

# **UTRADE DELTA**

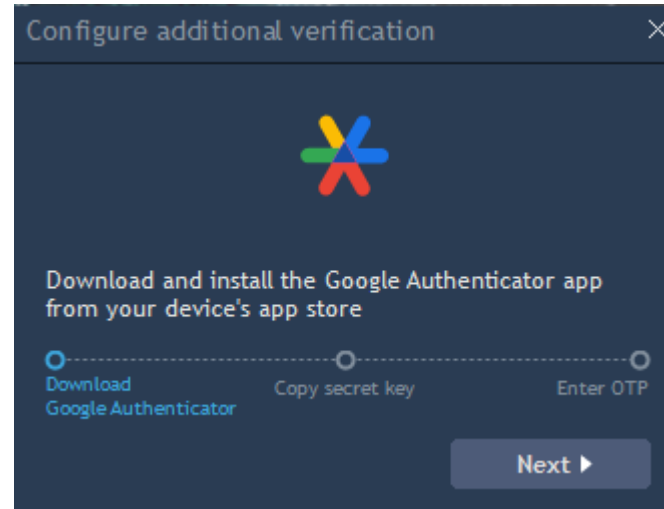
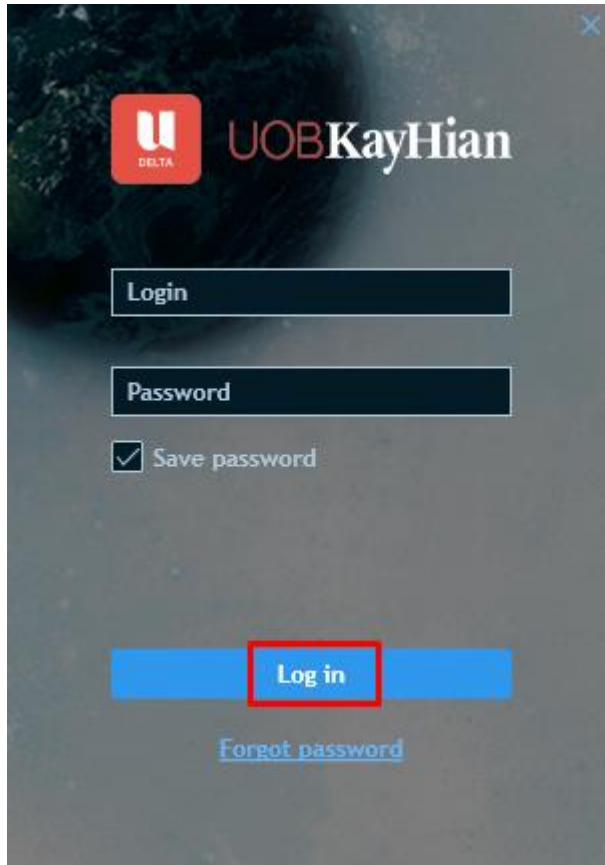
## **Desktop App/Web**

**Google Authenticator 2-Step Verification**



**UOB Kay Hian**  
Your trusted financial partner

# Set up Google Authenticator for UTRADE Delta



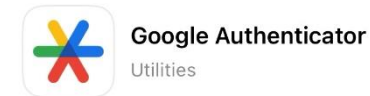
## Step 1:

Launch the UTRADE Delta app on your PC

- Enter your **User ID** and **password**
- Click “**Login**” to proceed

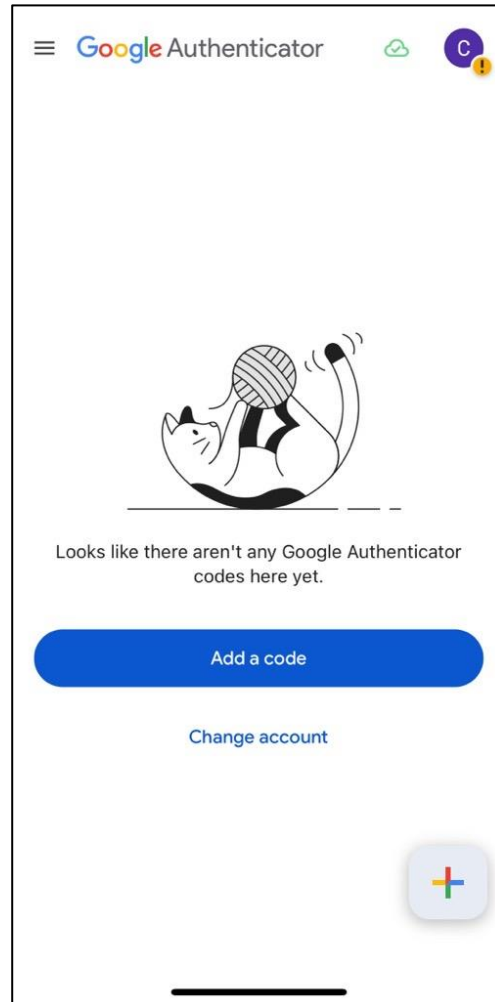
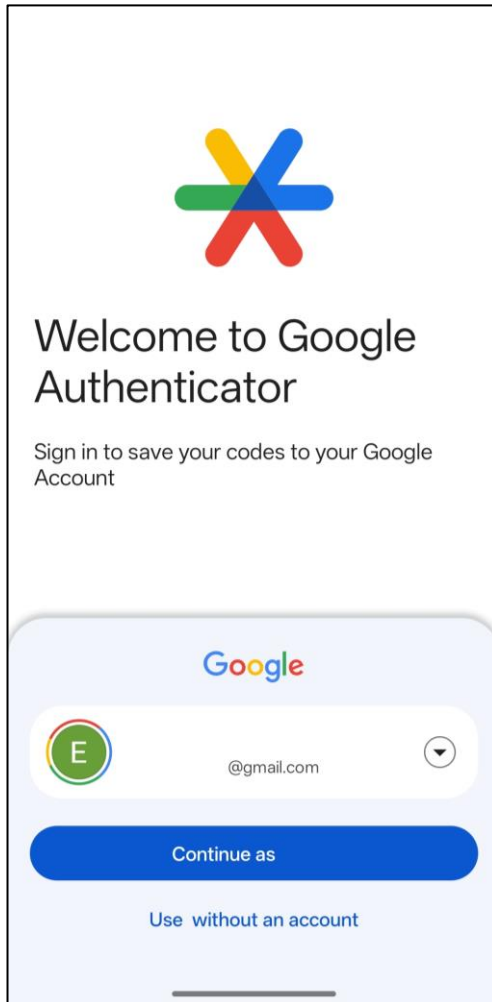
## Step 2: A pop-up will appear to **configure additional verification**.

- If you don't have the Google Authenticator app, please download it on your mobile device from the App Store (iOS) or Google Play Store (Android) before proceeding.



- Tap “**Next**” to continue to the next step.

# Set up Google Authenticator for UTRADE Delta



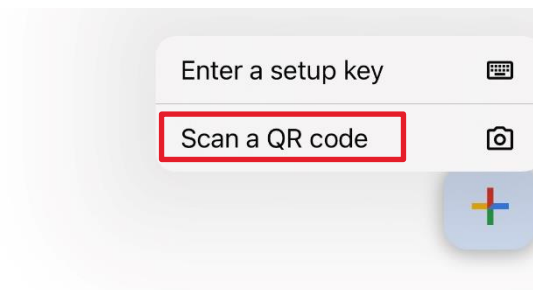
**Step 3:** Once Google Authenticator is installed, you may either log in with your existing Google account to set it up or choose to continue without an account.

