

2FA Setup Guide for UTRADE MT4 Platform



UOB Kay Hian
Your trusted financial partner

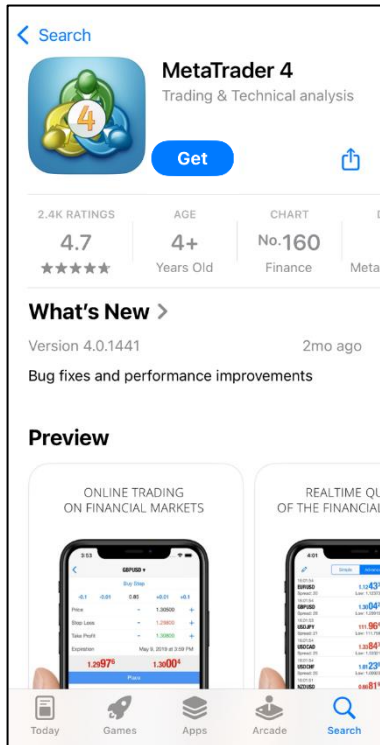
How to activate 2FA

- For new MT4 clients, follow the guide from Step 1
- For existing MT4 clients, follow the guide from Step 5 onwards

How to activate 2FA

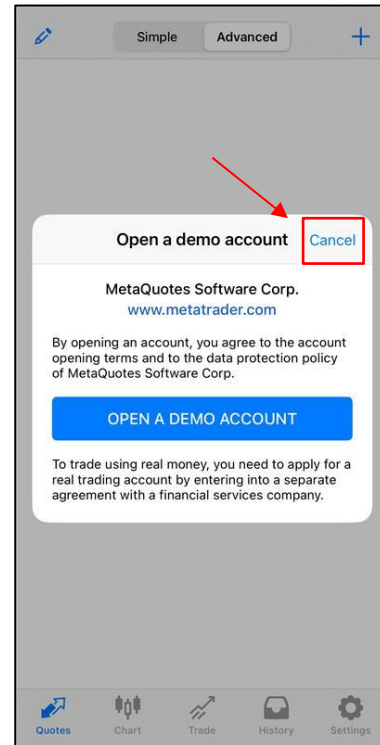
Step 1:

Download MetaTrader 4 (MT4) App from App Store (iOS) or Google Play Store (Android)



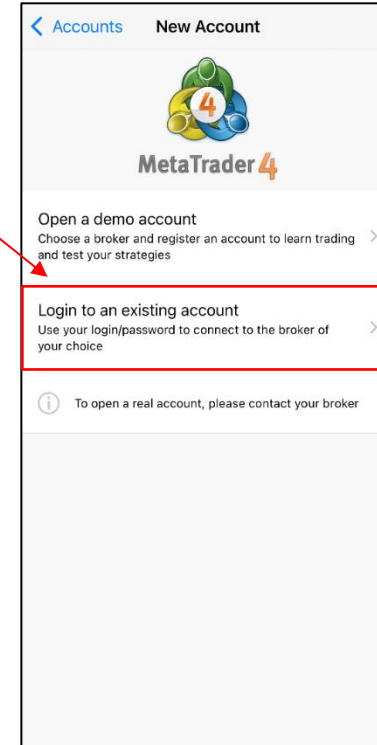
Step 2:

Launch MT4 app.
Tap 'Cancel' when prompted



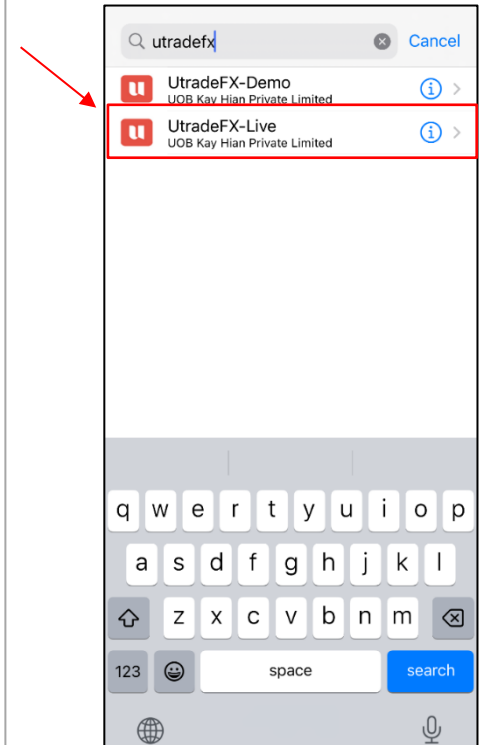
Step 3:

Select 'Login to an existing account'



Step 4:

Search for Server.
In the search bar, type 'UTRADEFX' and select 'UTRADEFX-Live'

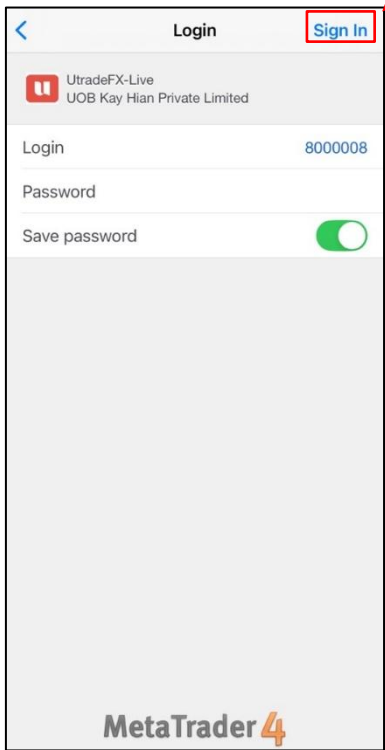


How to activate 2FA

Step 5:

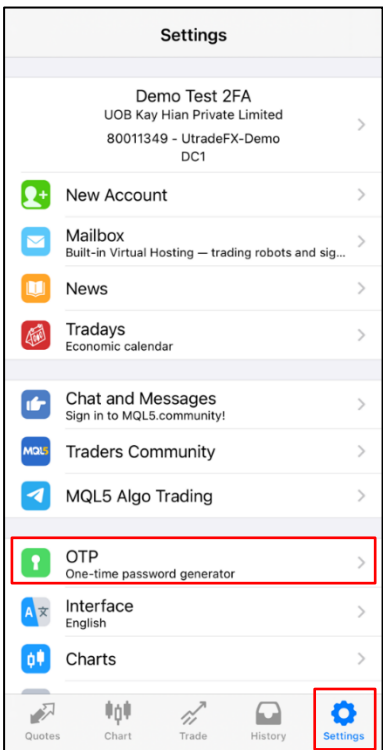
Sign In.

Enter your MT4 Account ID and Master Password. Tap Sign In.



Step 6:

Enable One-Time-Password (OTP) generator. Go to Settings > OTP



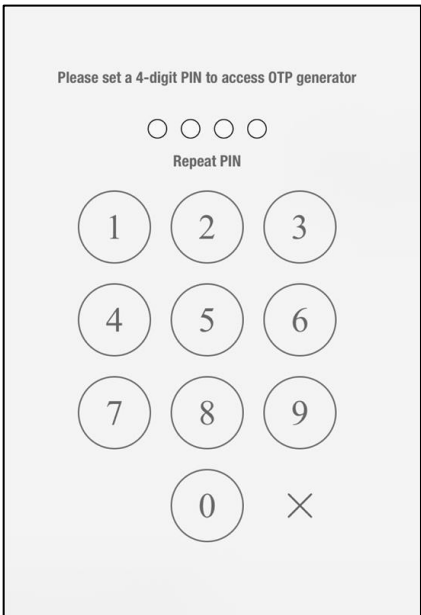
Step 7:

Set a 4-digit PIN code



Step 8:

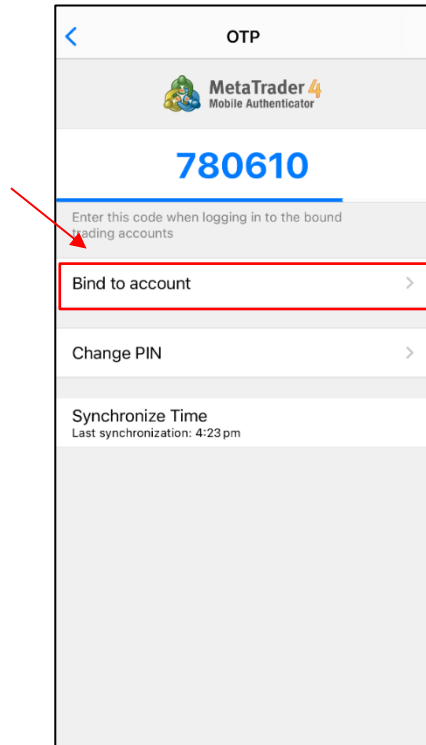
Enter 4-digit PIN code the second time to confirm



