How to

AHL eTrade...?

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Message from the Company Management

Arif Habib Limited is one of the leading brokerage houses in Pakistan, providing a wide range of investor focused services, including equity brokerage, market and securities research, investment banking and financial advisory services. Our company has won the "Top 25 companies of Pakistan award" by the Karachi Stock Exchange in 2007/2008 and "Best Corporate Finance House 2010 & 2011 – Equity & Advisory (Runner-up)" by the CFA Association of Pakistan. Our Brokerage operation is among the oldest in Pakistan (operating since 1970), assisting scores of Institutional and high net worth individuals locally and internationally.

We are equipped with a state of the art technology and user friendly web portal, which allows you to execute your trade fast, reliable and secured. Our lower commission rates will allow you to execute your investment economically. Our specialized customer service and expert settlement team will ensure an efficient processing of your trade and fund management. We have one of the best research teams, which is also available to assist you on your portfolio construction needs.

Our team truly appreciates your kind attention, and is keen to see you using our **Online Trading System**, **TradeCast**.

With sincere regards

AHL Management

Before the Beginning

What is TradeCast or Online Trading System?

Trade Cast or Online Trading System allow the flexibility to trade online from anywhere using any computer with a good internet connection and a web browser. The software is fully customizable, complete with real-time fluctuation of prices, data and news. Technical analysis and charting are key advance features of the software.

Some of the main features are:

1. Anytime / Anywhere Connectivity with Broker
2. Easy downloadable module with no application Setups
3. Java based Platform Independent Application for connectivity with Windows, Linux, Mac OS, Ubuntu and Solaris based machines
4. Low Latency (Almost Zero Latency) in Quotes Display
5. SSL Certificate based Web Security
6. Encrypted data communication for Security
7. Comprehensive Market Watches: 100 Index Watch, 30 Index Watch, Sector Watch and Custom Market watch.
8. Live Tickers : Upper Cap, Lower Cap, Active Scripts, Top Ten and Custom Tickers
9. Scalable Solution to meet demanding loads

Good to Know

To open online trading account with us, please download and completely fill the account opening form available at www.ahletrade.com and www.arifhabibltd.com and send us at the following address:

Arif Habib Limited
Online Trading Support Department
Arif Habib Centre, 23 –M.T. Khan Road,
Karachi - 74000.

To commence trading and free training by phone, please contact our online trading support department at:

Direct: +92 21 32461105 – 04
PABX: +92 21 32460717 - 19 ext. 218.

To receive free Equity and Money Market related research and alerts via SMS or EMAIL, kindly send your email address and cell phone number at support@arifhabibltd.com.

During the Panic Hour

If something goes wrong related to AHL online trading system or you are having difficulties understanding the setup or you find the software complicated, please feel free to contact:

Ms. Munazza Mazhar
Online Trading Support Department

Address: Arif Habib Centre, 23 –M.T. Khan Road, Karachi - 74000.
Direct: +92 21 32461105 – 04
PABX: +92 21 32460717 - 19 ext. 218
Email: support@arifhabibltd.com, info@arifhabibltd.com

1. PRE TRADING INFORMATION

1.1 - THE EMAIL

After the receiving of your account opening form, initial payment cheques, any required documents that is after the successful account opening, you will receive an email as shown in figure 1.1 on your registered email address (email address you provide in the account opening form)

Dear Mr. Nouman:

Thank you for choosing **Arif Habib Limited eTrade** for your online trading. Your online trading account has been activated & is ready to use.

Your account information is as follows:

User ID	Nouman
Password	G D 8 p W M p H
Pin Code	Generate Pin yourself after login
URL	www.ahletrade.com

Please Note:
- Your User ID & Password are cAsE SenSiTive.
- Extra spaces are added in between password characters to increase readability only.
- This is one time password and cannot be used again.
- You will be prompt to change your password on your very first login.
- Pin code is an added security for your account.

Please keep this information secure, as it contains confidential information regarding your online trading account with AHL.

For further assistance and support, please feel free to contact us by phone at **+92 21 32460717-9 Extn. 207** or by emailing us at **support@arifhabibltd.com**

Your every query is important and will be answered as soon as possible.

Thank you once again for choosing **Arif Habib Limited** for your trading needs.

With Sincere Regards
Arif Habib Limited Management

This is an auto generated message. Please do not reply to this email

Figure 1.1

After reading the email, please visit www.ahletrade.com. In case, the above mentioned link does not work, you can visit the page by entering http://www.ahletrade.com/TradeCast/TradeCast.html manually in your browser.

(Please note, "T" & "C" in the word TradeCast should be CAPITAL LETTERS.)

2. INSTALLING TRADING APPLICATION

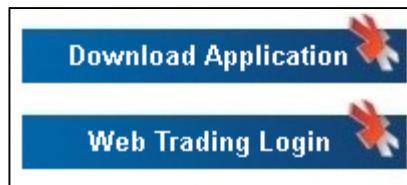On the right side of the website, you will find links directing to the application. See figure 2.

Figure 2

2.1 - DOWNLOAD APPLICATION

As you wish to download the application, click on **Download Application** button. The software will start checking the availability / updated version of JAVA on your system.

Figure 2.1.1

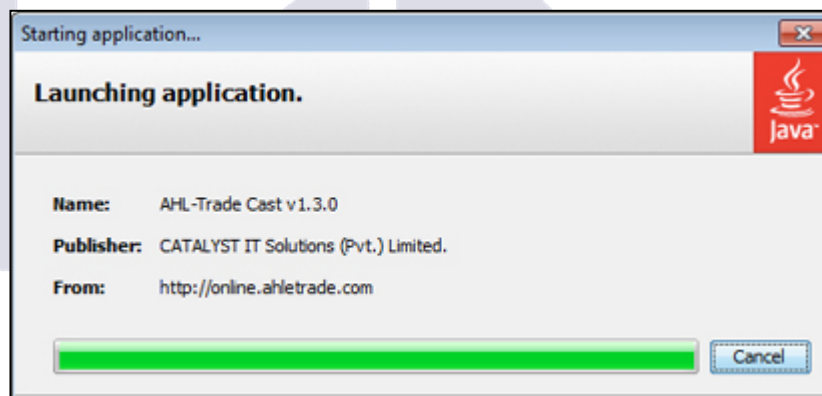If successful, figure 2.1.2 will appear showing the download progress.

Figure 2.1.2

As the download gets completed, a **Warning - Security** window as shown in figure 2.1.3 will appear asking for the permission. Please tick the check boxes asking **I accept the risk and want to run this application** and **always trust content from the publisher** and click **Run**.
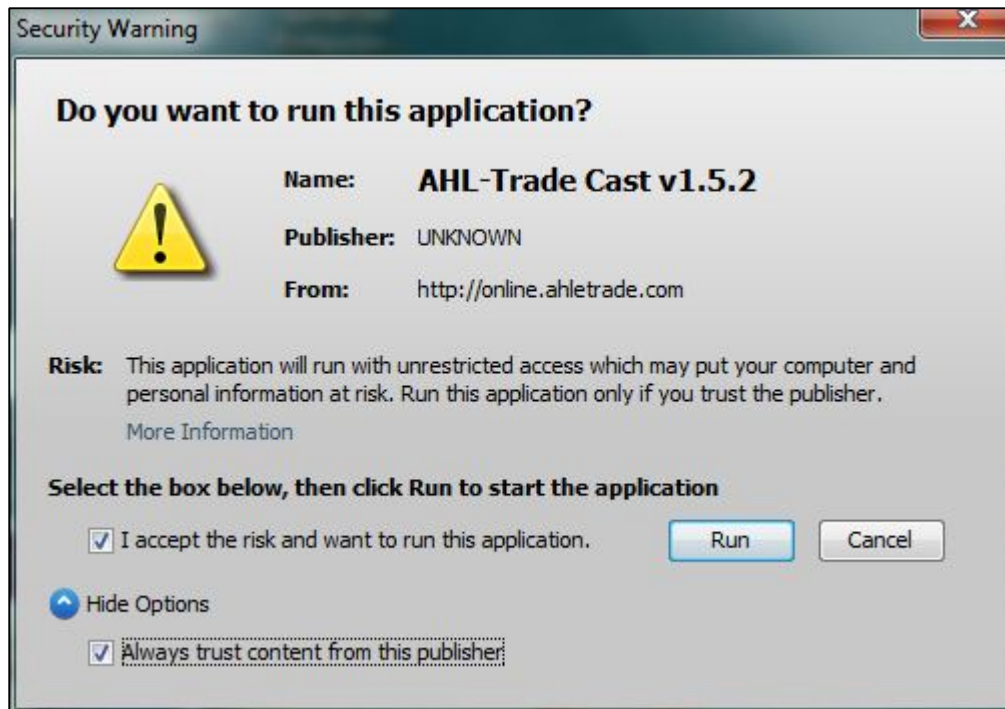
Figure 2.1.3

Once the downloading and verification is completed, the system will automatically create a shortcut on your desktop.
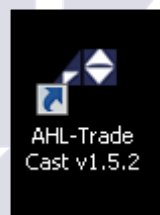
Figure 2.1.4

You are almost done. Double click the icon created. A window **Starting Application** will appear stating **Verifying Application**.
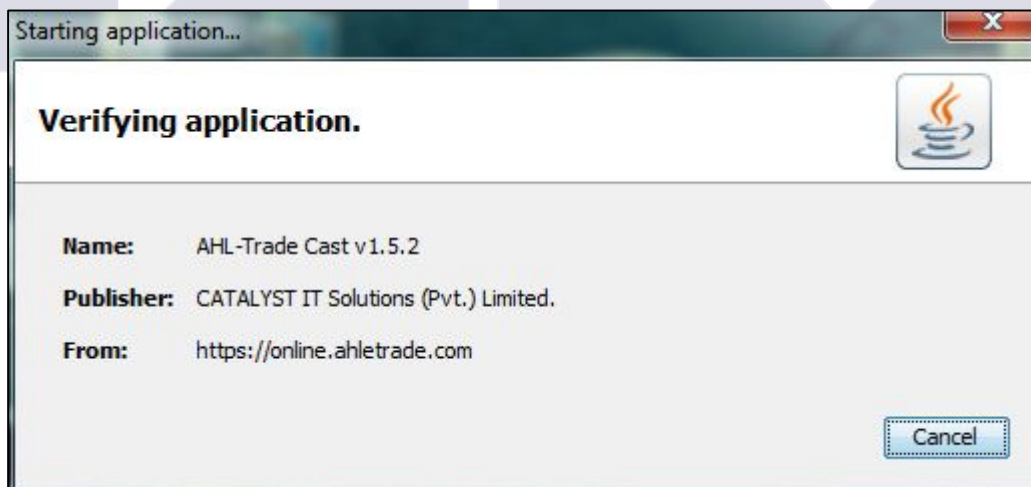

Figure 2.1.5

How to AHL eTrade...?

