

FAQs

Trading & Orders

Q: How do I place an order?

Navigate to the stock you want to purchase, select buy or sell, enter your desired quantity, select your order type (Market, Limit, or Fractional), set validity period, and click "Preview Order" to review before submitting.

Q: What are the different order types available?

The application offers Market orders (execute immediately at current price), Limit orders (execute only at specified price or better), and Fractional orders (buy partial shares).

Q: Why was my order rejected?

Orders can be rejected for various reasons including insufficient funds, market volatility, trading halts, or invalid order parameters. Check your order details and account balance.

Q: Where can I view my order history?

The Orders section displays all your trading history categorized as Open Orders, Executed Orders, and All Orders. Each order shows the symbol, quantity, order type, price, date and time, reference number, and status.

Fund Management

Q: How do I add funds to my account?

Go to the Funds section and select "Deposit Funds". Choose your preferred bank account from the registered options to transfer money. Processing times may vary from 1-3 business days.

Q: How can I withdraw money from my account?

Go to the Funds section and select "Withdraw Funds." Choose your preferred bank account from the registered options and enter the withdrawal amount. The system will process the withdrawal to your selected bank account. Processing times may vary from 2-3 business days.

Q: Where can I see my bank account details?

Go to Funds > Bank Details to view and manage your linked banking information.

Q: How do I check my funding history?

Go to Funds > Funding History to see all your past deposits and withdrawals with dates and amounts.

Q: What does "Available Cash" mean?

Available Cash represents the settled funds in your account that are immediately available for trading or withdrawal.

Q: What is the difference between Available Cash and Buying Power?

Available Cash represents the actual cash balance in your account, while Buying Power includes your cash plus any unsettled trades.

Stock Information & Research

Q: What information is available for each stock?

For each stock, you can view current price, market cap, P/E ratio, dividend yield, sector classification, institutional ownership, insider ownership, and performance ranges.

Q: What does the P/E ratio indicate?

Price-to-Earnings ratio compares a stock's current price to its earnings per share, helping assess if a stock is overvalued or undervalued relative to its earnings.

Q: What are the price ranges shown?

The application displays daily price ranges (day's high and low) and 52-week price ranges to help you understand the stock's recent volatility and longer-term trading patterns.

Q: What does "Beta" measure?

Beta measures a stock's volatility relative to the overall market. A beta of 1.0 moves with the market, above 1.0 is more volatile, and below 1.0 is less volatile.

Q: How do I interpret institutional ownership percentages?

Institutional ownership shows what percentage of a company's shares are held by large institutions like mutual funds and pension funds. Higher institutional ownership often indicates professional confidence in the stock.

Market Information and Research

Q: How often is market data updated?

The platform provides both real-time and delayed market data and performance metrics.

Q: How do I know whether the market is open for trading?

The system displays current market status and indicates when markets are open or closed on the main dashboard. A green indicator means that the market is open, while a red indicator means that the market is closed.

Q: Can I access news and market updates?

The platform includes a "Stocks in News" section that provides relevant market news and updates about companies and sectors that may impact your investment decisions.

Q: How do I access stock screeners?

The Stock Screener section is available on the dashboard for further navigation. It offers pre-configured filters for Large-Cap Dividend Stocks, Undervalued Stocks, Growth Stocks, Income Stocks, Growth & Value Balanced Stocks, and an Income, Size & Valuation Screener to help you find investment opportunities. You can also use custom screener based on your chosen criteria to filter the stocks.

Q: What are watchlists and how do I use them?

Watchlists allow you to track stocks of interest without purchasing them. You can create multiple watchlists with custom names (such as "Watchlist 2," "Dividend Stocks" "Energy Stocks" "Blue Chip Stocks") to organize stocks by themes or strategies.

Q: Why might I see zero volume for a stock?

Zero volume can occur during pre-market hours, for illiquid stocks, or during trading halts. Check if markets are open and consider the stock's typical trading activity.

Q: Why might I see zero price for a stock?

Zero price is common for recently delisted stocks, illiquid stocks, or sometimes a pricing feed issue.

Portfolio & Performance**Q: How do I view my current holdings?**

Go to Portfolio from the main dashboard icon on the top right. Your portfolio shows holdings with quantities, average purchase price, current value, and gains/losses.

Q: What does "Unrealized P&L" mean?

Unrealized Profit & Loss shows the gain or loss on your current holdings based on current market prices. It's "unrealized" because you haven't sold the positions yet.

Q: What is "Today's P&L"?

Today's P&L shows your profit or loss for the current trading day across all your holdings.

Support

For technical support or transaction assistance, contact the support team at contact@indianxga.com. If you are getting familiar with the application, refer to the User Guides section with all the relevant video tutorials.