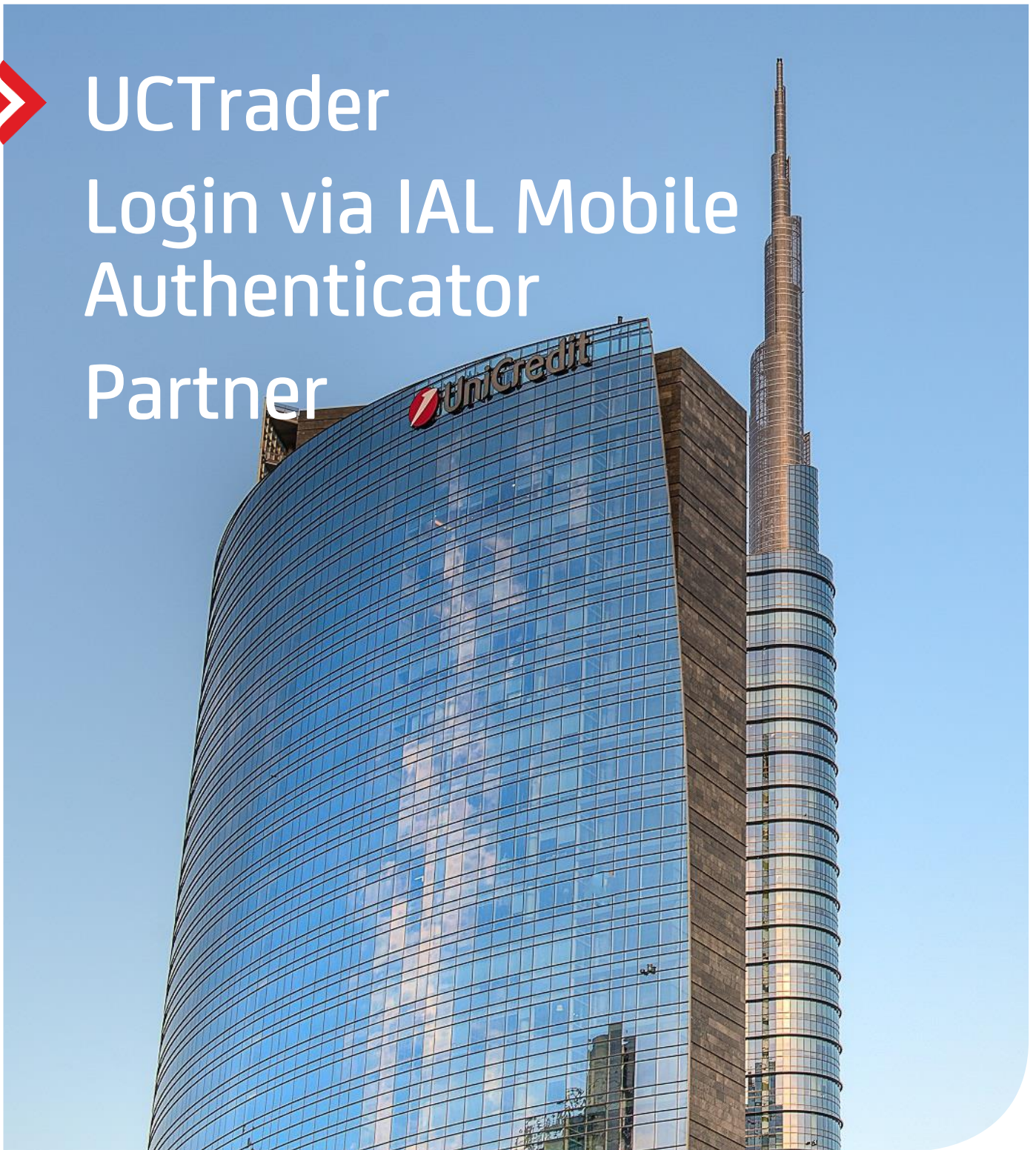# UCTrader
Login via IAL Mobile Authenticator
Partner

