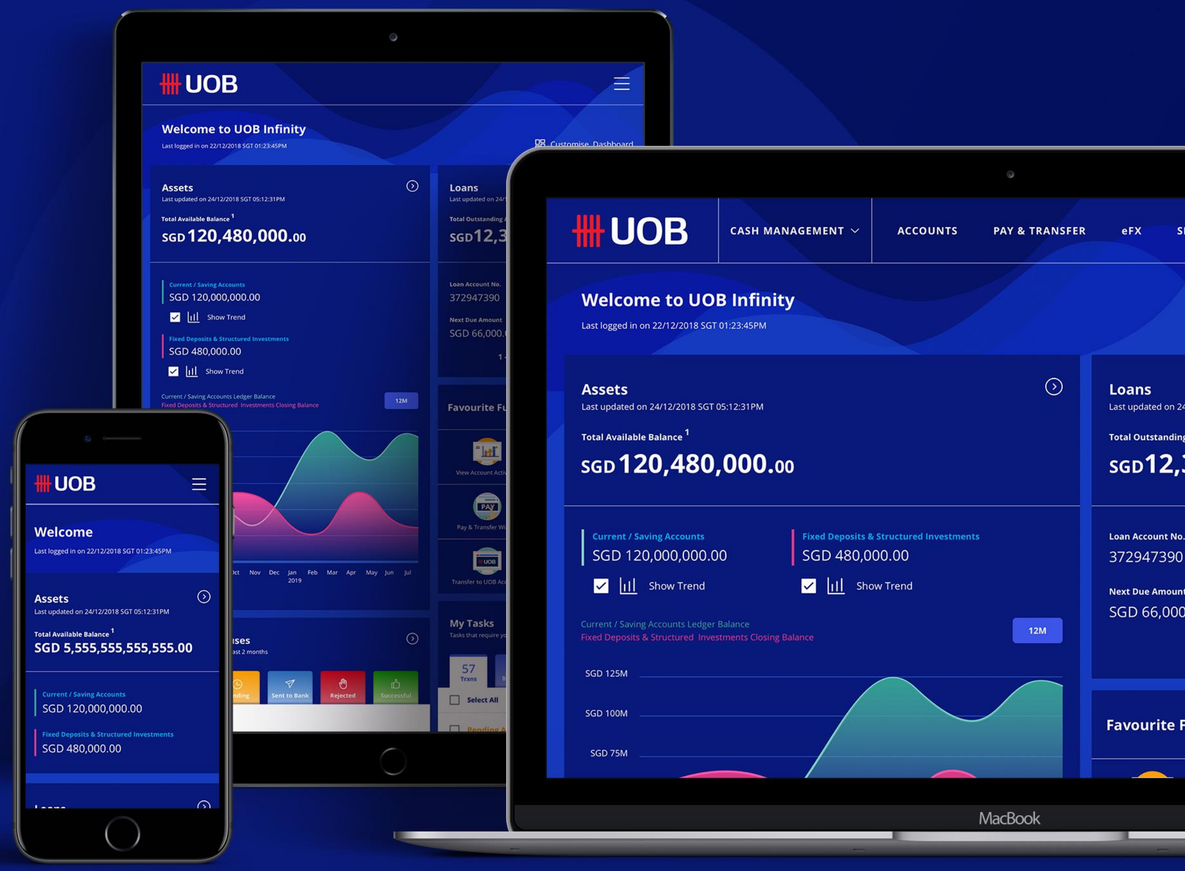
# UOB INFINITY
# User Guide




UOB

01.06.2020 (Version 1.0)

