

# The Stock Market Game™



## FAQ's from the Help Desk ( "Dear SMG, . . . " )

The following are typical questions submitted each semester by teachers new to The SMG Program. Often, these questions are first posed to the teacher by the students. Key to asking a question is to provide *all* the information available to assist your SMG coordinator in obtaining the most accurate answer to your question or problem. Sometimes information you don't think to be relevant, is!

To submit a question, you can e-mail your SMG coordinator directly or use the online **Help Desk** function found in **Manage Student Portfolios** section of the Teacher Support Center. The latter provides the best system of posing a question and receiving an accurate answer. No matter which method you use, you must provide the team ID when you pose the question. Passwords are not needed.

Q: "I can't seem to log on to the SMG website. What is wrong?"

A: First, what time of day did you attempt to log on? Exactly what message did you get?

Night access is not recommended due to the nightly portfolio update programming. It is best to access the system between 7:00 a.m. and 10:00 p.m. CT.

Are you or the team using the current password for that account? If a team can't recall their current password, your SMG coordinator can resend your ID and password list to you via e-mail. Just place the request by e-mail directly, or through a request in the Teacher Support Center. Passwords are never e-mailed to students. Teachers need to place this request.

Q: Team IL\_2\_ZZ1489 bought 500 shares of COST yesterday and got the wrong price. The stock closed at \$24 per share but the portfolio says they paid \$24.48 per share. Can you fix this?

A: The *Transaction History* report shows the actual stock price at the time of the trade in the **Cost/Share** column. The *Account Holdings* report shows the net price (price per share plus the 2% broker's fee) in the **Net Cost/Share** column. Click on the yellow **Help** icon in the blue Trading tab for a description of items on the screen being viewed.

Q: Team IL\_2\_A27 sold 1000 shares HOW on Monday, but Tuesday the portfolio shows 2000 shares in *Account Holdings*. How did this happen?

A: The stock experienced a 3:1 stock split while they were holding it, but the additional shares did not get credited to the account until after the stock was sold.

View the *Transaction History* report for an accounting of the additional split shares being credited to the portfolio account.

Q: "Team IL\_2\_ZZ802 has three stocks in their portfolio they never bought, POP, BUZZ and UGH. According to the *Transaction Notes* page, these stocks were purchased between 23:25 and 23:35 on Feb. 22. The team says they didn't buy these stocks and I would like you to remove them from their portfolio."

A: Trades cannot be deleted from the portfolio. Teams must be cautious about revealing the combination of ID and password to non-team members. Anyone can place a trade as long as they have that combination. If the team thinks a non-team member placed trades for them, they should immediately change the password and keep it confidential. Then, they should research and evaluate the newly-added stocks to determine their course of action.

Additionally, the team needs to look within. Is one member acting individually instead of being team-minded? The time stamps in *Transaction Notes* are Eastern Time, so these questionable trades were placed at 10:25 p.m. If the team as a whole feels a team member is acting individually, they should meet and set some rules – trades should be entered only by consensus, for example; one person volunteers to enter specific trades, either from school or home.

Is there a pattern of date and time stamps, giving a clue that the same person is logging in at the same time of the day and making trades – some at the wishes of the team, and perhaps some not?

Q: Team IL\_2\_A309 bought 200 shares of HUUH on 2/23. On 3/15 they tried to sell it and got the message, "Ticker Not Found." How can they sell this stock?

A: Teams should continually research companies in their portfolio. Perhaps HUUH was acquired by another company – or it might have moved to another exchange. If a Nasdaq stock (commonly 4 or 5 symbols) moves to the NYSE, it will have to change the symbol, as NYSE symbols are only 3 letters. Does a new stock appear in *Account Holdings* that they don't remember purchasing? Did the originally purchased stock (ticker symbol) disappear from *Account Holdings*? Could this be the result of an acquisition of HUUH by another company?

Q: Team IL\_2\_ZZ 38 tried to buy LIM yesterday. They entered a *Limit* order, putting a price limit of \$32.50 on the transaction. The price dropped to \$31.75 during the day, so why didn't the purchase go through?

A: If your team is receiving real-time pricing, the limit is only effective for the real-time price at the moment the trade is submitted. Because the price quotes students can request are only delayed by 20 minutes, they will have a very good idea of the real-time price for their stock trade. Teams should think carefully about the wisdom of using Limit prices on trades in The SMG Program's simulation.