INVESTOR ONLINE TRADING

GUIDE TO COMMON TASKS

StockCross clients use their investor online trading platform to enter orders, view their balances and positions, gain / loss data, transaction history, to group or link accounts, and create security watch lists.

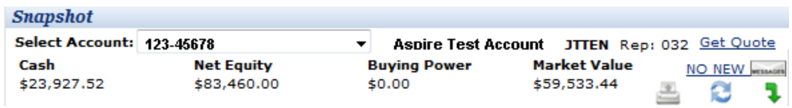
Important! Investors should establish two security questions and answers in the **Account Settings > Password Recovery** function, as soon as possible. This enables password resets at a later time, in the event a user ID or password is forgotten.

APPLICATION MENU

Main Menus	...access these functions:
Home	Access homepage. Click Customize My Homepage to add widgets to the page. Set up personal workspace tabs. Select an account or account group from Snapshot and view account details. Get security quotes.
My Accounts	For a single account or account group, view:
> Balances & Holdings	Balance summaries in currency groupings. Positions by asset category, foreign/domestic.
> Account Balances	Account summary, cash available, buying power, and margin requirement values. Balances and intraday balances for trading activity.
> Profiles	Account profile, suitability, instructions. Access update function.
> Transactions	Search trade, dividend, interest activity for a date range, symbol, and/or option.
> Updt Acct Info	Edit account profile information.
EDocuments	Access Confirms, Statements, Tax Docs, Prospectus, Proxy, and E-document enrollment.
Cost Basis (Portfolio)	View gain or loss information for current holdings and sell transactions. Place orders from positions listed on the Unrealized tab.
Trading **> Stock Order** **> Option Order**	Enter, view status of, change, or cancel equity, option, or mutual fund security orders.
> Option Chain **> MF Order**	
> Order Status	View 60 days of order status and generate order reports. Change or cancel open orders.
> MF Order Status	View individual or recurring mutual fund orders.
Market Research	Look up symbols, stock quotes and option chains. Create security watch lists. Access S&P Research and Streaming Quotes.
Account Settings	Set Login credentials, create and edit Account Groups, Link Accounts, and establish password recovery security questions.

READING THE SNAPSHOT

The Snapshot displays across all windows and identifies the active account or account group. Key account values display.



The following icons and links may appear in the Snapshot:

Use this icon	...to display this information
	Email messages
	Open orders
	Print displayed window contents
	Refresh window data
	Download a report to .xls or .csv file

WORKING WITH ACCOUNTS

Functions selected from menus operate on the active account. To operate on multiple accounts, create a group and add eligible accounts to the group. The group can then be selected on each relevant window.

Setting up Account Groups

1. Select **Account Settings > Account Groups**.
2. Click **Manage Groups**.
3. Enter a group name and click [ADD].
4. Click **Group Accounts** to display accounts eligible for grouping.
5. Add a group name if desired in **Change Name.**
6. Select the group to add the account to from the **Assigned Group** drop-down. Click [SUBMIT CHANGES].

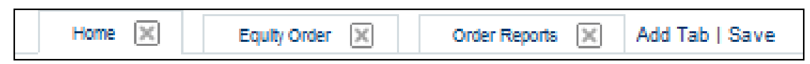
See Linking Accounts on page 3

Maintaining Your Account Profile

1. Select **Accounts > Profile.**
2. Click [UPDATE ACCOUNT].
3. Enter changes and click [ACCEPT CHANGE].

USING TABS TO ORGANIZE YOUR WORK

Create Personal Tabs to save and access windows containing frequently needed information. Each tab can work with a different account or account group.



Setting up new Tabs

1. Click **Add Tab** and enter a Tab label.
2. From the main menu, select the function you want displayed in the Tab.
3. Perform any of the report customizations listed below.
4. Click **Save** to store the Tab for future sessions.
5. To delete a tab, click ☒.

CUSTOMIZING REPORT "GRIDS"

The following layout changes can be applied to reports which have been selected from the menus.

Add/Remove Columns

Click Add/Remove Field. In the shortcut menu, check or uncheck to add or clear fields for display on the report.

Reposition Columns

Position the mouse to a four-sided arrow mode ✥ in the column, and drag and drop the column (from the label) to the desired location.

Sort Columns

Click on a column heading to sort the records by that field in ascending order. Click again to sort the records in descending order.

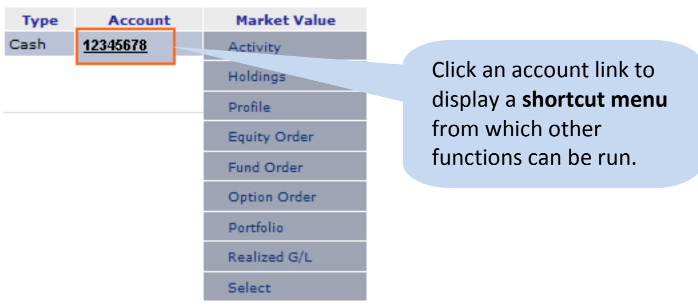
Click Save View to save the layout changes for the next session.

VIEWING BALANCES, POSITIONS, TRANSACTIONS

Use the My Accounts menu to view balances and holdings and account balances with margin requirements, Transaction history is available for up to 24 months.

1. Select a function from the **My Accounts** menu.

2. Click **account number** links to access other functions.



CREATING PERSONAL WATCH LISTS

Use the **Market Research** menu to create stock, option, mutual fund or index watch lists and set a view for the lists. Watch lists widgets can be added to the homepage.

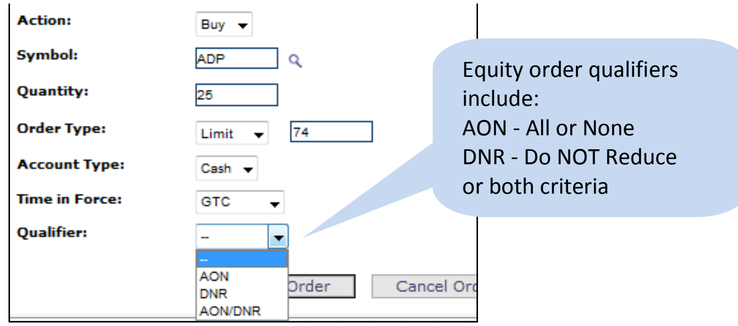
1. Select **Market Research > WatchList**.
2. Click **Add/Edit Watch Lists**.
3. Enter a **watch list name** and click **[CREATE].**
4. In the table, select the security Type.
5. Enter the **Symbol** when stock is selected, or select the country when currency is selected.
6. Click [ACCEPT CHANGES].
7. Click Add/Remove Fields to customize the field display for the Watch List.
8. Click **Save View.** This changes the 'Basic' view which is in effect.
9. Use **Add View** to create and save other watch list views.

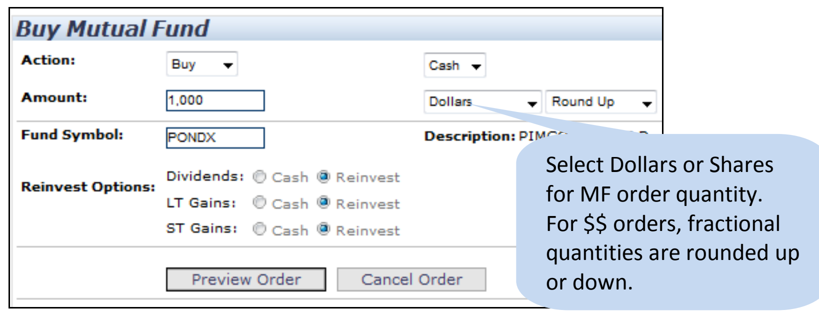
ENTERING ORDERS

There are several ways to access order pads:

- From the **Trading** menu
- From the **shortcut menu** of account number or symbol links (see Viewing Performance, Gain/Loss Data)

1. From **Trading**, select **Equity, Option,** or **Mutual Funds Order.**
2. Enter the order details.





3. Click [PREVIEW ORDER].
4. Enter an email address for order notification, if desired.
5. Click [EDIT ORDER], [PLACE ORDER], or [CANCEL ORDER] on the preview window.
6. An order confirmation displays with the order number.

VIEWING, CHANGING, CANCELING ORDERS

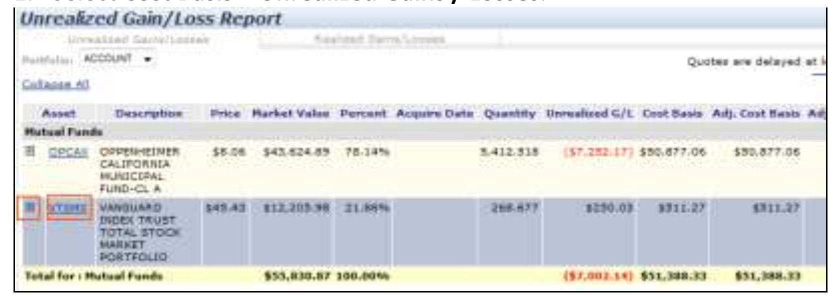
View open equity and option orders and change or cancel orders while they are in a request or sent status. Market equity orders, however, cannot be changed or canceled. MF orders can be viewed or canceled.

- In the Snapshot, click
- Or, select **Trading > Order Status**
- Or, select **Trading > MF Order Status**

VIEWING PERFORMANCE, GAIN/LOSS DATA

Use the Cost Basis menu to view performance on current holdings, and realized gain loss data for transactions in the account or account group. Orders can be started from this function.

1. Select **Cost Basis > Unrealized Gains / Losses**.



2. Click **+** to display the individual positions for a security.
3. Click the symbol link and select **Trade** to enter a sell order against that specific position.

4. The order pad opens with the security populated and the action set to 'Sell'.

ENROLLING IN E-DOCUMENTS

Investors may enroll in the EDocuments service to receive trading and tax documents in their investor mailbox.

1. Select **EDocuments > E-documents Enrollment.**
2. Select the specific account number to enroll.
3. Enter the **Email Address** for notification.
4. Check the specific documents for the enrollment. (These will be sent to the investor mailbox.)
5. Check the agreement and then click [ACCEPT].

SETTING PREFERENCES

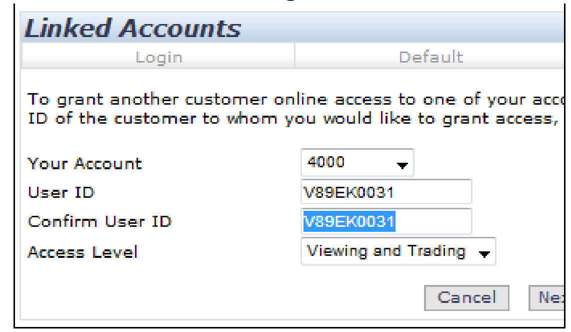
Use the Account Settings menu to set:

- Your logon credentials
- Your default account
- Your email address
- Number of lines to display per page in grids or search results
- Default watch list

LINKING ACCOUNTS

Use the Linked Accounts function to set access to other accounts at the firm, to enable access to your account by other customer accounts, and set an access level.

1. Select **Account Settings > Linked Accounts.**



2. Select the other account to link to your account from **Your Account.**
3. Enter the other account **User ID.**
4. Select the **Access Level** on your account that the other customer account is to have (Viewing or Viewing and Trading).
5. Click [NEXT].
6. Enter your **password** and click [APPROVE] to confirm the account link request.

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