DSE-Investor
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1 Introduction

Dhaka Stock Exchange (DSE) has implemented Centralized Order Management System ‘DSE-FlexTP’ for the TREC holders of the Exchange to manage their orders. DSE-Investor is a desktop version for investors with trading ability built-in. Contents are same as “DSE-Mobile” placed in the larger screen sometimes not requiring to toggle to multiple screens for viewing additional columns. You will only get notifications in the “DSE-Investor” when you are logged-in. You may choose to have “DSE-Mobile” and “DSE-Investor” both – in that case logging-in to one will log you out from the other.

The DSE-Investor platform allows to leverage DSE-FlexTP architecture to make trading available to investors from any web browser. This will connect investors to the state-of-the-art technology of trading.

DSE-Investor Features:

- Intuitive design
- Access to market information
- Order submission in real-time
- Portfolio value and executions
- Real-time P&L
- Investor account & portfolio information
- Market opportunities on favorites
- Real time notifications on business opportunities

DSE-Investor supported browsers:

<table>
<thead>
<tr>
<th>Browser</th>
<th>Internet Explorer</th>
<th>Google Chrome</th>
<th>Firefox</th>
<th>Opera Mini</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Version</td>
<td>10</td>
<td>56</td>
<td>51</td>
<td>43</td>
</tr>
</tbody>
</table>
2 First-time login on DSE Investor

- Once your login has been created by your broker, you will receive your credentials (login/password) by email. The login URL is https://investor.dsetrade.com
- The first time you login, you’ll see the following screen:

The application is using two factor authentication security standards and requires end user to register a mobile device (Android or iPhone smartphones).

2.1 Register your Smartphone on DSE-Investor

- Click on the download link of the email, or search for “DSE Mobile” in the Google Play Store or Apple store
- Select the app and click on “Install”

NB: this page can also be used to update the app with new features.
Launch the app and enter your credentials to login

Minimum technical requirements:

- Android version: Android 4.4 or higher
- iPhone 5 or higher / iPad (*To be available from May 10, 2017*)
- Phone viewport size (screen resolution): over 320px

The app might prompt you to update it from time to time, although in most cases your phone will update it automatically. This is to ensure that you access all the latest features that are published.

Login and password are provided by your broker by email.

Please contact your broker IT desk for lost password, or blocked access.
2.2 Two factor authentication registration

The application will inform you that an automatic registration will be done for your device:

Once you click CONFIRM, your device will be automatically registered to your account.

2.3 Overview of the 2FA Security Feature

Upon registration, the device generates a unique Security Code that is matched to the backend every 30 seconds.

This Security Code is tied to each client's login credentials and only one device per client account may be registered.

In DSE-Investor, this Security Code is required whenever certain actions are performed. This is why, users of DSE-Investor must register a mobile device even though they won't be using the DSE-Mobile application.

- Security code is required for the following actions:
  - Login to DSE-Investor
    Refer to section: 3 Login to DSE-Investor
  - Confirm and place an Order
    Refer to section: 6.1 Place Order
  - Cancel an Order
    Refer to section: 6.3 Order Details and Cancellation
  - Change Login password
    Refer to section: 7 Account Details
3 Login to DSE-Investor

3.1 Login with registered mobile

- Login to DSE-Investor with your credentials.
  The following screen will be displayed:

- Open the application on your mobile.

  IMPORTANT: Make sure that the Login field contains your registered account (the same as the one you used in the DSE-Investor login)

- Enter the Security Code generated on the mobile application DSE-Mobile
- Press Enter or click [Connect] button.

3.2 Without registered mobile

- Login to DSE-Investor. You will be prompted that a device must be registered.
- Please refer to Section 2 First-time login on DSE-Investor
- Once your mobile is registered, please proceed to Section 2.
4 Overview of DSE-Investor

After successful logon on DSE-Investor, you’ll be displayed your Portfolio page:

The landing page can be divided in 3 different zones:

- **Ribbon Tab** – These tabs are always visible.

- **Portfolio summary** – The valuation of the portfolio is always visible unless displaying details of an instrument.

- **Content** – A list is always displayed in this section.

Detailed view of an instrument with charting and news is displayed after clicking on any instrument from the list section.