# User ID Activation

# What Do You Need to Login

## UOB Infinity Login

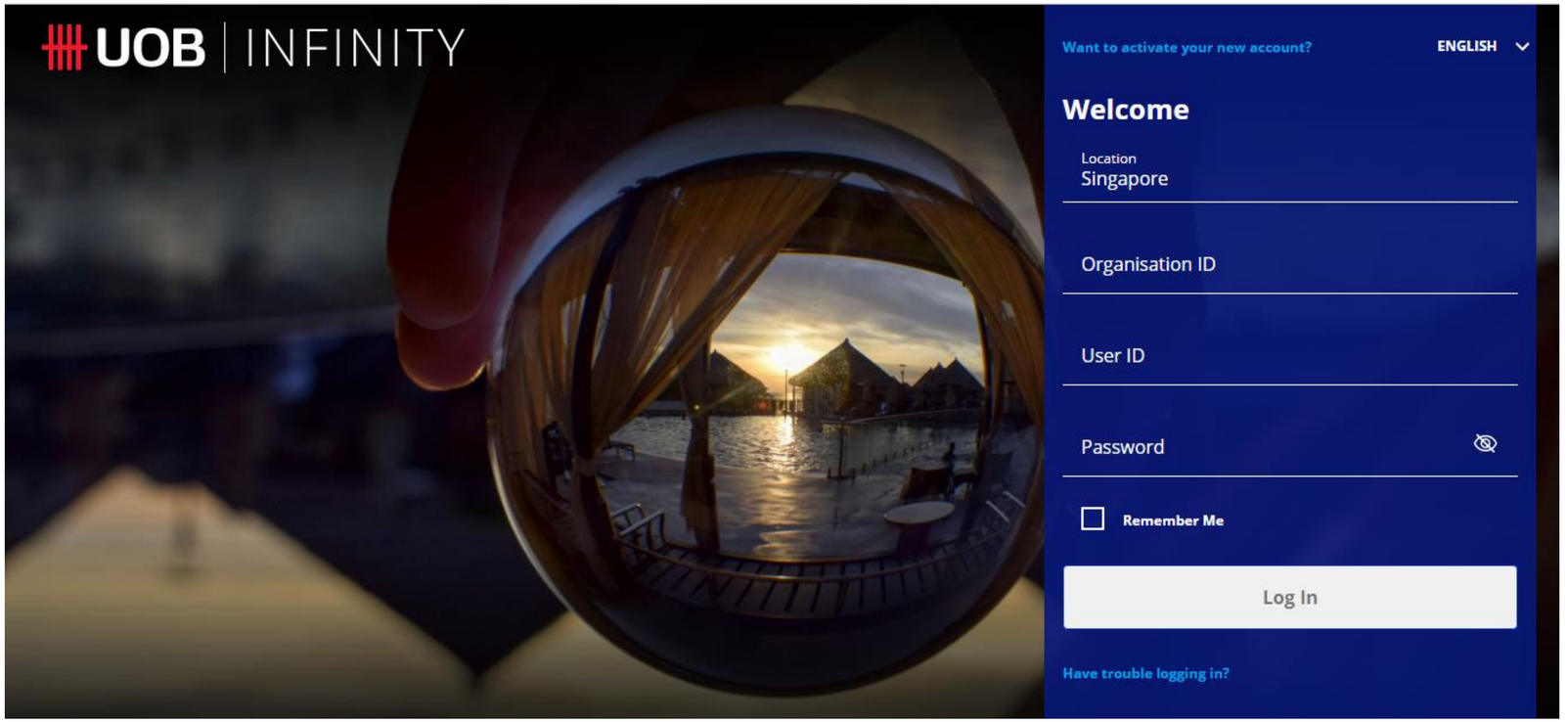
Before you login to UOB Infinity for the first time, please ensure that you have received the two items listed below:

**1) User ID**

**2) Digital/Physical Token***
(required for login to UOB Infinity and to approve transactions)

You can activate your UOB Infinity access online via the login page upon receipt of your User ID and Security Token.

**Login Page (Default View)**




*The physical token will only be issued to users with Global View, Trade subscription and Token Sharing scenario. For other users, you will be able to use our digital token called Infinity Secure. Steps to register and activate Infinity Secure can be found in the “Infinity Secure User Guide”.

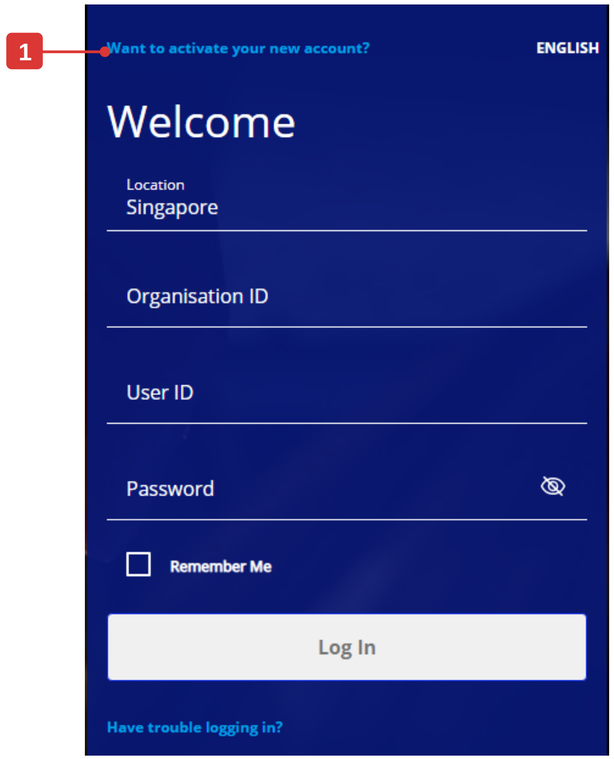
# How to Activate Your User ID/Recover Your Password

