

MONEX BOOM

Mobile Trading App

User Guide



Home



Portfolio



Buy / Sell



Order Status



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1. Introduction and Downloads

“MONEX BOOM Mobile Trading” App lets you access to our trading platform to trade global stocks, perform account management and two-factor authentication. Also, we will provide various financial commentaries and analysis and promotions news through the App.

“MONEX BOOM Mobile Trading” App supports iOS and Android platform, covering most of the mobile devices.

Download sources :

	Search:		Scan QR Code:
App Store (iOS)	“MONEX BOOM Mobile Trading”	or	
Google Play (Android)	“MONEX BOOM Mobile Trading”	or	

2. Compulsory Settings before You Start

2.0 “One-time Password” Setup Guides for New and Current Clients **Important**

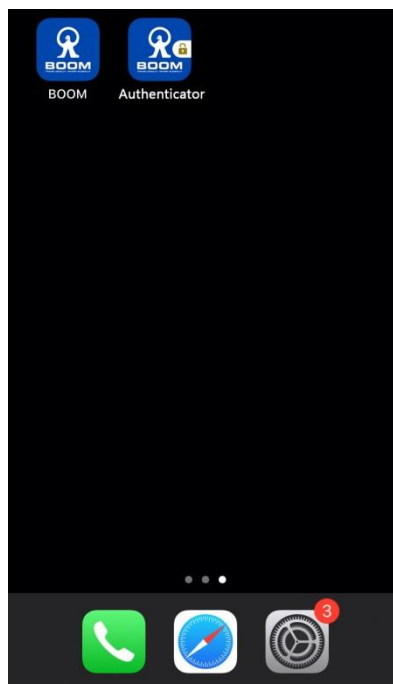
Before you start, you have to complete “One-time Password” (OTP) setting in order to ensure normal login and operation. Please choose the required step which best fits your situation.

	Situation	Required Step
1 New Clients	Never used “MONEX BOOM Mobile Trading” and “MONEX BOOM Authenticator” App before.	2.2 New Clients perform “Two-factor Authentication” (2FA) Setup at “MONEX BOOM Mobile Trading” App (click here)
2 Current Clients	Use “MONEX BOOM Authenticator” App to get One-time Password (OTP).	2.1 Switch from “MONEX BOOM Authenticator” App to “MONEX BOOM Mobile Trading” App (click here)
3 Current Clients	Change new device. Originally using “MONEX BOOM Mobile Trading” App on old device and want to switch to new device.	3.3.4 Deactivate “Two-factor Authentication” Setting on Original Device and Setup on New Device (click here)

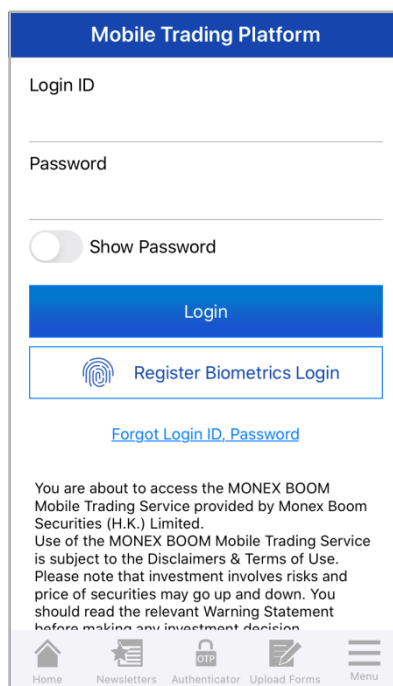
2.1 Switch from “MONEX BOOM Authenticator” App to “MONEX BOOM Mobile Trading” App

Starting from the end of 2020, “MONEX BOOM Authenticator” App is integrated into the “MONEX BOOM Mobile Trading” App. If you are still using “MONEX BOOM Authenticator” App, you have to deactivate the setting on the Authenticator App, and then finish the setting on “MONEX BOOM Mobile Trading” App again. By completing this migration process, you can ensure the normal access and operation of your trading service after retirement of “MONEX BOOM Authenticator” App.

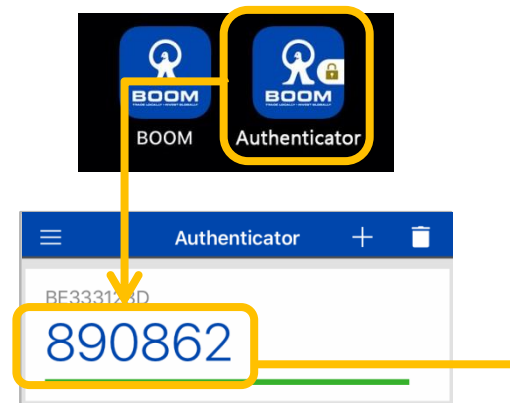
1. Suppose your device is installed with the “MONEX BOOM Authenticator” App and the latest “MONEX BOOM Mobile Trading” App.



Launch the “MONEX BOOM Mobile Trading” App, enter “Login ID” and “Login Password”, and then tap “Login”.

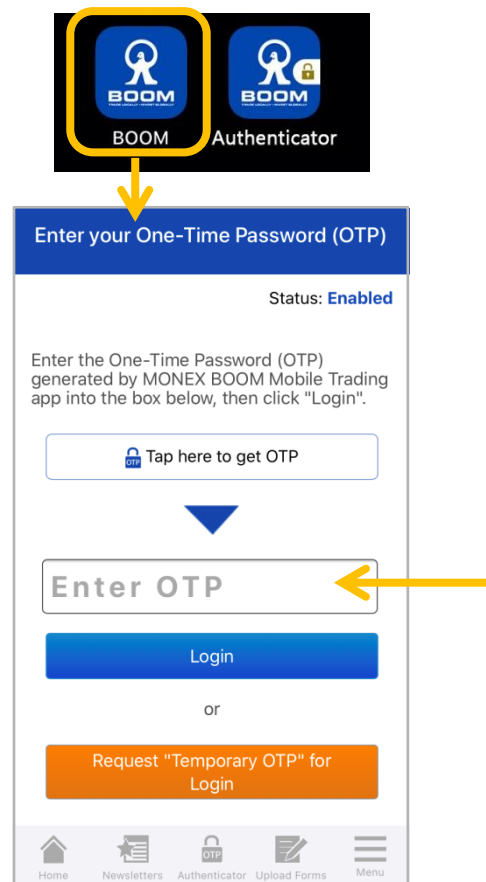


- You will need to enter the "One-time Password" (OTP). To get the OTP, go to device's home screen and launch the "MONEX BOOM Authenticator" App, wait for the timer bar changed to green and remember the 6-digit OTP.

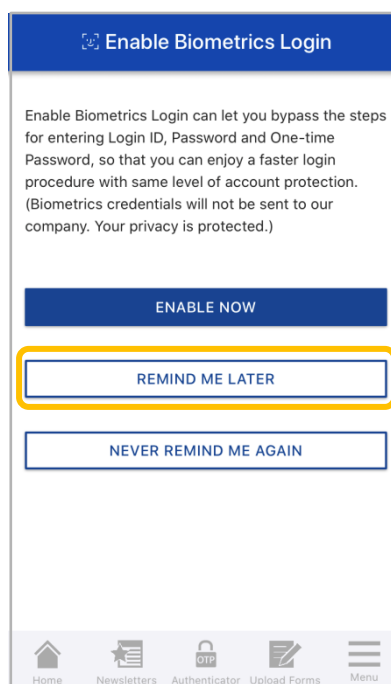


Back to the "MONEX BOOM Authenticator" App **immediately**, input the 6-digit OTP into the "Enter OTP" field.

