Quickguide

Change of Smartphone

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UniCredit

Inhalt

UC MOBILE TOKEN

SMARTPHONE CHANGE

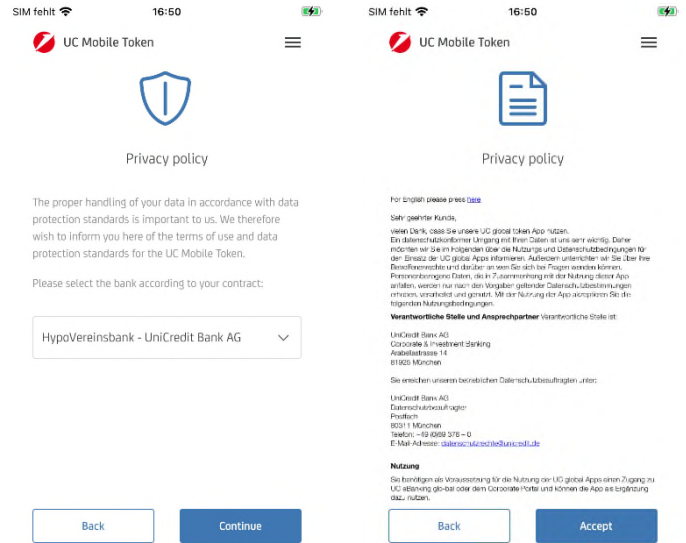### ACCESS TO OLD SMARTPHONE IS POSSIBLE

STEP 1:

Download the UC Mobile Token app from the App Store for iOS or from the Google Playstore for Android smartphones.

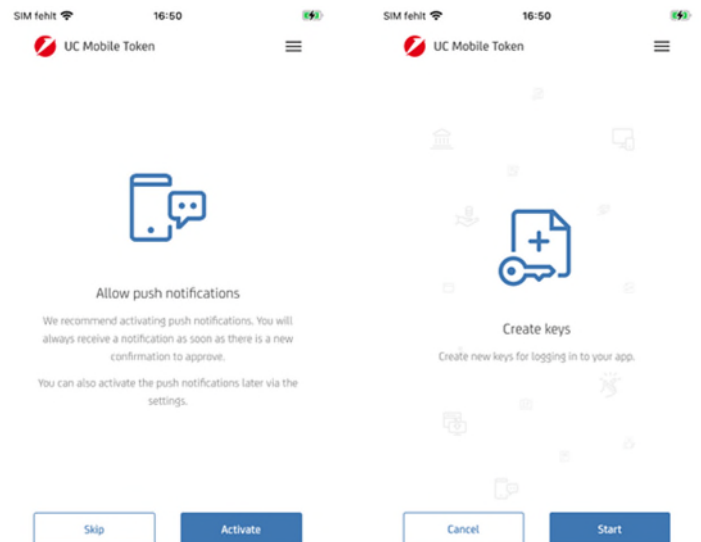Select HypoVereinsbank - UniCredit in the app.

Accept the privacy policy.

NOTE: if the app was installed from your back-up and you receive an error message "MIG" during the start of the app on your new smartphone or you are asked for a password, please delete the app and install it again.
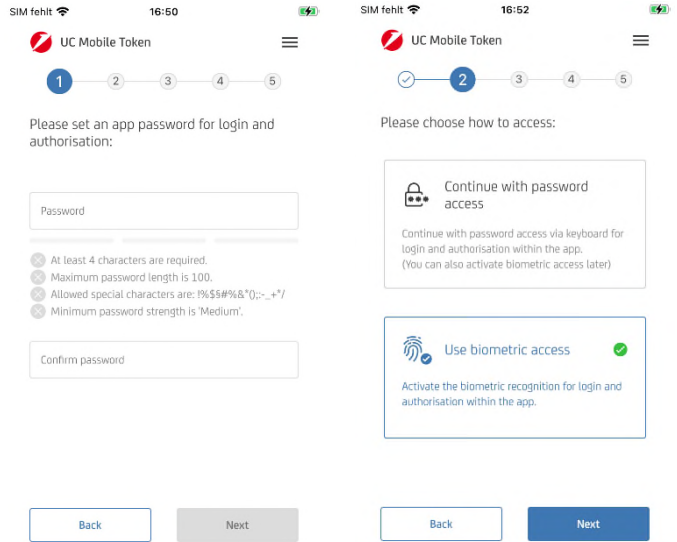

STEP 2:

Activate the push notifications

Then start creating your key

STEP 3:

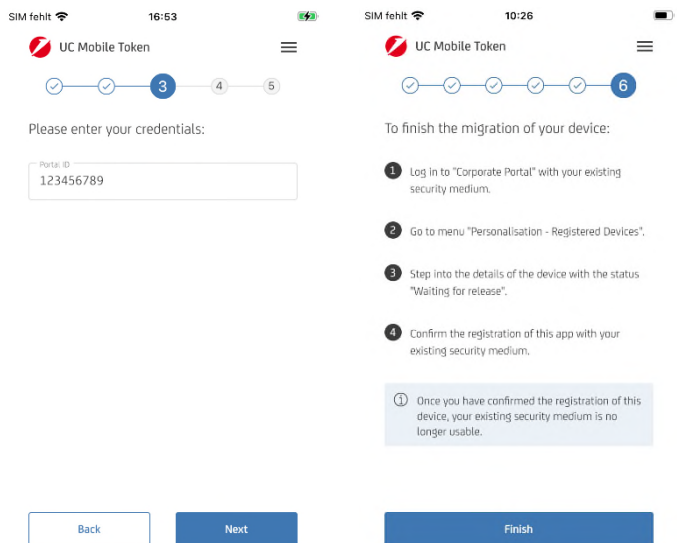In the next step, select your password and consider the displayed minimum requirements.