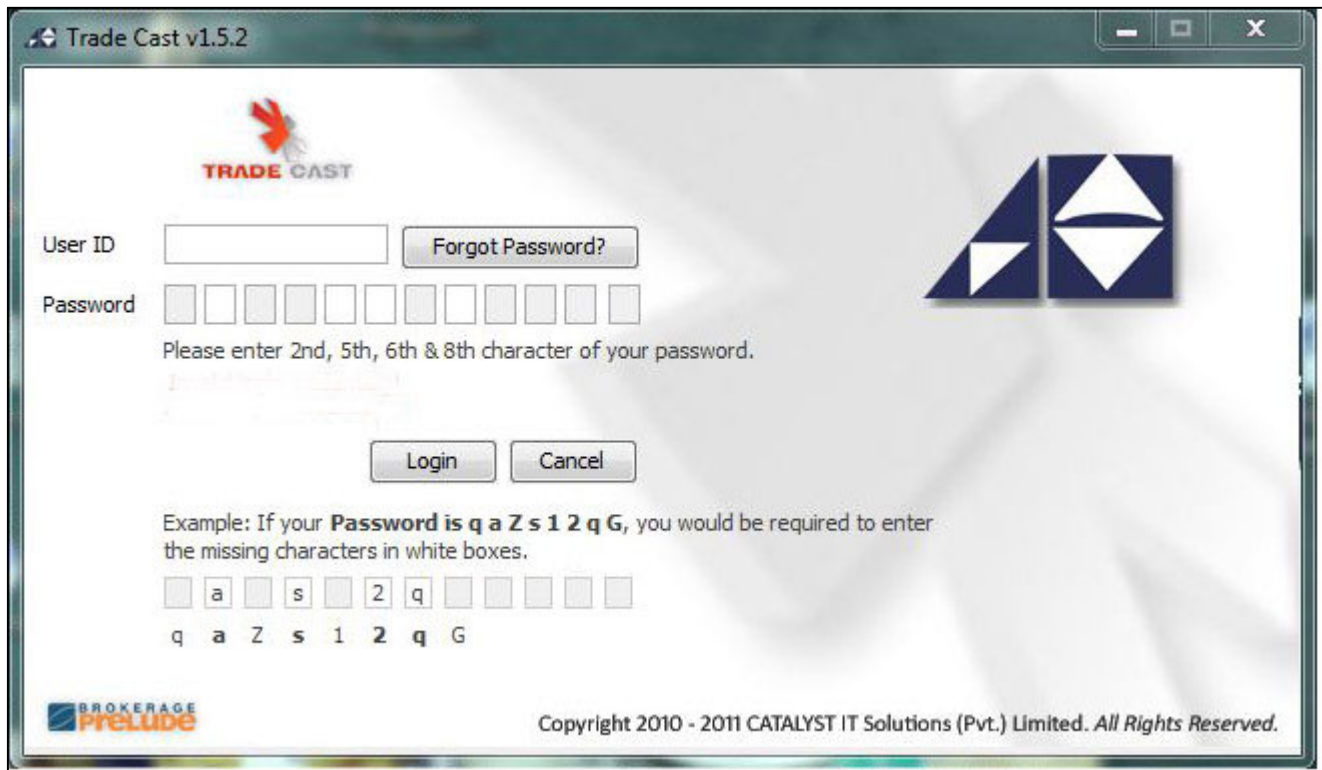After fruitful verification, **Trade Cast login** screen will appear asking for your credentials. Type in your user ID and password and click **Login** to continue.

Figure 2.1.6

On successful login, the **Online Trading System – TradeCast** will appear.
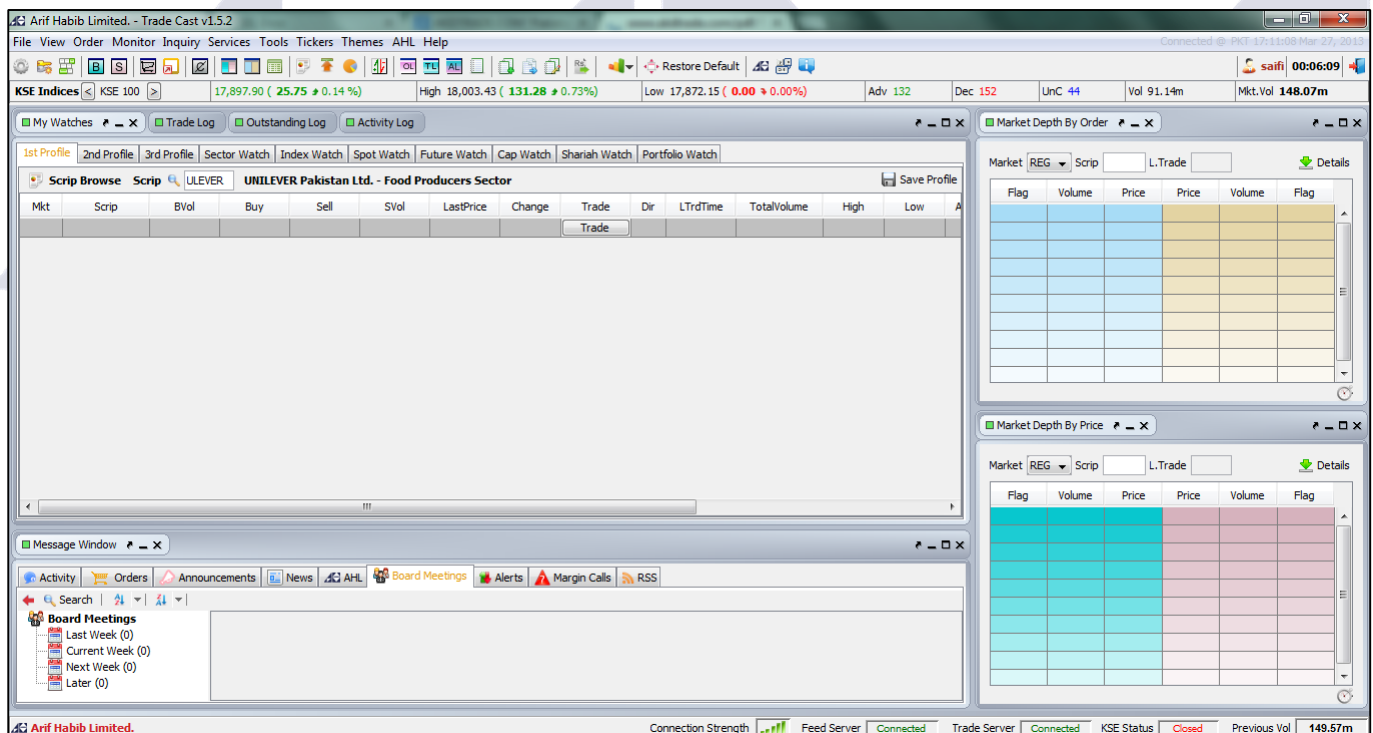
Figure 2.1.7

2.2 - WEB TRADING LOGIN

As you want to log on using Web Trading Login, Click on the **Web Trading Login**.

Web Trading login screen will appear asking for your credentials. Type in your user ID and password and click **Login** to continue.

On successful login, the **Online Trading System – TradeCast** will appear as shown in figure 2.1.7.

Figure 2.2.1

3. INSTALLING JAVA

If any window appears saying java not found on your computer, then please follow the below mention steps;
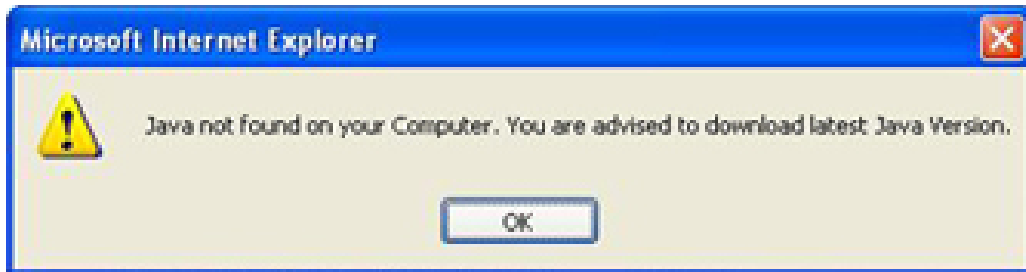
Figure 3.1

Step 1:
Visit www.java.com, you will see **Free Java Download** Button. Click it once to continue.

Figure 3.2

Step 2:
Please click **Agree and Start Free Download.** Click it once to start the downloading.
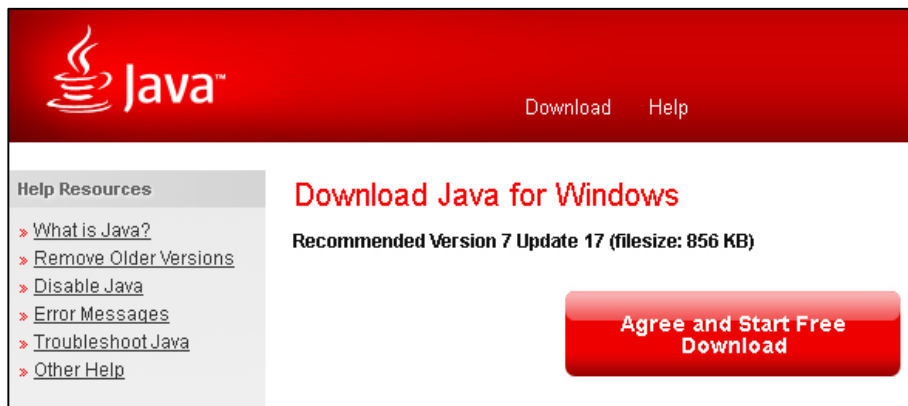
Figure 3.3

How to AHL eTrade...?

Step 3:
A security warning window will appear asking you to Save or Run, click R**un**. A window as shown in figure 3.5 will appear showing the progress of the download.

<div align="center">Figure 3.4</div>
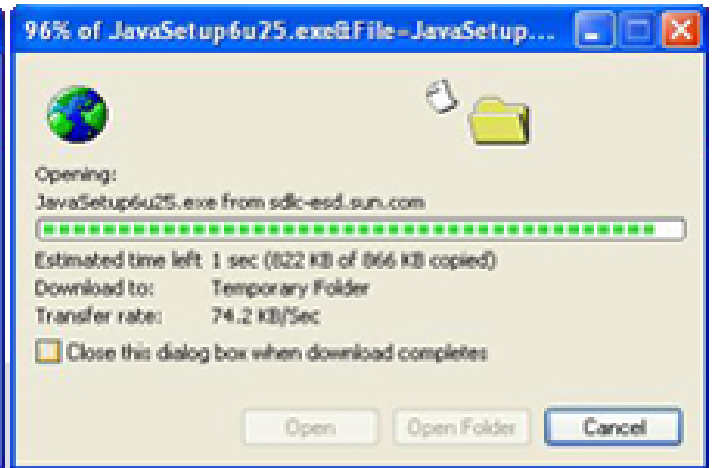
<div align="center">Figure 3.5</div>

Step 4:
As the download completes, a window will appear asking your permission to run, click **Run**. Please close the internet browser for uninterrupted installation.

