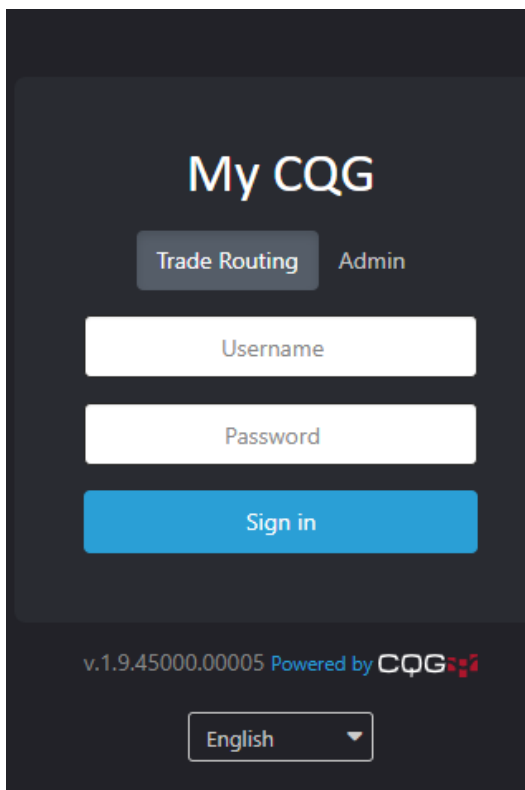


Setting up 2FA on CQG

CQG 2FA setup

This guide will help you to set up your Two-Factor Authentication (2FA) for your CQG account to enhance login security.

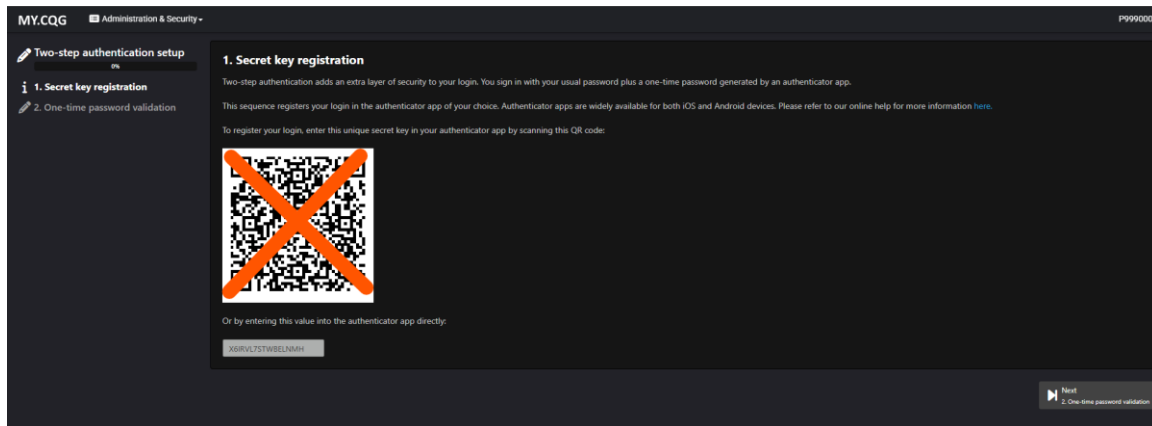
1. Reply to welcome email to get your login credentials
2. Log in to **My CQG Portal** (<https://my.cqg.com/signin>) to set up your 2FA
 - > Login with the credentials provided in your welcome email
 - > **CQG desktop**: Username and password
 - > **CQG IC/ QTrader**: Second layer login credentials

A screenshot of the 'My CQG' login portal. The interface is dark-themed. At the top, the text 'My CQG' is displayed in a large, white, sans-serif font. Below this, there are two tabs: 'Trade Routing' (which is highlighted with a grey background) and 'Admin'. Under the tabs, there are two white input fields: the first is labeled 'Username' and the second is labeled 'Password'. Below these fields is a prominent blue button with the text 'Sign in' in white. At the bottom of the form, there is a small version number 'v.1.9.45000.00005' followed by the text 'Powered by CQG' and a small red logo. At the very bottom, there is a language selection dropdown menu currently set to 'English'.

