



What to do when you  
cannot login or order  
PC version

# If you cannot login MT4

\* Please check the following points:

(1) Please check your ID and password on My Page or the account opening completion email.

You can login My Page from the following URL:

<https://gemforex.com/login.php>

\* Please find out the My Page login password in the Registration completion notification email.

\* You can check the information of the accounts that you have on My Page, at [Holdings account List].

## Holdings account list

06/05 15:20

Account Number	Date opened	Transaction balance	Credit	Transferrable Amount	Initial Password	Initial Password (r)	
00000	(GemTrade-Live)	2018/01/30	1,436,021.00 JPY (Unrealized gains and loss) 0.00	0.00 (Number of Position) 0	1,436,021.00 JPY	23ce6d3d	8431bda6

Account number      Server name      MT4 login password

Buttons: Deposit, Withdrawal, Fund transfer, MIRROR TRADE IS NOW ACCEPTING

\* If you have changed the MT4 login password by yourself, please check your copy.

\* If you want to reset the password, please contact our customer support.

You can also follow the MT4 Login Manual from the URL:

<https://gemforex.com/manual/mt4-login-EN.pdf>

(2). Please make sure to delete extra space when filling out login form by copy-pasting text.

GemFX MT4

Authorization allows to get access to the trade account

Login: 0000000

Password: ●●●●●●

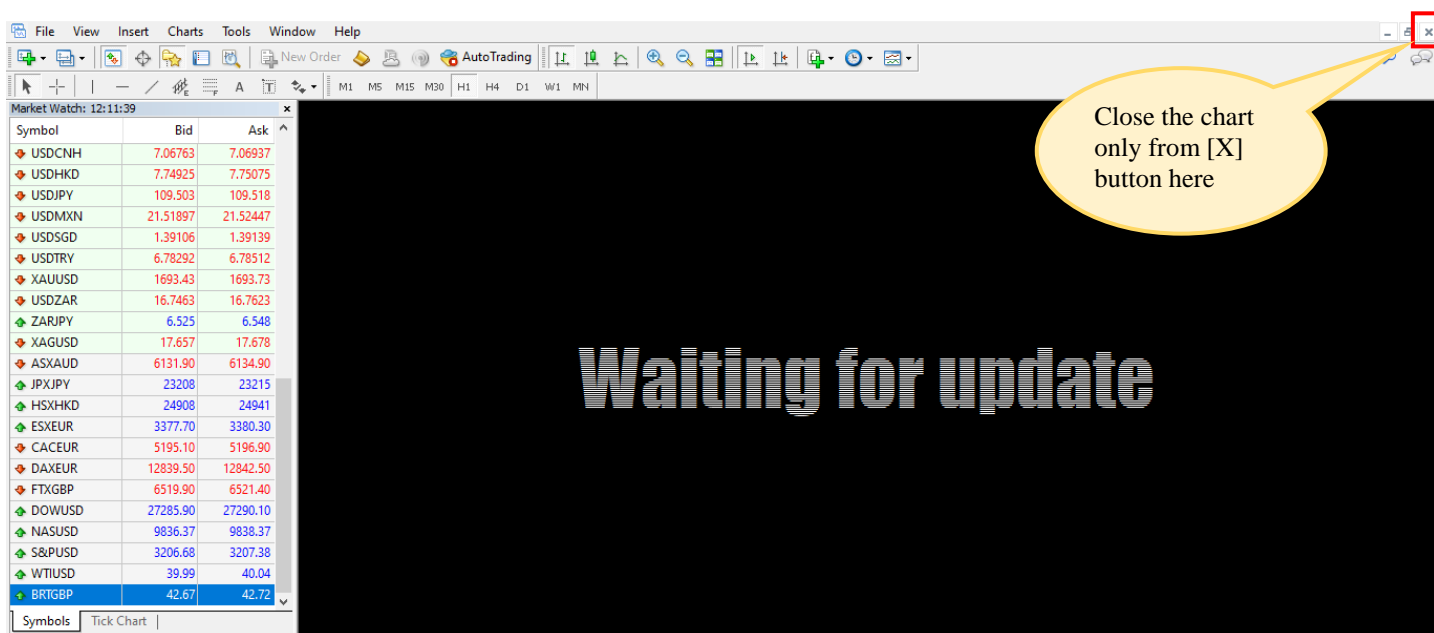
Server: GemTrade-Live

Save account information

Login      Cancel

For example, there are spaces at the first and the end of text.