<div align="center">Figure 3.6</div>

Step 5:
Setup will run, click **Install** to continue.

<div align="center">Figure 3.7</div>

Step 6:
Sit back and relax until you see window as shown in figure 3.8, click **Close** to exit.

Figure 3.8

Your java installation is complete. Restart you system to complete the installation.

Please visit www.ahletrade.com.

4. UNABLE TO LAUNCH THE APPLICATION

There are times when after verifying JAVA, the system will give you an error **Unable to Launch Application**.
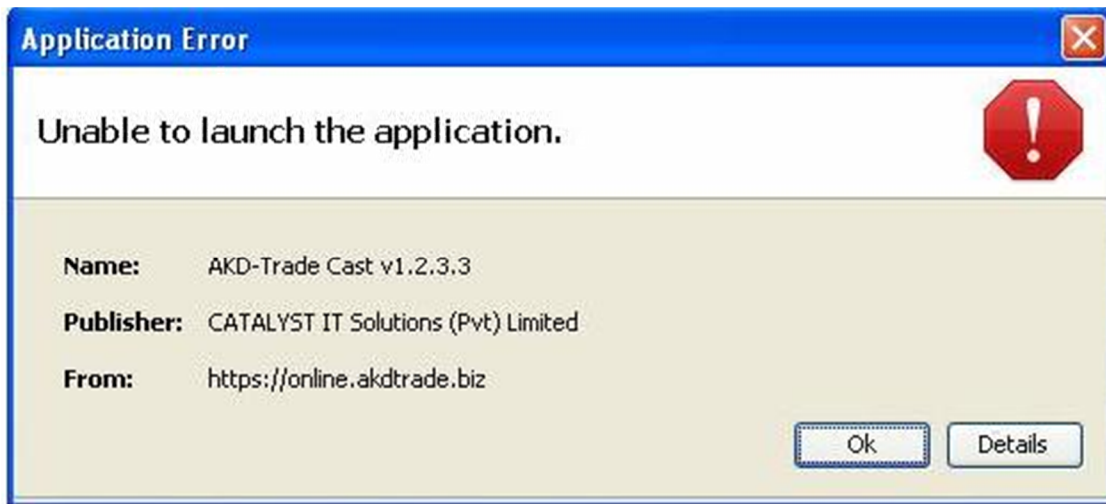
Figure 4.1

The above error indicates that you already have JAVA on your system but the version needs to be update.

You can always check the version of JAVA available on your system. To verify JAVA you need to go to the **Control Panel** of your system and double click on the JAVA icon.
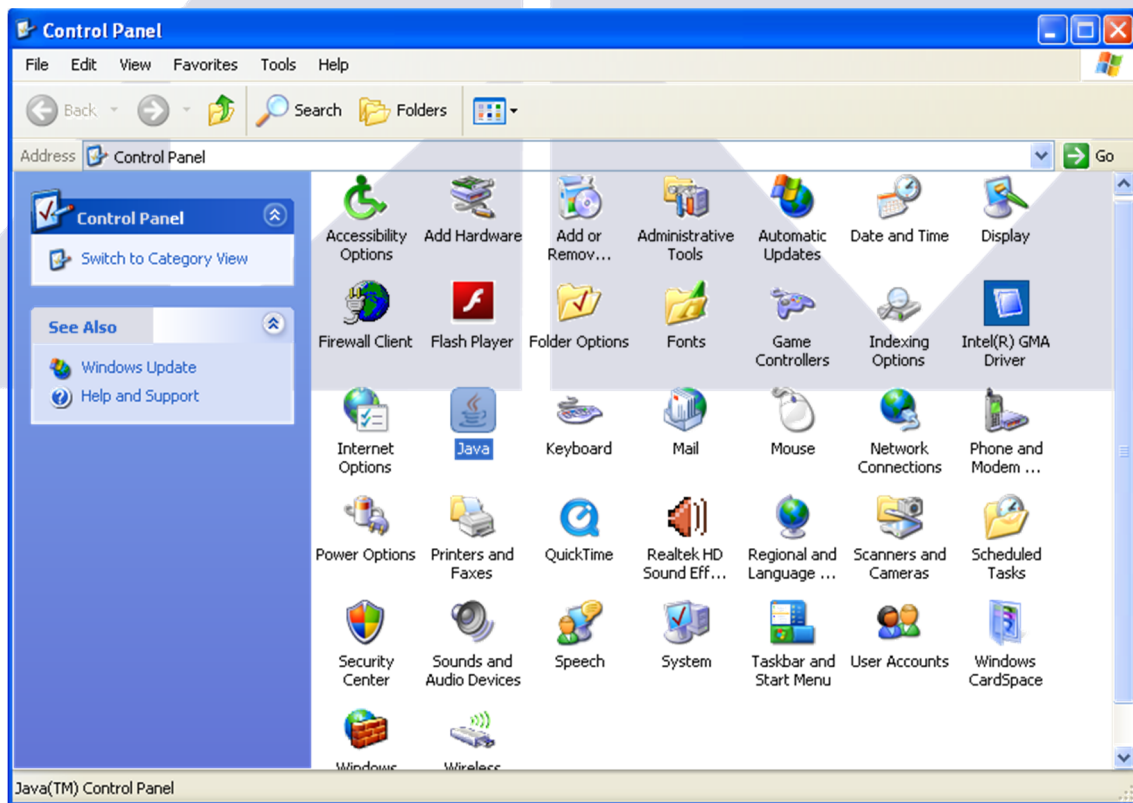
Figure 4.2

How to AHL eTrade...?

Once you double click on the **JAVA** icon, **Java Control Panel** will open. If you are unable to find the JAVA icon in your control panel you can click the **Start Menu** button on your desktop, go to **run** (or press **window key + R** on the keyboard) and write **JAVAWS –VIEWER** and it will display you the **Java Control Panel** window.
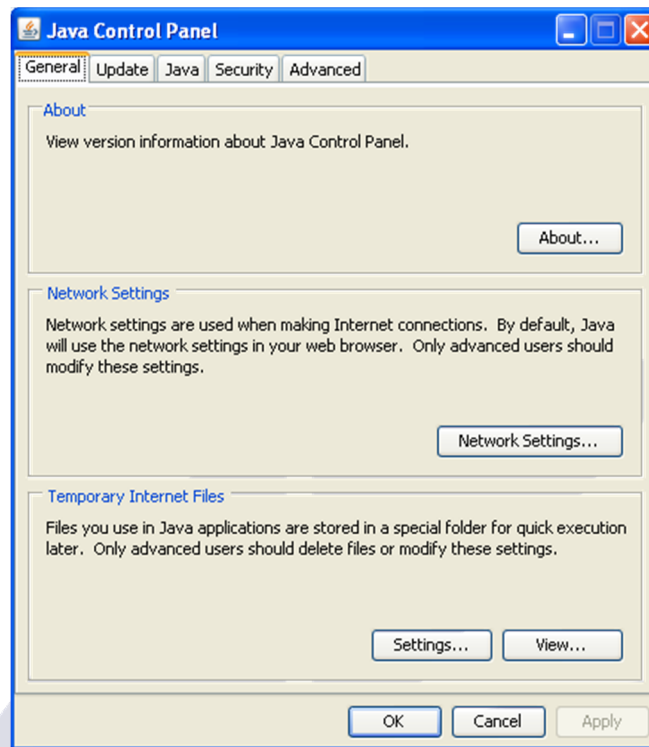
Figure 4.3

Here you are required to click **About**. Another window by the name of **About JAVA** will appear ; here you can check the installed version of JAVA on your system with the update.

Figure 4.4

If the available JAVA on your system is not the updated version then you are requested to install the latest version of JAVA. (See section 3 - Installing JAVA)

5. STILL HAVING ISSUES

If the problem still persists, you will be required to go to the control panel of your system and double click **Add or Remove Programs** in windows XP and **Program and Features** in windows 7. A new window will open containing the list of all the applications installed on your system. Here you may see the **AHL TradeCast** in the list. If exists you are requested to remove/uninstall any previous versions installed on your system.

In addition to this, you are also required to go to **JAVA CONTROL PANEL**. (See section 4 – Figure 4.3).

Figure 5.1

Click **Settings,** another window by the name of **Temporary Files Settings** will appear.
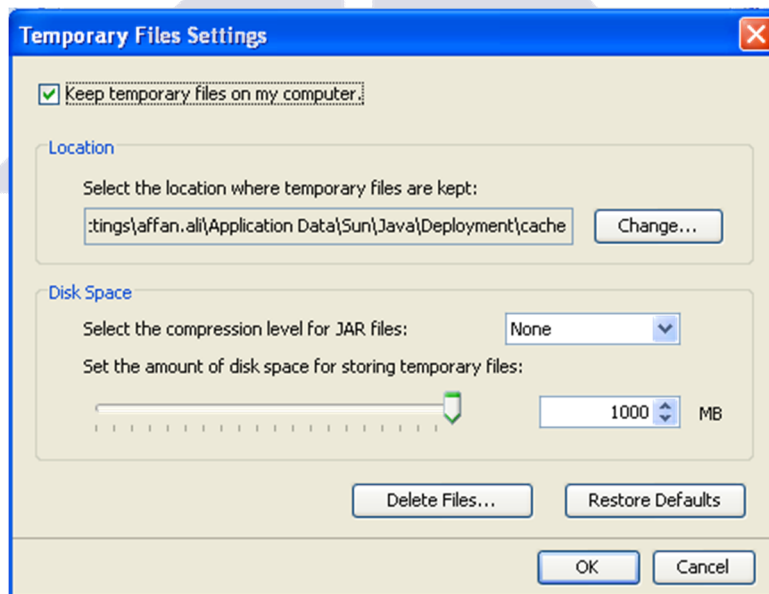
Figure 5.2

How to AHL eTrade...?

Before moving forward, please make sure **Keep Temporary Files on My Computer** at the top of the window is checked. If not, check the box in front.

Now click **Delete Files**, a window **Delete Temporary Files** will appear.
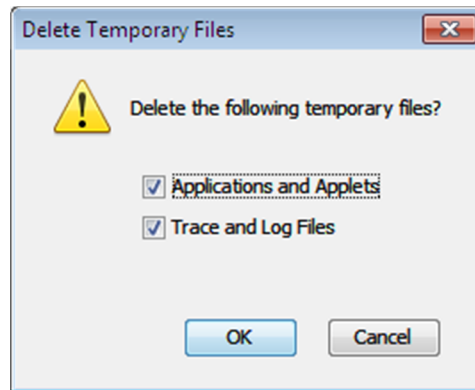
Figure 5.3

Please check both the options and press **OK**. This will clear your JAVA cache. Once the cache is cleared, please install the **AHL TradeCast Application** (See section 2 – Installing Trade Cast).