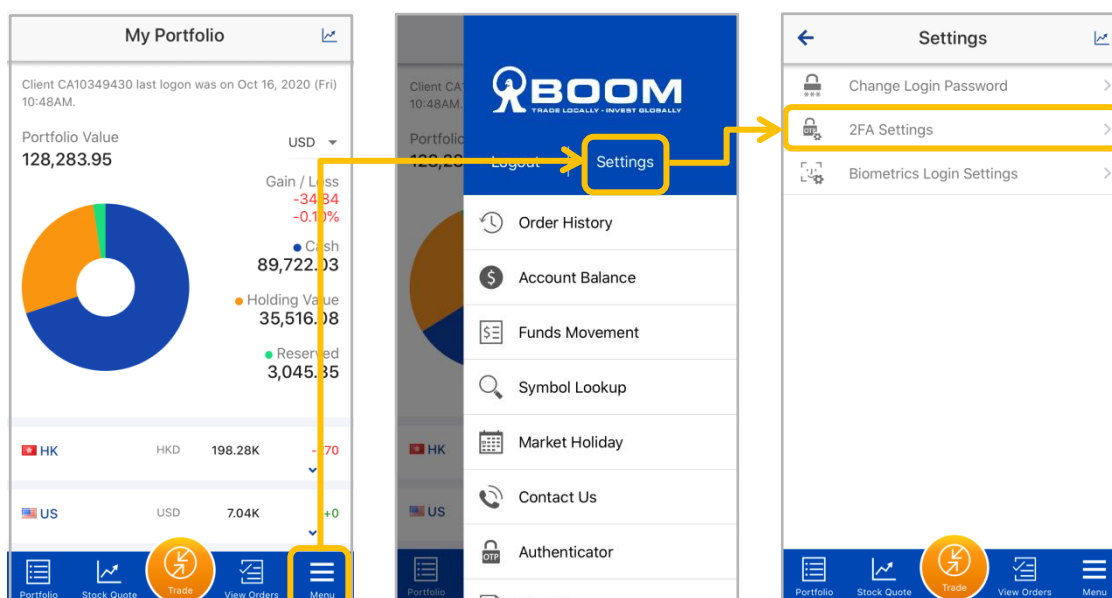
(Tips: "OTP" will keep refreshing, if you cannot complete all the login steps before the OTP refreshed, please try again.)



- After you login successfully, if the system asks you to activate "Biometrics Login", select "Remind me later". (We will introduce the steps about activating "Biometrics Login" in [Chapter 4](#).)

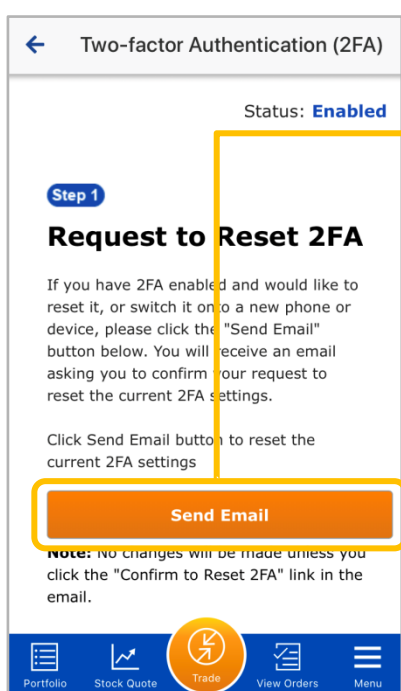


- Go to bottom menu bar, tap "Menu" >> "Settings" >> "2FA Settings"



5. Tap "Send Email" and proceed to next step. At the same time, the system will automatically send the "Request to Reset 2FA" email to your registered email address. (If you do not receive the email, please tap "Re-send Email".)

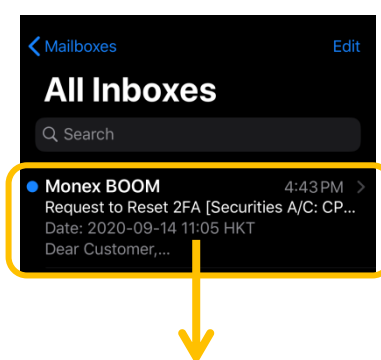
Open the email and click the link to confirm to reset 2FA. Once you click the link, the original "MONEX BOOM Authenticator" will be deactivated.



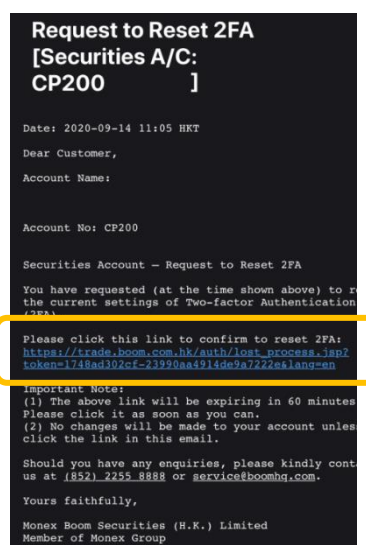
檢查電郵信箱



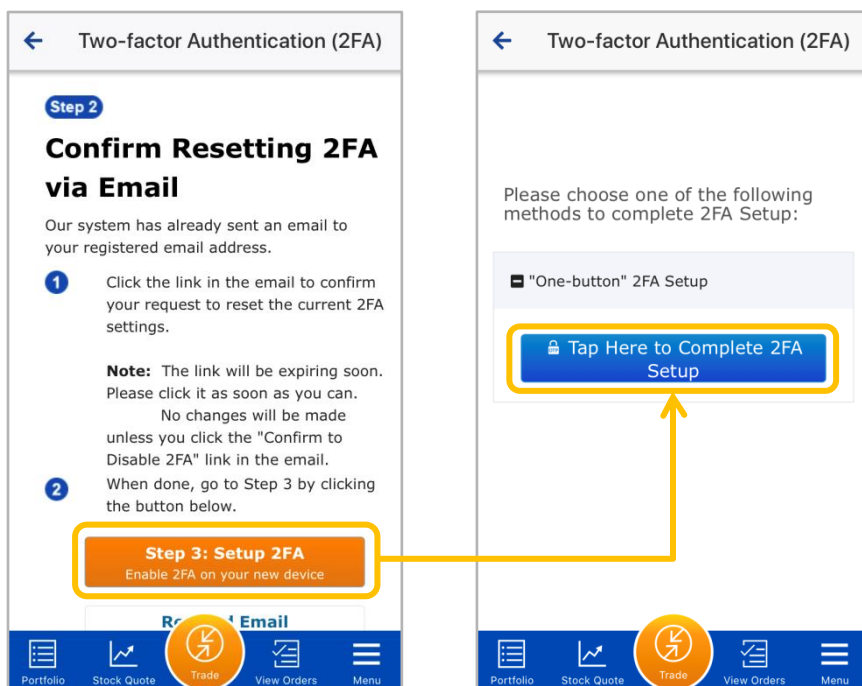
打開重設「雙重認證功能」的電郵



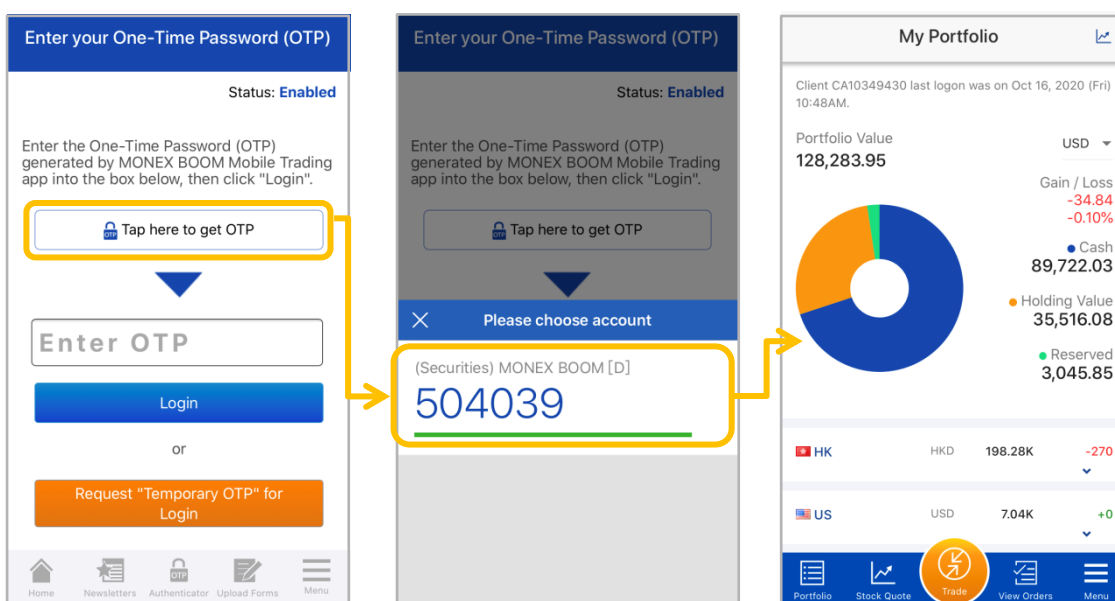
按「確認重設雙重認證功能」連結



- Back to "MONEX BOOM Mobile Trading" App, tap "Step 3: Setup 2FA" to proceed to next page, tap the button "Tap here to complete 2FA Setup" and the system will automatically finish the whole "Two-factor Authentication (2FA)" Setup.

