



# User Guide

## OEC Trader Trade from the Chart-Help

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## Table of Contents

<b>DOCUMENT HISTORY</b> .....	<b>3</b>
<b>HELP</b> .....	<b>4</b>
CONTACT US .....	4
ABOUT .....	6

## Document History

Version	Effective Date	Authorization
OEC Trader 3.1.2.10	5/5/08	Information Technology
OEC Trader 3.2	6/13/08	Information Technology
OEC Trader 3.2	7/21/08	Information Technology

*Note: This document supports all previous versions through the effective date of this release.*

## Help

This command provides hyperlinks to resources to the OEC website to access training materials, documentation and software version information by opening tabs in Internet Explorer.

## Contact Us

This command displays an email hyperlink to the OEC website through Internet Explorer.

1. Click on Help, select Contact Us from the drop-down menu and click to display the webpage. Refer to the Figure below.



The screenshot shows the Open E Cry website's 'Contact Us' page. At the top, there is a search bar and navigation links for 'Support', 'Contact', 'Site Map', and 'Call Toll Free 800.920.5808'. Below this is a main navigation bar with 'OEC Software', 'The Company', 'Services', 'Traders Toolbox', 'My Account', and 'Open an Account'. The 'The Company' section is active, showing a 'Contact us' link. The main content area includes a 'TRADERS SUPPORT' section with a 'Live Help ONLINE' button, a 'Contact us' heading, and a form for submitting questions or comments. The form has fields for 'Direct my questions to:' (set to 'General Questions'), '\*First Name:', '\*Last Name:', '\*Email:', and '\*Questions or Comments:'. There are radio buttons for 'Contact me via' with 'Phone' and 'Email' selected. A 'Submit Information' button is at the bottom. On the right, there is a mailing address box and a promotional banner for 'NEOTICKER NOW 33% OFF AVAILABLE ONLY THROUGH OPEN E CRY'.



## About

This command displays the information about the software version, product or license number, system information (optional), the date and the company copyright ownership. Refer to the Figure below.

1. Click on Help, select About from the drop-down menu and click to display the webpage. Refer to the Figure below.