Even after doing all this hard work, the login window does not appears. There can be two possibilities for this:

1. Either the pop-ups are blocked on your browser, which usually is the case
2. Or your browser settings for JAVA needs tweaking

To enable pop-ups on your browser, go to the tools >> option on your browser and change the pop-up settings.

To change your browser setting for JAVA, go to **JAVA CONTROL PANEL**. (See section 4 – Figure 4.3) and click the **Network Setting**. A new window **Network Settings** will appear.
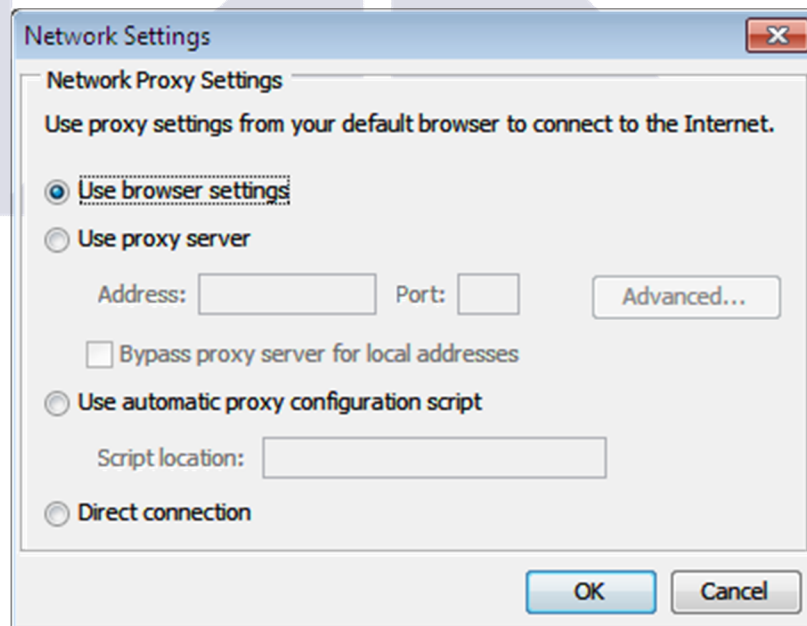
Figure 5.4

How to AHL eTrade...?

Please select the **Direct Connection** Option as figure 5.5.
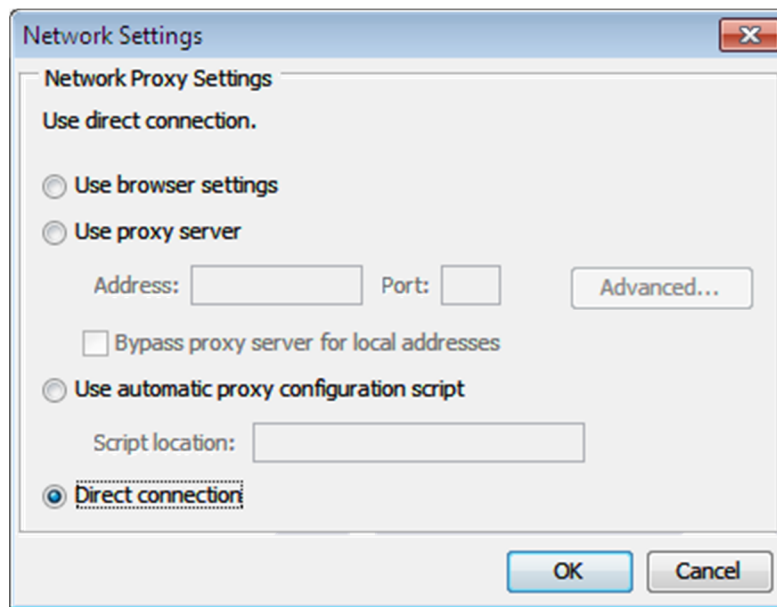
Figure 5.5

Press **Ok** and then again **OK** on the JAVA Control Panel window**.**

Now try to install and/or run the **AHL TradeCast**. If problem persist, give us a panic call. (Details mentioned earlier)

6. LET'S GET STARTED

If everything goes right and you have a window that looks like figure 6 then go to the email (see section 1.1) which contains the user name and one time password we send you earlier after successful account opening.
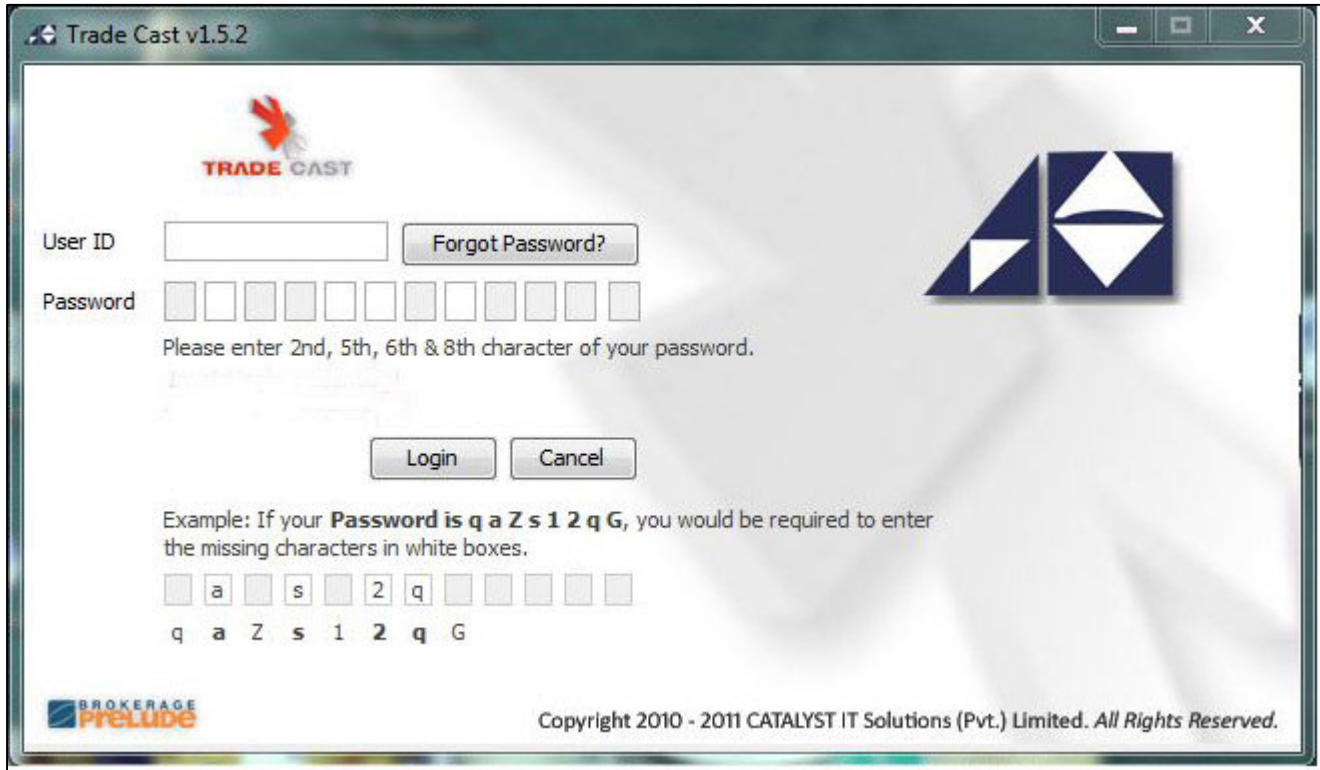
Figure 6

Type you user ID and password in the respective fields. Example of how to enter password is given right below the password boxes.

6.1 - CHANGE PASSWORD >> ALT + P

When successfully logged in, you will be asked to change your password or you can change your password manually by pressing **ALT + P** on your keyboard. The password you just use was one timer. Please make sure that your new password contains alpha numeric characters with minimum of 8 characters.
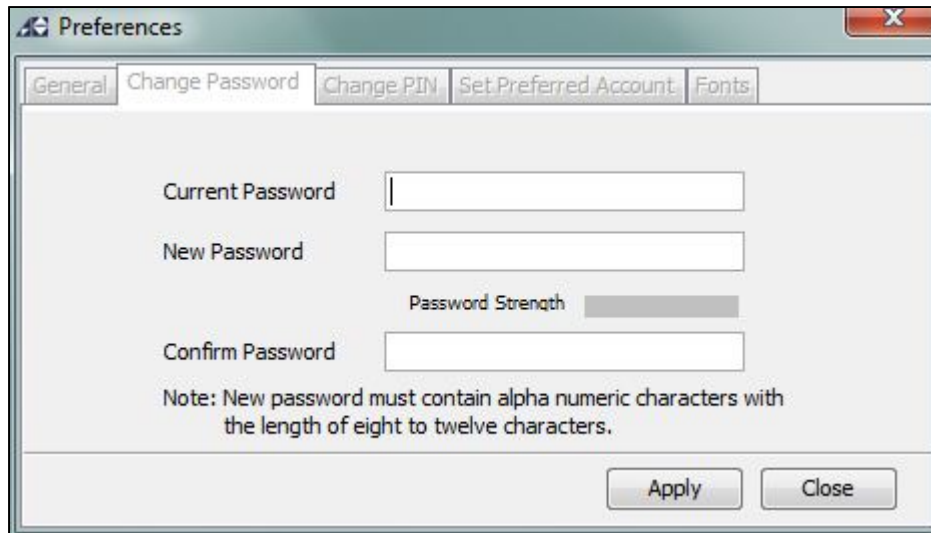
Figure 6.1.1

Alternatively, you can change your password from the **Change Password** option in the **File Menu** on the top of the screen.
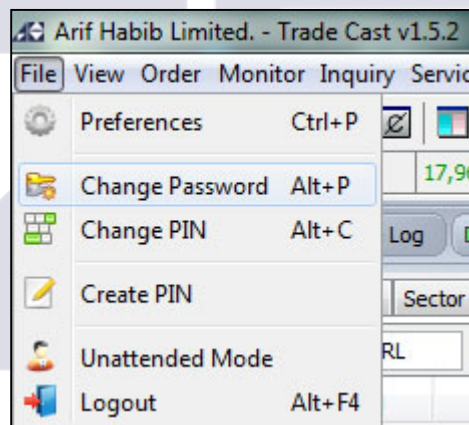
Figure 6.1.2

