

Technical Help Guide

www.selftrade.co.uk
0845 0700 720



Spread betting and CFD trading typically require the deposit of a small percentage of the total trade value. As the financial outcome is determined by the price movement on the total trade value, profits and losses can quickly exceed the initial deposit. Ensure you understand the risks as these products are not suitable for everyone. These products are only intended for people who are over 18.

How do I download Flash?

Your browser should automatically detect that you don't have flash installed and re-direct you to the Flash download page. If not, use this link

- Download Flash 9 (http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash)

Please read this: Installing Macromedia Flash Player from the Macromedia website with the default options will install the Google Toolbar. The Pop-up Blocker in the Google Toolbar can cause problems when logging on to your account. We recommend disabling the Google Toolbar installation (by unchecking the box) before proceeding with the Flash installation.

System Requirements

Hardware

Most modern PCs will run our interface successfully but we recommend that you have at least a 750 Mhz Pentium III (or equivalent) processor with 256MB of RAM and 1MB of available hard disk space.

Macs are also supported.

Screen Resolution

The platform is best viewed at a screen resolution of 1024x768. You can adjust your screen resolution by going to Control panel > Display > Settings > Screen area.

Operating system

Windows: Microsoft Windows 95, 98, 2000, XP, 2003 Server, ME or Vista.

Mac: Mac OS X 10.1.x, Mac OS X 10.2.x, Mac OS X 10.3.x, or Mac OS X 10.4.x or newer.

Internet browser

Windows: Microsoft Internet Explorer 6.0 and 7.0, Firefox 1.x, Mozilla 1.x, Netscape 7.x and above, CompuServe 7, AOL 9, Opera 7.11 and above

Click below to download the latest versions of these browsers for free.

Get: Internet Explorer (<http://www.microsoft.com/windows/products/winfamily/ie/default.msp>) | Netscape Navigator (<http://browser.netscape.com/>) | Mozilla Firefox (<http://www.mozilla.org/>)

Mac: Microsoft Internet Explorer 5.2, Firefox 1.x, Mozilla 1.x, Netscape 7.x and above, AOL for OS X, Opera 6, or Safari 1.x and above. We recommend Internet Explorer.

Java / Java Virtual Machine (JVM)

If you wish to view market tick charts, you will need to have a version of Java (the JVM) to be installed and turned on. This will usually be pre-installed as a standard component of your internet browser.

Both Sun and Microsoft have produced versions of the JVM, and the version to use will depend on your internet browser as follows:

Internet Explorer: Microsoft VM

Netscape: Sun JVM

Trusted site

It is important to ensure that <https://trade.loginandtrade.com> is listed in your 'Trusted' or 'Allowed' sites. This is usually done from the Security tab in Internet Options, which is accessible from the Tools menu.

Login Problems

Why isn't my password working?

Passwords must be entered in the exact format they were issued. Make sure not to leave any spaces. Example: 12345678. If your password is not accepted you may need to check that the Input Locale/keyboard layout is correct. For example, check that you are not using US keyboard settings on a UK keyboard (as some keys are interchanged). Neither username or password are case sensitive.

I have forgotten my password.

If you have forgotten or lost your password please call Client Services, **0845 356 0160**. We will only issue sensitive information over the phone once we have verified your identity.

What if I enter the wrong password?

After entering your password incorrectly five times, you will receive the message 'Your account has been locked. Please call Client Services.' This is a security measure. Please call Client Services **0845 356 0160** who will re-enable your login after verifying your identity.

Firewall and Other Software Issues

I think I'm having firewall issues. Which port numbers does Flash connect to?

A port is an interface through which data is sent and received. The Flash Trading Platform attempts to connect to the server on port numbers 1000, then 443 if that fails and finally port 80. If you are behind a firewall that is blocking access to these ports, the Platform will not be able to connect. Please ensure that your firewall is set to allow traffic on these port numbers. In certain circumstances, switching to a different web browser (eg, using Firefox instead of Internet Explorer), may allow you to connect to the server.

