



## CFD Portal User Guide

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## **CONTACT US**

For further enquiries, kindly contact the dealing desk at:

Email: [futuresbroking.my@cgs-cimb.com](mailto:futuresbroking.my@cgs-cimb.com)

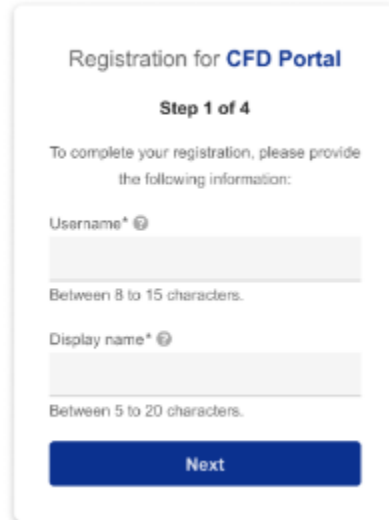
Tel: +603-2635-8908 or +603-2635-9777

## **Register for CFD Portal**

To start registration, click on the registration link provided in email.

**Note:** registration link valid for 72 hours only.

1. Input username and display name on the registration page.



Registration for **CFD Portal**

**Step 1 of 4**

To complete your registration, please provide the following information:

Username\* ⓘ

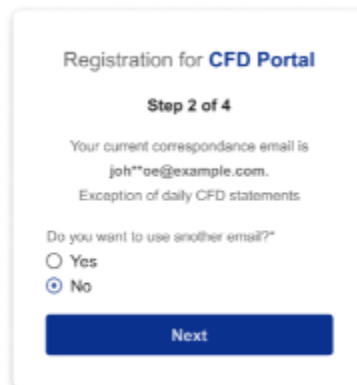
Between 8 to 15 characters.

Display name\* ⓘ

Between 5 to 20 characters.

Next

2. Select “No” if you would like to keep the correspondence email address same as your daily CFD statement. If you click “Yes”, please input another email address that is different from your correspondence email.



Registration for **CFD Portal**

**Step 2 of 4**

Your current correspondence email is  
joh\*\*oe@example.com.

Exception of daily CFD statements

Do you want to use another email?\*

Yes

No

Next

3. Create your password.

Registration for **CFD Portal**

**Step 3 of 4**

Password requirements:

- at least 8 characters
- at least one uppercase letter (e.g. "A")
- at least one lowercase letter (e.g. "a")
- at least one digit (e.g. "1")

Password\*

\*\*\*\*\*

Confirm password\*

\*\*\*\*\*

**Next**

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4. Choose your verification method. If you select "By Phone", you will be directed to a page to select phone appointment date and time.

Registration for **CFD Portal**

**Step 4 of 4**

Hi John doe,

Please select a verification method to confirm your identity.

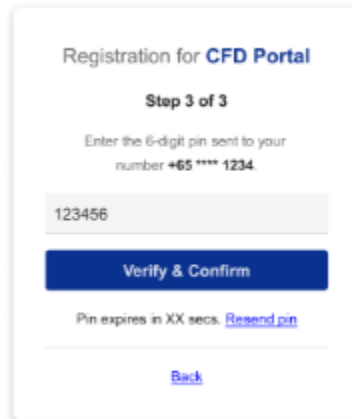
By SMS (+65 \*\*\*\* 1234)

By Phone

**Next**

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5. Input OTP received via SMS or via support phone call.



Registration for **CFD Portal**

**Step 3 of 3**

Enter the 6-digit pin sent to your number **+65 \*\*\*\* 1234**.

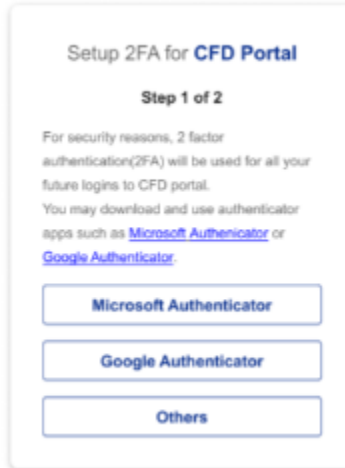
123456

**Verify & Confirm**

Pin expires in XX secs. [Resend pin](#)

[Back](#)

6. Select your preferred authenticator application.



Setup 2FA for **CFD Portal**

**Step 1 of 2**

For security reasons, 2 factor authentication(2FA) will be used for all your future logins to CFD portal. You may download and use authenticator apps such as [Microsoft Authenticator](#) or [Google Authenticator](#).