6.2 - PIN GENERATION

Once you change your password successfully, you will be notified to generate your PIN. Select **Create PIN now** and click **Next** to continue.
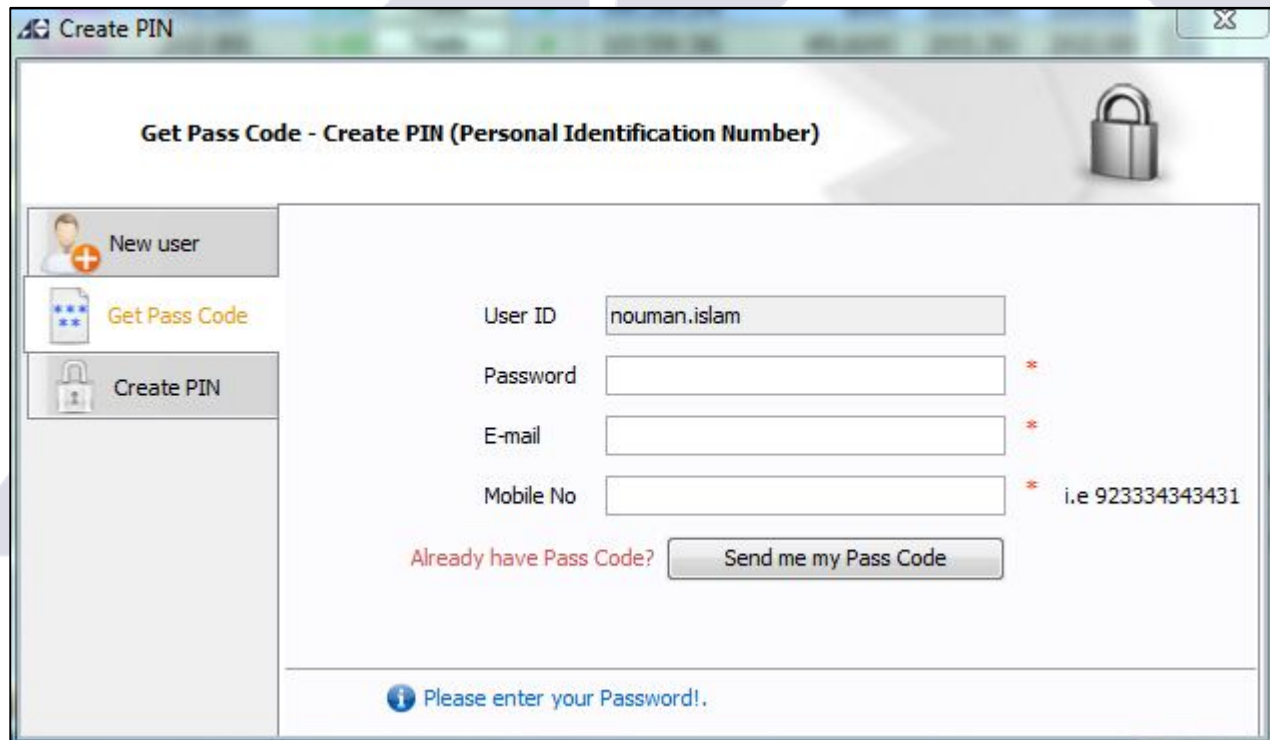
Figure 6.2.1

Alternatively, you can **create PIN** by selecting it from the **File Menu** on the top of the screen.

After you click next, a window **Create PIN** will appear. Click **Get Pass Code** from the left panel. Enter the new password, registered email address and the mobile number with country code in a continuous form. Example: 923218910255. Do not give space or dash in between the numbers. Click **Send me my Pass Code**. You will receive an SMS and an email from **Arif Habib Limited** containing your pass code.

Figure 6.2.2

Foreign clients are requested to enter their mobile numbers along their international country codes. Example: 971xxxxx

Now Click **Create PIN** on the left panel and enter the pass code which you have received via SMS or email. Enter any 4 digit numbers of your choice to make it your PIN. This PIN is used in order placement. Click on **Submit.** Once you create your PIN, you will see the new trading screen live and connected.
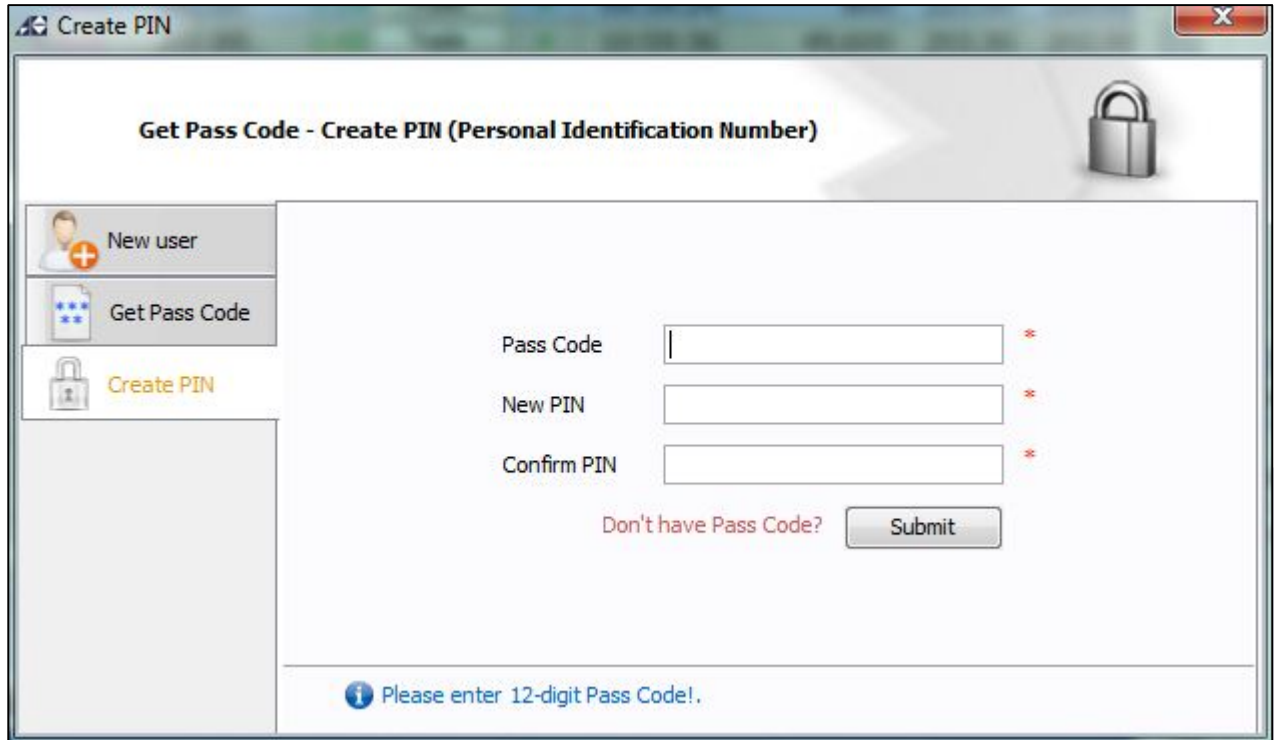
Figure 6.2.3
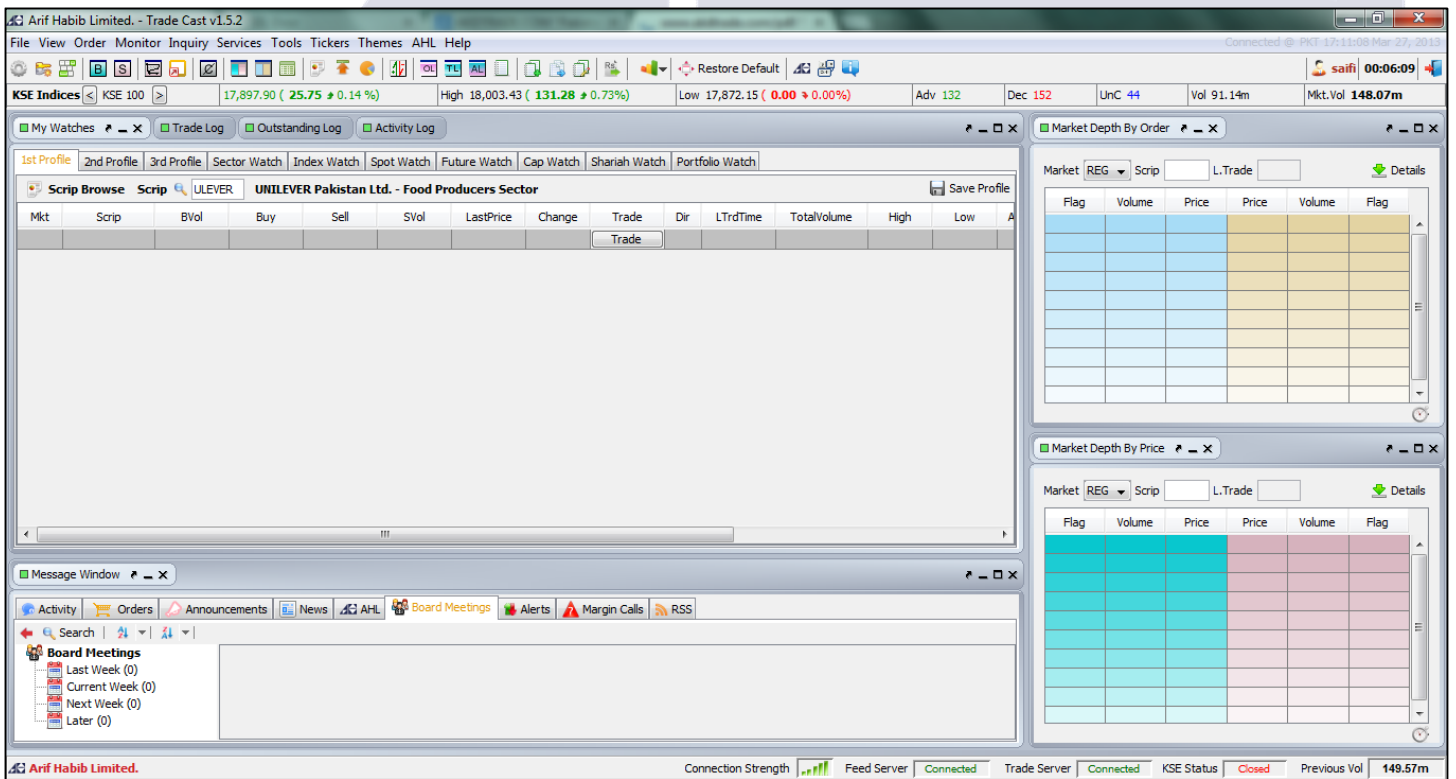
Figure 6.2.4

6.3 - CHANGE PIN >> ALT + C

You can always change your PIN created earlier by pressing **ALT + C** or go to **File Menu** on the top of the screen. Alternatively, you can find this option in **Preferences >> Change PIN** tab by pressing **CTRL + P**.
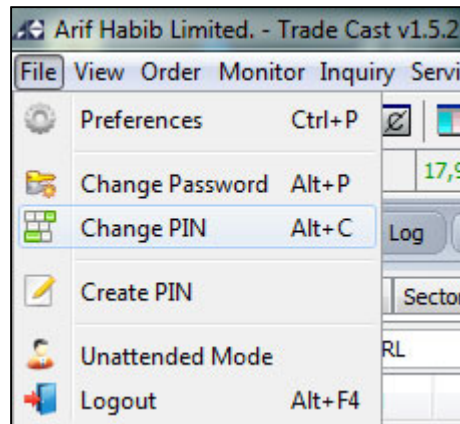

