Frequently Asked Questions

Token Manager

1. What is TokenManager? What actions can I perform with it?
   a. It is a place to bridge tokens from the Ethereum network to the Polkadex network and view all the assets present in your Polkadex network account/wallet
2. How do I bridge tokens from Ethereum to Polkadex?
   a. On Token Manager > find Bridge on the left side menu and select ChainBridge
   b. Connect your Ethereum wallet via MetaMask or Wallet Connect
   c. Connect your Polkadex wallet via Polkadot.js
   d. Select the amount of USDT you want to bridge from Ethereum to Polkadex and click 'Transfer'
   e. Approve the USDT spend on Ethereum via your MetaMask/Wallet Connect wallet
   f. Sign the deposit transaction on Ethereum via your MetaMask/Wallet Connect wallet
   g. Wait for the transaction to be confirmed on Ethereum and the Polkadex network
   h. Once the bridging transaction is successfully completed, navigate to Assets on Token Manager to see your updated balance.
3. What is ChainBridge?
   a. [ChainBridge](#) is an extensible cross-chain communication protocol created by [ChainSafe](#). It currently supports bridging between EVM and Substrate based chains.

      A bridge contract (or pallet in Substrate) on each chain forms either side of a bridge. Handler contracts allow for customizable behavior upon receiving transactions to and from the bridge. For example locking up an asset on one side and minting a new one on the other. It's highly customizable - you can deploy a handler contract to perform any action you like.

      In its current state ChainBridge operates under a trusted federation model. Deposit events on one chain are detected by a trusted set of off-chain relayers who await finality, submit events to the other chain and vote on submissions to reach acceptance triggering the appropriate handler.

      Research is currently underway to reduce the levels of trust required and move toward a fully trust-less bridge.

Orderbook

1. What do I do to start trading after I sign up?
   a. Navigate to 'Accounts' section on the left hand side menu
   b. Go to the 'Funding Accounts' Section and click on 'Register Now' to register a 'Funding Account.' This automatically adds a 'Trading Account' that you can see on the top. Additionally you can add up to three 'Trading Accounts'
   c. To add more 'Trading Accounts,' click on 'Add Account' on the top
   d. Always save the Mnemonic seed (You can download it as a PDF as well)
   e. Add funds to the 'Trading Account'

     f.   Start trading by going to the 'Exchange' section on the left hand side menu.

2. What is a **Funding Account**?
   a. A funding account is your account on the Polkadex network. In other words, your Polkadot.js account used to access the Polkadex blockchain is your **funding account.** The name is derived from the fact that this account 'funds' your **Trading Account**(s). When funds are withdrawn from your **trading account**, they can only go back to your **funding account**.

3. What is a **Trading Account**?
   a. Your **trading account** is used for trading on Polkadex Orderbook. Trading Accounts can only be used for trading and triggering withdrawals from Polkadex Orderbook.

4. How do I register my funding account?
   a. Sign up for or log into Polkadex Orderbook
   b. Connect via your Polkadot.js browser extension to view your **funding account(s)** in **'Accounts'**
   c. In **'Accounts'** select **'Register Now'** on the funding account you want to use to fund your trading accounts.
   d. **When you register a funding account, you are also creating a trading account.** Follow the instructions on the right of your screen and click **'Register and create account'**
   e. Sign the transaction from your **funding account** via your Polkadot.js browser extension.

5. How do I add new trading accounts?
   a. In **'Accounts'** click the pink **'+ New account'** button next to the **'Trading accounts'** section
   b. Select **'Create new account'** and follow the steps in the right side pop-up menu.
   c. Sign the transaction from your **funding account** via your Polkadot.js browser extension.

6. How many trading accounts can there be for a funding account?
   a. Each **funding account** can have up to 3 different **trading accounts**.

7. How do I add funds to my trading account?
   a. In **'Accounts'** click the **'Add funds'** button to navigate to the **'Balances'** screen. Here you will see the balances of your **trading account**(s).
   b. Click **'Deposit'** on whichever token you want to add balance for.
   c. In the next screen (AKA the **Deposit Crypto** page), select the amount you want to deposit and click **'Deposit'**
   d. Sign the deposit transaction from your **funding account** via your Polkadot.js browser extension.

