

Phillip FX365 Mobile

Frequently Asked Questions

What is Phillip FX365 Mobile?

Phillip FX365 Mobile is an application trading platform for iPhone and Android phone users. It allows you to trade Spot Forex and Spot Bullion, view live price quotes and check the status of submitted orders while you are on the move.

Mobile compatibility

Phillip FX365 is compatible with iPhone and Android phones.

Downloading Phillip FX365 Mobile App

1) Where can I download the application?

Phillip FX365 Mobile can be downloaded at the Apple Store or Google Play Store. Search for “Phillip FX365”. The application can also be found under the category Finance.

2) Are there any charges for using Phillip FX365 Mobile application?

Phillip FX365 Mobile is free for all Phillip FX365 and Phillip FX Trader Desktop users. Data fees will be charged as applicable by your telecommunication service data provider. Commission and other charges, including the minimum brokerage fees are the same as Phillip FX365 and Phillip FX Trader Desktop.

Logging in to Phillip FX365 Mobile App

1) What is my User ID and Password for Phillip FX365 Mobile App?

You can log in to Phillip FX365 Mobile using your Phillip FX365 or Phillip FX Trader Desktop user ID and password.

2) Can I log in to Phillip FX365 or Phillip FX Trader Desktop and Phillip FX365 Mobile at the same time?

You can only log in to either Phillip FX365/Phillip FX Trader Desktop or Phillip FX365 Mobile at any one time. You are not able to log in to both systems concurrently.

3) Why do I get "Incorrect Username/Password combination" message when I try to login?

You could have entered the wrong user ID and/or password. The password is case-sensitive.

Logging out of Phillip FX365 Mobile App

1) How do I log out of Phillip FX365 Mobile App?

To log out, tap on the “≡” icon on the top left side of your screen. You will be directed to the Menu page. Exit the application by tapping “Logout”.

2) How do I change my password on Phillip FX365 Mobile App?

Go to “☰” → “Settings” → “Security” → “Change Password”

Order Status

1) Is the order status in Phillip FX365 Mobile in sync with Phillip FX365/Phillip FX Trader Desktop?

The orders placed via Phillip FX365 Mobile will be reflected in the “Orders” tab on Phillip FX365/Phillip FX Trader Desktop and “Active Orders” in the mobile app. Users can view, amend and withdraw orders from both the Desktop and mobile app.

2) How can I check my orders via Phillip FX365 Mobile?

You can check your working orders under “Active Orders” and filled orders will be under “Done Trades”.

Please refer to Phillip FX365/Phillip FX Trader Desktop if you would like to have the status of all submitted orders.

We would like to remind that it is your responsibility to check the order status of all submitted orders.

3) Can I submit an order when my equity is insufficient?

Yes, you are able to submit. However, the order will be cancelled when the price is reached due to insufficient funds to support the position.

4) Will I be able to retrieve trades done history in Phillip FX365 mobile?

The history of trades done can only be retrieved at Phillip FX365/Phillip FX Trader Desktop.

5) Will I receive order alerts for my orders placed through Phillip FX365 Mobile App?

Alert function is available in Phillip FX365 Mobile app. Please note that this is not available on Phillip FX365/Phillip FX Trader Desktop.

6) Will my order book be synchronised after I have downloaded the latest Phillip FX365 Mobile app?

Yes. Your order book will be synchronised with Phillip FX365/Phillip FX Trader Desktop and Mobile.

Managing Your Watchlist

1) How can I select/edit my watchlist on Phillip FX365 Mobile App?

Go to “☰” → “Settings” → “Arrange Currency Pairs” → Uncheck box “Show Selected”

You would be able to see whole range of currency pairs and bullions available for your selection. To select, “Check/Uncheck” the box beside the currency pair. To show only the currency pairs that you have selected, check on the box “Show Selected”.

2) How can I adjust/shift the currency pairs to my preferred arrangement?

Go to “≡” → “Settings” → “Arrange Currency Pairs”

Hold down the icon “≡” on right hand side of every currency pair and drag it up or down to arrange.

3) How many watchlists are there and how many contracts can I add in each watchlist?

There is only 1 watchlist for full range of currency pairs/bullion to be displayed. You can “check/uncheck” to limit the number of currency pairs.

4) Do I need to log in so that I can view prices and quotes?

It is not necessary to log in to view prices and quotes.

On the log in page, there is a button “VIEW INDICATIVE RATES”, tap on it to start viewing the live prices.

5) Can I edit the watchlist under “VIEW INDICATIVE RATES” and how do I do that?

You can edit the watchlist.

Go to “VIEW INDICATIVE RATES” → “≡” → “Settings” → “Arrange Currency Pairs” → Uncheck box “Show Selected”

You would be able to see whole range of currency pair and bullion available for your selection.

To select, “Check/Uncheck” the box beside the currency pair.

To show only the currency pairs that you have selected, check on the box “Show Selected”.

Do note that your selected currency pairs in “VIEW INDICATIVE RATES” may differ from your actual trading panel.

Loading & Timeout

1) Can I access Phillip FX365 Mobile when I am overseas?

Yes. Your mobile phone must be equipped with web access and connectivity. You can access the web using high speed mobile connection or WiFi. Please check with your service data provider for any overseas roaming or WiFi charges applicable.

2) What does the loading circle (progress bar) mean?

The application takes time to load and it could require a strong internet connection to retrieve information. You may experience slower loading time in low network coverage areas. Contact your internet service provider if the problem persists.

Charts

1) How can I access the charts on Phillip FX365 Mobile App?

There are 2 ways to access the charts on Phillip FX365 Mobile.

- a) Go to “≡” → “Charts”
- b) Under “Rates”, tab on the currency pair (e.g. USD/JPY)

2) Is there any indicator for technical analysis?

There are 62 indicators available.

To add/remove indicator, go to “Setting” icon → “Technical Analysis” → Check/Uncheck on the selected indicator/overlay → go back to the previous page and “SAVE”.

Order Expiry Type

1) The Expiry Type on the Phillip FX365 Mobile is different from the Phillip FX365/Phillip FX Trader Desktop. What does the “IOC”, “Custom” and “Timed” mean?

“IOC” – It means immediate execution or cancel.

It can be used for “Market” and “Limit” order.

“Custom” – It is used for specific expiry date and time that you can set according to your wish.

Important note is that the timing is in **GMT**. GMT time is **8 hours behind Singapore Time**.

“Timed” – expiry time is set in **seconds**.

We understand that the different settings in Mobile may cause inconvenience. Please be informed that the mobile settings will be aligned with the desktop version in the next upgrade.