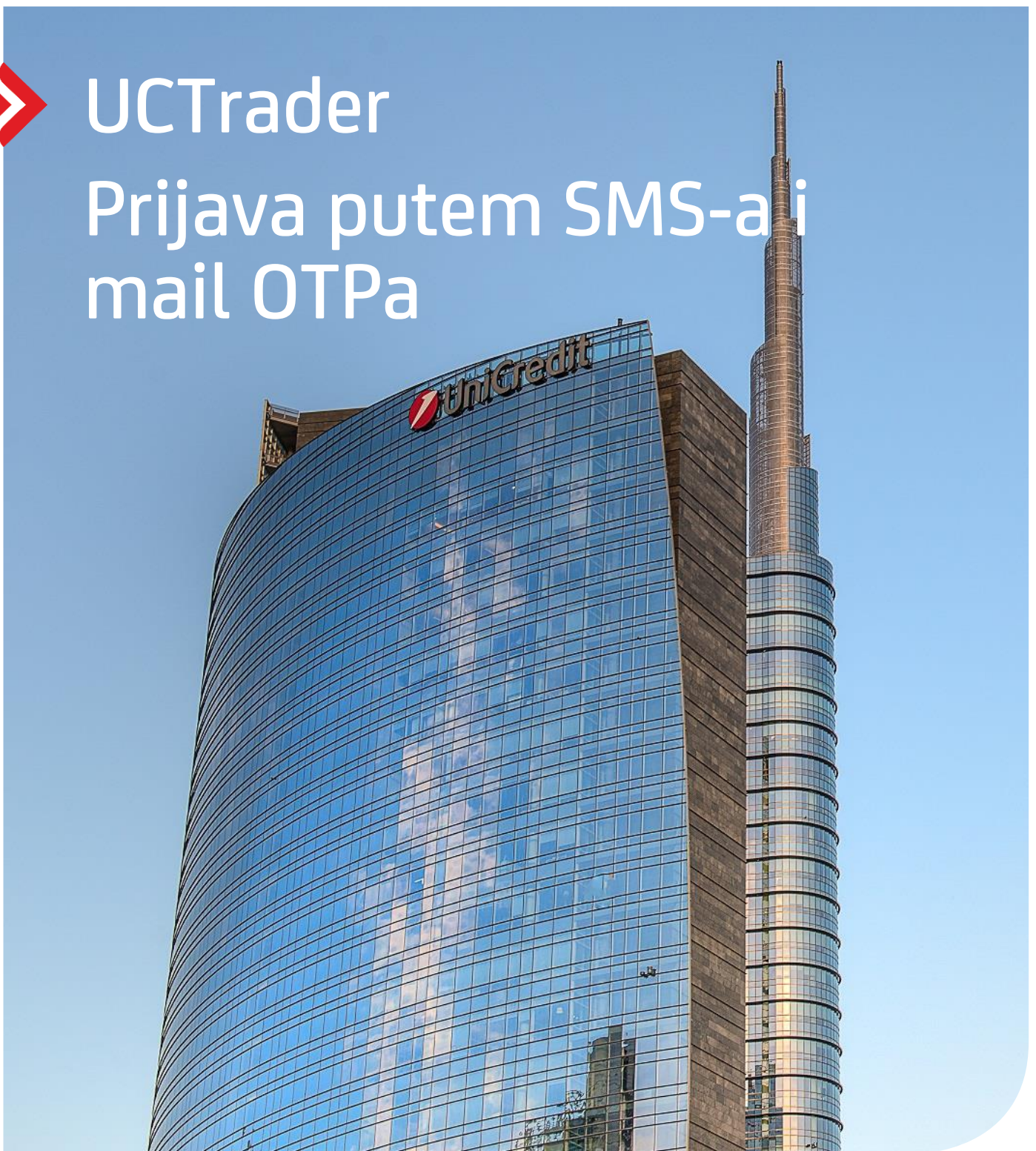




# UCTrader

## Prijava putem SMS-a i mail OTPa



## UCTrader

Uputa za korisnike: IAL SMS i MAIL OTP prijava & Često postavljana pitanja  
veljača 2024

