	6282.00	6282.25	24
0.0027				87
-8.4				4
-9.00				90
-3				18

- Candelstick
- Tick Chart
- Line Chart
- Multiple Stocks on Same Column
- Display watchlist
- Delete Selected**
- Delete All
- Restore Default Sort
- Set columns
- Auto-adjust column width
- Refresh Market
- Hide Grid
- Alerts Management

To delete symbol from Watchlist:

- Right-click inside the quote panel or chart
- Choose **“Deleted Selected”**

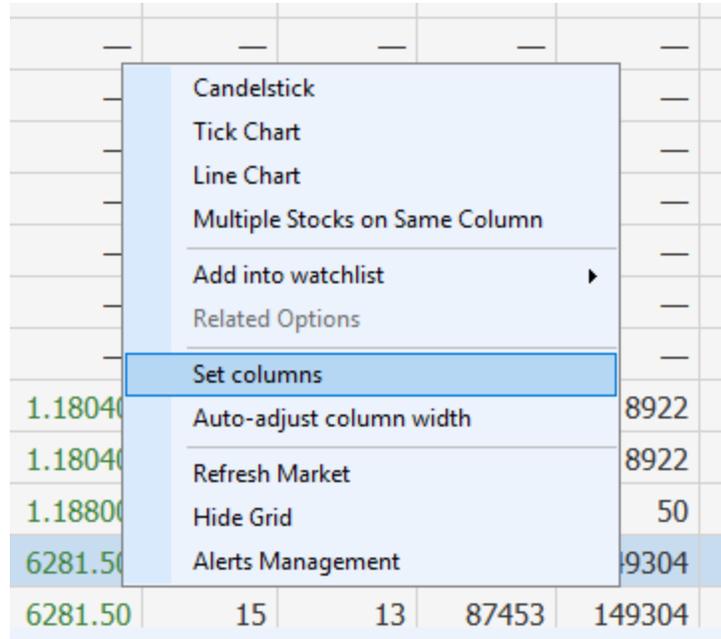
You can drag and drop contracts to reorder.

Watchlists can be saved across sessions.

3.6 Quote Panel Customization

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To change which data fields appear (e.g. last price, open interest, etc.):

1. Right-click in the quote panel
2. Select **“Set Columns”**
3. Check or uncheck desired fields
4. Click **OK** to apply

3.7 Notes

- Real-time data updates depend on your market data subscription.
- Some contracts may not display full depth if not supported by the exchange or account permissions.

4. Placing & Managing Orders

This chapter covers how to submit various types of orders and how to manage them once placed. It includes standard, fast, and visual (chart/DOM) order methods, as well as order modification and cancellation.

4.1 Standard Order Entry

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Normal *** Price *** Quantity ↕

<input type="checkbox"/> Rapid(K)	Normal	IOC	Ice
	Stop Loss	IOC SL	Ice SL

Price *** Quantity ↕

628	Counter	Queue	Last
	Market		

The default order panel allows users to place all standard order types:

Available Order Types:

- **Limit Order:** Executes at your specified price or better.
- **Market Order:** Executes immediately at the best available price.
- **Stop Loss:** Triggers an order once the market reaches a specified price.
- **IOC (Immediate or Cancel):** Executes all or part of the order immediately, and cancels any unfilled portion.
- **Iceberg Order:** Only a portion of the total volume is visible to the market; the rest is hidden and released in chunks.
- **IOC SL / Ice SL:** Combines Stop Loss triggering with IOC or Iceberg execution behavior.

Note: When selecting Stop Loss, IOC SL, or Ice SL, you must also define the Trigger Price (i.e., the price that activates the order).

Normal *** Price *** Quantity ↕

<input type="checkbox"/> Rapid(K)	MES2509	6281.75	1	Day	6281.75	6281.75
					Buy	Sell
			Conditional		<= 1	<= 1

How to Place an Order:

1. Select **Exchange / Product / Contract** (dropdown or double-click from quote list)
2. Select **Order Type**
3. Enter:
 - **Order Price** (not needed for market orders)
 - **Order Quantity**
 - **Trigger Price** (for stop orders only)
4. Click **Buy (B)** or **Sell (S)** or use shortcut keys "B" / "S"

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4.2 Fast Order Panel

Normal *** Price *** Quantity ↵

■ ES2509 6281.75 1 Day

Rapid(K) Conditional

6281.75 Buy <= 1

6281.75 Sell <= 1

The **Fast Order (Rapid Mode)** allows users to execute orders with a single click using pre-configured shortcuts and quantities. It is designed for active traders who require speed and minimal delay.

Enabling Fast Order

To activate Fast Order mode:

1. In the order panel, **check the box labeled "Rapid (K)"**
2. Alternatively, press the keyboard shortcut **"K"** to toggle the mode

Once enabled, the Buy and Sell buttons become one-click execution buttons, bypassing confirmation prompts.

Important: Only when "Rapid" is checked will hotkey-based order placement be enabled.

