

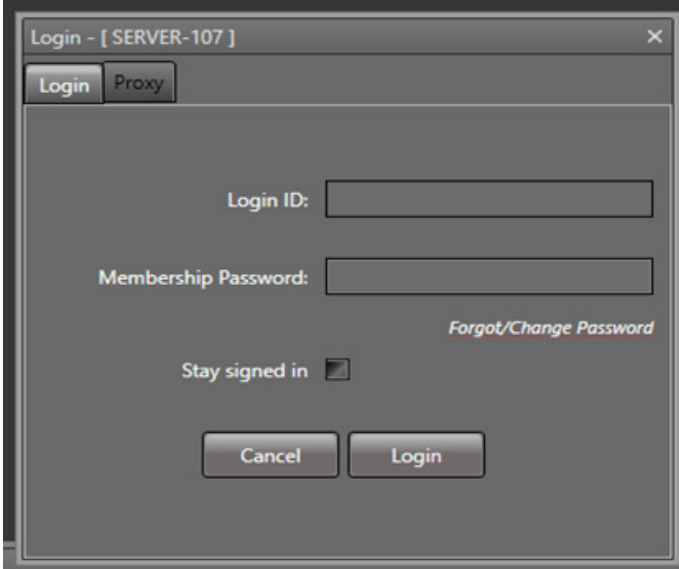
TradeTiger Log In Journey using OTP or T-OTP (Time-based OTP)

In light of Regulatory guidelines, the Sharekhan Trading Password will be discontinued as the second factor to authenticate your Login to Sharekhan's TradeTiger desktop trading platform on or before **September 30, 2022**. To log in, customers now have to enter their Membership Password and an OTP or T-OTP.

Let's see how logging in using an OTP or T-OTP works on TradeTiger:

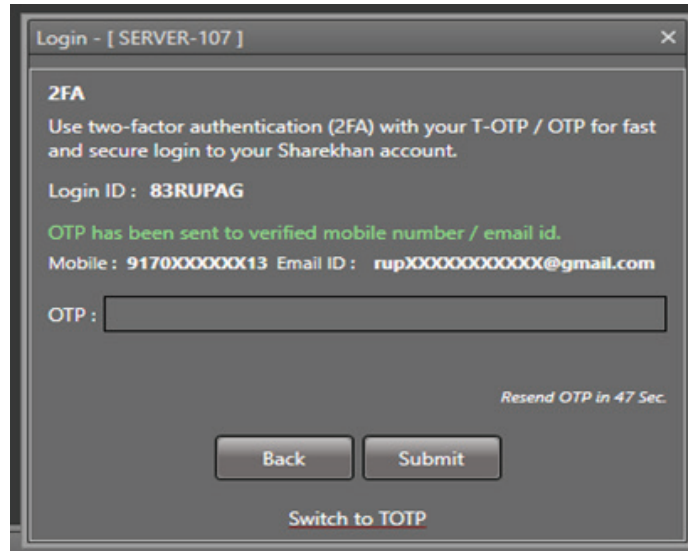
Step 1

On TradeTiger's Login screen, enter your Login ID and Membership Password. Then click on **LOGIN**.

A screenshot of a Windows-style dialog box titled "Login - [SERVER-107]". The dialog has a "Login" button and a "Proxy" button at the top left. Below these are two text input fields: "Login ID:" and "Membership Password:". To the right of the "Membership Password:" field is a link that says "Forgot/Change Password". Below the input fields is a checkbox labeled "Stay signed in" which is currently unchecked. At the bottom of the dialog are two buttons: "Cancel" and "Login".

Step 2

On clicking **LOGIN**, the following screen will become visible. Simultaneously, Sharekhan will send you a 6-digit OTP on your registered and verified Mobile Number and Email ID. Enter the OTP and you're done. It's that simple to log in using an OTP!