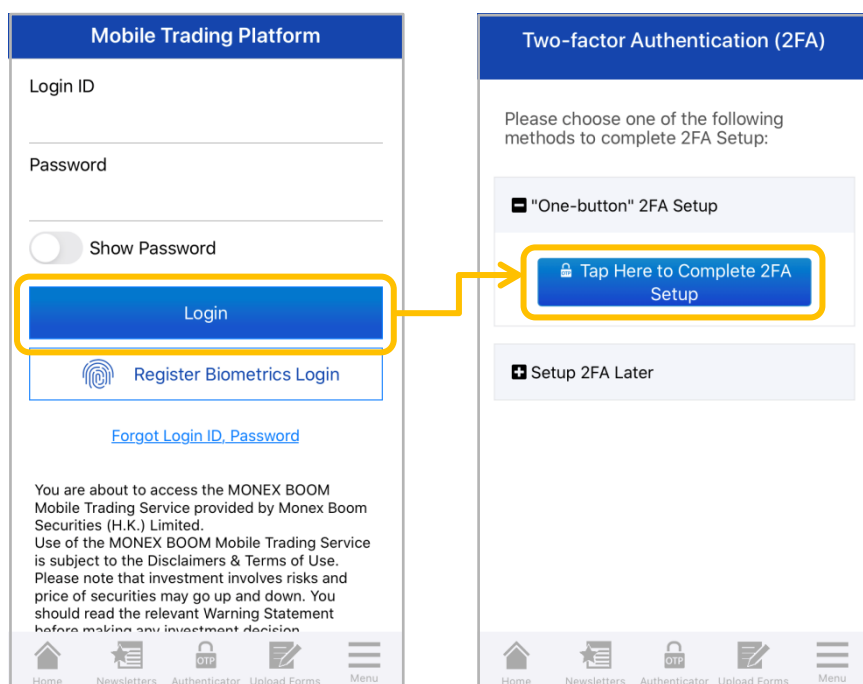


- After you complete the "Two-factor Authentication" Setup, when the system requests to input "One-time Password" (OTP), you can tap "Tap here to get OTP" button and you can login without manually entering the OTP.

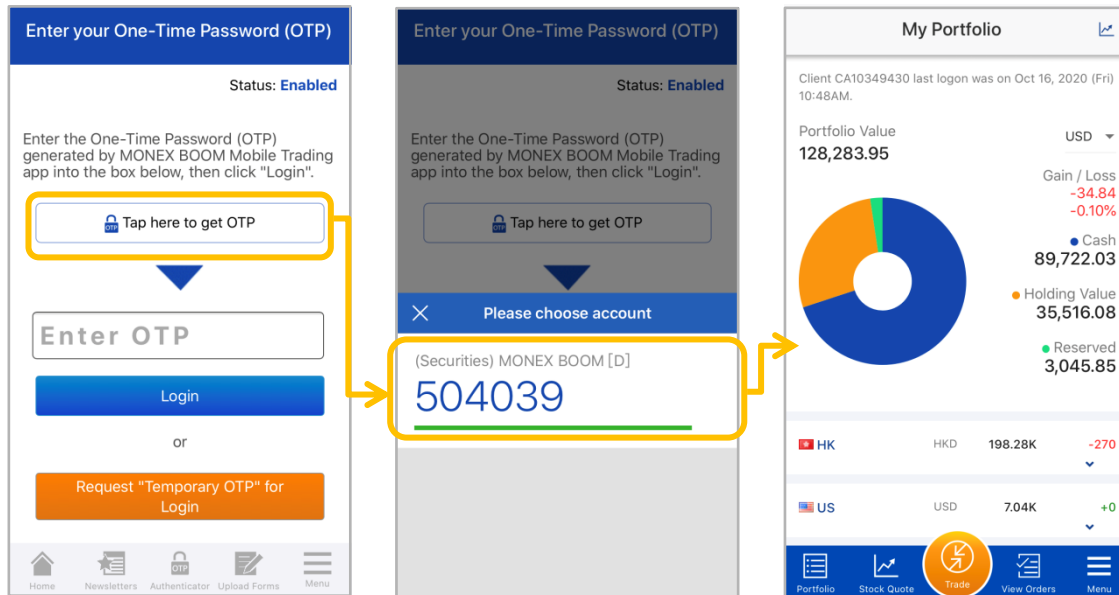


2.2 New Clients perform “Two-factor Authentication” (2FA) Setup at “MONEX BOOM Mobile Trading” App

1. On your new device, launch the “MONEX BOOM Mobile Trading” App, then input your Login ID and Login Password and tap “Login”. Since the system detects the registration of “Two-factor Authentication (2FA)” is not completed, the system will direct you to the 2FA setup page automatically.
2. At the setup page, tap “Tap here to complete 2FA setup” and the system will finish the whole process of 2FA setup automatically.



- After you complete the "Two-factor Authentication" Setup, when the system requests to input "One-time Password" (OTP), you can tap "Tap here to get OTP" button and you can login without manually entering the OTP by tapping the 6-digit OTP displayed.



3. Functions and Interface Introduction

“MONEX BOOM Mobile Trading” App provide different functions before and after login.

Before login:

Without logging in your account, you can enjoy featured financial commentaries, investment webinars, and also some essential customer services (e.g. upload documents online, bank account details, market holidays and company contact details). Also, the two-factor authentication (2FA) function is available without login to account.

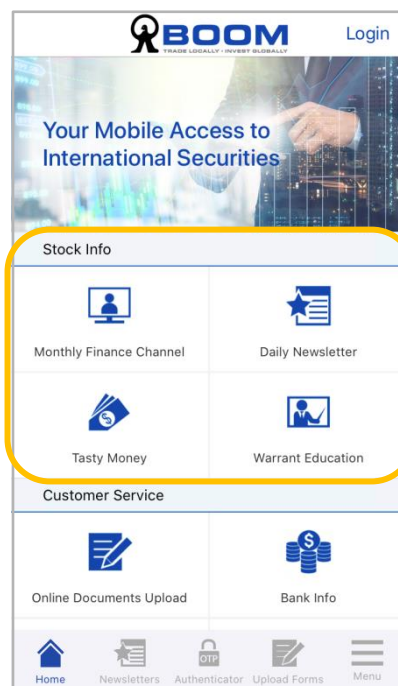
After login:

After login, clients can trade all markets on MONEX BOOM trading platform, check investment portfolio, order status and transaction records, search symbols of foreign markets, and check stock quote.

3.1 Functions Available Before Login

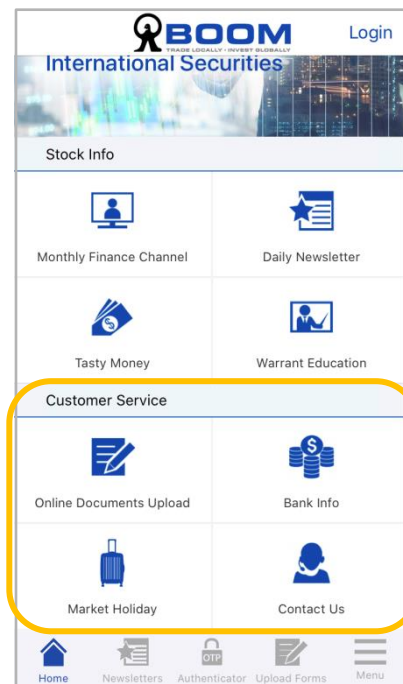
3.1.1 Access Stock Information

You can access various financial commentaries and investment webinar replays without login your account. You can find these information under the “Stock Info” section at the home page of the App.



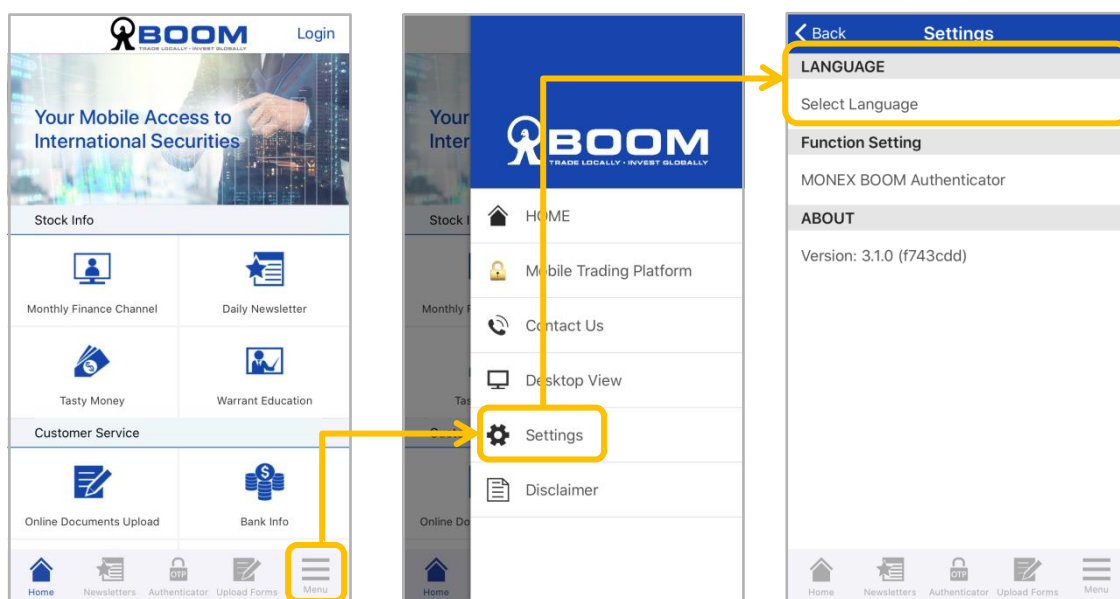
3.1.2 Most Used Customer Services

You can use “Online Documents Upload” function here to upload account opening documents or fund deposit proof. Also you can find the bank details, contacts and market holiday information here.