## Self Service Functions

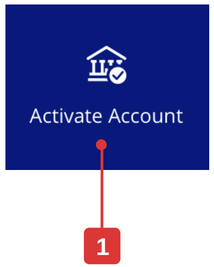
You can perform the following functions via the UOB Infinity login page (applies to both browser/desktop and mobile app):

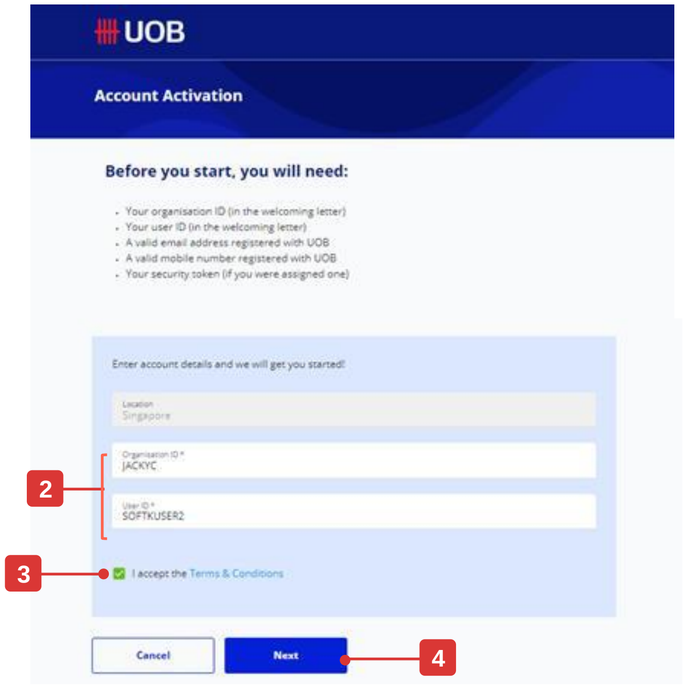
A. Activate your new user ID*
B. Recover your password

**via Web Browser**




**via Mobile App**




## A. Activate your new User ID

1. You may activate using Infinity mobile app (tap on “Activate Account” icon at the bottom right corner of the login screen) or using desktop browser (click on “Want to activate your new account?”).

   **If you do not have a physical token, it is recommended to activate using Infinity mobile app because you will be able to setup the digital token upon first time login via Infinity mobile app after the activation is completed.**