This is detailed in Section 5.4.1 Securities Details.
5 Market Data

5.1 Portfolio Summary
- Your Broker and Trading Account Code e.g. Broker ‘SHK’ and Trading Code ‘CC0018’
- Current Market Value of your portfolio e.g. BDT 62,419
- Profit and Loss (PnL) e.g. +0.01\% and 7.00 BDT

<table>
<thead>
<tr>
<th>Portfolio</th>
<th>Value</th>
<th>Gain</th>
</tr>
</thead>
<tbody>
<tr>
<td>SHK_CC0018</td>
<td>62,419</td>
<td>+0.01%</td>
</tr>
</tbody>
</table>

5.2 Search Securities and build Watch-list
- The Watch-list will automatically display market index and your portfolio position. It can be customized by adding/removing favorites for easy access to market information.
- Way to search securities:
  1. Tap on the search tab and type security’s name or trading code.
  2. Select one of the matching securities.
  3. “BL” and “BI” postfix following the securities code indicate Block and Buy-In boards respectively e.g. “SQRPHARMA.BL”, “SQRPHARMA.BI”
  4. Add it to your Watch-list by tapping on the star icon of the securities details (see #7.4).
5.3 **Watch-List filters**

- Individual Securities/Index market data details (#7.4) can be accessed
  - By tapping on securities from the Watch-list, or
  - From the search;

- Market data can be filtered using different options explains in the following sections.
5.3.1 Switch Watch-List Type

Tap on the icon in tab, following filtered to be displayed:

- Portfolio – Default view after logon - Real time information of your Portfolio Securities only
- Favorites – Real time information of your Favorite Securities and DSE Indices
- DS30 – DS30 index constituents
- Gainers / Losers Favorites – Real time information of your Favorite Securities and DSE Indices
- My Alerts – Display your configured alerts
- Watch List – Real time information of your Portfolio, Favorite Securities and DSE Indices

To display the Portfolio view, simply click on the Portfolio icon from the Portfolio summary.

5.4 Securities & Index Market Data

Individual Securities/Index market data details can be accessed by tapping on a security:

- From the Watch-list or
- From the search

Flextrade Systems - Information on this manual is general in nature. We recommend that you seek independent financial advice, and ensure you fully understand the risks involved before trading.
5.4.1 Securities Details

The following features are available from the individual Securities market data pages.

You can access individual securities pages by clicking on an instrument from instrument’s lists.

- Market Data - It gives you Intraday/Monthly/Yearly statistics. To change tap on icon.

- High & Low price of the securities e.g. BXPHARMA High 76.20 and Low 74.90;
- Time – Last Trade time/date e.g. BXPHARMA at 12:02:22;
- Var% – Variation in percentage e.g. BXPHARMA +1.46%
- Last Trade Price (LTP) e.g. BXPHARMA 76.20;
- Var – Variation in amount e.g. BXPHARMA 1.10;
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- **Chart** – Standard chart in concise form. Details in the section 5.4.3 Chart on Securities/Index;
- **Portfolio Position** – Your portfolio position and average unit cost of the securities e.g. you have 3500 BXPHARMA and average unit cost is 65.00 BDT. Note that, the quantity and avg. unit cost based on BOS data uploaded by broker;
- **Buy-Sell** – You can place Buy or Sell order if your broker allow;
- **Bid-Ask** – The best bid and ask information or Market Depth;
- **Last Transaction** – Last two transactions;
- **News** – The news title of the securities. For details please visit [www.dse.com.bd](http://www.dse.com.bd);

5.4.2 Market Index Details

The following features are available from the individual Index market data pages (eg: tap on a index form the watchlist):

- **Market Data** - It gives you Intraday/Monthly/Yearly statistics. To change tap on icon.
  Following information will be displayed based on your tap:
  - High-Low value of the index
  - Time – Last updated time/date
  - Var% – Variation in percentage
  - Current Index Value e.g. DS30
  - Var – Variation
Leaders – Top 10 leaders on the selected index e.g. PRIMEBANK, UNIQUEHRL, UNITEDAIR;
Laggards – Top 10 laggards on the selected index e.g. UCB, UTTARABANK, PRIMEBANK, SQUARETEXT;

5.4.3 Chart on Securities/Index

You can get large view of the chart by clicking on the maximize icon:

In the landscape view you can also customize the chart with following parameter:

- Plotting time like 5 min, 10 Min .......... 1 day, 2 days ....... 1 week ...... 1 mon etc.;
- Technical indicators (e.g.: DMI, RSI, MACD, WMA, volume, etc.)

