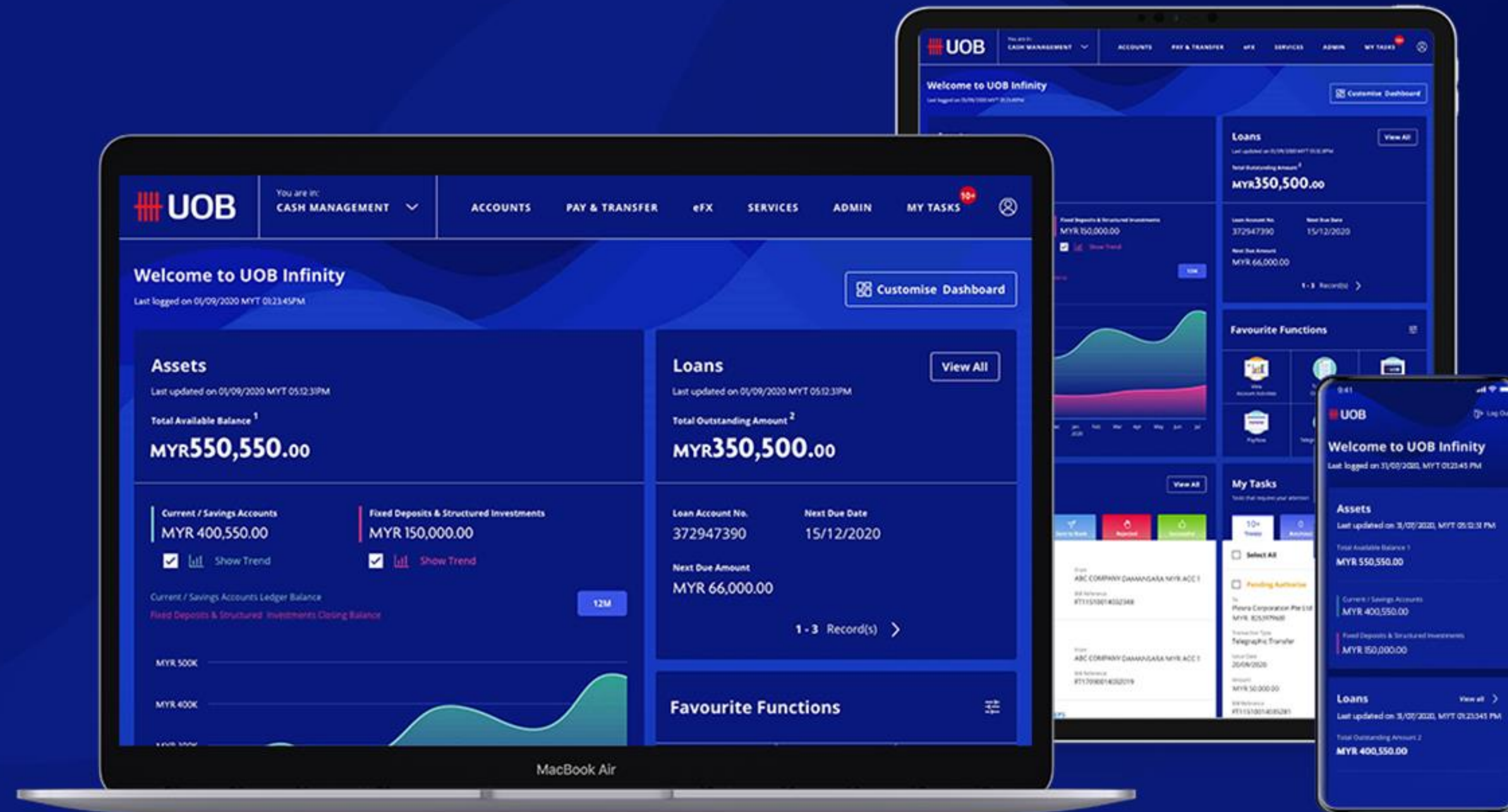


# INFINITY User Guide



# Mobile App

## Overview

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- 1 Installing the Mobile App
- 2 Functions Available on the Mobile App
- 3 Help Functions Available on the Mobile App
- 4 Pre-Login Functions
- 5 Dashboard and Accounts Functions
- 6 Approval Status
- 7 Create Payments and Track Payments
- 8 Authorise Payments and More Services
- 9 Authorise Payments using My Tasks
- 10 Share Payments Confirmation
- 11 New Cheque Book, Stop Cheque, Enquire Cheque Status
- 12 Manage My Profile, Setup Biometrics Login

# 1. Installing the Mobile App



# Installing the Mobile App



## Overview

### Download

Download the UOB Infinity Malaysia mobile app from the Apple App Store or Google Play Store.

### Install

Install the latest version on your mobile phone.

### Supported Devices

Please note that the UOB Infinity mobile app supports only mobile phones. Tablets are not supported. Please check from UOB Malaysia Infinity website for the list of supported devices.

