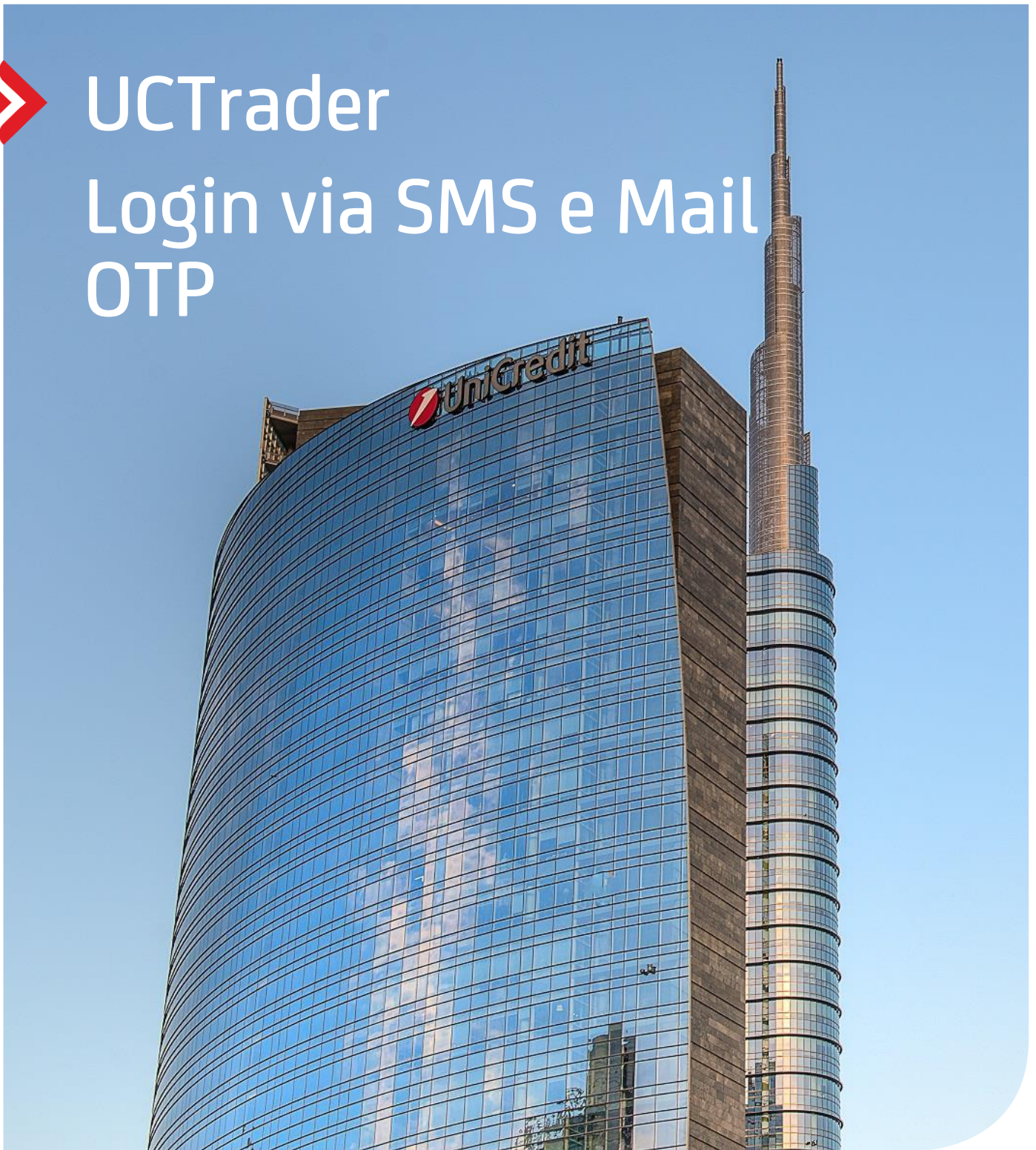




UCTrader

Login via SMS e Mail OTP



Client Risk Management

UCTrader

Guida utente: IAL Login con SMS e MAIL OTP e FAQ
Febbraio 2024

unicreditgroup.eu/clientsolutions



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1. Login con SMS e Mail OTP

1.1 PRIMA CONFIGURAZIONE

La Vostra mail di Benvenuto contiene il Vostro username UCtrader, assieme a Your Welcome e-mail contains your UCtrader user name, ed inoltre un link per completare la Vostra iscrizione nel caso si desidera utilizzare in aggiunta la mobile app per l'autenticazione via QR code.

