



SICO LIVE Online Brokerage Trading Platform

User Guide



Welcome to SICO LIVE, our new brokerage online trading platform.

Now you can trade directly in real time, seamlessly and securely, across key markets in the GGC and MENA region, from a single account via your desktop, laptop or mobile devices.

This user guide is designed to steer you through the menu-driven functions of this easy-to-use platform, and help you to get started.

A video demo is also available on sicolive.com

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1. Accessing SICO LIVE

1.1 Login and Logout

To login to SICO LIVE platform in your online browser, go to www.sicolive.com

To log in

1. On the screen of the main Login page, enter your Username and Password.
2. Click Login. This directs you to the application.

To log out

1. On the top panel of the application, click Logout.
2. A message appears.



The image shows a 'User Login' form with a light gray background and a subtle drop shadow. It contains two input fields: 'Username' and 'Password', each with a white border and a light gray background. Below the 'Password' field is a dark gray button with the word 'Login' in white text.

User Login

Username

Password

Login

2. Settings

Use the Settings window to view your Profile Information or change your portal.

2.1 View Profile Information

1. On the top panel of the application, click Settings. The Settings window opens.
2. Expand the User Profile section. This displays your Profile Information.

The screenshot shows a 'Settings' window with a close button (X) in the top right corner. Below the title bar, there is a dropdown menu labeled 'User Profile' with a downward arrow. Underneath, several fields are listed with corresponding input boxes:

- Last Name
- First Name
- Email Address
- Mobile Phone
- Phone
- Fax
- Preferred Language
- Start Page

2.2 To change your Password

On the top panel of the application, click Settings. The Settings window opens.

1. Expand the Password Change section.
2. Enter the Current Password, New Password and confirm the new password by re-entering it.
3. Click Save. A message will be displayed on successful password change.

The screenshot shows the 'Settings' window with the 'User Profile' dropdown expanded to show the 'Password Change' section. The fields include:

- Username
- Username
- Login Password
- Current Password
- New Password
- Confirm New Password

Below the input fields is a 'Save' button. At the bottom, there is a 'Password Rules' section with a list of requirements:

- Password should be between 8 to 16 characters
- Password should contain simple letters
- Password should contain capital letters
- Password should contain numbers
- Password should contain special characters
- Password should start with a character
- Password must not be same as User Name
- You cannot repeat the last 5 passwords
- The password should not contain more than 2 consecutive characters
- The password should not contain more than 3 identical characters

3. Exploring the Workspace

When you log on to SICO LIVE for the first time, you will have a set of menus created for you by default to view and access the various features and functionalities supported.

Other than the default set of menus available, you can also add menus as well as sub-menus based on your requirement onto the menu bar. You can also add modules within the menus in order to customise the workspace as preferred. The interface can be customised to create workspaces to suit your requirements.

3.1 Create and manage Menus

This section describes how you can set up menus and sub-menus within your workspace. You can create menus and sub-menus via the Menu Manager of SICO LIVE.

The Menu Manager also lets you rename and delete menus, as well as customise the menu bar by changing the placement of created menus, as and when necessary.

3.1.1 To add a menu on the menu bar

1. On the top panel, click Menu Manager. The Menu Manager window opens.
2. Click the required menu level.
3. Click the expand button next to Add Menu.
4. Enter the Menu Title and click Create. The menu will be created with the specified name on the selected level.

Note: A Level 2 menu can be created only under an existing Level 1 menu, and a Level 3 menu can be created only under an existing Level 2 menu.



3.1.2 To rename a main menu

1. On the menu bar, click the Level 1 menu you need to rename.
2. On the top panel, click Menu Manager. The Menu Manager window opens.
3. Click the expand button next to Rename Menu.
4. Change the Menu Title as required and click Save. The menu will be renamed.

