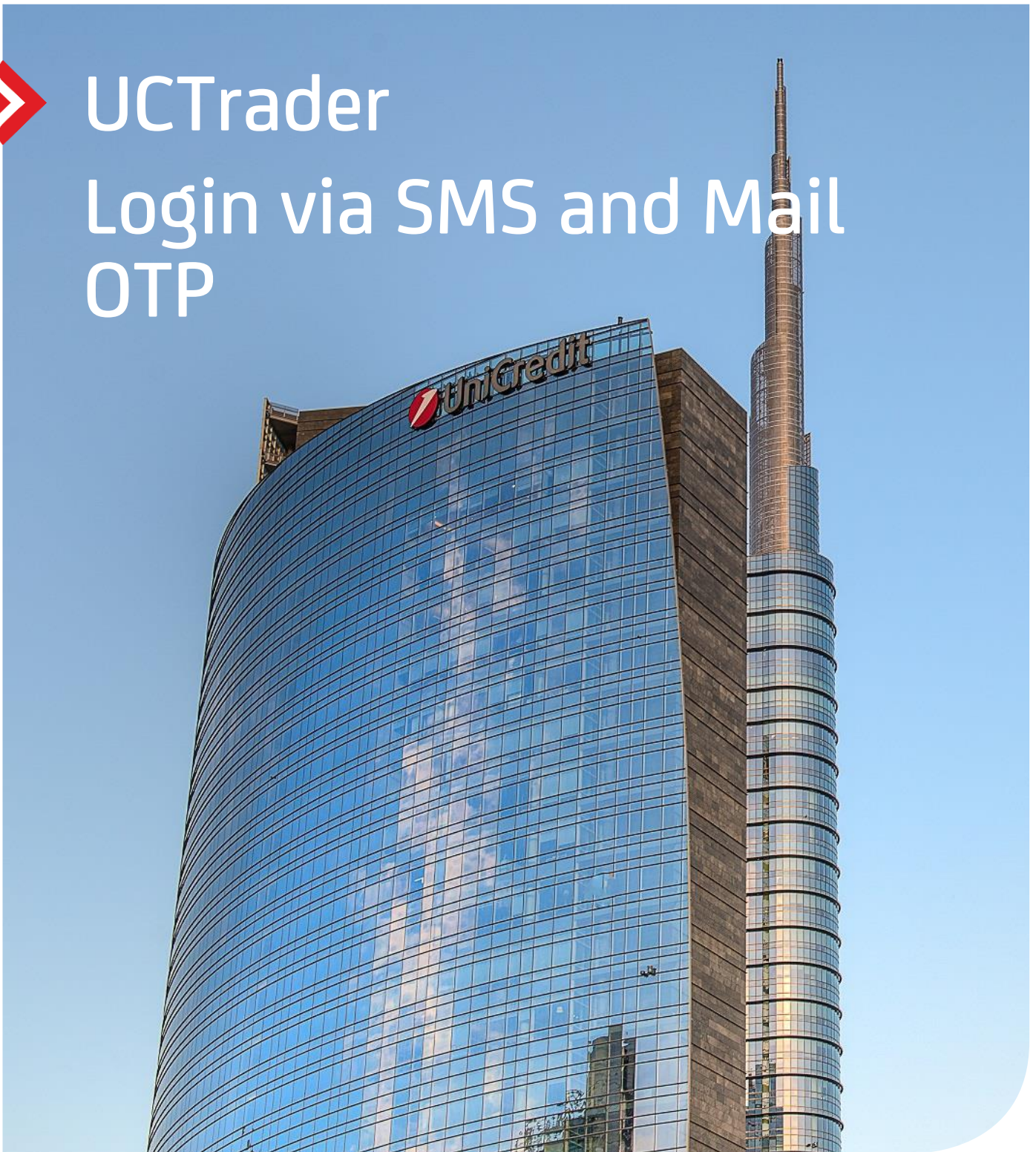




# UCTrader

## Login via SMS and Mail OTP



**Client Risk Management**

# UCTrader

User Guide: IAL SMS and MAIL OTP Login and FAQ  
February 2024

[unicreditgroup.eu/clientsolutions](https://unicreditgroup.eu/clientsolutions)



