

# TradeMate FAQs

## - How do I sign-in on trademate ?

Before signing in to trademate you are required to activate it on your account. Please follow the link below to activate it.

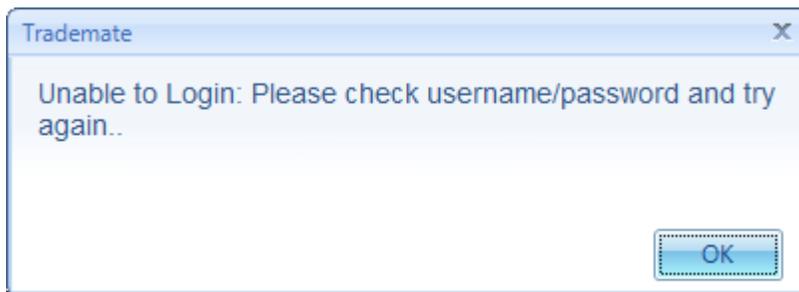
[Activate TradeMate](#)

You can use your tradekey.com login credentials to sign in on trademate. For example, use your tradekey.com's username/password or the business email address/password you provided in your tradekey.com's profile.

## - I am having problem's signing in. What should I do ?

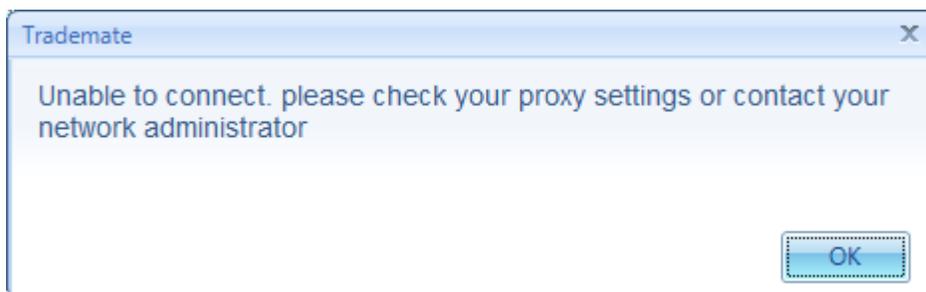
You may experience sign-in issues because of various reasons.

### 1- Incorrect Sign-in information



Above message indicates that you have provided incorrect sign-in information. Please use your tradekey.com's username/email and password to sign-in on trademate.

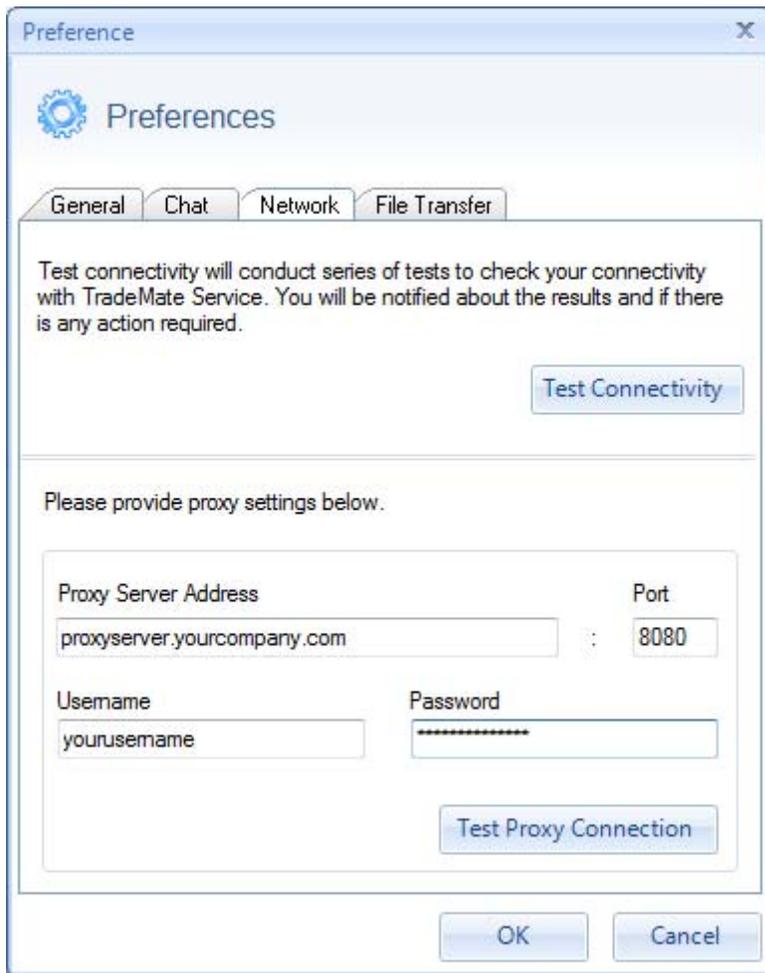
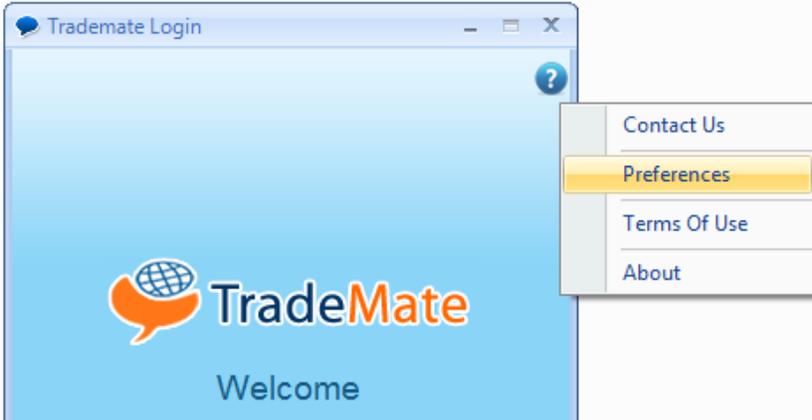
### 2- Incorrect Network Settings



