Outage Preparation Guide

How to protect your open positions before your broker app or internet connection freezes.

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01 Server orders versus local scripts

- A true broker stop rests directly on the broker server. It executes even if your terminal closes, your power cuts out, or your mobile app freezes.
- Local trailing scripts or custom alert bots exist only on your machine. If your device loses connection, those protective orders never reach the market.
- Always confirm your protective orders show on the live book rather than inside a local script window.

02 Emergency phone desk readiness

- Every regulated broker maintains a dedicated phone dealing desk for emergencies. Save this specific direct number in your phone contacts right now.
- Write down your account login ID and telephone security passphrase on physical paper near your workstation. Storing them inside a locked app helps nobody during an outage.
- Calling the trade desk requires immediate identification. Knowing your account details instantly saves critical minutes when platforms stall.

03 Connection redundancy basics

- Keep your broker mobile app logged in and updated on a cellular device completely separate from your home Wi-Fi network.
- If a desktop portal stalls, test the mobile login immediately through cellular data to identify if the issue is local or platform wide.

Checklist

- [ ] Verify every open trade has a protective stop saved on the broker server
- [ ] Save the broker emergency dealing desk number in your mobile phone contacts
- [ ] Write down your account ID and phone trading PIN on physical paper
- [ ] Install and log into your broker platform on a secondary cellular device
- [ ] Test your mobile data fallback connection once every month

Your next step

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