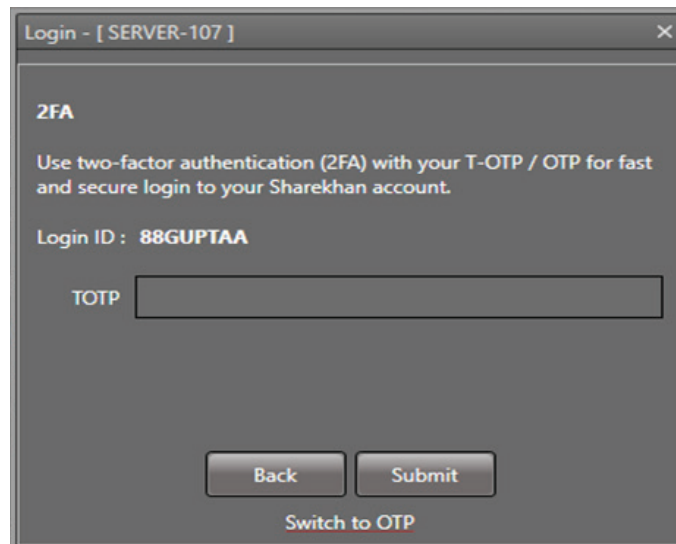


Step 3

As mentioned earlier, instead of using an OTP, you can also use a Time-based OTP (T-OTP) to log in to your account on TradeTiger.

To use a T-OTP to log in, simply click on **Switch to TOTP** below the **SUBMIT** button on the previous step (that is, after you've entered your Login ID and Membership Password and hit **LOGIN**). The same process can be followed to switch back to OTP from T-OTP, if you prefer to, as seen in the following screenshot.

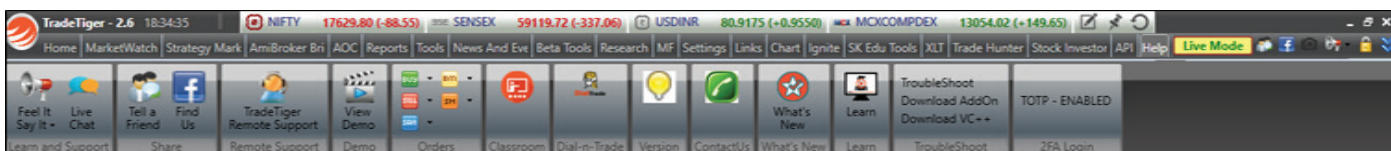
Enter the 6-digit T-OTP on the following screen to log in to TradeTiger seamlessly:



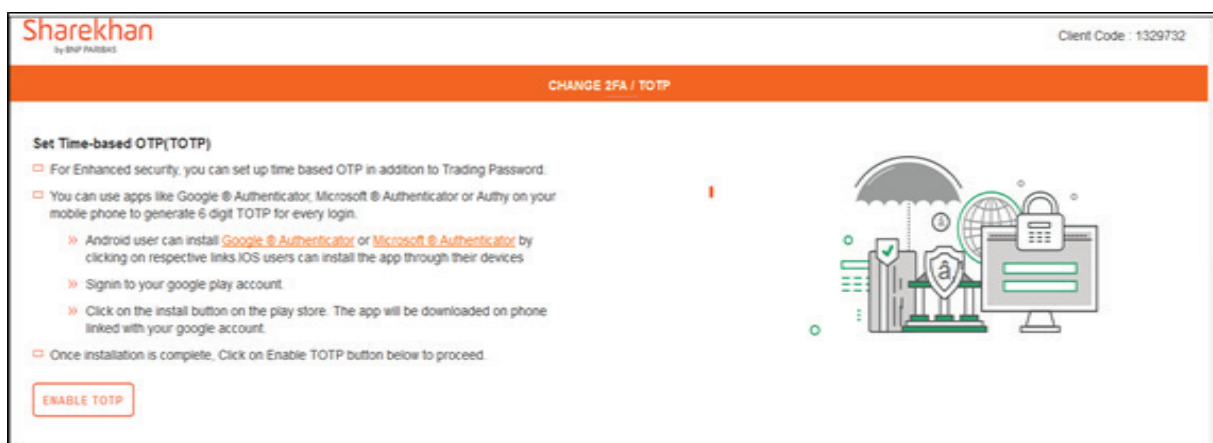
Not sure how to set up a T-OTP?