Configuring Hotkeys and Default Order Settings

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Parameter Settings

Order

Cancel/Modify

StatusNotice

Hot Keys

Add-on Price (check "rapid" to enable keyboard shortcut)

Buy Ask4 Sell Bid4 Tolerance4

Buy Ask3 Sell Bid3 Tolerance3

Buy Ask2 3 Sell Bid2 4 Tolerance2

Buy Ask1 1 Sell Bid1 2 Tolerance1

Buy Bid1 Sell Ask1 Tolerance1

Buy Bid2 Sell Ask2 Tolerance2

Buy Bid3 Sell Ask3 Tolerance3

Buy Bid4 Sell Ask4 Tolerance4

Default Order and Magnification

Shortcut keys	Magnification
	1

Shortcut keys Magnification

Add

Delete

Default qty setting

Save Close

To configure custom shortcut keys and default quantities:

1. Navigate to **Settings > Parameter Settings**
2. In the **Hot Keys** tab:
 - Set custom hotkeys for Buy Ask1–4 and Sell Bid1–4
 - Define price tolerances for each level if needed
3. In the **Default Order and Magnification** section:
 - Enter a shortcut key and assign a quantity multiplier (e.g., 1x, 2x, etc.)
 - Click **Add** to save the configuration
 - Use **Default qty setting** to define base order size

Shortcut keys will only function when Rapid mode is active.

4.3 DOM-Based Order (Ladder)

The **Ladder (DOM-Based Order)** window allows users to:

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The screenshot displays the 'Ladder' view for the 'Micro E-mini S&P 500 Index Futures2509 (MES2509)'. The interface is divided into several sections:

- Top Navigation:** Includes tabs for Trade, Classical, Ladder (selected), Drawing, Modern, Strategy, Simple, Conditional, and Stop P/L.
- Order Entry Panel (Left):** Shows 'Quantity' (1), 'GTC' order type, 'Stop Limit', and 'Stop P/L' options. It also includes 'MKT Buy', 'MKT Sell', and 'Rival close all' buttons.
- Bid/Ask Ladder (Left):** A table showing bid and ask levels. The 'B working' column shows bid quantities, and the 'S working' column shows ask quantities. The 'Price' column shows the corresponding bid and ask prices. A 'Total' row shows a bid quantity of 521 and an ask quantity of 422.
- Market Data Table (Right):** A table listing various futures contracts with columns for Symbol, Contract Name, Last Price, Last Qty, Change, Chg%, Bid Price, and Ask Price. Contracts include E-mini Copper Futures (QC2512 to QC2701), E-mini Euro FX Futures (E70000 to E72512), and Micro E-mini S&P 500 Index (MES0000 to MES2509).
- Order Summary (Bottom):** Shows 'Order Working Filled Position Account Conditional(0) Stop P/L(0)'. A specific order for 'MCL2508 Micro WTI Cru...' is highlighted, showing 1 long position and 0 short positions, with a P/L of 50.0000, an Open Avg Price of 66.9400, and a Market Price of 67.44.

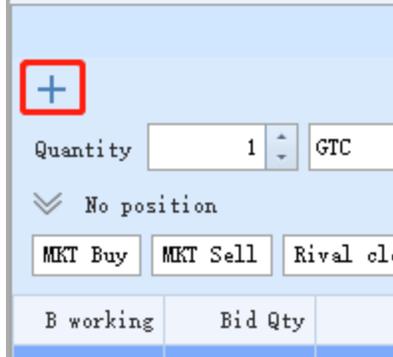
- Click directly on bid/ask levels to submit orders
- Drag existing orders to new price levels to modify
- Right-click to cancel orders
- Access buttons to cancel buy/sell/all orders at once

This module supports:

- Volume display per level
- Dynamic updates

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- Multi-window layout (for multiple contracts) by clicking **+** button on the top left corner.

4.4 Chart-Based Order (Drawing Line Order)

This feature allows placing and managing orders visually via charts:

How to Use:



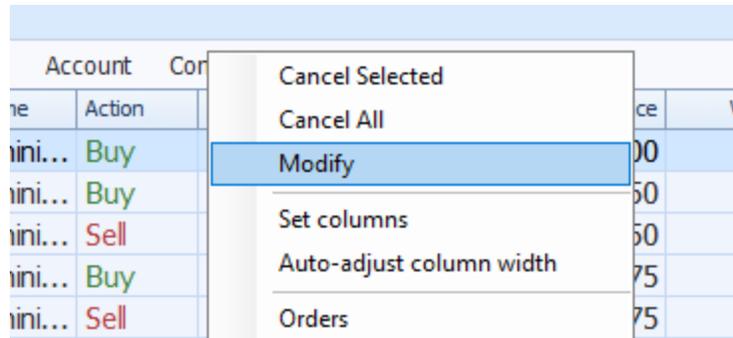
1. Select a contract and open the **Drawing** module



2. Input order quantity and type
3. Choose **Buy / Sell / Close / Reverse**

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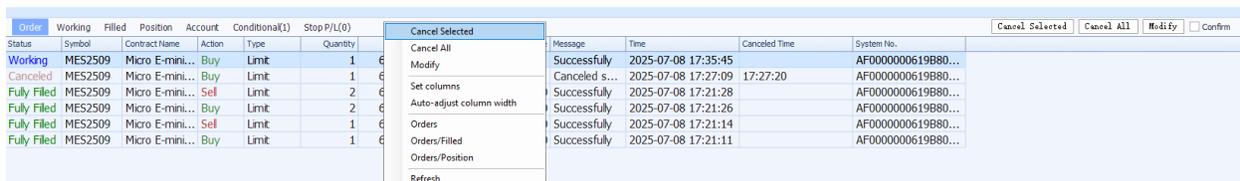
1. Right-click on a working order
2. Select **Modify Order**
3. Change price, quantity, or trigger value
4. Confirm to resubmit

Notes:

- You can only modify **working (queued) orders**
- Stop or filled orders cannot be changed

4.7 Cancel Orders

You can cancel:



- **Single orders:** Right-click > Cancel Selected
- **All orders:** Click [Cancel All]

Cancel confirmation pop-ups can be enabled or disabled in settings.