# Sadržaj

<b>1. Prijava putem SMS-a i mail OTPa</b>	<b>3</b>
1.1 Upute za prvo korištenje	3
1.2 Prijava na UCtrader platformu	6
<b>2. Često postavljana pitanja</b>	<b>9</b>
2.1 Račun je zaključan?	9
2.2 Zaboravili ste lozinku?	9
2.3 Promijenili ste telefonski broj	9
2.4 Niste dobili SMS	9

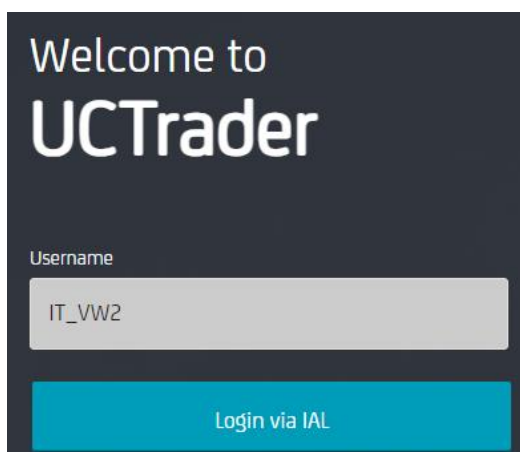
# 1. Prijava putem SMS-a i Mail OTP-a

## 1.1 UPUTE KOJE TREBA SLIJEDITI PRILIKOM PRVOG KORIŠTENJA

U poruci dobrodošlice (Welcome E-mail) dobili ste korisničko ime za pristup platformi UTrader te poveznicu na stranicu za registraciju ako želite koristiti mobilnu aplikaciju CA Mobile OTP za generiranje vaših jednokratnih zaporki.

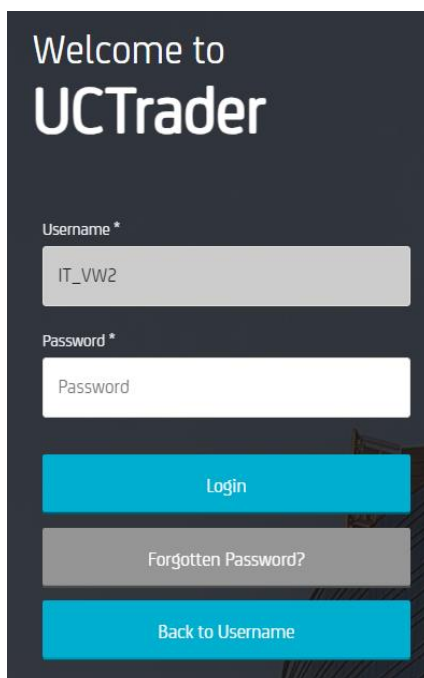
Kako biste po prvi put pristupili platformi UTrader, slijedite niže navedene korake:

1. Otvorite poveznicu na platformu UTrader (<https://uctrader.unicreditgroup.eu/auth/login>)
2. Unesite korisničko ime (Username) and kliknite na 'Login via IAL' (korak nije potreban ako je omogućen samo za IAL autentifikaciju):



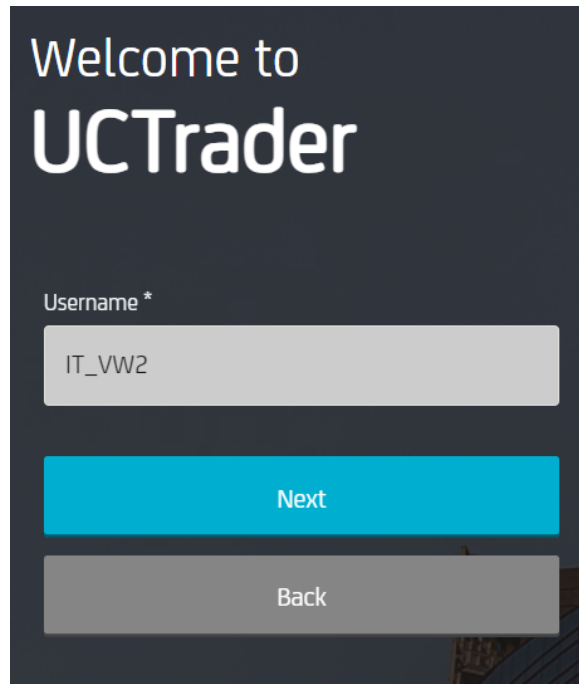
The screenshot shows a dark-themed login interface for UTrader. At the top, it says 'Welcome to UTrader'. Below that is a 'Username' label and a text input field containing 'IT\_VW2'. At the bottom, there is a prominent blue button labeled 'Login via IAL'.