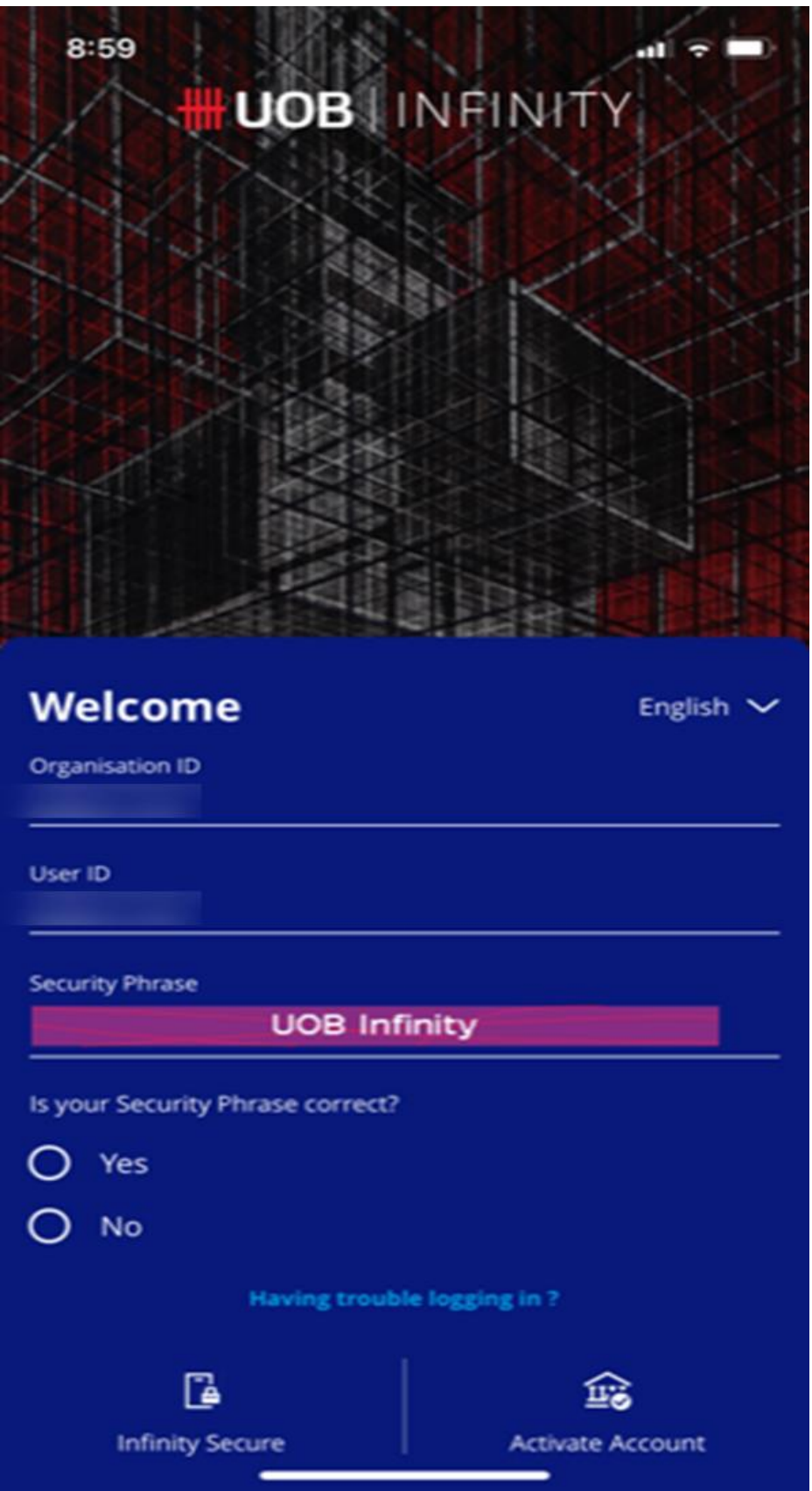
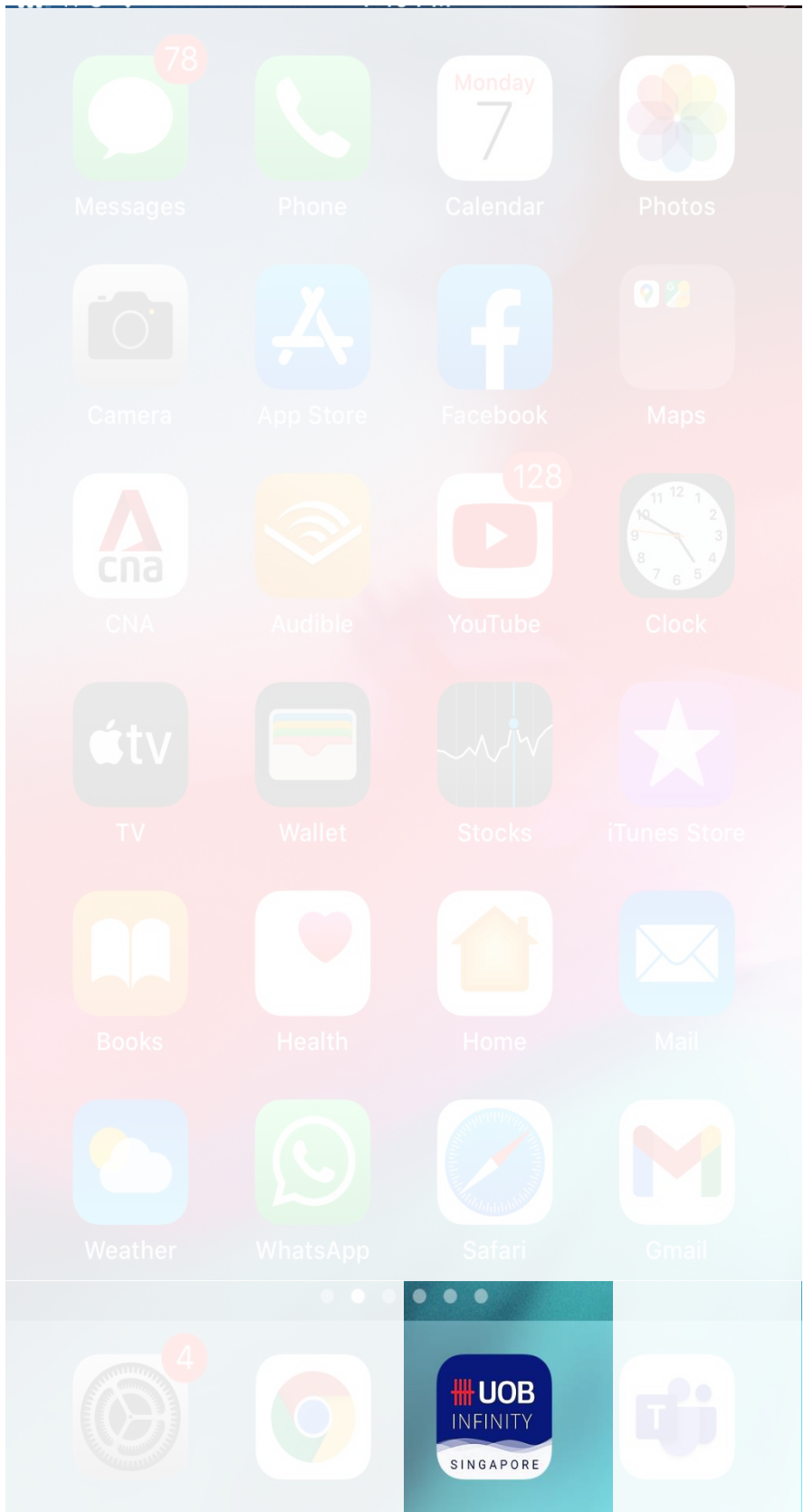
### Maintenance

Please ensure your installed UOB Infinity Malaysia mobile app is always updated to the latest version.