Before going into the steps to set up a T-OTP, you'll need to install an Authenticator app on your mobile device (for example, **Google Authenticator** or **Microsoft Authenticator**) from Play Store or App Store.

1. To set up a T-OTP on TradeTiger, start by clicking the **Help** menu from the menu bar at the top (see extreme right).
2. Now click the **2FA Login** option from the **Help** options you see, as seen here:



3. A window will now open, containing simple-to-follow instructions that you can run through and set up a T-OTP:



NOTE: By setting up a T-OTP on your TradeTiger Login, you will be using an advanced security measure that will make it next to impossible for fraudsters to enter your account.

Not receiving an OTP on your Registered Mobile Number or Email ID?

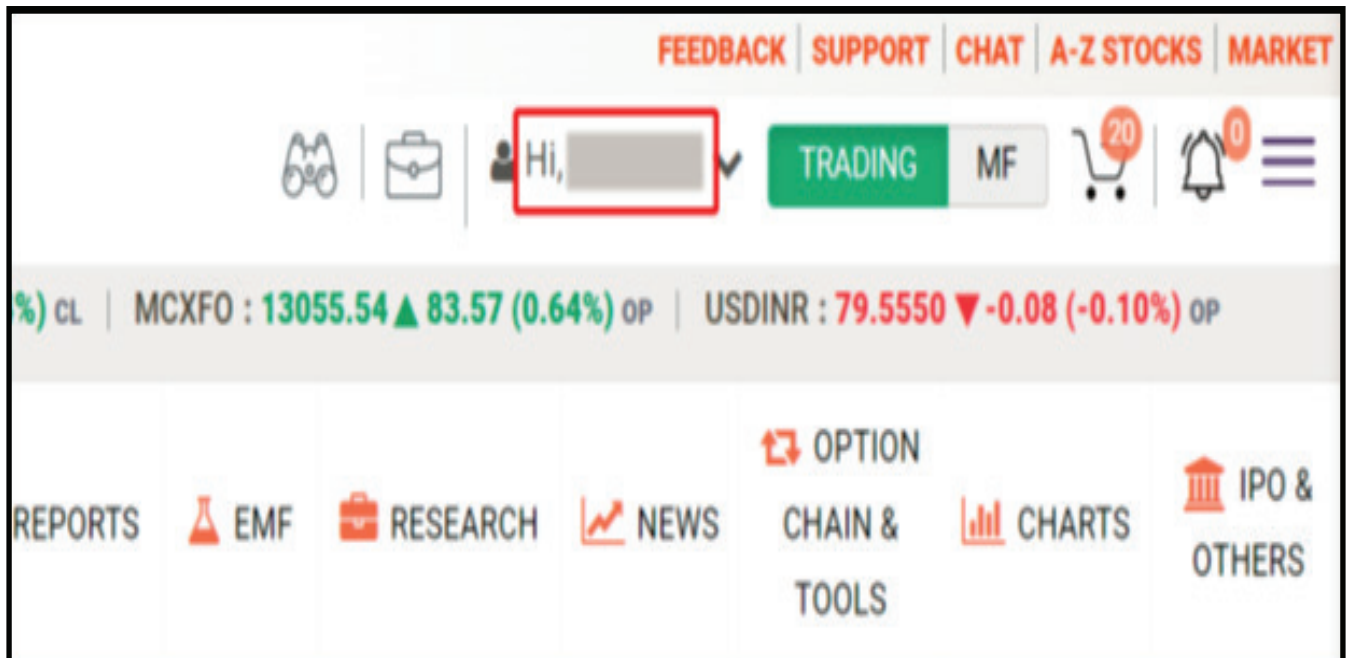
You might need to verify it first! Let's quickly see how you can do that on the Sharekhan website:

Step 1

Log in to your Sharekhan account

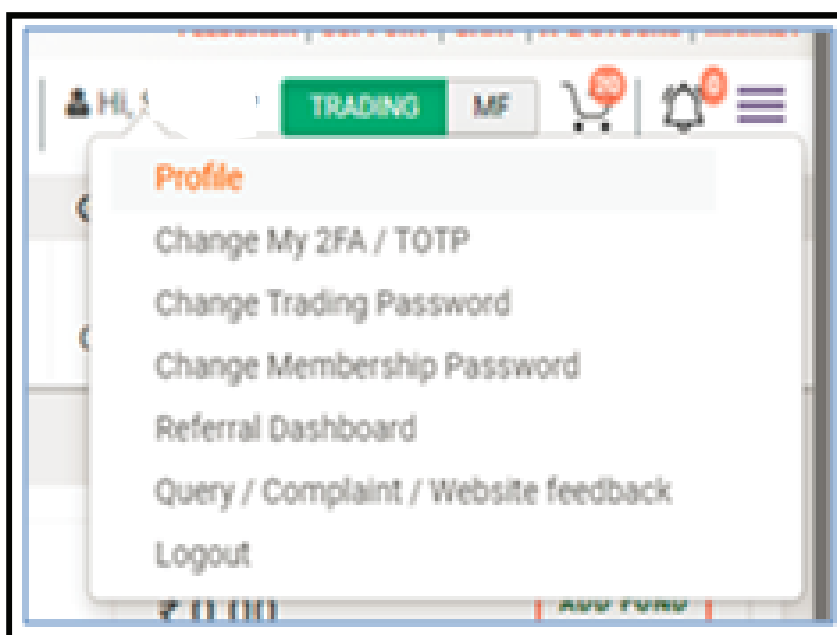
Step 2

Hover over your name on the top-right corner of the screen, as seen here:



Step 3

Click on **Profile** from the options that become visible, as seen here:



Step 4

Under the **Trading Profile** tab, you will see your Mobile Number / Email ID:

The screenshot displays the Sharekhan Trading Profile page. The user is logged in as 'xxx xxx xxx'. The page is divided into several sections: TRADING PROFILE, DP PROFILE, BANK DETAILS, MF PROFILE, and MY FATCA DETAILS. The TRADING PROFILE section includes fields for Name, Mobile (with an 'Edit' button), Email (with an 'Edit' button), Date of Birth, Address, Login ID, SZK ID, Customer ID, and Pan No. The BANK DETAILS section includes fields for Branch Name, Branch Code, Branch Contact Person, Branch Email, Branch Phone One, Branch Phone Two, Country Name, State Name, City Name, and Branch Pincode. Below these fields is a table with columns: Trn. ID, Request Type, Request Details, Verification Flag, Request Date, Verified Date, Remark, and Relationship. The table contains one row with placeholder values. A note at the bottom of the table states: 'Note: 1. Email change verification notification is sent to new email id. Mobile change verification code is sent to the new mobile number. 2. All pending request expires after 30 minutes post which a new request will have to be placed. 3. Email / Mobile already updated in some other customer id will not be accepted.' The EMF Status is 'Not Active (Apply)'. The Income Range field has an 'UPDATE' button.

Step 5

Click the **Edit** button, follow the steps and verify the new Mobile Number / Email ID:

This is a close-up screenshot of the Trading Profile page, focusing on the Mobile and Email fields. The user is logged in as 'Welcome XXXX XXXXX'. The TRADING PROFILE section is highlighted. The Mobile field shows 'XXXXXXX' with a green checkmark and an 'Edit' button. The Email field shows 'XXXXX@XXXXX' with a red 'X' icon and an 'Edit' button.

What if I have forgotten my Membership Password?

Updating your Membership Password on the **Sharekhan website** in 2 steps:

1. Tap [here](#), enter your Login ID, enter the Captcha and hit **SUBMIT**. You will receive an OTP on your Registered Mobile Number and Email ID.
2. Confirm the OTP and you'll be taken to a screen where you can set up a new **Membership Password** that you can use to trade/invest with Sharekhan!