

Newly integrated digital token on UTRADE SG mobile app Guide & FAQ

Dec 2022



ONLINE TRADING
MADE EASY

Introducing the new digital token

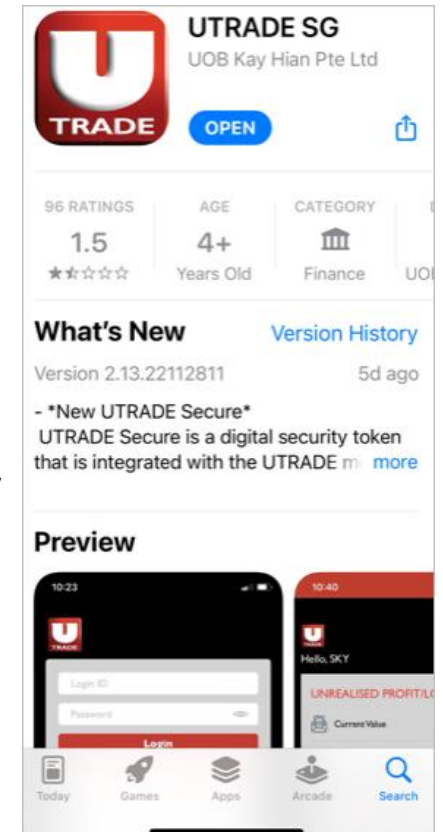
UTRADE Secure is a digital security token that is integrated with the UTRADE SG mobile app



How to download UTRADE SG mobile app

(For iPhone) go to App Store and search for **UTRADE SG (version 2.13 onwards)**

(For Android phone) go to Google Play Store and search for **UTRADE SG (version 2.12 onwards)**




What is UTRADE Secure

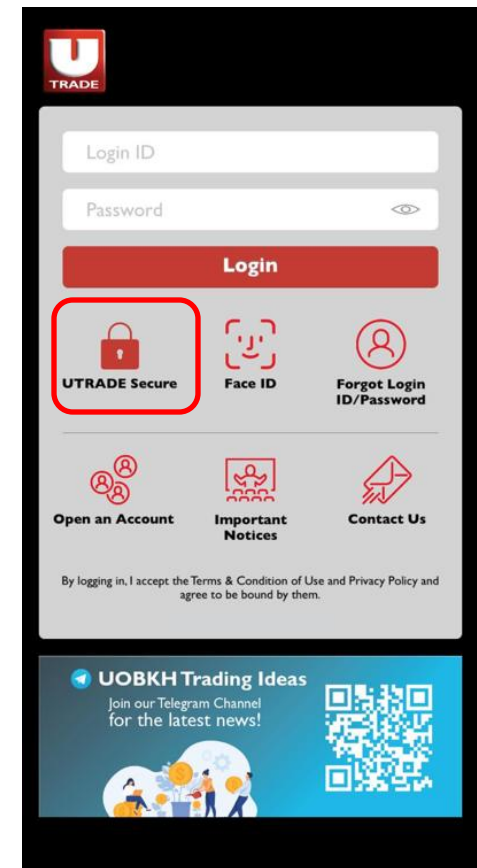
With **UTRADE Secure**, you can trade securely by simply logging in to UTRADE mobile app with background authentication, saving the hassle of entering OTP (One-Time Password) manually.

If you are accessing UTRADE via desktop web or tablet, you can use it to generate an OTP to log in to your UTRADE account.

UTRADE Secure replaces UTRADE Token app!

Clients can continue to use their existing UTRADE Token  to generate an OTP. However, the existing UTRADE Token will **be decommissioned from 26 Feb 2023.**

Clients are encouraged to activate the new UTRADE Secure as early as possible.



How to activate UTRADE Secure

Step 1

After download UTRADE SG mobile app from Google Play or App store

Step 2

Click on **UTRADE Secure** icon

Step 3


Enter your UTRADE Login ID and Password
(Biometric access is not available at this moment)

Step 4

Select from one of the following for receiving the one-time activation code

- Email address (EB**@uobkayhian.com)
- *Mobile Number (*****1234)
(*Only support Singapore registered mobile number)

To update your email address or mobile number, kindly submit [this form](#) via email to contact@ustrade.com.sg.