How to activate 2FA

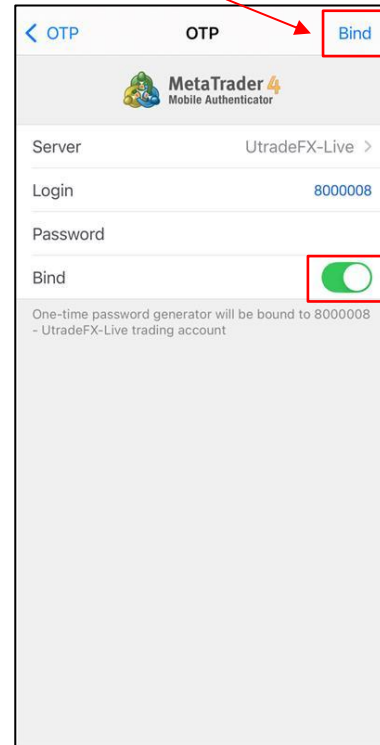
Step 9:

Tap 'Bind to Account'



Step 10:

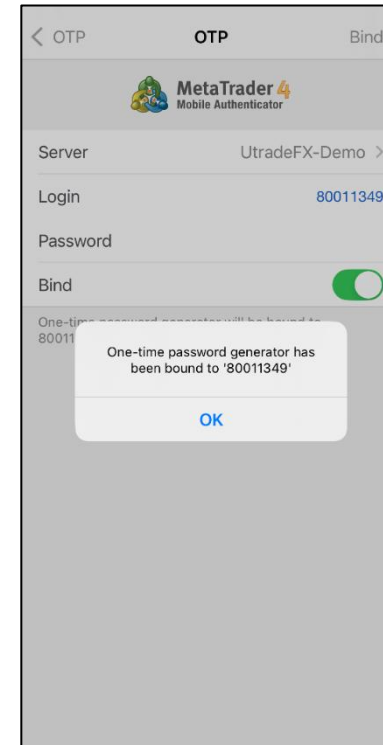
Re-enter Account ID & Master Password, then tap 'Bind'
**ensure the Bind is enabled*



Step 11:

Confirmation.

A pop-up will confirm OTP binding successful.



Frequently Asked Questions (FAQ)

FAQ

1. How do I login with the OTP generator?

- a. Desktop terminal
- b. Mobile device bound to MT4 account
- c. Another mobile device not bound to MT4 account

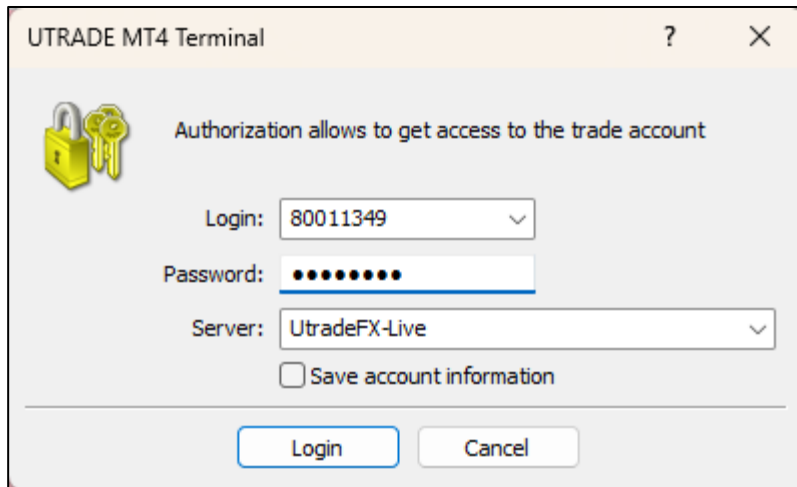
2. How do I switch to a new mobile device?

3. What if I lose my mobile device?

1a. How to login via Desktop terminal

Step 1:

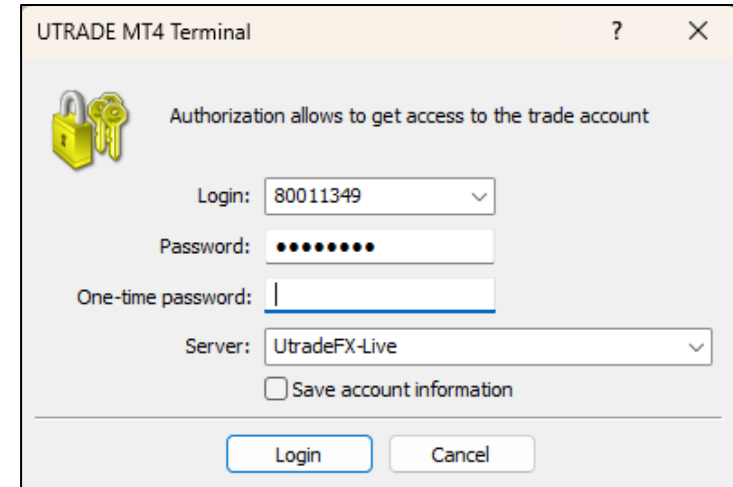
Launch MT4 Desktop Terminal.
Enter your MT4 Account ID and Master Password.
Select 'UtradeFX-Live' then click on 'Login'.



The screenshot shows the 'UTRADE MT4 Terminal' window. It features a yellow padlock icon and the text 'Authorization allows to get access to the trade account'. The 'Login' field contains '80011349'. The 'Password' field is filled with dots. The 'Server' dropdown menu is set to 'UtradeFX-Live'. There is an unchecked checkbox for 'Save account information'. At the bottom are 'Login' and 'Cancel' buttons.

Step 2:

System prompts for a One-time password (OTP).



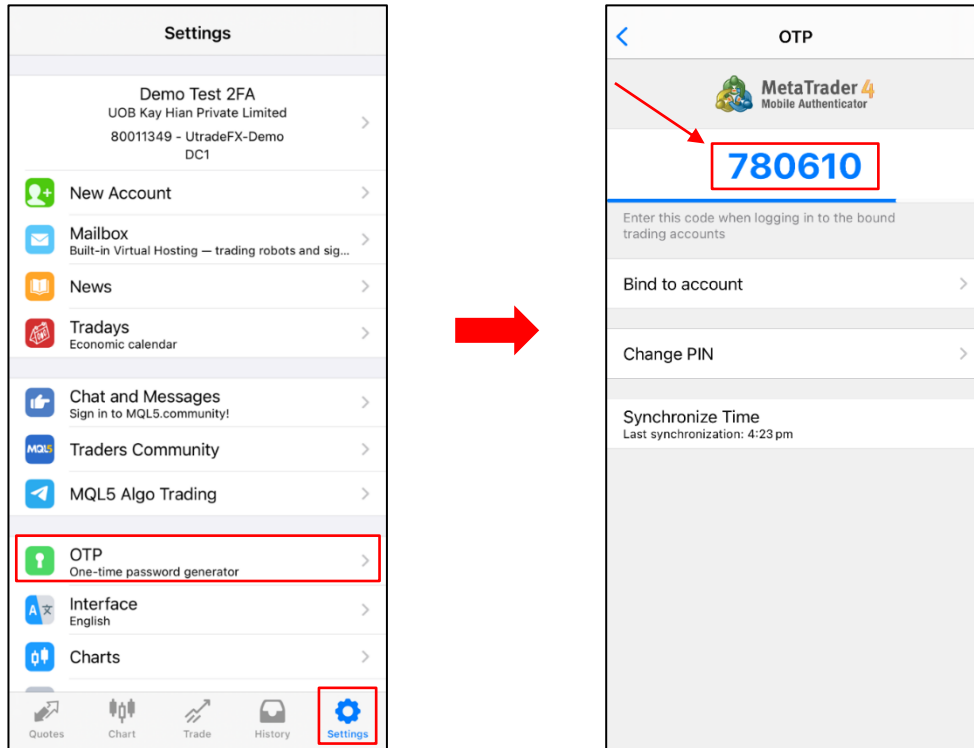
The screenshot shows the 'UTRADE MT4 Terminal' window at the OTP prompt. It includes the same padlock icon and authorization text. The 'Login' field is '80011349', the 'Password' is masked with dots, and the 'One-time password' field is empty. The 'Server' dropdown remains 'UtradeFX-Live'. The 'Save account information' checkbox is still unchecked. 'Login' and 'Cancel' buttons are at the bottom.

1a. How to login via Desktop terminal

Step 3:

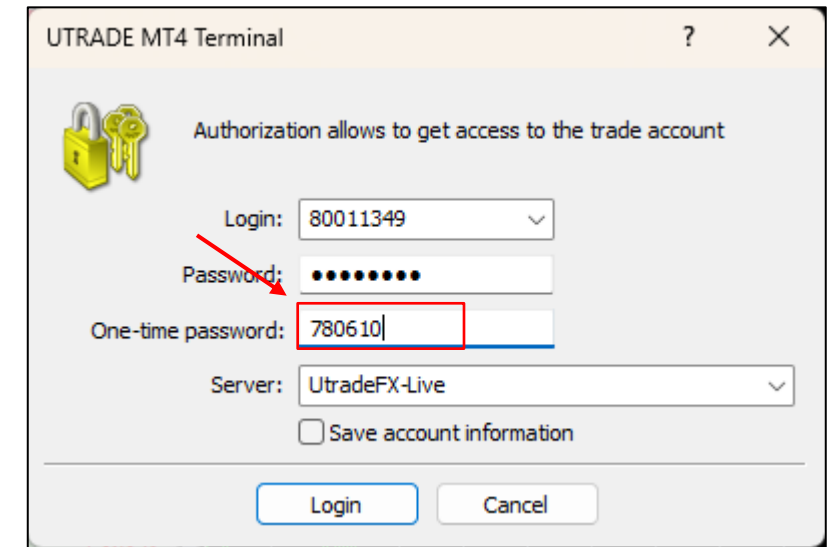
Retrieve OTP.

On your registered/binded mobile device, go to Settings > OTP



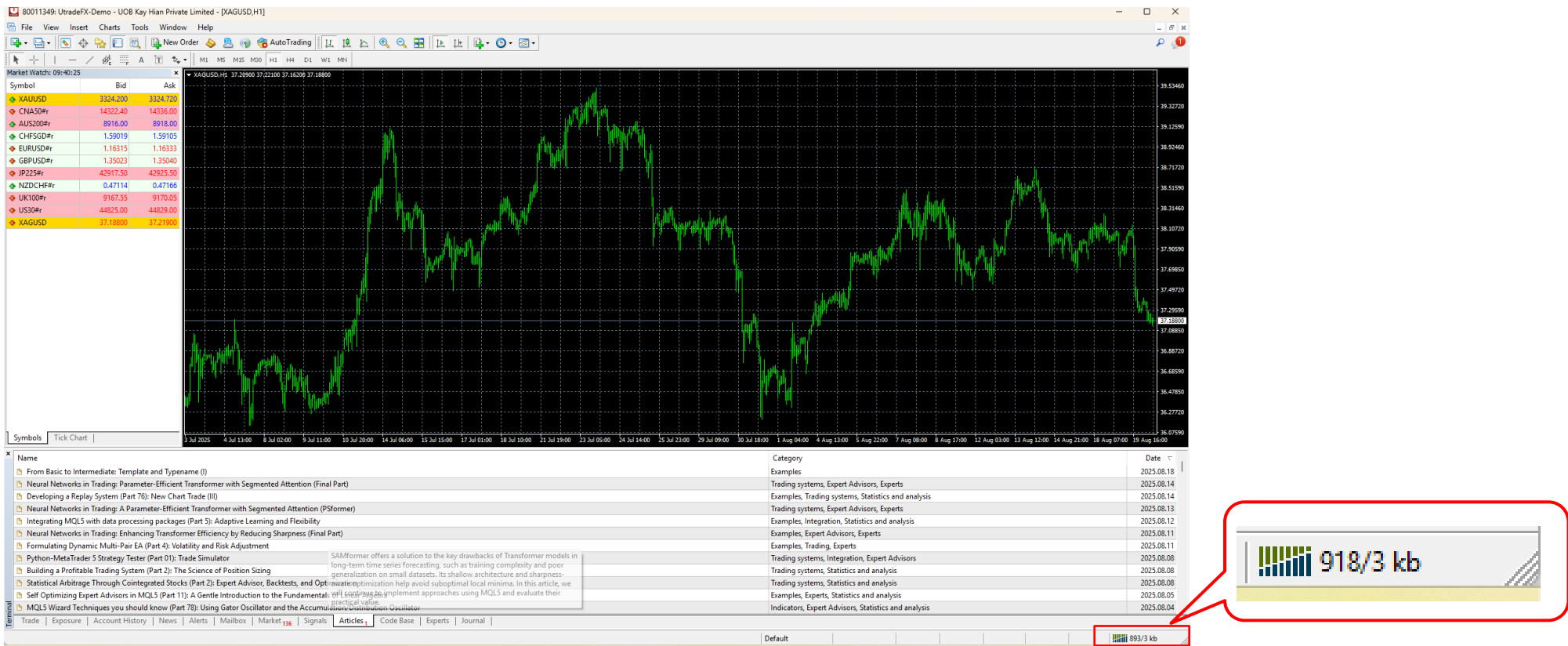
Step 4:

Enter the 6-digit OTP generated and click 'Login'.