Download from Google Play Store or Apple App Store



Installed UOB Infinity Malaysia mobile app



## 2. Functions Available on the Mobile App



# Functions Available on the Mobile App



## Functions

### Pre-Login

- 1) Infinity Secure
- 2) Biometrics Login
- 3) Activate Account

### Dashboard

### Accounts

- 1) Accounts Overview
- 2) Favourite Account Lists
- 3) Accounts Activities
- 4) Place Fixed Deposits
- 5) Approval Status

### Create Payments (Single)

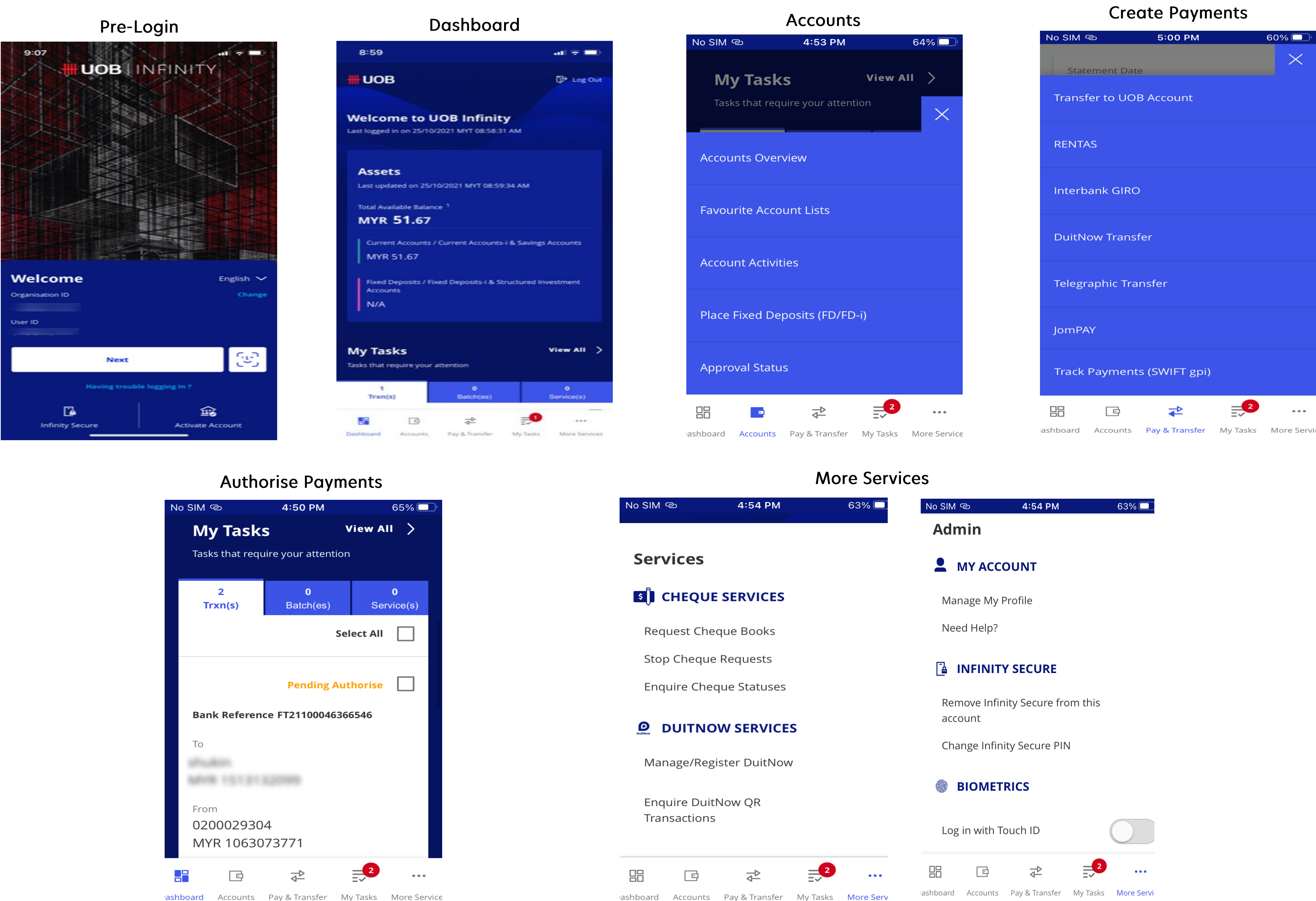
- 1) Transfer to UOB Account
- 2) RENTAS
- 3) Interbank GIRO
- 4) DuitNow Transfer
- 5) Telegraphic Transfer
- 6) JomPAY
- 7) Track Payments (SWIFT gpi)