The screenshot shows the UTRADE Secure mobile app interface. At the top, there is a red header with a back arrow. Below the header is the UTRADE logo (a red square with a white 'U' and 'TRADE' below it) and the text 'UTRADE Secure'. Underneath is the text 'Welcome to UTRADE Secure'. There are two input fields: the first has a person icon and the second has a key icon. At the bottom, there is a red button labeled 'Submit'.

How to activate UTRADE Secure

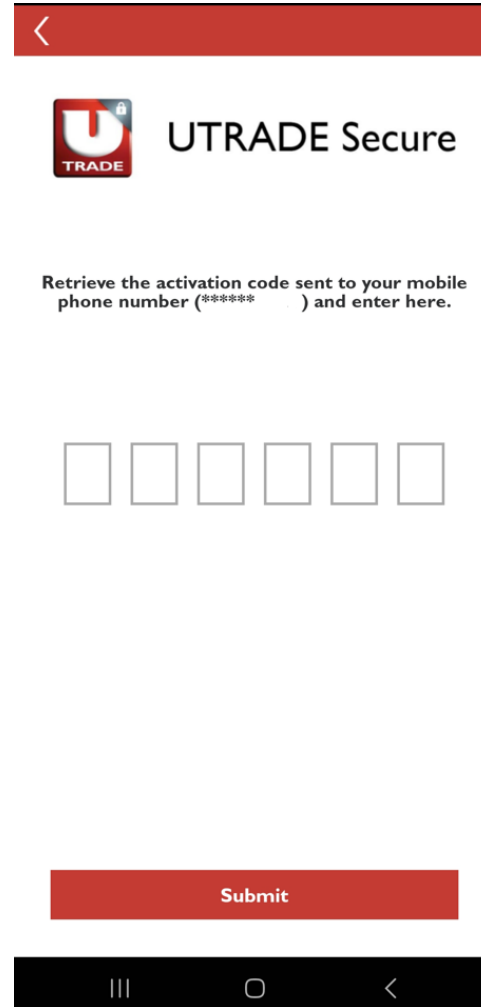
Step 5

Key in the activation code sent to your preferred mode of delivery.

Once done, you are good to go!

Step 6 (For existing UTRADE token users)

After you have successfully activated the new UTRADE Secure, please delete the old UTRADE Token app from your mobile device immediately.



Frequently Asked Questions

1. I am currently using UTRADE Token , what should I do?

The use of your existing UTRADE Token to generate OTP will be decommissioned from 26 Feb 2023.

You are encouraged to switch to the **UTRADE Secure** which is integrated with UTRADE SG Mobile app. You can download **UTRADE SG** mobile App from Google Play or App Store.

Please delete the old UTRADE Token app from your mobile device once you have successfully activated the new **UTRADE Secure**.

2. Can I activate UTRADE Secure on multiple devices?

Yes, you may. However, every new activation will automatically deactivate the **UTRADE Secure** on your previous mobile device.

3. What if my mobile device, which contains UTRADE Secure, is lost or stolen?

Download UTRADE SG mobile app on your new mobile device immediately and repeat the same steps to activate your **UTRADE Secure** token. Once it is activated, it will automatically deactivate the UTRADE Secure on your previous mobile device.

