



Self-Uplift Login Suspension User Guide

Step **Web Trading Platform Mobile Application** Step 1: GCGS iTrade **Online Share Trading** Click on "Forgot Password". MEMBER LOGIN User ID Password Sign In iTrade v3.0 (ENGLIS ✔ Go User ID Click Here of you have forgotten your password Rem Click Here if you have yet to register as a member Login Step 2: Forgot Password FORGOT PASSWORD Please provide an answer to your hint. A six digits numeric code will be sent over to you, please login using this code Enter User ID Key in your User ID. Retrieve Hint Please enter your ID to retrieve hint User ID abc123 Tick the checkbox of "I'm not a Hint to Password Mother maiden name robot". User ID Click "Retrieve Hint" button. Answer to Hint abc123 Answer to hint. Tick the checkbox of 'I'm not a I'm not a robot robot' and hit the "Submit" reCAPTCHA button. **Note** "I'm not a robot" is only applicable Next to web trading platform. Step 3: A temporary password will be sent to your registered email. • Login iTrade with your Change password **Enter Password** username & temporary code. Change to new password.

Now you should be able to login again.

Note

"I'm not a robot" is only applicable to web trading platform.

The Account suspension will be removed once you have successfully changed your password.