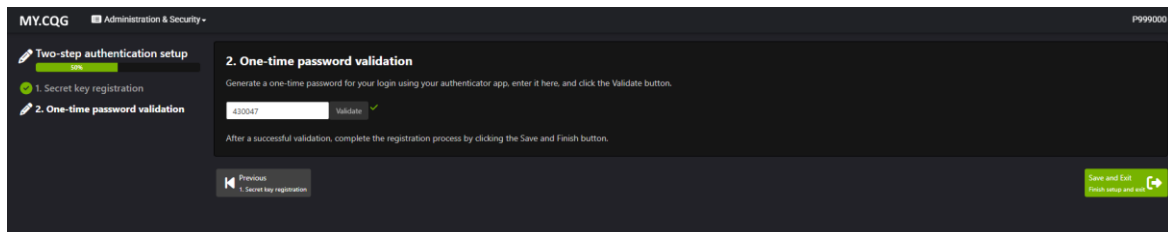
Setting up 2FA on CQG

3. After logging in successfully, you will be prompted to register a soft token

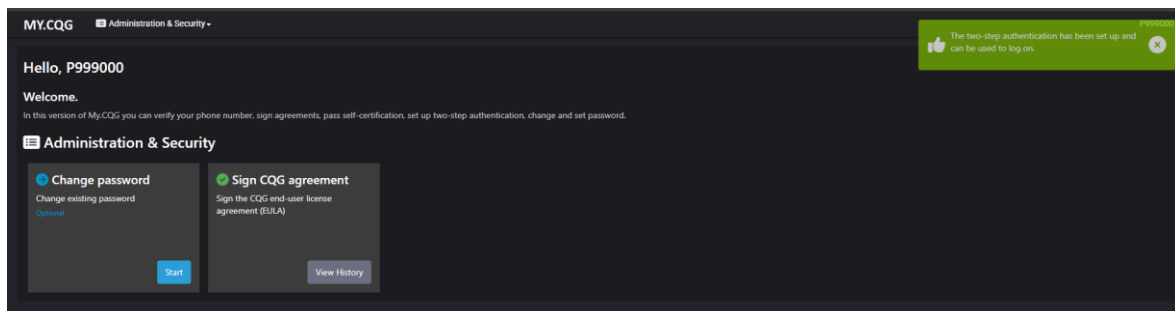
> Scan the QR code using a TOTP authenticator app (e.g. Google Authenticator)



> Enter the values generated by the TOTP authenticator app to validate



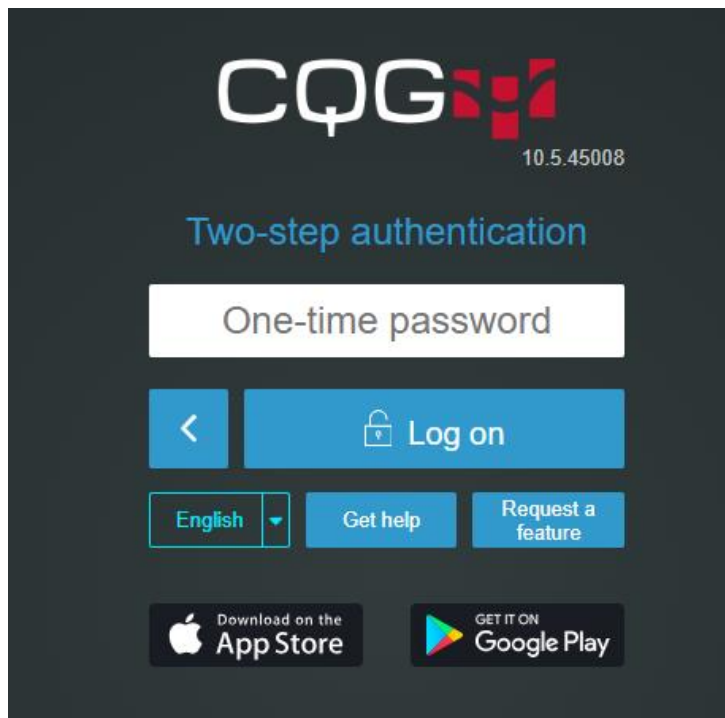
> Once validated, you will see a confirmation that your 2FA has been successfully set up



