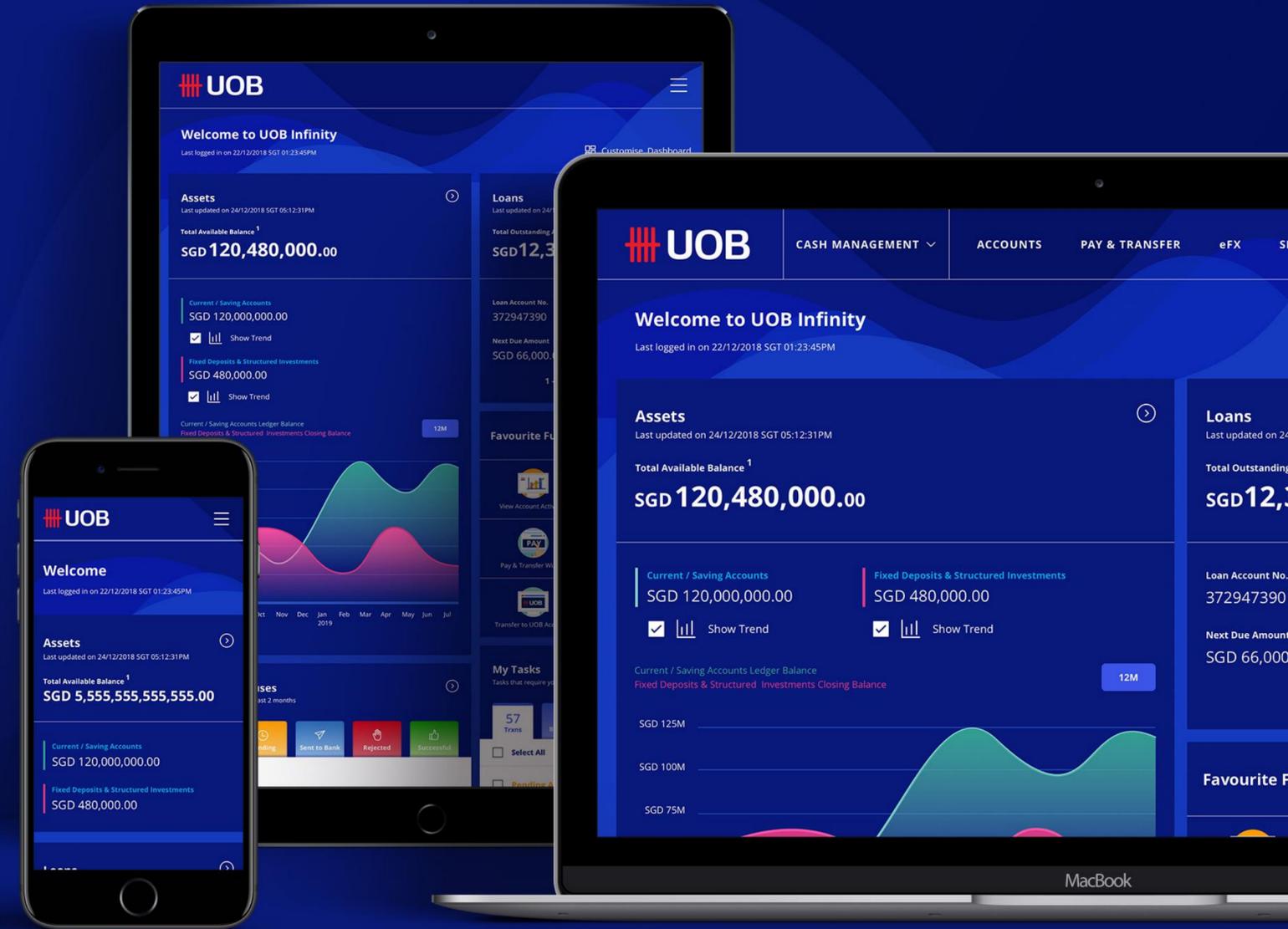


# UOB INFINITY

## User Guide



# 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:

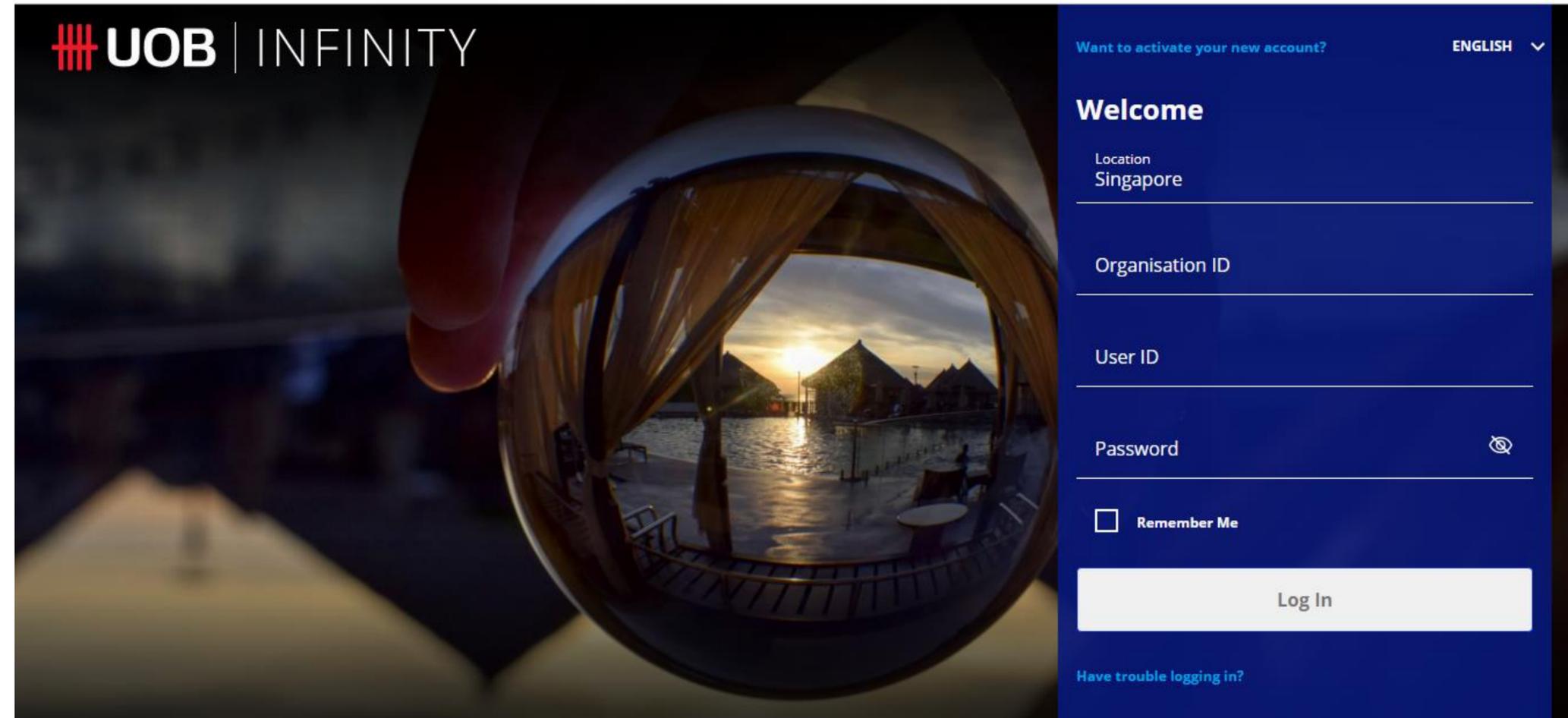
**1) User ID**

**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

### 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.

via Web Browser

1

via Mobile App



2

3

4

# 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>

**Account Activation** ×

Please choose your preferred mode of authentication:

Use Token or Infinity Secure

Use Email and SMS **5**

**Cancel** **Next** →

**Account Activation** ×

Follow these steps to proceed:

1 | Enter the code sent via **Email** (\*\*\*\*d.djuntijono@uobgroup.com) into the boxes below.

[Resend Email Code](#)

Code Response

Code Response

**6**

By clicking **Next**, you are deemed to have read and agreed to the [Terms & Conditions](#) of the respective product(s) and/or service(s).

**Cancel** **Next** →

**Account Activation** ×

Follow these steps to proceed (continued):

2 | Enter the code sent via **Mobile (\*\*\*\*9794)** into the boxes below.

[Resend SMS Code](#)

Code Response

Code Response

**7**

By clicking **Submit**, you are deemed to have read and agreed to the [Terms & Conditions](#) of the respective product(s) and/or service(s).

**Cancel** **Submit** ↓

**Verified.**

Set your profile and you're ready to start!