Figure 6.3.1

Figure 6.3.2

7. TROUBLESHOOTING THE LOGIN ISSUES

7.1 - INVALID LOGIN CREDENTIALS

While login, if you receive an error of **Invalid login credentials** then please make sure you type in correct user ID and/or password.
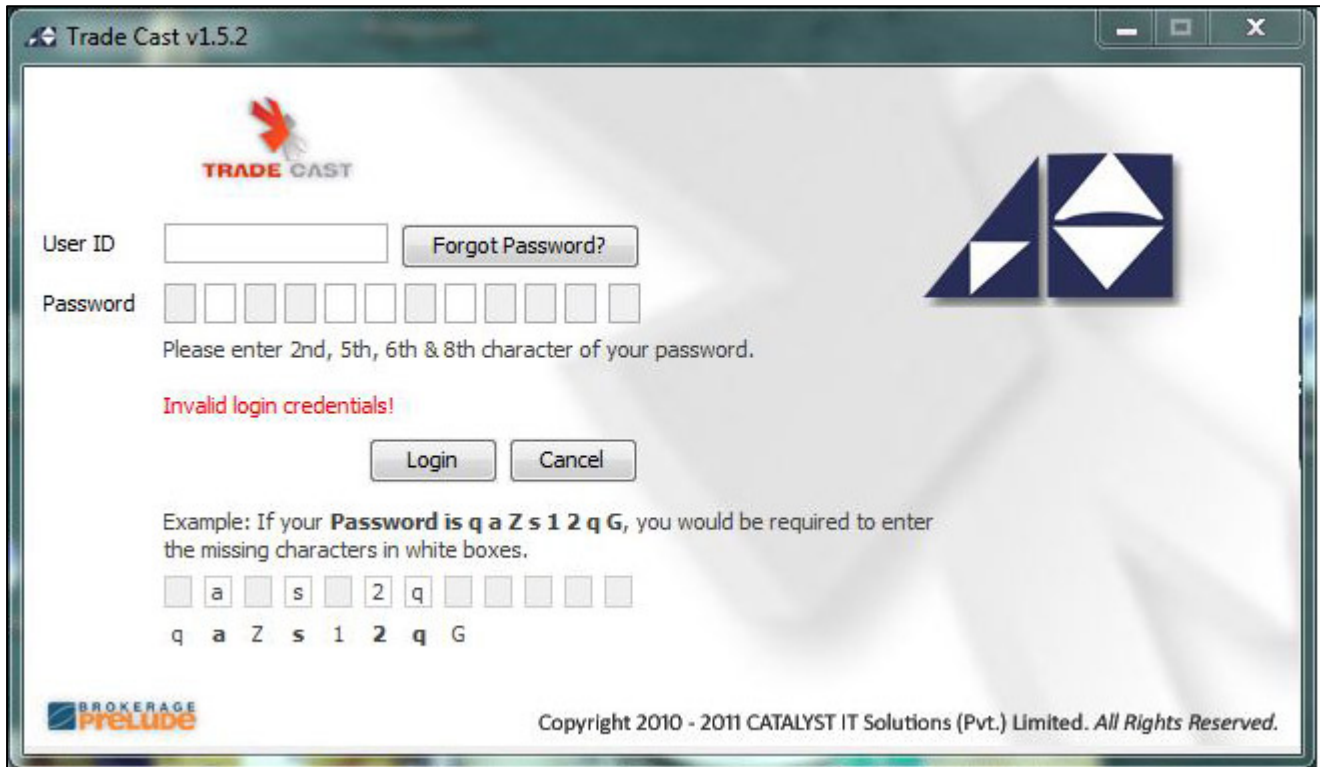
Figure 7.1.1

7.2 - FORGOT PASSWORD

If you still get the same error then probably you forgot your password. To recover your password, click **Forgot Password** beside the User ID text box. A window will open where you will be required to enter you user ID and registered email address.

Figure 7.2.1

Click **OK**. You will receive an email shortly from **Arif Habib Limited** containing your new password.

7.3 - ACCOUNT LOCKED

When invalid password is entered more than 3 times, your account will be locked automatically and you will receive an error stating **your account has been locked. Please contact the administrator.**

Figure 7.3.1

To unlock your account, place a request via email to support@arifhabibltd.com from your registered email address or contact:

Ms. Munazza Mazhar
Online Trading Support Department

Address: Arif Habib Centre, 23 –M.T. Khan Road, Karachi - 74000.
Direct: +92 21 32461105 – 04
PABX: +92 21 32460717 - 19 ext. 218
Email: support@arifhabibltd.com, info@arifhabibltd.com

After receiving your request, your account will be unlocked within one working hour.

7.4 - ACCOUNT INACTIVE

If you haven't login with your user id and password for more than 3 months, your account be will be inactivated and you will receive an error **your account us inactive. Please contact administrator.**
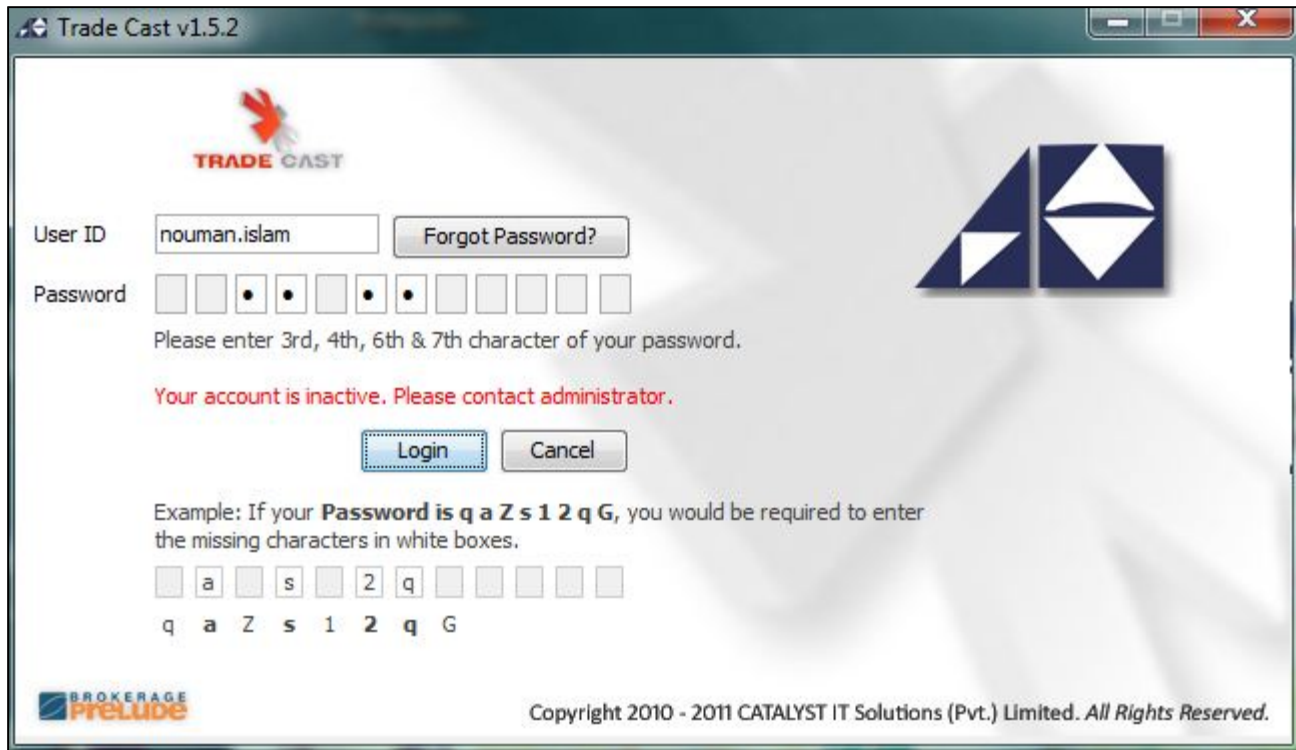
Figure 7.4.1

To activate your account, place a request via email to support@arifhabibltd.com from your registered email address or contact:

Ms. Munazza Mazhar
Online Trading Support Department

Address: Arif Habib Centre, 23 –M.T. Khan Road, Karachi - 74000.
Direct: +92 21 32461105 – 04
PABX: +92 21 32460717 - 19 ext. 218
Email: support@arifhabibltd.com, info@arifhabibltd.com

After receiving your request, your account will be unlocked within one working hour.

7.5 - SYSTEM NOT RESPONDING

Sometime, due to some unknown technical reasons, you will receive an error of **System Not Responding.** In this case, please contact:

Mr. Nouman Islam
Online Trading Support Department

Address: Arif Habib Centre, 23 –M.T. Khan Road, Karachi - 74000.
Direct: +92 21 32461105 – 04
PABX: +92 21 32460717 - 19 ext. 207
Email: support@arifhabibltd.com, info@arifhabibltd.com

7.6 - PASSWORD EXPIRE

Due to security reason, your password is set to expire in 3 months. If you receive an error stating **your password has been expired**, click **OK**. You will be prompt to change your password. (See section 6.1 – Changing of Password)
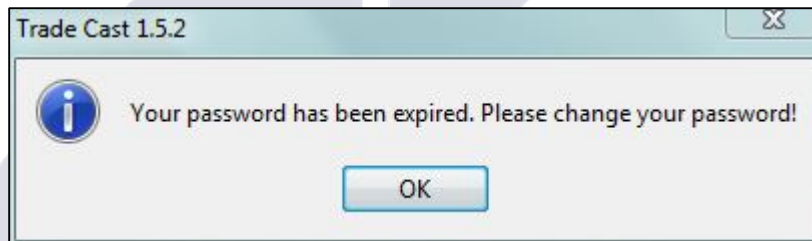
Figure 7.6.1

8. CUSTOMIZATION & MISC FEATURES

8.1 - DISABLE ORDER PLACEMENT

To disable order placement, go to **File Menu** on the top left side of the screen and click **Unattended Mode**. This will make application to run normally, but order placement will be disabled.
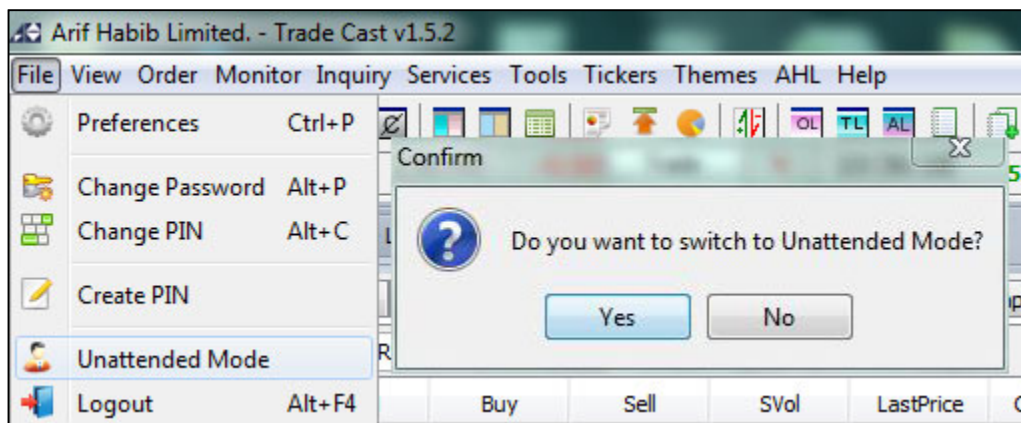
Figure 8.1.1