3. Kliknite na "Zaboravljena lozinka?" ('Forgotten Password?')



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

4. Zatim kliknite na 'Nastavi' (Next):



Welcome to  
**UCTrader**

Username \*

IT\_VW2

Next

Back

5. Automatski mail je poslan na vašu mail adresu sa lozinkom (Passcode) koja se koristi za prvu konfiguraciju:



Dear Customer,

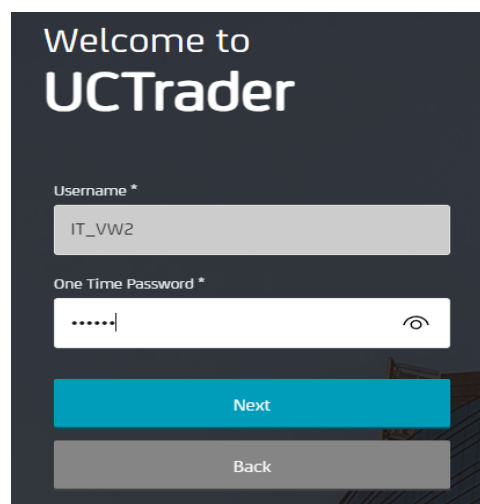
Below the OTP Code (One Time Password):

617811

Best regards,

*UniCredit S.p.A.*

6. Unesite OTP kod zaprimljen putem maila i kliknite na Nastavi ('Next'):



Welcome to  
**UCTrader**

Username \*

IT\_VW2

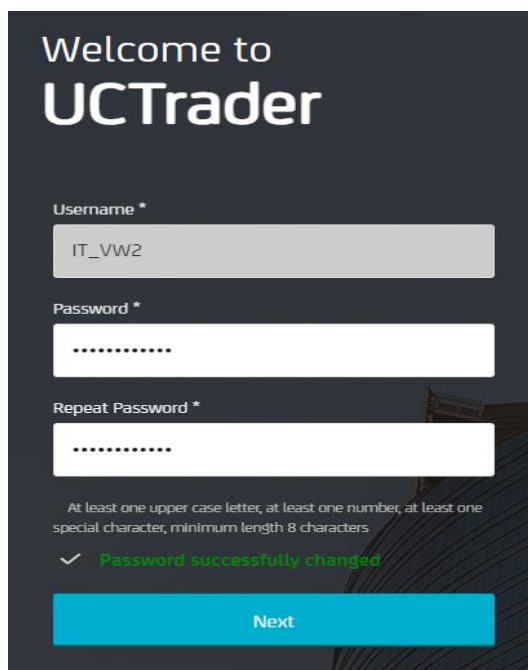
One Time Password \*

.....|

Next

Back

7. Unesite odabranu lozinku vodeći računa o pravilu za lozinku i potvrdite ju, nakon toga kliknite na Nastavi(“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

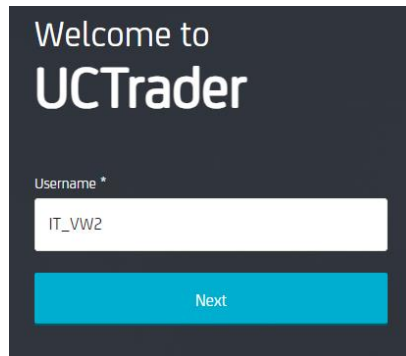
✓ Password successfully changed

Next

## 1.2 PRIJAVA NA PLATFORMU UCTRADER

Kako biste pristupili platformi UTrader nakon prve prijave, slijedite niže navedene korake:

1. Otvorite poveznicu na platformu UTrader (<https://uctrader.unicreditgroup.eu/auth/login>)
2. Unesite vaše korisničko ime (Username) i kliknite Nastavi (Next).