How can I access the trading platform if a company proxy server or firewall is present?

If you are unable to access the website at all, you may find that your IT department has blocking in place on their firewall/proxy server. If this is the case, please ask your network administrator to contact our IT Support team, on **0845 356 0160**, so we can advise them what configuration is required on your network for you to access our site.

How do I access the trading platform if I have a personal firewall?

A personal firewall should not cause you any problems provided it is properly configured.

Can personal firewalls, ad-blockers/pop-up-blockers and anti-virus packages etc cause problems with the Trading Platform?

These should not cause you any problems provided they are properly configured and used. These are however one of the most common causes of connection problems, due to mis-configuration, so please check these thoroughly if you have any issues.

There are too many software/hardware firewalls, ad-blockers/pop-up-blockers and anti-virus packages for us to be able to advise on, but more assistance should be available from the vendor's website. We do not suggest that you connect to the internet without some sort of properly configured firewall or anti-virus protection.

Clear temporary internet files/cache

If you experience problems viewing the website or using the Trading Platform, then deleting your temporary internet files/clearing your cache may resolve the issue. You can do this as follows:

Internet Explorer

Select Internet Options from the Tools menu, select the General tab and the Delete Files button in the Temporary Internet Files section.

Mozilla Firefox

Select Tools then Options then Privacy then in the Cache window click Clear.

Flash Player Issues

What is Flash?

The trading platform requires that users have the Flash Player installed in their web browser in order to function. The Flash Player from Macromedia (now Adobe) is free software that allows you to view content or applications created using the Macromedia (Adobe) Flash product. The Flash Player is small (less than 1Mb) and installs quickly. Flash "movies" as the content is often referred to range from simple animations and advertisements, through richly interactive content, to games and complex web applications. Many web browsers install Flash Player automatically, but you may occasionally need to upgrade it to the latest version, as improvements to the player are continually being made.

How do I download Flash?

If our website detects that your Flash Player requires updating, your browser will be directed to the Adobe/Macromedia site where an automatic update will be initiated. Alternatively, it is possible to download a standalone installer from the Adobe/Macromedia site and run that from your desktop. You can download the standalone installer by following this link:

Latest Flash version (http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash)

Note: At the time of writing, if you follow this link to the Adobe/Macromedia website to manually download the installer, you will be offered the opportunity to install the Yahoo! Toolbar. This option is enabled by default. You may wish to disable this option before proceeding with the download. The Yahoo! Toolbar is not installed if you receive an automatic update to your Flash Player.

What are the benefits of using Flash?

Compared to Java, the Flash Player is much easier to install and configure.

Is Java still required?

You do not need to have Java installed or correctly configured in order to use the Flash Trading Platform. However you do need Java installed in order to view any market tick charts.

Can I use a Mac?

Yes, Apple computers running OS X.1 or newer are supported.

I am having installation issues with the Flash Player.

Occasionally you may find that the settings on your computer cause you problems when installing the Flash Player. In the first instance, please visit <http://www.macromedia.com/support/flashplayer/> for information.

Below is a brief run-down of problems that you may face, and their solutions.

Common Flash Player installation issues are concerned with security and permissions settings.

Security Settings : Internet Explorer ActiveX settings

It is possible that your browser security settings are set too high to allow the Flash Player to be installed. The Medium: Default Level will allow you to view Macromedia Flash content. For any Custom Level, ensure that both Download signed ActiveX controls and Run ActiveX controls and plug-ins are not disabled. To view or change the security settings chosen in Internet Explorer, do the following:

1. Open Internet Explorer.
2. Choose Tools → Internet Options.
3. Select the Security tab.
4. Choose Internet from the Web Content zones.
5. Click the Custom Level button. (note, clicking the Default button will set your security settings to their default values which should be enough to run Flash content.
6. In the Security Settings dialogue box, scroll down and ensure that the “Download signed ActiveX controls” and “Run ActiveX controls and plug-ins are set to “Enable” or “Prompt”.

