

# UCTrader Login via CA Hard Token

UCTrader

User Guide: CA Hard Token Login and FAQ

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Banking that matters.



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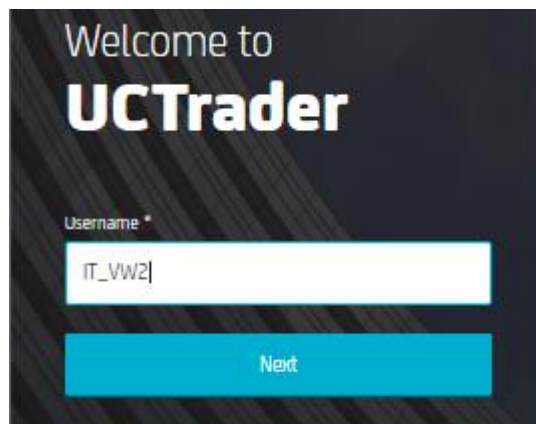
# 1 Login via CA Hard Token

## 1.1 First Time Setup

Your Welcome Email contains your UCTrader user name, as well as a link to complete your enrolment if you also wish to use CA Mobile OTP to generate your one time passcodes.

To access UCTrader for the first time:

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



>Welcome to  
**UCTrader**

Username \*

IT\_VW2

Next

3. Generate a new **Passcode** on the physical token
4. Enter the **Passcode** in UCTrader and click 'Login'

# Welcome to UCTrader

As this is your first time accessing our platform, please follow the below steps to create a password for next login.

- Please enter the Passcode generated from you CA Token
- Define your Password ([Password Policy](#)) and Confirm Password
- You will be logged into UCTrader

Username

Passcode \*

Login

<< Back to Username

5. Choose a personal **Password** (Please note that this password will be needed for future logins along with the token generated **Passcode**)

The password must follow the defined policy in terms of length, numbers and special characters.

# Welcome to **UCTrader**

Please set your "Password"

Username

IT\_VW2

Choose your "Password" \*

Choose your "Password"

Confirm your "Password" \*

Confirm your "Password"

Confirm Password

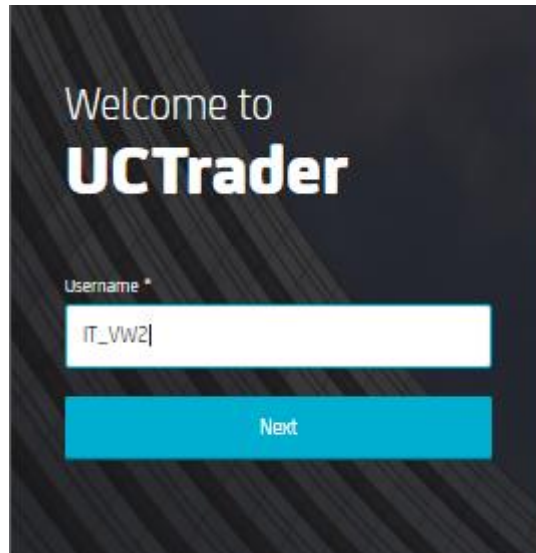
<< Back to Username

6. Click 'Confirm Password'

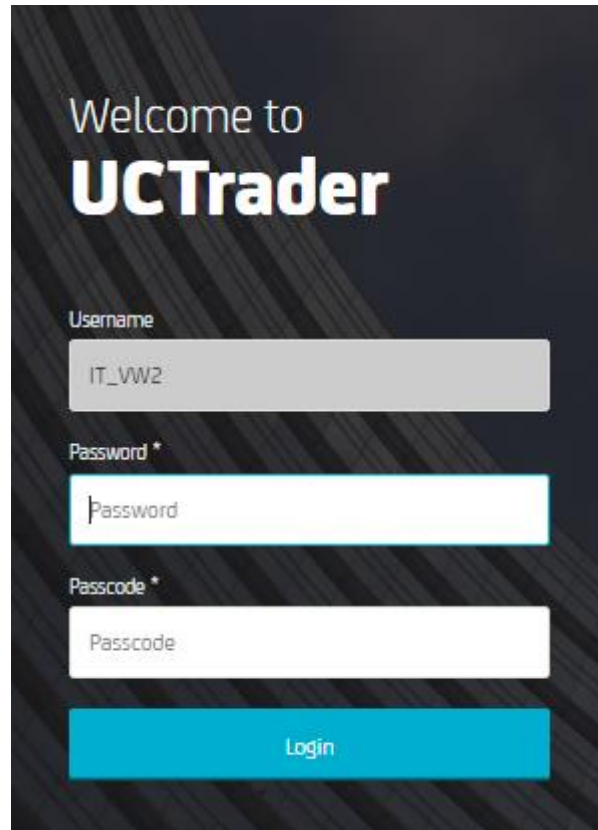
## 1.2 Logging In to UCTrader

To access UCTrader after the first login:

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

The image shows a login screen for UCTrader. The background is dark with diagonal lines. At the top, it says "Welcome to UCTrader" in white text. Below that, there is a label "Username \*" in a small font. Underneath the label is a white text input field containing the text "IT\_VW2". Below the input field is a blue button with the word "Next" written in white.

3. Enter the personal **Password** (chosen at first login)
4. Generate a new **Passcode** on the physical token
5. Enter the **Passcode** in UCTrader



Welcome to  
**UCTrader**

Username  
IT\_VW2

Password \*  
Password

Passcode \*  
Passcode

Login

6. Click 'Login'

## 2 FAQ

### 2.1 Locked Accounts

Your account can be locked for two reasons:

1. The personal **Password** entered was entered incorrectly three consecutive times

If an account is locked due to a wrong password please reach out to your Sales representative.

2. The hard token **Passcode** was entered incorrectly three consecutive times

Where the wrong password is entered too many times please wait for 10 minutes. At that point the account will be automatically unlocked and you may try again.

### 2.2 Forgotten Password

If you forget your **Password** please reach out to your Sales representative.

### 2.3 Lost Token

If you lose their token please immediately contact your Sales representative and your account will be locked. Your representative will also arrange for delivery of a new token.