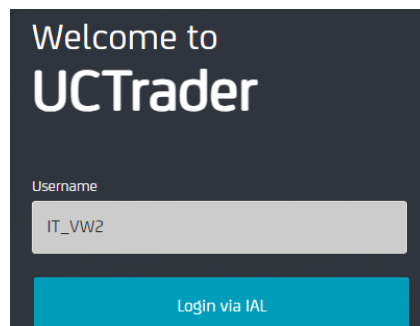


>Welcome to  
**UTrader**

Username \*

Next

3. Kliknite na 'Login via IAL' (korak nije potreban ako je omogućen samo za IAL metodu provjere autentičnosti):

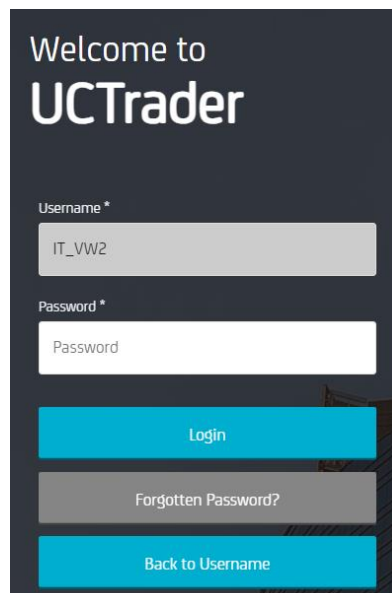


>Welcome to  
**UTrader**

Username

Login via IAL

4. Unesite osobnu lozinku i kliknite 'Login':



>Welcome to  
**UTrader**

Username \*

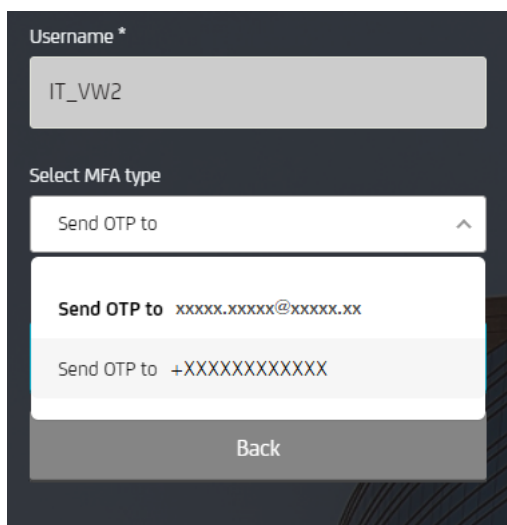
Password \*

Login

Forgotten Password?

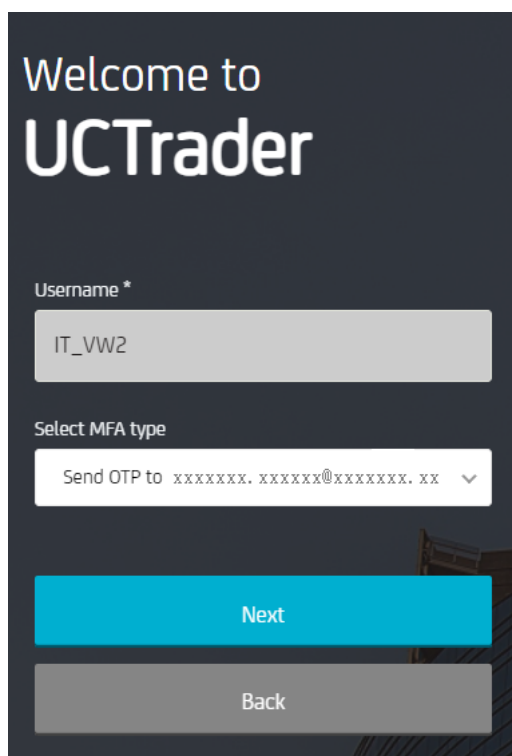
Back to Username

5. Iz padajućeg izbornika možete odabrati želite li primiti OTP putem SMSa ili maila (ako telefonski broj nije konfiguriran jedino je OTP putem maila dozvoljen):