### Authorise Payments

- 1) Authorise Single
- 2) Authorise Bulk
- 3) MyTask Enquiry

### More Services

- 1) Cheque Services
- 2) DuitNow Services
- 3) Manage My Profile



# 3. Help Functions Available on the Mobile App



# Help Functions on the Mobile App



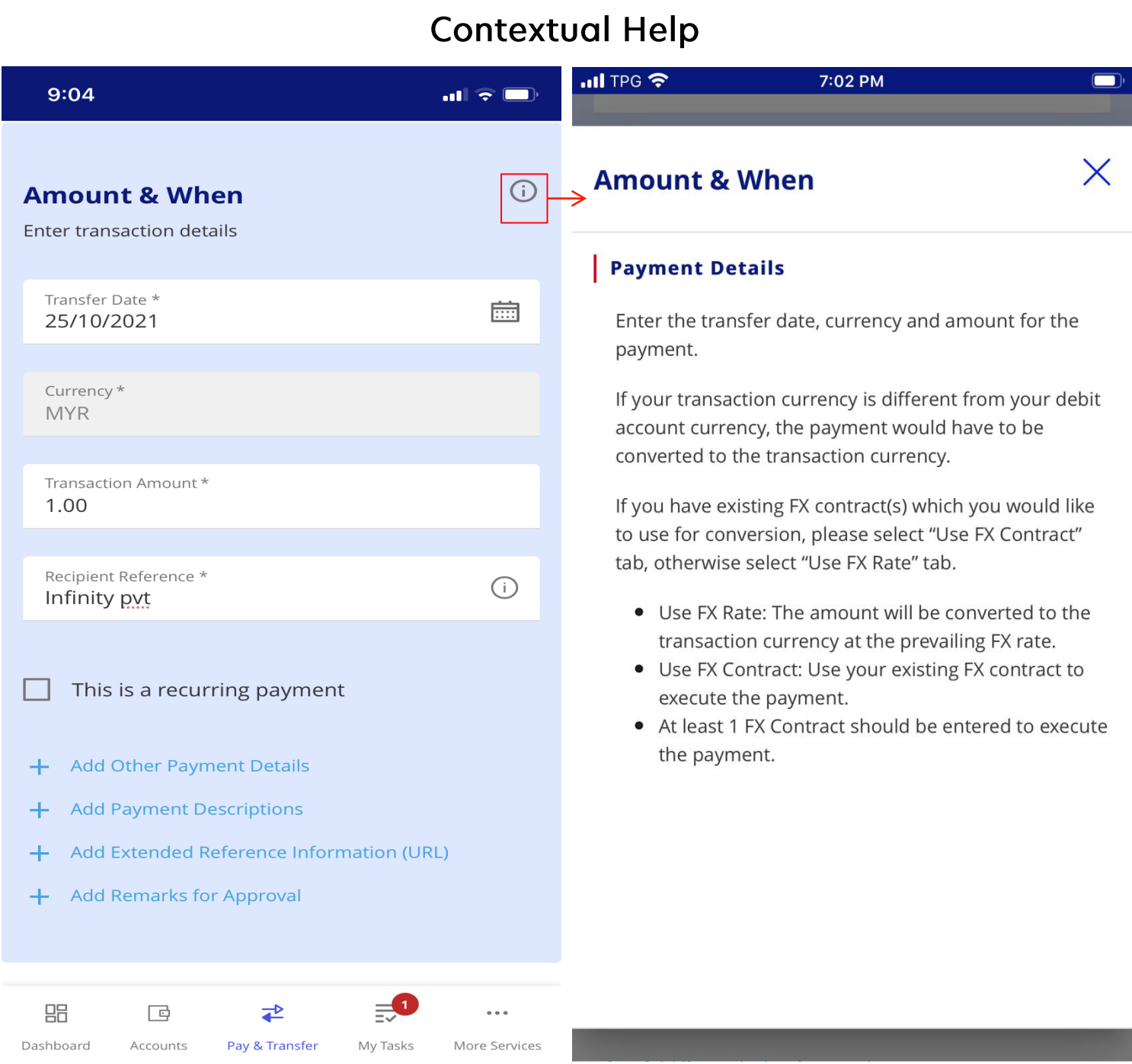
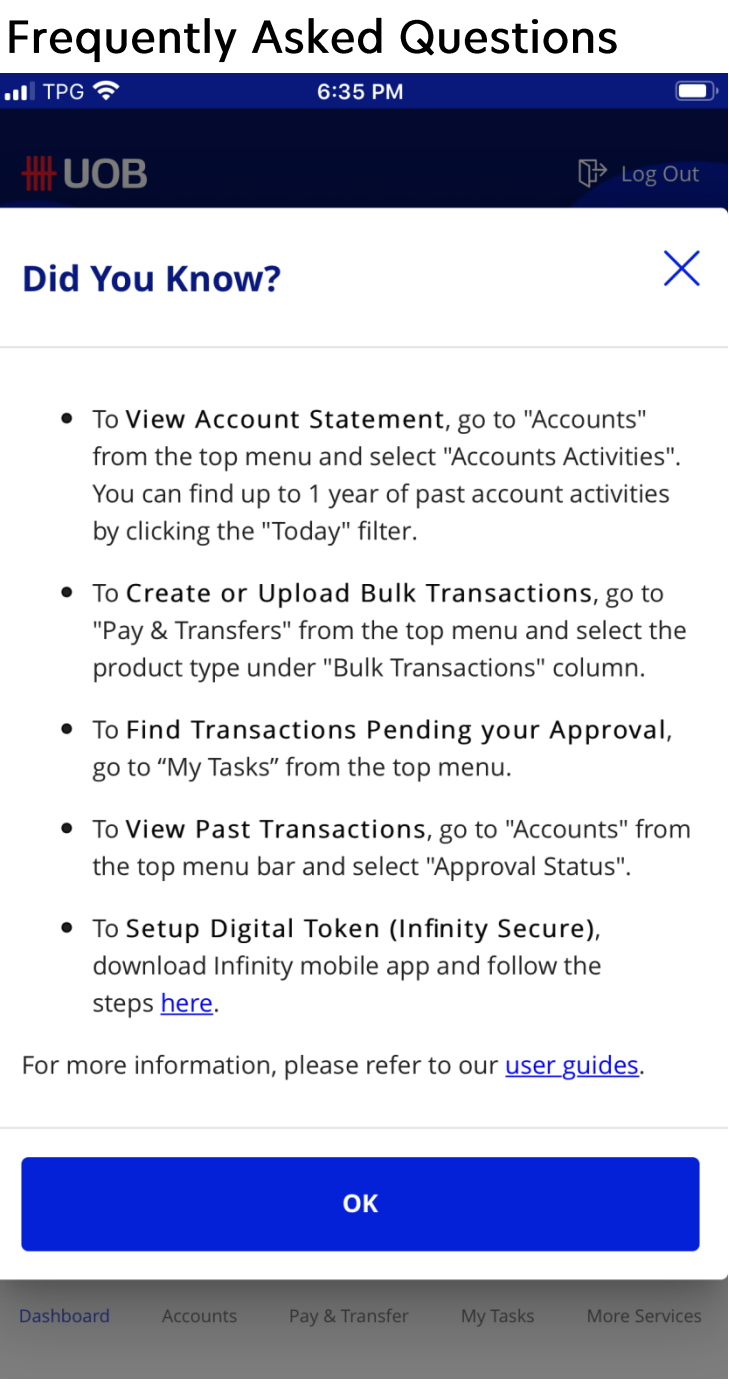
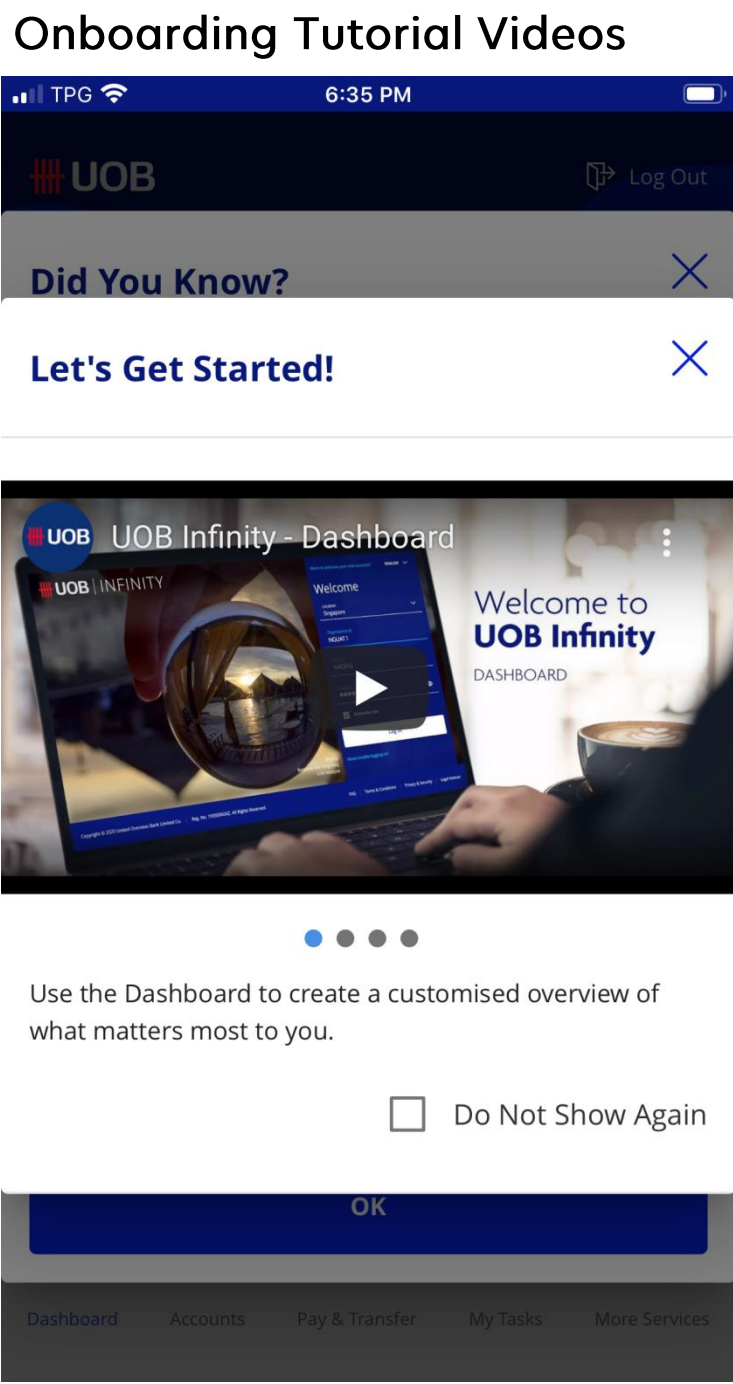
## Help Functions

