

Two-Factor Authentication (2FA) for Rakuten MT4

Firstly, please install the following Mobile Apps.

MetaTrader 4



[iOS](#)
[Android](#)

MT4 Authenticator



[iOS](#)
[Android](#)

Step 1

Please make sure MetaTrader 4 is closed, then open MT4 Authenticator and press “Start to Verify”.



Start to Verify

Remark(s):

Thank you for using the MT4 trading platform provided by Rakuten Securities HK for FX trading, and MT4 Authenticator allows you to proceed the Two-factor verification. Please confirm:

- 1) You have an account with Rakuten Securities HK;
- 2) Your device is able to receive SMS message;
- 3) Your device is connected to a stable network.

Step 2

Please enter your mobile passcode.

Enter iPhone passcode for "MT4 Authenticator"
Please unlock the device to start verification

○ ○ ○ ○ ○ ○

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
0		

Step 3

Please enter your account number and press "Send Message".

Login

Send Message

Step 4

Please enter your SMS One-Time-Passcode, then press “Confirm”.

One-Time Passcode (OTP)

Reset

Confirm

Remark(s):

Input the OTP, and then click [Confirm] for verification.

If you do not receive the OTP via SMS message or want to change the Login ID, please click [Reset] to repeat the last step.

Step 5

Please press “Completed” and login to Rakuten MT4 account in 5 minutes.



Your account is successfully verified, please log in to “Rakuten Securities HK MetaTrader 4 Terminal” or MetaTrader 4 mobile app in 5 minutes.

Completed

Verify again

Remark(s):

If you are not able to log in the trading platform in 5 minutes or click [Verify again], you are required to proceed the Two-factor verification again for your login.

Step 6

Please open MetaTrader 4.

For iPhone user, go to “Setting” -> “New Account”

For Android user, go to “Menu” -> “Manage accounts”

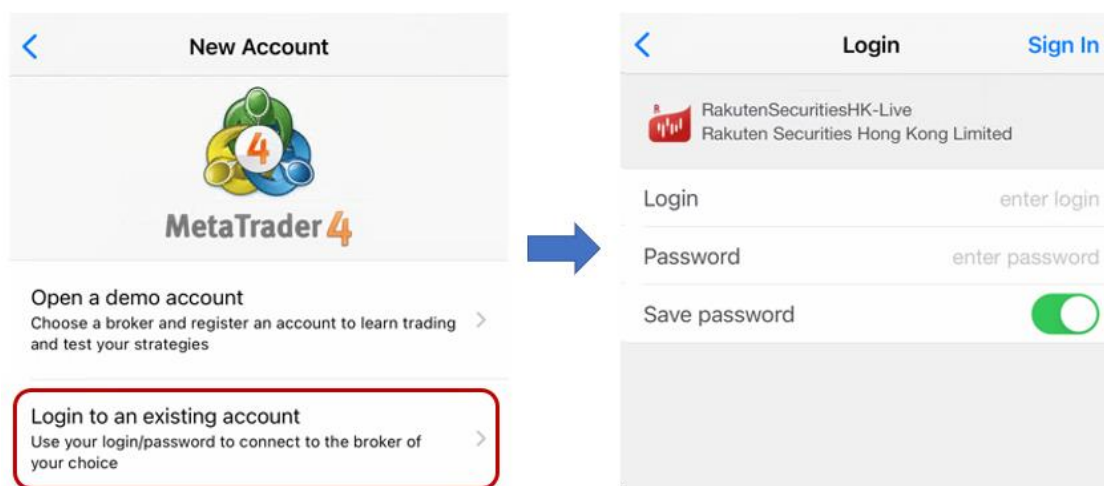


Step 7

Go to “Login to an existing account”

Search our Server “RakutenSecuritiesHK-Live”.

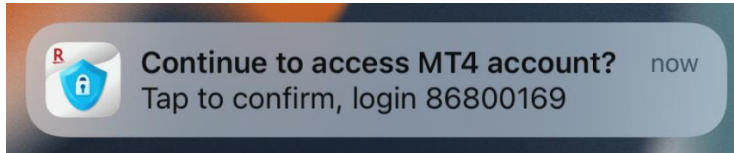
Enter MT4 login and password, click “Sign In” at top right.



In case got disconnection or error message of “Account disabled” in MetaTrader 4, Please follow the steps below.

Step 1

Please open the following notification from MT4 Authenticator.
If no pop-up notification is shown, please close MetaTrader 4.
Repeat the above Steps 1-5, re-open MetaTrader 4.



Step 2

Please click “Approve”.
Make sure MetaTrader 4 is closed, then connection resumes after re-open MetaTrader 4.



We noticed that you have logged in to
MT4 account.
If this was you, please press [Approve]
to continue access to account. If not,
press [Reject] to keep account secure
and contact us for any inquiries.

Login : 86800169
Time : 2022-04-11 15:35:16

Approve

Reject

Remark(s):

If you keep seeing this page,
1) You may require to proceed the Two-factor
verification again for your login.
2) Please ensure all your trading applications
are quitted.