

UTRADE Secure Mobile App User Guide



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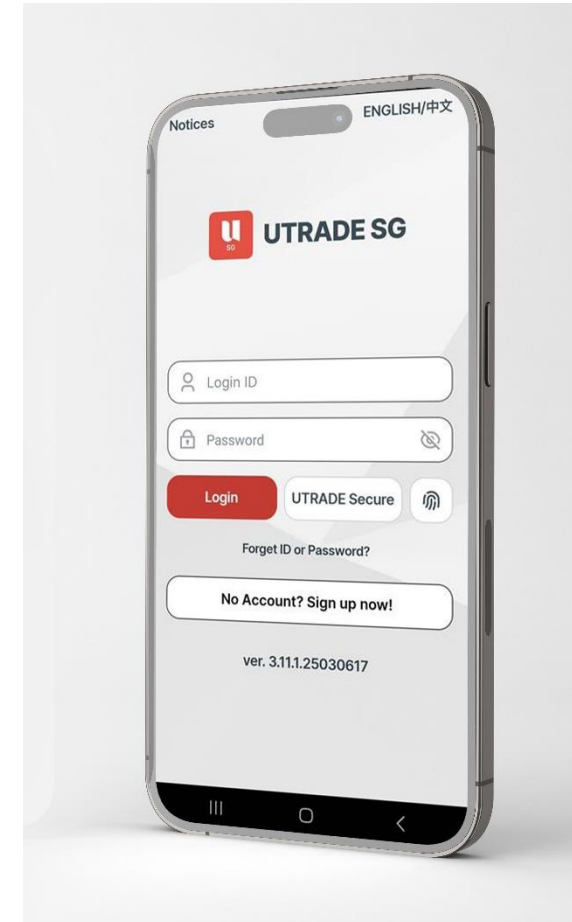
Introducing UTRADE Secure

UTRADE Secure is a digital security token built into the UTRADE Mobile app, designed to enhance your trading experience with added protection.

With UTRADE Secure, you can enjoy a seamless login on the mobile app through background authentication, no need to manually enter a One-Time Password (OTP).

When using UTRADE on a desktop, UTRADE Secure also allows you to generate OTPs for secure access to your account.

Activate UTRADE Secure today for a faster, simpler, and more secure login experience.

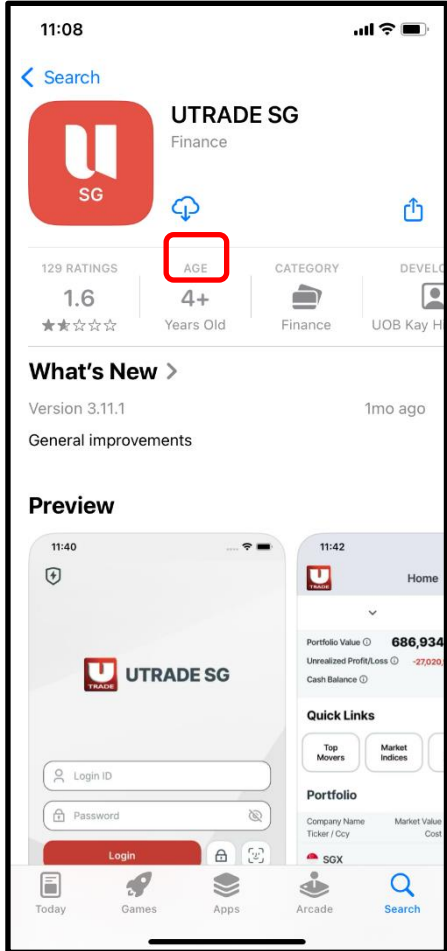


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How to activate UTRADE Secure