8.2 - LOGOUT >> ALT + F4

Go to **File Menu** on the top left side of the screen and click **Logout** to close the application. You can also logout by clicking the **cross** on the top right of the trading screen.
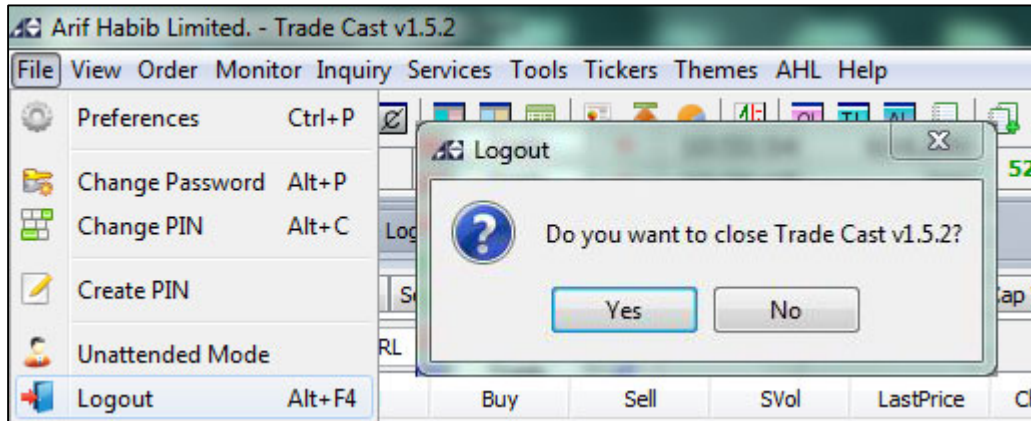
Figure 8.2.1

Once you click, you will be logged out from the Trade Cast. A new window will appear, thanking you for trading with us. You can simply click close to completely exit the system or click feedback to provide us your valuable comments and suggestions. You will be redirected to the website page.
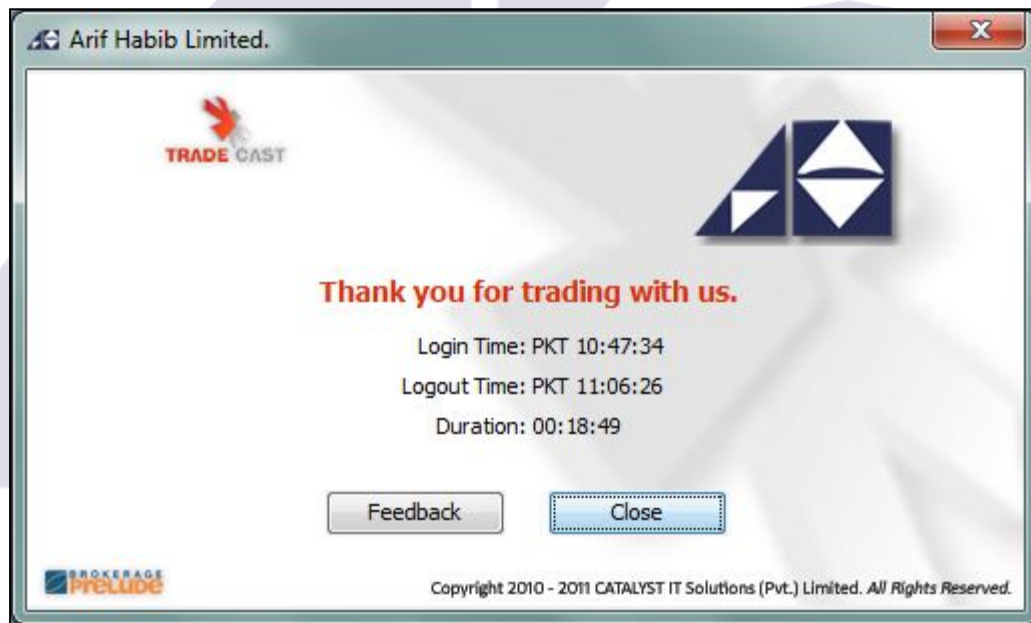
Figure 8.2.2

8.3 - RESTORE DEFAULT LAYOUT

If your trading software becomes too messy or you wish to change your trading screen into **Default Layout** by either pressing **Ctrl + R** on your keyboard or you can go to **Tool Menu >> Restore Default Layout** on the top of the screen.
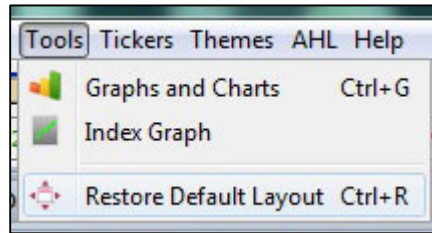
Figure 8.3.1
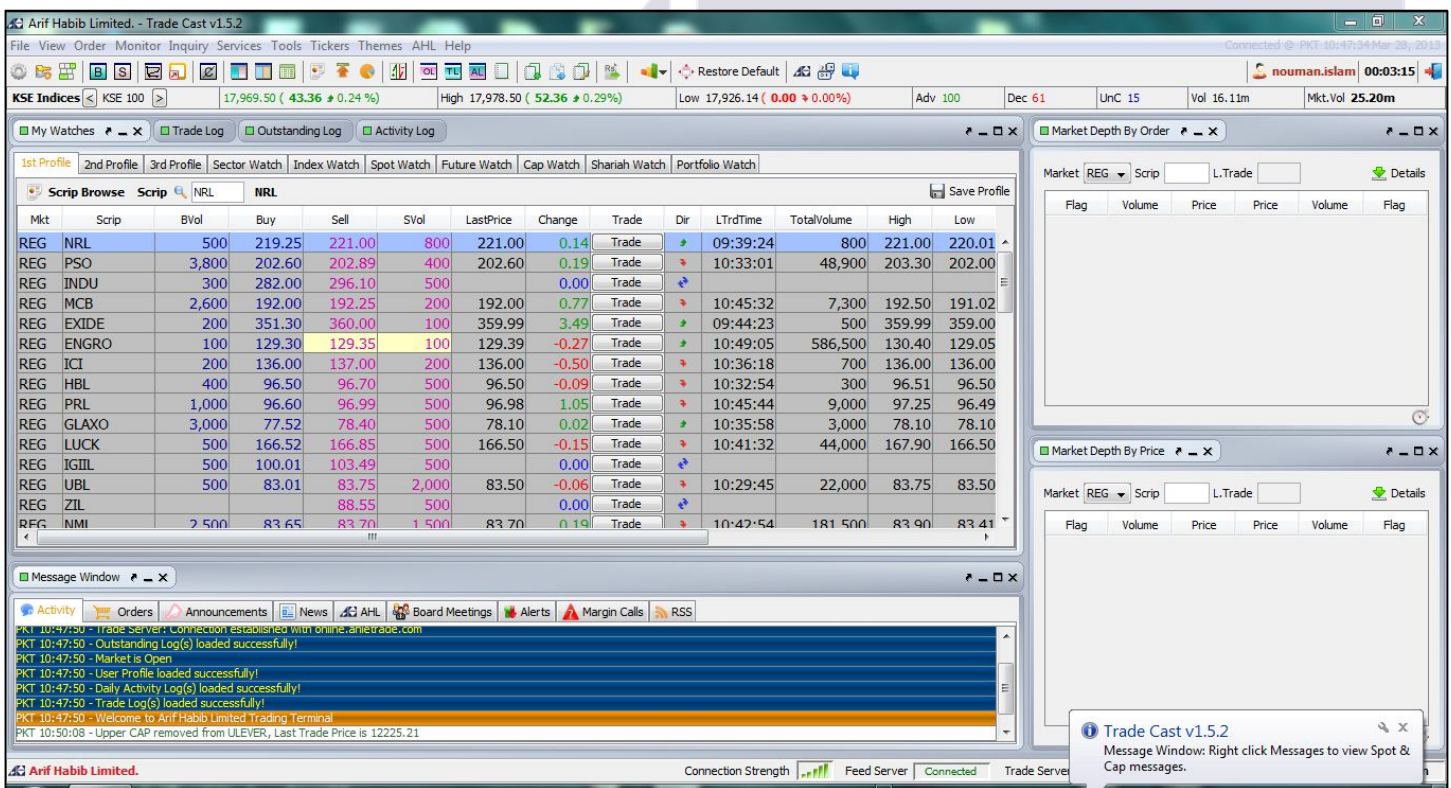
Figure 8.3.2

8.4 - THEMES

There are multiple themes of the software that can be selected and used. Go to **Themes Menu** from the top of the screen and select any theme available from the list.
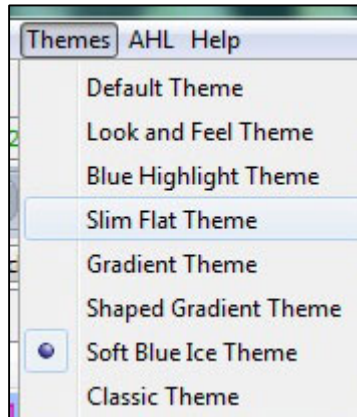
Figure 8.4.1