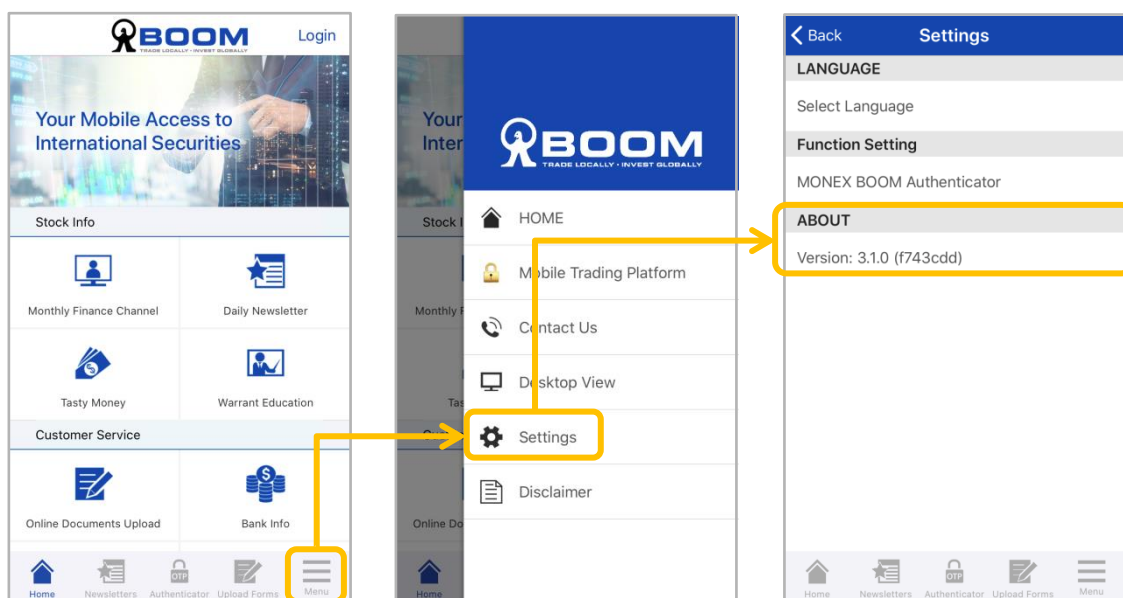
3.1.3 Language Settings

To change language, go to “Menu” >> “Settings” >> “LANGUAGE – Select Language”.



3.1.4 Check Version of the App

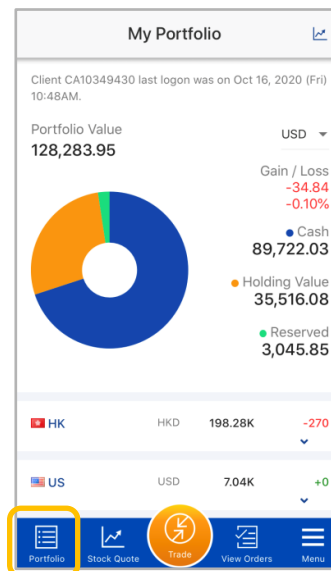
To check the version of the App, go to "Menu" >> "Settings" >> "ABOUT – Version".



3.2 Functions Available After Login (Trade-related)

3.2.1 View My Portfolio

After login, you will see “My Portfolio” page at first, or you can tap the “My Portfolio” button at the bottom left of the menu bar to view your portfolio anytime.



On the upper part of the My Portfolio page, it displays the total portfolio value and also a doughnut chart showing the breakdown of your portfolio, including “Cash”, “Holdings Value” and “Reserved Cash”. The daily return of portfolio will also be shown here.

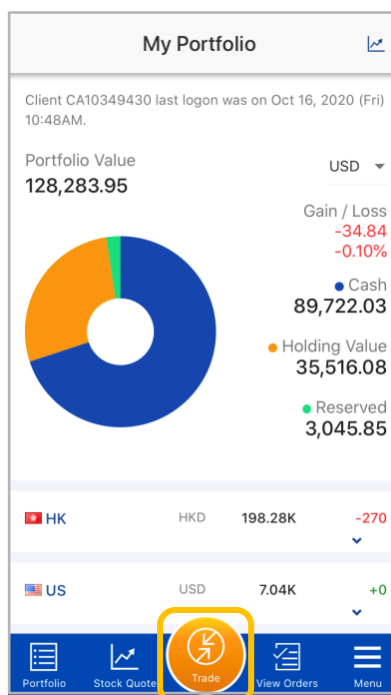


The lower part of the My Portfolio page is showing your investment holdings, categorized by markets. Tap the market and it will expand the details of holdings of that market, including the market value, quantity and return of each instrument. (The return here is based on the comparison between market value and average cost of the instrument.)

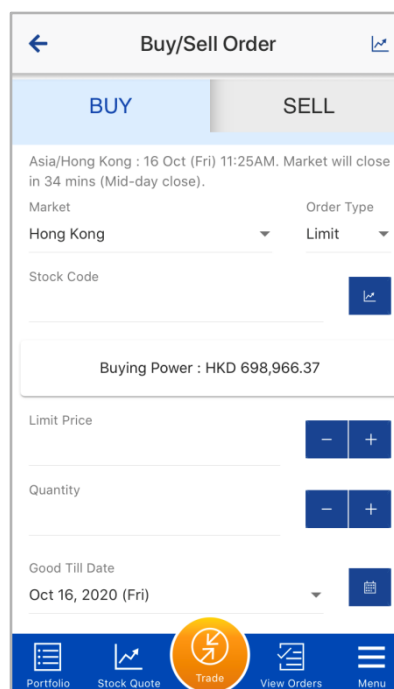


3.2.2 Place Trade Orders

To place a trade order, tap the “Buy/Sell” button at the middle of the bottom menu, then you will proceed to order input page.



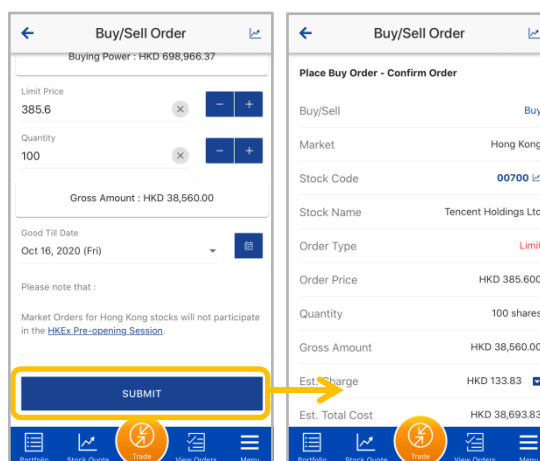
First, choose the direction you want to trade (Buy / Sell). And then choose the “Market” and “Order Type”, and input “Stock Symbol” and “Limit Price” (if the order is a Limit Order), “Quantity” and “Good Till Date” for the order.



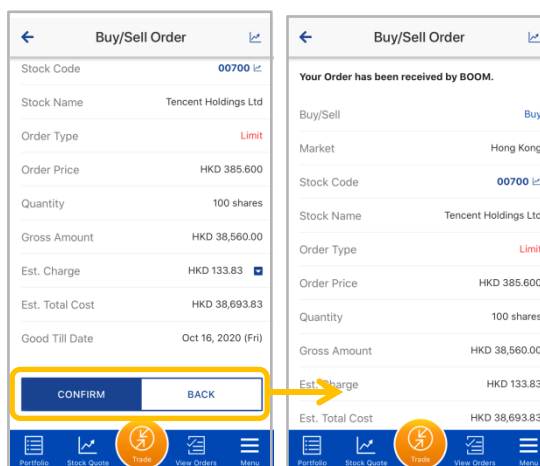
Tips:

“+ / -” is a useful shortcut key to help you inputting price and quantity of the order quickly. Tap “+ / -” key for “Limit Price” will help you to fill the best bid price (for Buy Orders) or best bid price (for Sell Orders) at the time you load the order input page. For “+ / -” key for “Quantity”, if you want to buy 3 lots of a stock, tap the “+ / -” 3 times it will fill the quantity for 3 lots, therefore you do not need to remember the lot size of stocks.