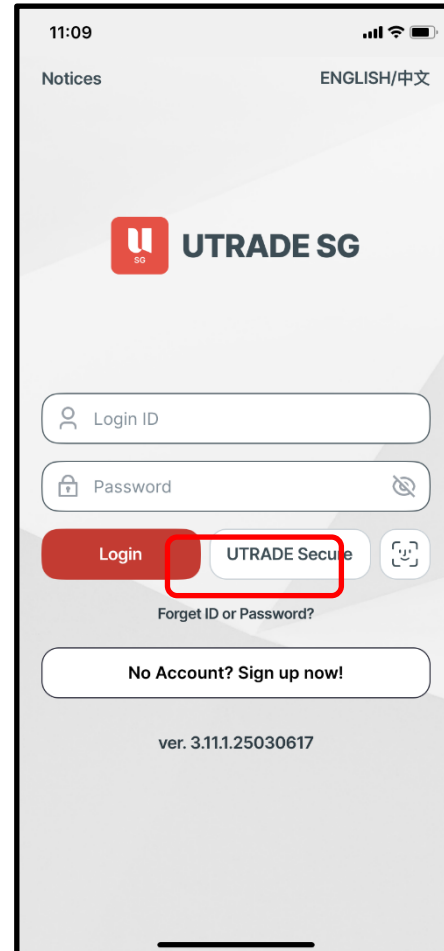
Step 1

Download UTRADE SG mobile app from Google Play Store or App Store



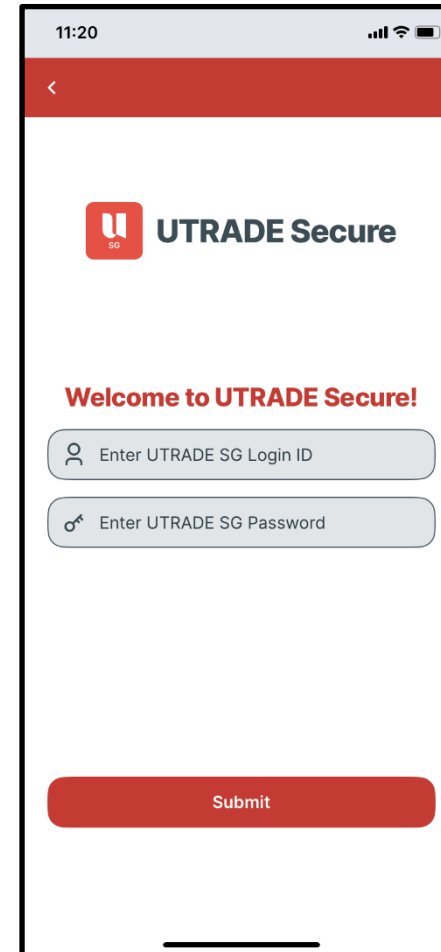
Step 2

Click on **UTRADE Secure** button



Step 3

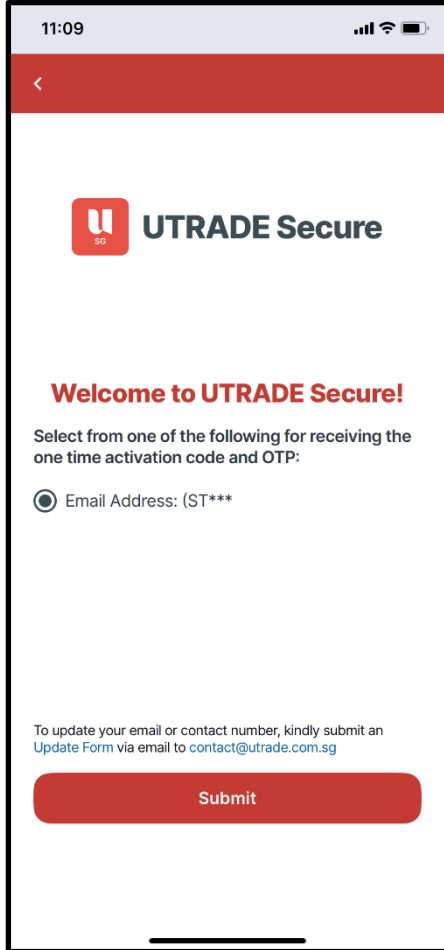
Enter your UTRADE Login ID and Password, click Submit



How to activate UTRADE Secure

Step 4

Select email to receive the one-time activation code



11:09

 **UTRADE Secure**

Welcome to UTRADE Secure!

