USER GUIDE FOR I-BOARD

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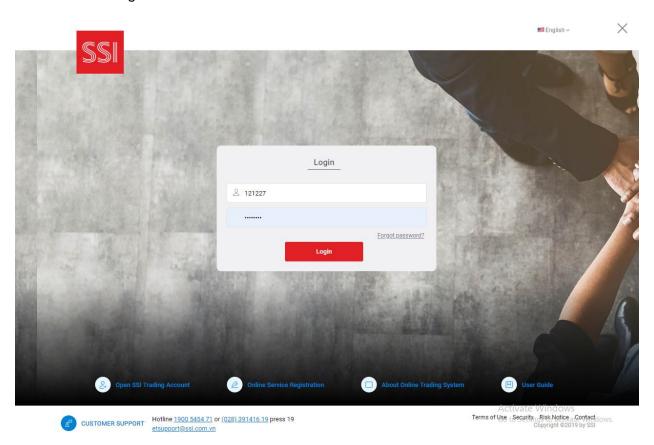
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A. TRADING

1. Log in

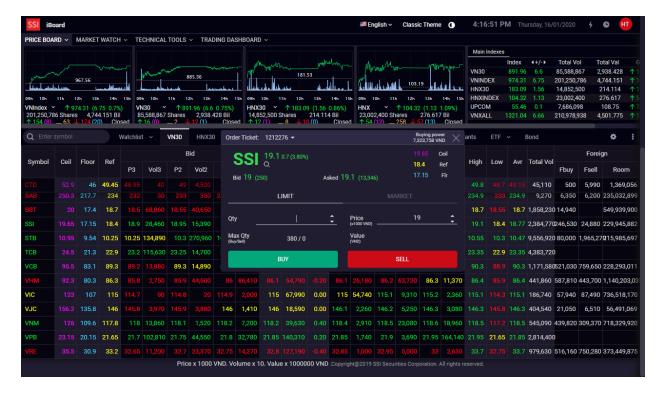
- You can log in to iBoard in 3 ways:
 - Option 1: Click on bid/ask price on priceboard
 - Option 2: Click Trading Dashboard > Normal Trade/Speed Trade
 - Option 3: Click on button at the top right corner of the screen > Click Log in

=> Here is the Log in screen



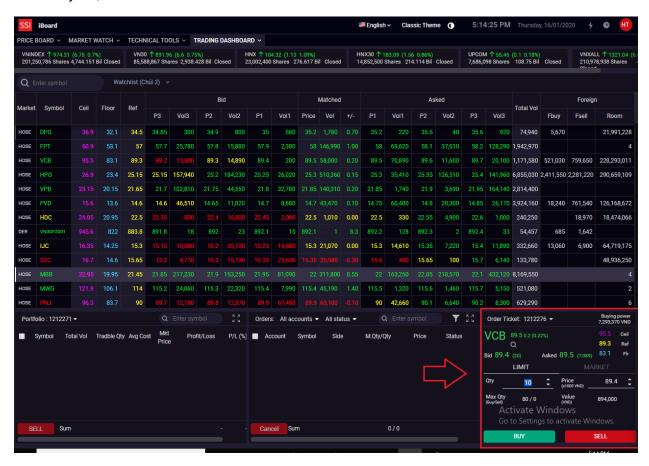
2. Place order

- a. How to place order
- There are 3 ways to place order:
 - Option 1: Click on bid/ask price, matched price, order ticker will pop up. Depending on Order mode currently selected (Normal order or Quick order), the system will open the corresponding Order ticket.



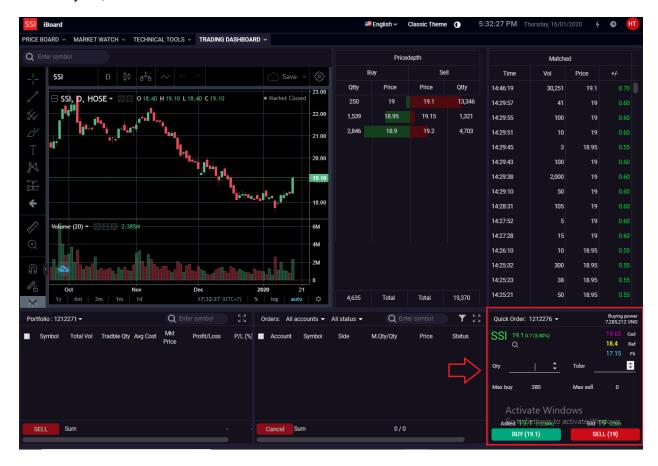
Option 2: Click on Trading Dashboard > Normal Trade

In this layout, the default order ticket is Normal order ticket



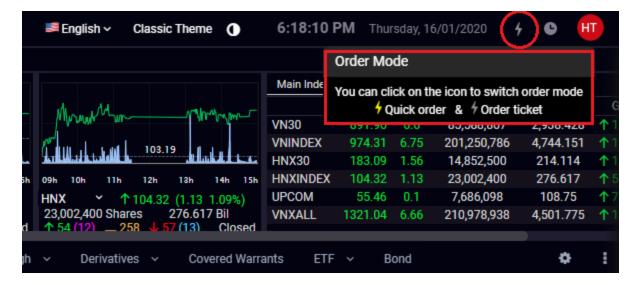
• Option 3: Click on Trading Dashboard > Speed Trade

In this layout, the default order ticket is Quick order ticket

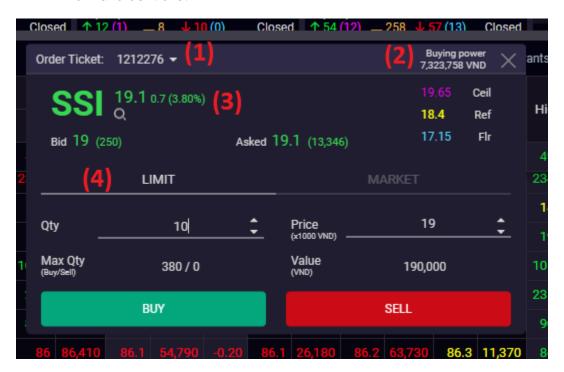


b. Order mode

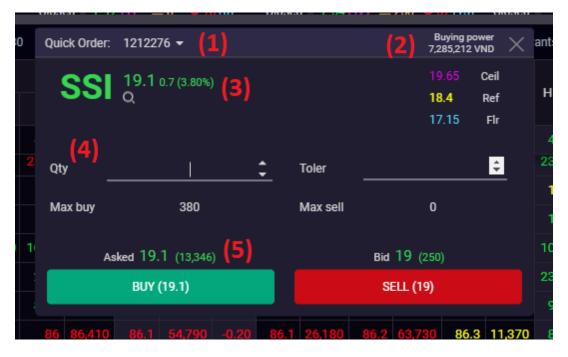
- There are 2 types of order mode: Normal order and Quick order
- You can select default order mode by clicking on button at the top right corner of the screen
 - White button: Normal order ticket
 - Yellow button: Quick order ticket



Normal order ticket



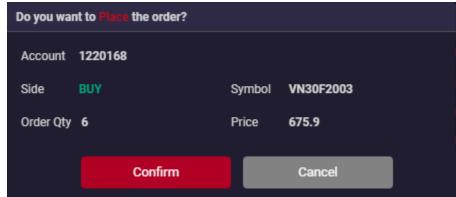
- · Normal order ticket includes:
 - o (1) Account number
 - o (2) Buying power
 - o (3) Stock information
 - (4) Limit/Market Order: Limit is used to place Limit order, Market is used to place Market order (ATO, ATC, MP, PLO, MTL, MOK, MAK)
 - (4) Quantity, Price, Max Qty, Value, PIN
- Quick order ticket



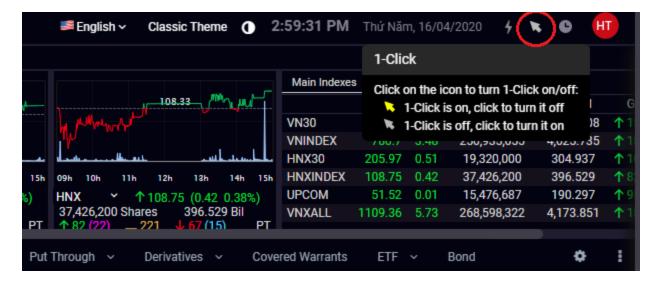
- Quick order ticket includes:
 - o (1) Account number
 - o (2) Buying power
 - o (3) Stock information
 - o (4) Quantity, Toler, Max Buy Qty, Max Sell Qty
 - o (4) Button Buy/Sell:
- Price order rule:

Buy order: Order price = Ask price 1 + Toler, Sell order: Order price = Bid price 1 - Toler

- c. Skip Order confirmation
- After placing the order (Buy/Sell), the order confirmation screen will appear for users to confirm the input information (Symbol. order type, price, quantity).



- If you choose 1-click (skip order confirmation), your order will be sent immediately after clicking Buy/Sell on order ticket or Sell on Portfolio.
- It's able to skip order confirmation step for the next orders by click on button at the top right corner of the screen
 - White button: Order confirmation is turned on
 - Yellow button: Skip order confirmation



- d. Place conditional orders for derivative
- Step 1: Open order ticket. There are 2 ways to open:
 - Option 1: Double click on price
 - Option 2: Click Trading Dashboard > Normal Trade

Note: Conditional orders is only available for derivative symbols

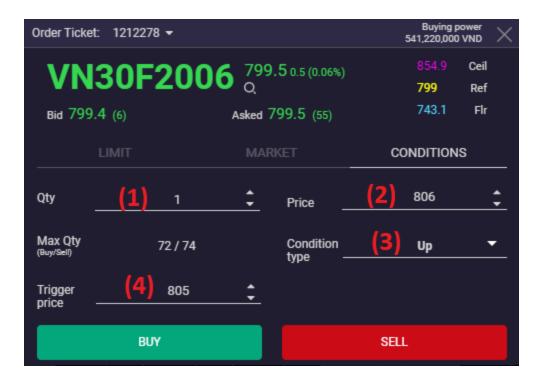
- Step 2: Click on tab Condition
- Step 3: Fill Quantity, Price, choose conditional type, and fill in the fields corresponding to each type of conditional order

Up/Down orders

- O Up/Down order is the conditional order in which the order price and trigger price are predefined. When the market price touches or increases above (for Up order)/ decrease below (for Down order) the trigger price, the order will be activated and sent to the floor with the order price set up by customers.
- Fields need to be filled in:
 - (1) Quantity
 - (2) Price: order will be sent to the market with this price
 - (3) Conditional type: Up/Down
 - (4) Trigger price: your order will be activated and sent to the market when the market price touches trigger price

Note:

- ✓ Trigger price > Market price (for Up order)
- √ Trigger price < Market price (for Down order)
 </p>



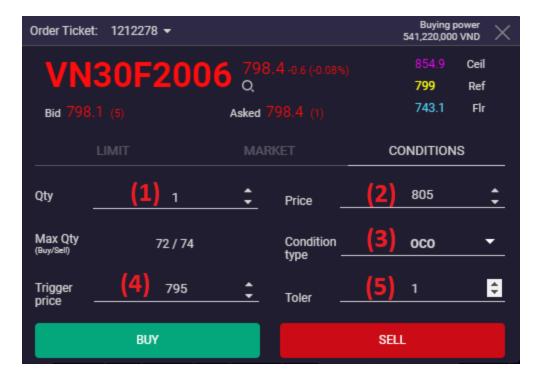
OCO order

- OCO is an order to close position with expected target price (take profit), combined with a cut loss order, which help investors to take profit automatically or the order will act as an automatic cut loss one at a predetermined price if the market price fluctuates in the opposite direction.
- OCO order includes information as:
 - ✓ Order price: is the expected profit price to close position.
 - ✓ Trigger price: is the cut loss price customer has been predetermined. If
 market price touches trigger price, your order will be modified to cut loss price
 - ✓ Toler: is the increasing/decreasing range based on the setting trigger price, to
 adjust the order price to cut loss, which help to increase the successful
 matching opportunities.
 - ✓ Cut loss price: is the stop loss price which has been adjusted following the toler value.