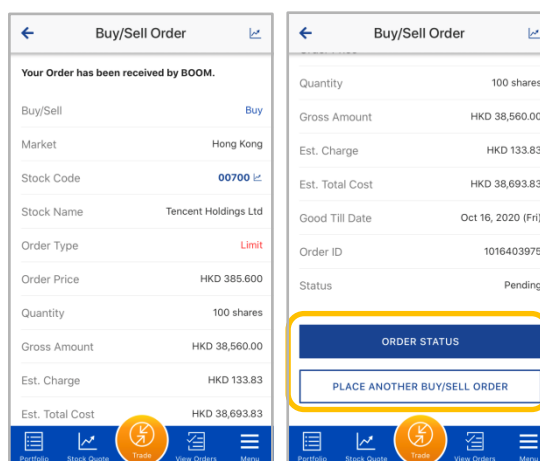
Input all order details and tap "Submit" to proceed to confirmation page.



You can check the order details here before you send it to the system. If no problem, tap "Confirm" to send the order. If you want to edit, tap "Back".



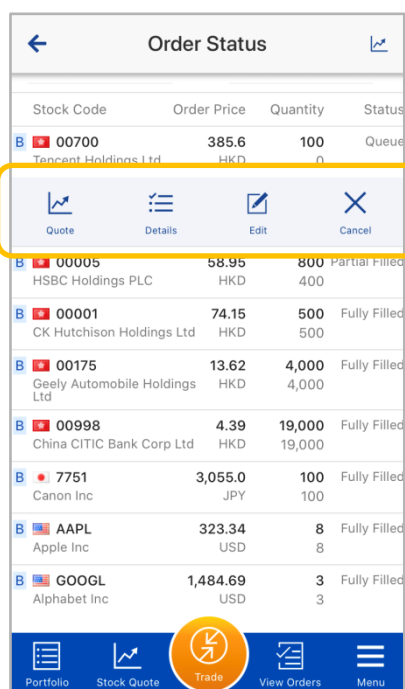
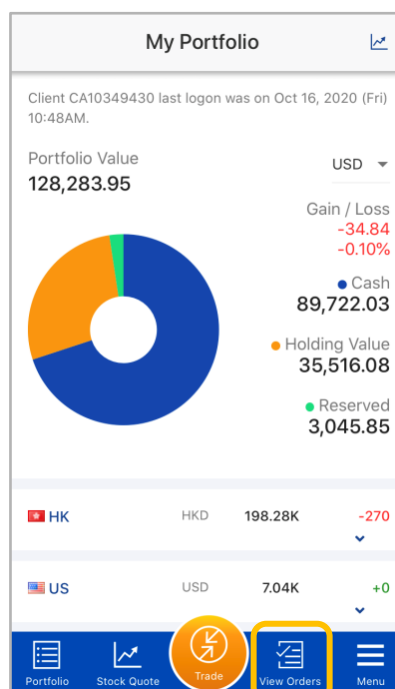
After our system received the order, it will display the order details with order reference number. Below the details, you can tap "Order Status" to view the execution status of the order. Tap "Place another buy/sell order" will direct you to order input page.



3.2.3 View Order Status

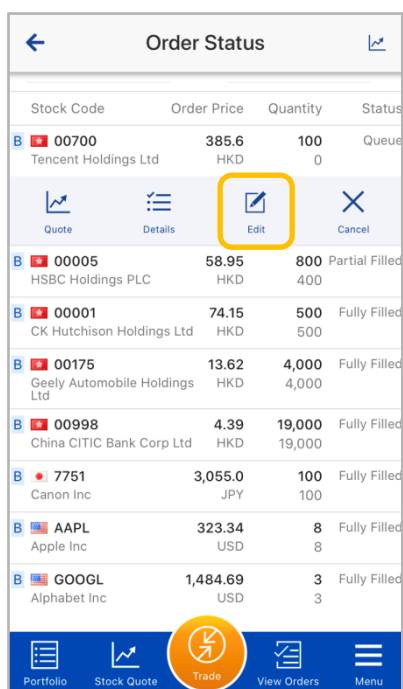
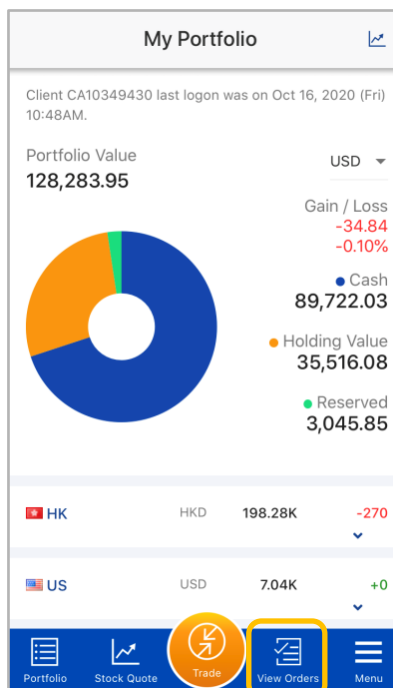
After login, select “View Orders” on the bottom menu to view all the pending orders, same day executed and cancelled orders. You can check the order price, quantity and executed quantity. Tap the stock you want to check and the menu will be shown. On the menu, you can choose “Quote”, “Details”, “Edit” and “Cancel”.

To update the status, pull down the page and release to refresh the page.



3.2.4 Edit Orders

To edit orders, tap “View Orders” on the bottom menu and tap the order of stock you want to edit. You will see a menu drop down from the order, select “Edit” and you will be directed to Change Order page. You can change the order quantity and price on that page.

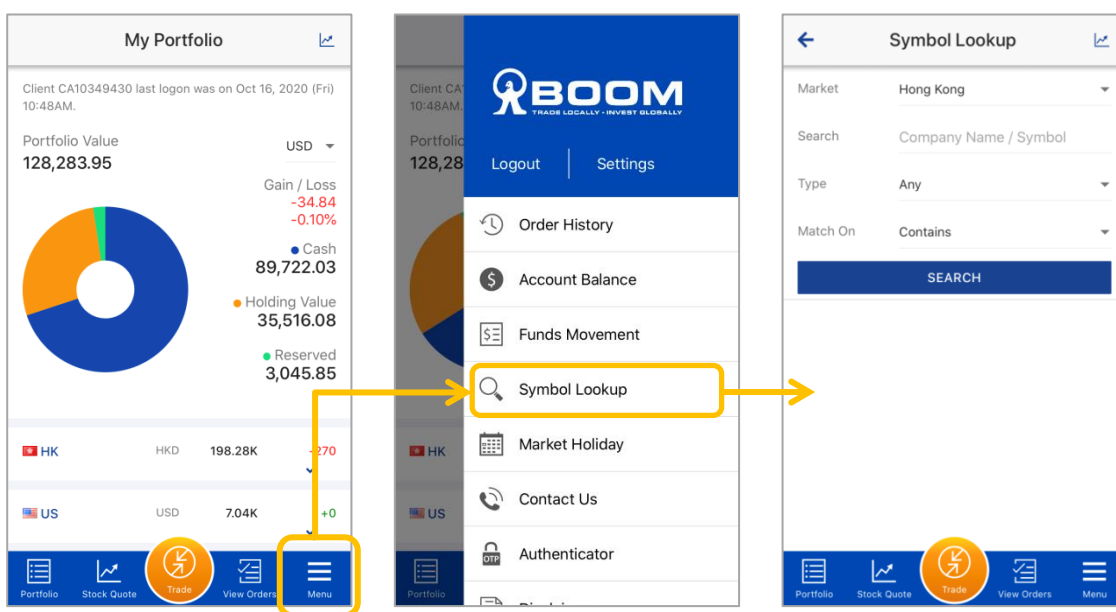


3.2.5 Symbol Lookup

To search for the symbols of listed companies or exchange-traded funds (ETFs) etc., tap “Menu” at the bottom menu, choose “Symbol Lookup” and you can search the symbols.