Select from one of the following for receiving the one time activation code and OTP:

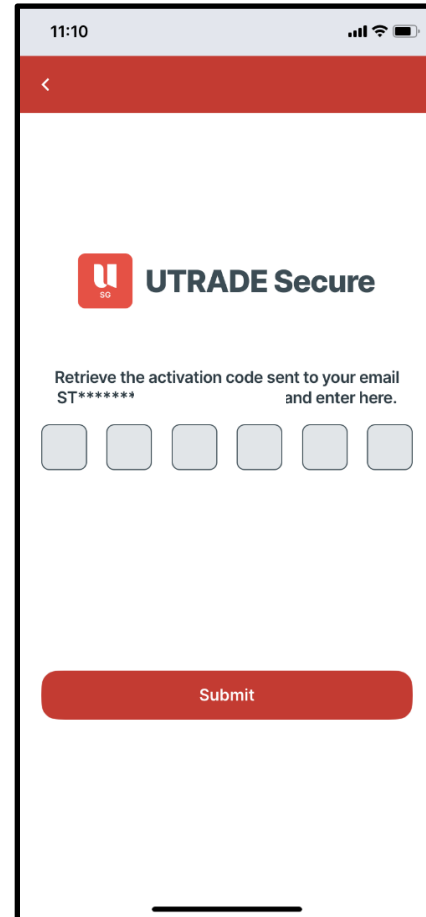
☒ Email Address: (ST***)

To update your email or contact number, kindly submit an [Update Form](#) via email to contact@utrade.com.sg

Submit

Step 5

Key in the activation code sent to your email* address.
Once that is done, you are good to go

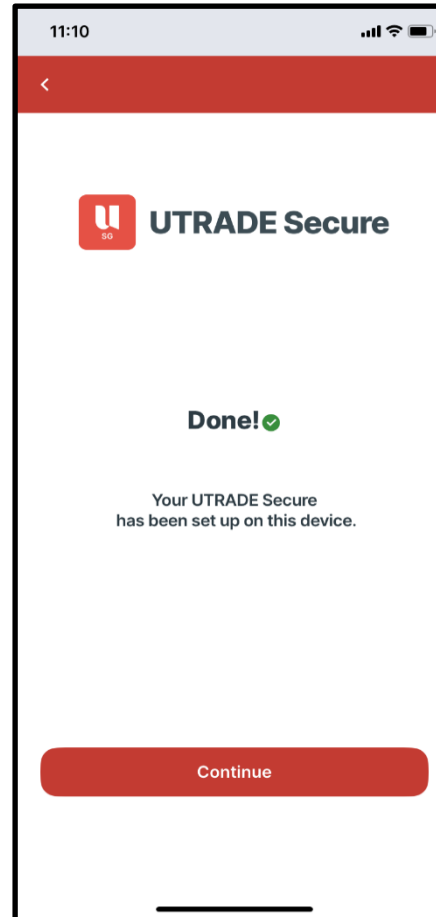


11:10

 **UTRADE Secure**

Retrieve the activation code sent to your email ST***** and enter here.

Submit



11:10

 **UTRADE Secure**

Done! 

Your UTRADE Secure has been set up on this device.

Continue

*To update your email address, kindly submit [this form](#) via email to contact@utrade.com.sg.

Frequently Asked Questions

- **How do I use UTRADE Secure to generate OTP if I want to login to UTRADE via desktop web browser or alternate mobile phone?**

Step 1: Open UTRADE SG Mobile app.

Step 2: Tap on UTRADE Secure.

Step 3: Key in the OTP onto your UTRADE screen.

- **Can I use the same UTRADE Secure for multiple Login IDs?**

No, only 1 Login ID registration is allowed on a single mobile device.

- **What should I do to retrieve my OTP if I have lost my phone or switched to a new phone?**

You can re-register UTRADE Secure on your new mobile phone. Once registered, it will automatically be removed from your previous mobile phone.

- **How do I update my new email address?**

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