If OCO is a buy order: Cut loss price = Trigger price + Toler, Cut loss price is activated when Market Price >= Trigger Price.

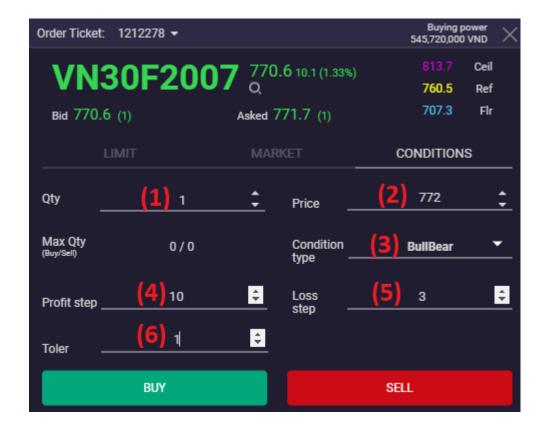
If OCO is a sell order: Cut loss price = Trigger price - Toler, Cut loss price is activated when Market Price <= Trigger Price.

- Fields need to be filled in:
 - (1) Quantity
 - (2) Price: is the expected profit price to close position
 - (3) Conditional type: OCO
 - (4) Trigger price: if market price touches trigger price, your order will be modified to cut loss price
 - (5) Toler



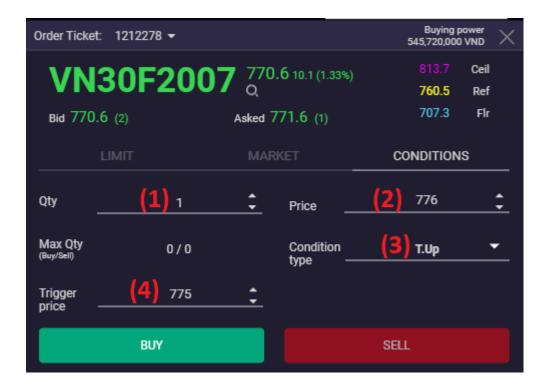
• BullBear order

- Bull & Bear is the conditional order to open new positions, combined with 2 orders to close position: One is to lock in gains and the other is to limit losses.
 Accordingly, Bull & Bear is considered as a combination of 3 orders:
 - (1) A limit order to Buy/Sell (original order) to open new position
 - (2) A limit order to close position at the expected profit price
 - (3) A limit order to cut loss in case the market price fluctuates with bad direction
- When Bull & Bear order (known as the original order (1)) is fully matched, an
 OCO order (combination of (2) and (3)) to take profit or cut loss will be automatically generated.
- Fields need to be filled in:
 - (1) Quantity
 - (2) Price: is the price to open new position
 - (3) Conditional type: Bull Bear
 - (4) Profit step: distinct value between order price and expected profit price of customers.
 - (5) Loss step: distinct value between order price and cut loss price which has been predetermined by customer within a range of risk.
 - (6) Toler: is the increasing/decreasing range based on the setting loss price, to adjust the order price to cut loss, which help to increase the successful matching opportunities.



• T.Up order

- Trailing up order is a BUY order with the buying price automatically adjusted downward according to changes in the market trend to get the good price. When the market price moves downward and creates a new bottom point since placing the order, trigger price will be adjusted by a predefined spread value (distinct value between the current market price and the market price when placing order). When the market price increases, trigger price and order price will remain unchanged. The market price fluctuates until the adjusted trigger price and the market price are concurrent, order will be sent to the floor with the order price being calculated by the initial order price + (the last trigger price the initial trigger price).
- o Order regulation: Order price and trigger price > market price
- Fields need to be filled in:
 - (1) Quantity
 - (2) Price
 - (3) Conditional type: T.Up
 - (4) Trigger price



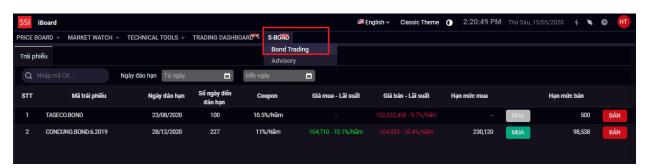
• T.Down order

- Trailing down order is a SELL order with the buying price automatically adjusted upward according to changes in the market trend to get the good price. When the market price moves upward and creates a new top point since placing the order, trigger price will be adjusted by a predefined spread value (distinct value between the current market price and the market price when placing order). When the market price decreases, trigger price and order price will remain unchanged. The market price fluctuates until the adjusted trigger price and the market price are concurrent, order will be sent to the floor with the order price being calculated by the initial order price + (the last trigger price the initial trigger price).
- Order regulation: Order price and trigger price < market price
- o Fields need to be filled in:
 - (1) Quantity
 - (2) Price
 - (3) Conditional type: T.Down
 - (4) Trigger price



e. Trading SBond

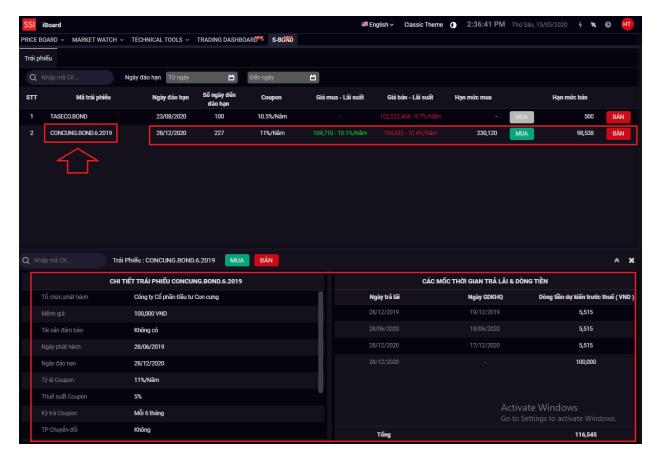
- In order to trading SBond, click on Sbond > Bond Trading



- In order to search for a specific bond symbol, you can user the searching function: Search by bond symbol or maturity date

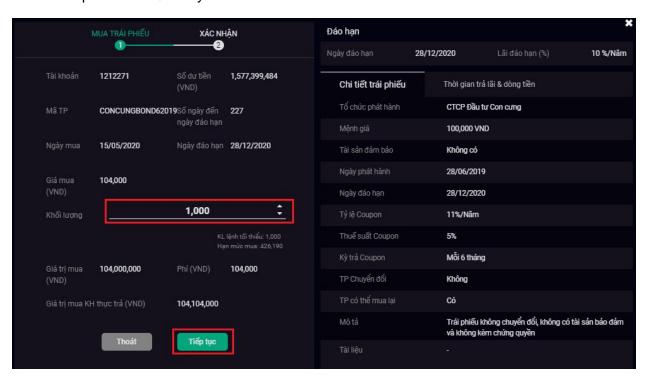


 Here are information of the bond, you can click on the bond symbol you want to see detailed information

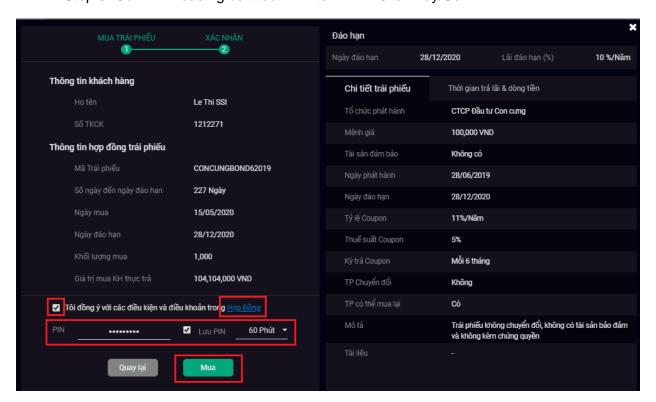


✓ Place order:

- Step 1: Click Buy button or Sell button ticket, the system will open order
- Step 2: Enter Quantity > Next

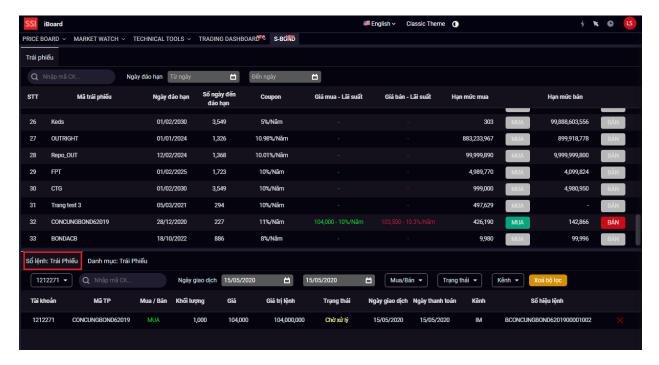


- Step 3: Confirm Reading contract > Enter PIN > Click Buy/Sell

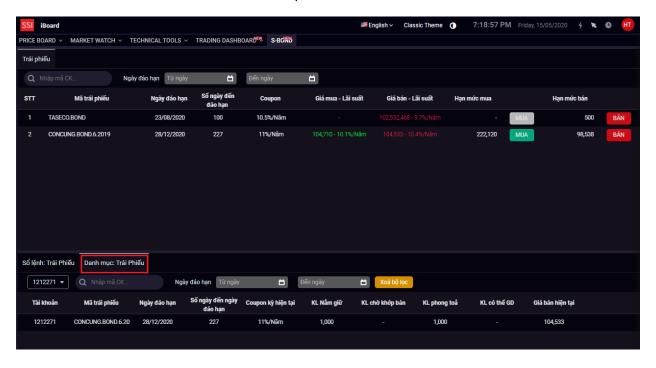


✓ Order book:

- After place order, you can check status of your order in Order book
- There are some statuses in Bond order:
 - Chờ xử lý: Bond order is waiting for SSI staff to check. You can cancel this transaction by clicking button
 - Đang thực hiện: Your order is being processed by SSI staff
 - Không thành công: Your order is rejected
 - Đã khớp: Your order is filled
 - Chò hủy: Request to cancel order is just created and still waiting for approval
 - Từ chối hủy: Request to cancel order is rejected
 - Đã hủy: Request to cancel order succeed



✓ Portfolio: In order to check SBond portfolio, click on tab Portfolio: SBond



3. Authentication method

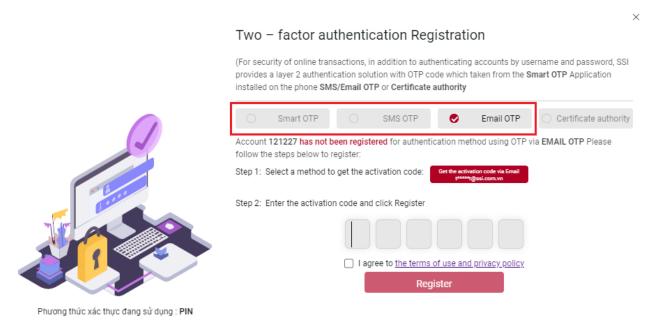
Besides authentication method using PIN, customers can use other authentication methods, such as SMS OTP, Email OTP, Smart OTP) and Certificate Authentication (CA).