If you are having trouble installing Flash Player, make certain that your Internet Explorer security level is not set to High or at a custom level which does not allow viewing of ActiveX controls. *1

Computer user permissions

For **Windows users**, user permissions determine whether or not you are allowed to install ActiveX controls or plug-ins. Without Administrator access to your Windows computer, you may not be able to install the Flash Player successfully. Speak to your system administrator if you encounter this issue.

Macintosh OS X users must also have proper access to run the Flash Player on Netscape 6. If you have problems with this configuration, do the following:

Delete the Macromedia Flash Player plug-in from the following directories:

- OSX → LIBRARY → INTERNET PLUG-INS
- OSX → USERS → USERNAME → LIBRARY → INTERNET PLUG-INS

Log in to OS X as an administrator.

Reinstall the Macromedia Flash Player plug-in.

Problems using the standalone installer

The following points should help you overcome any problems you may encounter when using the standalone installer:

- Ensure that all browser windows are closed, and any software that communicates via HTTP requests, such as instant messengers or media players, are closed.
- Uninstall previous versions of the Flash Player. The Macromedia website provides downloadable utilities that will remove the Flash Player: http://www.macromedia.com/support/flash/ts/documents/remove_player.htm

If this link is no longer current, search for “uninstall flash player” on the Macromedia website.

You may need to restart your browser or machine to complete the update. Close the entire browser completely, then Test Macromedia Flash Player. If this does not work correctly, restart the machine and test again.

If you still encounter problems, please refer to <http://www.macromedia.com>

Java Problems

The platform has links to tick charts for you to view. The tick charts use Java technology. Since the release of Windows XP, Microsoft no longer provides its own version of Java. If you do not have the latest version, you may need to download and install Java.

How do I check if I have Java installed?

Internet Explorer

Select Internet Options from the Tools menu and press the Advanced tab. Scroll down and look for a section called either ‘Java (Sun)’ or ‘Microsoft VM’. If either of these appear then you have the JVM installed.

Netscape Navigator

Click Tools, Options, Site Controls then in the Web Features window check that Enable Javascript and Enable Java are ticked.

Mozilla Firefox

Click Tools, Options, Web Features then check that Enable Javascript and Enable Java are ticked.

Safari on Mac

Please refer to Mac Safari Help.

How do I test Java to ensure it is working properly?

The following link to the Sun Systems website can be used to check your Java installation, whether the installation is provided by Sun Java or Microsoft VM:

<http://www.java.com/en/download/help/testvm.jsp>

Alternatively, there are other websites not linked to Sun Microsystems where you can test your Java installation. Here is a link to one such site:

<http://www.javatester.org/version.html>

How do I Install Java?

There are various websites from which you can download Java, one of which is Sun Microsystems at the following URL:

<http://www.java.com/>

If you select the 'Free Download' link in the top right of the page, this should start an automated process, which checks your operating system, and starts the Java install process. There are occasions where this fails, in which case there is a manual download option, where you can select your platform and operating system. If you experience further problems installing Sun Microsystems Java, their website has an extensive 'Help' and 'FAQ' section, which includes links for you to test your Java installation. There is also an option to request Java on CD by post.

How do I clear my Java cache?

As well as clearing your web browser cache you may also need to clear your Java cache, if you are using Sun Microsystems Java. The following link contains detailed instructions from the Sun Java site:

http://www.java.com/en/download/help/plugin_cache.jsp

Please note:

The advice offered in this help section is what we recommend in order for you to access the Trading Platform and to try and resolve any problems you may have accessing the website. The settings listed in the General Settings section are, in most cases, the default settings that are setup as standard. However, we cannot accept responsibility for any problems arising from any other sites that you enter with these settings.

Footnotes

*1 These actions may in effect lower your security settings. You should be aware of the risks involved in doing so, and take appropriate precautions.

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If you still encounter problems, please refer to <http://www.macromedia.com>