

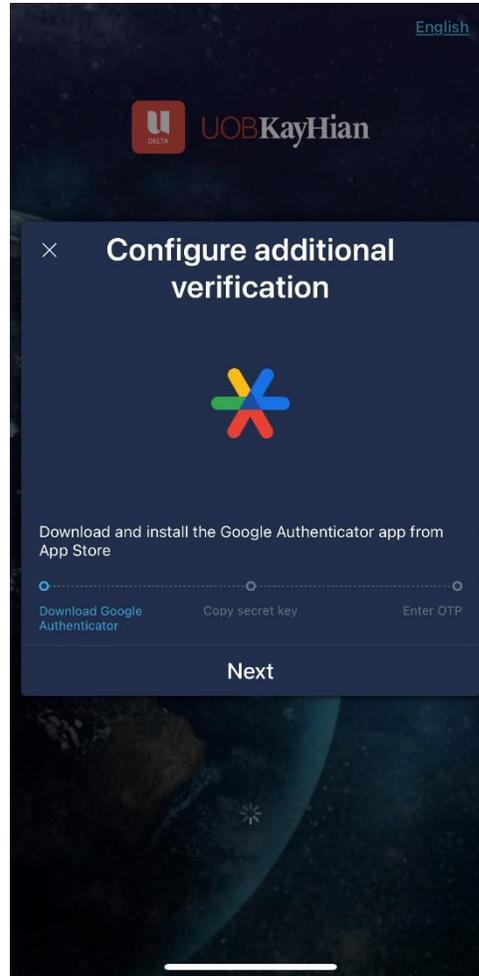
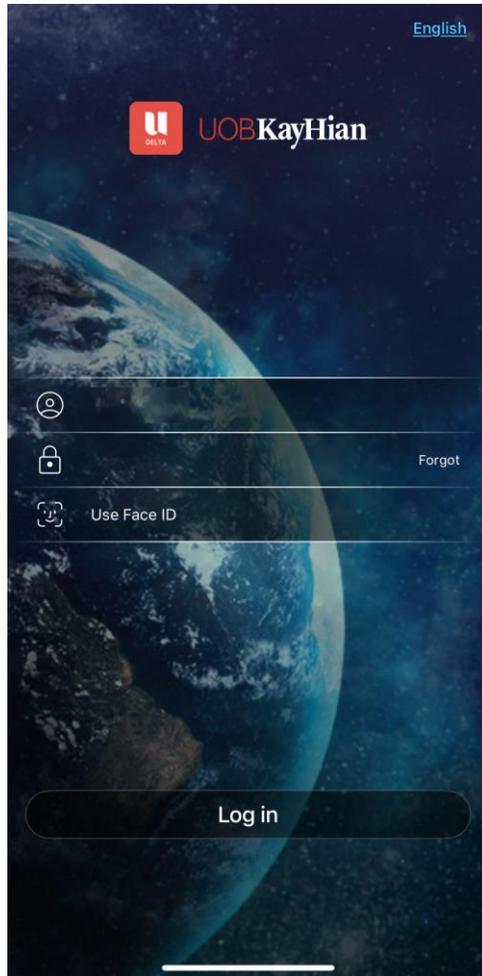
UTRADE DELTA Mobile Application

Google Authenticator 2-Step Verification



UOB KayHian
Your trusted financial partner

Set up Google Authenticator for UTRADE Delta



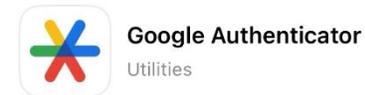
Step 1:

Open the UTRADE Delta app on your mobile device

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

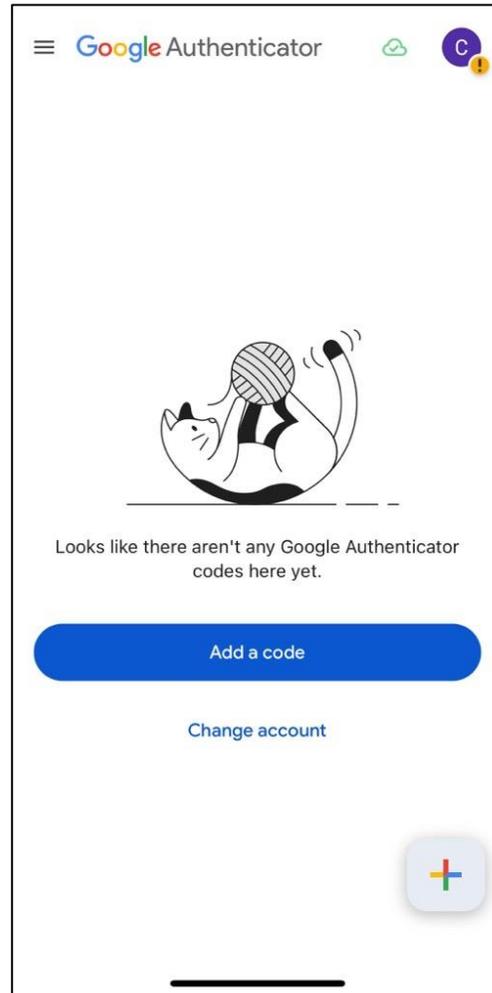
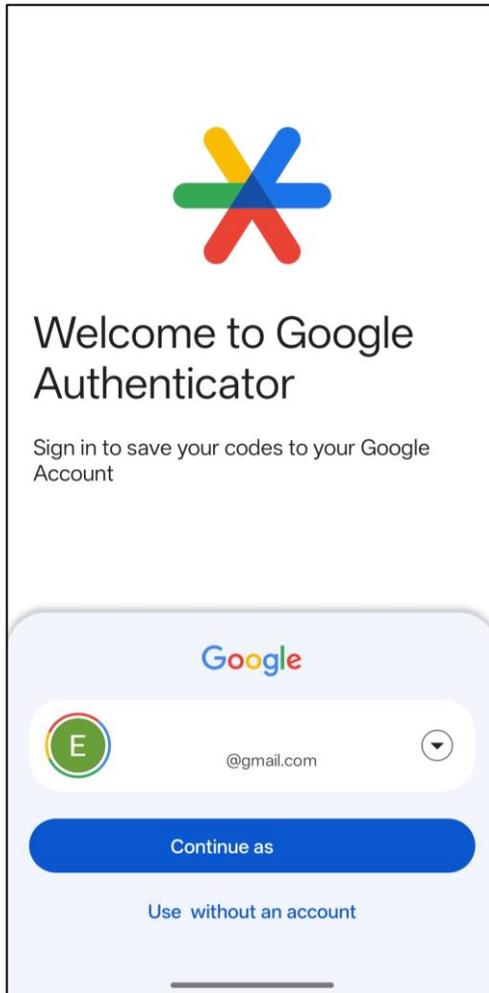
Step 2: A pop-up will appear to **configure additional verification**.

- If you don't have the Google Authenticator app, download it 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



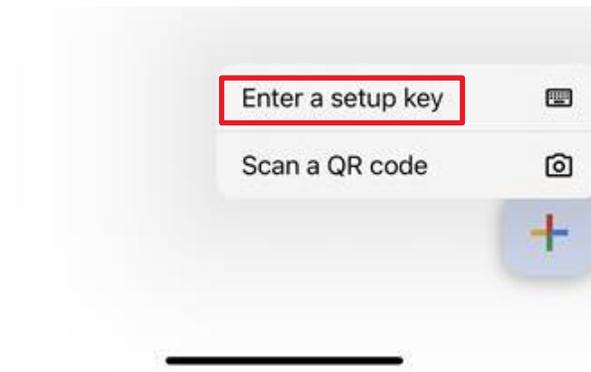
Step 3: Once Google Authenticator is installed, you may either log in with your existing Google account to set it up or choose to continue without an account.

