

FAQs

What is TICK PRO?

TICK PRO is a trading mobile app which provides you with hassle free trading from anywhere and anytime. It also provides various market scanners and analytics on real time.

Who can avail this facility?

RelianceSecurities customers can avail this facility.

What are the features of TICK PRO?

TICK PRO is an advanced mobile app which offers features like real time scanners and analytics of market. This Mobile App makes trading easier and allows you to take calculated decisions.

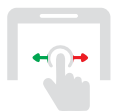
The Main features are as below:



Scanners

Now be aware of every opportunity the market has to offer you, right on your mobile. Using Big Data Analytics our scanners throw filtered stocks with trade opportunities or abnormal behavior:

1. Rising and Falling Stocks
2. High Low Breakers
3. Volume Shockers
4. Spreads
5. Strong and Weak
6. Resistance and Support
7. Circuit Breakers
8. Open = High or Low



Analytics

Say no to your Excel work today! Get all Options Contracts filtered and listed under strategies like Covered Call, Covered Put, Long Straddle and all with highest Implied Volatility. With analytics you can grab the opportunity listed right on your screen!



Snap Quotes

Find all the information you need to profit; at a swipe. View market depth, Put-Call Ratio, Resistance & Support, Future quote and much more at a click. TICK PRO's Snap quote has been crafted and designed specially to meet the needs of the traders.



Quick Search

Perfection is all about timing. Quick search stocks and make a swift move effortlessly before you miss the winning moment.



Favorite Stocks

Tag a stock as your favorite anywhere on the App. Manage a list of stocks that are most relevant to you. No searching around for information. At a tap, keep track of our favorites stock.



Charts

You can now, determine the trend and trade directly through charts. TICK PRO offers candle-sticks, line graphs a various intervals that are real-time and streaming. The charts are interactive and offer multiple indicators to study and take the right decision.



Option Calculator

Now shape your trading strategies effortlessly. Get best decision support by knowing the profit potential of your option trade and make calculated and lucrative decisions.



Market Snapshot

Access all the market information on the go. Know more in few seconds than you would know watching financial news all day.



Dashboard

View your account status and buying power at a glance. Moreover, monitor your positions and orders status in real-time at a click.



What's more?

Transfer funds quickly | Tools for Technical Traders | Option Chain | List of stocks at R&S levels

Can I place AMO order through TICK PRO?

Yes, you can place after market orders.



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What Products can I trade or invest in using TICK PRO?

TICK PRO allows trading in NSE Cash, NSE Future & Option, NSE Currency and BSE Cash. TICK PRO allows you to trade in Normal, MIS and CNC. Also you can place orders type as Limit, Market, Stop loss and Stop loss market.

How can I download TICK PRO?

TICK PRO is available for android and iOS version. You can download TICK PRO through Google play store and iTunes.

How can I login into TICK PRO?

After downloading the app, you need to enter your user id and password which you use to login web trading portal. You need to authenticate yourself by selecting an image and by answering two Questions and Answers which you have set during your first login.

Is it safe to trade on TICK PRO Mobile app?

Yes, it's completely secure to trade as:

- Dual factor authentication in form of website password & security image and questions.
 - Device does not store any session details. This enhances the security in case of loss of your mobile phone.
 - Each session last for 15 minutes if there is no activity done.
 - Data transfer between application and our order routing system is secured with encryption.
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Can I create customized watch list in TICK PRO?

