starting

Once you have finished the registration form and installed Dukascopy Connect application on your smartphone.
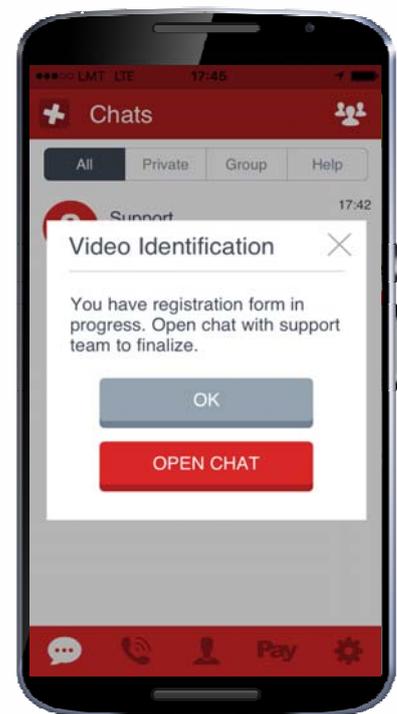
Launch the application.
You will see a pop-up window inviting you to open chat and proceed with video identification. Press «Open Chat» to initiate the process.

In case you denied the initiation by clicking «OK» in the pop-up window above, please click on Contacts («head-like» button on the red menu bar),

then Help and finally Video Identification.
You will then proceed to the next stage.

connect.dukascopy.com

chat

In the chat you can inform Dukascopy that you are ready to start. Afterwards, please wait for our employees to proceed.

Through the chat, you may also request to be contacted in a language of your preference.

In order to pick up the call from Dukascopy, click the green button on your left hand side.

video identification

By clicking „Start" you may now connect

with our employees and begin

the Video Identification.