

## Using the OTP Code Feature in the Public Portal

### Introduction

We have included a One-Time Password (OTP) code feature to improve public portal security and protect your personal data. This extra security measure guarantees that only people with permission can transact on our platform and access sensitive data.

### Why We Implemented OTP

The primary reasons for introducing the OTP code feature are:

1. **Enhanced Security:** By adding an additional degree of protection, OTP codes make it harder for unwanted users to access your account.
2. **Protection of Personal Information:** We can make sure that your financial and personal information is better safeguarded against any breaches by utilizing OTP.
3. **Secure Transactions:** By assisting with identity verification during crucial transactions, OTP codes lower the possibility of fraudulent activity.

### How to Use the OTP Code Feature

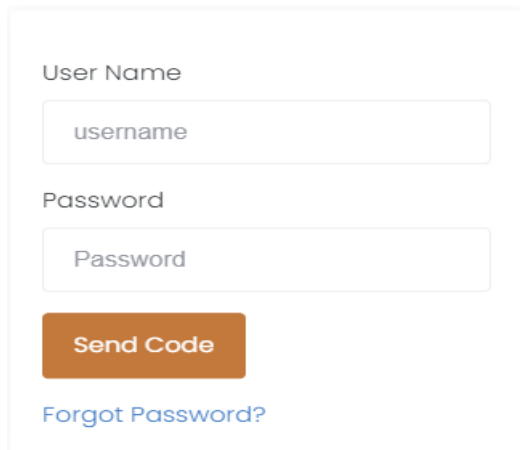
Follow these steps to use the OTP code feature:

1. **Login to Your Account**
  - Navigate to the login page of the public portal and enter your username and password.
  - Click on the "Send Code" button.
2. **Receive the OTP Code**
  - After clicking "Send Code", an OTP code will be sent to your registered email or mobile number. Make sure to check your email inbox or SMS for the OTP code.
3. **Enter the OTP Code**
  - On the OTP verification screen, enter the OTP code you received in the designated field.
  - Click on the "Login" button to proceed.
4. **Access Your Account**
  - Once the OTP code is verified, you will be granted access to your account and can continue using the public portal as usual.

## Sample Screens

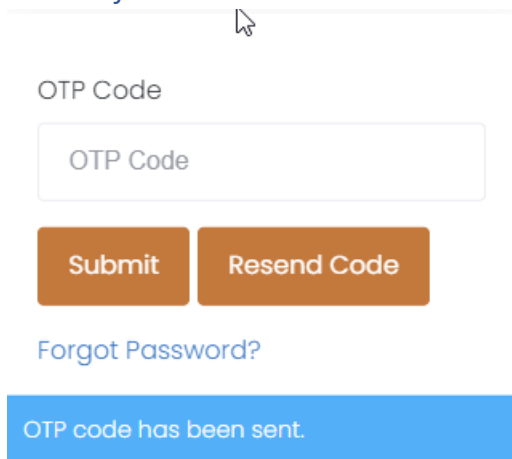
Here are some sample screens to help you understand the process better:

### Login Screen



A login form with two input fields: 'User Name' containing 'username' and 'Password' containing 'Password'. Below the fields is an orange 'Send Code' button and a blue link for 'Forgot Password?'.

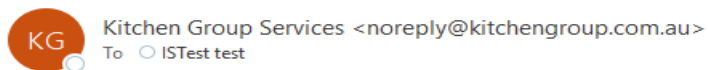
### OTP Verification Screen



An OTP verification form with one input field labeled 'OTP Code' containing 'OTP Code'. Below the field are two orange buttons: 'Submit' and 'Resend Code'. A blue link for 'Forgot Password?' is below the buttons. A blue banner at the bottom contains the text 'OTP code has been sent.'

## Sample OTP Email

When you receive the OTP code via email, it will look something like this:



### Hello Fleur Cabinet - Test J,

Your OTP code to login is:

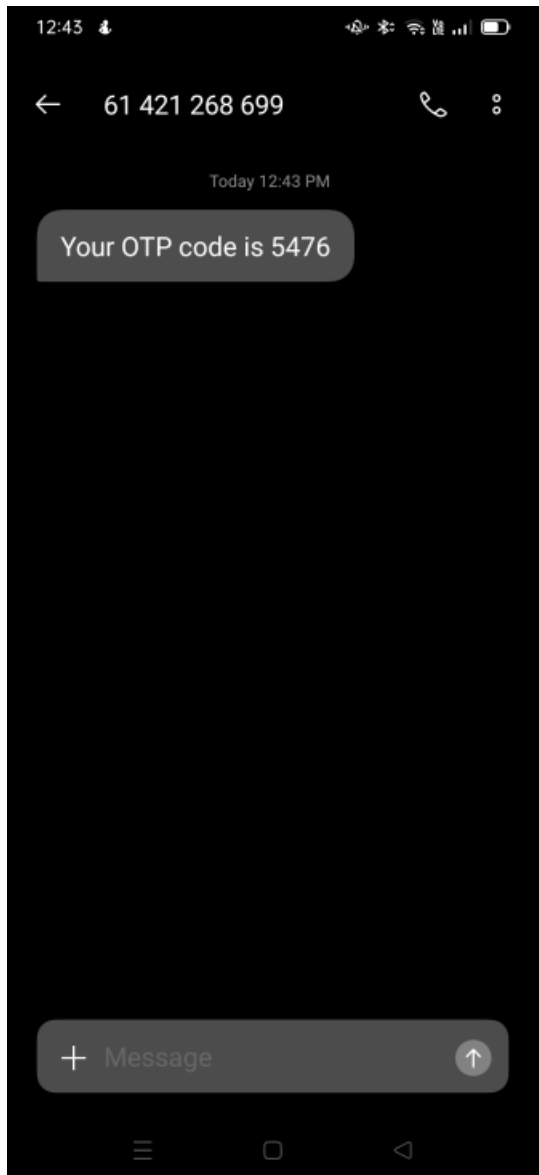
**OTP Code: 1940**

Please use this code to complete your login process.

Thank you,

## Sample OTP Phone

When you receive the OTP code via phone number, it will look something like this:



## Troubleshooting

If you encounter any issues with the OTP code feature, here are some common problems and solutions:

- **Did not receive OTP code:** Check your spam or junk folder if you did not receive the OTP code via email. For SMS, ensure your mobile number is correct and has good network coverage.
- **OTP code expired:** OTP codes are time sensitive. If the code has expired, request a new OTP by clicking the "Resend OTP" button.

- **Incorrect OTP code:** Double-check the OTP code you entered. Ensure there are no typos and that you are using the most recent code sent to you.

### **Conclusion**

A critical component of our dedication to offering a safe and dependable trading environment is the OTP code function. You may aid in preventing unwanted access to your account and personal data by adhering to these recommendations. Please get in touch with our support staff if you need assistance or if you have any more queries.