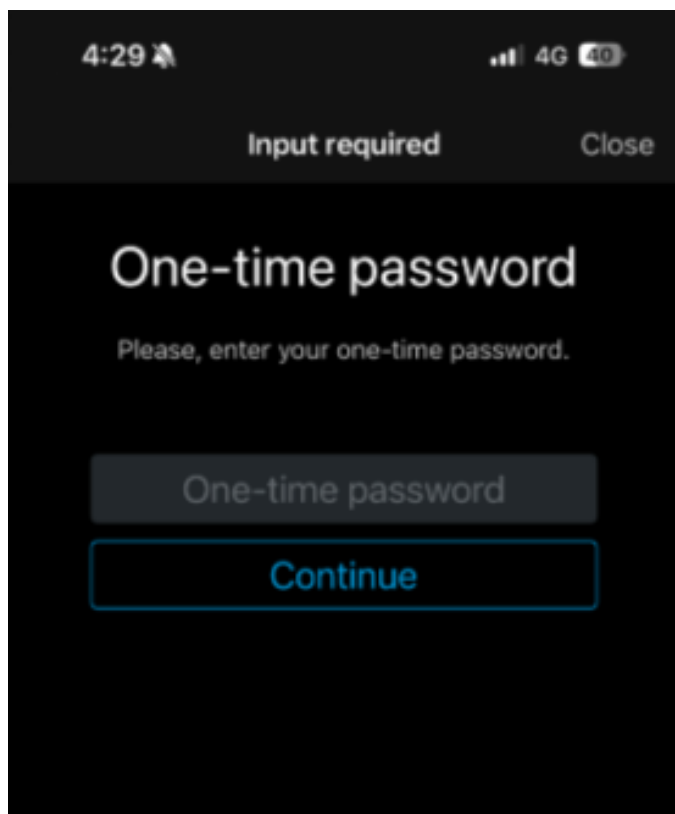
Setting up 2FA on CQG

4. Going forward, you will need to enter your 2FA code each time you log in to any of your CQG platform

> **CQG desktop:**

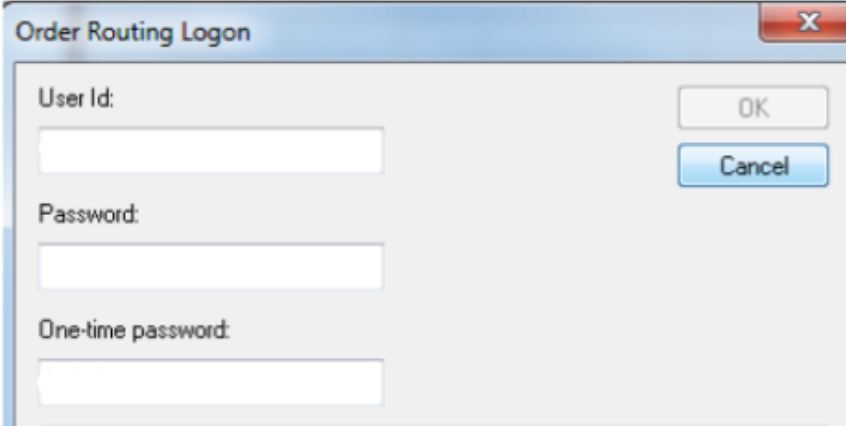


> **CQG mobile:**



Setting up 2FA on CQG

> CQG IC/ QTrader:



The image shows a Windows-style dialog box titled "Order Routing Logon". It has a standard title bar with a close button (X) in the top right corner. The dialog contains three input fields stacked vertically, each with a label to its left: "User Id:", "Password:", and "One-time password:". To the right of the "User Id:" field is an "OK" button, and below it is a "Cancel" button. The "Cancel" button is highlighted with a blue gradient. The input fields are empty text boxes.

Order Routing Logon

User Id:

Password:

One-time password:

OK

Cancel

Setting up 2FA on CQG

Common FAQs

1. Can I set up 2FA on more than 1 device?

> No, 2FA can only be set up on 1 device at a time.

2. How do I move 2FA to a new phone?

> Please email **Phillip NOVA Technical Support** at novatech@phillip.com.sg or call us at 6597 3241 to request for unbinding your account. Once unbinding is completed, you can log in to **My CQG Portal** to set up 2FA on your new phone.

3. Can I disable 2FA for my CQG login?

> For security reason, it would not be possible.

4. Are there alternative methods to set up 2FA?

> No, 2FA can only be set up using TOTP authenticator app.