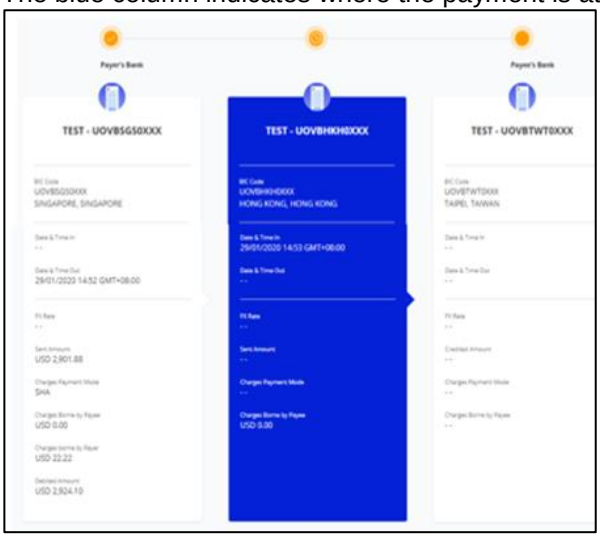
UOB Infinity
Frequently Asked Questions

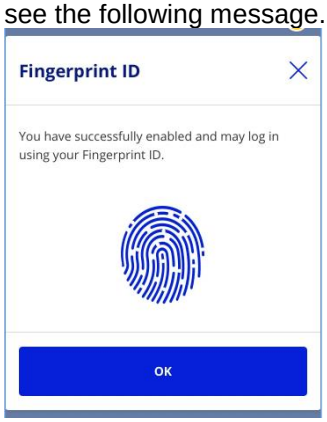
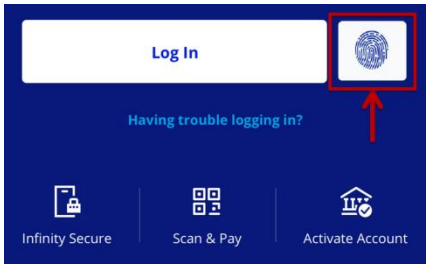
General	
1.	**What is UOB Infinity?** UOB Infinity is the new digital banking platform for business.
2.	**How do I login to UOB Infinity? Do I need new login credentials?** No new login credentials are required. You can use the same login credentials for BIBPlus to access UOB Infinity.
3.	**Can I still access BIBPlus?** Yes, both platforms will run concurrently to allow users time to get used to the new user interface on UOB Infinity. All transactions, templates, past payments, drafts and payee/beneficiary master will be available on both platforms until BIBPlus is decommissioned. If you need any assistance with UOB Infinity, you may refer to the tutorial videos and user guides on UOB Infinity. Alternatively, you may contact the Bank at 1800 226 6121 (for Singapore) or +65 6226 6121 (for overseas) for further assistance.
4.	**Can I still use BIBPlus Mobile?** Yes, you will still be able to use BIBPlus Mobile. However, you may be pleased to know that there is a new app for UOB Infinity that offers an improved user experience. You may download the UOB Infinity app from App Store or Google Play.
5.	**What is the minimum system / browser requirement for UOB Infinity?** For optimal user experience, you are recommended to access UOB Infinity using the following system / browser versions:

		Browser				
		Google Chrome Version: 65	Microsoft Edge	Internet Explorer Version: 11	Mozilla Firefox Version: 57	Safari Version: 11.1.2
Operating System	Windows 10	Y	Y	Y	Y	
	Windows 7	Y		Y	Y	
	Mac OS 10.13 High Sierra	Y			Y	Y
	iOS 10.3					Y
	Android 7.0	Y				

6.	**What is the operating system requirement for UOB Infinity mobile app?** For UOB Infinity mobile app, the following operating systems are recommended: • **For Apple devices** - iOS version 11 to version 13. Please note that UOB Infinity mobile app does not support iPhone 6 and below. • **For Android - OS** version 7 to version 10

New features	
7.	**What is Pay & Transfer Wizard?** Pay & Transfer Wizard is an intuitive payment feature that recommends the most suitable payment mode(s) based on the payee details provided while creating the payment transaction. This feature is specially designed to help users who are not familiar the various payment modes (e.g. FAST, GIRO, Telegraphic Transfers, etc) available to them.
8a.	**How do I access Pay & Transfer Wizard?** Pay & Transfer Wizard is accessible from the top menu bar: 1. **Pay & Transfer** - under "Single Transactions, select "Use Pay & Transfer Wizard" 2. **Accounts** – under "Accounts", select "Account Overview", then click the action menu (⋮) at the specific account to make payment from and select "Make Payment".
8b.	**Is there any additional fee for using Pay & Transfer Wizard?** There is no additional fee for using Pay & Transfer Wizard. It is a value added service and not a payment mode. The transaction service fee will be charged based on the payment mode selected.
9.	**What is Approval Status?** Approval Status provides a consolidated view of all transaction statuses in a single location for ease of monitoring your transactions. You will not need to access different transaction status screens (eg. Transaction Search, Pending Transaction and Processed Transaction) in order to view the various transactions.
9a.	**The Approval Status screen has five colour tabs. What is the difference between each tab?** • **All (white)** – list of all transactions regardless of status • **Pending (orange)** – list of transactions that have not been submitted/sent to the Bank • **Sent to Bank (blue)** – list of transactions that have been submitted to the Bank but have yet to be processed • **Rejected (red)** – list of rejected transactions or partially rejected bulk transactions • **Successful (green)** – list of transactions that have been successfully processed by the Bank Note: The transaction status available to each user may differ subject to the user's role.
9b.	**I am the maker of the transaction. Can I find out who is the next authoriser to approve the transaction?** You may view the user name of the next authoriser(s) by clicking the action menu (⋮) and selecting "Audit Trail".