5.1 Basic Stop Loss / Take Profit (Quick Setup)

This is the most direct way to manage open position risk.

How to Access:

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Rapid(K)		Conditional				
Order	Working	Filled	Position	Account	Condition	
Symbol	Contract Name		Long	Short		Market
MCL2508	Micro WTI Cru...		1	0		€

Market Close

Rival Close

Close All

Reverse Position

Set Stop LossProfit

To first

To last

Up(↑)

Down(↓)

1. Go to **Position List**
2. Right-click on a position
3. Select **Set Stop Loss / Take Profit**

Stop Loss&Profit Simple Setting

[Advanced Setting](#)

Oil Futures2508 (MCL2508) Long (66.9400)

StopLoss StopProfit Trailing Stop

Stop loss price < Last Price

67.41

PL Ratio

Set Close Qty 1 ?

Available Qty 0

Submit

Available Settings:

- Stop Loss Price
- Take Profit Price
- Quantity

Price Rules:

- For **Buy (long)** positions:
 - Stop Loss < Current Price
 - Take Profit > Current Price

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- For **Sell (short)** positions:
 - Stop Loss > Current Price
 - Take Profit < Current Price

Once submitted, the system will monitor the market and trigger the order when the condition is met.

5.2 Advanced Stop Order Configuration

This mode provides additional flexibility and control over trigger behavior and execution.

Stop Loss&Profit Simple Setting

Oil Futures2508 (MCL2508) Long (66.9400)

StopLoss StopProfit Trailing Stop

Stop loss price < Last Price

67.44

PL Ratio

Set Close Qty 1 ?

Available Qty 0

Submit

How to Access:

- Right-click an open position
- Select **Set Stop Loss / Take Profit**
- Select **Advanced Settings**

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Stop Loss&Profit settings

Contract Name	Long	Short	Symbol
Micro WTI ...	1	0	MCL25

Micro WTI Crude Oil Long [Simple setting](#)

Already set position 0 Open average price 66.9400
Available position to set 0 Last price 67.40

Stop Trailing Stop

Last Price Order type Market

Quantity 1 Unit Day

Stop loss price Tolerance

PL Ratio

Take profit price Tolerance

PL Ratio

Order control Order as position, if position isn' t enough

Trigger time 2025-07-08 17:41:04 Start trigger

Set Clear All Close

Status	Symbol	Contract Name	Initial Position	Stop Loss Price	Take Profit Price	Trigger Method	Stop Loss Tolerance
--------	--------	---------------	------------------	-----------------	-------------------	----------------	---------------------

Key Features:

- Set both stop loss and take profit in a single form
- Define:
 - **Trigger Type:** Latest Price, Bid Price, Ask Price
 - **Execution Mode:**
 - "Only trigger if full quantity is available"
 - "Trigger with current available position"
 - "Always trigger, regardless of position"
 - **Validity Period**
 - **Stop Limit / Market Choice**
 - **Tolerances or offsets**

Advanced settings are ideal for users who require precise control, especially in volatile markets.

5.3 Trailing Stop (Dynamic Adjustment)

The screenshot displays the 'Trailing Stop' configuration window for 'Micro WTI Crude Oil Long'. At the top, it shows 'Already set position 0' and 'Open average price 66.9400'. Below that, 'Available position to set 0' and 'Last price 67.38' are visible. The 'Trailing Stop' tab is selected, showing fields for 'Last Price' (dropdown), 'Quantity' (input: 1), 'Unit' (dropdown), 'Order type' (dropdown: Market), 'Day' (dropdown), 'Stop loss price' (input), 'Tolerance' (input), 'Market price move' (input), 'Ratio' (input), and 'Stop loss price' (input) with 'ticks' units. An 'Order control' dropdown is set to 'Order as position, if position isn' t enough'. A 'Trigger time' field is set to '2025-07-08 17:42:00' with a 'Start trigger' button. At the bottom are 'Set', 'Clear All', and 'Close' buttons.

A **Trailing Stop** adjusts automatically as market price moves in your favor, locking in gains and protecting against reversals.

How It Works:

- You define an initial **Stop Loss Price** and **Trailing Distance (in ticks or price)**
- If the market price moves favorably, the stop price adjusts accordingly
- Once price reverses and crosses the trailing stop, the order is triggered

Example:

- Entry Price: 4000
- Trailing Distance: 50 ticks
- If price moves to 4050, the stop becomes 4000
- If price moves to 4070, the stop becomes 4020
- If price drops back to 4020, the order triggers

This feature is available in both **Basic** and **Advanced** stop order panels under “Trailing Stop”.

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5.4 Managing Stop Orders

You can view and manage active stop orders under:

Futures account: AF00000005

Journal *** Price *** Quantity 6280.50 6280.50
MCL2509 6280.50 1 Day Buy Sell
 Rapid(R) Conditional <= 379 <= 379

Order Working Filled Position Account Conditional: Stop Order

Status	Symbol	Contract Name	Initial Position	Stop Loss Price	Take Profit Price	Trigger Method	Stop Loss Tolerance	Take Profit Tolerance	Market Price Movement	Stop Loss Price Movement	Quantity	Time in Force
Untriggered	MCL2508	Micro WTI Cru...	Buy		70 Last Price				0	0		1 Day

- **Position > Stop Orders Tab**
- View all submitted stop loss and take profit orders
- **Status** may include:
 - Untriggered
 - Triggered – Submitted
 - Triggered – Partially Filled
 - Triggered – Fully Filled
 - Trigger Failed
 - Cancelled

You may:

- Modify or cancel any order with “Not Triggered” status
- Review only pending or permanent untriggered orders after system reset

5.5 Conditional Orders

Conditional Orders allow users to **pre-define entry conditions**, and automatically place a new order once the condition is met.

How to Set:

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Quantity Day

Conditional

6280.50 Buy <= 379

6280.50 Sell <= 379

Account Conditional(1) Stop P/L(1)

Condition	Trigger Orders	Stop Loss Setting
Price >= 6287.50	With Market to Sell the 1 lots	

1. In **Order Book** and select **Conditional**

Contract **MES2509 Micro E-mini SP 500 Inde:**

condition Trigger Price Last Price >= 6281.50

Trigger Time 2025-07-08 17:45:01

Order Buy Limit Day

Stop P/L Trigger method Last Price Order type Market

Quantity Time in Force Day

Stop Loss Price Tolerance

Take Profit Price Tolerance

Order control Order as position, if position isn't enough

1. Conditional order executed immediately, even if platform is closed
2. Conditional order will be triggered only once, if the order failed because of the
3. The conditional order is not directly sent to the exchange at the moment of being placed, but is hung on our server before being triggered. Clients shall be responsible for any failure when placing the conditional order due to any type of

Simple Save Close

2. Define:
 - o **Trigger Condition** (e.g. latest price >= 100.25)

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- **Action After Trigger:**
 - Buy/Sell
 - Price
 - Quantity
 - Validity (e.g. Day)
- 3. Optionally attach a **Stop Loss / Take Profit** order that will be activated **only if the triggered order is fully filled**

Use Case:

- Enter a long position only if price breaks above a resistance level
- Auto-attach a stop loss and take profit to the entry once triggered

5.6 Order Status Explanation

Status	Description
--------	-------------

Untriggered	Awaiting trigger condition
-------------	----------------------------

Triggered	Condition met, order sent
-----------	---------------------------

Trigger Failed	Triggered but submission failed
----------------	---------------------------------

Deleted	Manually cancelled before trigger
---------	-----------------------------------

Fully Filled	Triggered and completely executed
--------------	-----------------------------------

Partially Filled	Triggered and partially filled
------------------	--------------------------------

Cleared	Condition invalidated due to insufficient position at trigger time
---------	--

6. Order Logs, Trade History & Reports

This chapter covers how to access and interpret your order activity, trade executions, and historical records within the platform. It includes viewing live order status, historical trades, and generating reports for audit or review.

6.1 Order Inquiry (Live Orders)

Order	Working	Filled	Position	Account	Conditional(1)	Stop P/L(1)								
Status	Symbol	Contract Name	Action	Type	Quantity	Price	Volume	Avg Price	Message	Time	Canceled Time	System No.		
Working	MES2509	Micro E-mini...	Buy	Limit	1	6268.00	0		Successfully	2025-07-08 17:35:45		AF0000000619B80...		
Canceled	MES2509	Micro E-mini...	Buy	Limit	1	6281.50	0		Canceled s...	2025-07-08 17:27:09	17:27:20	AF0000000619B80...		
Fully Filled	MES2509	Micro E-mini...	Sell	Limit	2	6282.50	2	6282.5000	Successfully	2025-07-08 17:21:28		AF0000000619B80...		
Fully Filled	MES2509	Micro E-mini...	Buy	Limit	2	6282.75	2	6282.7500	Successfully	2025-07-08 17:21:26		AF0000000619B80...		
Fully Filled	MES2509	Micro E-mini...	Sell	Limit	1	6282.75	1	6282.7500	Successfully	2025-07-08 17:21:14		AF0000000619B80...		
Fully Filled	MES2509	Micro E-mini...	Buy	Limit	1	6283.00	1	6283.0000	Successfully	2025-07-08 17:21:11		AF0000000619B80...		

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To monitor your active and past order submissions, use the **Order Inquiry** screen.