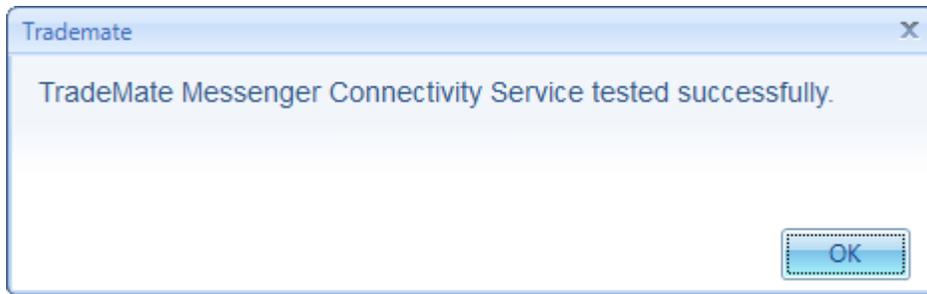
You are required to provide network settings If you are using trademate behind a proxy server. Please contact your network administrator to find out your proxy settings.

Provide your proxy settings in the network tab user preferences menu.

**Preferences > Network**



After providing proxy settings click on "Test Proxy Connection" button to test your proxy settings. If you have provided correct proxy settings than you will see below confirmation message.



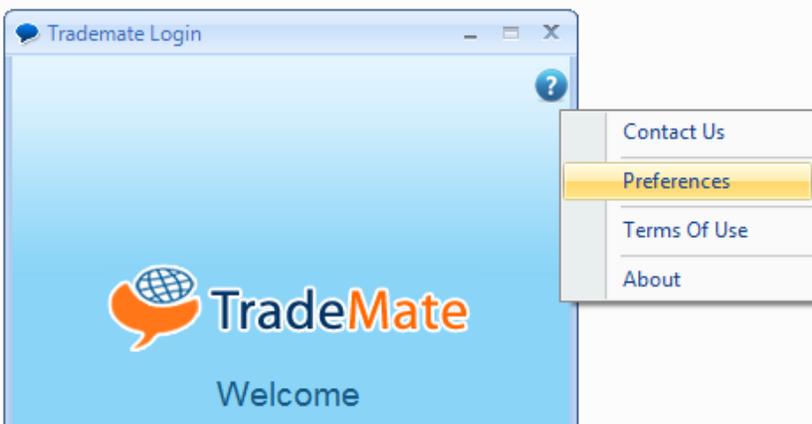
If your proxy settings are incorrect than you will get the following message.