a. OTP Registration

- Step 1: Log in to iBoard
- Step 2: Choose OTP & CA



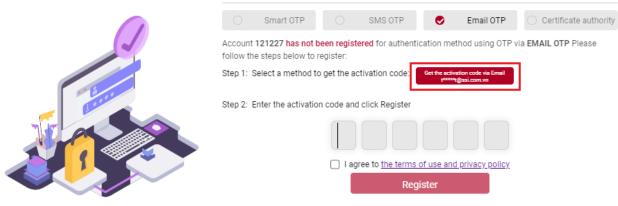
- Step 3: Choose authentication method: Smart OTP, SMS OTP, Email OTP



- Step 4: Get activation code

Two – factor authentication Registration

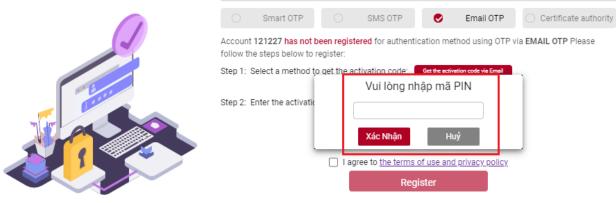
(For security of online transactions, in addition to authenticating accounts by username and password, SSI provides a layer 2 authentication solution with OTP code which taken from the **Smart OTP** Application installed on the phone **SMS/Email OTP** or **Certificate authority**



Phương thức xác thực đang sử dụng : PIN

Two - factor authentication Registration

(For security of online transactions, in addition to authenticating accounts by username and password, SSI provides a layer 2 authentication solution with OTP code which taken from the Smart OTP Application installed on the phone SMS/Email OTP or Certificate authority



Phương thức xác thực đang sử dụng : PIN

- Step 5: Enter activation code

 If you register for authentication method using OTP via Email OTP or SMS OTP, please enter activation code sent to your Email/SMS

Two - factor authentication Registration

If you register for authentication method using Smart OTP: Download SSI Smart OTP application
on your computer/tablet => Enter activation code sent to your phone number on SSI Smart OTP
=> Set up PIN code to log in Smart OTP => Active Touch ID to log in (if needed)

Phương thức xác thực đang sử dụng : PIN



Introducing about SSI Smart OTP

Smart OTP is a smart authentication method on mobile devices. The application is installed independently from other SSI applications, applying the most modern and advanced security technology today with many outstanding points:

Start



Cảm ơn quý khách đã tin tưởng và sử dụng dịch vụ của SSI.

Khách hàng lưu ý đọc kỹ các điều kiện và điều khoản dưới đây khi đăng ký sử dụng Phương thức xác thực SSI Smart OTP. Khách hàng chọn đồng ý với điều kiện và điều khoản của SSI được xem là đã đọc, chấp nhận và đồng ý chịu ràng buộc toàn bộ bởi ĐIỀU KIỆN VÀ ĐIỀU KHOẢN SỬ DỤNG PHƯƠNG THỰC XÁC THỰC SSI Smart OTP và các quy định về giao dịch trực tuyến do SSI cung cấp.

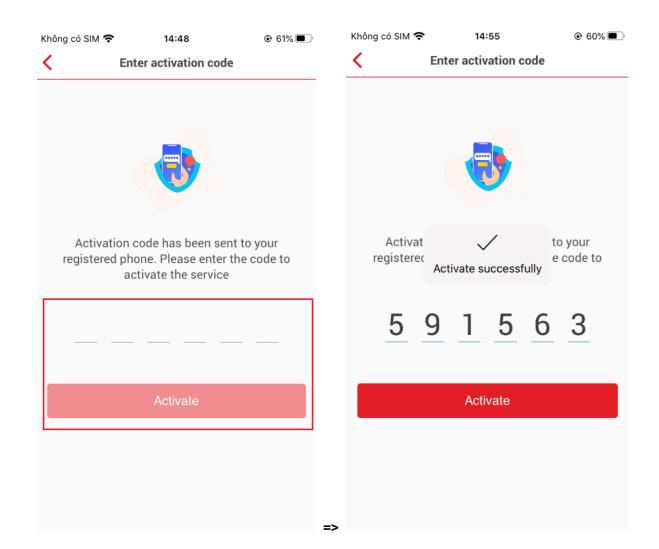
Điều 1: Phạm vi áp dụng:

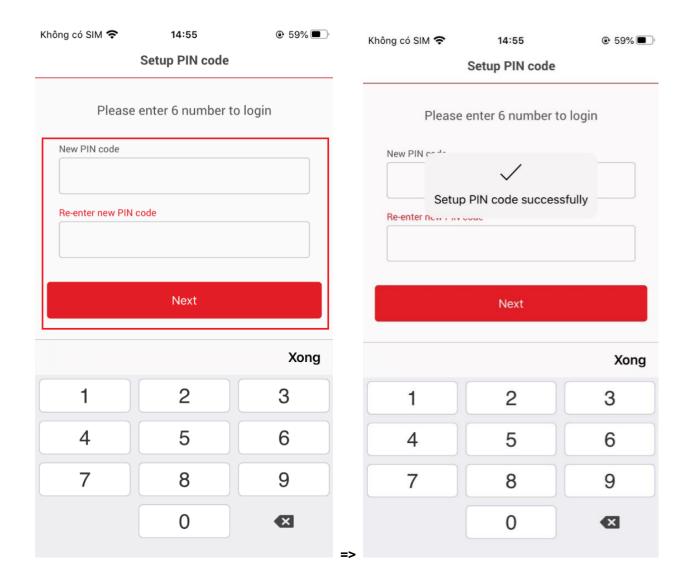
Điều khoản và điều kiện này áp dụng với các Khách hàng sử dụng dịch vụ của SSI có Phương thức xác thực SSI Smart OTP

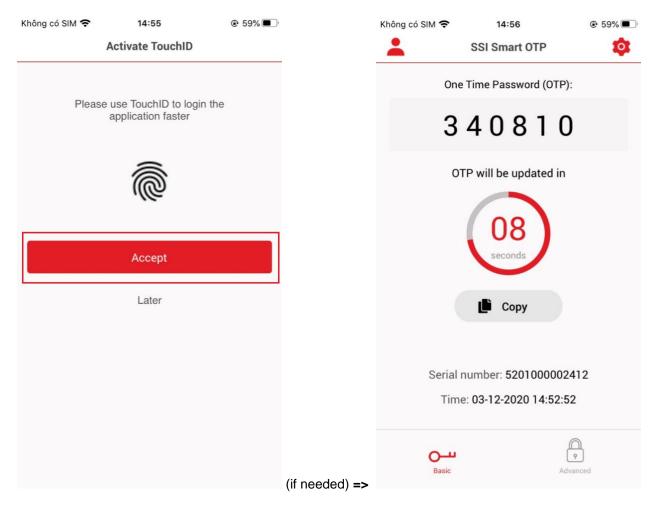
Điều 2: Giải thích từ ngữ

- SSI: Là tên viết tắt Công ty cổ phần chứng khoán SSI.
- . SSI Smart OTP: Là giải pháp xác thực bằng Soft OTP được tạo ra từ Ứng Dụng SSI Smart OTP do SSI cung cấp.
- Khách hàng: Là cá nhân/tổ chức đăng ký sử dung phương thức xác thực SSI Smart OTP của

I agree

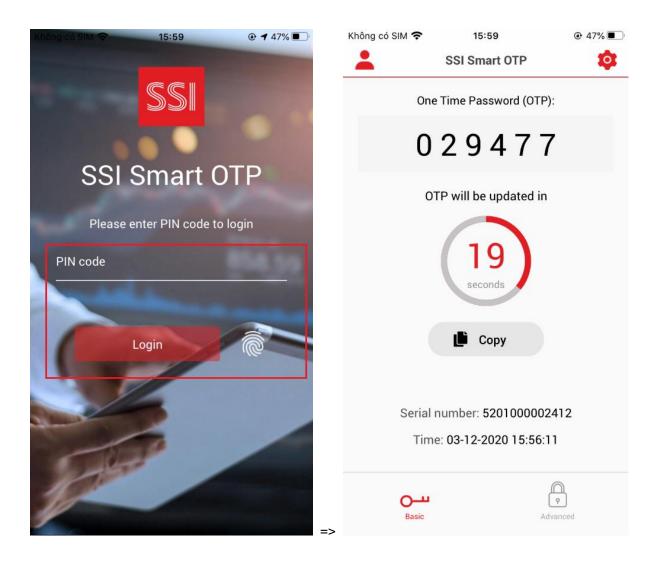






- Step 6: When placing order or system require OTP, you need to get OTP via SMS/Email/Smart OTP based on your registered method.

Only for Smart OTP, you need PIN code or Touch ID to log in the application before getting OTP



b. Unsubscribe OTP

- After unsubscribing OTP, you will use your old PIN code. In case you do not remember it, please reset PIN code in Web Trading/ Mobile Trading/ Pro Trading: Account Management \rightarrow Change PIN and verification types \rightarrow Forgot PIN code
- In order to unsubscribe OTP:
 - Step 1: Click on Unsubscribe, the system will send confirmation code according to your registered type of OTP: SMS <-> SMS, Email <-> Email, Smart OTP <-> Smart OTP.
 - Step 2: Enter confirmation code on the screen, and click Confirm to finish.

Certificate authority

Two - factor authentication Registration

(For security of online transactions, in addition to authenticating accounts by username and password, SSI provides a layer 2 authentication solution with OTP code which taken from the **Smart OTP** Application installed on the phone SMS/Email OTP or Certificate authority

Email OTP

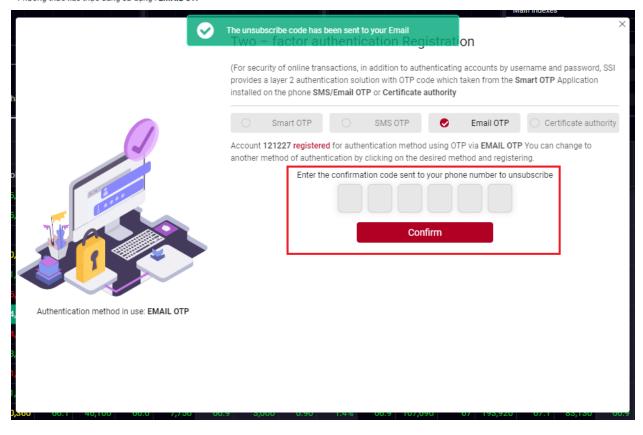


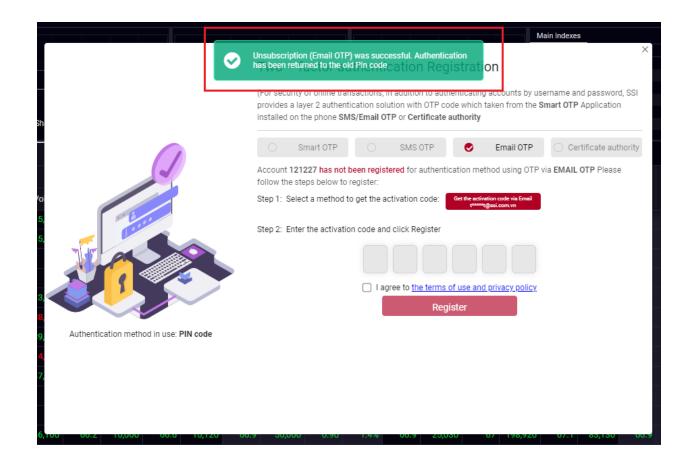
Account 121227 registered for authentication method using OTP via EMAIL OTP You can change to another method of authentication by clicking on the desired method and registering.