Information Displayed:

- Order Time
- Symbol / Contract
- Order Price
- Quantity
- Order Type
- Order Status:
 - Working
 - Filled
 - Partially Filled
 - Cancelled
 - Rejected
 - Failed

6.2 Filled Inquiry (Executions)

Order	Working	Filled	Position	Account	Conditional(1)	Stop P/L(1)			
Symbol	Contract Name	Action	Price	Filled Price	Filled Qty	Filled Time	Filled No.		
MES2509	Micro E-mini S...	Sell	6282.50	6282.50	2	2025-07-08 17:21:28	1000004		
MES2509	Micro E-mini S...	Buy	6282.75	6282.75	2	2025-07-08 17:21:26	1000003		
MES2509	Micro E-mini S...	Sell	6282.75	6282.75	1	2025-07-08 17:21:14	1000002		
MES2509	Micro E-mini S...	Buy	6283.00	6283.00	1	2025-07-08 17:21:11	1000001		

Access via **Filled Inquiry**.

Tabs Available:

- **Summary View:** Aggregated by contract and direction
- **Detail View:** Shows time-stamped fill records for each order
- **Carry Detail View:** For markets like LME with calendar spreads

Used to verify execution price, quantity and time.

6.3 Position Inquiry

Order	Working	Filled	Position	Account	Conditional(1)	Stop P/L(1)			
Symbol	Contract Name	Long	Short	P/L	Open Avg Price	Market Price	Stop Loss	Take Profit	
MCL2508	Micro WTI Cru...	1	0	56.0000	66.9400	67.50		70 1	

To view real-time holdings:

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- Go to **Position Inquiry**
- See:
 - Total Quantity
 - Direction (Long/Short)
 - Entry Price
 - Unrealized P/L
 - Ability to perform actions:
 - Market Close
 - Counter Price Close
 - Close All Position
 - Reverse Open Position

Useful for managing risk and deciding when to close or roll over positions.

6.4 Account Inquiry

Order	Working	Filled	Position	Account	Conditional(1)	Stop P/L(1)												
Account	Currency			Equity		Today Equity	Today Available	Margin	P&L	Realized Profit	Premium	Option Value	Option Net P&L	Deposit	Withdraw	Additional Marg		
Basic Currency	USD			1000039.5000		1000039.5000	997940.8500	799.0000	54.0000	-3.7500	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000		
AF0000000...	AUD			0.0000		0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000		
AF0000000...	CAD			0.0000		0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000		
AF0000000...	CHF			0.0000		0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000		
AF0000000...	EUR			0.0000		0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000		
AF0000000...	GBP			0.0000		0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000		
AF0000000...	HKD			0.0000		0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000		
AF0000000...	HKD-HKFE			0.0000		0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000		
AF0000000...	JPY			0.0000		0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000		

Shows your real-time account fund breakdown:

- Equity
- Available Funds
- Used Margin
- Realized P/L
- Unrealized P/L

This screen provides a clear view of your current account health and margin usage.

6.6 Report Export (If Enabled)

Some versions of the platform allow you to **export trade and fund data** into:

- CSV / Excel for further analysis
- Standard formats for audit or accounting submission

Right-click and select **Export** on the respective inquiry screens.

7. System Preferences & Utilities

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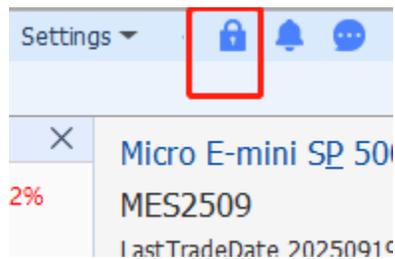
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This chapter outlines system-level tools and customization options, including interface styles, password management, auto-lock security, and trading behavior preferences.

7.1 Account Lock & Auto-Lock

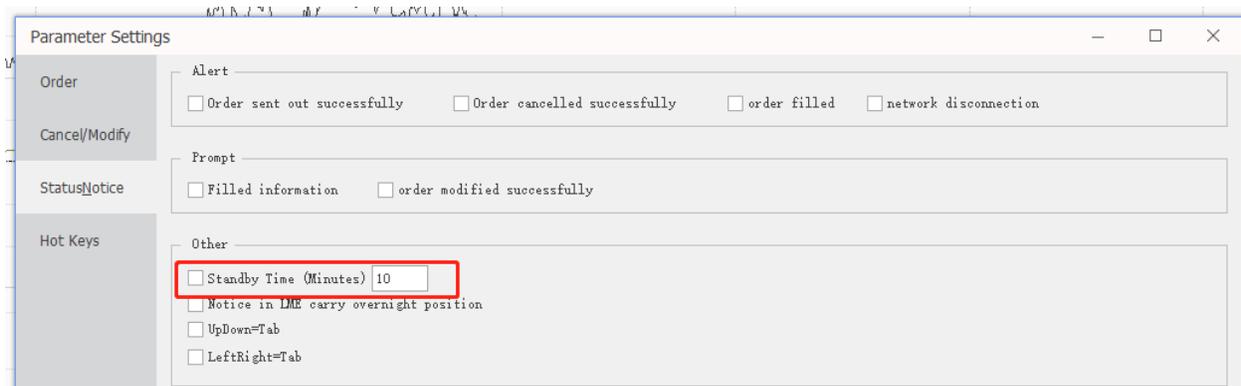
To protect your session when temporarily away:

Manual Lock:



- Click the **Lock** icon on the top-left menu
- Or press **Ctrl + L**
- Re-enter your password to unlock

Auto Lock:



- Navigate to **Settings > Parameter Settings > Status & Notice**
- Enable “Lock system after [x] minutes of inactivity”
- Minimum setting: 0.1 minutes

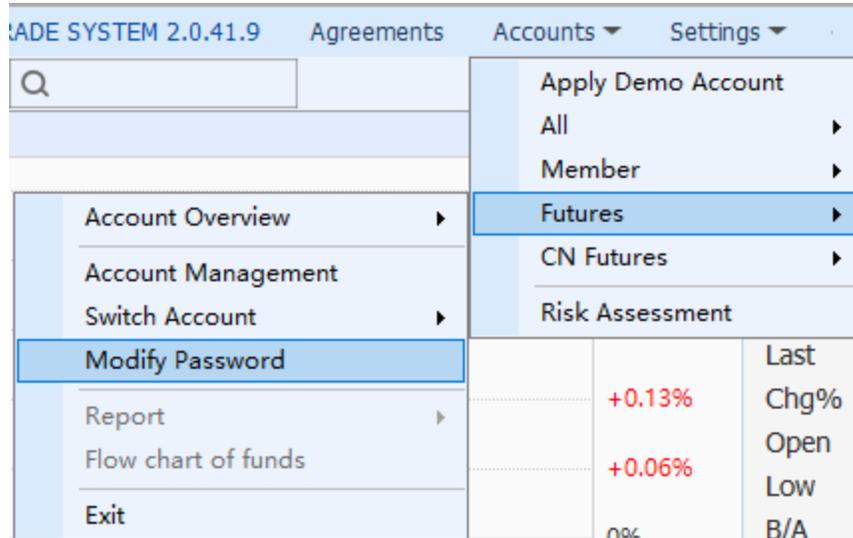
7.2 Password Change

You can update your trading password at any time.

Steps:

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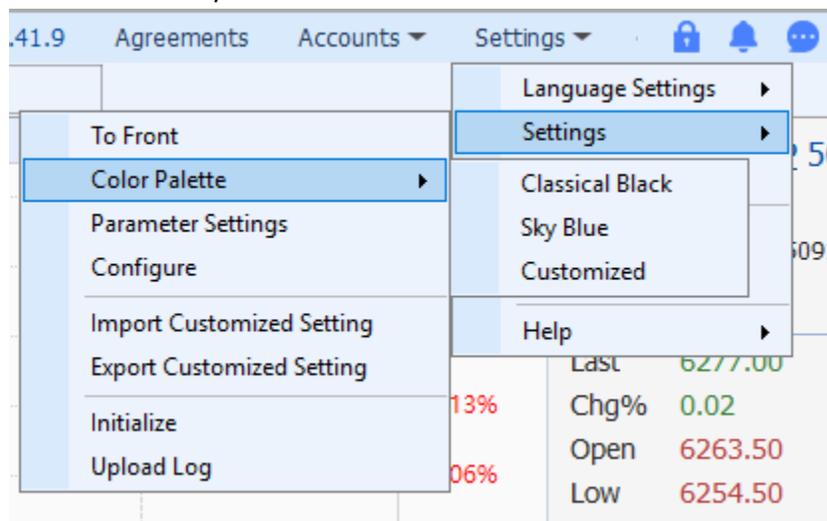


- Go to **Accounts > Futures > Modify Password**
- Enter **Old Password** and **New Password** (twice)
- Confirm and save

You may also right-click your account in the status bar and choose **Modify Password**.

7.3 Theme & Layout Customization

To personalize the look and feel of your interface:



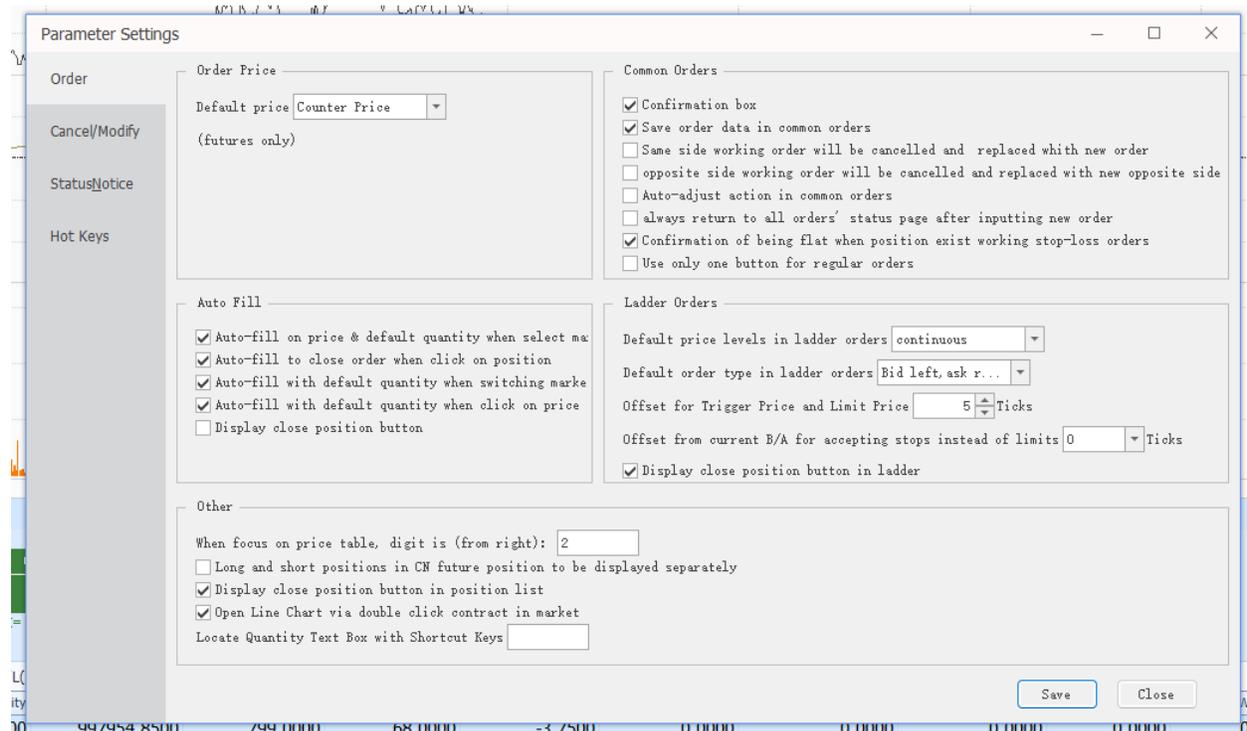
- Click **Settings** in the top right menu