2. Input your Organisation ID and User ID.

3. Tick the checkbox to accept Terms and conditions for your user ID activation.

4. Click on the “Next” button.

* Required if you are logging in to UOB Infinity for the first time**.**

# How to Activate Your User ID/Recover Your Password

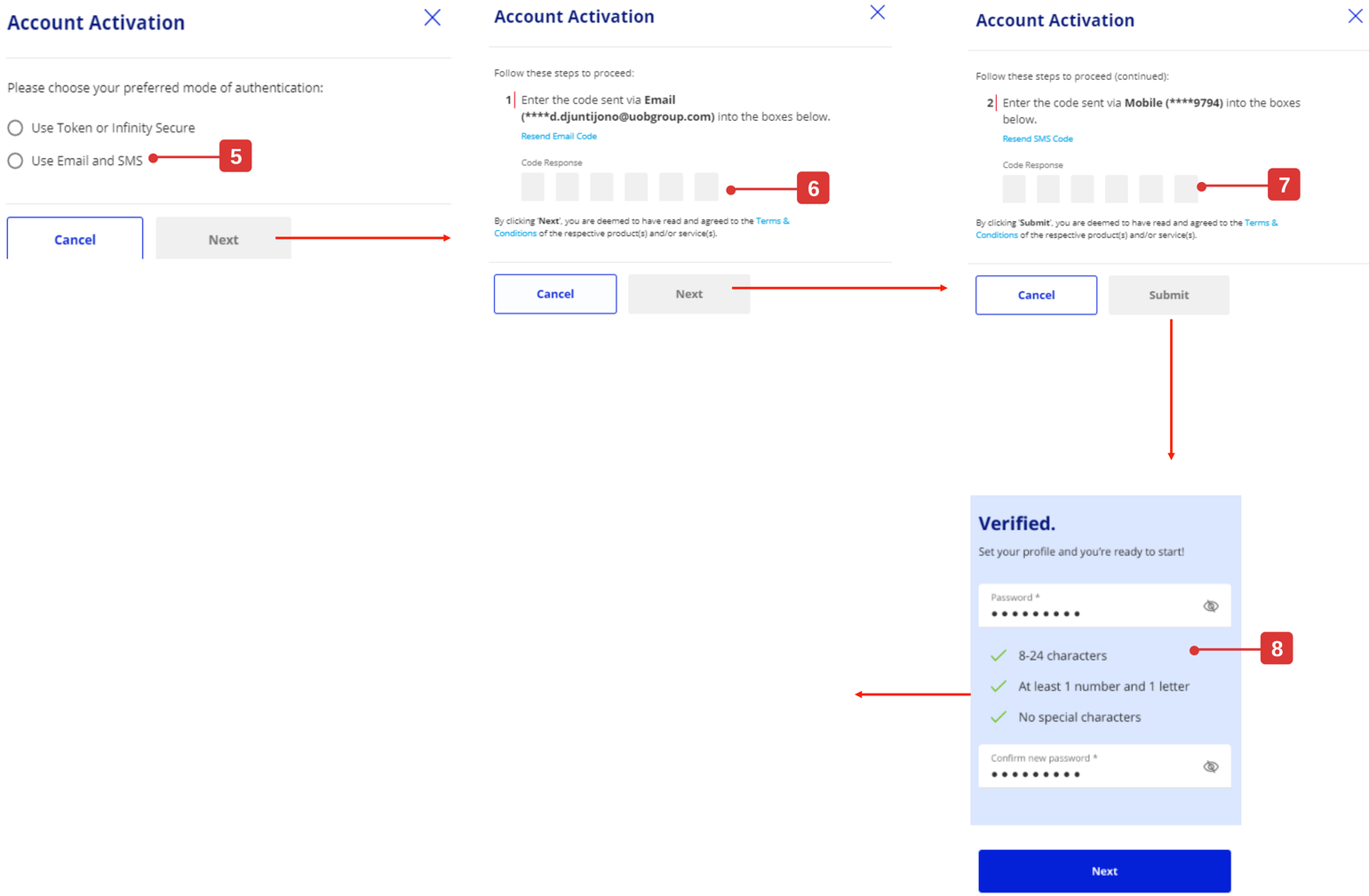
## Activate using Email and SMS

5. Choose “Use Email and SMS”. Click “Next”.
6. Enter the 6-digit code sent to the email address registered in your Infinity user profile. Click “Next”.
7. Enter the 6-digit code sent to the mobile number registered in your Infinity user profile. Click “Submit”.
8. Set your new passwords and click “Next” to complete the setup.
9. Confirmation message will be displayed on the screen.

Upon completion of the user activation, if you do not have a physical/digital token, you may log in onto UOB Infinity mobile app using your Organisation ID, User ID and the newly created password.

Upon tapping on the “Log In” button, you will be prompted by a message to setup a digital token.

