



# 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



# COMMAND LINE TRADING

First of its kind exploratory feature that empowers expert retail traders to execute multiple complex trades with a single command.

## Prototype Goals

- Create an immersive and interactive prototype on the testnet environment
- Support simple commands like navigation, simple buy/sell orders & more complex commands to execute multiple orders in a single line using market data
- Show preview of the order as the user types the command

## Design Wins

- High excitement in early user tests and SME feedback sessions
- Retail traders saw this as the closest they can get to feel like a quant trader
- **Task completion sped up by 46% in controlled test sessions**
- Seeing the prototype working within testnet environment helped raise confidence in engineering counterparts on the feasibility of the idea

## Prototyping Stack

- Tampermonkey, Chrome DevTools
- NodeJS, Postman API tool, VS Code debugger