- (3). If you have not logged in to MT4 account for a long time (about 03 months), it will be deactivated temporarily. If it occurs, please contact our customer support and provide us the account number.
- \* For demo accounts, the expiration date is between 180 days from the opening date, and it cannot be extended.
- (4). Please check the connection status of your environment.
- \* For PC version:  
If you can connect to the Internet with your browser,  
If it is possible to login the web trader below:  
Web Trader → <https://gemforex.com/en/platform/gem-mt4-webtrader.php>
  - \* For Smartphones version:  
If it is available in Wi-Fi environment,  
You can try it in 4G/LTE environment.
- (5). It is possible to use multiple accounts: Demo account, All-in-one account, No spread account, etc.  
Using different types of accounts may take some time to update MT4.  
If it occurs, please wait for a while after logging-in.
- (6). After you login, if [Waiting for update] is displayed on the chart,  
It is caused by switching login from a different type of account,  
Please close the chart displaying [Waiting for update].  
Then re-open the chart from the quote list.



Please open a new chart from the quote list.

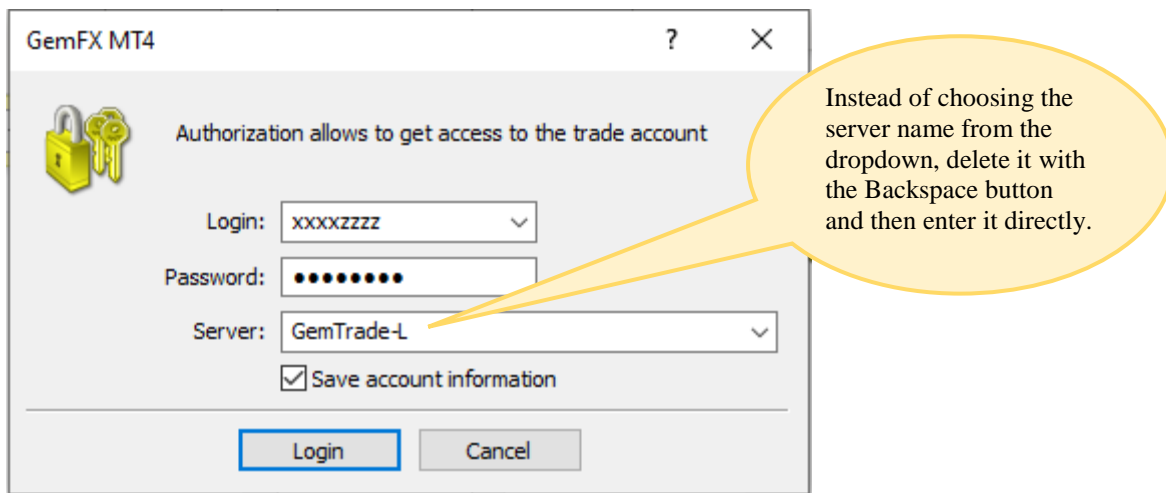
- \* **Right-click and select [Show All] in the quote list,**  
**It is possible to display all currency pairs.**

(7). If the problem is still not solved with all instructions above, please try to change the server name.

GemTrade-Live → **mt4dc001.gemforex.com:443**

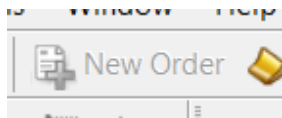
GemTrade-Live2 → **mt4dc021.gemforex.com:443**

※ The server was GemForex-Live before, so please check if it is Trade.