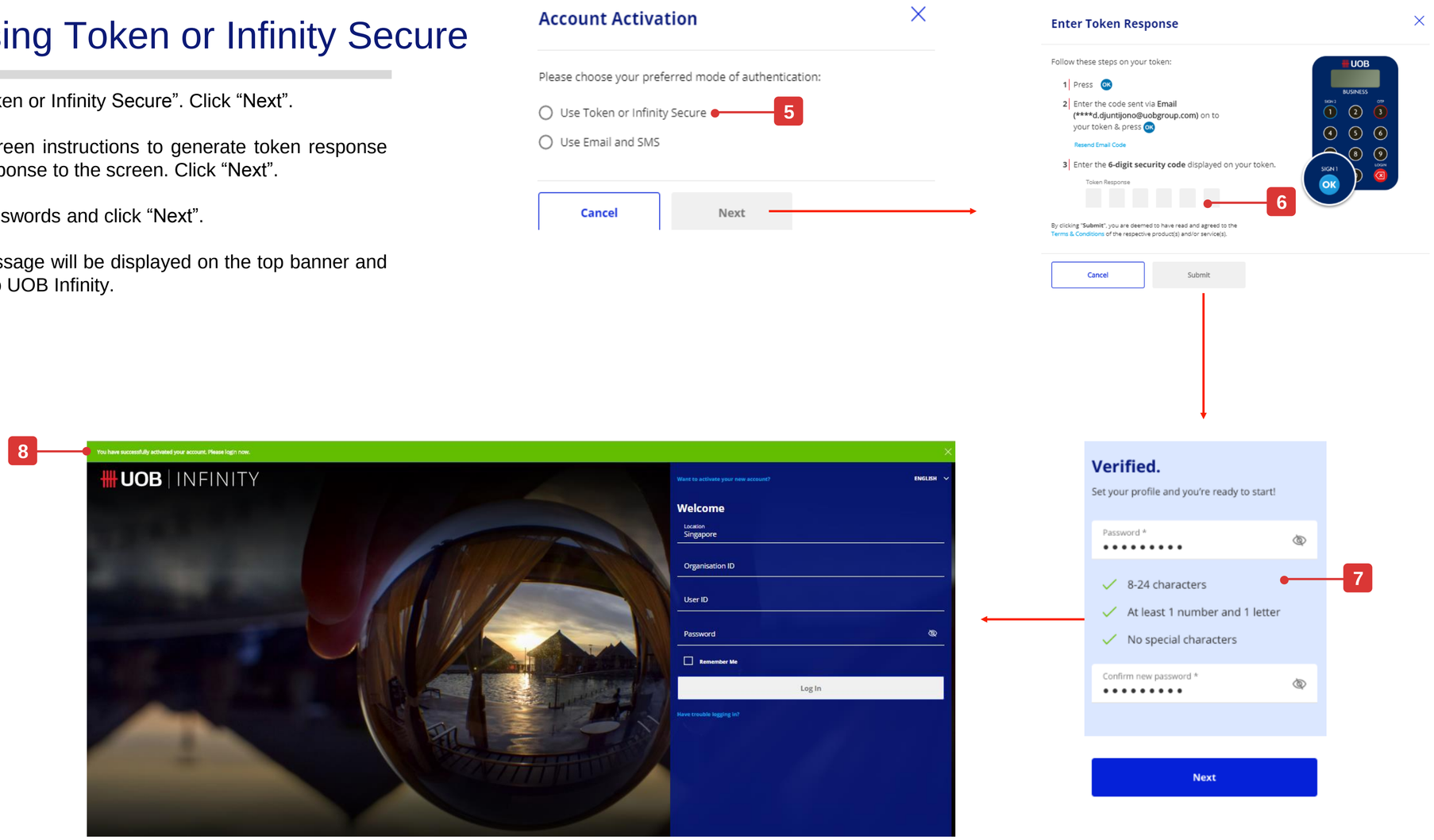
Please refer to this user guide to setup your digital token: https://uniservices1.uobgroup.com/secure/forms/business/pdfs/infinity-guide-infinity-secure.pdf



# How to Activate Your User ID/Recover Your Password

## Activate using Token or Infinity Secure

5. Choose “Use Token or Infinity Secure”. Click “Next”.
6. Follow the on-screen instructions to generate token response and input the response to the screen. Click “Next”.
7. Set your new passwords and click “Next”.
8. Confirmation message will be displayed on the top banner and you can login into UOB Infinity.

