



Trading Platform

Trollbox  
Moderation

Security  
Centre

Account  
Recovery

Registration

Wallet, Order & Trade  
History

Security & Compliance

KYC Flows

KYC Support Screens

RJ & SJ  
Jurisdictions

Exchange Distribution  
Visualization

Mobile App

Instrument  
Details

Deposits &  
Withdrawals

Registration &  
Onboarding

Exploratory

CLI Trading

Site-wide  
Instruments Search

The desktop trading platform of BitMEX was an OG in crypto derivative trading experience. The desktop UX provided traders with from the traditional finance world, a familiar set of tools to efficiently perform technical analysis and make educated financial decisions in a highly volatile 24/7 market.

The desktop platform is for expert users who perform technical analysis for trading. The UI is highly flexible and customizable to work for newbie and expert traders alike. The responsive mobile browser version of the desktop UI handled around 33% of all traffic on the platform till the official mobile app was launched.

Now, let’s look at a couple of my projects that impacted trader experience and improved security on the desktop platform.



# 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.
- 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, Passive encouragement, Aggressive encouragement, and Enforcement of security standards
- 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