# Contents

<b>1. LOGIN VIA SMS AND MAIL OTP</b>	<b>3</b>
1.1 FIRST TIME SETUP	3
1.2 LOGGING IN TO UCTRADER	6
<b>2. FAQ</b>	<b>9</b>
2.1 LOCKED ACCOUNTS	9
2.2 FORGOTTEN PASSWORD	9
2.3 CHANGED PHONE NUMBER	9
2.4 SMS DID NOT ARRIVE	9

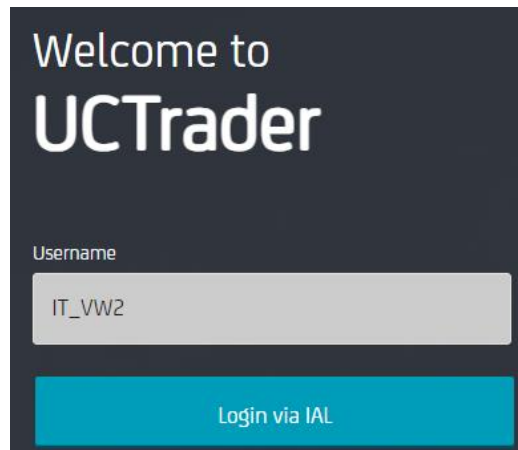
# 1. Login via SMS and Mail OTP

## 1.1 FIRST TIME SETUP

Your Welcome e-mail contains your UCTrader user name, as well as a link to complete your enrolment if you also wish to use IAL Mobile APP for authentication via QR code.

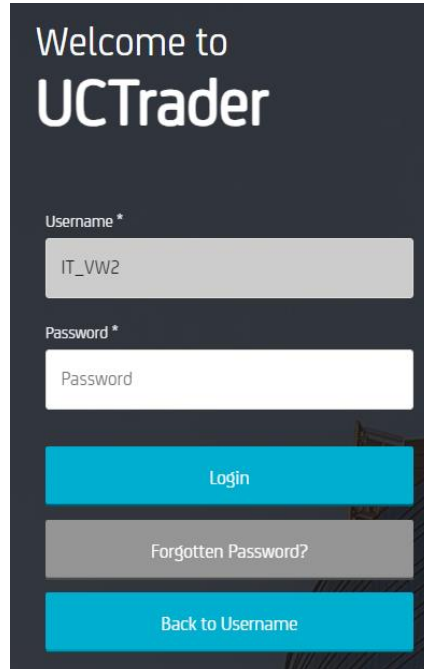
To access UCTrader using IAL SMS and MAIL authentication for the first time:

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



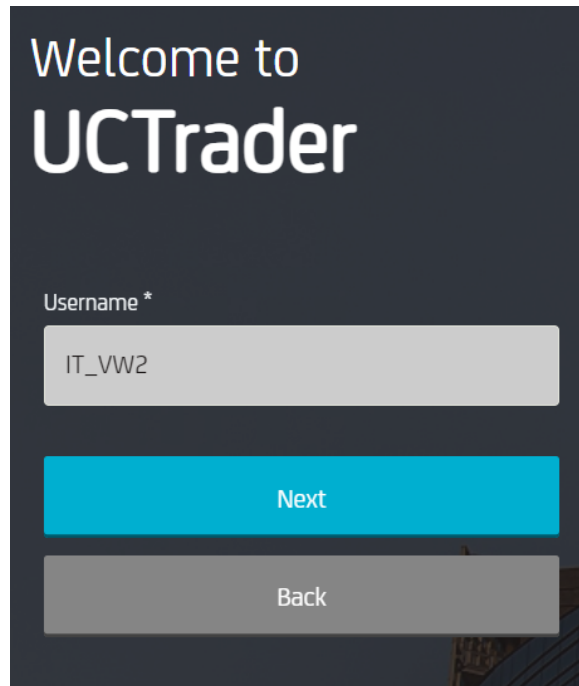
The screenshot shows a dark-themed login page titled 'Welcome to UCTrader'. Below the title is a 'Username' label and a text input field containing 'IT\_VW2'. At the bottom of the form is a large blue button labeled 'Login via IAL'.

