

TRADELOCKER

BASICS



Have any questions or experiencing issues on TradeLocker? Get prompt and efficient help by contacting our TradeLocker support team.

[Submit a support ticket](#) directly via the chat and our dedicated team will promptly address your concerns.

We are available every work day from 12 pm to 9 pm EST. We typically reply within an hour. If you need a fast answer, you can always find them in our [How-to pages](#).

WHAT TO INCLUDE IN YOUR SUPPORT REQUEST

01

Before reaching out, please have your **Account ID** ready. This helps our support team quickly locate your account details.

02

If you can, please take a **screenshot of the issue**. This visual aid is crucial for our team to understand exactly what's going wrong.

03

Mention whether you are using a **demo or live account**. This information is vital as it directs your query to the right department.

Contact TradeLocker support

Once you have all the information, you can reach out directly to our team in these two ways:

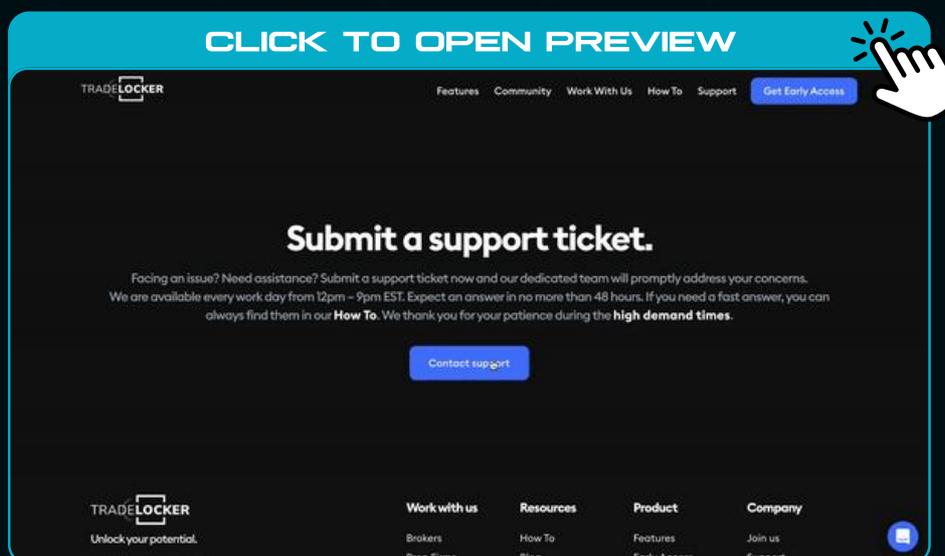
ON THE TRADELOCKER PLATFORM

Navigate to **Feedback** in the bottom left corner, click **Get help** and the chat pop-up will open up.



ON THE WEBSITE

You can also find the contact option on our website. Go to tradelocker.com/support/ and simply click Contact support. Or simply navigate to the bottom right corner of the website to open a chat box.



Remember, our TradeLocker support team is here to help you make the most of your trading experience.

How to navigate the TradeLocker interface

We are building our platform to be user-friendly, making sure you can access anything with a couple of clicks.

Let's divide the interface into **5 main sections**:

01 Chart panel

02 Markets panel

03 Order panel

04 Trades panel

05 Sidebar

1. CHART PANEL

Our integration with TradingView allows you to analyse your instruments and execute trades all in one app, without the switching between screens.



2. MARKETS PANEL

Here you can see all the [pairs](#) you can trade. Find them using the drop-down menu or the search bar. You can also add instruments to **favorites** for easy access, [here's how](#).



3. ORDER PANEL

Here you can [execute your trades](#). If you tap on the arrow, you'll have options to:

- [Set a stop loss/take profit](#)
- [Order at market/pending](#)
- [Calculate your risk](#)



4. TRADES PANEL

Find it in the bottom panel, where you have the full overview of:

- Open positions
- Pending positions
- Trades
- Closed positions
- Balance report
- Copy trade ID (Tap on an open trade)
- [Edit trade](#) (Tap on an open trade)
- [Close trade](#) (Tap on an open trade)

Just above the trades panel, you can see your:

- Balance, Profit/Loss, Equity
- Margin used, Margin Available, Margin Level (%)