SMS OTP

To Unsubscribe please click Unsubscribe

Phương thức xác thực đang sử dụng : EMAIL OTP





c. Change authentication method

- To change authentication method, you need to choose the new method and do the same as new registration.

4. Certificate Authority (CA)

- Before setting, you need to buy CA and provide necessary information to CA provider.
- To use CA as an authentication method, you need to setup VNPT Plugin and Token manager, then setting CA on SSI iBoard.

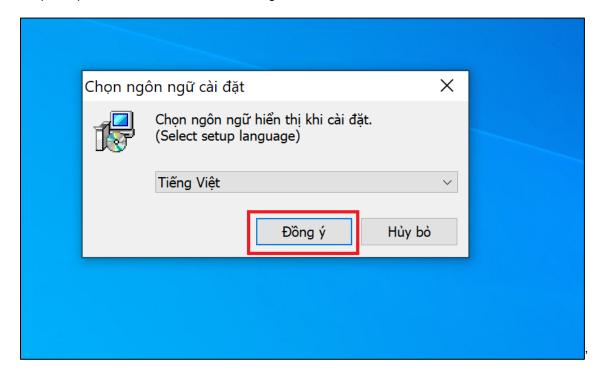
a. Download and setup VNPT Plugin

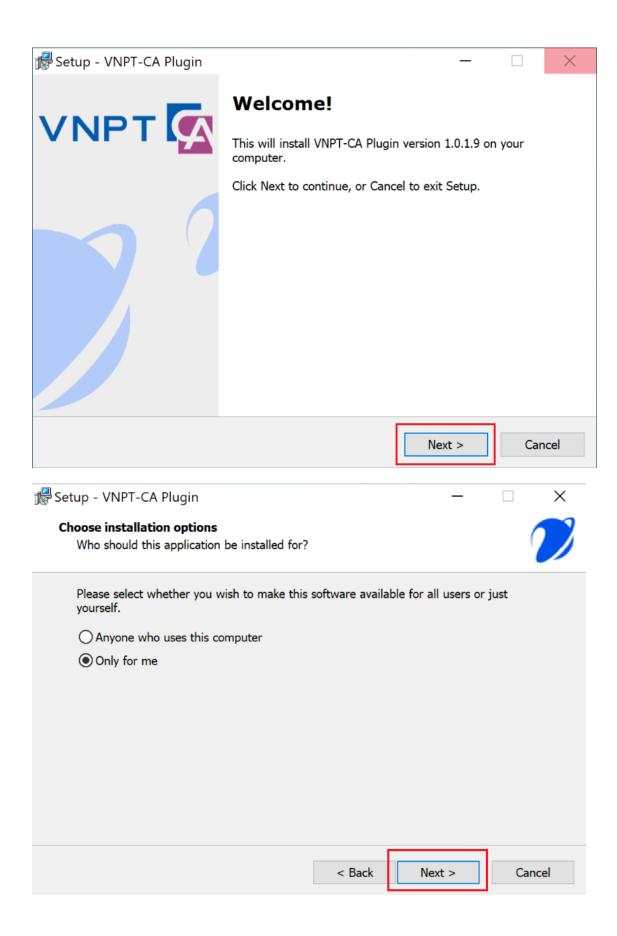
For Window operating system

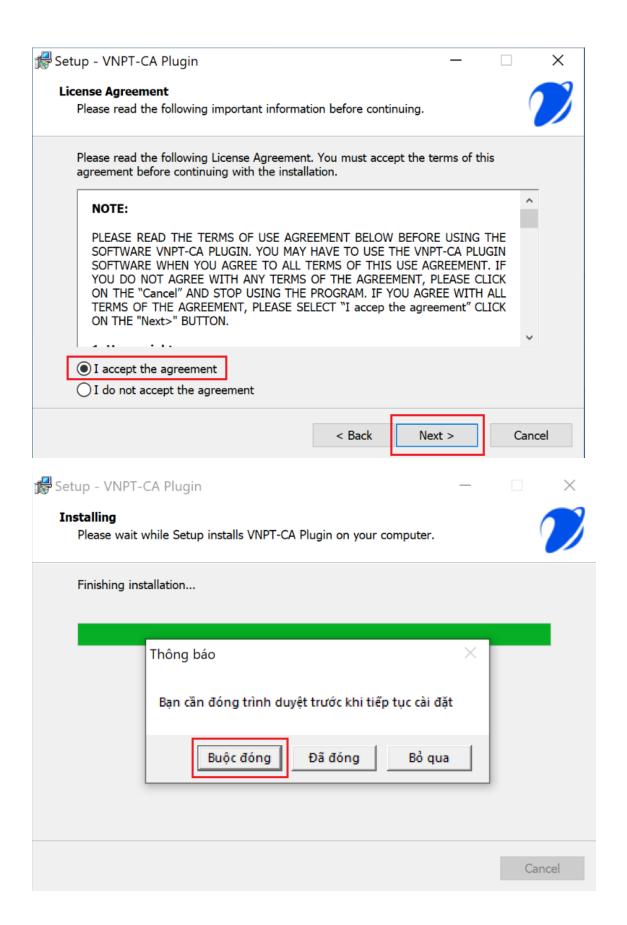
Step 1: Go to https://fc-download.ssi.com.vn/plugins/, click download icon for Windows OS to download the latest version

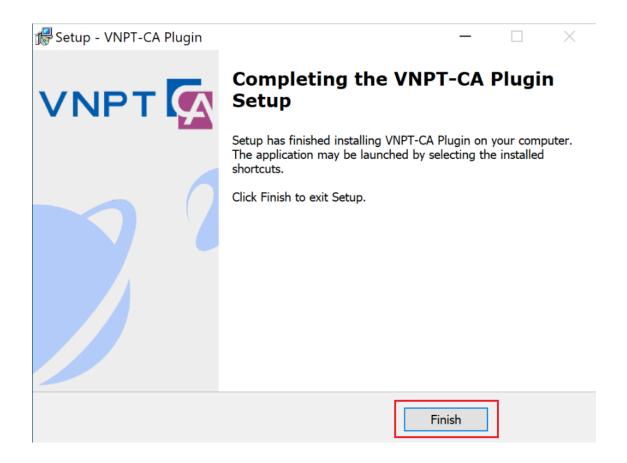


Step 2: Open the file and install VNPT Plugin







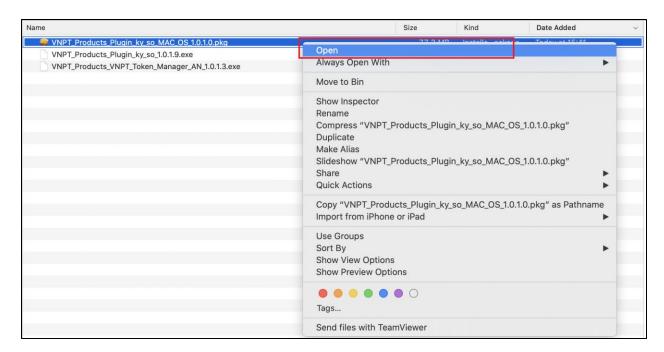


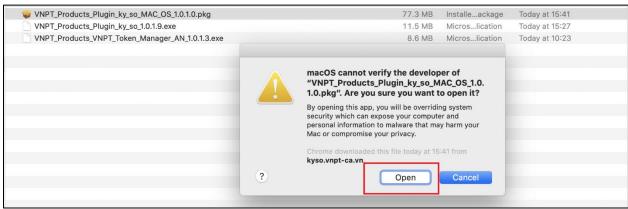
- For MacOS operating system

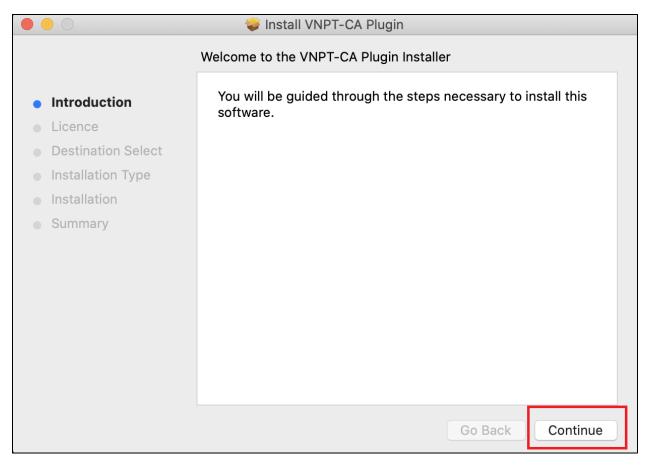
Step 1: Go to https://fc-download.ssi.com.vn/plugins/, click download icon for MacOS to download the latest version

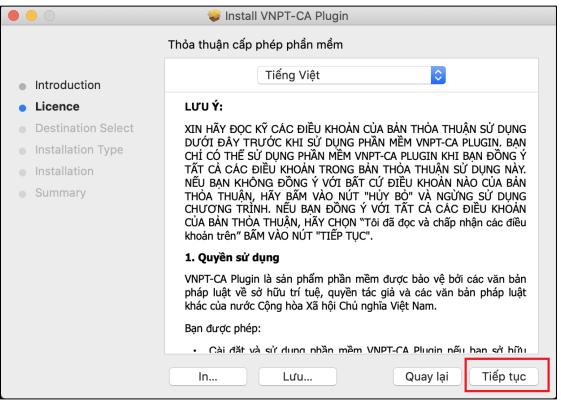


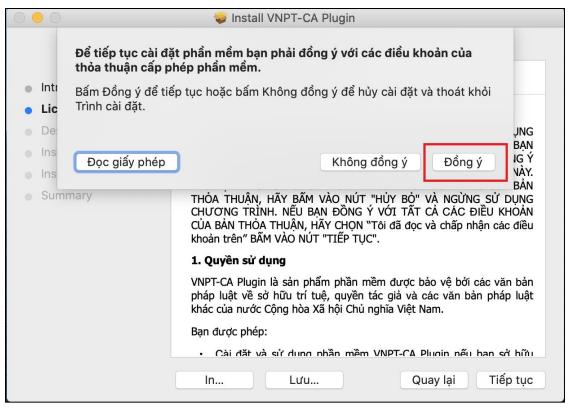
Step 2: Open the file and install VNPT Plugin

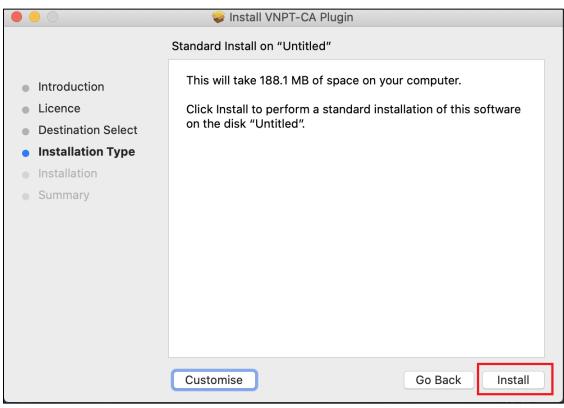


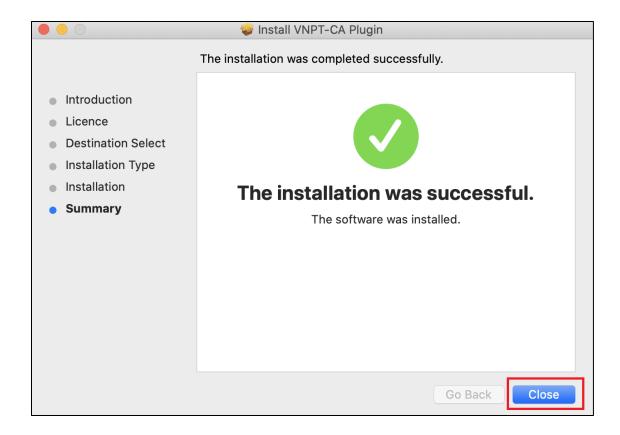










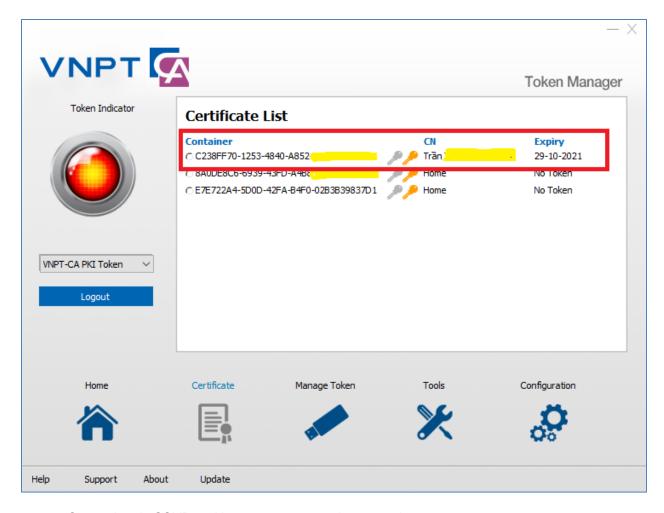


b. Download and setup Token manager

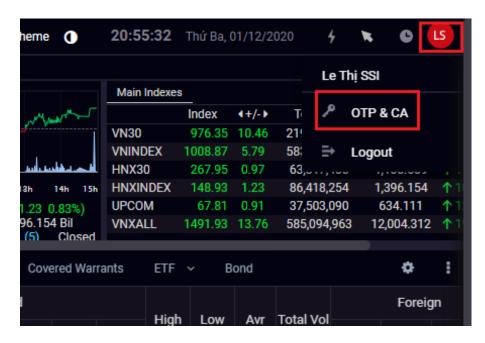
Please contact CA provider for help with Token manager setup

c. Setup CA on SSI iBoard

- Step 1: Plug USB Token in the computer, check the Token manager software if it has USB or not. The below picture is an example of Token manager from VNPT after plugging USB in computer and enter Token PIN code



- Step 2: Log in SSI iBoard by your account and password
- Step 3: Choose OTP & CA



Bước 4: Choose CA, click Find certificate

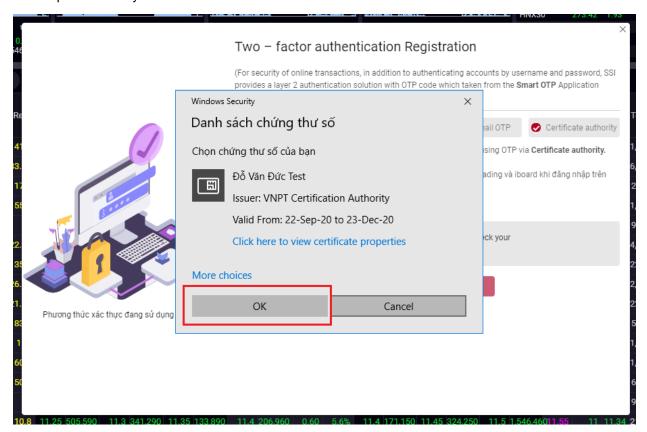
Two - factor authentication Registration

(For security of online transactions, in addition to authenticating accounts by username and password, SSI provides a layer 2 authentication solution with OTP code which taken from the Smart OTP Application installed on the phone SMS/Email OTP or Certificate authority



Phương thức xác thực đang sử dụng : PIN

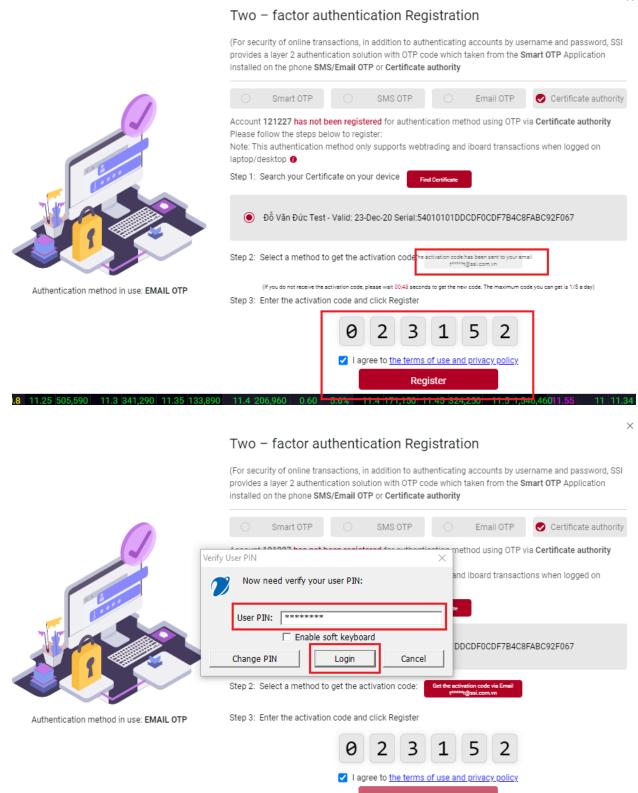
- Step 5: Choose your CA



Step 6:

For customer using authentication method by OTP: Enter OTP => Confirm agreement with the term of use => Register => Enter CA PIN, that is set up in agreement between customers and CA provider



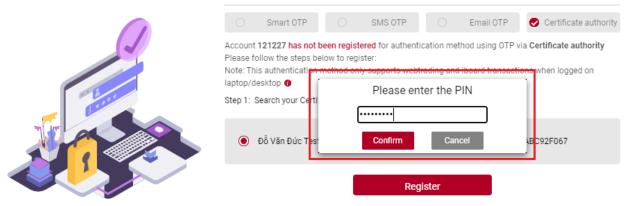


For customer is using authentication by PIN code: Register => Enter PIN code => Enter CA PIN



Two - factor authentication Registration

(For security of online transactions, in addition to authenticating accounts by username and password, SSI provides a layer 2 authentication solution with OTP code which taken from the Smart OTP Application installed on the phone SMS/Email OTP or Certificate authority

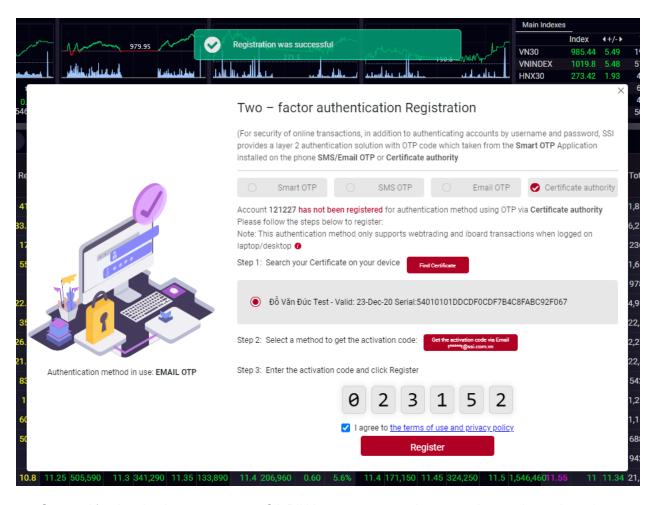


Authentication method in use: PIN code

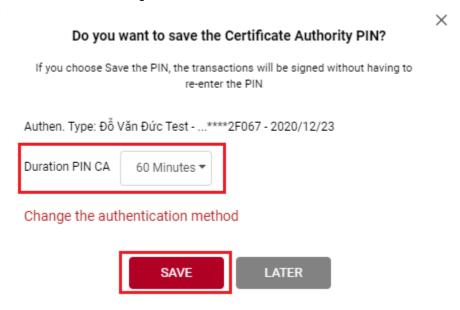


Authentication method in use: PIN code

- Step 7: After registering successfully, there is a notification and the page reloads

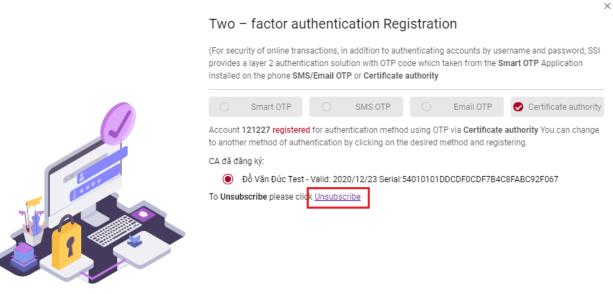


Step 8: After logging in, you can save CA PIN in 60, 120, 180 minutes to place order and conduct transactions without re-entering CA PIN.



d. Unsubscribe CA

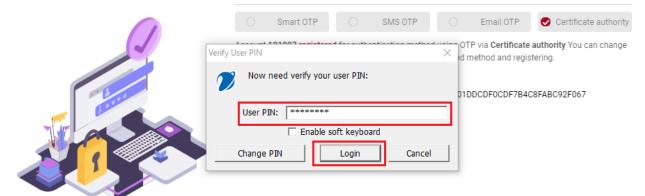
- After unsubscribe CA, you will use your old PIN code.
- To unsubscribe OTP, you can click on Unsubscribe, then enter CA PIN



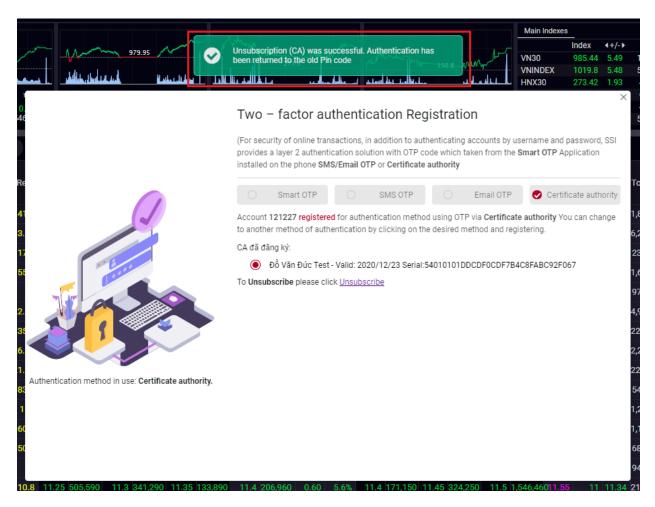
Authentication method in use: Certificate authority.

Two - factor authentication Registration

(For security of online transactions, in addition to authenticating accounts by username and password, SSI provides a layer 2 authentication solution with OTP code which taken from the Smart OTP Application installed on the phone SMS/Email OTP or Certificate authority



Authentication method in use: Certificate authority.

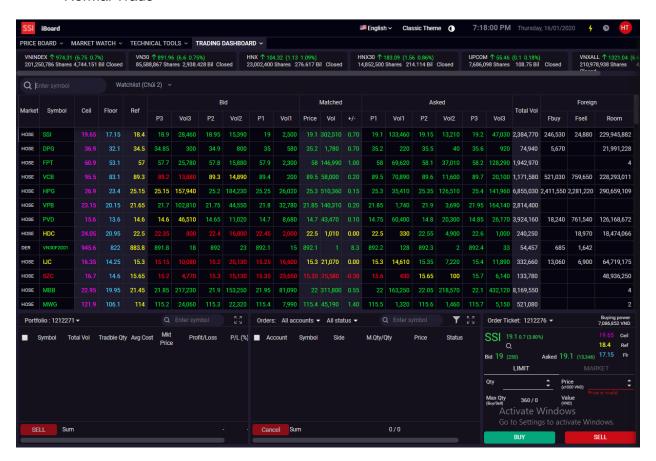


NOTE:

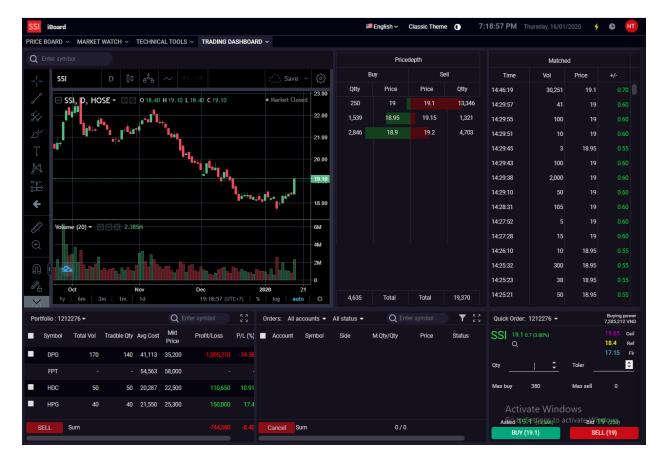
- 1. Validity of OTP via SMS/Email: 1 minutes
- 2. Validity of OTP on Smart OTP: 30 seconds
- 3. If you get activation code without using or enter wrong activation code 5 times continuously, your registration will be locked, and you will need to call SSI Contact Center for support.

5. Trading Layout

- In order to open your favourite trading layout, click on Trading Dashboard > Normal trade or Speed trade
- Normal Trade

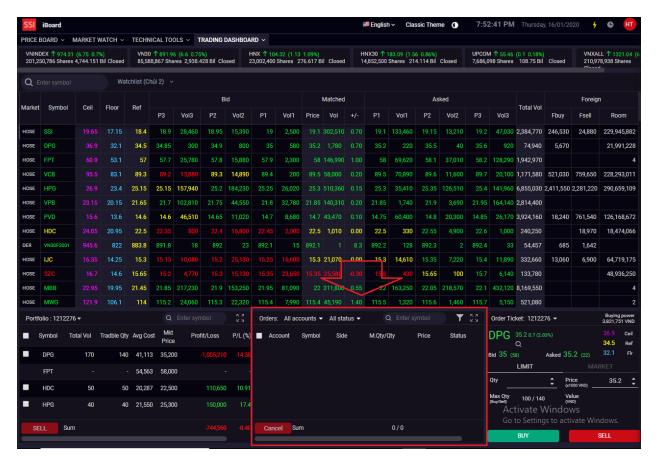


- Speed Trade

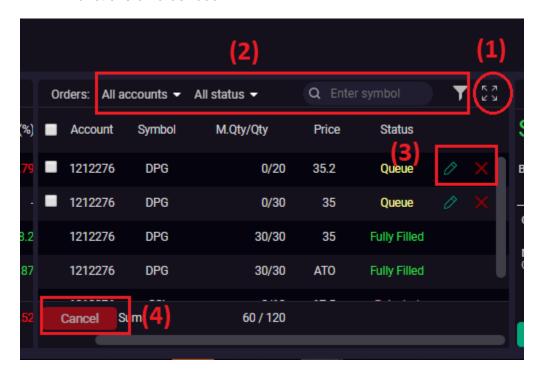


6. Order book

In order to check your order book, Click on Trading dashboard > Normal Trade/Speed
 Trade. Here is Order book screen



Functions on order book

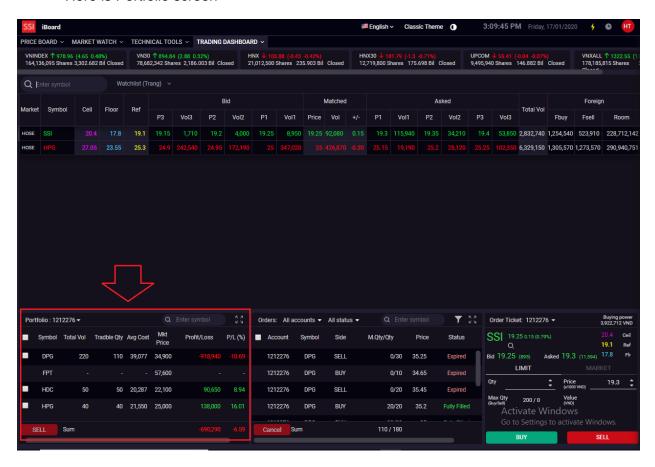


- (1) Mode Full/Compact: Mode Full show full information of your orders, and mode compact only show some important information to fit the box size.
- (2) Filter: Accounts, Status, Symbol, Other: Side, order type, channel
- (3) Modify and Cancel order

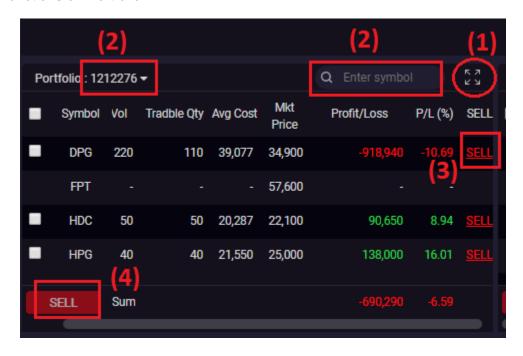
• (4) Modify and Cancel all orders

7. Portfolio

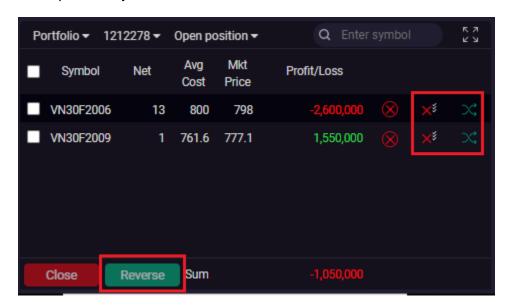
- In order to check your portfolio, click on Trading dashboard > Normal trade/Speed trade. Here is Portfolio screen



- Functions on Portfolio:



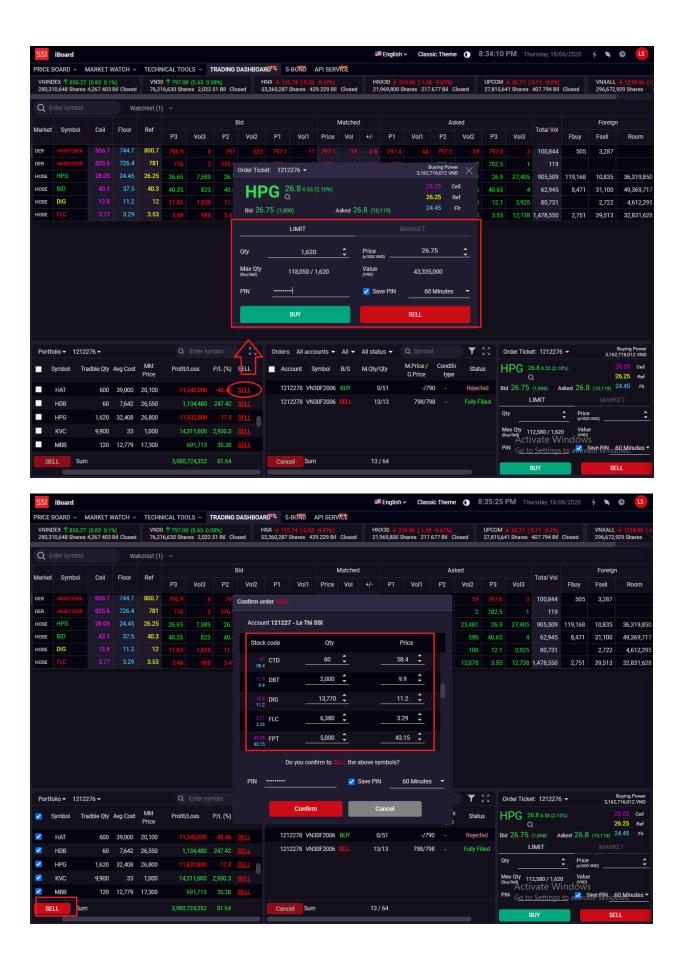
- (1) Mode Full/Compact: Mode Full show full information of your portfolio, and mode compact only show some important information to fit the box size
- (2) Filter: Account, Symbol
- (3) Sell all sellable volume of the stock that you select
- (4) Sell all stock in your portfolio
- (5) For derivative symbols only, there are 2 other functions: Reverse position and Close position by conditional order OCO



- Reverse position when you reverse your position, the systems will help you to open new opposite position with the same number as your existing position. For example, you have 2 Long positions, when you reverse position, the system will place 4 short position to close your existing positions and open 2 new Short positions.
- Close position by conditional order OCO : the system will help you to close your positions by conditional order OCO. OCO is an order to close position with expected target price (take profit), combined with a cut loss order, which help investors to take profit automatically or the order will act as an automatic cut loss one at a predetermined price if the market price fluctuates in the opposite direction. For more about conditional orders, you can view in section Place conditional orders for derivatives

Note:

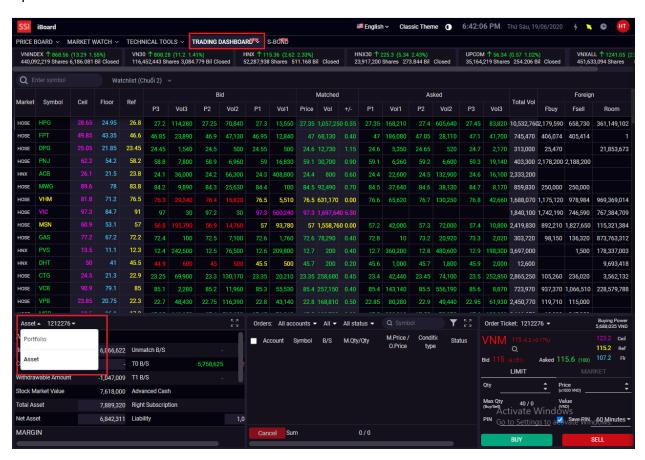
 For stock orders: when selling stock on portfolio, you can modify quantity/price depending on your need. However, the system will automatically fill in best bid (if you sell 1 stock symbol) or floor price (if you sell many stock symbols) and available quantity



- For derivative orders: When closing or reversing position, the system will automatically fill in order's quantity and price. You can not modify quantity and price of this order.
 - Close position: the default quantity is the number of position that you are holding, the default price is depending on session, ceil/floor (in LO session), ATO (in ATO session), ATC (in ATC session)
 - ✓ Reverse position: the default quantity is twice the number of position that you are holding, the default price is the same as closing position, depending on session
- This function is used to place order quickly. Please consider when using.

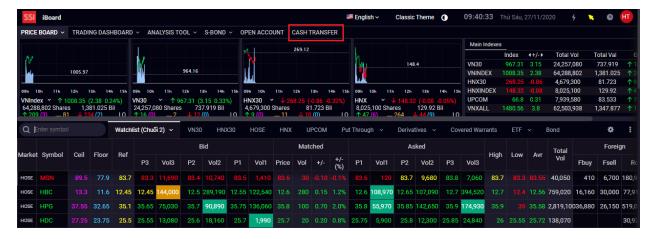
8. Asset Management

In order to check asset information, you can click on tab Trading Dashboard > Normal Trade or Speed Trade > Portfolio screen > Choose Asset and Account ID

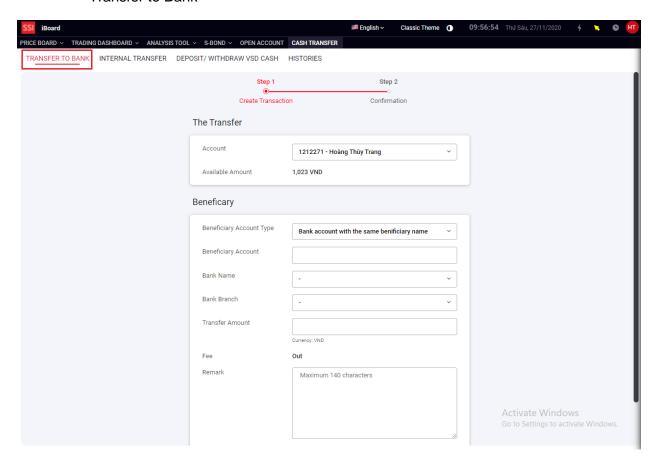


9. Cash Transfer

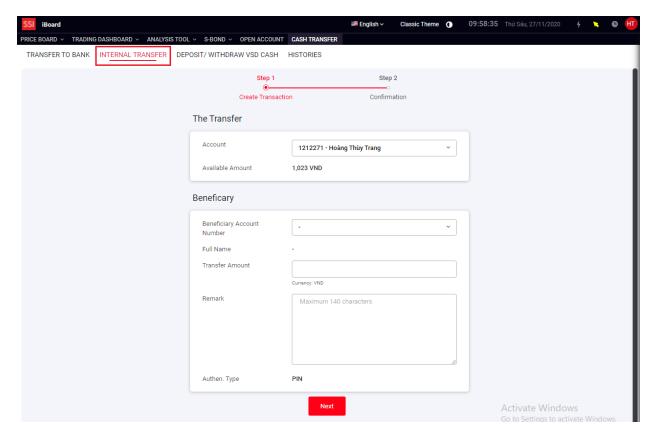
- In order to transfer cash, you can click on Cash Transfer



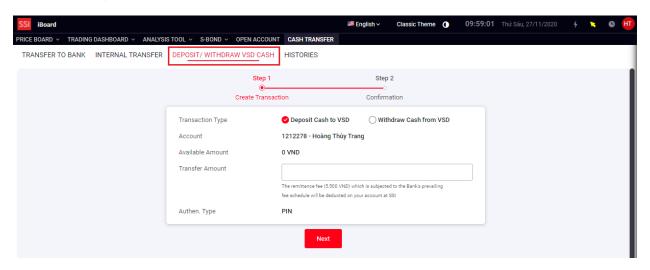
- Choose Transaction type based on your need and fill out the form
 - Transfer to Bank



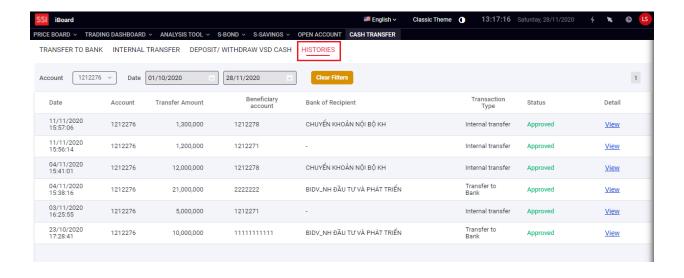
Internal transfer



Deposit/Withdraw VSD Cash



- After transferring cash, you can check status of your cash transfer at Histories



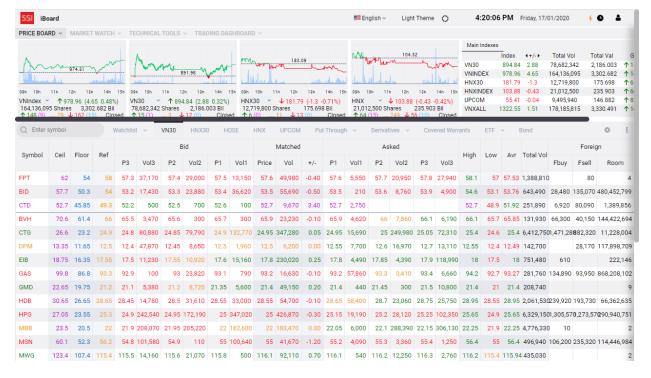
B. THEMES AND TYPES OF PRICEBOARD

1. Select theme

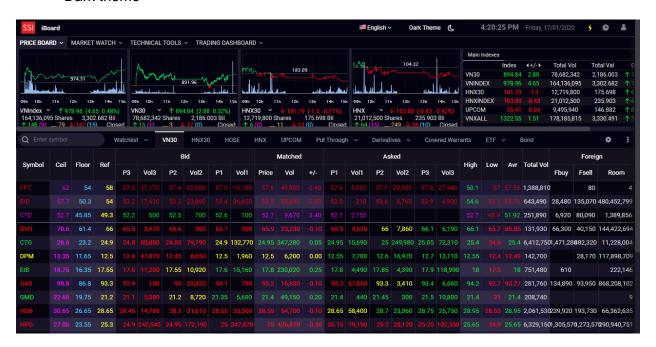
In order to select theme, you can click on button at the top right corner of the screen then select your favorite theme



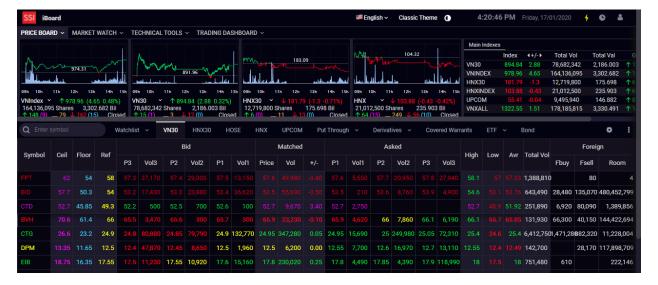
Light theme



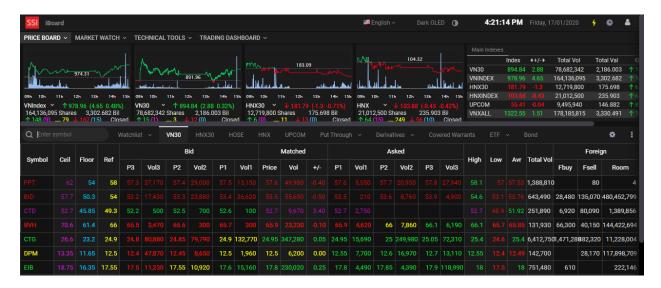
- Dark theme



- Classic theme

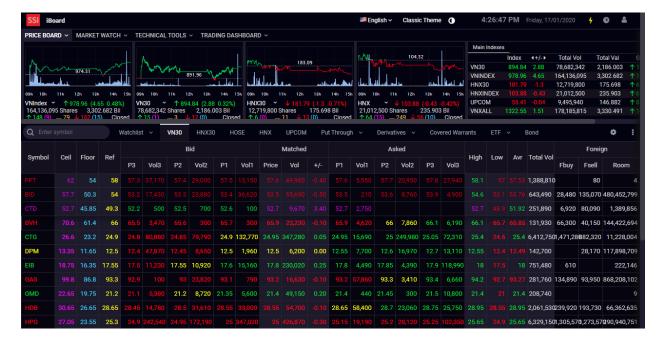


Dark OLED

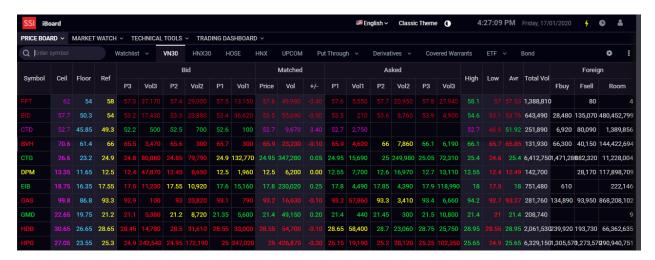


2. Select type of priceboard

- There are 2 types of priceboard: Price board and Price table. You can click on Price board > Price board or Price table
- Price board



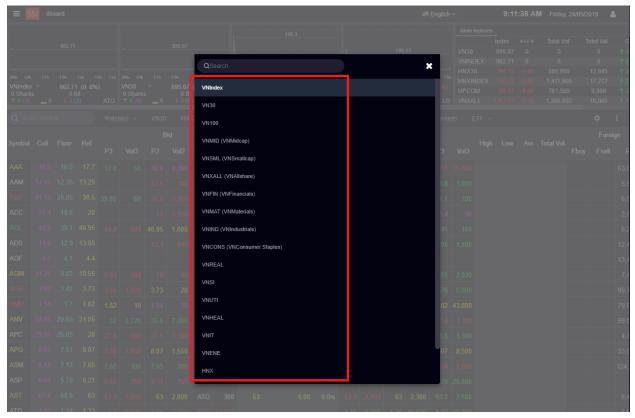
Price table



C. FUCTIONS ON PRICEBOARD

- 1. Select Index on Market Info
- Click on index you want to change => select index you want to show on the table pop up



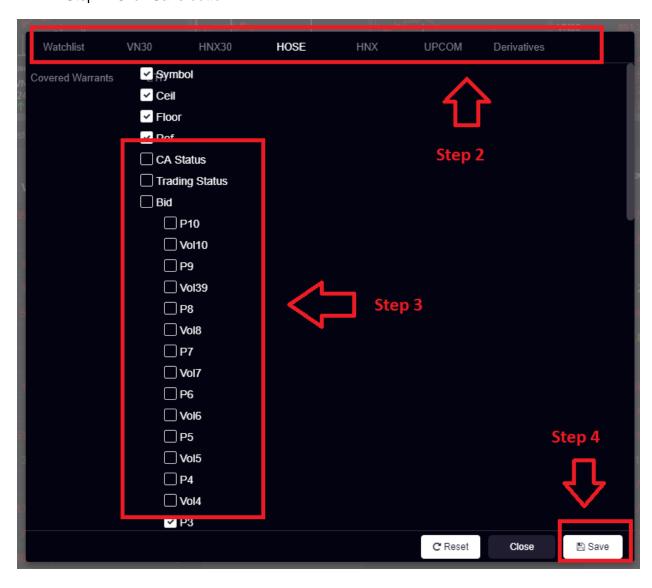


2. Select columns to display on price board

- Step 1: Click on button

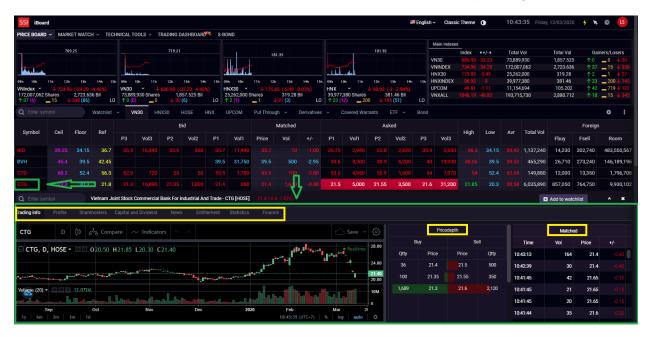


- Step 2: Select Exchange you need to change columns
- Step 3: Click on column you want to choose
- Step 4: Click Save button.



