

UCTrader Login via SMS

UCTrader

User Guide: SMS Login and FAQ

February, 2021

Banking that matters.



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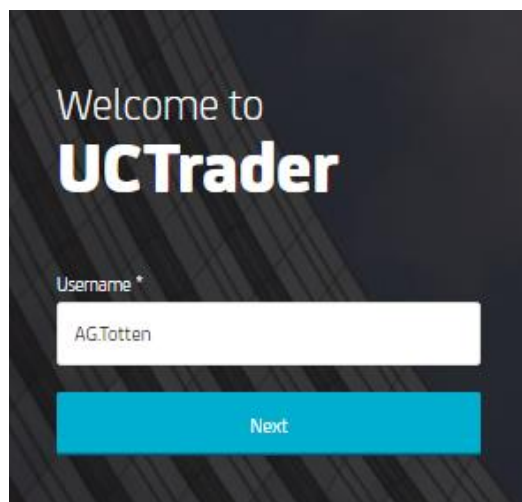
1 Login via SMS

1.1 First Time Setup

Your Welcome Email contains your UTrader 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 UTrader using SMS authentication for the first time:

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



3. An automatic SMS is sent to your configured phone number with the **Passcode** to be used for login



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 SMS logins.


- Firstly, please enter the SMS Passcode we have just sent you below
- Define your Password ([Password Policy](#)) and Confirm Password
- You will be logged into UCTrader

Username

Passcode *

Login

 Your Passcode was sent to your registered mobile number

Re-Send Passcode via SMS  52

<< Back to Username

Welcome to
UCTrader

Please set your "Password"

Username

AG.Totten

Choose your "Password" *

Choose your "Password"

Confirm your "Password" *

Confirm your "Password"

Confirm Password

<< Back to Username

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

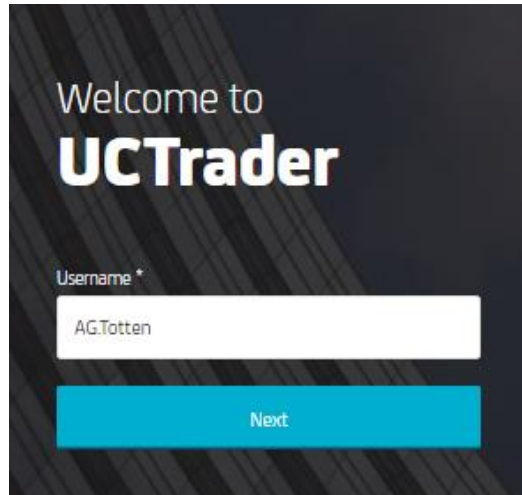
The password must follow the defined policy in terms of length, numbers and special characters.

6. Click 'Confirm Password'

1.2 Logging In to UCTrader

To access UCTrader after completing the enrolment steps:

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

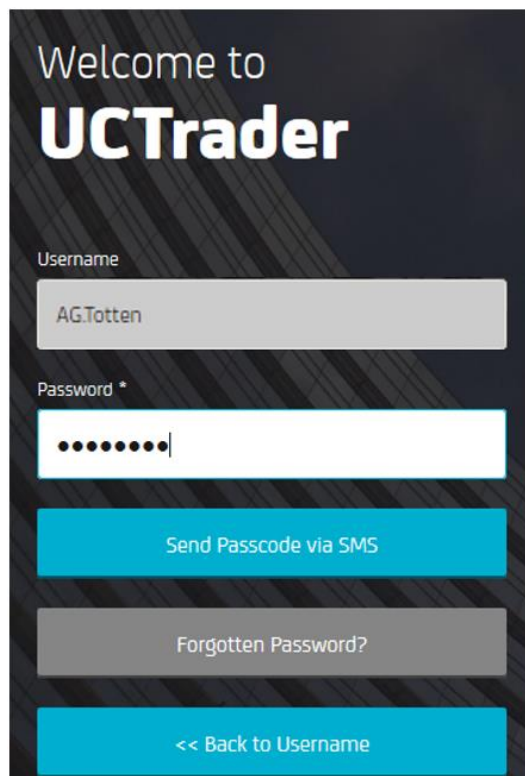


>Welcome to
UCTrader

Username *

Next

3. Enter your personal **Password** (chosen at [first login](#))



>Welcome to
UCTrader

Username

Password *

Send Passcode via SMS

Forgotten Password?

<< Back to Username

4. Click on the button '**Send Passcode via SMS**'
5. Enter the **Passcode** in the SMS
6. Click 'Login'

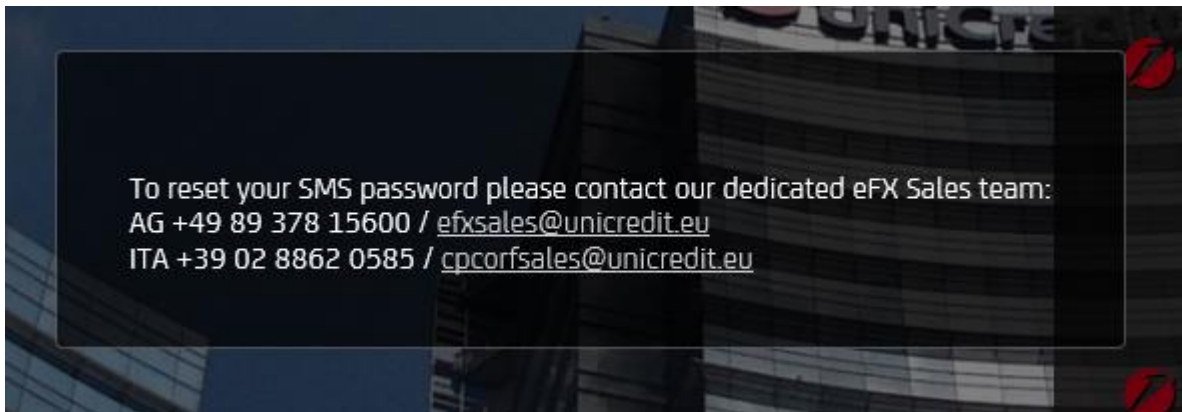
2 FAQ

2.1 Locked Accounts

Your account can be locked for two reasons:

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

If your account is locked please reach out to your Sales representative.



2.2 Forgotten Password

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

2.3 Changed Phone Number

If you wish to change your phone number please reach out to your Sales representative.

2.4 SMS Did Not Arrive

Due to the nature of global telecom networks, from time to time SMS messages can be delayed. If you do not receive an SMS passcode, please contact your sales representative.

After 60 seconds you can request a new SMS passcode, however please note that in this case if the original SMS is delayed and arrives later the system will not accept the passcode contained within, and this may cause your account to be locked. UCTrader will only accept the most recent sent passcode.