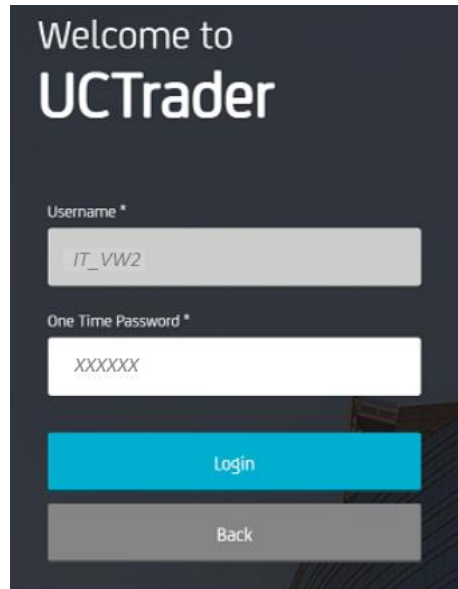
The screenshot shows a dark-themed login interface. At the top, there is a text input field labeled "Username \*" containing the text "IT\_VW2". Below this is a section titled "Select MFA type" with a dropdown menu. The dropdown menu is open, showing two options: "Send OTP to xxxxx.xxxxx@xxxxx.xx" and "Send OTP to +XXXXXXXXXXXX". At the bottom of the form is a "Back" button.

6. Odabariate željeni način i kliknite na Nastavi('Next'):



The screenshot shows the "Welcome to UCTrader" login screen. It features the same "Username \*" field with "IT\_VW2" and the "Select MFA type" dropdown menu. The dropdown menu is now closed, and the selected option is "Send OTP to xxxxxxxx.xxxxxx@xxxxxxxx.xx". Below the dropdown menu, there are two buttons: a prominent cyan "Next" button and a grey "Back" button.

7. Unesite OTP zaprimljen putem SMSa ili maila kliknite na prijava('Login'):



Welcome to  
**UCTrader**

Username \*

One Time Password \*

Login

Back



# 2. Često postavljana pitanja

## 2.1 RAČUN JE ZAKLJUČAN?

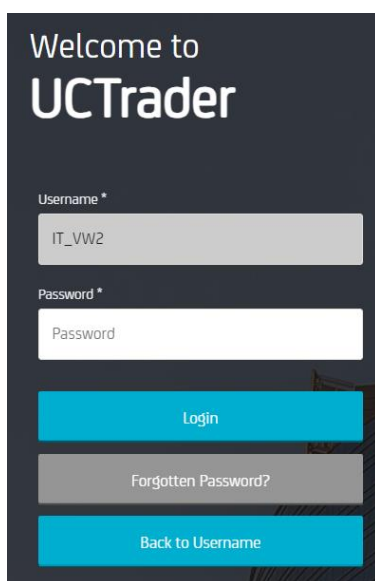
Vaš račun može biti zaključan iz dva razloga:

1. Osobna lozinka (Password) je pet puta uzastopno netočno unesena.
2. Pristupni kod je pet puta uzastopno netočno unesen.

Račun će biti automatski otključan nakon 10 minuta.

## 2.2 ZABORAVILI STE LOZINKU?

Ako ste zaboravili osobnu lozinku (Password) možete ju resetirati postupkom za zaboravljenu lozinku i slijediti korake kao u 1.1.



Welcome to  
**UCTrader**

Username \*  
IT\_VW2

Password \*  
Password

Logjn

Forgotten Password?

Back to Username

## 2.3 PROMIJENILI STE TELEFONSKI BROJ?

Ako želite promijeniti vaš telefonski broj, za pomoć se obratite svojoj Prodaji.

## 2.4 NISTE DOBILI SMS ILI MAIL

Zbog prirode globalnih telekomunikacijskih mreža, s vremena na vrijeme SMS poruke mogu kasniti. Ako ne primite pristupni kod putem SMS-a ili maila, obratite se svojoj Prodaji.

U svakom slučaju, nakon 60 sekundi možete zatražiti novi pristupni kod. Međutim, imajte na umu da, ako prvobitna SMS poruka ili mail kasne te stignu naknadno, sustav neće prihvatiti pristupni kod sadržan u toj poruci, što može rezultirati zaključavanjem vašeg računa. Naime, sustav platforme UCTrader prihvatit će isključivo onaj pristupni kod koji je posljednji upućen.



**UniCredit Bank GmbH**  
Client Solutions



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