If supported by your smartphone, you can enable biometric recognition
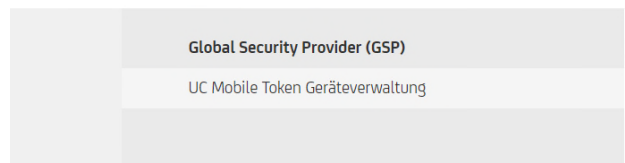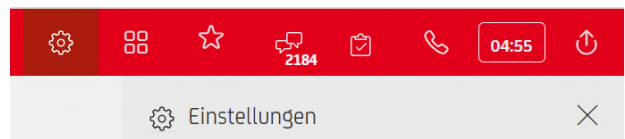
STEP 4:

Enter your Corporate Portal ID, which was given to you during the onboarding process, via the Welcome Letters or by the main user.

Please make a note of the registration code, you will need it in a later step
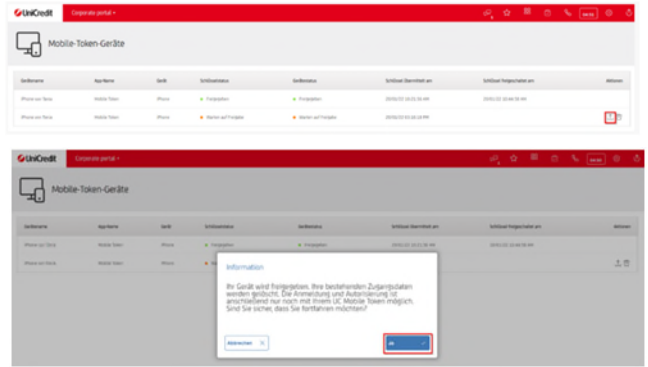
STEP 5:

Open the settings via the gear icon in the red menu bar and open the "UC Mobile Token Device Management".
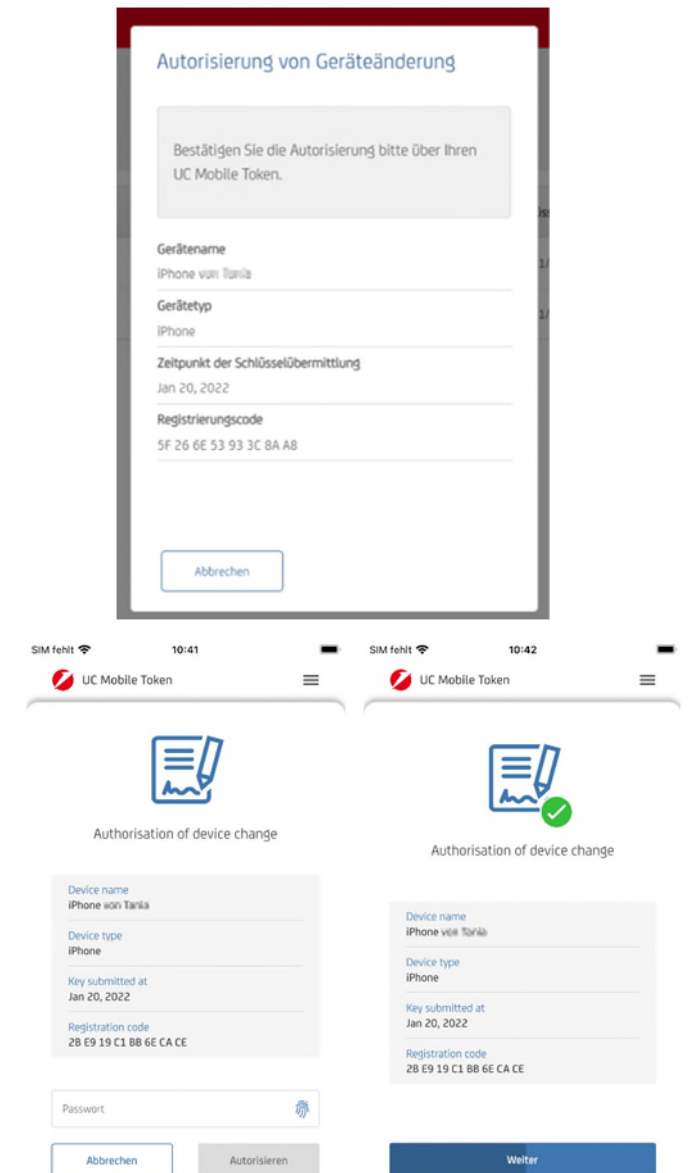
STEP 6:

Locate the new smartphone and confirm the release via the corresponding icon and accept the next message.

STEP 7:

Open the Mobile Token app on the old smartphone, compare the displayed data and authorize the device switch by entering your password or your biometric login.

STEP 8:

You can now log out of the Corporate Portal and log in with your new smartphone.

ACCESS TO OLD SMARTPHONE IS NOT POSSIBLE

If you do not have access to your old smartphone, please contact support (contact details can be found on the last page). After our colleagues have reset you, please start again with the "Initialization Process Mobile Token" as described here in the document.