Password \*

8-24 characters **8**

At least 1 number and 1 letter

No special characters

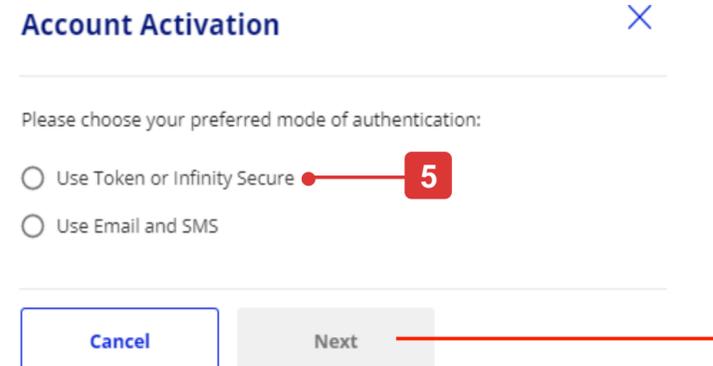
Confirm new password \*

**Next**

# 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.



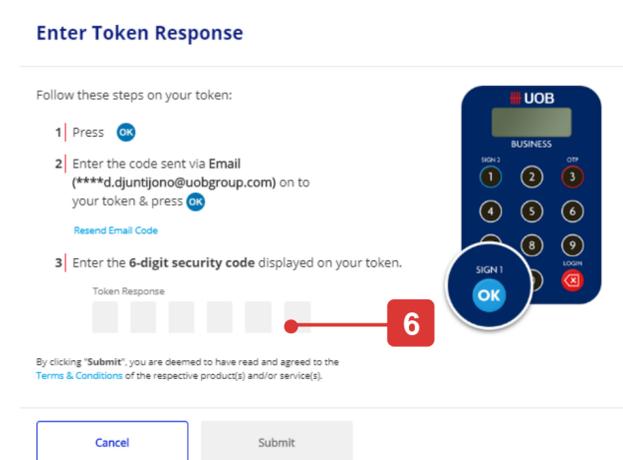
Account Activation

Please choose your preferred mode of authentication:

Use Token or Infinity Secure **5**

Use Email and SMS

[Cancel](#) [Next](#)