Per eseguire l'accesso a UCtrader utilizzando l'autenticazione via SMA e MAIL per la prima volta:

1. Aprire il link di UCtrader (<https://uctrader.unicreditgroup.eu/auth/login>)
2. Inserire la propria username e fare click su 'Login via IAL' (step non necessario nel caso si sia abilitati solo per l'accesso tramite IAL):



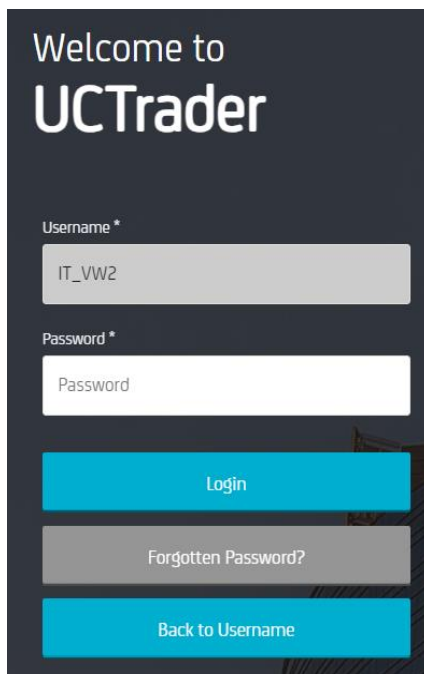
>Welcome to
UCTrader

Username

IT_VW2

Login via IAL

3. Fare click su 'Password dimenticata?'



>Welcome to
UCTrader

Username *

IT_VW2

Password *

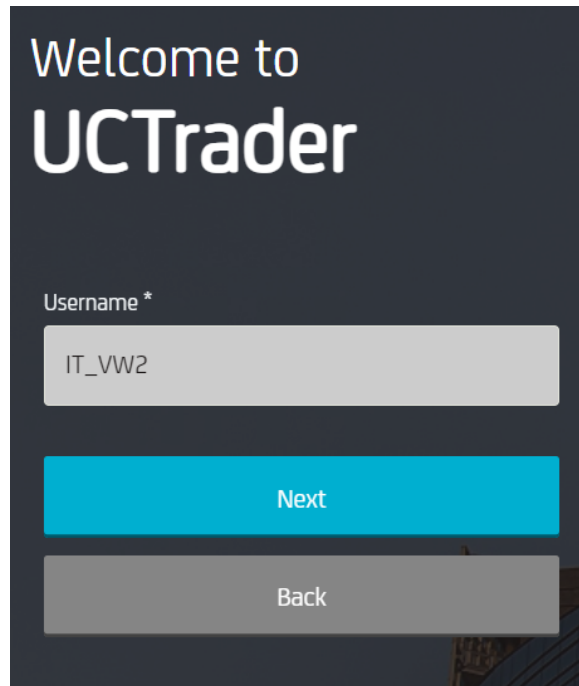
Password

Login

Forgotten Password?

Back to Username

4. E fare click su 'avanti':



Welcome to
UCTrader

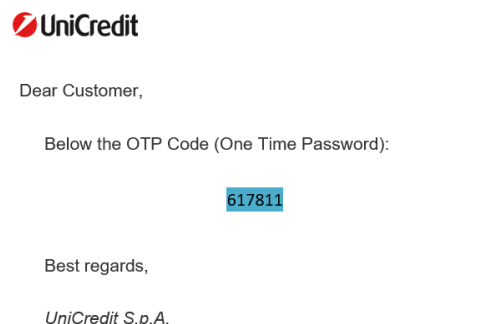
Username *

IT_VW2

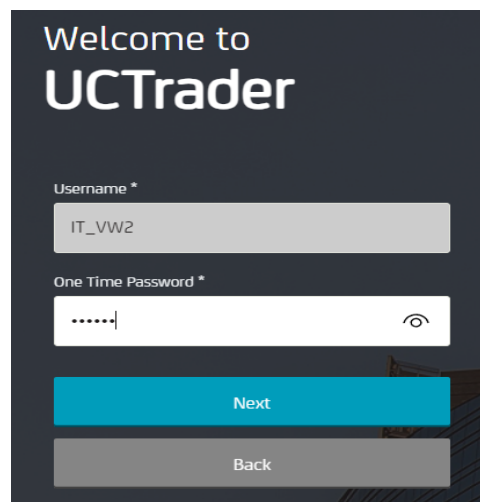
Next

Back

5. Una mail automatica sarà inviata al vostro indirizzo mail configurato contenente l'OTP da utilizzare per la prima configurazione:



6. Inserire l'OTP ricevuto e fare click su 'Avanti':



Welcome to
UCTrader

Username *

IT_VW2

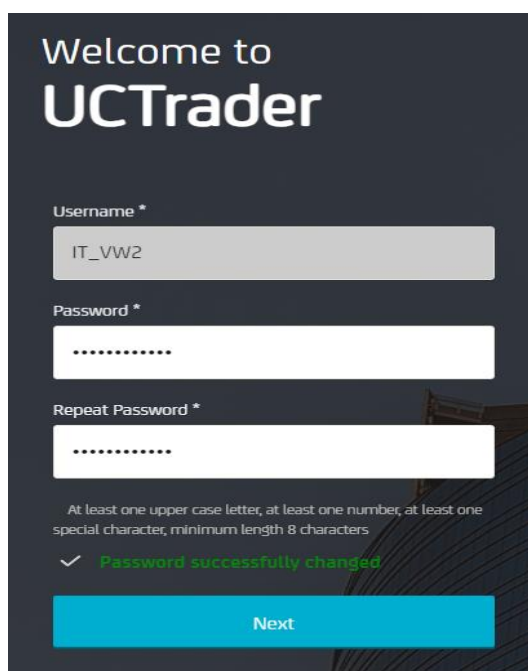
One Time Password *

.....|

Next

Back

7. Inserire la password Scelta avendo cura di rispettare le policy e confermarla, poi fare click su 'Avanti':



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

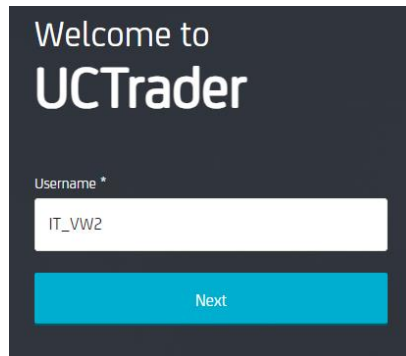
✓ Password successfully changed

Next

1.2 ACCESSO AD UCTRADER

Per accedere a UCtrader dopo aver completato la prima configurazione:

1. Aprire il link di UCtrader (<https://uctrader.unicreditgroup.eu/auth/login>)
2. Inserire il proprio username e fare click su 'Avanti'

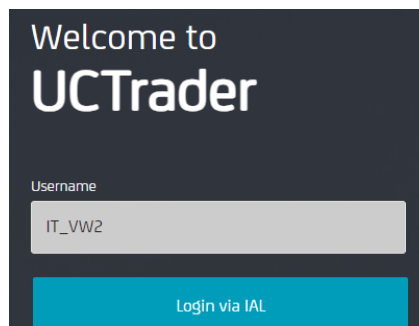


>Welcome to
UCTrader

Username *

Next

3. Inserire la propria username e fare click su 'Login via IAL' (step non necessario nel caso si sia abilitati solo per l'accesso tramite IAL):

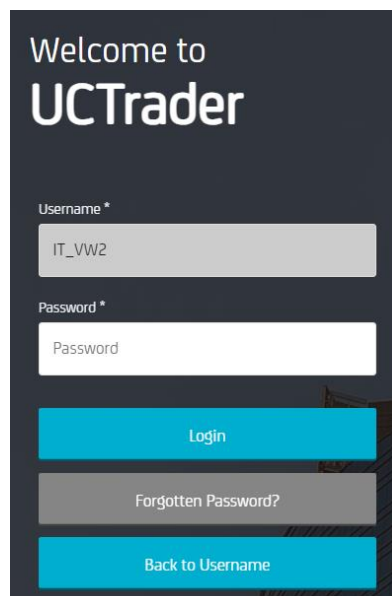


>Welcome to
UCTrader

Username

Login via IAL

4. Inserire la password configurata e fare click su 'Login':



>Welcome to
UCTrader

Username *

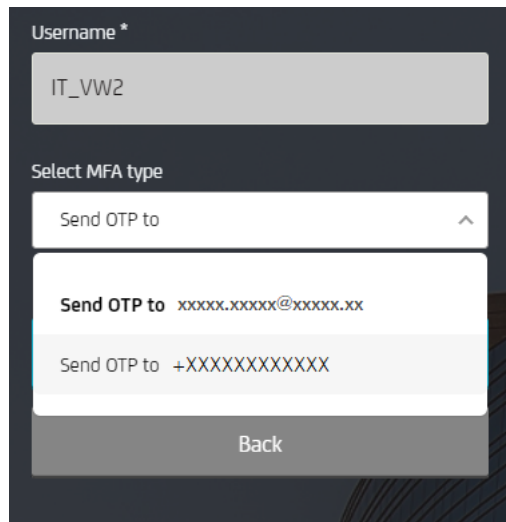
Password *

Login

Forgotten Password?