3. Exploring the Workspace

3.1.3 To rename a menu item

1. On the menu bar, click the main menu of the menu you need to rename.
2. On the top panel, click Menu Manager. The Menu Manager window opens.
3. On the Menu Manager window, click the relevant menu item level based on the menu item you need to rename.
4. Click the Expand button next to Rename Menu.
5. Change the Menu Title as required and click Save. The menu will be renamed.

3.1.4 To delete a main menu

1. On the menu bar, click the Level 1 menu you need to delete.
2. On the top panel, click Menu Manager. The Menu Manager window opens.
3. Click Delete Menu. This displays a deletion confirmation message.
4. Click Delete to confirm the deletion.

3.1.5 To delete a menu item

1. On the menu bar, click the main menu of the menu you need to delete.
2. On the top panel, click Menu Manager. The Menu Manager window opens.
3. On the Menu Manager window, click the relevant menu item level based on the menu you need to delete.
4. Click Delete Menu. This displays a deletion confirmation message.
5. Click Delete to confirm the deletion.

3. Exploring the Workspace

3.2 Create Widgets

This section describes how you can add required widgets within the work area once you create the menus and submenus.

You can add widgets to your work area via the Module Library of SICO LIVE. The Module library has the components categorised as Widgets, Modules and Charts.

3.2.1 To add a widget under a menu

1. Open the menu (menus created by you) you want to add the widget to.
2. On the top panel, click Module Library. The Module Library window opens.
3. Click the Expand button next to the required category.
4. To add a widget/module/chart to the work area, click the required item and drag it on to the work area.

Note: In selected modules, a Settings option is available for you to configure the module as you want. Move the cursor over the right corner of the title bar to view the Settings  icon.



4. Trading via SICO LIVE

You can trade online, anywhere and anytime, with complete convenience via the Equity Order window, as well as via the watch lists of SICO LIVE. Once orders are placed you can monitor the order details via Order List, Order Search and Saved Orders, as well as view the number of shares you own via the Holdings window.

The topics in this section describe the procedures for placing and managing orders, as well as viewing summarised order details and holdings.

4.1 Place Orders

You can place buy/sell orders for a required symbol via the Equity Order module, as well as via watch lists. You can also open the Market Depth view of the symbol you select through the equity module.

After you enter the order details, you can either place the order or save the order. You can execute the saved orders later.

4.1.1 To place a buy/sell order for a symbol

1. Click the Trading Menu.
2. In the Place Order module, select the required Portfolio.
3. Enter the required Symbol name or search for a required symbol.
4. Select the Order Type and Side. Enter Quantity and Price.

Note: The Price fields are activated depending on the Order Type you select. The available order types depend on the exchange the selected symbol belongs to.
5. Select the required TIF (Time in Force).
6. Enter a quantity in the Disclosed Qty field if you want to disclose only a part of the order quantity to the market. If you enter a disclosed quantity, then it trades in quantities of the quantity specified.
7. Click Buy/Sell. This displays the Order Confirmation panel with the relevant order details.
8. Review the order details. Click Confirm if the details are correct.
9. An Order Confirmation message appears with the Order Status and the Order Reference Number. Make a note of this number for future reference, and close the Order Confirmation message.

The image shows two versions of the 'PLACE ORDER' form. The left version is for a 'Buy' order, and the right version is for a 'Sell' order. Both forms have the following fields:

- Buying Power 0 BHD
- Portfolio No# [input field]
- Symbol [input field]
- Symbol Type [input field]
- Min/Max [input field]
- Last [input field]
- %Chg [input field]
- Bid [input field]
- Offer [input field]
- H/L [input field]
- Order Type [dropdown menu]
- Quantity [input field]
- Side [dropdown menu]
- TIF [dropdown menu]

The right version of the form also includes:

- Available Qty 0
- Portfolio No# [dropdown menu] [Refresh button]
- Symbol [input field] [GO button]
- Symbol Type [input field]
- Min/Max [input field]
- Last [input field]
- %Chg [input field]
- Bid [input field]
- Offer [input field]
- H/L [input field]
- Order Type [dropdown menu]
- Quantity [input field]
- Price [input field]
- Side [dropdown menu]
- TIF [dropdown menu]
- Disclosed Qty. [input field]
- [Sell button] [Reset button]

4. Trading via SICO LIVE

4.2 Order Search

Use Order Search to search for an order which you have placed using different search options provided.