Client Risk Management

UCTrader

User Guide: IAL Mobile Authenticator Login for Partner and FAQ
June 2024

unicreditgroup.eu/clientsolutions

UniCredit

Contents

1. Login via IAL Mobile Authenticator

1.1 IAL MOBILE AUTHENTICATOR INSTALLATION

1. Download and install the **"UniCredit Authenticator"** application from the official store of your smartphone:

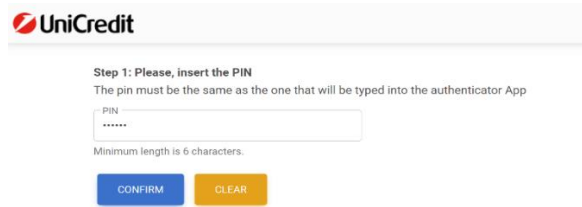## 1.2 IAL MOBILE AUTHENTICATOR ENROLMENT

1. If starting the IAL Mobile Authenticator for the first time, please accept the Terms and Conditions

2. Click here to start the enrolment procedure: link

3. If a password was already configured for the authentication via Mail and SMS OTP enter the password and click on "Login", otherwise click on "Forgot your Password?" and follow the instruction for the first password configuration. Insert Username and password and click on "Login":

4. Insert the OTP received on your registered mail address and click on "Verify":

5. Insert the pin (**N.B.:** actually the PIN allow only digits) that will be used in the app for OTP generation and click on "CONFIRM":
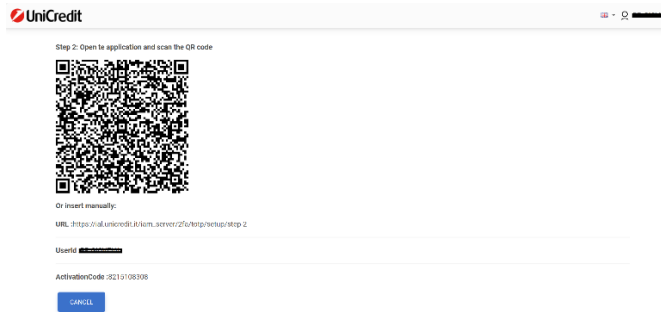

6. On your screen, you will see a QR code and the info needed in case you prefer to register manually your account on the app:
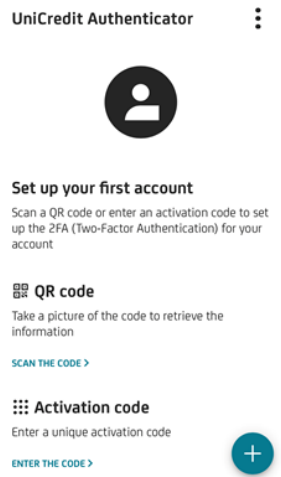
7. Open the "Unicredit Authenticator" app and choose if you prefer to register the account via QR code or manually:

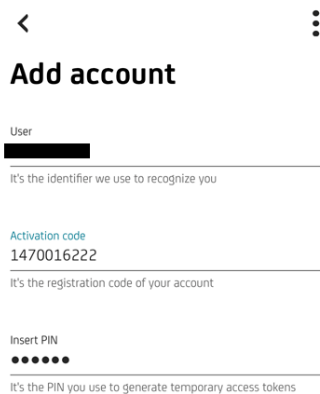8. Choosing the QR code, it will be required to enter in addition the PIN configured at point 5 and click on "Add account":

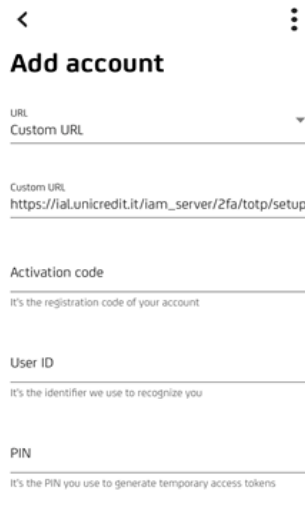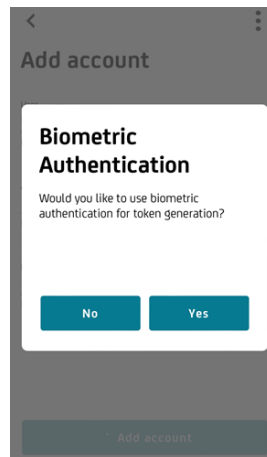9. Choosing the manual insertion, it will be required to insert URL and activationCode showed on screen and the PIN configured at point 5 and click on "Add account":