10.	**What is Track Payments (SWIFT gpi)?** Track Payments (SWIFT gpi) allows users to track their incoming/outgoing cross-border payments from end to end. This includes Telegraphic Transfers/MT103/MT202 transactions.
10a.	**What is SWIFT gpi?** SWIFT Global Payment Innovation (SWIFT gpi) is a service offered by SWIFT, aimed at transforming the customer experience in tracking cross-border payments. SWIFT is a global provider of secure financial messaging services.
10b.	**Are there any charges for using Track Payments (SWIFT GPI) to track my cross border payment?** There are no charges to use this feature.
10c.	**Can I use Track Payments (SWIFT GPI) to track Telegraphic Transfers submitted over the counter?** Yes, you can track telegraphic transfers submitted over the counter as long as you know the originating account number for the payments.
10d.	**How do I know where my payment is at currently?** The blue column indicates where the payment is at currently. 
10e.	**How do I identify the status of my payment?** A colored circle can be found on top of each bank's column: • Green - Completed • Orange - In Progress / On Hold • Red - Rejected • Grey – Not traceable (e.g. the payment is at a non-SWIFT bank)

11.	**Is there a biometric login feature for UOB Infinity mobile app?** Yes, the biometric feature allows you to access the mobile app quickly and securely by using your mobile device's fingerprint/face recognition function. With this feature, you do not need to enter your password to login to UOB Infinity mobile app.
11a.	**How do I login to UOB Infinity mobile app using my fingerprint / face recognition function?** Steps to enable the fingerprint/face recognition function in UOB Infinity mobile app: 1) Login to UOB Infinity mobile app using your password. 2) Go to "More Services" at the bottom menu bar and tap on the "Log In with Fingerprint ID" toggle button. 3) Select "Enable Fingerprint ID". 4) Enter your login password and select "Authenticate". 5) If you have successfully enabled the fingerprint / face recognition function, you will see the following message. Select "OK".  6) You will see a button with a fingerprint or face recognition icon at the app's login screen. Upon subsequent login, you will only need to select that button for quicker and more secure access.  Note: If you are using a mobile device with face recognition function, you will see the word and icon of "Face ID" instead of "Fingerprint ID" in the steps above.
11b.	**Am I allowed to enable the UOB Infinity's fingerprint / face recognition function in multiple mobile devices?** For security reasons, each user is allowed to enable fingerprint / face recognition function in one mobile device only. If you are switching to a new mobile device, please follow the steps in Q11a to enable your fingerprint / face recognition function. The fingerprint / face recognition function setup in the existing device will be removed automatically once fingerprint / face recognition function is setup in the new device.

11c.	**I have accidentally uninstalled the UOB Infinity mobile app, do I need to re-enable the fingerprint / face recognition function again?** For security reasons, your fingerprint / face recognition setup in the app will be removed when you uninstall the app or clear the app data. You will need to re-enable your fingerprint / Face recognition function by following the steps in Q11a.
11d.	**I failed to login to UOB Infinity mobile app using my fingerprint / face recognition function after 5 attempts. What do I do?** For security reasons, your fingerprint / face recognition function will be disabled after the 5th failed attempt. Please use your password to login and follow the steps in Q11a to re-enable your fingerprint / face recognition function.
Trade Services	
12	**How do I access Trade Services from UOB Infinity?** 1. Login to UOB Infinity 2. From the top menu bar, click on the drop down menu “You are in: Cash Management” 3. Select “Trade Services (BIBPlus)” You will be redirected to BIBPlus for trade services. There is no need to login again.
13	**Why do I see BIBPlus when I select the “Trade Service (BIBPlus)” option?** The interface upgrade of Trade functions is still work in progress and will be introduced at a later stage.
14	**If I am currently at Trade Services screen in BIBPlus, how do I return to UOB Infinity Cash Management screen?** 1. From the top menu bar, click on the drop down menu “Trade Services” 2. Select “Cash Services” You will be redirected to UOB Infinity Cash Management. There is no need to login again.