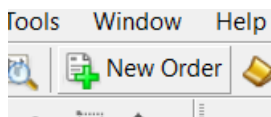


## If you cannot place an order

(1). The [New order] button is unavailable,

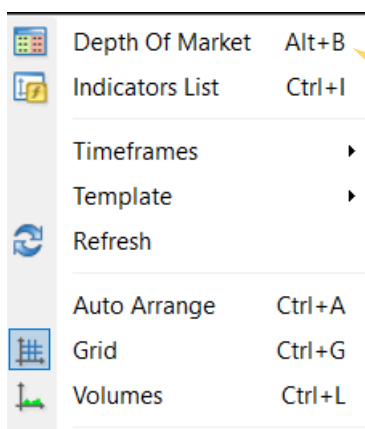


The [New order] button is unavailable



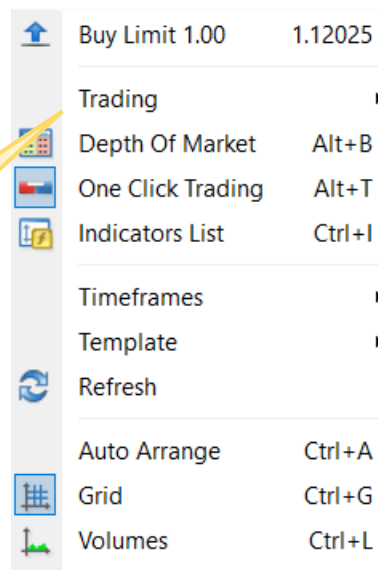
The [New order] button is active

If the [New order] button is not displayed, right-click at the Chart:



There is no order menu

There is an order menu usually



There is a possibility that you have logged in with Read Only password.

You can find [Initial PWD(r)] (Read Only password) on My Page, at [Holdings account List] button. You cannot place orders or make payments because the Read Only password is a view-only password. Please try to login with [Initial PWD] again.

### Holdings account list

06/05 15:20

Account Number	Date opened	Transaction balance	Credit	Transferrable Amount	Initial Password	Initial Password (r)
00000 (GemTrade-Live)	2018/01/30	1,436,021.00 JPY (Unrealized gains and loss) 0.00	0.00 (Number of Position) 0	1,436,021.00 JPY	23ce6d3d	8431bda6

Deposit Withdrawal Fund transfer MIRROR TRADE IS NOW ACCEPTING

(2). In case of No spread account, please see the chart of currency pairs of no spread.

Please make sure it is opened.

The currency pairs of No spread accounts are marked with fx at the end of each symbol's name, such as USDJPYfx.

The quotes display of No-spread account

The currency pairs of All-in-one account are not available and it cannot be ordered.

The currency pairs of No-spread account. They are all marked with fx ending.

Right-click on the quotes from the displayed menu. If you choose [Show all] button, All currency pairs are displayed.

Symbol	Bid	Ask
EURUSD	1.13495	1.13508
USDCHF	0.95638	0.95657
GBPUSD	1.26585	1.26606
USDJPY	109.344	
GBPJPY	138.428	
AUDNZD	1.07431	
EURAUD	1.62331	
EURCHF	1.08571	
GBPCHF	1.21102	
XAUUSD	1709.33	
EURCAD	1.52870	
AUDUSD	0.69933	
GBPAUD		
AUDCAD	0.94187	
AUDCHF	0.66892	
AUDJPY	76.462	