1. Click the Trading menu and select Order Search tab.
2. In the Order Search window, select the required Portfolio.
3. Select the Order Status as you want.
4. Enter the Order Number if you know the order number of the order you want to view.
5. Specify the date range to perform the search by specifying From and To dates.
6. Click Search.

Note: Click on the symbol to view the Order Details.

OneStopScreen
MyHome
Trading
Market
My Watch List
TopStocks
Custom

Orders
Saved Orders
Order Search

ORDER SEARCH

| | | | | | |
|---------------|----------------------|-----------|------------------------------------|---------------------------------------|--|
| Portfolio No# | <input type="text"/> | Order No. | <input type="text"/> | | |
| From | <input type="text"/> | Status | <input type="text" value="Filed"/> | | |
| To | <input type="text"/> | Symbol | <input type="text"/> | <input type="button" value="Search"/> | |

| Symbol | Symbol Name | Status | Side | Quantity | Price | Exec.Qty | Order Value | Type | Order No. | Date |
|---------|-------------|--------|------|----------|-------|----------|-------------|--------|-----------|------------|
| SEEF | Seef | Filed | Buy | 2,000 | - | 2,000 | 380,000 | Market | 7522 | 2017/03/13 |
| BATELCO | Batelco | Filed | Buy | 1,600 | - | 1,600 | 510,400 | Market | 7521 | 2017/03/13 |

4. Trading via SICO LIVE

4.3 View Saved Orders

When using the equity module to place orders, you have the option to enter details and either place the order or save the order to be placed at a later time. The Saved Orders feature lets you view details of all the orders you have saved, and execute or delete them as required.

1. Click the Trading menu and select Saved Orders tab.
2. In the Saved Orders window, select the required Portfolio.
3. Select the Side as you want.
4. To sort the results, select the relevant options from the Sort By fields.
5. Click Search.
6. To execute a saved order, select the order you want and click Execute Order.
7. To delete a saved order, select the order you want and click Delete Orders.

4.4 View Holdings

Use this to view details of Portfolio Holdings for any one of your available portfolios. Portfolio details such as the stocks in that portfolio, the number of shares owned, the market price and gain/loss details, are displayed.

1. Click the Trading menu and select Orders tab.
2. In the Holdings window, select the required Portfolio.
3. Select the Currency in which you want to view the Holdings.
4. Click Refresh.

OneStopScreen
MyHome
Trading
Market
My Watch List
TopStocks
Custom

Orders
Saved Orders
Order Search

PLACE ORDER

Buying Power 0 BHD

Portfolio No# Refresh

Symbol GO

Symbol Type

HOLDINGS

Portfolio No# Currency Refresh

| Symbol | Symbol Name | Portfolio | Quantity |
|--------|-------------|-----------|----------|
| | | | |
| | | | |

4. Trading via SICO LIVE

4.5 Order List

The Order List window displays details of all the active orders you have placed. The quick filter options available allow you to filter the data displayed as you want by Portfolio, Order Side (buy or sell) and Order Status.

1. Click the Trading menu and select Orders tab.
2. In the order list window, select the required Portfolio.
3. Select the Side and Order Status as you want.
4. To sort the result, select the relevant options from the Sort By fields.
5. Click Refresh.

4.6 Account Summary

The Account Summary displays an overview of a selected portfolio. It displays details such as Investment Account Balance, Portfolio Valuation, OD Limit, Margin Limits and Buying Power of the selected portfolio.

1. Click the My Home menu and select Account Summary tab.
2. In the Account Summary window, select the required Portfolio.
3. Click Refresh.

