

# **FX AccuCharts**

## **Wrong Username/Password Error**

---

### **Abstract**

This paper describes how to login to FX AccuCharts after receiving the error message “Login Failed, reason: Wrong username/password; Server: 206.18.161.128”.

## Revision History

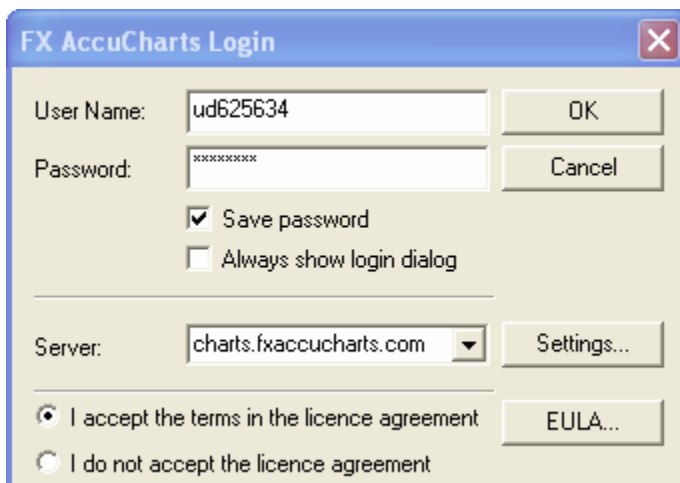
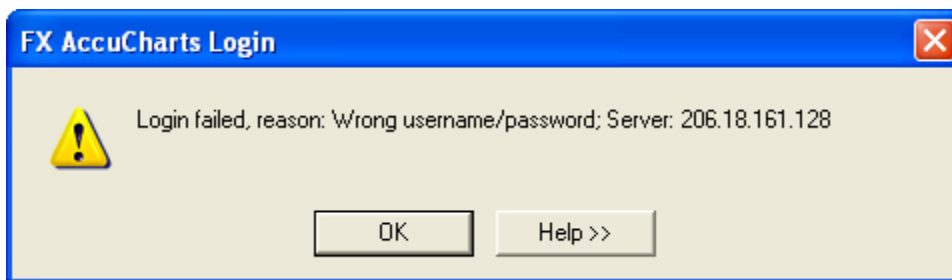
<b>Date</b>	<b>Version</b>	<b>Description</b>	<b>Author</b>
1/17/2007	1.0	Initial version	Dean Pollaro

## Introduction

This document can be used to login to FX AccuCharts. Use this document if you get the following error message: “Login Failed, reason: Wrong username/password; Server: 206.18.161.128”

## Client Procedures

1. Close the Global Trading System and the FX AccuCharts error message and login window (if applicable)



2. Open the GTS platform and click GTS live / demo (depending on what type of account you have)



3. Type your username and password in *lowercase (small) letters* and select change password

4. Then change your password and login to the GTS platform (*Please note that your new password must be at least 8 characters long and contain one alpha and one numeric character*)



5. Once you are logged in, go to the menu at the top. Select FX AccuCharts (*in between PIP Calculator and Sign Off*)

6. Click start now



7. Minimize the GTS screen (see green arrow below) to go back to your Desktop to acknowledge the login window of FX AccuCharts.