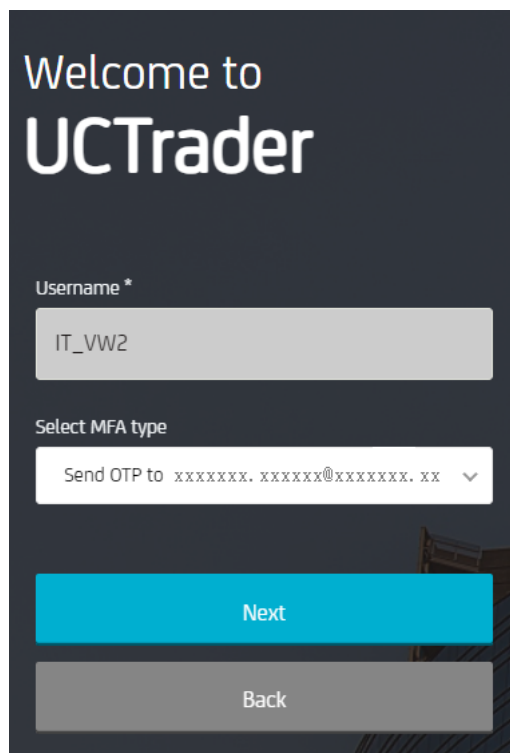
Back to Username

5. Dal menu a tendina, è possibile scegliere se ricevere l'OTP via mail o via SMS (se il numero di telefono non dovesse essere stato fornito in fase di onboarding, sarà possibile ricevere l'OTP esclusivamente via mail):



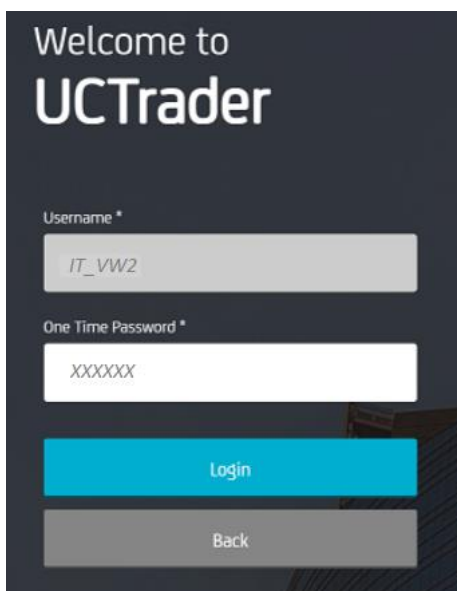
The screenshot shows a login form with a dark background. At the top, there is a 'Username *' label and a text input field containing 'IT_VW2'. Below this is a 'Select MFA type' label and a dropdown menu. The dropdown menu is open, showing two options: 'Send OTP to xxxxx.xxxxx@xxxxx.xx' and 'Send OTP to +XXXXXXXXXXXX'. A 'Back' button is visible at the bottom of the dropdown menu.

6. Selezionare il metodo scelto e fare click su 'Avanti':



The screenshot shows the same login form as in the previous image. The dropdown menu is now closed, and the selected option is 'Send OTP to xxxxxxx. xxxxxxx@xxxxxxxx. xx'. Below the dropdown menu, there are two buttons: a prominent blue 'Next' button and a grey 'Back' button.

7. Inserire l'OTP ricevuto via mail o SMS e fare click su 'Login':



Welcome to
UCTrader

Username *

IT_VW2

One Time Password *

XXXXXX

Login

Back

2. FAQ

2.1 ACCOUNT BLOCCATO

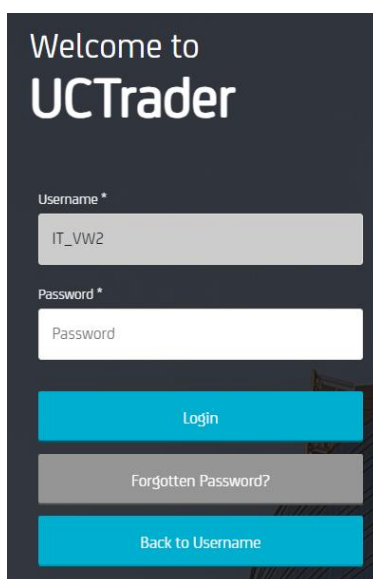
Il Vostro account può essere bloccato per due ragioni:

1. La password è stata inserita erroneamente per 5 volte consecutive
2. L'OTP è stato inserito erroneamente per 5 volte consecutive

L'account sarà automaticamente sbloccato dopo 10 minuti

2.2 PASSWORD DIMENTICATA

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 CAMBIO NUMERO DI TELEFONO

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

2.4 SMS O MAIL NON RICEVUTI

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.**



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