10.   Enrolment procedure is completed:
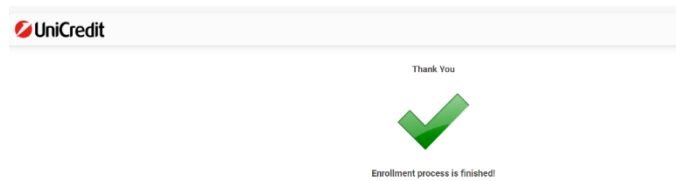
11.   App will require if you want to activate also the Biometric Authentication, if you click on "Yes", you can register your fingerprint:
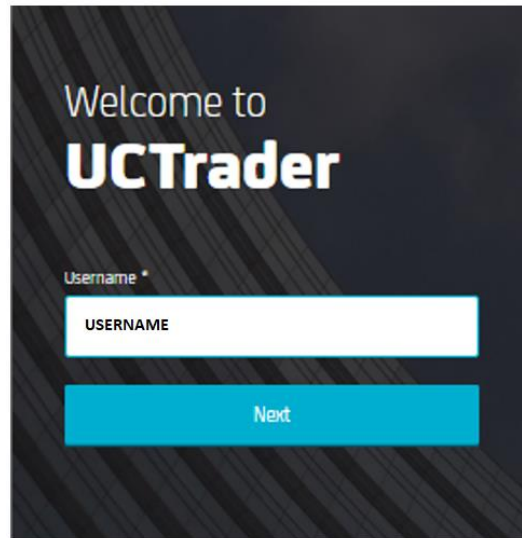

12.   App is now ready for the login.

1.3 LOGGING IN TO UCTRADER

To access UCTrader:

1. Open the UCTrader link (https://uctrader.unicreditgroup.eu/auth/login)
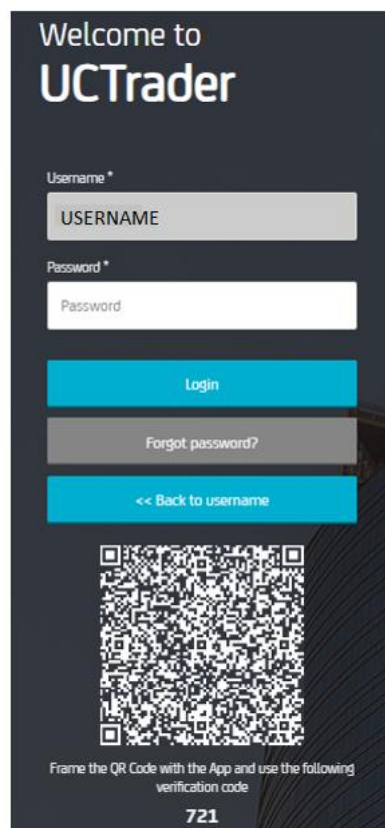
2. Type the **Username** and click 'Next'

3. Enter your password in UCTrader and click on "Login":
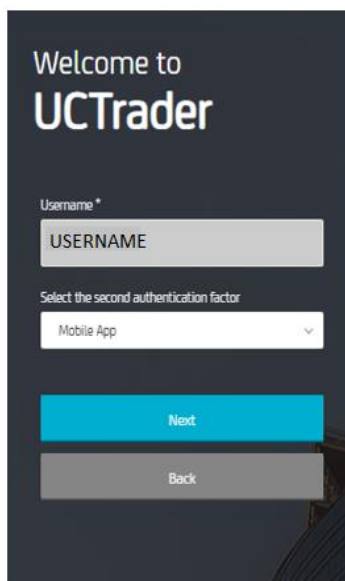
4. From the dropdown menu, select "Mobile App" and click on "Next":
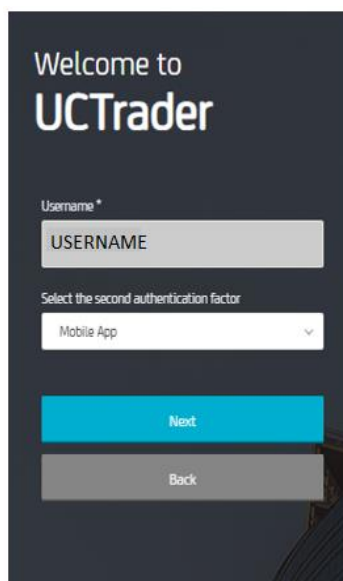
5. Open your "Unicredit Authenticator" Application, enter your PIN or use your fingerprint to generate the Passcode, insert it in UCTrader and click on "Login":