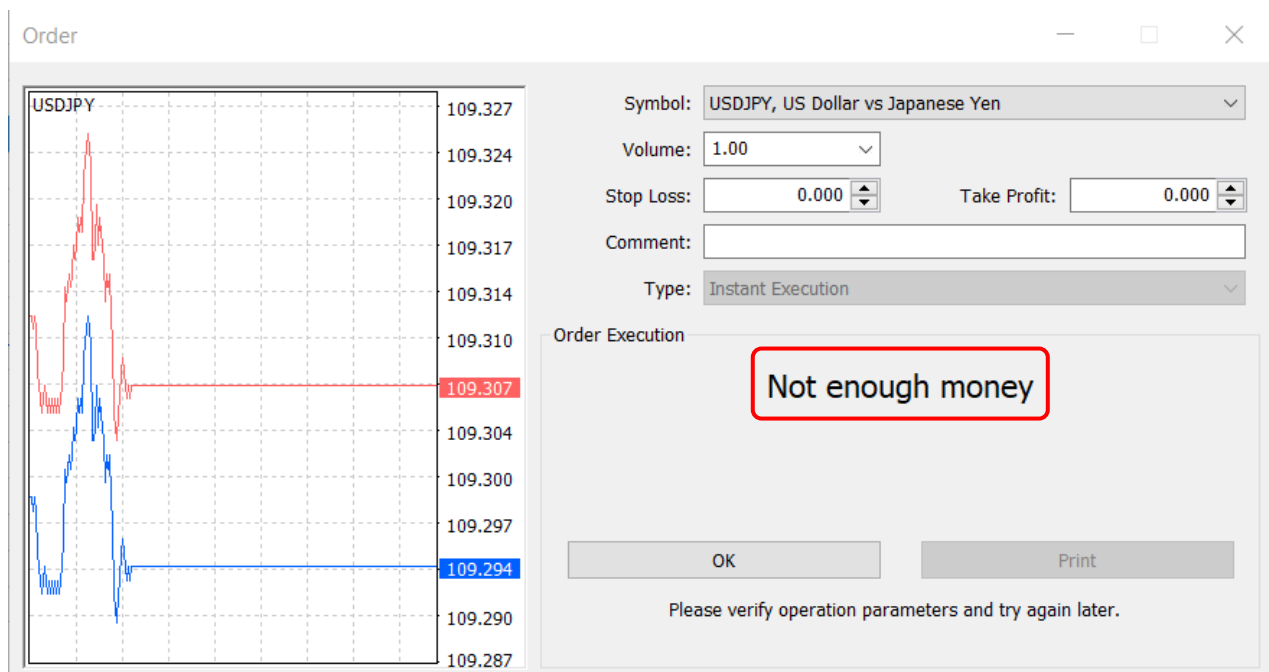
Symbol	Bid	Ask
USDCAD	1.33823	1.33843
USDCHF	0.94826	0.94845
USDCNH	7.06778	7.06952
USDHKD	7.74946	7.75096
USDJPY	107.355	107.370
USDMXN	21.77584	21.78134
USDSGD	1.38540	1.38573
USDTRY	6.79133	6.79508
XAUUSD	1717.84	1718.14
USDZAR	16.6321	16.6481
ZARJPY	6.443	6.466
XAGUSD	17.724	17.745
AUDUSDfx	0.69840	0.69843
EURGBPfx	0.88988	0.88991
EURUSDfx	1.13581	1.13584
GBPJPYfx	137.029	137.039
GBPUSDfx	1.27632	1.27645
USDCADfx	1.33829	1.33837
USDCHFfx	0.94835	0.94838
USDJPYfx	107.362	107.365
AUDCADfx	0.93459	0.93483
AUDCHFfx	0.66225	0.66239
AUDJPYfx	74.978	74.984
AUDNZDfx	1.06719	1.06738
CADJPYfx	80.213	80.225
CADUSDfx	112.202	112.218

(3). If you place an order upper the maximum limit of 30 Lot per account, it will be temporarily deactivated. Then we will inform you about that by an email.

Please see the below guide for more details about account types:

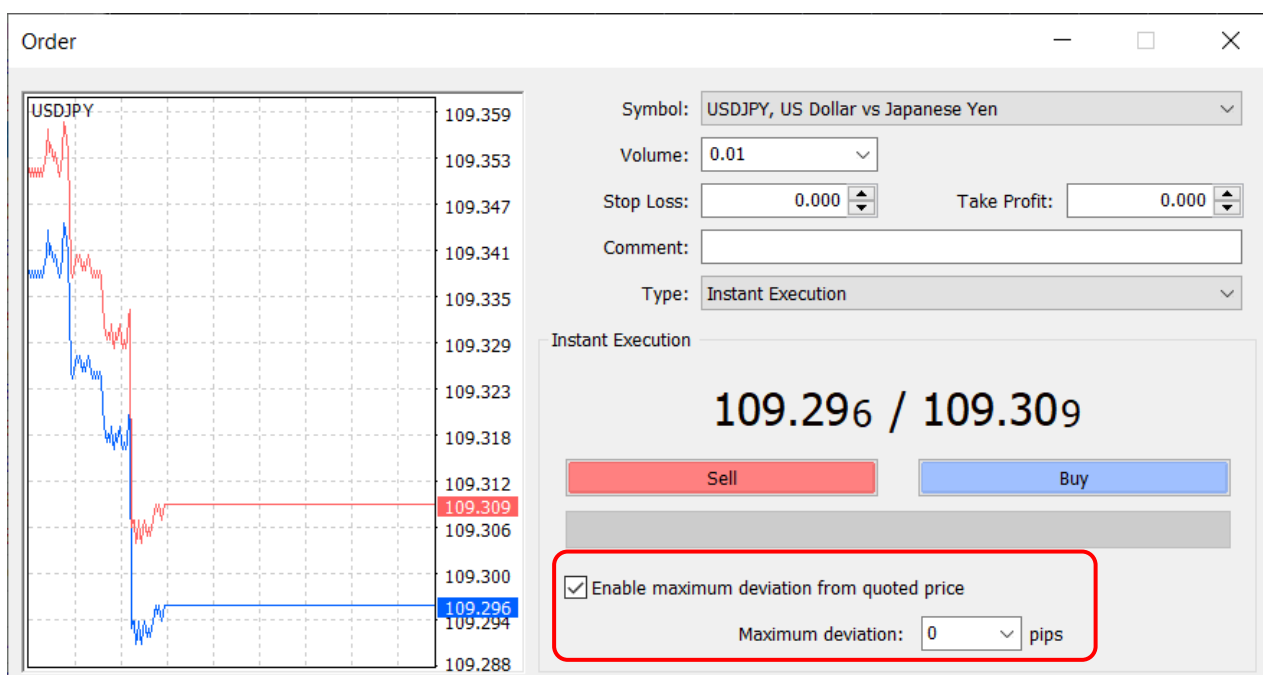
<https://gemforex.com/en/tradeaccount/fx/accounttypes.php>