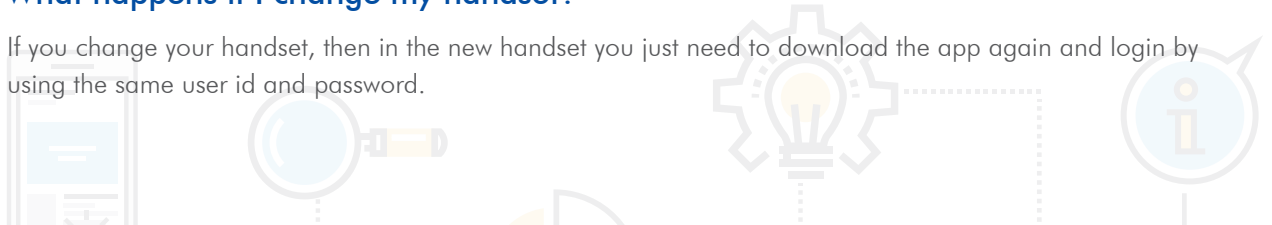
Yes, by default a watch list of the same name as your user id is already created, if you wish to change the name of the watch list you can do so by edit option given in manage watch list. Also you can create multiple watchlist of your choice and enter multiple scrips. Also you can delete the watchlist which you no longer require, which makes the watchlist customized.

Can I place order through watchlist?

Yes, through watch list you can Trade, View Quotes and View charts. By selecting "T" option you will be redirected to order placement screen where you can place your orders.

What happens if I change my handset?

If you change your handset, then in the new handset you just need to download the app again and login by using the same user id and password.



Can I mark scrip of my choice as favorites?

Yes, you can mark 30 scrips of your choice as favorites. You can do it by clicking on Star option beside the scrip. You can see your favorite stock under search button page with Favorites Tab.

What are scanners and how it is useful to me?

Identify stocks basis pre-defined parameters & data. Currently below scanners are available:

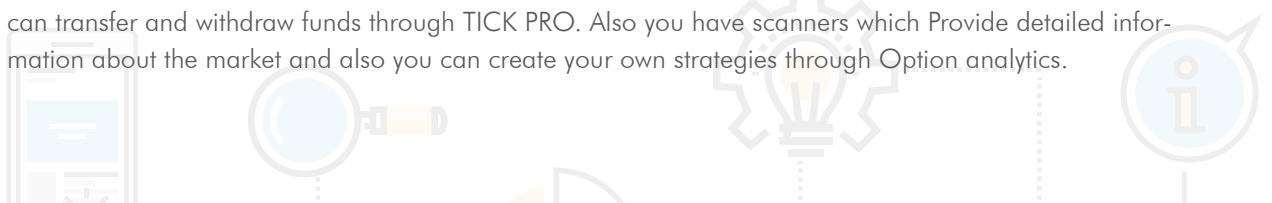
- **Rising & Falling:** Identify stocks basis price movement with volume gainer
- **Strong & Weak:** It shows the Long / short built up happening for the given underlying. It scans underlying where derivative is enabled. For long built up it identifies stocks where there is rise in price & rise in OI simultaneously, whereas for fall in price with a fall in OI indicates short built up.
- **High Low Breakers:** Identify stocks crossing day, week, month or 52 week high/low. Investor see them as crucial support /resistance level.
- **Resistance & Support:** This will show which scrip has reached different level of Resistance and Support or which scrip has reached pivot point. This data can be filtered sector wise. Customer can buy or sell on the given resistance and support.
- **Volume Shocker:** Identify stocks basis unusual movement based on week or month volume. Also, track the stocks with the potential of unusual volume movement. It helps you to know which stocks have gained in volume and shows rising interest of participants in that stock. Generally traders search for this type of stocks
- **Circuit Breakers:** Identify stocks trading at upper or lower circuit which give a view of bullish and bearish.
- **Spreads:** Identify stocks basis increase/decrease in the difference between future and spot price. Initial spread (i.e. since open) and current spread are given. Customer can take calculated decision.
- **Open = High or Low:** Identify stocks with open equals to high or low price. If open = low then that scrip might go up and vice versa.

What is Analytics Option and usage?