3. Click on 'Forgotten Password?'



The screenshot shows the same 'Welcome to UCTrader' login page. In addition to the 'Username' field (containing 'IT\_VW2') and the 'Login' button, there is now a 'Password \*' label and a 'Password' text input field. Below the 'Login' button are two more buttons: a grey button labeled 'Forgotten Password?' and a blue button labeled 'Back to Username'.

4. And then click on 'Next':



Welcome to  
**UCTrader**

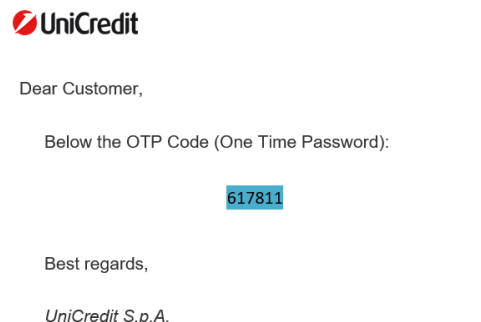
Username \*

IT\_VW2

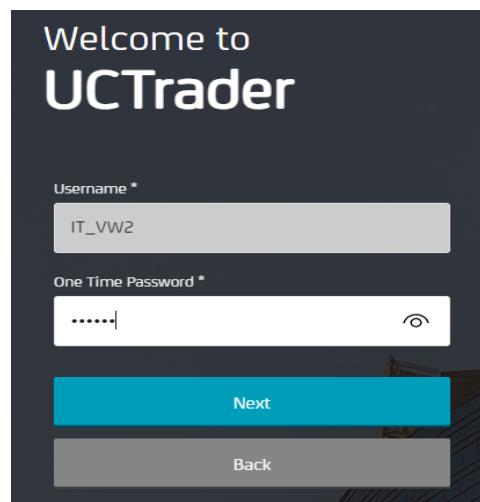
Next

Back

5. An automatic mail is sent to your configured mail address with the **Passcode** to be used for first configuration:



6. Insert the OTP code received via mail and click on 'Next':



Welcome to  
**UCTrader**

Username \*

IT\_VW2

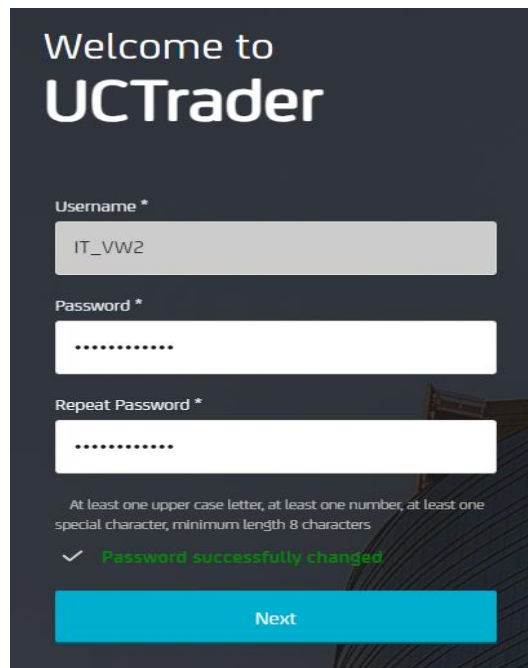
One Time Password \*

.....|

Next

Back

7. Enter the chosen password taking care to respect the policy and confirm it, then click on "Next":



Welcome to  
**UCTrader**

Username \*

Password \*

Repeat Password \*

At least one upper case letter, at least one number, at least one special character, minimum length 8 characters