1a. How to login via Desktop terminal

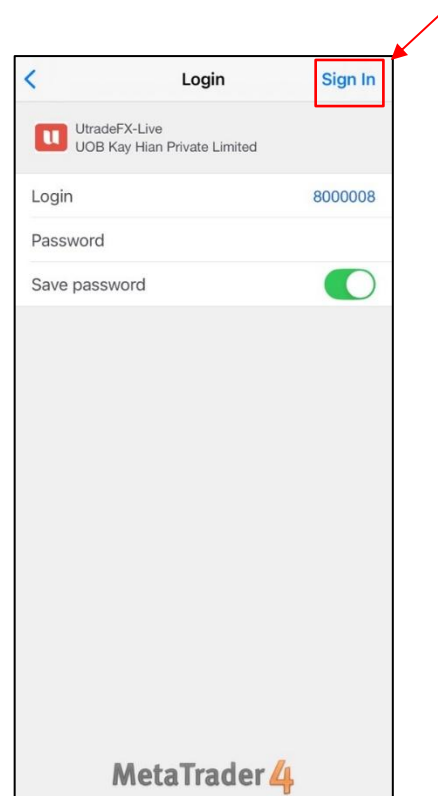
Step 5:
Login successful.
Green signal at the bottom right.



1b. How to login via the binded mobile device

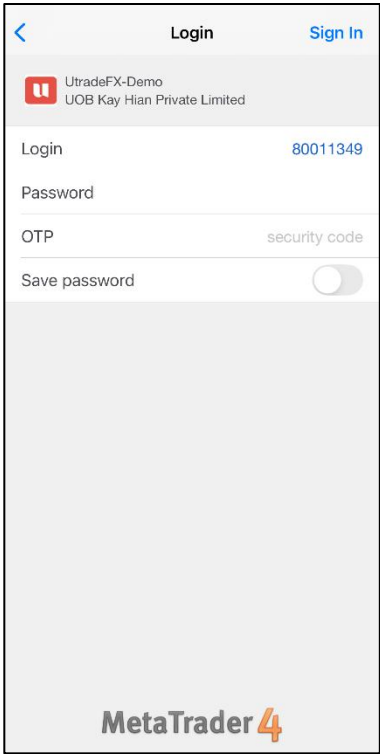
Login as per normal.

Enter your MT4 Account ID and Master Password. Tap Sign In.