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- Choose **Color Palette**
- Adjust colors, fonts, and column layouts
- Use **Set** to preserve your window arrangement

7.5 Order Parameter Settings



You can define order behavior preferences to streamline trading:

Accessible via:

Settings > Settings > Parameter Settings > Order

Available Options:

- Auto-fill order panel when selecting a quote
- Confirm before placing or canceling orders
- Retain last order input (price, quantity) after order is sent
- Auto-cancel opposite-side pending orders when submitting new ones
- Apply default order quantity per contract or product

These settings help reduce manual steps and minimize errors during active trading.

8. Alerts, Messages & System Updates

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This chapter describes how the platform delivers system messages, software updates, and alerts. It also explains how to configure visual or sound prompts to improve trading awareness.

8.1 System Messages & Notifications

After login, the system may display important notifications such as:

- Trading schedule updates
- Server maintenance notices
- Risk reminders or compliance bulletins

Message Window Behavior:

- Auto-pops up after login
- Click "X" to close the message window

8.2 Version Updates

When a new version is released, the platform will prompt for updates.

Two Types of Updates:

- **Optional Updates:**
A pop-up will appear at login. Click **OK** to proceed with automatic update.

Notes:

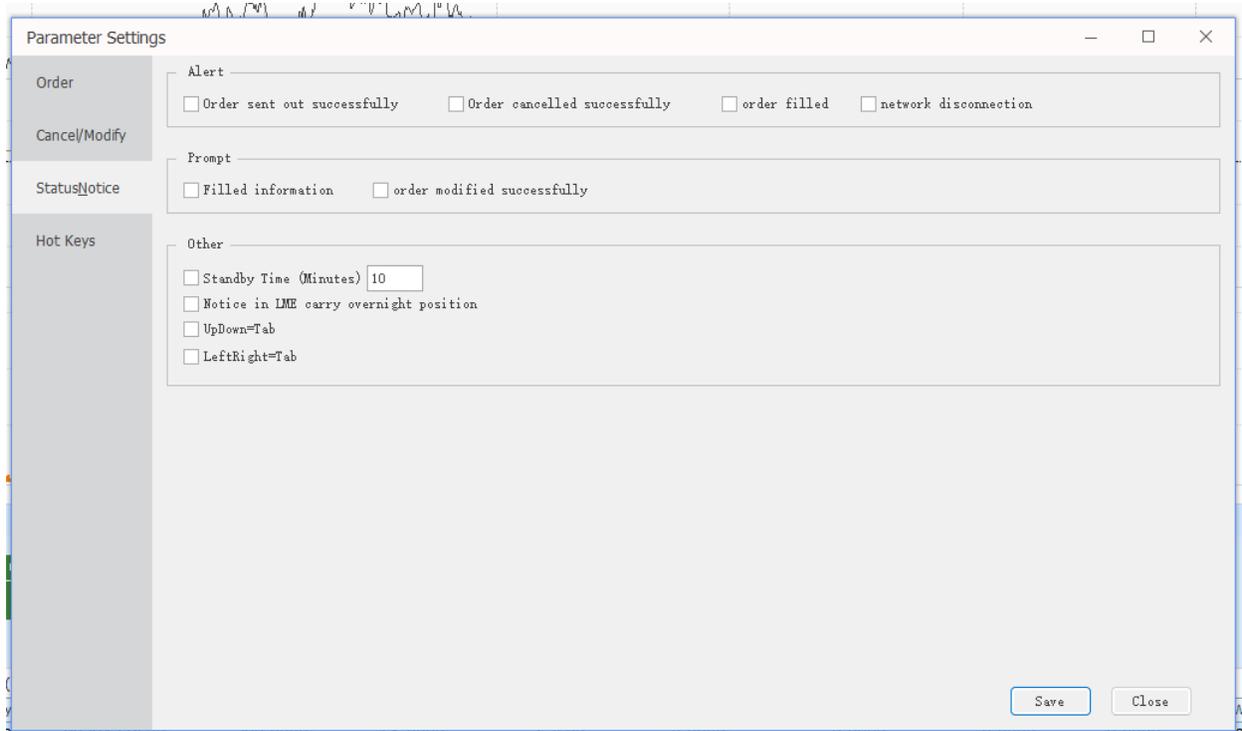
- After update, the platform will auto-restart and load the new version
- Ensure stable internet connection during update

8.3 Prompt Settings (Sound & Pop-Ups)

You can configure whether the system gives audio or pop-up notifications when specific events occur.

