

# FAQ

## Frequently Asked Questions

### For DirectFN Online Trading System

**01. Trade Ticker shows as a white color stripe and a message pops up saying “Please install DirectX”. What should I do?**

You are getting this message since you have not installed the DirectX software to your computer. Please go to [www.google.com](http://www.google.com) and search for DirectX and install the the software, for the smooth function of the DFN trading system.

**02. Can the client decide his/her own username and password?**

The password is at the discretion of the client, however the username will be provided by the IT department and hence it’s systematically created and you do not have the option to change your username but the password can be changed from the login screen.

**03. My account is locked. What can I do.?**

Please contact The Customer Service Division, on 0115-378200 or email [it@capitaltrust.info](mailto:it@capitaltrust.info)

**04. How can I login in case I have forgotten my password?**

Should this happen, promptly contact our Customer service division on 0115-378200 or email [it@capitaltrust.info](mailto:it@capitaltrust.info) and necessary action will be taken.

**05. I’m getting a message as “Connection settings error”? What can I do?**

Right below screen where you type username the password, you get the connection settings option. Click on that and Paste the Trade Server IP address 220.247.222.53 to the Content server IP Address

**06. Can I make a window in the internet system with only selected stocks that I focus on?**

Click on the stock that you want to focus on and then on the menu select the option “Add to My Market Watch”. This can be done for any number of stocks that you wish to focus on.

**07. How can the client check whether the order he/she placed has been executed?**

The client can click on the “Status” tab and check whether the order has been executed or if it is still pending.

**08. What happens if the client gets disconnected from the Internet while placing an order?**

The client will have to re-login again and re-place the order.

**09. Can the client view orders that have been placed through the Automated Trading System? (ATS)**

No it is not possible to view orders that have been placed through ATS.

**10. Can I place orders via the internet for the next day after the market close?**

Yes. Orders can be placed anytime.

**11. Can I view my portfolio gain/loss through the Internet trading system?**

Yes! On the menu select the tab “Customer” and then click on “Portfolio Gain/Loss”.

**12. My Portfolio balance is not accurate?**

That’s is because every day the Online Trading system is getting automatically updated from 9.15am to 9.30am. Please check your Portfolio / Account balance every day after 09.15am.

**13. How can the payments be made if a client is trading online while he/she is abroad?**

The client will have to open a SIERA account (Share Investments External Rupee Account) with a local bank in Sri Lanka and the contract notes will be sent to the bank which will in turn settle the payment due.

**14. Is there any credit limit when buying shares online?**

If the client is a first time investor, then the credit limit will be restricted to the amount that has been deposited in cash beforehand. If the client already holds a portfolio, then the credit limit is usually equal to around 45% of the total portfolio value.

**15. How can I add another A/C To my Direct FN Account?**

Yes! You can add any number of accounts as you wish to your Direct FN Account. Please fill a new Online Trading application form mentioning your existing CDS A/C number along with the account numbers to be linked with the respective client signature/s

For any other matters Please contact Customer service Division on 94(11)578200 or email to [it@capitaltrust.info](mailto:it@capitaltrust.info)