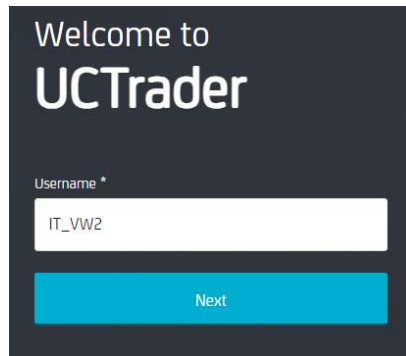
✓ Password successfully changed

Next

## 1.2 LOGGING IN TO UCTRADER

To access UTrader after completing the enrolment steps:

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

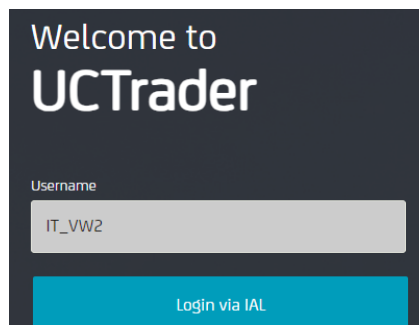


>Welcome to  
**UCTrader**

Username \*

Next

3. Click 'Login via IAL':

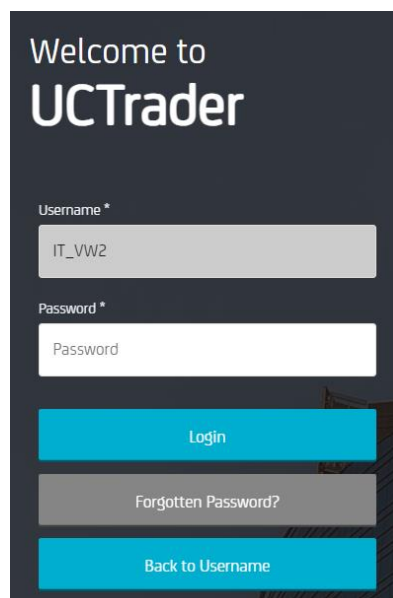


>Welcome to  
**UCTrader**

Username

Login via IAL

4. Enter the password configured and click on 'Login':



>Welcome to  
**UCTrader**

Username \*

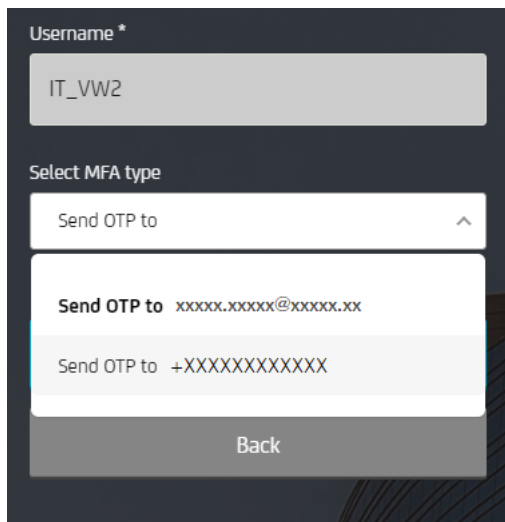
Password \*

Login

Forgotten Password?