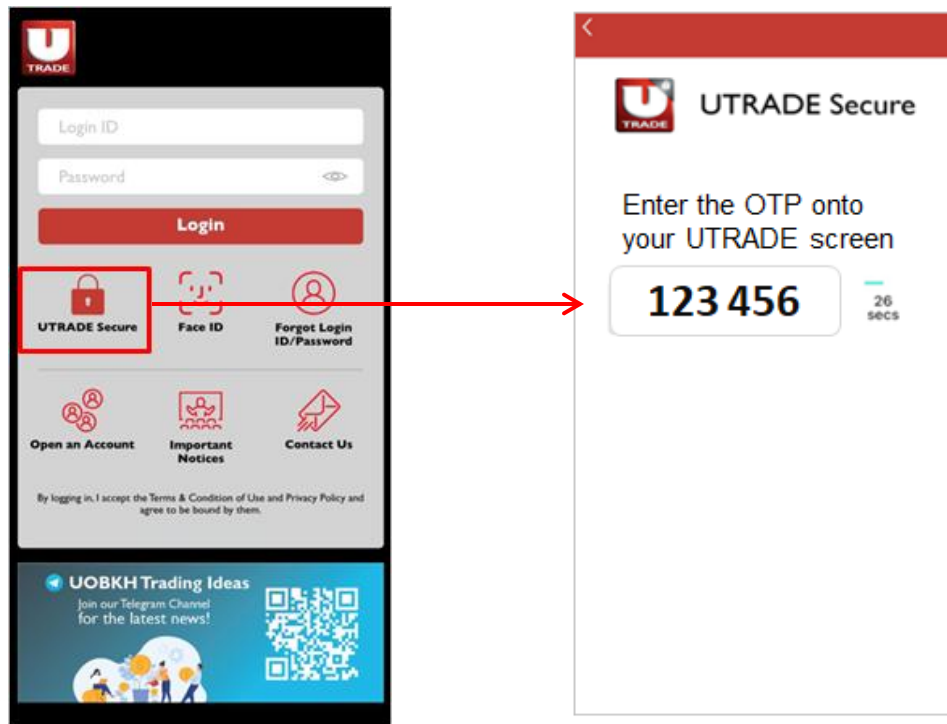
Frequently Asked Questions

4. How do I use UTRADE Secure to generate OTP if I want to login to UTRADE via web browser?

Step 1 : Open UTRADE SG mobile app

Step 2 : Tap on **UTRADE Secure** icon

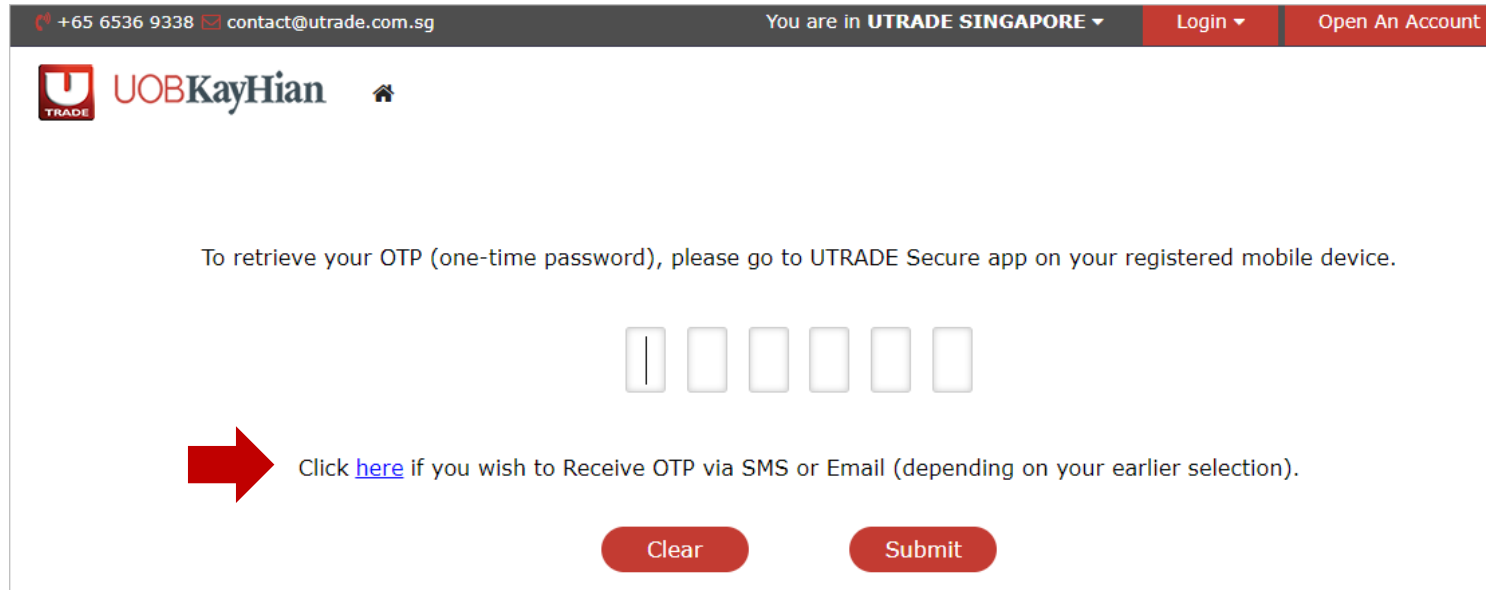
Step 3 : Key in the OTP onto your UTRADE screen



Frequently Asked Questions

5. Is there an SMS or Email alternative for OTP?

Yes. On your UTRADE screen, you may switch to receive OTP via SMS or Email (depending on your earlier selection during activation of UTRADE Secure)



+65 6536 9338 contact@ustrade.com.sg You are in **UTRADE SINGAPORE** Login Open An Account

U **UOBKayHian**

To retrieve your OTP (one-time password), please go to UTRADE Secure app on your registered mobile device.

