



SECURITY CENTRE

Idea initiated, proposed and executed by me working with program management, engineering, security and compliance teams.

Customer Goals

- Safely trade on the platform without having to be worried about the safety of their funds or trading activities

Product Goals

- Increase 2FA adoption on the platform from 18%
- Help users understand their options to keep their account and funds safe from account take-overs.
- Reduce support tickets due to users lack of understanding the restrictions and repercussions of updating security settings on the users account
- Make it easier for users to recover access to their accounts if they lose their 2FA mechanism.

Design Wins & Innovations

- Proposed a 4 phase strategy to increase 2FA on the platform that involved -
 - Consolidation of security features to make them easy to find and setup
 - Passive encouragement - Messaging at right spots in the UI following critical actions by the user
 - Aggressive encouragement - Messaging at prominent spots in the UI and sending our emailers encouraging users to setup 2FA
 - Enforcement - Accounts beyond a certain age and having more than X amounts of funds in their wallet will be forced to setup 2FA to continue using the platform.
- Feature rollout reduced support tickets significantly within 2 weeks
- Increased 2FA adoption by 33%

Security Centre

Two-Factor Authentication (2FA)

Your Account is Not Secure

Without two-factor authentication (2FA) you are at an increased risk of stolen funds and unauthorised changes to password and email encryption settings.

Two-factor authentication prevents hackers with stolen passwords from logging into your account without additional verification from your phone or security device.

You can download TOTP (Time-based One-Time-Password) apps from [Authy](#) or Google ([App Store](#), [Google Play Store](#)) to your existing devices. We also support [YubiKey](#) hardware devices.

- Add TOTP...
- Add YubiKey...

PGP Email Encryption

PGP (Pretty Good Privacy) is a protocol that encrypts and authenticates communication data. When you add your PGP public key, we will encrypt the emails we send you.

Add PGP Public Key

IP-Based Access Restriction

This setting automatically closes all sessions if a new IP address is detected. If you trade on a mobile browser this feature is not recommended.

OFF

Safe Session Duration

When enabled, the trading session expires **10 minutes** after the browser tab is closed. You may disable this feature if you experience problems related to an unstable connection. When disabled, your sessions expire after **30 days**, leaving you more vulnerable if your computer is left unattended. We strongly recommend that you do not disable this feature.

ON

Password

- Change Password



Thank you

<http://udays.xyz>