**!** It's **highly recommended** to link your **Google Account** with Google Authenticator.

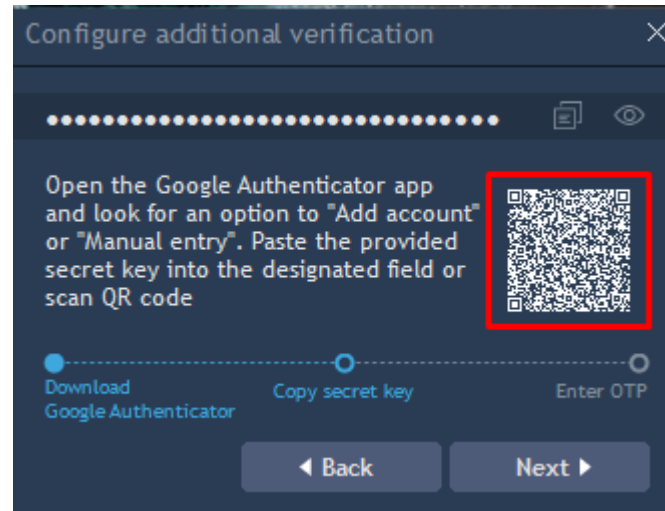
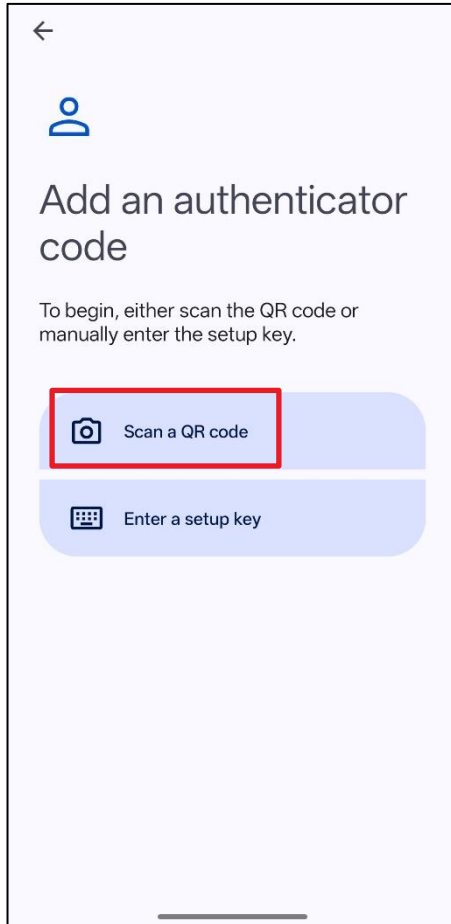
This enables your authentication codes to be securely linked to your Google Account via Google Authenticator, reducing the risk of being locked out when switching devices.

**Step 4:**

- Tap the “+” icon at the bottom right corner to scan a QR code.



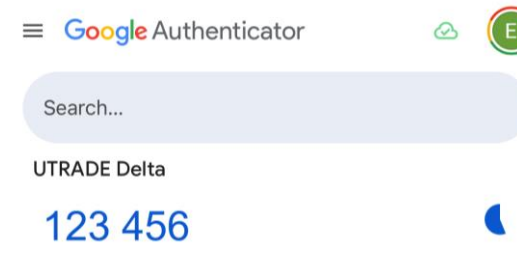
# Set up Google Authenticator for UTRADE Delta



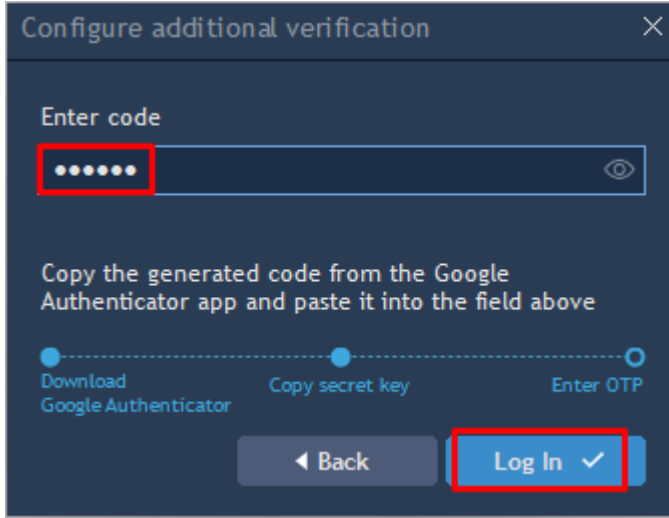
## Step 5:

- Tap “**Scan a QR code**” to launch the **Google Authenticator camera**
- Use the **Google Authenticator camera** to scan the QR code displayed on your screen.

Once the setup is complete, you will see a 6-digit code displayed under “**UTRADE Delta: xxxxxxxx**” in the Google Authenticator app.