**Microsoft Authenticator**

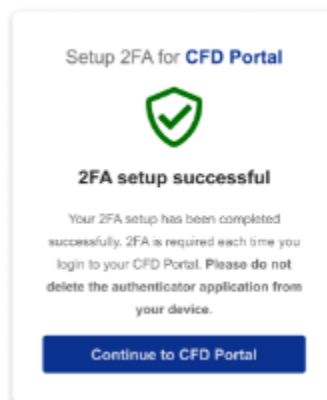
**Google Authenticator**

**Others**

7. Scan QR code or copy the unique code to link to your authenticator application on your mobile phone.



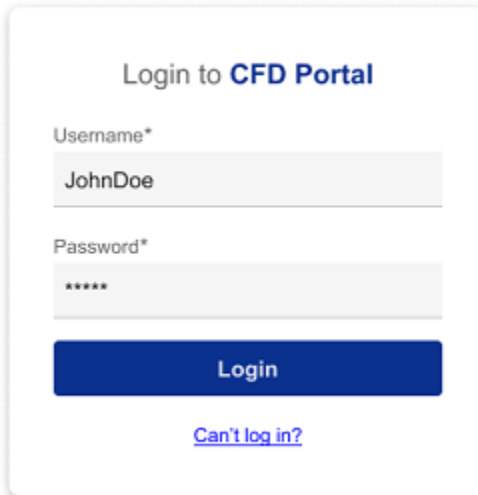
8. 2FA set up is completed and you can immediately login to your CFD portal.



### **Retrieve username**

If you have forgotten your CFD Portal Username, please follow these steps to retrieve the Username via email.

1. Go to CFD portal login page and click on “Can’t log in?”.



Login to **CFD Portal**

Username\*

JohnDoe

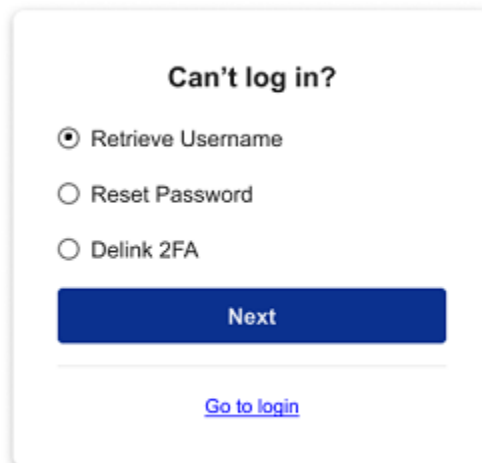
Password\*

\*\*\*\*\*

Login

[Can't log in?](#)

2. Select option “Retrieve Username”.



**Can't log in?**

Retrieve Username

Reset Password

Delink 2FA

Next

[Go to login](#)

3. Input email address that was used as correspondence email at time of CFD portal registration.

Retrieve username for **CFD Portal**

To retrieve your username, please input your correspondence email

Correspondance email\*


[Retrieve username](#)

---

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4. Receive username on your email.

Retrieve username for **CFD Portal**



**Username sent to email**

Your username has been sent to your correspondence email if you have an active account with us. If you did not receive the email, please [contact us](#).

[Go to login](#)

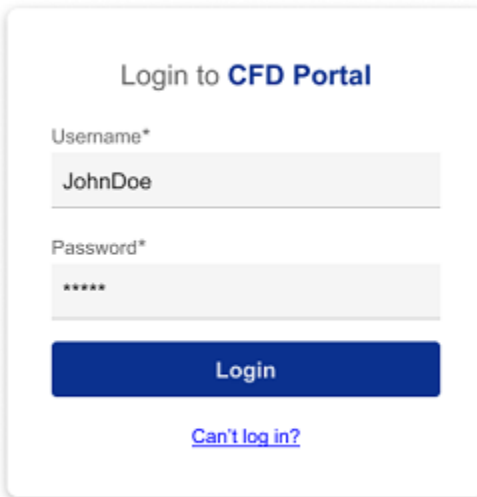


## **Reset password**

If you have forgotten your CFD Portal Password, please follow these steps to reset the password. If you do not have the complete information below or receive an error message during the password reset process, please contact our support team for assistance.