- **Bullish:** You will get In the money & Out of money call stock options contracts appropriate to execute Covered Call strategy
- **Bearish:** You will get In the money & Out of money put stock options contracts appropriate to execute Covered Put strategy
- **Neutral:** You will get stock options contracts appropriate to execute Long straddle strategy. It can be used when a stock has been volatile and you anticipate a significant drop in volatility.
- **IV Scanner:** You will get Call and Put stock options contracts with highest Implied Volatility. If you are purchasing options to open a position, you would like to have a large delta. Then if the asset moves in the direction you predicted, you would reap high gains for a low investment. But you must trade this off against the price of the option. For example, Delta is higher for options that are deeper in-the-money, but they are more expensive. Frequently, a good trade-off is achieved by options that are at-the-money or slightly in-the-money. Delta is also a very important parameter to consider when you are using options to hedge a position, so that you can correctly determine your mix of assets and options. Delta is also known as the hedge ratio.

What additional features as compared to other trading mobile apps does TICK PRO offer?

The additional features that TICK PRO offers is that you can square off and convert your positions. Also you can transfer and withdraw funds through TICK PRO. Also you have scanners which Provide detailed information about the market and also you can create your own strategies through Option analytics.



Can I square off and convert my positions from TICK PRO?

Yes, you can square off and convert positions through feature of Net positions.

Can I transfer and withdraw funds through TICK PRO?

Yes you can transfer and withdraw funds through option of Funds transfer from the Menu. Also you can check the fund status as well.

How can I place order through TICK PRO?

You can place order by clicking on the option right side below. From there place order window opens. Enter the required quantity, price and all other parameters and click on preview. In preview you will get the details of the order placed. You may cancel it and reenter the details or click on confirm to finally place the order. Exchange id and order id would be generated.

How can I view the order placed by me?

The order placed and the status of the order can be viewed through order book. In order book a filter is also provided to view which orders are opened, completed, cancelled or rejected.

How can I view the orders which are completed?

The orders which are completed you can view the details through trade book. In trade book you can view at what price was the order completed, the quantity, time and date.

What does the Indicator on top right corner indicate?

The indicator on the right top corner provides you with the status of NIFTY, BANKNIFTY & Sensex whether it is up and down. If it's up then the arrow would be green and if it's down then the arrow is red in color based on Nifty movement.

How can I view multiple watch lists created by me?

You can view list of watch lists by clicking on the arrow beside the Watchlist name. It will show the list of the watch list created by you.

Can I get information of market information in TICK PRO?

Yes, information about the top movers gainers and losers, top volume gainers and losers, corporate actions and the market status can all be received by clicking the Markets option from the menu. The top gainers and losers are for NSE/BSE and across all the Products of Equity, Derivatives and Currencies. You can view them by the filter option available.

Can I get option calculator in TICK PRO?

Yes option calculator is available in TICK PRO from the Menu.



Can I modify and cancel order through TICK PRO?

Yes you can modify or cancel order in TICK PRO. When an order is placed and when the order status is open then in order book you get the option of modifying and cancelling the order.

Can I get real time valuations of my holdings?

Yes you can get real time valuations of your holdings through DP holdings.

Can I change my existing password?

Yes you can change your existing password by login into your account and click on settings from the menu. From there you can change your existing password.

How can I unblock my account if it is blocked?

If in case your account gets blocked you can unblock your account by clicking the unblock Account option on the login screen. Then enter your user id, pan card and email id. Your account will be unblocked.

How can I get a new password if I have forgotten my password?

If in case you forget your password then you can reset the password by clicking the Forgot password option on the login screen. Then enter your user id, PAN and email id. The new password will be emailed to you on your registered email id.

What if I forgot my 2FA answers?

If in case you forget your answers then you can reset the 2FA by clicking the RESET 2FA option on the login screen. Then enter your user id, PAN and email id.

Thereafter you need to set the image and answer any 5 questions from the list.

Do I need to create a different account for TICK PRO?

No, if you are already a client of Reliance Securities then you can use the same user id and password which you use to login in onto the online trading portal or exe.

If I place an order through TICK PRO, can I view it on website or other channel?

Yes the order placed by TICK PRO can be viewed on the online trading portal.

Whom can I get in touch in case of any issues?

Customer care details are as below:

Call: 022 39886000 | 022 25816000 | SMS <RSEC HELP> To 53636 | Write to us: customer.support@rsec.co.in
For more details please visit our website: www.rsec.co.in

