



FREQUENTLY ASKED QUESTIONS FOR Electronic Document System (e-Doc)

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1 COMMON QUESTIONS

1.1 Why didn't I receive the Service Confirmation email?

The email is being send to the email address specified in consent letter once your registration is authenticated. The authentication process should take several working days. If you still not receive the email, please contact your AE to verify the email address you've provided.

1.2 Why the emails sent by the system cannot be displayed?

Please ensure your email client conform to the system requirements listed in e-Doc User Manual.

If you're using Outlook Express as your email client, it should be displayed properly. Otherwise, if you're using Thunderbird, please ensure the client is configured to display message body as original HTML. Please refer to Thunderbird's manual.

1.3 Why the system sending me Service Confirmation email again?

Please ensure you're completed the service confirmation / activation. Please refer to Service Confirmation / Activation section of e-Doc User Manual for more details. The current version is Document v1.0 Release 2.

1.4 Why the system sending me bulk e-Alert emails?

Once you're registered with the system, e-Alert emails are sending to notice you when new document is available in your account. The system is put those emails on hold until you're completed the service confirmation / activation.

1.5 Why the system stalled, no matter what I do?

Please ensure your web browser conform to the system requirements listed in e-Doc User Manual.

1.6 Why the system redirecting me to the logon page, no matter what I do?

Once the system is idled lasting for more than 20 minutes, you've to re-login the system in order to proceed again.

2 GENERAL FUNCTIONS

2.1 Logon

2.1.1 *How can I launch the system?*

The URL of the system is <https://edoc.lipposec.com/>; you can type the URL in your browser directly, or launching the system from Lippo Securities Portal (<http://www.lipposec.com/>).



2.1.2 Why a blank page shown while launching the system directly?

Please ensure your web browser conform to the system requirements listed in e-Doc User Manual, and you're typing the correct URL, which is <https://edoc.lipposec.com/>. If this is the case, a security alert dialog will be shown, and you've chosen to proceed to establish SSL connection.

2.1.3 Why a blank page shown while launching the system from Lippo Securities Portal?

Please ensure your web browser conform to the system requirements listed in e-Doc User Manual, and check whether popup blocker is installed and in active. You've chosen to exclude the system from blocking list. Please refer to the blocker's manual for blocking list setting.

2.1.4 What can I do if I forgot my account no?

Please find it on the welcome letter or any statement on hand, or contact your AE for assist.

2.1.5 What can I do if I forgot my password?

The system provides function to enable you reset your password. Please refer to Forgot Password / Forgot Password – via Portal section of e-Doc User Manual (Clients) for more details. The current version is Document v1.0 Release 2.

2.1.6 Why the system saying that invalid account number is provided?

Please ensure you're completed the service confirmation / activation. Please refer to Service Confirmation / Activation section of e-Doc User Manual for more details. The current version is Document v1.0 Release 2.

2.1.7 Why the system saying that incorrect password is provided?

Password is case-sensitive. Please ensure you're typing the password in correct case.

If this is the first time logon, please refer to the Service Confirmation email for determination of your initial password. At press time, initial password is set as the first 6 characters of your HKID. If you do not have a HKID card, please enter your passport number.

For example, HKID is XZ123456(Q), you should type XZ1234, and remember to use capitals for English letters.

2.1.8 Why the system saying that my account is disabled?

If you're entered incorrect password 5 times, your account will be temporarily disabled. You've to ask your AE for assistance in releasing the account in order to enable you login



again.

2.1.9 *How can I get more details on the function?*

Please refer to Logon / Logon – via Portal section of e-Doc User Manual (Clients) for more details. The current version is Document v1.0 Release 2.

2.2 **Change Password**

2.2.1 *Why the system saying that incorrect old password is provided?*

Password is case-sensitive. Please ensure you're typing the password in correct case.

2.2.2 *Why the system saying that new password not matches with confirm password?*

Password is case-sensitive. Please ensure you're typing the password in correct case.