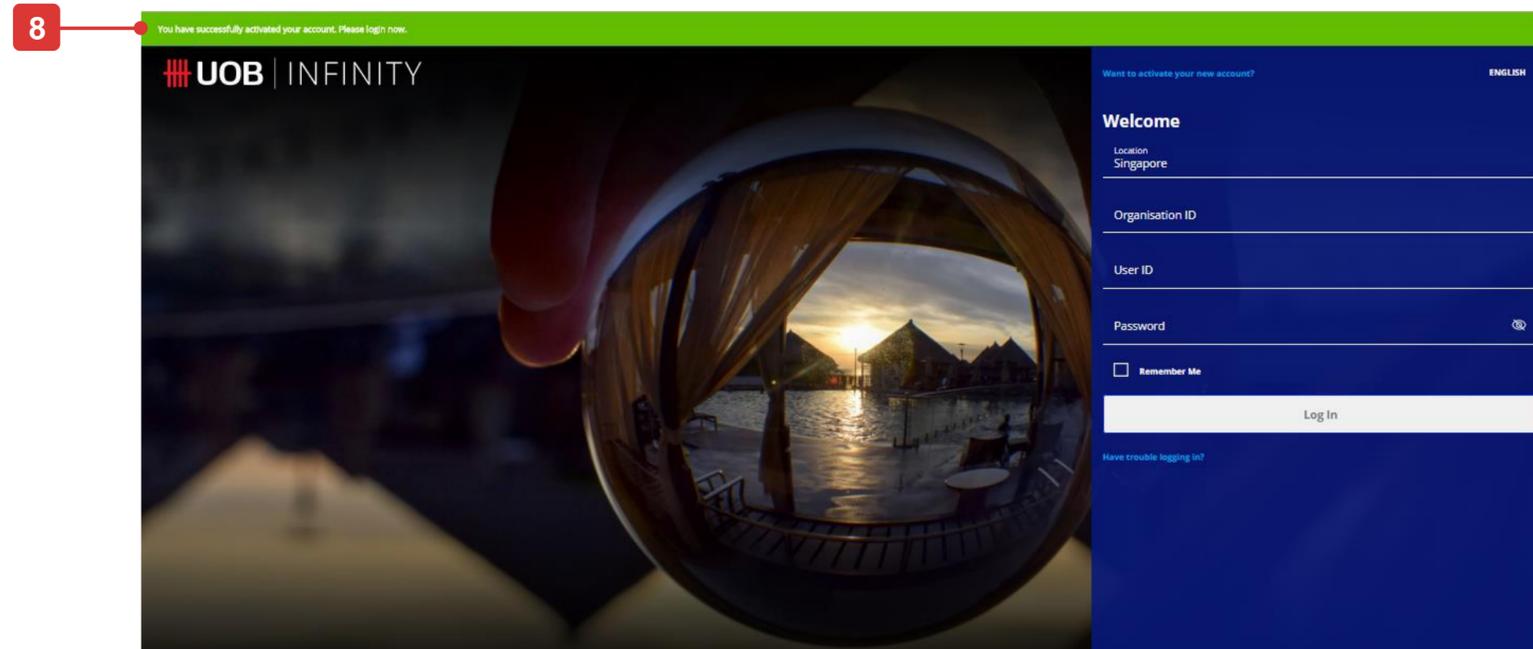
Enter Token Response

Follow these steps on your token:

- 1 Press **OK**
- 2 Enter the code sent via Email (\*\*\*\*d.juntjono@uobgroup.com) on to your token & press **OK**
- 3 Enter the 6-digit security code displayed on your token.

Token Response: [ ][ ][ ][ ][ ][ ] **6**

[Cancel](#) [Submit](#)



**8** You have successfully activated your account. Please login now.

UOB | INFINITY

Want to activate your new account? ENGLISH

**Welcome**

Location: Singapore

Organisation ID

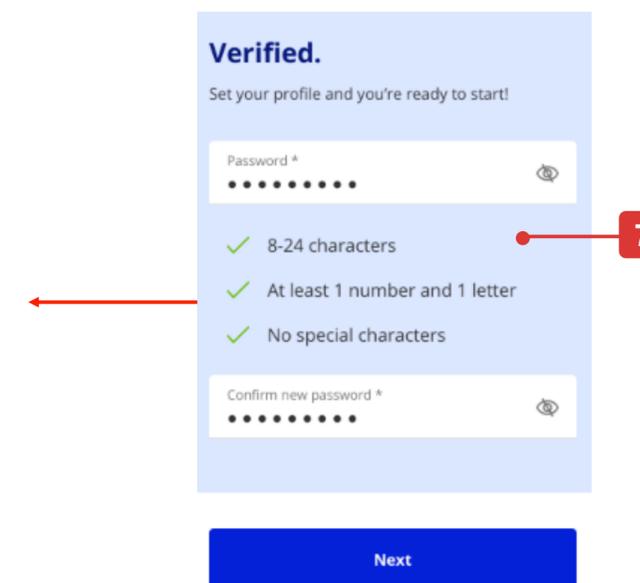
User ID

Password

Remember Me

[Log In](#)

Have trouble logging in?



**Verified.**

Set your profile and you're ready to start!

Password \*

8-24 characters **7**

At least 1 number and 1 letter

No special characters

Confirm new password \*

[Next](#)

# 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)

Want to activate your new account? ENGLISH

# Welcome

Location  
Singapore

Organisation ID

User ID

Password

Remember Me

Log In

1 Have trouble logging in?

Account Activation screen (Default View)

UOB

## Account / Password Recovery

Before you start, you will need:

- Your organisation ID (in the welcoming letter)
- Your user ID (in the welcoming letter)
- A valid email address registered with UOB
- A valid mobile number registered with UOB
- Your security token (if you were assigned one)

Enter account details and we will get you started!

Location  
Singapore

2 Organisation ID \*

3 User ID \*

3  I accept the Terms & Conditions

4 Cancel Next

# 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)**

The screenshot shows the login page with the following elements:

- Language Selection:** A dropdown menu at the top right showing "English" and "简体中文".
- Language Callout:** A callout box labeled "6" points to the language dropdown.
- Sign In Modal:** A modal window titled "Sign In" showing a mobile phone icon and a message: "We have sent a notification to your UOB Infinity Secure enabled device. Do ensure that you are connected to the internet to receive it. Confirm the request within the next 60 seconds to proceed." A link "I did not receive the notification" is also present.
- Enter Token Response Modal:** A modal window titled "Enter Token Response" with two tabs: "Infinity Secure" and "Physical Token".
  - Infinity Secure:** Shows instructions: "Follow these steps on your token: 1 | Press [OK] 2 | Enter the 6-digit security code on your token." Below this is a "Token Response" field with six dots and a "Token Serial Number: \*\*\*\*\*43" field.
  - Physical Token:** Shows an image of a physical token device with a "LOGIN" button.
- Form Fields:** "Organisation ID", "User ID", and "Password" (with an eye icon).
- Remember Me:** A checkbox labeled "Remember Me".
- Log In Button:** A large button labeled "Log In".
- Link:** "Have trouble logging in?"



RIGHT BY YOU