8.5 – AHL
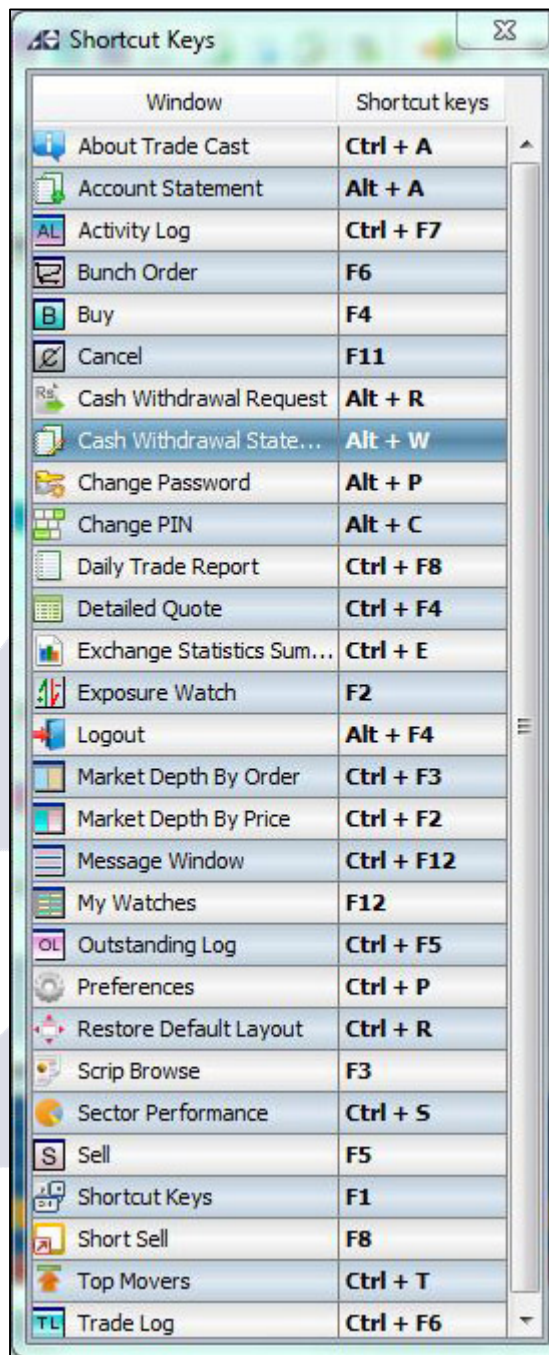
By clicking this option, you will be browse to Arif Habib Limited website.
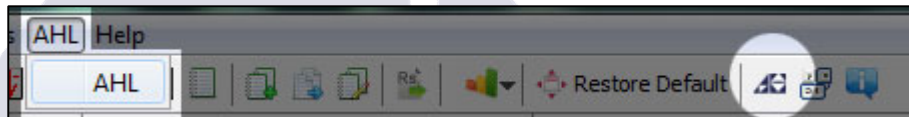
Figure 8.5.1

8.6 - SHORTCUT KEYS >> F1

Press **F1** key on your keyboard to view the list of all the features of **AHL TradeCast** along with the Shortcut keys.

Figure 8.6.1

Alternatively, you can go to **Help Menu >> Shortcuts.**

8.7 – ABOUT

Go to Help **Menu >> About** to know about the software.
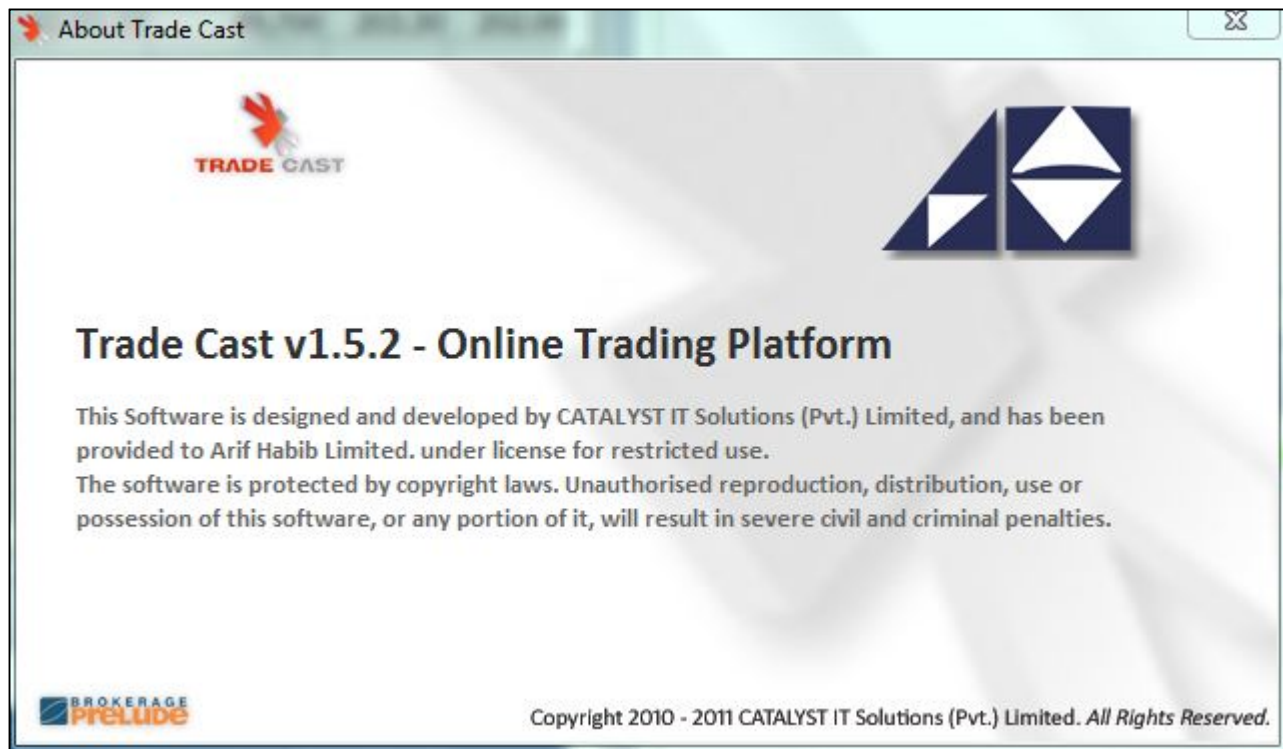
Figure 8.7.1

9. ORDER PLACEMENT

9.1 - BUY ORDER WINDOW >> F4

Select the scrip you want to buy and then press **F4** key on the keyboard to place a buying order.

Figure 9.1.1

9.2 - SELL ORDER WINDOW >> F5

Select the scrip you want to sell and then press **F5** key on the keyboard to place a selling order.

Figure 9.2.1

9.3 - BUNCH ORDER WINDOW >> F6

With the help of this window you can place multiple orders at a time by pressing **F6** key on the keyboard.
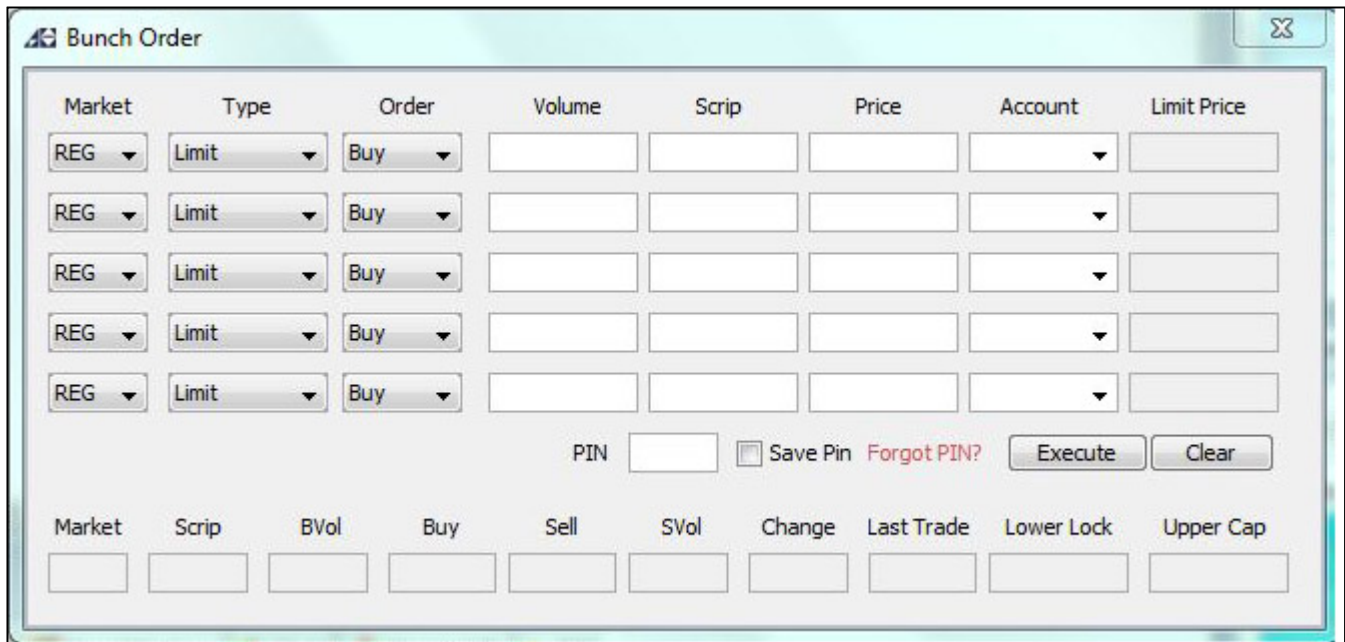
Figure 9.3.1

9.4 - SHORT SELL ORDER WINDOW >> F8

Click on the scrip and press **F8** key on the keyboard to place a short selling order. This option is currently unavailable.
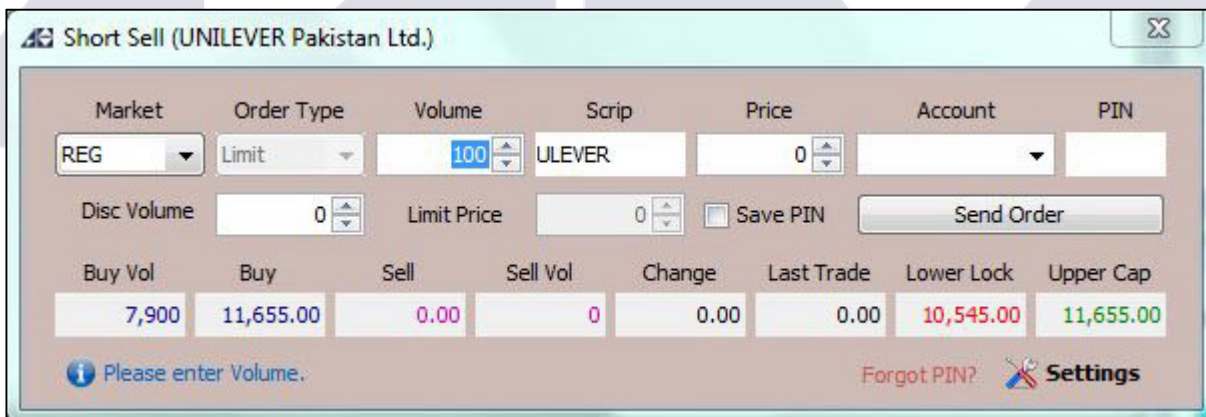
Figure 9.4.1

9.5 - CANCEL ORDER WINDOW >> F11

Press **F11** to open cancel order window. Enter the Order # of the order which you want to cancel. You can find the Order # in the **Outstanding Logs** or in **Message Window >> Order**.

Figure 9.5.1

9.6 - LEVERAGE BUY ORDER WINDOW >> F7

Press **F7** to open leverage buy order window.

Figure 9.6.1

10. CASH WITHDRAWAL REQUEST >> ALT + R

You can place a cash withdrawal request by clicking **Services Menu** on the top of the screen and select **Cash Withdrawal Request**.

Figure 10.1

Figure 10.2

There are three modes of withdrawing cash:

- Cheques Delivery at your registered postal address
- Cheques Pickup
- Online Funds Transfer