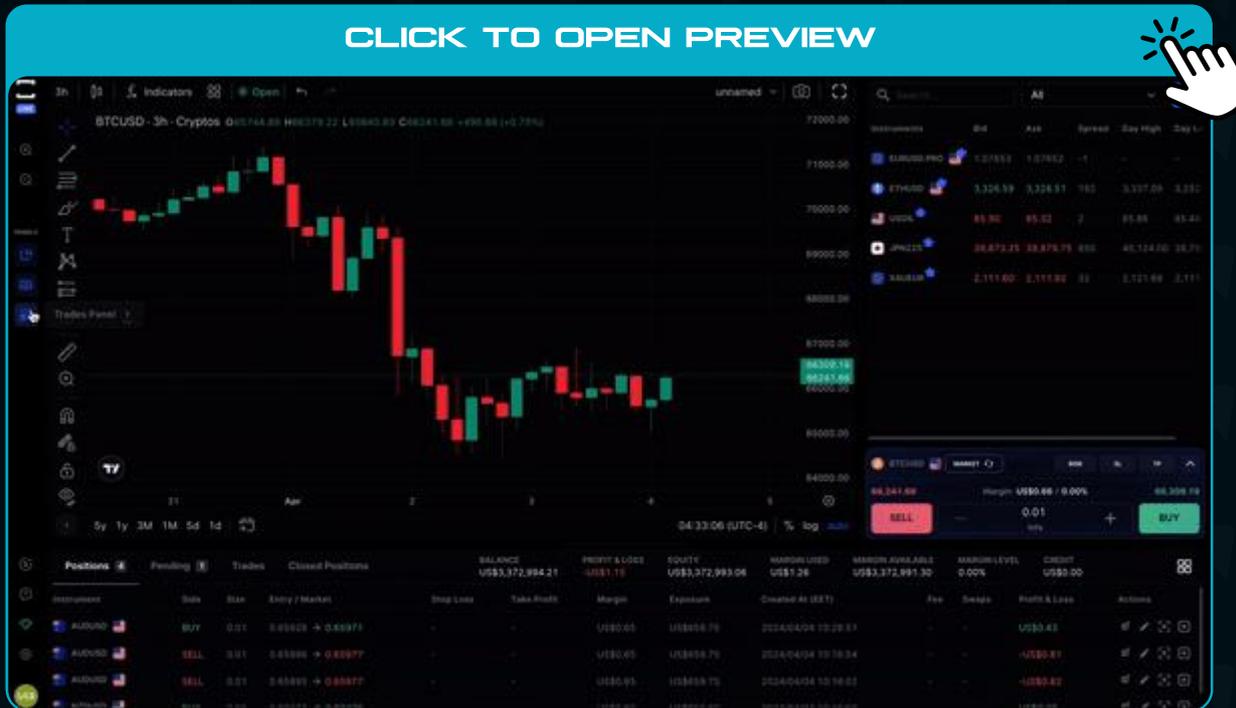
Positions	Pending	Trades	Closed Positions	Balance	BALANCE	PROFIT & LOSS	EQUITY	MARGIN USED	MARGIN AVAILABLE	MARGIN LEVEL	CREDIT	
Instrument	Side	Size	Entry / Market	Stop Loss	Take Profit	Margin	Equity	Created At (GMT)	Fee	Swap	Profit & Loss	Actions
BTCUSD	SELL	0.01	70,699.76 → 66,093.67	-	-	USD0.98	USD660.61	2024/04/12 13:18:43	-	-USD1.37	USD46.05	🔍 ✂️ 🗑️
USOIL	SELL	0.01	86.22 → 84.92	-	-	USD0.85	USD862.20	2024/04/12 13:18:49	-	-USD1.44	USD13.00	🔍 ✂️ 🗑️
BTCUSD	BUY	0.01	70,768.10 → 68,026.38	-	-	USD0.98	USD660.61	2024/04/12 13:19:41	-	-USD1.37	-USD47.43	🔍 ✂️ 🗑️
BMWG	BUY	0.01	112.10 → 110.60	-	-	USD0.11	USD118.44	2024/04/12 11:52:00	-	-USD0.02	-USD1.89	🔍 ✂️ 🗑️

You can navigate to the right-hand side of the panel to change the layout of your trades:

Positions	Pending	Trades	Closed Positions	Balance	BALANCE	PROFIT & LOSS	EQUITY	MARGIN USED	MARGIN AVAIL.	MARGIN LEVEL	CREDIT	
Instrument	Side	Size	Entry / Market	Stop Loss	Take Profit	Margin	Equity	Created At (GMT)	Fee	Swap	Profit & Loss	Actions
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5. SIDEBAR

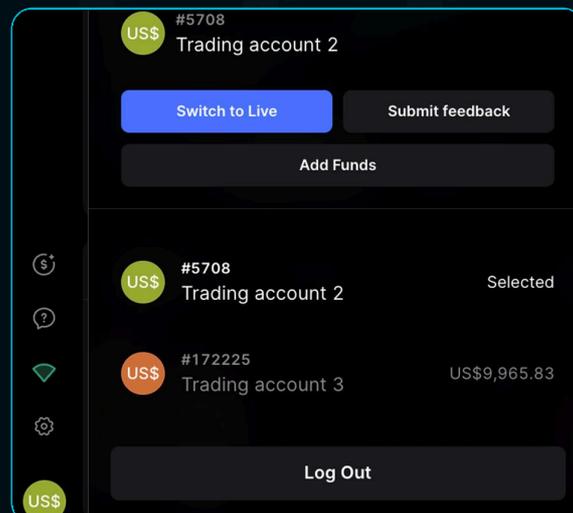
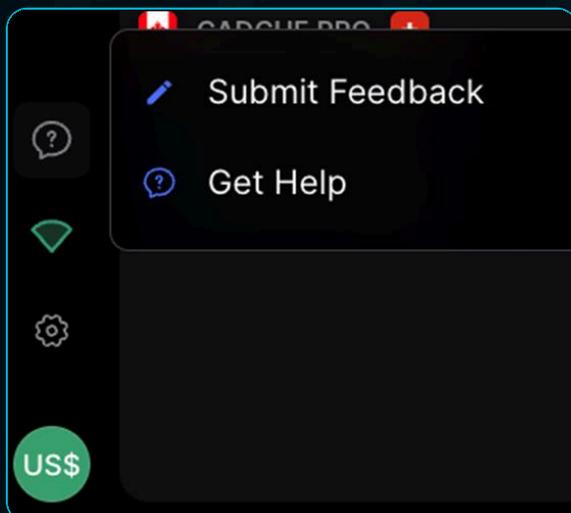
On the far right of the screen, you'll be able to:



- Show/hide the panels
- Zoom in/zoom out the platform
- [Submit feedback or get help from the TradeLocker team](#)
- Check your network status
- [Edit your trading settings](#)
- [Enable/disable one-click trading](#)

By clicking on the profile icon (dollar sign), you can:

- Check your account ID
- [Switch between accounts](#)
- Add funds
- Log out



6. MOBILE NAVIGATION

On mobile, the navigation bar makes it easy to toggle between **the chart, quotes and trades panels**. You can also easily access your **P&L and account details**.

Switching between panels looks like this:

