

# Frequently Asked Questions

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## Q. HOW DO I LOG IN?

A. Go to [www.eFXpedite.com](http://www.eFXpedite.com) and click on the **Client Sign In** button. This will launch eFXpedite.

## Q. HOW DO I INITIALLY CHANGE MY PASSWORD?

A. When the login screen appears, click the **Change Password** checkbox. Type your new password into the New Password field. Re-type it below to confirm and click OK.

## Q. WHAT DO I DO IF I FORGET MY PASSWORD?

A. If you need your eFXpedite client password reset, please send a request to [eFXpedite@bmo.com](mailto:eFXpedite@bmo.com). You will need to provide your full name, company name, user ID and answer to the authentication question that you determined during administration of your original password.

## Q. WHAT DO I DO AFTER I LOG IN?

A. After you first log in, you must create at least one **Rates Setup Panel** to view indicative streaming quotes from the rate feed before you can prepare and submit deals. Each setup can hold up to 8 currency pairs which will be displayed together on the rates screen (aka Rates Datasheet).

## Q. HOW DO I CREATE A NEW SETUP?

A. Click **New Setup** on the Rates toolbar. Type a Name for the setup and click OK.

## Q. HOW DO I CHOOSE CURRENCIES/CURRENCY PAIRS FOR A SETUP?

A. Click on the currencies in the **Currencies** box. For a faster setup method, select one of the CCY Shortcuts on the left. This allows you to select pairs with a single click.

## Q. CAN I CHANGE THE WAY RATES ARE DISPLAYED ON THE RATES DATASHEET?

A. Yes. Your chosen currencies are shown in the **Selected** box to the right. Rates will be displayed in the order they appear in this box, so move currencies Up or Down to ensure your most important rates are easiest to see. Tick the checkboxes for the forward tenors you wish to view and tick the checkboxes for all information you want displayed with the rates: Direction of quote, Rate Status and Global Status.

## Q. HOW DO I EDIT A SETUP?

A. If it's not currently displayed chose the **Setup** that you wish to edit. Once chosen, click on the Setup button to enter the Setup configuration screen. Make any changes and then click on the Spot or Tenors button to return to the rates display.

## Q. HOW DO I VIEW PRICES?

A. The **Rates Datasheet** displays streaming rates for your chosen currency pairs. Select the Spot button to view Spot rates and the Tenors button to view forward rates for the currency pairs in the current setup.

## Q. HOW DO I EXECUTE A DEAL?

A. Deals are initiated from the **Rates Datasheet**. Click on any price to open a new deal ticket. Once the deal ticket is open enter Select Deal Type and enter all appropriate deal info (Value date(s)/currency amount/account(s)...). Once your deal ticket is ready, click Submit to send request to a trader for a price.

## Q. HOW DO I ADD/DELETE ACCOUNTS FROM MY DROP-DOWN LIST?

A. Contact your sales representative to request any additions or deletions to the accounts.

## Q. HOW DO I SPLIT A DEAL BETWEEN SEVERAL ACCOUNTS?

A. Create a new deal ticket as you would any other, but instead of choosing an account from the drop down list, click on the **Splits** button; the drop down list is replaced by an empty table. Click on the dots (...) in the Num column of the table. Click on Select Account to select an account from the drop down list. Click on 0.00 in the Amount column and enter the amount to be traded for this account. Repeat these steps for further accounts as required. The total amount to be traded is calculated for you in the currency amount fields on the left.

## Q. HOW DO I REFRESH THE INDICATIVE RATES SHOWN ON THE DEAL TICKET?

A. Before submitting your deal ticket, you can refresh the indicative rates by clicking on the **Latest** button.

**Q. HOW DO I SUBMIT A DEAL TICKET?**

A. When your deal ticket is ready, click **Submit**. The status message at the bottom of the ticket will show Waiting for Trader Pickup. When a trader picks up the deal and submits a price, you will be prompted to Accept or Reject (or BUY or SELL depending on deal type request) within the time allotted or until the price is withdrawn.

**Q. WHAT HAPPENS IF I REJECT THE PRICE?**

A. If you reject the price, the trader will be prompted to send a new price.

**Q. HOW CAN I CHAT WITH THE TRADER?**

A. When you have submitted a deal ticket and a trader has picked it up you will be able to chat with this trader. Click the **Chat** button on the right of the deal ticket. Type your message into the Chat Line at the bottom of the Chat window and click the Send button (envelope icon).

**Q. HOW DO I REVIEW COMPLETED DEALS?**

A. Completed deals are logged and accessed in 2 ways. Recent activity (during the current login session) is kept in the **Session** log or you can search the Archive for older deals.

**Q. HOW DO I SAVE MY SEARCH RESULTS TO FILE?**

A. After you execute a search, you can save the particular set of results and export them to a file by clicking on the **Export Spreadsheet** button to display a text-only copy of the results. Hold down the Control key and type the letter "A". This will highlight all the text. Then hold down the Control key and type the letter "C" to copy all the text. Open MS Wordpad and paste the text by holding down the Control key and typing the letter "V". Then you must choose File, Save As and save your file, You must add the suffix .csv to your file name and encapsulate the entire file name in quotation marks. For example "March Deals.csv" making sure that the file type is a text document. Choose Save. Then you can open your document in MS Excel.

**Q. WHERE CAN I GET ANOTHER COPY OF THE USER GUIDE?**

A. All support materials are available on [www.eFXpedite.com](http://www.eFXpedite.com).

**eFXpedite Client Line: (312) 845-4168**  
Canada & US Toll Free: (800) 438-0434  
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