(4). When the margin balance is insufficient



Please check the margin balance.

(5.) If the error from the offer price is validated and the setting value of the error is low, Orders will be difficult to fill.



Please increase the point setting value.

(6). If you have not placed an order in the points range

Order

USDJPY

109.320  
109.317  
109.315  
109.312  
109.309  
109.306  
109.304  
109.302  
109.301  
109.298  
109.295  
109.292  
109.290  
109.287

Symbol: USDJPY, US Dollar vs Japanese Yen

Volume: 0.01

Stop Loss: 109.302 Take Profit: 109.295

Comment:

Type: Pending Order

Pending Order

Type: Buy Limit USDJPY 0.01

at price: 109.301 Place

Expiry: 2020.06.05 15:3

Open price you set must differ from market price by at least 20 points.

The points range varies that cannot be ordered depend on each currency pair.

Please place an order at a possible price.

Order

USDJPY

109.322  
109.319  
109.317  
109.316  
109.314  
109.311  
109.308  
109.305  
109.304  
109.302  
109.301  
109.299  
109.296  
109.294  
109.291  
109.288

Symbol: USDJPY, US Dollar vs Japanese Yen

Volume: 0.01

Stop Loss: 109.302 Take Profit: 109.295

Comment:

Type: Pending Order

Order Execution

Invalid S/L or T/P

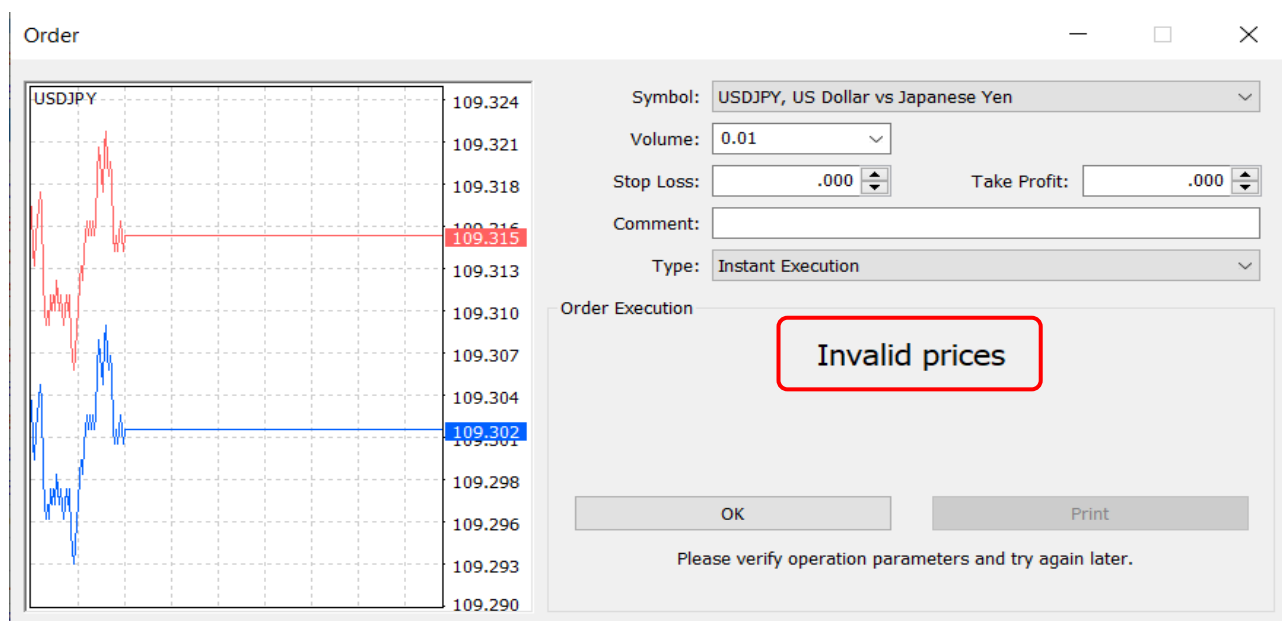
OK Print

Please verify operation parameters and try again later.