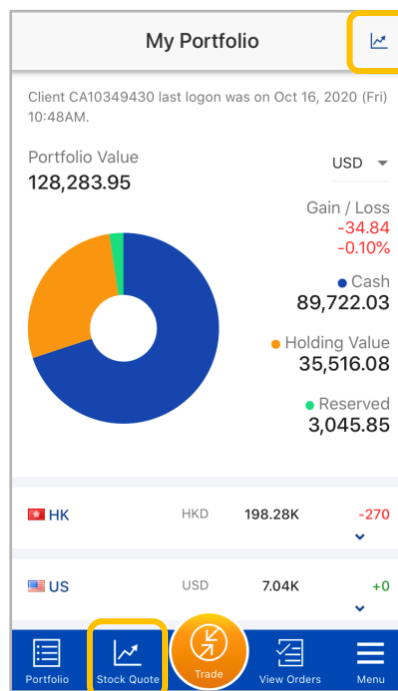
First, choose the market where the symbol listed on. (You can choose “All markets” and the system will show you result of all available markets.) And then enter the company name in the “Search” field. (Tips: if you want to search companies which outside Greater China region, use English name to search is preferred.)

For “Type” and “Match On” options, we recommend to change them only if there are too many results, so that you can filter the results.



3.2.6 Stock Quote

After login, you can access stock quote by tapping the standing “Stock Quote” icon at the top right corner, or the “Stock Quote” button on the bottom menu.

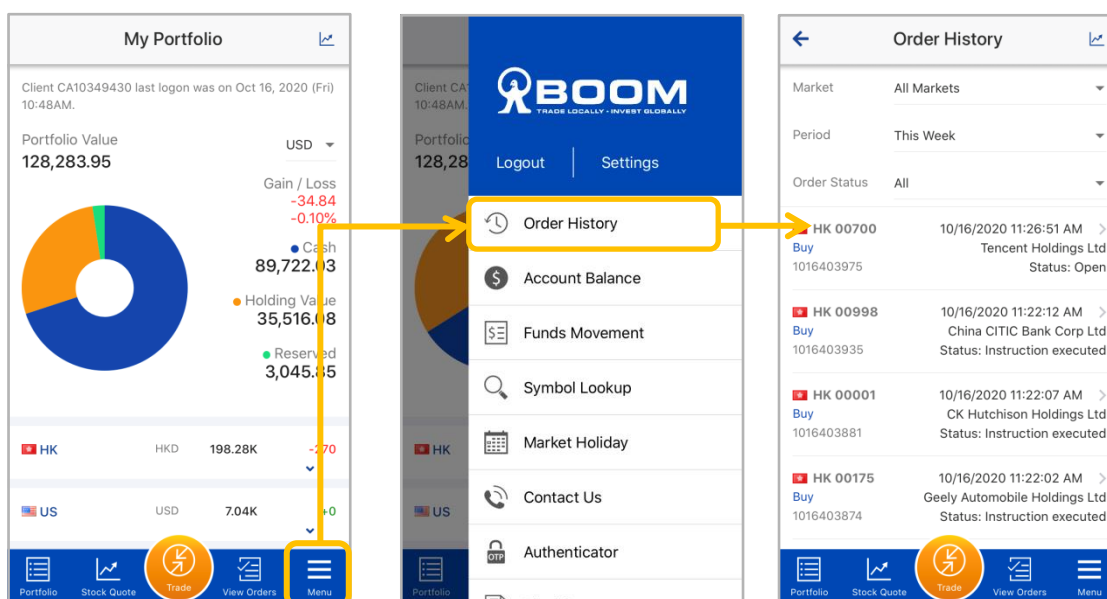


3.3 Functions Available After Login (Other Features)

You can access to more functions by going to the “Menu” at the bottom right corner, including “Order History”, “Account Balance” and “Fund Movement”. (For “Market Holiday”, “Contact Us” and “Authenticator”, these 3 functions can be accessed both before and after login.)

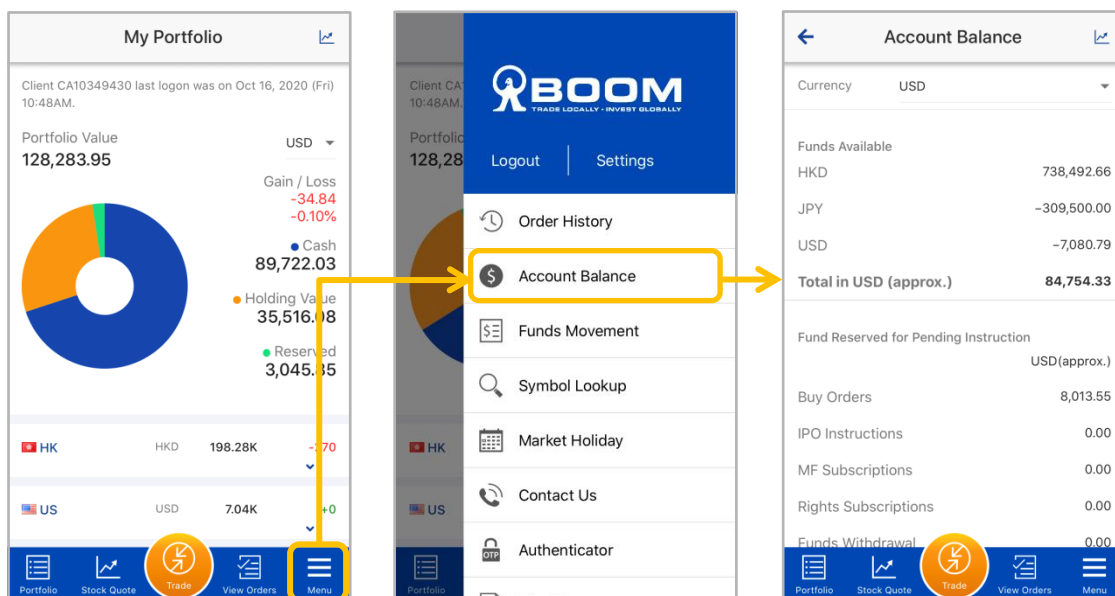
3.3.1 View Order History

Go to “Menu” (bottom right corner) >> “Order History”, you can view the order record within **specific period**. (Compared with “Order Status”, it is for order record within the **same day**.) Tap “Period” to choose which period of order history to display. Tap order to view the order details.



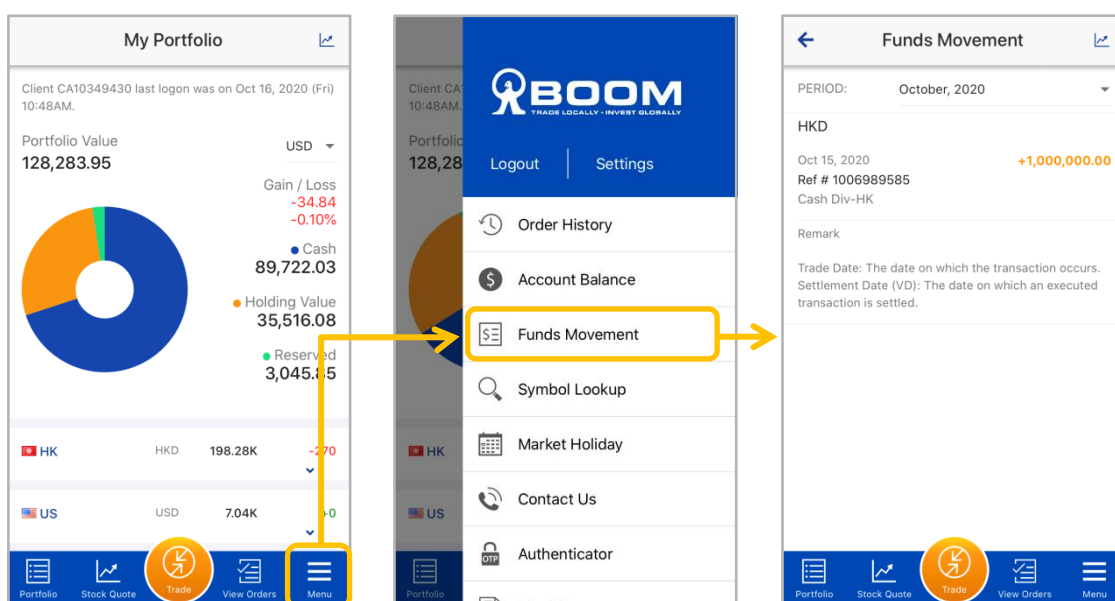
3.3.2 View Account Balance

Go to "Menu" >> "Account Balance", you can view the details of the fund balance of your account, including the Fund Available (each currency will be shown separately), and Fund Reserved for Pending Instruction (broken down by purpose of reserve).