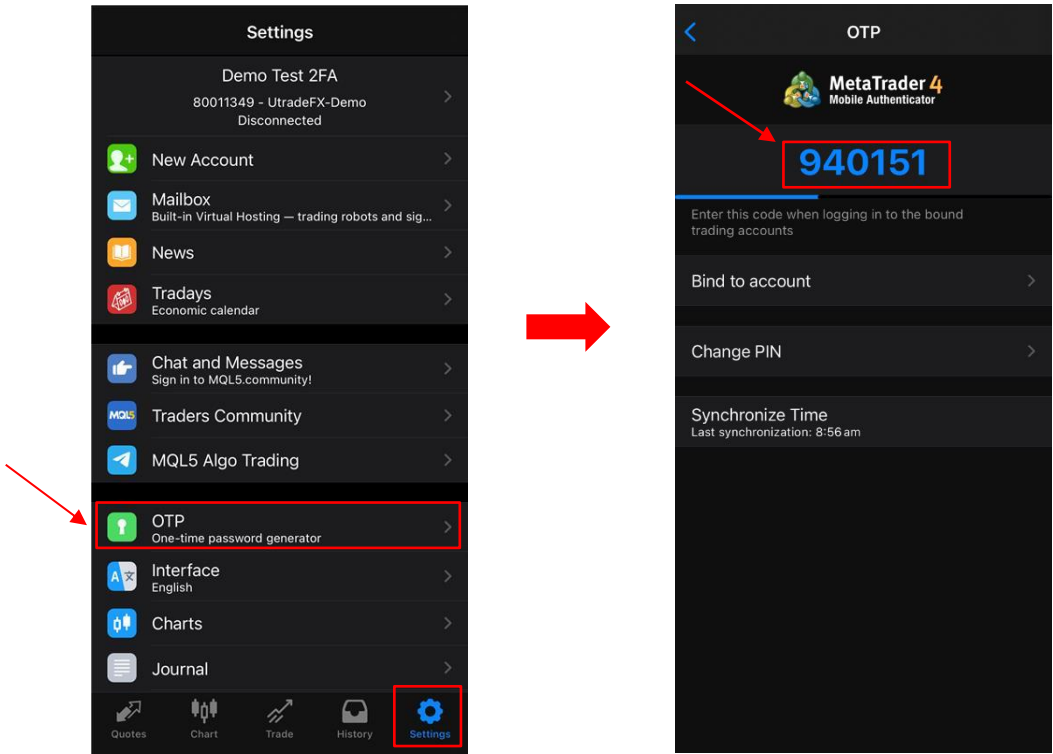


1c. How to login via another mobile device

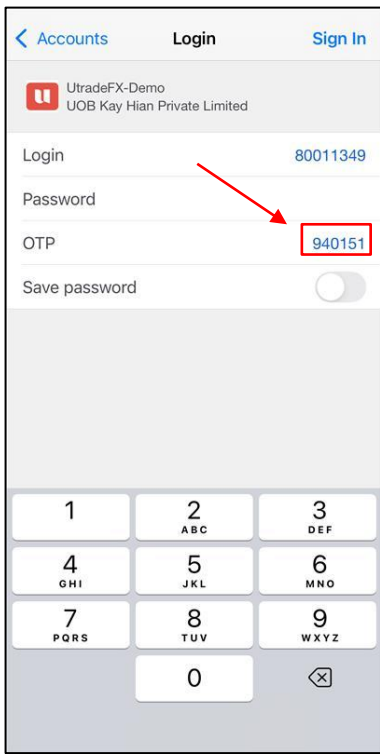
Step 1:
Sign In via a mobile device not bound to MT4 account.
Enter your MT4 Account ID and Master Password.



Step 2:
Retrieve the One-Time-Password (OTP) from the registered/binded device.
Go to Settings > OTP



Step 3:
Enter the 6-digit OTP generated and click 'Sign In'.

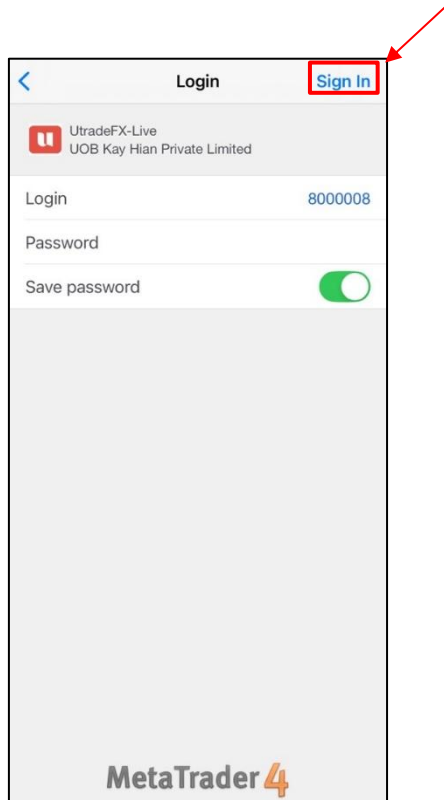


2. How do I switch to a new mobile device?

User must first unbind the previous mobile device.

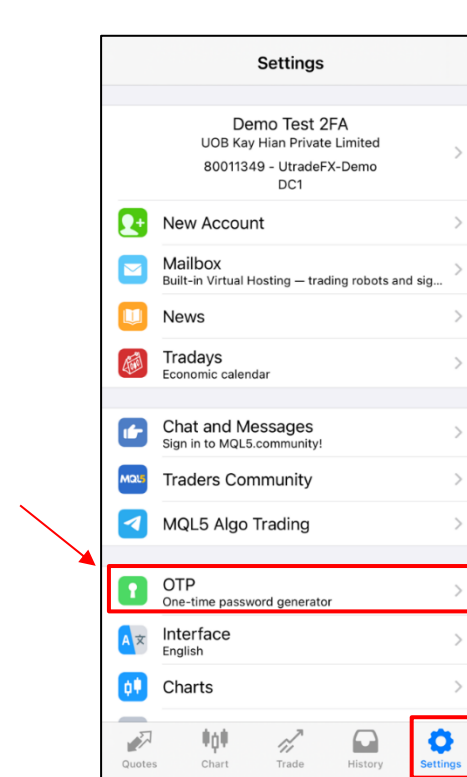
Step 1:

On the old device, enter your MT4 Account ID and Master Password. Tap Sign In.