**Onboarding Tutorial Video**  
Review these short videos to have a better understanding of UOB Infinity before you start diving into the details.

- 1) Dashboard
- 2) Accounts Overview
- 3) Create a Payment
- 4) Approve a Payment

**Frequently Asked Questions**  
The most frequently asked questions that the banks receives are provided up-front for you so you do not need to call the bank's hotline.

**Contextual Help Text**  
For sections which need more explanation, the app provides the option for you to learn more about the function to avoid data entry errors that may lengthen the processing time.



# 4. Pre-Login Functions



# Pre-Login Functions

## Overview

### 1) Remember Me

After a successful login, the system automatically remembers the Organisation ID and User ID, saving you time to key in the same information the next time you use UOB Infinity.

### 2) Infinity Secure

To generate the OTPs as if you are using a physical token. You can only use this option after you register & activate Infinity Secure on this mobile device.

Note: 1 user ID supports only 1 Infinity Secure ID. 1 mobile device supports only 1 Infinity Secure ID.

Refer to the Infinity Secure user guide for more information.

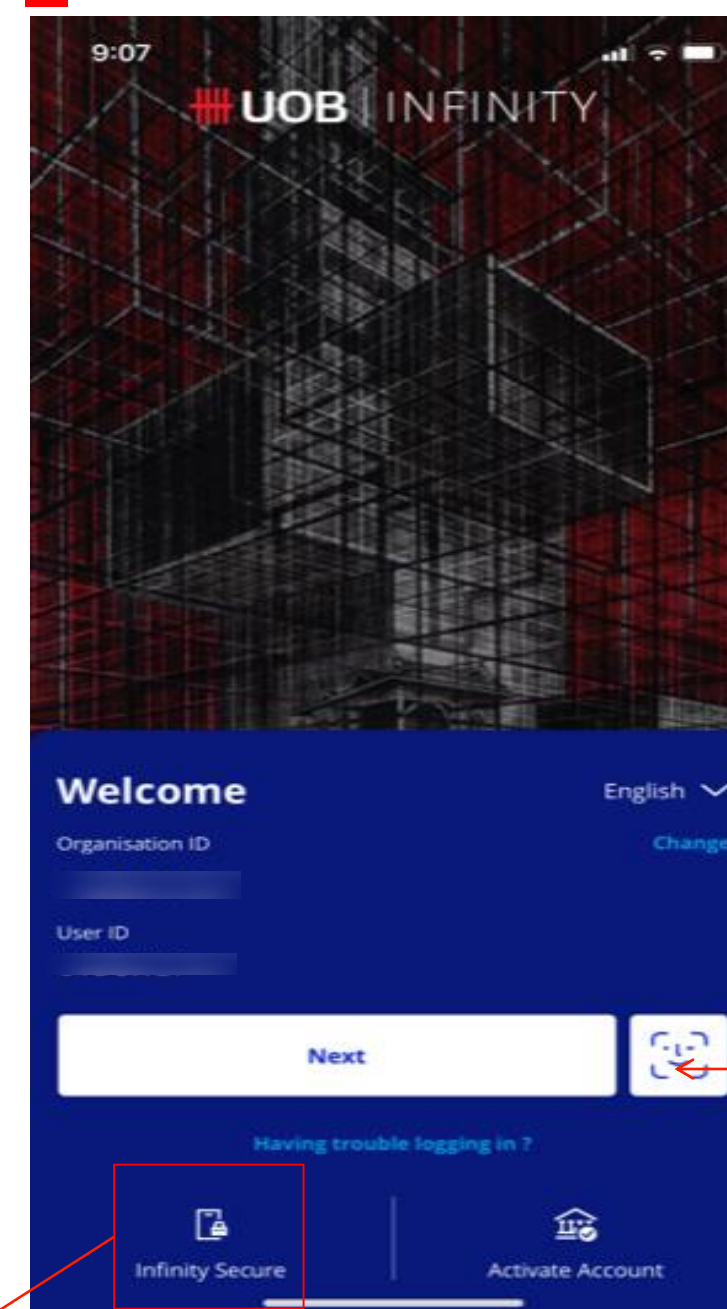
### 3) Biometrics Login

Replace a password login with your Fingerprint or Face ID login. To setup Biometrics login, go to "More Services" -> "Biometrics".