5.5 Set and Manage Price Alerts

- An alert can be set for any securities, to be notified about market opportunity;
- Tap on the “Set alert” from the detail view of the securities;
You can set alert on target price or ±10% or ±20% of the LTP; e.g. on BSCCL alert set on 107.60 BDT;

Once an alert is configured, the Alert icon is displayed in yellow.
All the configured alerts can be managed in the “My alerts” category of the Watch-list;

5.6 Notifications
DSE-Investor will automatically receive notifications from market data algorithms, as well as trading updates based on your orders. These notifications will be received and stored in the notifications tab.

- Portfolio value at market open/close
- Market updates based on your favorites and positions
- Intraday order real-time execution, Price alerts triggered and more…
6 Trading

6.1 Place Order

- Only limit orders can be placed.
- You can place order in Normal (Public/Spot) board.
- You must enter 2FA Security Code (after your smartphone is registered) for placing order.
- Your orders will be submitted directly in the market and monitored by the assigned trader.
- You can cancel or withdraw your own submitted orders but replace/modification is allowed by the trader only.

Enter the Security Code from your registered device to continue.
6.2 Check intraday orders and executions

All intraday orders placed by you and your trader will be updated in real-time in “Blotter” tab.

Following information will be displayed:

- Securities Name – Securities name along with board information BL, BI etc. e.g. GP, ACI.BL
- Sent - Submitted order quantity of the securities e.g. GP 2000
- Exec Qty  - Executed/Matched quantity of the securities e.g. GP 2000
- Avg Price – Average executed price of the securities e.g. GP 263.6000

Tap on the icon for following displays:

- My Orders - All your orders placed by you and your trader;
- Working Orders - Orders which are available/active in the market;
- Terminated Orders - Orders which are fully matched, rejected, replaced, cancelled etc.;

6.3 Order Details and Cancellation

- You can view details of any intraday orders listed in “My orders” tab
  - The details include individual trades executions, execution summary and order details;
  -Rejected orders will display the rejection reason, like risk management, OMS, compliance etc.;
- You can cancel/withdraw your own submitted orders;
To Cancel an Order, you will be prompted to enter the Security Code.

Enter the Security Code from your registered device to continue.
7 Account details

To know your account details, tap on the icon 🔄 from the tab.

- Cash information:
  - Initial – Cash amount as uploaded or updated by your broker;
  - Remaining – Remaining cash balance of your account to purchase securities;
  - \{Remaining = Initial – Buy order amount + Sold amount (securities under cash netting)\}

- My Dealer – Your trader name and contact number.

- Change Password – You can change the password as per password profile
  - Password length minimum 6 characters
  - Password will be expired after 30 days
  - User will be locked on 5 failed attempts to login
  - User is set to dormant after 60 days without user login
  - Password has to be different from the last one password

Fill in all the fields and enter the Security Code from your registered device. Then click on the [CONFIRM CHANGE] button. Security Code is required.

- Logout – You can logout from the My Account tab
8 Service Availability

DSE-Investor service will be available all the time with:

- Healthy network
- Recommended browser (Internet Explorer, Chrome, Mozilla Firefox, Opera)

You may experience service disruption in following scenario:

- Session Timeout – User session will be expired after 15 minutes of idle session. You would have to re-login in that case.
- You will be logged out, if you have login from other device or other platform with the same ID.

8.1 Warning indicators

- Trading Session - It will show “no trading” banner at bottom beyond trading sessions. DSE standard trading session i.e. 10:30 am to 2:30 pm (BST).
8.2 Troubleshooting


- The account ID in registered device linked to the generated Security Code is different from the account ID logged in DSE-Investor. Check that the account ID in registered device is the same as the account ID logged-in to DSE-Investor.
Some other Warning Indicators that may be displayed:

- **No internet access**
  - Device is not connected to Internet (e.g.: Wi-Fi/network drop or LAN/WAN without Internet access)

- **Disconnected**
  - Device is not connected to the server (e.g.: very poor network connection, Wi-Fi/network drop…)
  - Device will not receive any market updates and trading is also not possible, until reconnection.
  - May happen temporarily during system maintenance.

- **Poor network**
  - Device network connection is poor.
  - Device will still receive data updates but it will probably be delayed/slow.
  - Most screen/tabs may take a longer time to be displayed.

- **No trading**
  - Trading is not available (e.g.: before market pre-open or post-close sessions).
  - Blotter is not updated in real-time.
  - Market data updates can still be received.

- **No market data**
  - Market data is not available.
  - Watch-list and shares details are not being updated in real-time.
  - Trading is still available without real-time price updates (e.g.: market depth, charts…).

- **No trading & market data**
  - Both trading and market data updates are not available.
  - Blotter is not updated in real-time.
  - Watch-list and shares details are not being updated in real-time.