UC Mobile token
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Introduction

UC eBanking global token is a mobile device application (Android: smartphone and tablet, iOS: iPhone and iPad) to log-on to UC eBanking global with your web browser and to authorise transactions.

The log-on and the authorisation can be done exclusively with your mobile device, which is used as so-called “mobile token”.

The processes that are started in the web browser of your PC for log-on or authorisation will be confirmed in a secure way by your smartphone.

Preconditions

- User ID received from ucebanking.admin.unicreditservices@unicredit.eu sent to the user email and company contact person (in copy) included in the Customer Annex of the contract.
- Up-to-date smartphone with iOS or Android
- UC eBanking global token app installed on the device
  - AppStore/Google PlayStore: search for “UC Mobile Token”

Setup

1 & 2: Start the “UC mobile token” App, select UniCredit Bank AG London to display privacy policy.
3: Read the terms and accept them by clicking on the green button.

4: A welcome page will be displayed. Click on “Next” in the right-upper corner.

Optional: Click on “What is a mobile token?” to read more details.

5: Choose a password which meets the following conditions:
- minimum of 8 characters, containing
- at least 1 number,
- at least 1 upper case letter,
- at least one lower case letter.
- Please note, that you will use this password in order to log in to your eBanking, using UC Mobile Token.
6: Afterwards please enter your User ID we sent from  
ucebanking.admin.unicreditservices@unicredit.eu  
address to the email of the company contact  
person included in the Customer Annex of the  
contract.  
Complete the action by tapping “Next”.

7: A confirmation about a successful registration  
will be displayed, containing a registration code.  

Important: do not close the app at this point, you  
will need this registration code in next steps.
8: Now go to the UK eBanking page: https://ebanking.unicreditgroup.eu/portal/faces/login/login.jsf and click on Mobile Token “My user account is not active yet”:

9: You will be asked to provide the registration code (step 7) from the mobile token app:
10. When you confirm the registration code, you will be able to download the registration letter:

11. Please, print it, sign it and send it as pdf to ucebanking.admin.unicreditservices@unicredit.eu.

Within 2 working days you will receive a return email with the confirmation about the activation of your access.
Existing clients migration to UC Mobile Token

If you are an existing client, you need to change your access method and utilize the UC Mobile Token. Please follow the steps 1 to 7 indicated in the previous section.

8. Then please start UC eBanking global in the web browser and log-on as usual.

9. In the menu „Personalisation“ > „Mobile Credentials“ you can see the details of the device, which is in status „Waiting for release“.

Choose the newly setup device and confirm the registration using your password as shown in the screenshots below:
You have successfully released your mobile token.

You will be logged out now. Please click on the link "Login again" and select the login method "Mobile token" on the login screen to log in with your mobile token.

Close
Log-on with Mobile Token

1: Open the Corporate Portal login page:
https://ebanking.unicreditgroup.eu/portal/faces/login/login.jsf

and in parallel open the “UC Mobile token” app.

2: After logging into the app you are requested to scan the QR code shown on the screen with your mobile phone camera.

   ➤ **Remark:** when indicated, please provide the app the permission to use the camera.

3: The portal site will reload automatically. **Now you are logged in.**
Authorization of transactions with Mobile Token

1: Mark your open transactions and click on “Authorize”:

2: You will see an Authorisation pop-up window:

Login to the “UC Mobile token” app and click on refresh button.
3: You will see details of the transaction, as displayed in the UC eBanking global portal. You can confirm or reject the payment.

4: In order to confirm it, you have to insert your mobile token password again.

5: Approved screen will notify you about the successful confirmation.
Forgotten password

In case of a forgotten password or the UC Mobile Token application lock (after inserting 5 times incorrect password), please notify the administration team about that and request the mobile token reset by writing to ucebanking.admin.unicreditservices@unicredit.eu, putting in copy ebanking.uk@unicredit.eu.

Upon receiving a response confirming, that you token has been reset, please kindly do the following:

- Delete the UC Mobile Token app from your phone
- Restart your phone
- Download again UC Mobile Token from the store
- Go through the whole setup process, as described in the manual (starting from page3).

Additional functionalities

After setting up the app, the following functionalities can be used for the iOS users.

- **TouchID / FaceID**
  Log-on and authorisation with your finger print or face.

- **Notification via push**
  When you are logged in UC eBanking global and an approval with Mobile Token is needed, you can receive push notification on your smart phone.

These functionalities can be chosen in the menu “Settings” of you app.
For more details please kindly refer to the UC eBanking global contractual documentation.
Contacts

Electronic Banking Support Contact & Service Center
Tel. +44 207 8261996
ebanking.uk@unicredit.eu

Service hours:
Monday – Friday: 7 am – 6 pm (excluding UK bank holidays)

GTB UK - Cash Management
Marco Gustapane
Tel.+44 207 8261 682
marco.gustapane@unicredit.eu