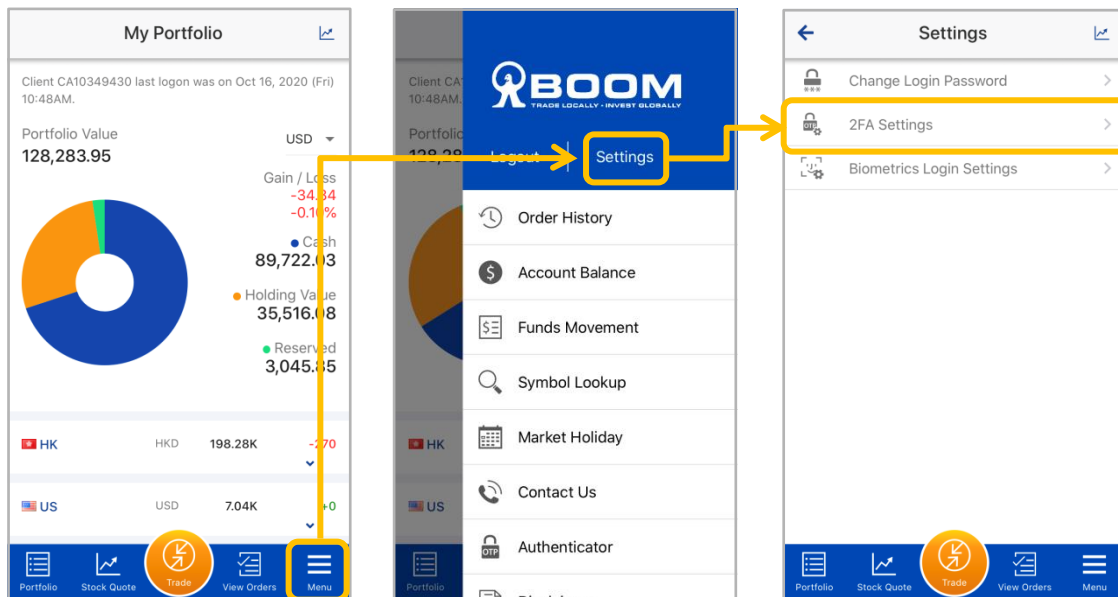
3.3.3 View Funds Movement

Go to "Menu" >> "Funds Movement" to view the funds movement of account.



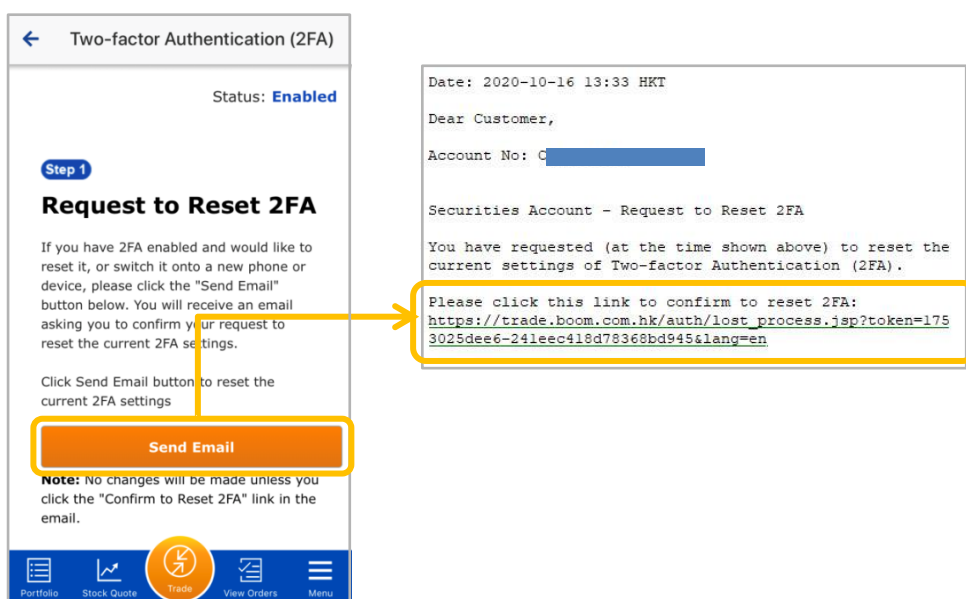
3.3.4 Deactivate “Two-factor Authentication” Setting on Original Device and Setup on New Device

1. If you need to change new device, you have to deactivate the “Two-factor Authentication” (2FA) setting on original device first, and then complete setup on new device. On your ***original device***, launch and login “MONEX BOOM Mobile Trading” App, go to “Menu” >> “Settings” >> “2FA Settings”.



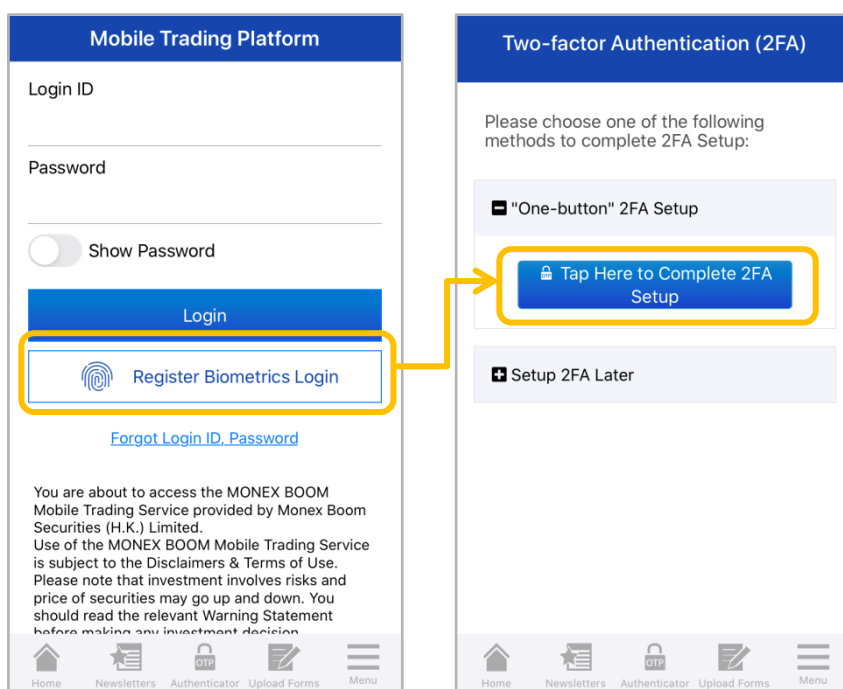
2. Tap "Send Email" and proceed to next step. At the same time, the system will automatically send the "Request to Reset 2FA" email to your registered email address. (If you do not receive the email, please tap "Re-send Email".)

Open the email and click the link to confirm to reset 2FA. Once you click the link, the 2FA functions on original "MONEX BOOM Mobile Trading" App will be deactivated.



3. On your ***new device***, launch “MONEX BOOM Mobile Trading” App, enter the Login ID and Login Password to login. The system will detect no “Two-factor Authentication” (2FA) setting on the new device and will direct you to the 2FA setting page. (If the system does not direct you to the 2FA setting page, make sure you complete the deactivation of 2FA setting on original device first).

Tap the button “Tap here to complete 2FA Setup” and the system will automatically finish the whole 2FA setting on the new device.



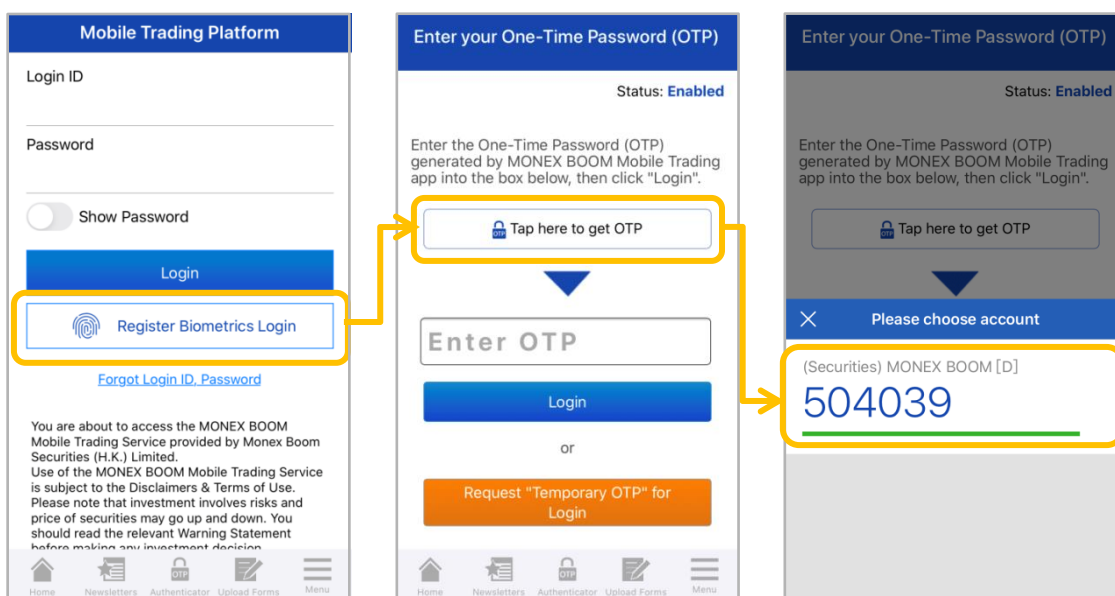
4. Biometrics Login

“MONEX BOOM Mobile Trading” App supports Biometrics Login function, which can save you from inputting Login ID and Password manually every time when you login your account. While the Biometrics Login can greatly shorten the login time, it can also maintain high level of online security to protect your account.