Similarly, there are some points that cannot be set for SL and TP values.

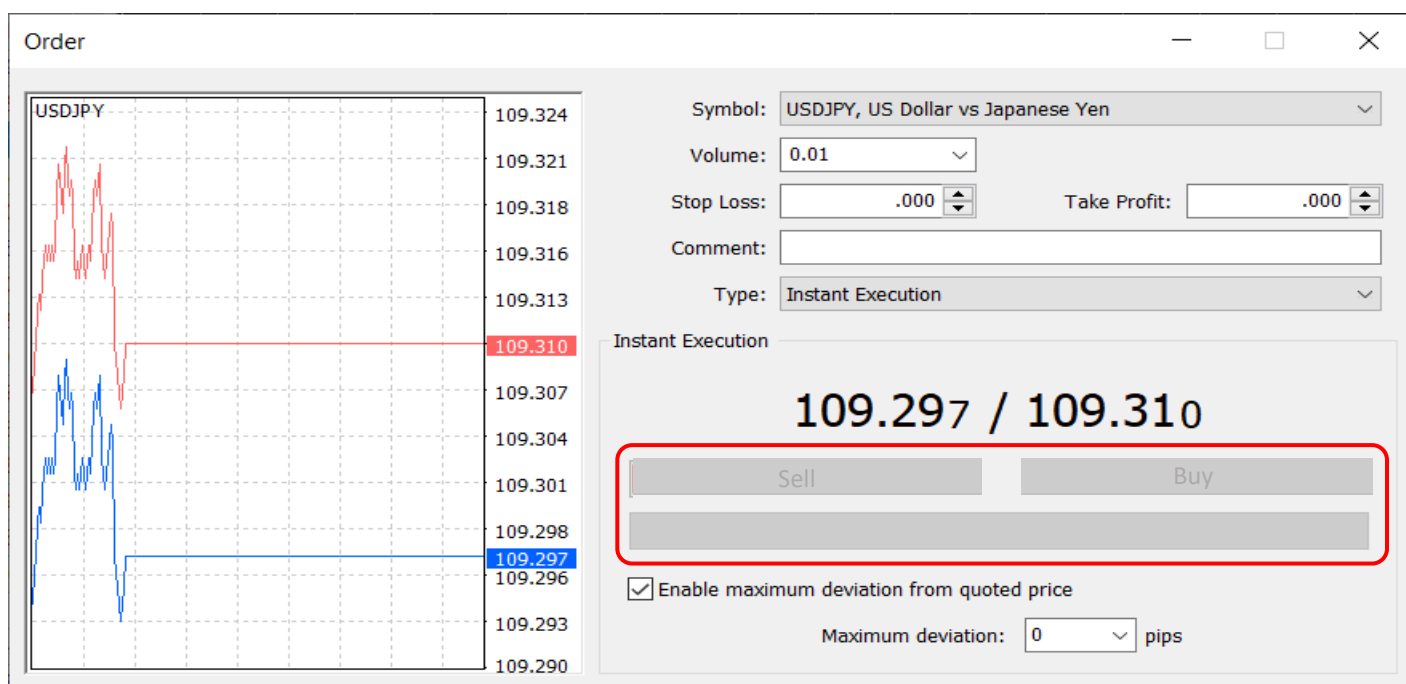
Please place an order at points that can be set.

(7). When you place an order at the Invalid prices due to the trend of the rate



The price may change in a moment, so it may not be possible to place an order at the shown price. Please try to order again.

(8) When the order button is unavailable.



- The market is closed (the chart does not work),
  - Outside the trading hours
  - Issues that cannot be ordered with the logged in account,
  - The quantities of orders are less than the minimum transaction size
- There are possibilities such as these above.



For Trading Time:

<https://gemforex.com/en/tradecondition/fx/businesshours.php>

For CFD transaction time and transaction size:

<https://gemforex.com/en/tradecondition/cfd/si/>

All these above include cases when it is not possible to place an order

If you have any other questions, please feel free to contact our customer support at any time:

[en@gemforex.com](mailto:en@gemforex.com)