4. Trading via SICO LIVE

4.7 View Portfolio

Use this to view details of Portfolio Holdings for any one of your available portfolios. Portfolio details such as the stocks in that portfolio, the number of shares owned, the market price and gain/loss details, are displayed.

1. Click the My Home menu and select Portfolio(s) Tab.
2. In the Portfolio window select the required Portfolio.
3. Select the Currency.
4. Click Refresh.
5. To export the portfolio details, click the PDF/Excel buttons.

| | | | | | | | | | | |
|-----------------|----------------------|------------|------------|--|---------------|-----------|--------------|------------|--------------|------------|
| OneStopScreen | MyHome | Trading | Market | My Watch List | TopStocks | Custom | | | | |
| Account Summary | Portfolio(s) | Watch List | Statements | | | | | | | |
| HOLDINGS | | | | | | | | | | |
| Portfolio No# | <input type="text"/> | Currency | BHD | <input type="button" value="Refresh"/> | | | | | | |
| Symbol | Symbol Name | Portfolio | Quantity | Pledge Qty | Available Qty | SAC Price | Market Price | Cost value | Market Value | Gain/Loss% |

4.8 Account Statements

Download and view Cash Statements as well as Holdings Statements, as and when necessary, in order to manage your Trading Account. The statements can be downloaded either in PDF or EXCEL format based on your requirement.

1. Click the My Home menu and select Statements tab.
2. In the Account Statements module, select the required Portfolio, Statement Type From and To dates from the relevant drop down lists.
3. Click View. This displays the statements that satisfy the specified search criteria and also displays the links to download the statements.
4. Click either **PDF** or **EXCEL** to download the statement to a specified location.

| | | | | | | | | |
|-----------------------------|----------------------|----------------|----------------------|---------------|----------------------|--------|----------------------|-------------------------------------|
| OneStopScreen | MyHome | Trading | Market | My Watch List | TopStocks | Custom | | |
| Account Summary | Portfolio(s) | Watch List | Statements | | | | | |
| ACCOUNT STATEMENTS | | | | | | | | |
| Portfolio No# | <input type="text"/> | Statement type | <input type="text"/> | From | <input type="text"/> | To | <input type="text"/> | <input type="button" value="View"/> |
| Customer Holdings Statement | | | | | | | | |

4. Trading via SICO LIVE

4.9 Rapid Orders

Use the rapid order module to place orders quickly by filling a minimum of fields. You can place only limit and market orders through this.

1. Navigate to the Rapid Order module, in the OneStopScreen.
2. In the Rapid Order module select the required Portfolio.
3. Enter the required Symbol Code.
4. Select the Order Type.
5. Enter Quantity and Price.
6. Click Buy or Sell to place the order.

RAPID ORDER

Available Qty 0

Portfolio No#

Symbol

Order Type

Quantity

Price

5. Analysing the Market

5.1 Watch List

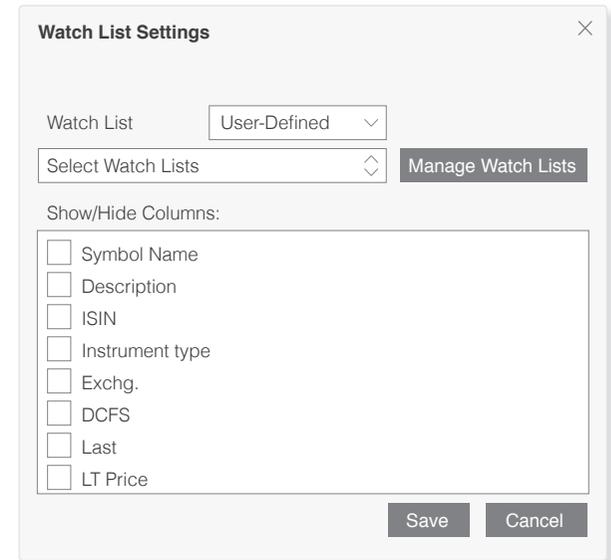
SICO LIVE supports pre-defined as well as user-defined Watch Lists. These are easy to create, and allow you to monitor price as well as the performance information of instruments of your preference. You can view one or more Watch Lists through a single view, select the required Watch Lists to be displayed, and the columns you want to view in the Watch List. Click the My Home menu and select Statements tab.

To create a new Watch List:

1. Click the My Home menu and select Watch List tab.
2. On the title bar of the Watch List module, click the Settings  icon.
3. On the Watch List Settings window, click Manage Watch Lists.
4. On the Manage Watch Lists window, click NEW.
5. In the Create New Watch List window, enter a Title for the new watch list and click Save. This opens the newly created Watch List where you can add required instruments.
6. Add the required symbols to the Watch List and click Create.

To add symbols to a Watch List:

1. Open the Watch List module.
2. On the title bar of the Watch List module, click the Settings  icon.
3. On the Watch List Settings window, click Manage Watch Lists.
4. On the Manage Watch Lists window, go to the required watch list row and then click Edit.
5. On the window that opens, click Add Symbol/Instrument. This opens the Search Symbol/Instruments window.
6. In the Search Instruments/Symbols window, enter a required symbol name. Once you enter more than one character the auto suggest feature will display the possible symbols. Click the required symbol to add it to the Watch List.



Watch List Settings ✕

Watch List ▼

Select Watch Lists ◇ Manage Watch Lists

Show/Hide Columns:

- Symbol Name
- Description
- ISIN
- Instrument type
- Exchg.
- DCFS
- Last
- LT Price

Save Cancel

5. Analysing the Market

5.2 Top Stocks

The Top Stocks module of SICO LIVE lets you view all the news-making stocks based on a selected set of criteria. You can select the required number of gainers, losers and most active stocks of a selected exchange. Use the following procedure to customise the top stock information displayed via the top stocks module.

1. On the Market menu, select Top Stocks module.
2. On the title bar of the Top Stocks window, click the Settings  icon.
3. In the Top Stocks Settings window, select the required Exchange and certain other parameters that you need to view from the relevant drop down lists.
4. Select the column names that you want to view in the Top Stocks module.
5. Click Save.

| OneStopScreen MyHome Trading Market My Watch List TopStocks Custom | | | | | | |
|---|--------------------------|------|------|--------|-----|----------|
| Top Stocks Charts News Announcements | | | | | | |
| TOP STOCKS -BSE Latest  | | | | | | |
| Top% Gainers | Description | Last | Chng | % Chng | Vol | #Traders |
| KHCB | Khaleeji Commercial Bank | 00 | 00 | 00 | 00 | 0 |
| SALAM | Al Salam Bank | 00 | 00 | 00 | 00 | 0 |
| Top% Losers | Description | Last | Chng | % Chng | Vol | #Traders |
| NAME | Descript. | - | - | - | - | - |
| NAME | Descript. | - | - | - | - | - |
| Most Active (Volume) | Description | Last | Chng | % Chng | Vol | #Traders |
| NAME | Descript. | - | - | - | - | - |
| NAME | Descript. | - | - | - | - | - |

5. Analysing the Market

5.3 News and Announcements

News and Announcements provides you with up-to-date market and financial information so that you can read up on the latest news and company announcements.

You can configure the News and Announcements modules in order to view information based on the companies and stocks you need to follow.

To configure the News module and view news items:

1. On the Market menu, select the News module.
2. On the title bar of the News window, click the Settings  icon. The Settings window opens.
3. Select the required Exchanges, Provider and Language.
4. Select the column names that you want to view in the news module.
5. Click Save.