1.4 LOGGING IN TO UCTRADER VIA QR CODE

To access UCTrader via QR Code:

1. Open the UCTrader link (https://uctrader.unicreditgroup.eu/auth/login)

2. Type the **Username** and click 'Next'
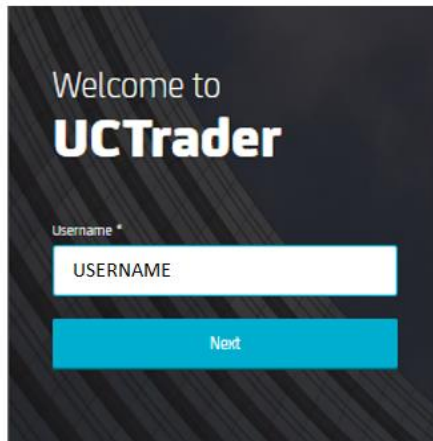
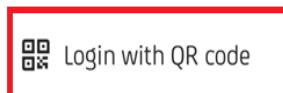3. Open the "UniCredit Authenticator" app and click "Login with QR code":
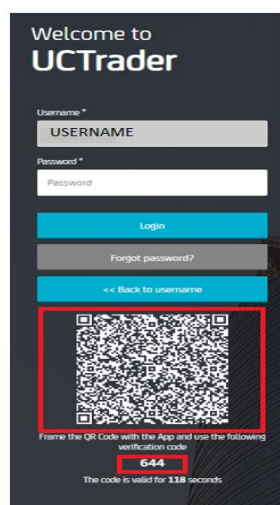

4. Scan the QR code and select the correct verification code showed on your screen:

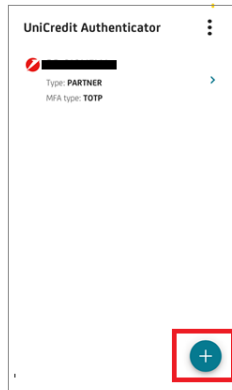5. You will be automatically logged in.

2. FAQ

2.1 LOCKED ACCOUNTS

UCTrader will lock your account after five failed login attempts. It will be automatically unlocked after 10 minutes.
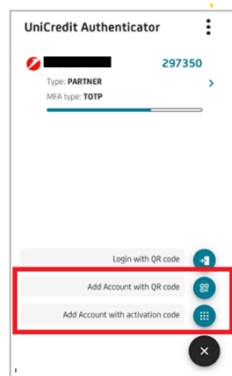
2.2 ADD NEW ACCOUNT

If you want to add and additional account on your device

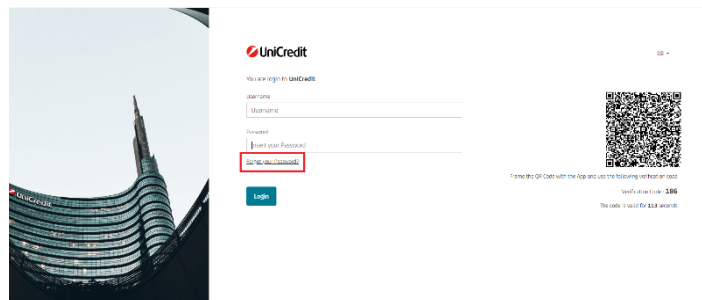1. Click on the "+" button on the bottom right corner:

2. Choose if you prefer to use the QR code or insert manually the info, then follow instruction at paragraph 1.2.
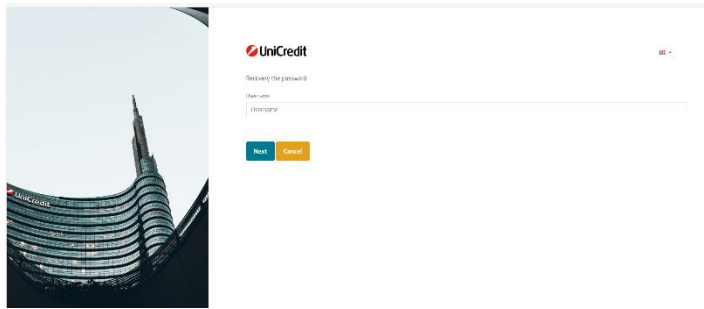