# Set up Google Authenticator for UTRADE Delta



Configure additional verification

Enter code

Copy the generated code from the Google Authenticator app and paste it into the field above

Download Google Authenticator Copy secret key Enter OTP

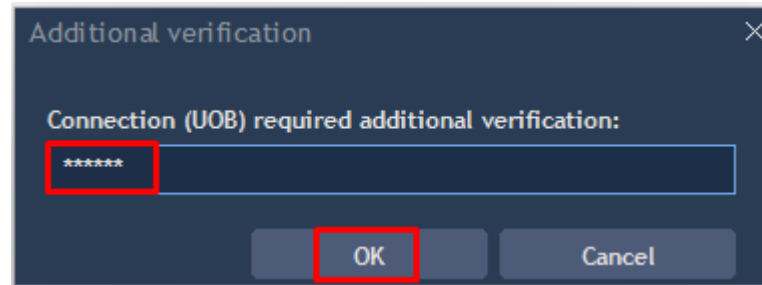
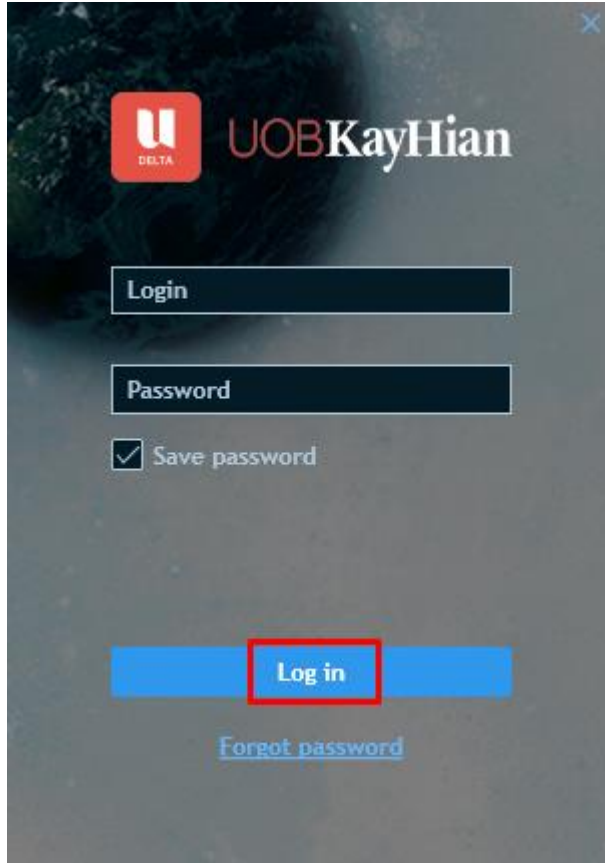
Back Log In ✓

**Step 6:** Enter the **6-digit code** generated by the Google Authenticator app into the “Enter code” field.

**Step 7:** Click on “Log in”

Once you have successfully set up the Google authenticator, you will be logged into UTRADE Delta.

# Log In UTRADE Delta with Google Authenticator



**Step 1:** Open the UTRADE Delta app on your PC

- Enter your **User ID** and **password**
- Click “**Login**” to proceed

**Step 2:**

A pop-up titled “**Additional verification**” will appear, prompting you to enter a 6-digit OTP.

**Step 3:** Open the **Google Authenticator** app on your linked mobile device and retrieve the 6-digit OTP under “**UTRADE Delta: xxxxxxxx**”

**Step 4:** Enter the **6-digit OTP** in the **Additional verification** field.

**Step 5:** Click “**OK**” to complete the login process. You should now be logged in to the **UTRADE Delta** Desktop app.

# Frequently Asked Questions

## 1. Why is my Google Authenticator code not working?

If your code doesn't work, please check the following:

- You entered the code **before it expired** (codes refresh every 30 seconds).
- You are using the code generated for **UTRADE Delta**.
- You are signed into the **correct Google Account**, especially if you have multiple accounts.
- The **date and time on your device are accurate** and synced to your local time zone.

## 2. Why did my codes disappear from Google Authenticator?



If you can't find your codes:

- You may have been **signed out of your Google Account**. Tap your profile icon in the top right corner of the app to confirm.
- Your codes may be saved under **a different Google Account**.
  - Try: Switching to another Google Account in the app.
  - Tapping "Use without an account" in the app settings if you set it up without linking a Google Account.

## 3. What should I do if I lose my mobile device?

If your mobile device is lost or stolen: Immediately take steps to prevent unauthorized access to your Google Authenticator codes.

- Depending on how your codes were set up:
  - **If synced with your Google Account:** [Remove the lost device from your Google Account](#) to revoke access.
  - **If not synced (use without an account):** You will need to contact our Client Services team at **+65 6536 9338** or email [contact@utrade.com.sg](mailto:contact@utrade.com.sg) to manually remove the linked device. After that, you'll need to reconfigure Google Authenticator on your new device.