8. How do I withdraw funds from my trading account?
   a. In **'Balances'** click **'Withdraw'** on the token you want to withdraw back to your funding account on the Polkadex network
   b. In the next screen (AKA the **Withdraw Crypto** page), select the amount you want to withdraw and click **'Withdraw'**
   c. Your withdrawal will show up as **'Pending'** for a brief amount of time

d. Once your withdrawal is ready to be claimed, you will see the **'Ready to Claim'** section is lit up with a red bubble showing the number of withdrawals ready to claim.
   e. Click the **'Claim'** button on the withdrawal you want to claim.
   f. Sign the withdrawal claim transaction from your **funding account** via your Polkadot.js browser extension to
   g. You can view your funding account's updated balance using [Token Manager](#).
9. Where can I see my deposit/withdrawal history?
   a. You can navigate to the **Deposit Crypto** page to view past deposits and the **Withdraw Crypto** page to view past withdrawals.
10. How can I cancel a trade I placed?
   a. On the **'Exchange'** page, navigate to the bottom left of your screen, select **'Open Orders',** and click the **'Cancel Order'** button on the far right of each open order you wish to cancel. You can only cancel trades that are not matched yet.
11. Do I need to remain online for a trade to match?
   a. No
12. Can one login be used for multiple **funding accounts**?
   a. Yes. You can register multiple Funding Accounts in the 'Funding Accounts' section of the 'Accounts' tab.
13. What's happening in the background when I deposit funds from my funding account to my trading account?
   a. You're basically transferring your balance from your Polkadex account on the Polkadex network to a pallet account that not even the operator has access to. An equivalent amount of tokens are minted as balance to your **trading account** in the TEE where Orderbook engine resides.
   b. Essentially, your **trading account** is the only account that can trade the funds you deposit into the TEE. Moreover, when you withdraw from your **trading account**, only your original registered **funding account** will be able to claim that withdrawal; thus guaranteeing **only you can access your funds at all times**.
14. How long do deposits and withdrawals take to process?
   a. Deposits from funding account to trading account and vice versa should happen instantly and take under a minute to get processed by the Polkadex network.
   b. Deposits from the Ethereum to Polkadex network should take less than 5 minutes. Withdrawals from Polkadex to Ethereum network are configured to be processed in 24 hours for security purposes.
15. What fees are currently being charged for trading, withdrawals etc?
   a. No trading fees are applicable to Polkadex Orderbook as of right now. Withdrawals from trading to funding accounts incur a very minimal network fee.
   b. Withdrawals from Polkadex to Ethereum network currently have 20 PDEX fee.
16. Can I safely store my assets in my **trading account** / in the TEE for years??
   a. Technically, yes. Nobody would be able to touch your funds except for you.
17. Is it possible to deposit every asset in mainnet/parachain into a trading account?
   a. Yes, it is technically possible. However, there needs to be a market to trade in it.

18. Will users need to create separate trading accounts to use both mainnet orderbook and parachain orderbook? Will users even know which order book they're connected with? Will it be the same url? Same trading pairs etc between the mainnet and parachain?
    a. Orderbook will not be available on parachain. Parachain is only used for bridging tokens from Polkadot to Polkadex.
19. Is KYC needed?
    a. Not at the moment
20. How many Ethereum block confirmations are needed before my USDT shows up on Polkadex?
    a. 10 ETH blocks + 2 Polkadex blocks = (~150 seconds)
21. What happens if I lose access to my trading account? Can I still withdraw my funds to my funding account? How can I do so?
    a. You need to have the seed phrase/ json to retrieve your **trading account**.
    b. If you lose your trading account seed phrase details, you can always remove the account from the blockchain by sending a transaction using your **funding account** which is your main Polkadex account. But if you lose the Polkadex account details, funds cannot be retrieved.