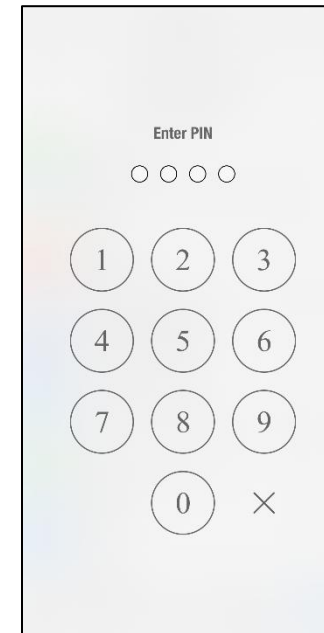
Step 2:

Go to Settings > OTP



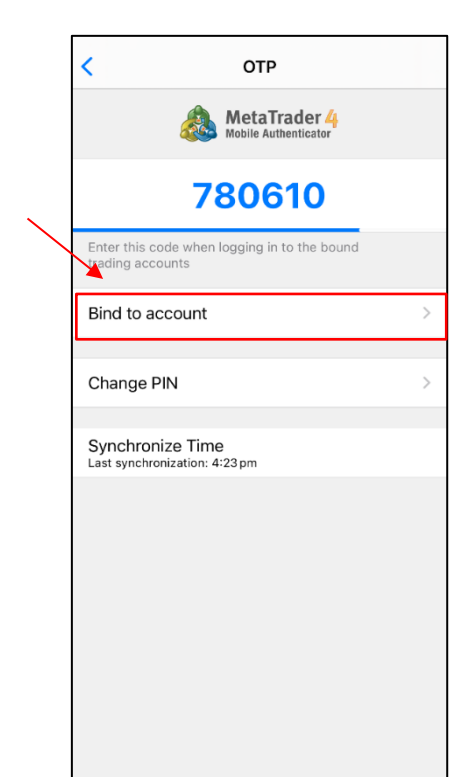
Step 3:

Enter your 4-digit PIN code



Step 4:

Tap 'Bind to Account'

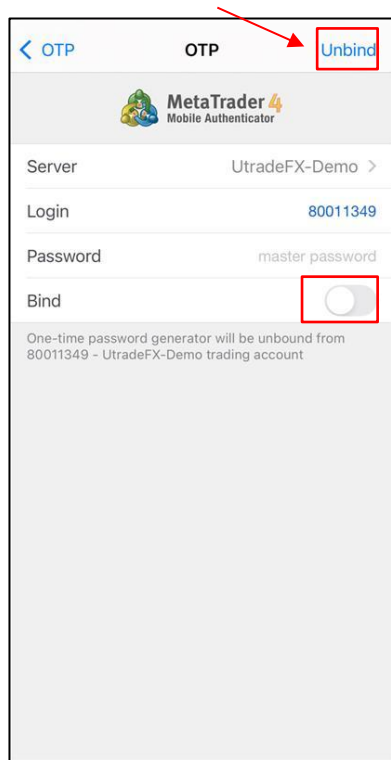


2. How do I switch to a new mobile device?

Step 5:

Re-enter Account ID & Master Password, then tap 'Unbind'

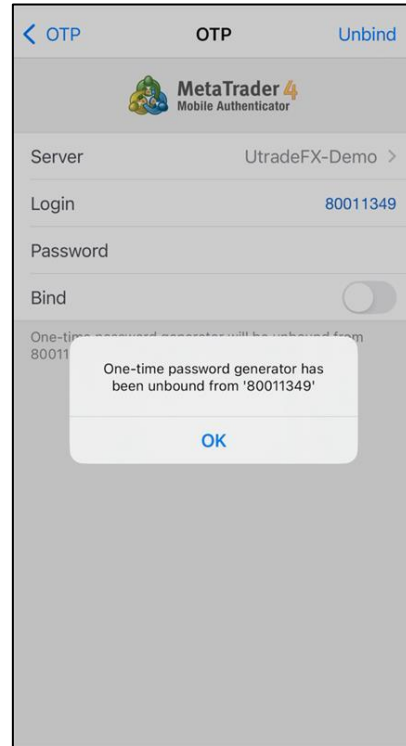
**ensure the Bind is disabled*



Step 6:

Confirmation.

A pop-up will confirm OTP unbinding successful.



Step 7:

On new device, repeat the 2FA setup steps above.

3. What if I lose my mobile device?

- Contact your Trading Representative (TR) or
- Call Client Services at +65 6536 9338