2.3 RESET PASSWORD
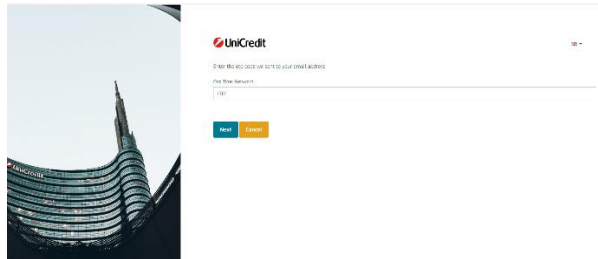
If you want to reset your password:

1. open enrolment page with following [link](#)

2. click on "Forgot your password?"
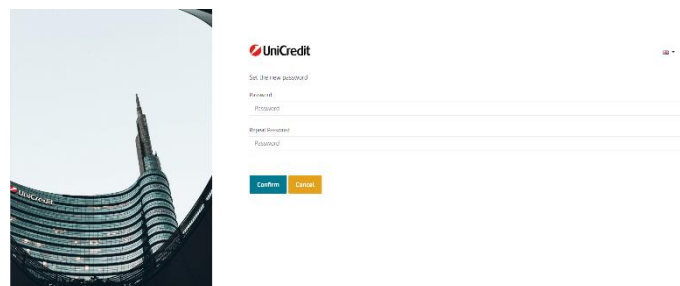
3. insert your username and click on next:

4. Enter the OTP received via mail and click on "next":

5. Set and repeat the new password and click on "Confirm". Please note that password must comply with following policies:
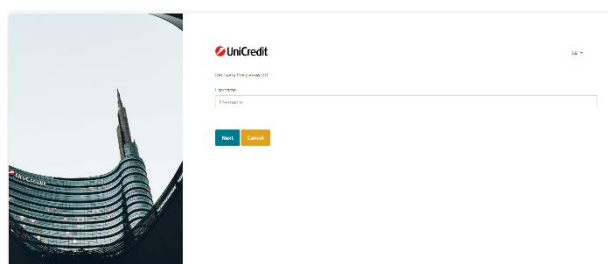   - At least one upper case letter
   - At least one number
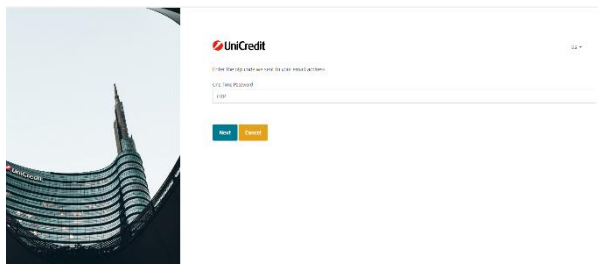   - At least one special character
   - Minimum length of 8 characters

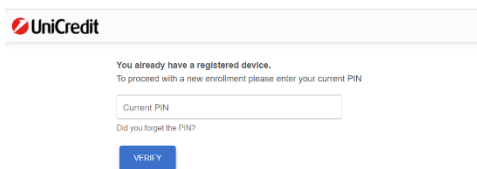

2.4 RESET PIN

If you want to reset your PIN:

1. open enrolment page with following [link](#)
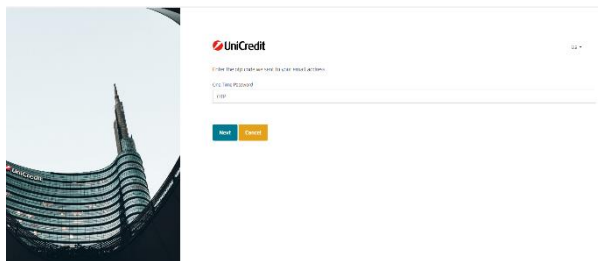2. insert your username and password and click on "Next":

3. Enter the OTP received via mail and click on "Next":

4. Click on "Did you forget the PIN?":

5. Enter the OTP received via mail (if you provided also your phone number, you can choose to receive it with SMS) and click on "Next"

6. Insert the pin (**N.B.:** actually the PIN allow only digits) that will be used in the app for OTP generation and click on "CONFIRM":

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Client Solutions

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