□ □ □ □ □ □

➔ Click [here](#) if you wish to Receive OTP via SMS or Email (depending on your earlier selection).

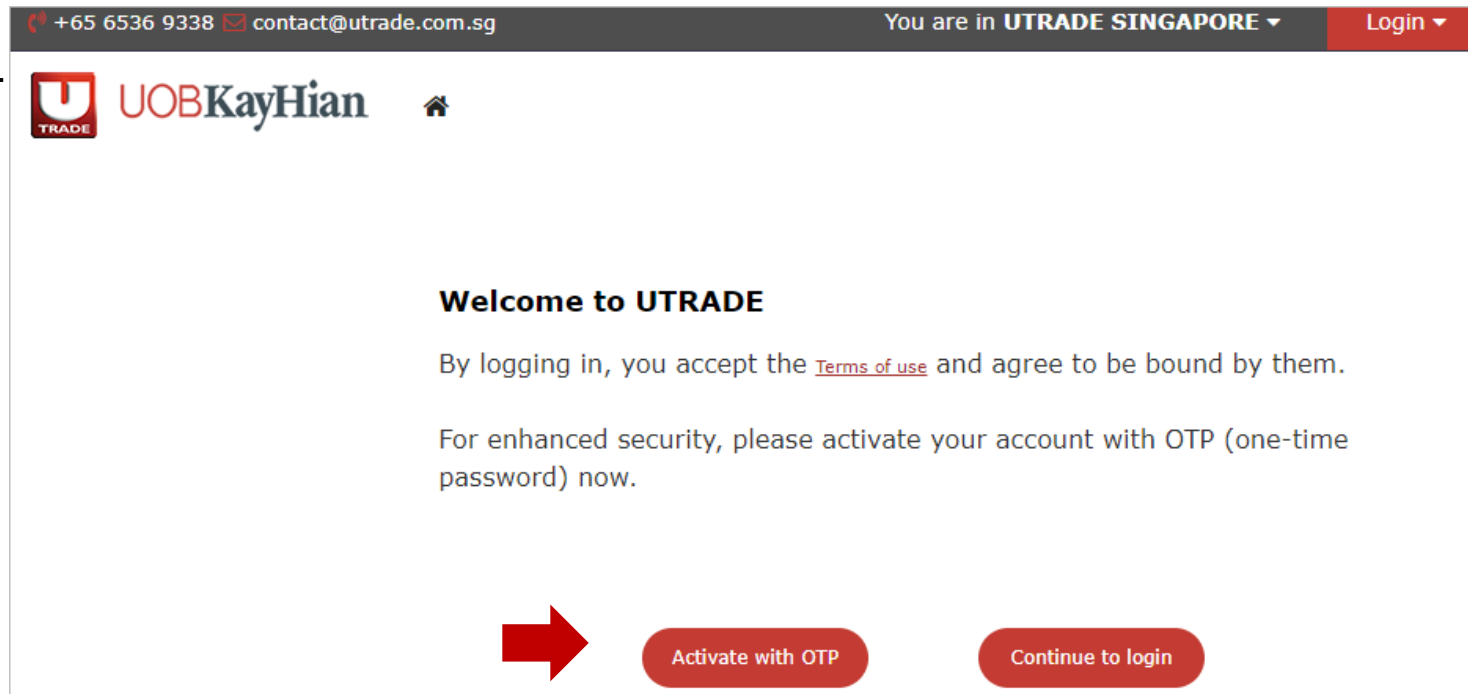
Clear Submit

Frequently Asked Questions

6. I have not yet activated UTRADE Secure. How do I register for SMS or Email OTP?

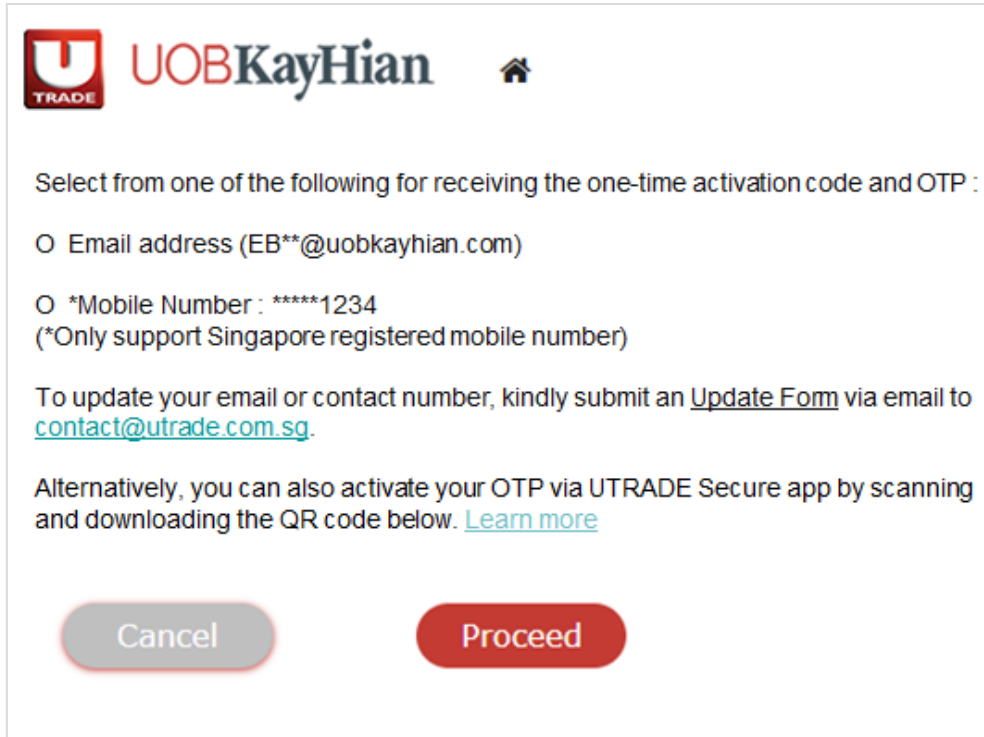
Step 1 : Enter your UTRADE Login ID and Password via web browser

Step 2 : Click on “ Activate with OTP”



Frequently Asked Questions

Step 3 : Select your preferred mode of receiving the OTP (you can only opt for SMS OR Email)



The screenshot shows the UOB KayHian UTRADE interface. At the top left is the UOB KayHian logo with the UTRADE icon. Below the logo, there is a home icon. The main text reads: "Select from one of the following for receiving the one-time activation code and OTP :". There are two radio button options: "Email address (EB**@uobkayhian.com)" and "*Mobile Number : *****1234 (*Only support Singapore registered mobile number)". Below these options, there is a paragraph: "To update your email or contact number, kindly submit an [Update Form](#) via email to contact@ustrade.com.sg". Another paragraph follows: "Alternatively, you can also activate your OTP via UTRADE Secure app by scanning and downloading the QR code below. [Learn more](#)". At the bottom, there are two buttons: "Cancel" (grey) and "Proceed" (red).