2.2.3 *How can I get more details on the function?*

Please refer to Change Password section of e-Doc User Manual (Clients) for more details. The current version is Document v1.0 Release 2.

2.3 **Forgot Password**

2.3.1 *Why the system saying that invalid account number is provided?*

Please ensure you're completed the service confirmation / activation. Please refer to Service Confirmation / Activation section of e-Doc User Manual for more details. The current version is Document v1.0 Release 2.

2.3.2 *Why the system saying that cannot confirm my identification?*

Please ensure you're typing the first 6 characters of your HKID. If you do not have a HKID card, please enter your passport number.

For example, HKID is XZ123456(Q), you should type XZ1234, and remember to use capitals for English letters.

2.3.3 *How can I get more details on the function?*

Please refer to Forgot Password / Forgot Password – via Portal section of e-Doc User Manual (Clients) for more details. The current version is Document v1.0 Release 2.

3 **CLIENT-ONLY FUNCTIONS**

3.1 **View / Download Latest Document**

3.1.1 *How can I view / download document?*

Please find the result list is listing the documents you're currently had. There is a PDF icon



next to each document. You can simply click the icon to view specified document in a PDF reader. The reader provides function to enable you download the file for your own copy. Please refer to the PDF reader's manual for details.

3.1.2 *Why the result list is empty?*

Latest documents are those NOT YET READ by the user. If all documents have been read before, the result list should be empty.

3.1.3 *Why the document disappeared once I've read it? Is it gone?*

No, the document is still there. However, the system treats the document as historical document once it has been read. You can find it by using View / Download Historical Document function.

3.1.4 *Why a blank page shown while loading document?*

Please ensure your machine is capable of viewing PDF files.

3.1.5 *Why the system saying that user session is expired?*

Once the system is idled lasting for more than 20 minutes, you've to re-login the system in order to view / download the document again.

3.1.6 *How can I get more details on the function?*

Please refer to View / Download Latest Document section of e-Doc User Manual (Clients) for more details. The current version is Document v1.0 Release 2.

3.2 View / Download Historical Document

3.2.1 *How can I view / download document?*

It's the same as View / Download Latest Document function. Please refer to point 3.1.1.

3.2.2 *Why the result list remains unchanged while entering selection criteria?*

The result list is rendered according to selection criteria until Refresh button is pressed.

3.2.3 *Why a blank page shown while loading document?*

It's the same as View / Download Latest Document function. Please refer to point 3.1.3.

3.2.4 *Why the system saying that user session is expired?*

It's the same as View / Download Latest Document function. Please refer to point 3.1.5.



3.2.5 ***How can I get more details on the function?***

Please refer to View / Download Historical Document section of e-Doc User Manual (Clients) for more details. The current version is Document v1.0 Release 2.

4 **OPS-ONLY FUNCTIONS**

4.1 **Send Service Confirmation**

4.1.1 ***Why the result list is empty?***

Service confirmation emails are sending to acknowledge users' registration. If there is no pending registration, the result list should be empty.

4.1.2 ***Why the result list still not empty right after send out take place?***

If new accounts are registered during the send out take place, the result list contains those pending emails.

4.1.3 ***How can I get more details on the function?***

Please refer to Send Service Confirmation section of e-Doc User Manual (OPS) for more details. The current version is Document v1.0 Release 1.

4.2 **Send e-Alert**

4.2.1 ***Why the result list is empty?***

e-Alert emails are sending to notice users when there has been new document available for view and/or download. If there is no new document, the result list should be empty.

4.2.2 ***Why the result list still not empty right after send out take place?***

The system is put e-Alert emails on hold until corresponding accounts have been activated. If accounts are activated during the send out take place, the result list contains those pending emails.

4.2.3 ***How can I get more details on the function?***

Please refer to Send e-Alert section of e-Doc User Manual (OPS) for more details. The current version is Document v1.0 Release 1.