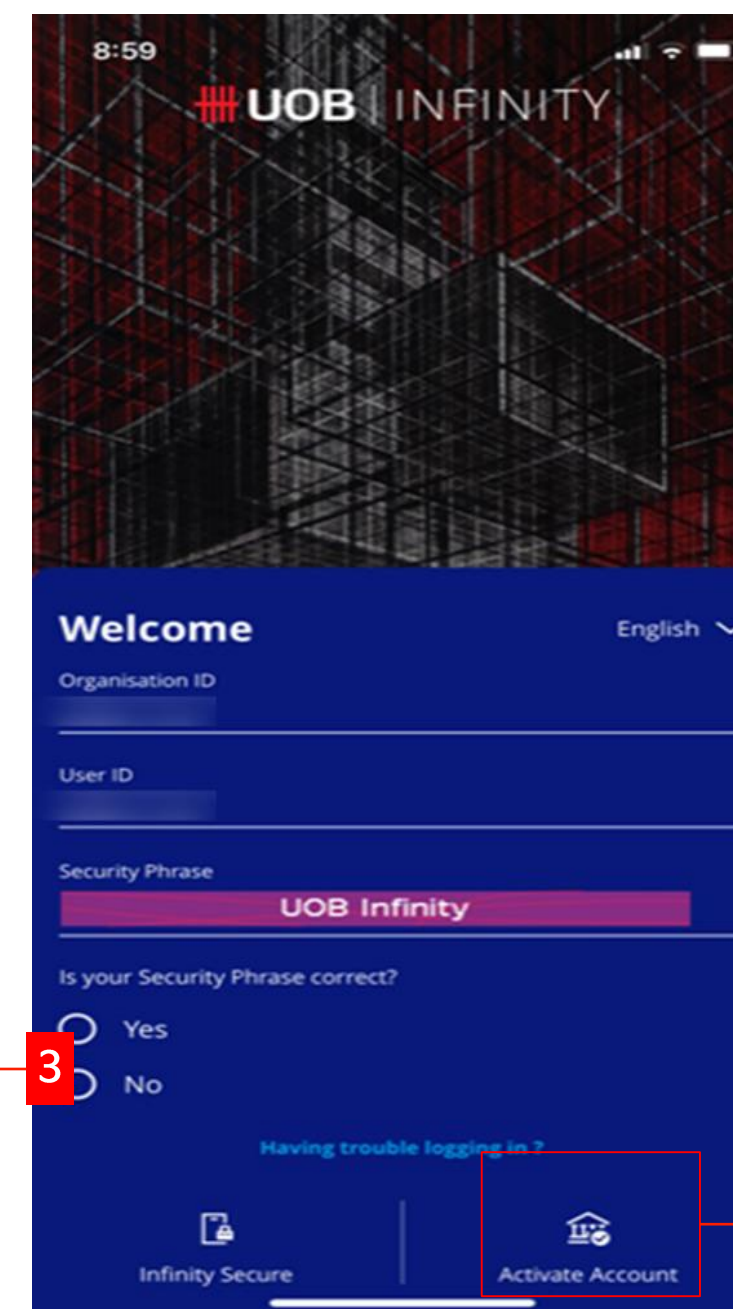
### 4) Activate Account

Activate your new User ID here using the Infinity Mobile App. You will need a valid email address or mobile number to complete the User ID Activation.