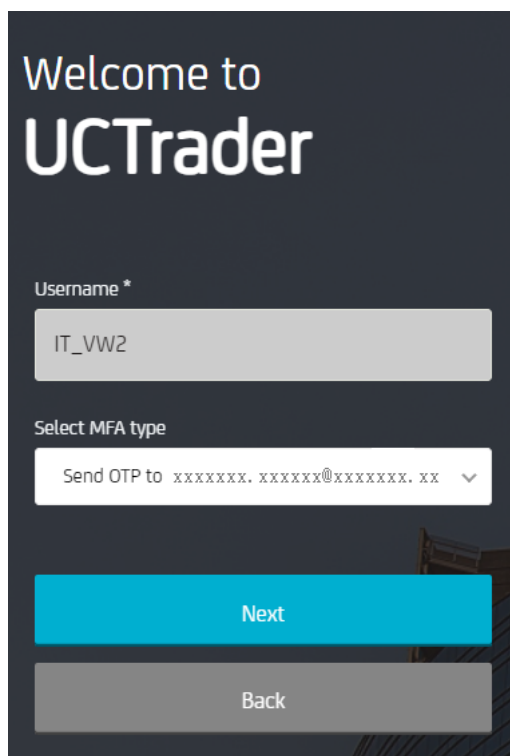
Back to Username

5. From the drop-down menu, you can choose whether to receive the OTP via SMS or email:



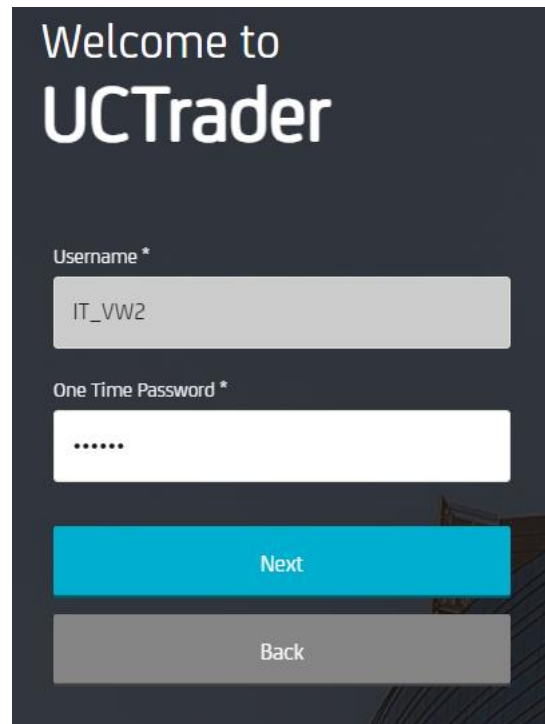
The screenshot shows a dark-themed mobile interface. At the top, there is a label 'Username \*' above a text input field containing 'IT\_VW2'. Below this is a label 'Select MFA type' above a white dropdown menu. The dropdown menu is open, showing two options: 'Send OTP to xxxxx.xxxxx@xxxxx.xx' and 'Send OTP to +XXXXXXXXXXXX'. A 'Back' button is located at the bottom of the screen.

6. Choose the desired method and click on 'Next':



The screenshot shows the same dark-themed mobile interface as the previous one. The dropdown menu is now closed, and the selected option 'Send OTP to xxxxxxx. xxxxxxx@xxxxxxxx. xx' is visible. Below the dropdown menu, there are two buttons: a prominent cyan 'Next' button and a grey 'Back' button below it.

7. Enter the OTP received via SMS or mail and click on 'Login':



Welcome to  
**UCTrader**

Username \*

One Time Password \*

Next

Back



# 2. FAQ

## 2.1 LOCKED ACCOUNTS

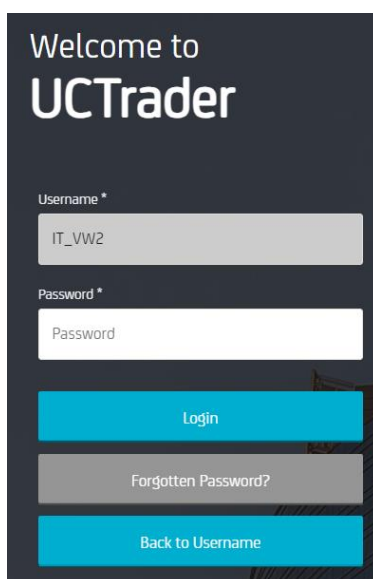
Your account can be locked for two reasons:

1. The **Password** was entered incorrectly five consecutive times
2. The **OTP** was entered incorrectly five consecutive times

The account will be automatically unlocked after 10 minutes.

## 2.2 FORGOTTEN PASSWORD

If you forget your **Password** you can reset it with 'Forgotten Password?' procedure and follow steps as paragraph 1.1:



Welcome to  
**UCTrader**

Username \*  
IT\_VW2

Password \*  
Password

Login

Forgotten Password?

Back to Username

## 2.3 CHANGED PHONE NUMBER

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

## 2.4 SMS OR MAIL 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 the SMS or MAIL passcode, please contact your sales representative.

After 60 seconds you can request a new MAIL or SMS passcode, however please note that in this case if the original OTP 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 OTP.**