Step 4 : Retrieve the activation code sent to your preferred mode of delivery and enter into UTRADE web browser.

You are done!

Frequently Asked Questions

7. Can I use the same UTRADE Secure for multiple Login IDs?

No, only 1 Login ID is allowed at this moment. You can register for SMS (or Email, depending on your preferred mode of delivery) OTP for other Login IDs.

8. Is it compulsory to activate UTRADE Secure for my UTRADE account?

It is not compulsory to enable UTRADE Secure on your UTRADE trading account. Kindly refer to the [Risk Awareness Statement \(RAS\)](#) to understand the risks involved if you choose to continue logging in without second level of authentication (2FA).

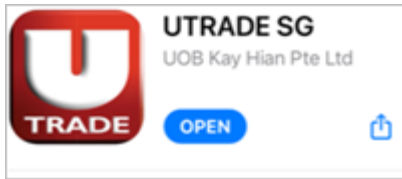
However, do note that once you have activated **UTRADE Secure** for your trading account, it will be compulsory to access your trading account with OTP.

9. Which of the devices support the use of UTRADE SG mobile app with integrated UTRADE Secure?

Supported Operating System (OS)

iPhone : version 13 and above

Android :version 7.0 and above



UTRADE SG version 2.12 and above

Download now on Google Play or App Store



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