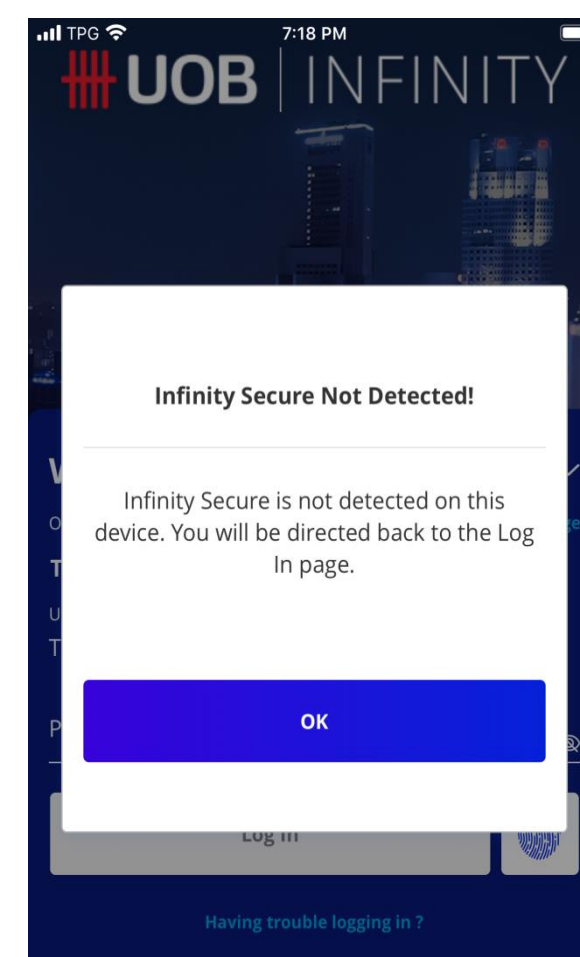
1 Login Page w/o Remember Me



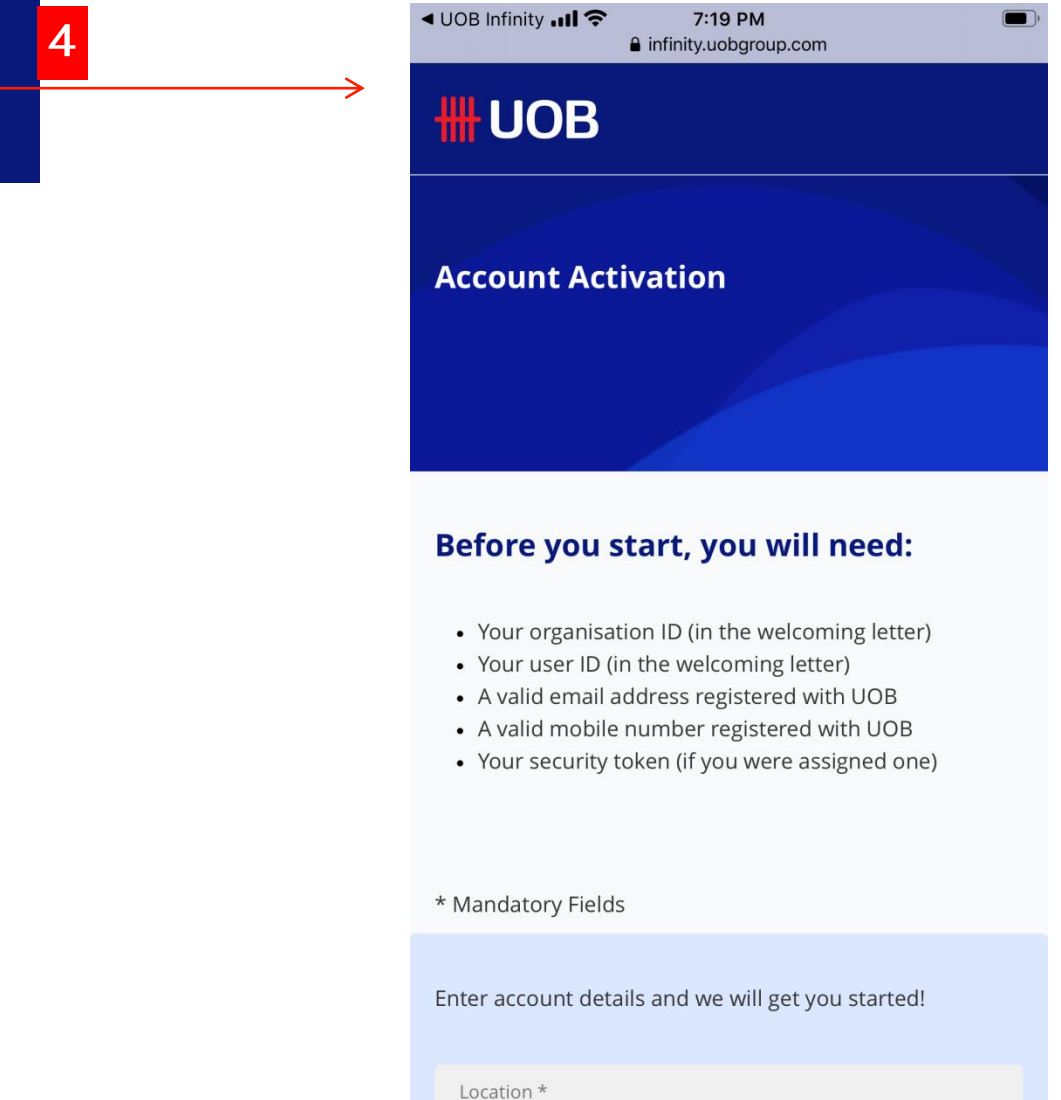
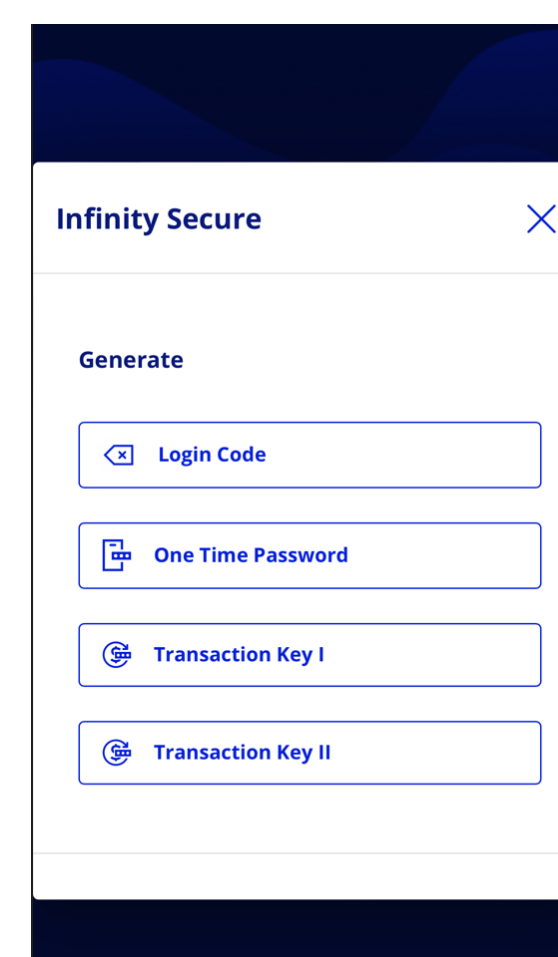
Login Page with Remember Me



2 Infinity Secure (Not installed)



Infinity Secure (installed)



