



## **Frequently Asked Questions (FAQ)**

### **Q: Having Problems with Account Login?**

**A:** For users on Microsoft Internet Explorer 6.0 and above who may have encountered problems accessing our website, please set your Internet Explorer (version 6.0+ and 7.0+) to either one of the following configurations to rectify the problem:

#### **Configuration One**

- 1) On the Tools menu, click Internet Options.
- 2) On the Advanced tab, under Security, make sure that the following check boxes are “checked”.
  - Use SSL 2.0
  - Use SSL 3.0
  - Use TLS 1.0
- 3) Click Apply, and then click OK.

#### **Configuration Two**

- 1) On the Tools menu, click Internet Options.
- 2) On the Advanced tab, under Security, make sure that the following check boxes are “checked”:
  - Use SSL 2.0
  - Use SSL 3.0
- 3) On the Advanced tab, under Security, make sure that the following check box is “unchecked”:
  - Use TLS 1.0
- 4) Click Apply, and then click OK.

#### **Configuration Three**

- 1) On the Tools menu, click Internet Options.
- 2) On the Advanced tab, under Security, make sure that the following check boxes is “checked”:
  - Use SSL 3.0

3) On the Advanced tab, under Security, make sure that the following check boxes are “unchecked”:

- Use SSL 2.0
- Use TLS 1.0

Click Apply, and then click OK.

**Q: I encounter problems when I try to log in. What should I do?**

**A:** If you see the pop-up message: "Please wait for the applet to load", do wait for a While for the applet to load completely. You should be able to see a message "Applet started" or "Done" indicated on the left side of the status bar (at the bottom of the web page) if the loading of the applet has been completed. If you encounter problems when the applet is loading, please close the browser and try to login again.

**Q: What if I tried reloading and repeating the login process, but I still fail to login after several times?**

**A:** Please check your system configuration for the following:

If the system is stalled at "Please wait for the applet to load" on the login page, please check your system configuration for the following:

**First level troubleshooting (applicable to Internet Explorer users)**

- 1) Ensure that you are using the recommended browser: Internet Explorer 5.5 & above.
- 2) If Java Virtual Machine is not installed in your browser, please install the Java Virtual Machine in order to log into your investment account. You may install Java Virtual Machine through Java homepage
- 3) If the Java Virtual Machine has been installed, please check the following Java setting:
  - i) Check that the latest version of Java Virtual Machine is installed for your browser. Steps to check: click on “START” > choose “CONTROL PANEL” > double click on “JAVA” > “GENERAL” tab > click on “ABOUT”
  - ii) Check that Java and Javascript are activated on your browser.  
For example, if you are using Java version JRE 1.5.0  
Steps to check Java:  
On the “TOOLS” menu > click “INTERNET OPTIONS” > on the “ADVANCE” tab -> under Java (Sun), you need to tick the checkbox Use JRE 1.5.0\_06 for "applet"(requires restart)

Steps to check JavaScript:

On the “TOOLS” menu > click “INTERNET OPTIONS” > on the “SECURITY” tab > click on “CUSTOM LEVEL” > Scroll down to ensure the “Scripting of Java applets” has been set to “Enable”.

- 4) Close your browser and open a new browser before trying to login again. Some of the computers may require users to restart before trying to login again.

### **Second level troubleshooting**

If you still fail to login after trying the First level troubleshooting, please check that you do not have multiple versions of Java Virtual Machine installed at the same time. You are advised to uninstall all the Java software stored in your computer. After that, download and install new Java software via Java homepage