To configure the Announcements module and view announcements:

1. On the Market menu, select the Announcements module.
2. On the title bar of the Announcements window, click the Settings  icon. The Settings window opens.
3. In the Announcements Settings window, select the required Exchanges.
4. Select the column names that you want to view on the Announcements module.
5. Click Save.

| OneStopScreen | | | | MyHome | | Trading | | Market | | My Watch List | | TopStocks | | Custom | |
|--|--------|---------|---|--------|--|---------|--|---------------|--|---------------|--|-----------|--|--------|--|
| Top Stocks | | | | Charts | | News | | Announcements | | | | | | | |
| ANNOUNCEMENTS  | | | | | | | | | | | | | | | |
| Select Exchange: <input type="text" value="All"/> | | | | | | | | | | | | | | | |
| (1 of 1) First Previous 1 2 3 Next Last <input type="text" value="30"/> Rows per Page | | | | | | | | | | | | | | | |
| Date | Exchg. | Symbol | Title | | | | | | | | | | | | |
| 2017/03/21 13:05:00 | BSE | BATELCO | Bahrain Telecommunications Company B.S.C. (BATELCO) Annual Genral Meeting (AGM) | | | | | | | | | | | | |
| 2017/03/21 20:00:00 | XXX | XXX | Title | | | | | | | | | | | | |
| 2017/03/21 20:00:00 | XXX | XXX | Title | | | | | | | | | | | | |
| 2017/03/21 20:00:00 | XXX | XXX | Title | | | | | | | | | | | | |
| 2017/03/21 20:00:00 | XXX | XXX | Title | | | | | | | | | | | | |

6. User Guide

SICO LIVE provides you with direct market access to your choice of selected Bourses through your desktop computer, laptop and mobile devices. Now you can engage in direct trading and manage your account with greater convenience, ease and flexibility.

6.1 Who can subscribe?

Any client who holds an account with SICO.

6.2 How to Subscribe/Register?

Clients who already have an account with SICO can contact Client Relations through mail or phone, requesting a User ID and Password. For new clients, a new trading agreement must be signed in order to have a client ID with SICO.

Simply send us an email on clients@sicobank.com or call us on **+973 1751 5700** for us to provide you with a general idea about SICO LIVE.

6.3 How will I get my user ID?

The User ID will be generated from the SICO Client Relations department, and will be sent to you by email.

6.4 How will I receive my Password?

Once you subscribe for the service, the Client Relations department will send you an email with the user name, while the Password will be sent to you by courier.

Clients have the choice to change their Passwords after logging in to SICO LIVE. Remember that a Password should be complex and strictly confidential.

6.5 User ID and Password security

Every client has a unique User ID to himself. Once the User ID and Password are entered, the site will take you to an OTP (One Time Password). Clients will receive a

4-digit password to enter every time they want to login through their registered mobile number with SICO.

7. “Dos and Don’ts”

Dos

- Make sure that you change your Password frequently.
- Make sure that you are logging in from a safe internet connection and not from a public place.
- Make sure that you logout once you finish trading.
- Always refer back to the Client Relations department in case of any dubious popups or if in doubt.
- Make sure that you always provide SICO with your most updated information (such as cell number, email, address and IDs, etc.)
- SICO LIVE has two trading options: delayed and real time feeds. In case you have chosen the delayed feed option, make sure that you are aware of the time delay.
- Always check your internet connectivity before logging in to avoid any disconnection or lag.
- Make sure that you contact the Client Relations department to provide you with all the original forms (cash transfer, amendment form, depositing shares and online agreement, etc.)

Don'ts

- Don't share your Username/Password with anyone.
- Don't allow others to access your trading platform.
- Don't leave your PC or Laptop open while the trading platform is open.
- Don't use the trading platform if there is no anti-virus on your device.

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Disclaimer

As a user of the SICO LIVE online brokerage platform ("SICO LIVE"), you understand and acknowledge that there is a very high degree of risk involved in trading securities. Such investments are only suitable for investors who are fully aware of and understand the risks involved, and any transactions initiated by you on SICO LIVE may result in losses to all or part of your capital. SICO BSC(c) and its affiliates, officers and directors (collectively, "SICO") assume no responsibility for liability for your trading and investment results.

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