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

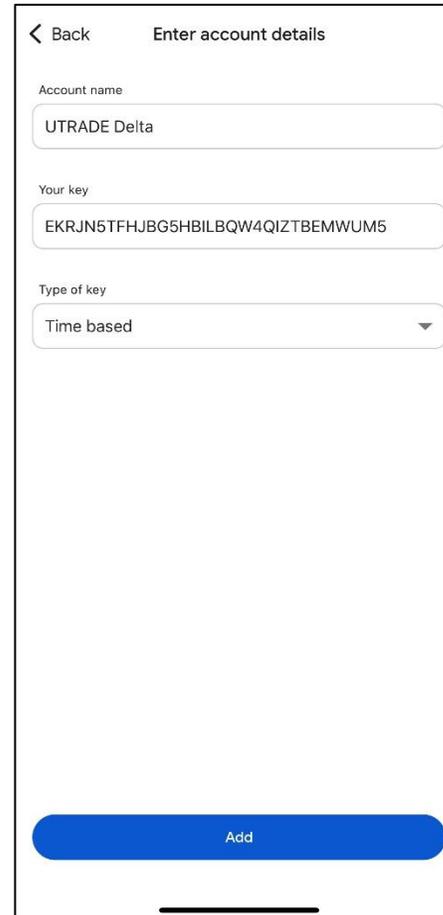
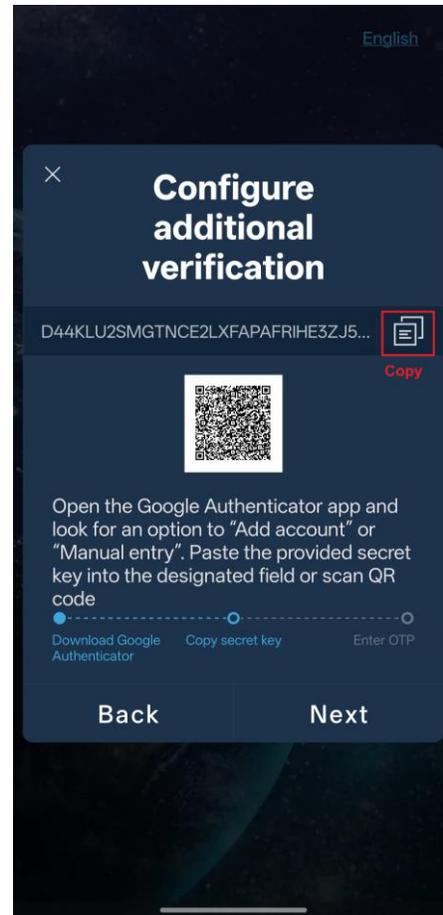
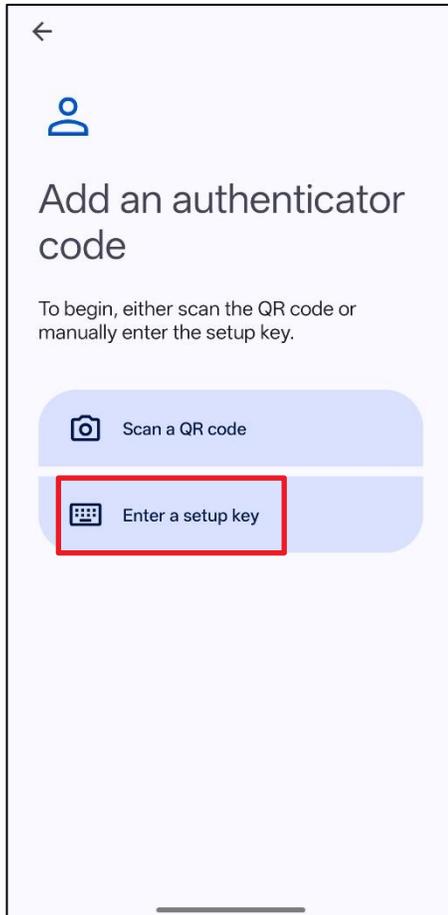
This enables your authentication codes to be securely linked to your Google Account via Google Authenticator, reducing the risk of being locked out when switching devices.

Step 4:

- Tap **"Add a code"** or
- You can also tap the **"+"** icon at the bottom right corner to add a new code manually.