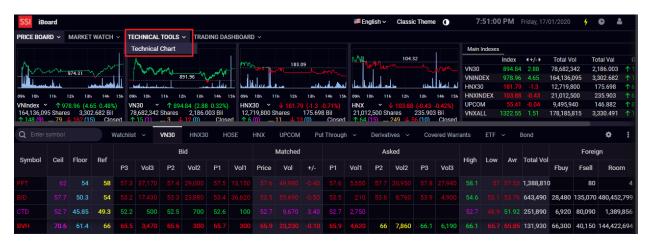
If you want to reset Columns, choose Reset button => Save button

- 3. View Chart, Stock information (Profile, Shareholders, Capital and Dividend, News, Entitlement, Statistics, Finance), Price depth and Time & Sale
- Click on Stock Symbol, Chart, Price Depth and Time and Sale will be display below.
- Click on tab of Profile/Shareholders/Capital and
 Dividend/News/Entitlement/Statistics/Finance to view the corresponding information.



4. Using TradingView Chart

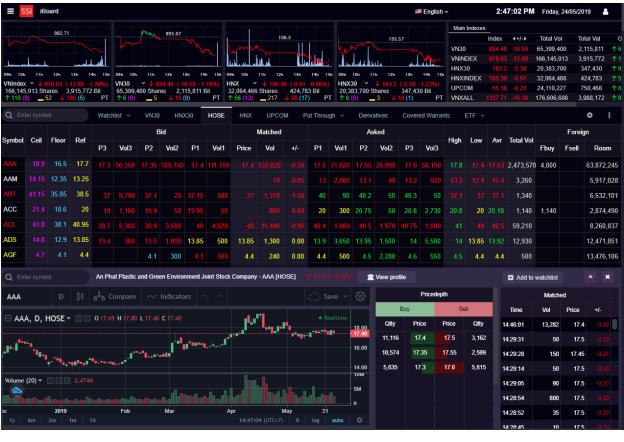
- Click on Technical tools > Technical chart to open TradingView Chart

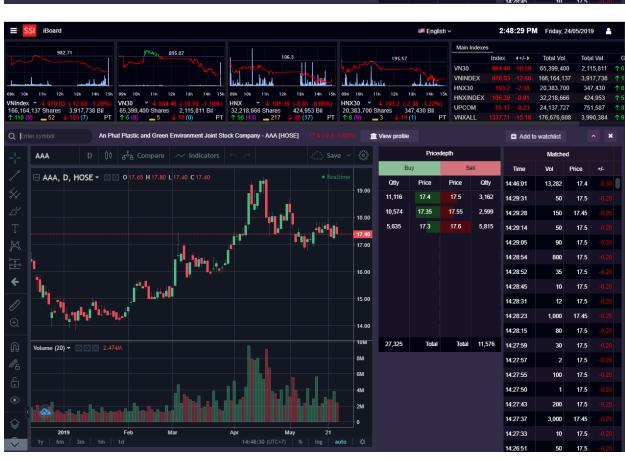


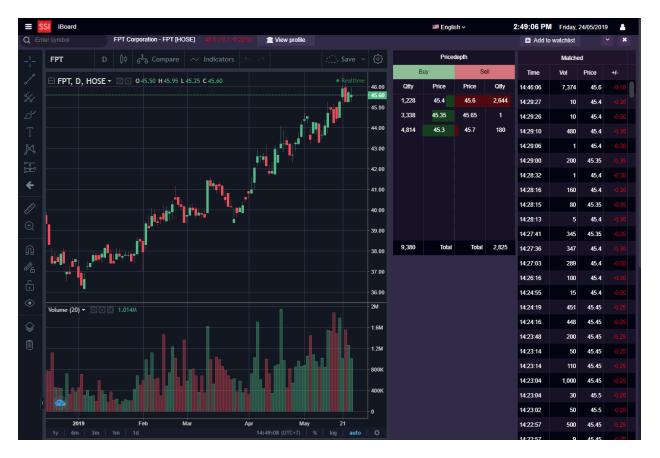


5. Expanding chart

- Step 1: Click on stock symbol
- Step 2: Click on button 3 times, chart will be displayed as 3 size below:







6. Scrolling priceboard

- Step 1: Click on button

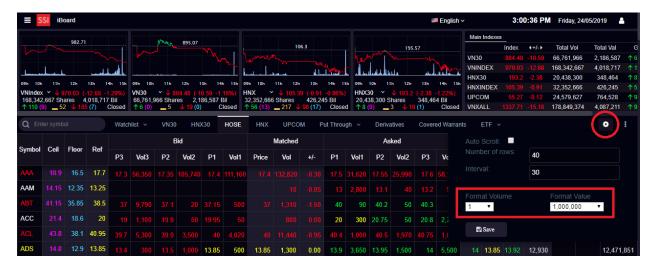


- Step 2: Click Auto Scroll, fill in number of rows, interval => Click button Save
- Step 3: To turn off auto scroll, click on button => untick Auto scroll => Click button Save.

Note: Auto scroll only apply for 3 exchanges: HOSE, HNX. Upcom

7. Setting Format Volume and Format Value

- Step 1: Click on
- Step 2: Select Format Volume và Format Value



8. Pin stock to the top of priceboard

- Step 1: Select stock symbol that you want to see first
- Step 2: Double click on the stock symbol row

Stock symbols will be chronologically arranged, the stock symbol that you select first is on the top.



D. WATCHLIST

- 1. Add new stocks to Watchlist
- Step 1: Create new Watchlist: Click on Watchlist => Fill in the name of watchlist => Click buttion

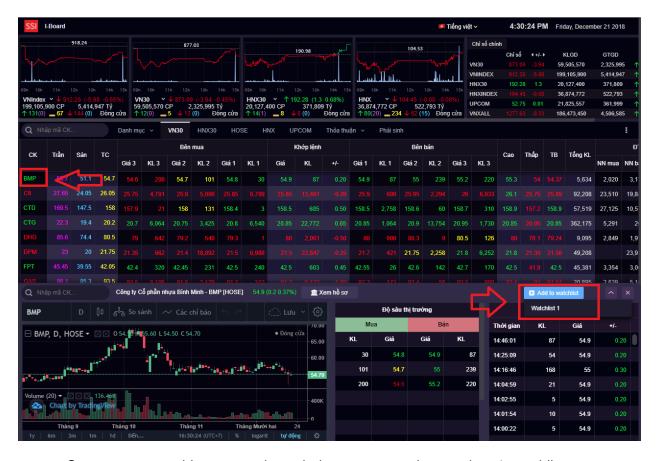


- Step 2: Add stock symbols in following 2 ways:
- + Option 1: In Watchlist, type stock symbol in Search box => Enter



+ Option 2: Click on stock symbol you want to add to watchlist => Click button

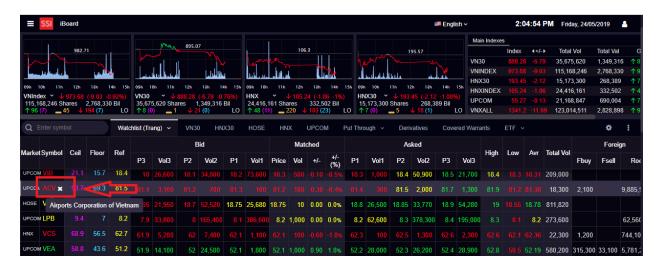
Add to watchlist => Choose Watchlist



- Customers can add many stock symbols on many exchanges into 1 watchlist

2. Remove stock symbol from Watchlist

To remove stock symbol from watchlist, move mouse to Stock symbol, then click on button



E. OTHER FUNCTIONS

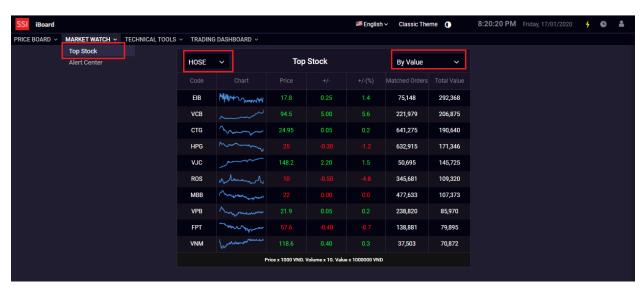
1. Technical Chart

- Click on Technical tools > Technical chart to open TradingView Chart



2. Top Stock

- Step 1: Click on Market watch > Top Stock
- Step 2: Select Exchange (HOSE/HNX/Upcom) and filter condition (By Volume/By Value/ By % Gain/ By % Loss/ By Net Gain/By Net Loss)

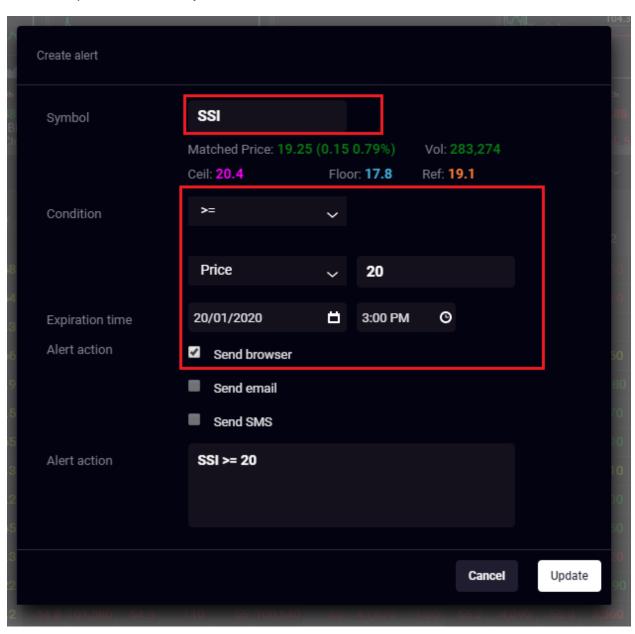


3. Alert

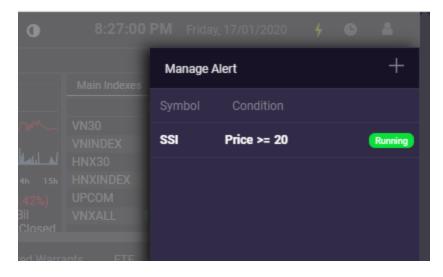
- Step 1: Click on button at the top right corner of the screen or select Market watch > Alert Center



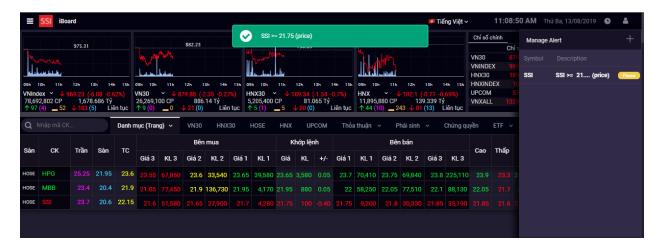
- Step 2: Click on button or Click here to open Create alert screen
- Step 3: Enter Stock symbol and other condition to create alert



- Step 4: After creating alert, alert information will be shown on Manage alert screen



- Step 5: When your condition is met, there will have a notice on your screen



Step 6: After your alert is triggered, its status change from Running to Pause. You can Recreate/Edit/Delete alert by click on corresponding button on each alert.