- Linked 2FA device
- Username
- Correspondence email

1. Go to CFD Portal Login page and click on “Can’t log in?”.



Login to **CFD Portal**

Username\*

JohnDoe

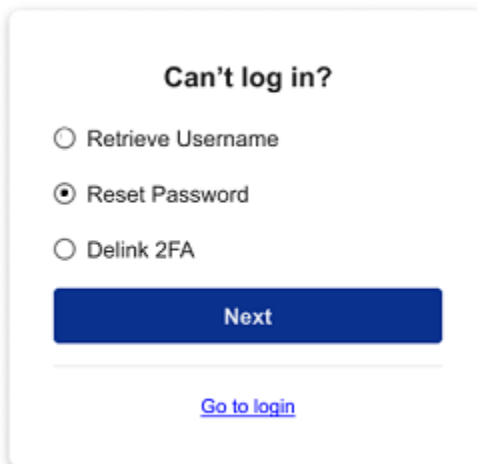
Password\*

\*\*\*\*\*

Login

[Can't log in?](#)

2. Select option “Reset Password”.



**Can't log in?**

Retrieve Username

Reset Password

Delink 2FA

Next

[Go to login](#)

3. Input required details in Reset Password screen.

Reset password for  
**CFD Portal**

**Step 1 of 3**

2FA is required for password reset. If you do not have access to your 2FA device, please [contact us](#).

Username\*

Correspondence email\*

**Next**

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4. Input One Time Password from your authenticator application.

Reset password for  
**CFD Portal**

**Step 2 of 3**

To verify your identity, please enter your 2FA's One-time password.

**Verify & Confirm**

[Back](#)

5. Input your new password.

Reset password for  
**CFD Portal**

**Step 3 of 3**

Password requirements:

- at least 8 characters
- at least one uppercase letter (e.g. "A")
- at least one lowercase letter (e.g. "a")
- at least one digit (e.g. "1")
- cannot be the same as your last 5 passwords


Password\*

Confirm password\*

[Next](#)

6. Password reset complete.

Reset password for  
**CFD Portal**



**Password successfully  
changed**

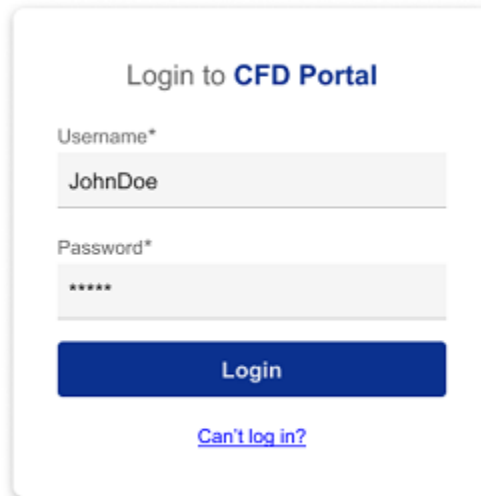
[Go to login](#)

### **Delink your 2FA Device**

If you have lost or changed your mobile phone, please follow these steps to delink the existing 2FA device, and relink your new device. If you do not have the complete information below or receive an error message during the process, please contact our support team for assistance.

- Password
- Username
- Correspondence Email

1. Go to CFD Portal Login page and click on “Can’t log in?”



Login to **CFD Portal**

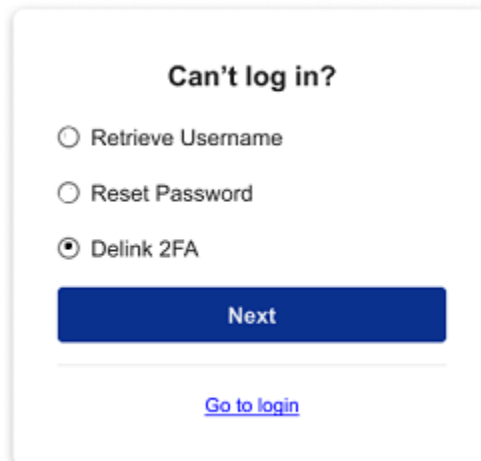
Username\*  
JohnDoe

Password\*  
\*\*\*\*\*

Login

[Can't log in?](#)

2. Select option “Delink 2FA”.



**Can't log in?**

Retrieve Username

Reset Password

Delink 2FA

Next

[Go to login](#)

3. Input required details in Delink 2FA screen

Delink 2FA for  
**CFD Portal**

Username\*

⚠ Username is required.

Correspondence email\*


⚠ Correspondence email is required.

**Next**

[Back](#)

4. Check your email and click on link to complete delink of 2FA device.

Delink 2FA for  
**CFD Portal**



**Instructions sent to email**

Please check your email, further instructions to Relink your 2FA has been sent.