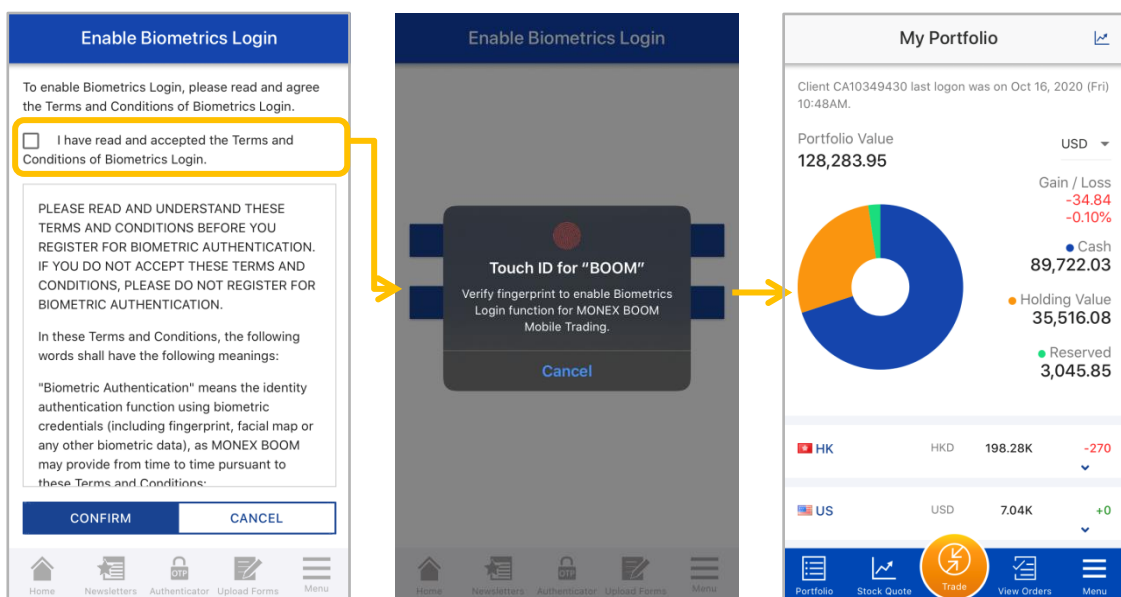
4.1 Register Biometrics Login

(Reminder: Before you register Biometrics Login, you have to complete “Two-factor Authentication” (2FA) setting first. For 2FA setting tutorial, please go to chapter [2.0 “One-time Password” Setup Guides for New and Current Clients](#))

1. To register Biometrics Login, input Login ID and Login Password at the Login Page, and then tap “Register Biometrics Login”. And then tap “Tap here to get OTP” button on the enter One-time Password page, choose the account you want to register by tapping that account’s OTP.

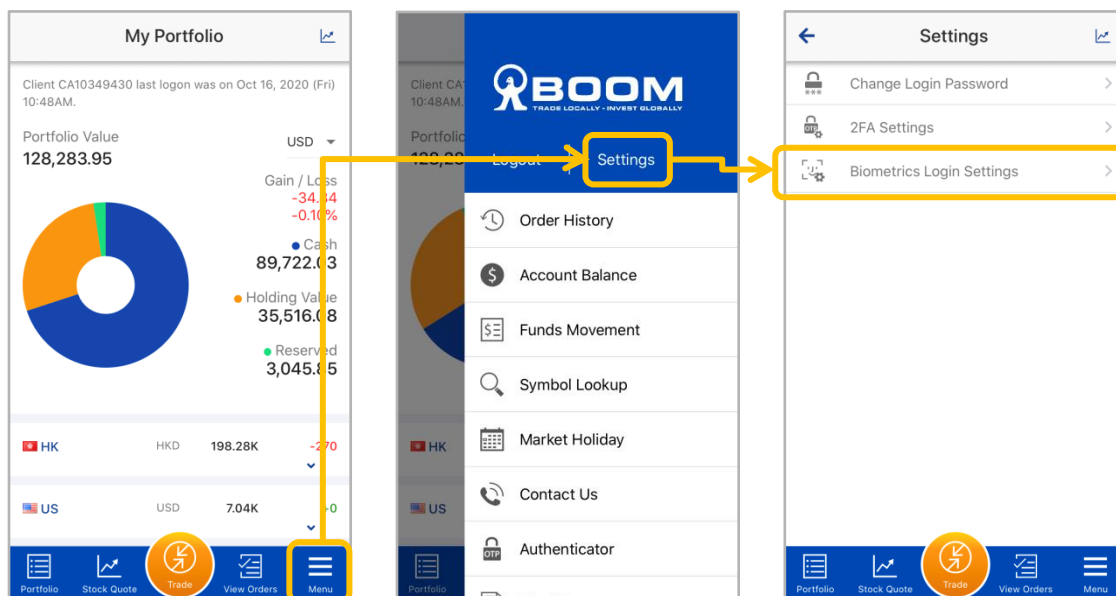


2. At the "Enable Biometrics Login" Page, check the box "I have read and accepted the Terms and Conditions of Biometrics Login" means you understand and agree the related terms and conditions. And then tap "Confirm" to proceed to next page.
3. The system will launch the biometrics verification procedure, for example, by scanning your fingerprint or your face. (Don't worry, the biometrics data will not be transmitted to us, your privacy is protected.)
4. If you complete the biometrics verification successfully, you will login to your account. From now on, you can choose "Biometrics Login" as the method to login your account (without inputting Login ID and Password), just complete the biometrics verification and then login your account directly.

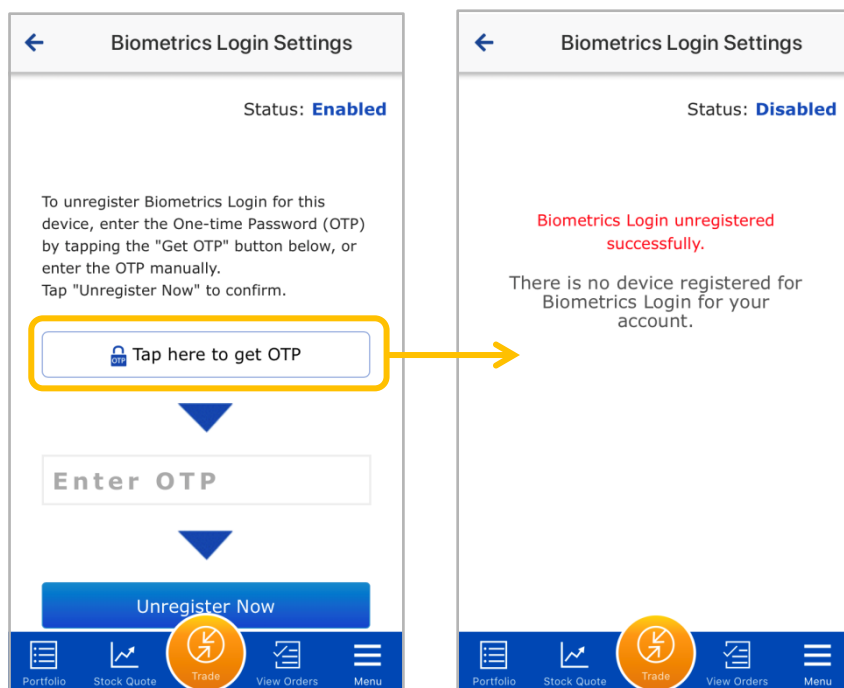


4.2 Unregister Biometrics Login Setting

- To unregister your Biometrics Login setting on your "MONEX BOOM Mobile Trading" App, login your account and go to "Menu" >> "Settings" >> "Biometrics Login Settings".



- Tap "Tap here to get OTP" and the system will let you select the One-time Password (OTP) for the account you want to unregister. Tap the OTP to complete the unregistration of Biometrics Login setting.



5. Technical Support and Feedback

If this user guide does not provide the solution for the problem you encountered, please contact our Customer Service, we are always here to help. For any comment and feedback about this App, please feel free to express your voice to us. Your comments are important to us to improve our products and services.

Contact Us

Email : service@boomhq.com

Tel : (852) 2255 8888
Monday - Friday
9:00am - 6:00pm HKT
(excluding Hong Kong holidays)