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Access via:

Settings > Settings > Parameter Settings > Status & Prompt

Available Settings:

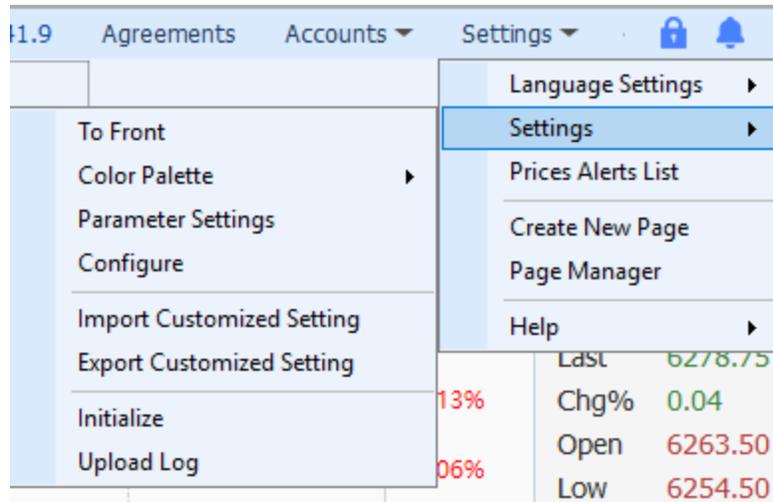
- Sound Prompt for:
 - Order submission success
 - Order cancellation
 - Order filled
 - Network disconnection
- Pop-up for:
 - Trade execution notice
 - Order modification result

These alerts help users stay aware of key order and system events, especially during active trading.

8.4 Logs & System Behavior

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Advanced users or IT support may reference:

- **Operation Log:** Records user actions (e.g., order submissions, cancellations)
- **Running Log:** Records background system activity and API responses
- Logs can be accessed via **Settings**

In case of abnormal behavior (e.g., no order response), logs assist in troubleshooting and support communication.

9. FAQ & Troubleshooting

This chapter provides guidance on resolving common issues encountered by traders, including login problems, order delays, and abnormal account behavior. It also outlines when and how to escalate issues to customer support.

9.1 Account Locked After Multiple Login Failures

Cause:

- The account is automatically frozen after **five consecutive incorrect password attempts**.

Solution:

- Contact the customer service hotline to request an account unlock
- Do **not** attempt additional logins until the account is reset

9.2 Disconnected or Kicked Out Unexpectedly

Possible Reasons:

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- Your account was logged in from another device
- The network connection was unstable
- System session expired due to inactivity

Recommended Actions:

1. Try logging in again
2. If successful, change your password immediately to secure the account
3. If login fails, contact support to verify if your account was accessed elsewhere

9.3 Order Stuck in 'Sending' or 'Pending' Status

Symptoms:

- Order status shows “**Sending**”, “**Pending**”, or no execution feedback

Steps to Resolve:

1. Check network connection and order timestamp
2. Contact support to manually cancel the order if needed
3. Record screenshots for incident tracking

If the order is confirmed executed but not visible on the front-end, support will issue a **Manual Fill** to reconcile your position.

9.4 Unable to Place Order or Receive Feedback

Common Causes:

- Exchange session is closed
- Reached position limits or margin insufficient
- Order type not supported for the selected product
- API or quote server not responding

What to Do:

- Verify trading hours and contract specifications
- Check margin availability and position size
- Try submitting a test order with a different type
- If issue persists, contact the IT team for backend investigation

9.5 Stop Orders or TP/SL Missing or Not Triggering

Possible Explanations:

- Trigger condition not met (price never touched)
- Network delay caused price jump over trigger level
- Triggered order failed due to insufficient position or system rejection



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- Trailing Stop expired due to platform restart

Actions:

- Confirm trigger logic and stop level vs. market price
- Use system logs or Order History tab to verify trigger status
- Re-set or manually manage stops during volatile periods

9.6 Contacting Support or Reporting Issues

When reporting a technical issue:

- Include:
 - Time of incident
 - Account number
 - Contract involved
 - Screenshots of the issue (if available)
- Send report to the official support email or call hotline

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Upload log

Please select the upload log:

	Available Date
<input checked="" type="checkbox"/>	2025-07-08
<input type="checkbox"/>	2025-07-07
<input type="checkbox"/>	2025-07-04
<input type="checkbox"/>	2025-07-03
<input type="checkbox"/>	2025-07-02
<input type="checkbox"/>	2025-07-01
<input type="checkbox"/>	2025-06-30

Please input upload reason:

Select All Deselect All Upload

- If logs are required, export from **Settings > Upload Log**