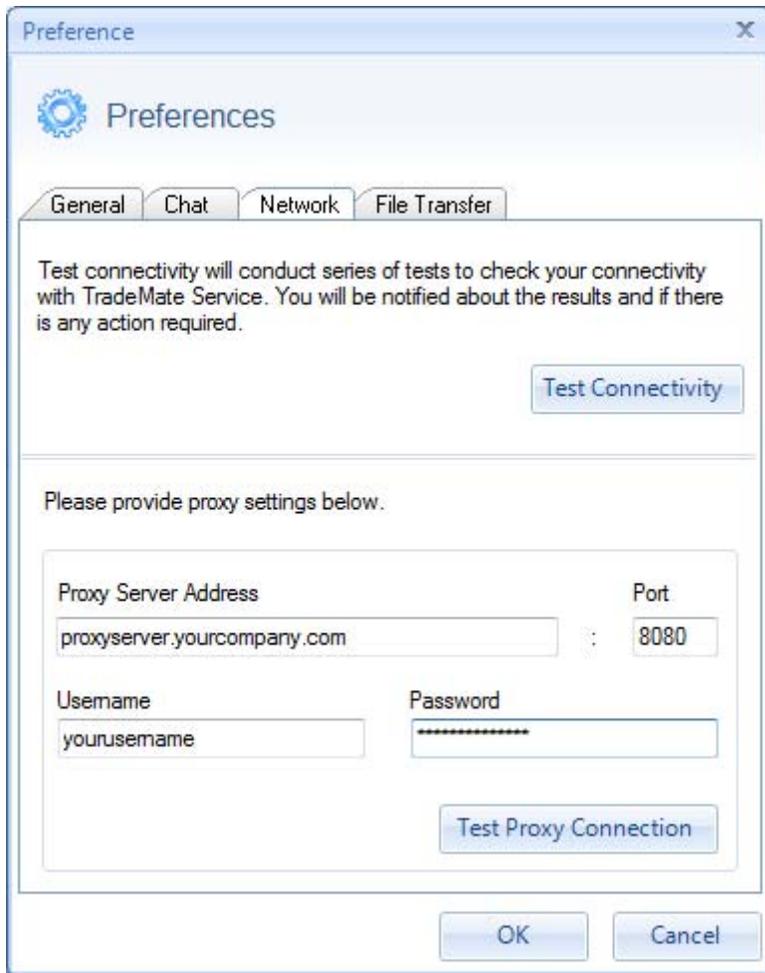


Provide correct proxy settings and try again.

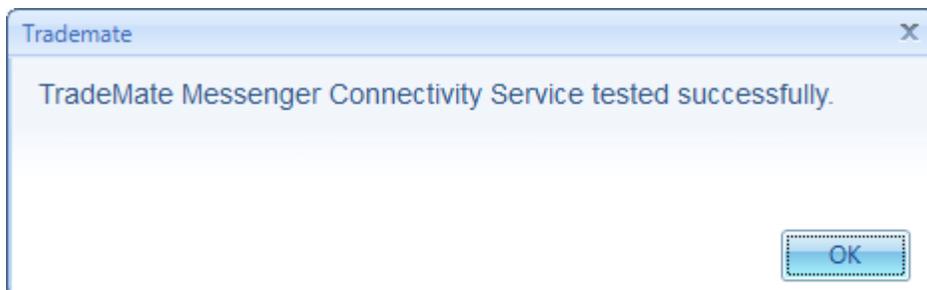
**- I have provided correct proxy settings but I am still unable to connect.**

Under Preferences menu, click Network tab.

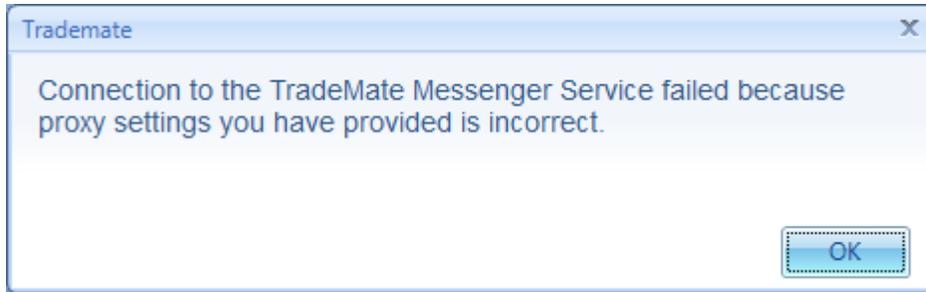




Click “Test Connectivity” button to run end-to-end trademate connectivity test. This test will ensure whether you are able to connect to the trademate services or not. If you get the following message than you are able to connect to trademate services. Use your tradekey account information to sign-in on trademate.



Please contact your network administrator incase the following messages appears, this means you are unable to connect to trademate services.



Connectivity test fails because of various reasons.

- 1- You are unable to connect to the internet
- 2- Your network firewall is blocking outgoing connection to the trademate services. Port 5222 should be allowed on your network to establish trademate connection.
- 3- You have provided incorrect proxy settings.

Incase if you are still unable to connect, please contact <http://support.tradekey.com>

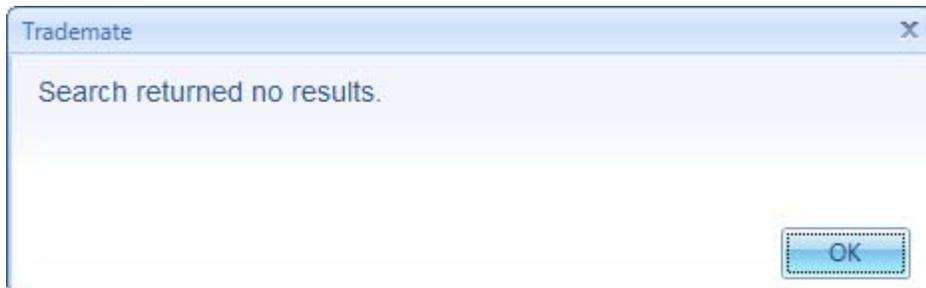
**- I am unable to send or receive any file**

You may experience file transfer problems because of the following reasons.

- 1- Your network firewall is blocking incoming or outgoing UDP connections.
- 2- File transfer is not allowing on your network.
- 3- Slow or no internet connection.

Please contact your network administrator to resolve above mentioned issues.

**- I am unable to search any contact. It's always showing the message mentioned below.**



If you are having problems searching for contacts, please check if you have provided correct proxy settings under Preferences > Network Tab.