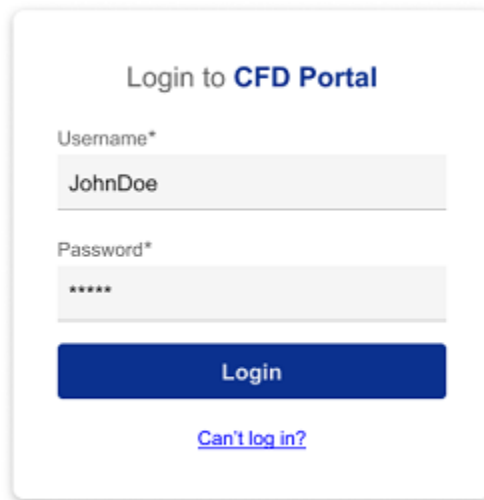
**Go to login**

Delink 2FA for  
**CFD Portal**

We have delinked your 2FA, The 2FA setup flow will be started when you make your next login.

**Go to login**

5. Login & link your new device. Refer to “Set up 2FA” for more details.



The image shows a login form for the CFD Portal. The form is titled "Login to CFD Portal" and contains two input fields: "Username\*" with the value "JohnDoe" and "Password\*" with the value "\*\*\*\*\*". Below the fields is a blue "Login" button and a link labeled "Can't log in?".

Login to **CFD Portal**

Username\*  
JohnDoe

Password\*  
\*\*\*\*\*

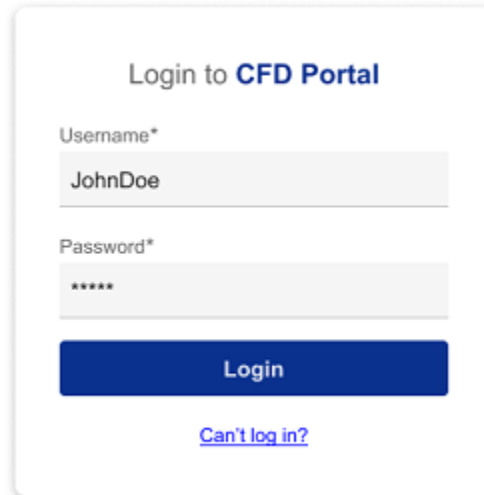
Login

[Can't log in?](#)

## **Set up 2FA**

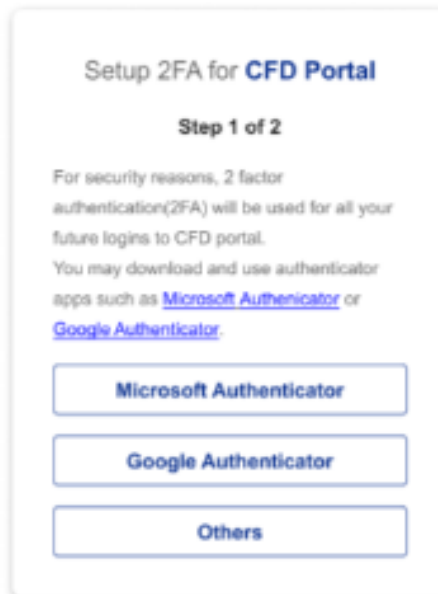
Upon successfully delinking your 2FA, the next login will require you to relink your 2FA with your CFD Portal ID.

1. Log into CFD Portal using your username and password created at time of registration.



The screenshot shows a login form titled "Login to CFD Portal". It contains two input fields: "Username\*" with the text "JohnDoe" and "Password\*" with masked characters "\*\*\*\*\*". Below the fields is a blue "Login" button and a blue link labeled "Can't log in?".

2. Select your preferred authenticator application.



The screenshot shows a page titled "Setup 2FA for CFD Portal" with the sub-header "Step 1 of 2". The text explains that 2FA will be used for all future logins and lists "Microsoft Authenticator" and "Google Authenticator" as options. Below the text are three buttons: "Microsoft Authenticator", "Google Authenticator", and "Others".

3. Scan QR code or copy the unique code to link to your authenticator application.

Setup 2FA for **CFD Portal**

**Step 2 of 2**

Please open your [Microsoft Authenticator](#) and add your CFD Portal account using one of the below methods.

Scan the QR code with your app



or

Enter the code below into your app  
**q0w9e091023u9u32jf** [Copy](#)

---

After completing the step above, Please input the One-time password from your **Microsoft Authenticator**.


One-time password (OTP)\*

[Verify & Confirm](#)

[Back](#)

4. 2FA setup is completed and you can immediately login to your CFD portal.

Setup 2FA for **CFD Portal**



**2FA setup successful**

Your 2FA setup has been completed successfully. 2FA is required each time you login to your CFD Portal. Please do not delete the authenticator application from your device.

[Continue to CFD Portal](#)