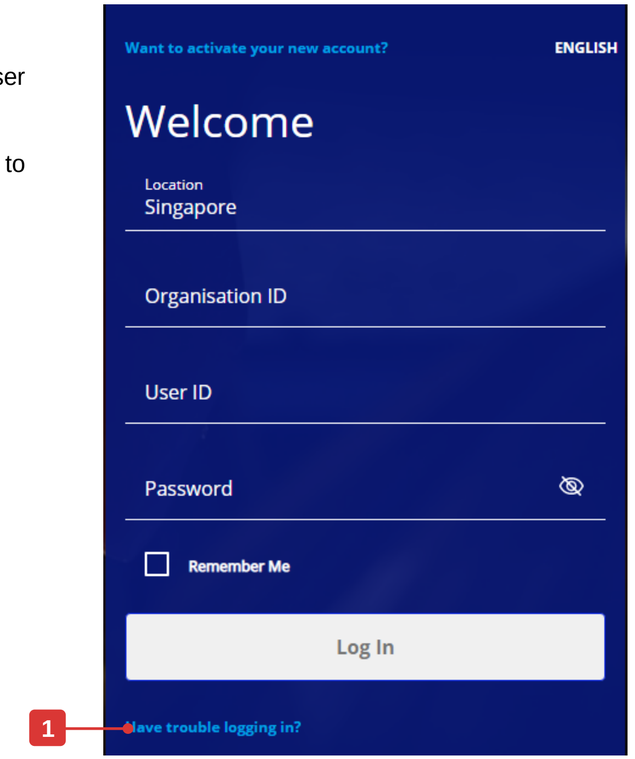


# How to Activate Your User ID/Recover Your Password

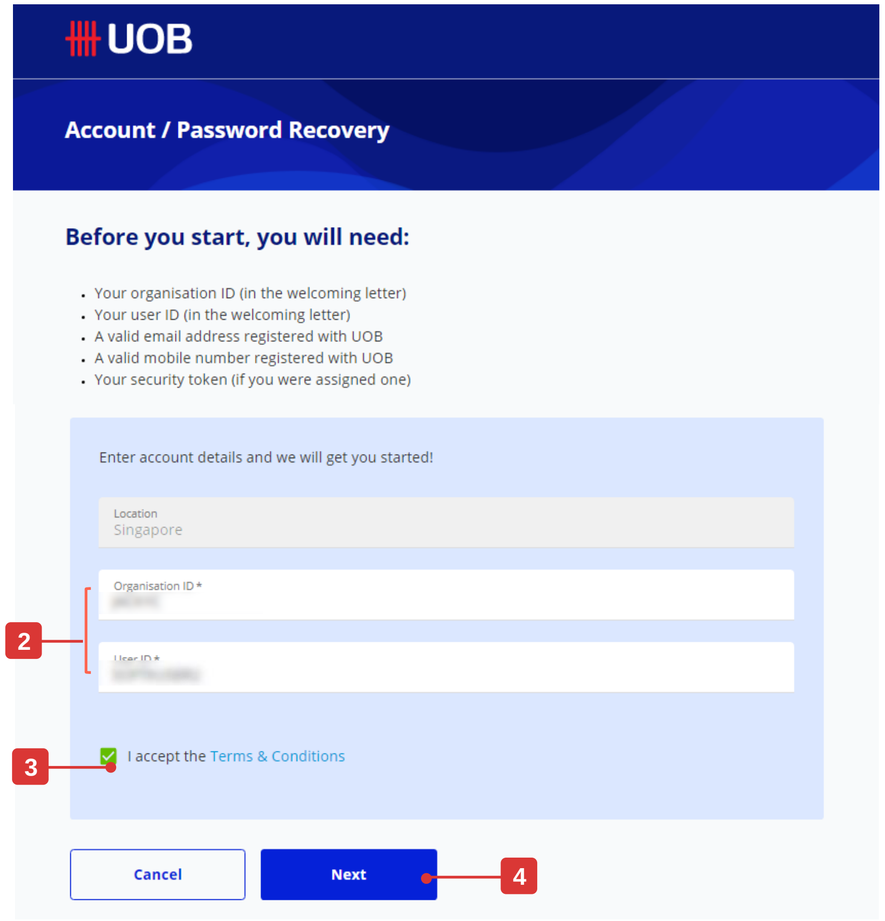
## B. Recover your password

1. Please click on “**Have trouble logging in?**”
2. Input your Organisation ID and user ID.
3. Tick the checkbox to accept terms and conditions for your user ID activation.
4. Click on “Next” button. The subsequent steps will be similar to the user activation step (refer to page 6 and 7).