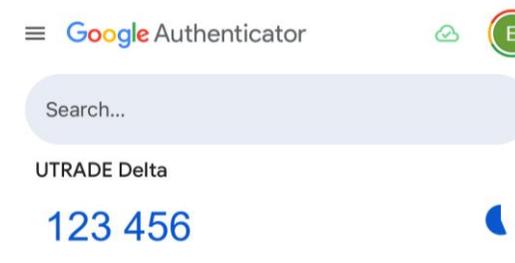
Set up Google Authenticator for UTRADE Delta



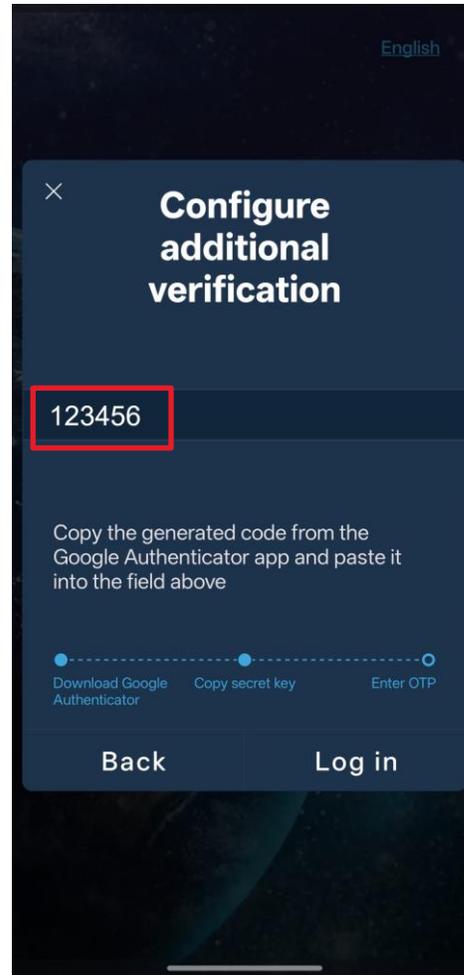
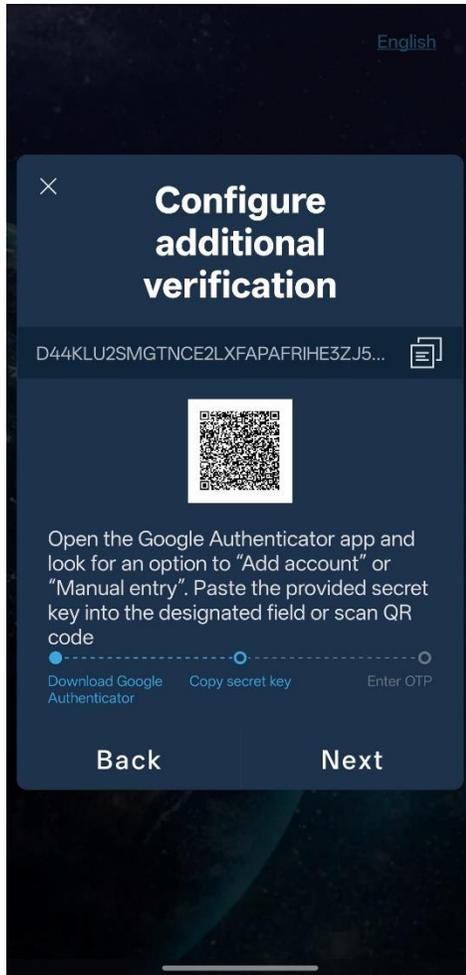
Step 5:

- Tap **“Enter a setup key”**
- Switch back to the **UTRADE Delta app** and **copy the secret key** provided.
 - Code Name: UTRADE Delta
 - Your key: **Paste the secret key copied from the UTRADE Delta app**
 - Type of key: Time based
- Tap **“Add”** to complete the setup

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



Set up Google Authenticator for UTRADE Delta



Step 6:

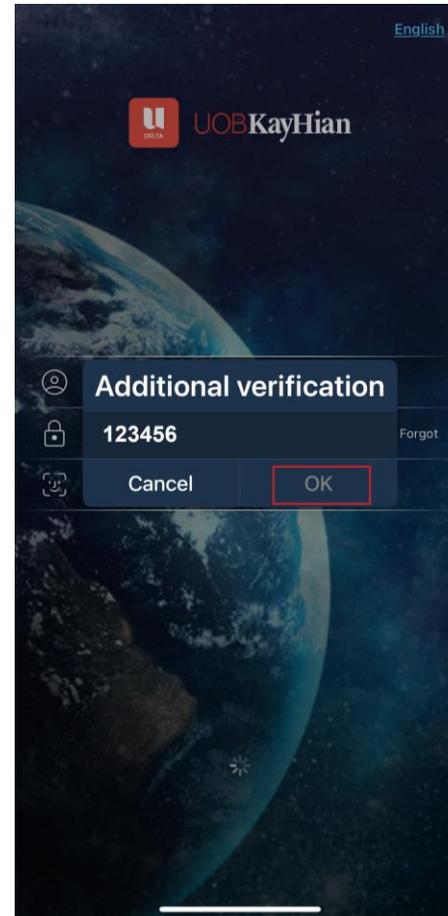
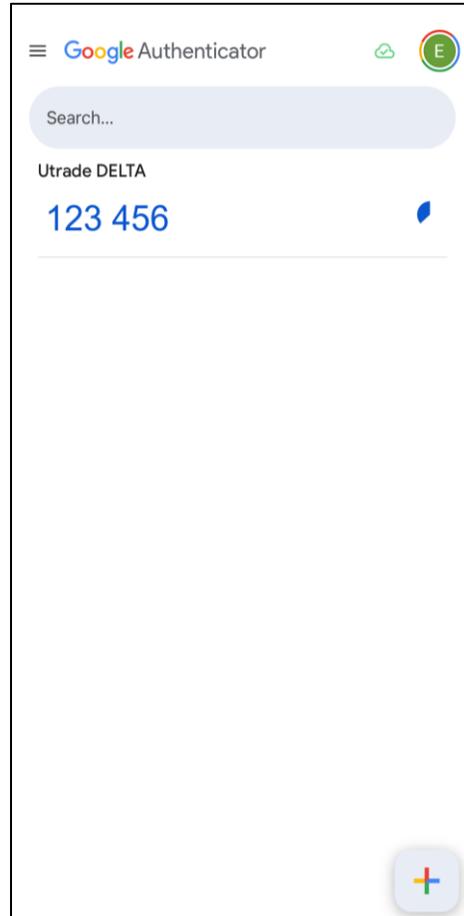
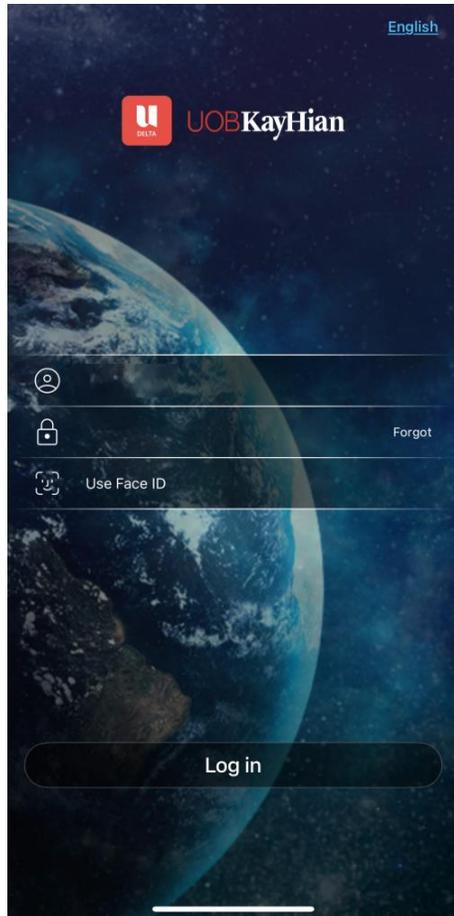
- Switch back to the **UTRADE Delta app**
- Tap on **"Next"**

Step 7: Enter the 6-digit code generated from the Google Authenticator app

Step 8: Tap 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 mobile device

- Enter your **User ID** and **password**
- Tap "**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 and retrieve the 6-digit OTP under "**Utrade DELTA**"

Step 4: Return to the UTRADE Delta app and enter the **6-digit OTP** in the **Additional verification** field.

Step 5: Tap "**OK**" to complete the login process. You should now be logged in to the **UTRADE Delta** 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@ustrade.com.sg to manually remove the linked device. After that, you'll need to reconfigure Google Authenticator on your new device.