Phillip Nova

Frequently Asked Questions

What is Phillip Nova?

Phillip Nova is built on a HTML5 interface, it is mobile responsive and works seamlessly on all popular internet browsers (including Chrome, Safari and Firefox and). With Phillip Nova, you have **a powerful, intuitive platform** that enables you to trade from your desktop browser, tablet and mobile

Mobile compatibility

Phillip Nova is compatible with all popular browsers below.
Safari, Android browser, Google Chrome and Firefox

Logging in and out

1) **How can I Log into Phillip Nova?**
    If you are logging in Phillip Nova on mobile, visit https://liveweb.phillipmobile.com/ and use ID and password sent to you to login.
    If you are logging in Phillip Nova on desktop/laptop, visit https://liveweb.phillipmobile.com/desktop/ and use ID and password sent to you to login.

2) **How can I log out of Phillip Nova?**

    You can click [More] to select log out.

3) **What should I do if I forget my Phillip Nova password?**
    Click on forget password, fill in your user id and registered email address. The password reset link will be sent to your registered email address for you reset a new password.
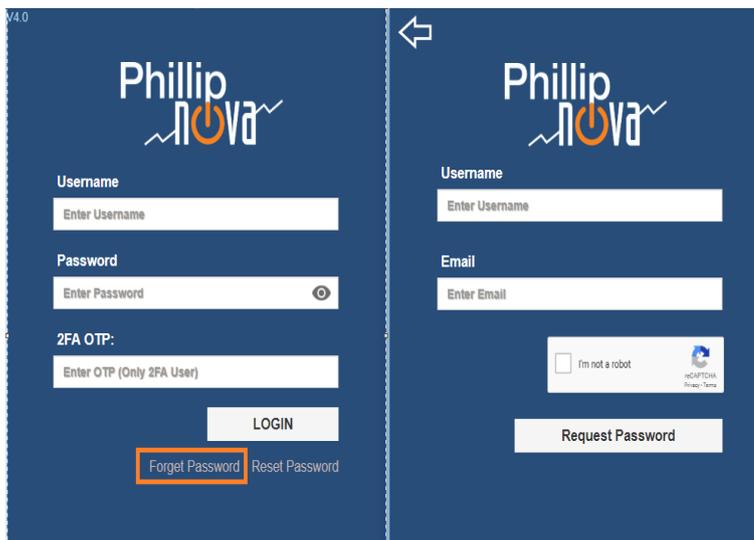
Managing Watchlist

1) **How can I add a contract to my watchlist?**

   Go to → Futures → Select exchange → contract name → contract month

2) **How can I edit my watchlist?**

   Go to → Click and choose the contract to remove

3) **How can I adjust my watchlist to my preferred arrangement?**

   There's no way to change the order at this moment.

4) **How many contracts can I add in my watchlist?**

   There's no limit to the number of contacts can be added to watchlist.

Order Status and Positions

1) **How can I place orders?**

   You can click on the contract and choose "place orders" or go to "market depth" and click on a specific pride ladder that you want to place orders at.

2) **What are the available order types in Phillip Nova?**
   Phillip Nova currently supports a limit order, stop order, stop limit order, GTC limit order and GTC stop order.

3) **Is the order status in Phillip Nova in sync with POEMS Professional?**

   Yes. The order placed via Phillip Nova will be reflected in the "Status" tab on POEMS Professional. Users can view, amend, and withdraw orders from both POEMS Professional and Phillip Nova.

4) **How can I check my orders on Phillip Nova?**

   You can check your working orders under "Working orders". Filled, rejected, or canceled orders will be under "Completed orders". We would like to remind that it is your responsibility to check the order status of all submitted orders.

5) **Can I trade Forex via Phillip Nova?**
   Yes, Fx trading is available on Phillip Nova.

6) How can I check my positions?

Go to "Summary" and check "Open positions"

7) Is the position in sync with POEMS Professional?

Yes. Positions on Phillip Nova should tally with that of POEMS Professional. Please call our dealing desk at 65351155 if they don't.

8) How Can I check my balance and available margin?

Go to "Summary" and check balance and available margin under "Trade Summary"

9) What is "Account Balance"?

"Account Balance" is your cash balance as of beginning of the day.

10) What is difference between "Account Balance" and "Account Equity"?

"Account Equity" = "Account Balance" + "Realized P&L" + "Unrealized P&L"