**Login Page (Default View)**




**Account Activation screen (Default View)**



# Quick Guide to Login Page

## Features

Note: If you are logging in to UOB Infinity for the first time, you need to activate your user ID**.**

1. Enter Organisation ID and User ID (you will receive a letter to inform you about your user credentials).

2. Input valid password. The “eye” icon enables you to see the password that you enter.

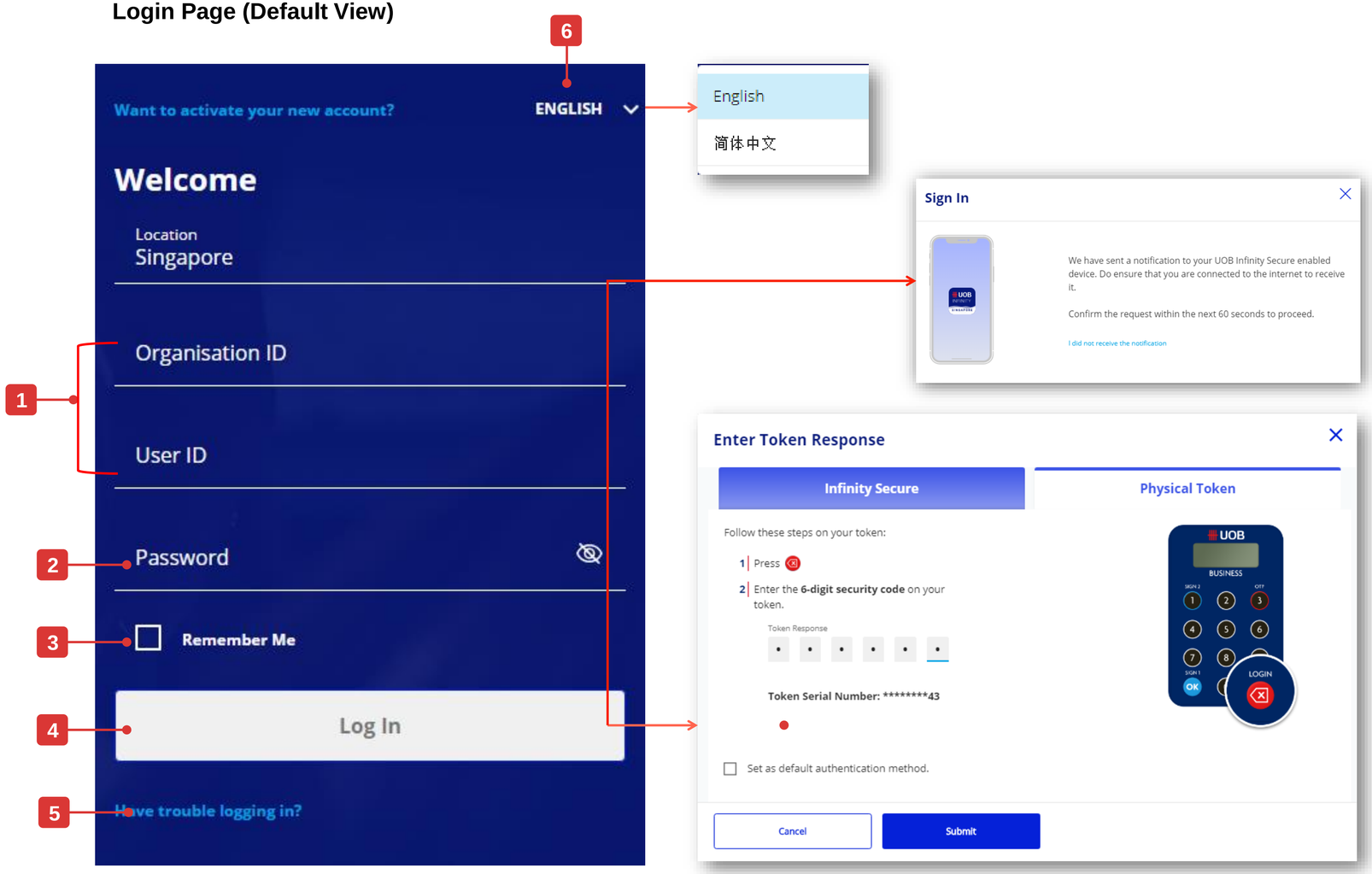
3. Tick the “Remember Me” checkbox to save Organisation ID and User ID so that, in your subsequent login, you only need to key in your password.

4. Upon clicking the “Log In” button:
   a) If you are logging in for the first time without physical or digital token, you will be prompted by a message to setup a digital token
   b) If you are logging in using Infinity Secure (digital token), you will see a notice that a push notification is sent to your mobile phone.
   c) If you are logging in using a physical token, you will see an on-screen instructions to generate the token response.

5. This option will help you to recover your password if you have forgotten it.

6. Languages available are English, Simplified Chinese or your local language.

**Login Page (Default View)**



RIGHT BY YOU