# 5. Dashboard and Accounts Functions

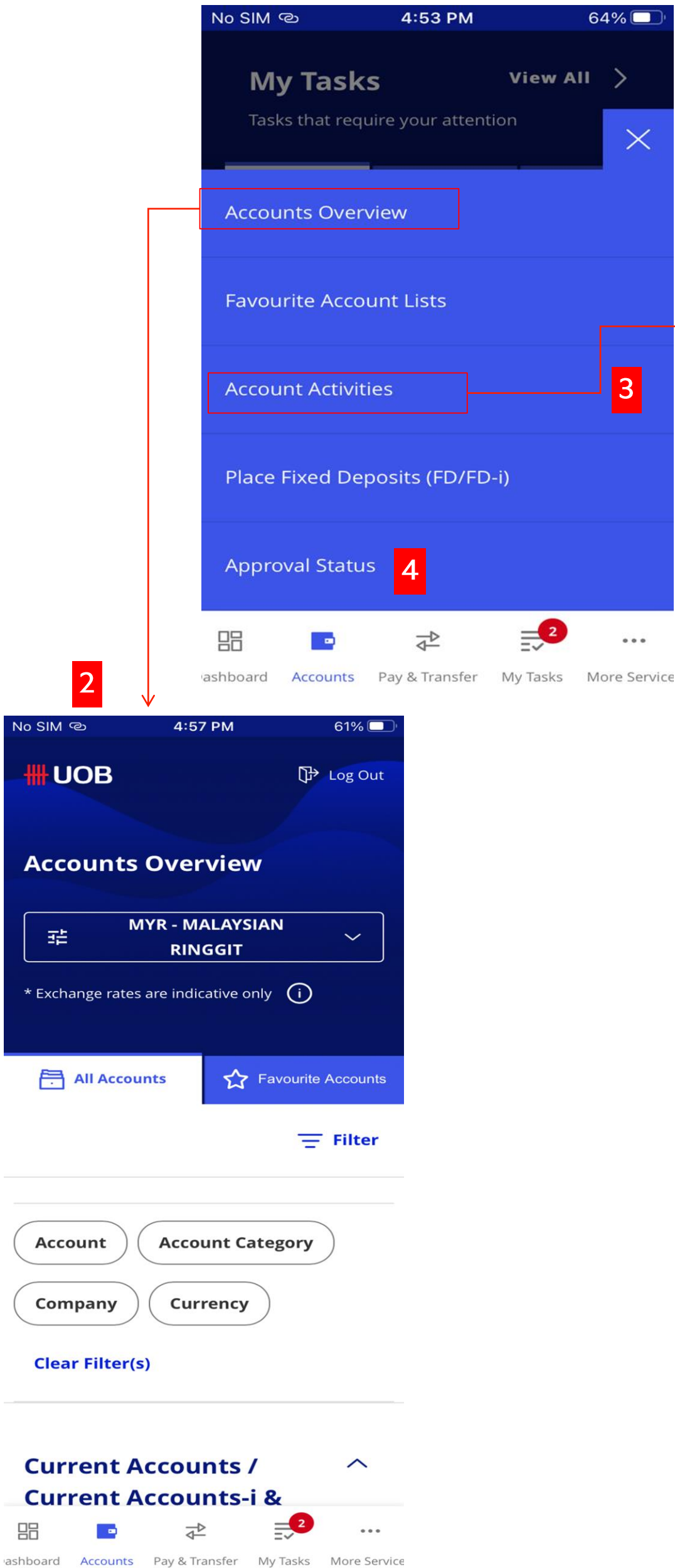
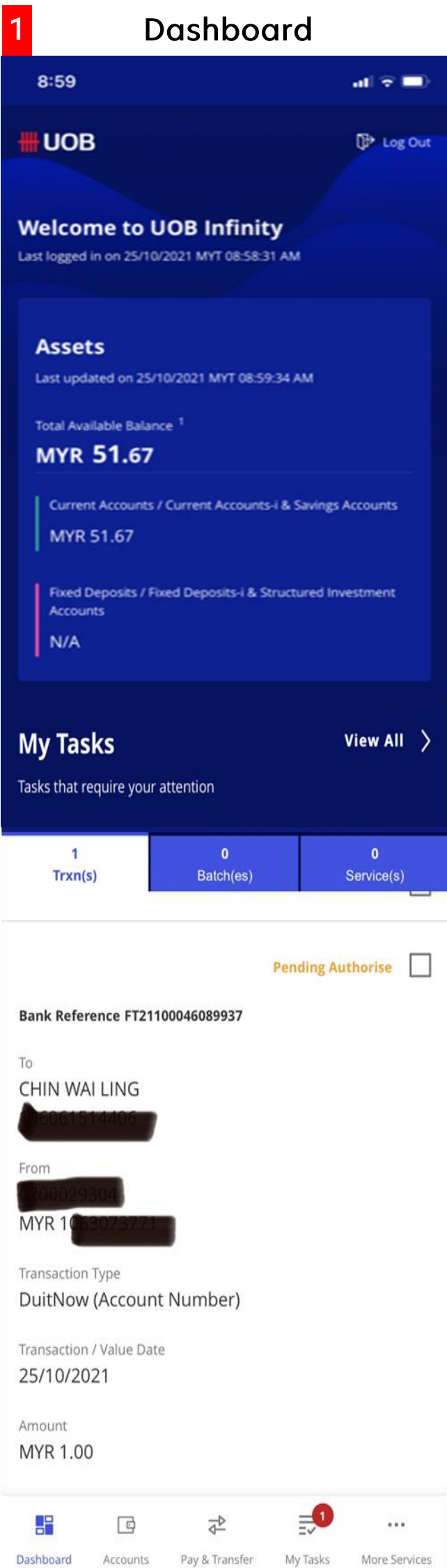


# Dashboard & Accounts Functions



## Overview

- 1) Dashboard
- This is a simplified dashboard compared to the desktop version. This dashboard is not customisable and contains 2 widgets – Accounts & Loans Overview and My Tasks. Accounts Overview shows the balance of the accounts, whereas My Tasks shows the transactions pending your action.
- 2) Accounts Overview
- Shows the Account Names, Balances, Currency and Company. Each account is shown as a “Card”. Tapping anywhere on the card brings up the “Accounts Activities” screen for that account.
- 3) Account Activities (Account Statement)
- Similar to the desktop, this shows the transactions in the selected account and date-range. PDF/CSV/EXCEL exports are not available on the mobile app. Download of MT103 or Debit/Credit advices are not available on the mobile app.
- 4 Approval Status
- The layout of Approval Status is the same the desktop. Transactions initiated from BIBPlus or Infinity are shown displayed grouped by their statuses. More information provided on the next page.



## 6. Approval Status

Approval Status

UOB

Approval Status

1.

Approval Status provides a single consolidated view of all transactions initiated from UOB Infinity. Transactions are grouped by their statuses.
2.

“Transaction Search”, “Pending Transactions”, “Processed Transactions” in BIBPlus are grouped into “Approval Status” in UOB Infinity.
3.

Depending on the status of the transaction, the available actions are “View”, “Approve”, “Return”, “Audit Trails”
4.

This table shows the mapping of Transaction Status in BIBPlus to Transaction Status in UOB Infinity. The statuses are grouped into categories and presented in Approval Status screen
5.

Transactions are retained in the system for 180 days from the application date.
6.

Audit Trail has been enhanced to provide display the list of next authorisers / action parties.

1

Approval Status

Export

2

All

Pending

Sent to Bank

Rejected

Successful

Transaction Type

Bank Reference

Customer Reference

Currency

Amount

Value / Placement Date

Application Date: 18/07/2021 - 15/09/2021

Payer / Payee

Status

Clear Filter(s)

373 Record(s)

Note: This table is defaulted to display your transactions in the past 2 months. Use the filters to view other transactions.

Customise View

Transaction / Deposit Type	Account	Currency	Amount	Value / Placement Date	Payer / Payee	Status	Action
--		MYR	45.30	15/09/2021	2 Record(s)	Processing	
Bulk Upload Payment Interbank GIRO (IBG) GPIDE1509115_s1_M Y012162A.xml		MYR	5,300.00	15/09/2021	2 Record(s)	Pending	

6

Audit Trail

Create

Zulaikha Baharuddin

15/09/2021 12:17:22 PM +08:00

Authorise

Zulaikha Baharuddin

15/09/2021 12:17:22 PM +08:00

OK

Transaction / Deposit Type

Account

Currency

Amount

Value / Placement Date

Payer / Payee

Status

Action

Bulk Upload Payment Interbank GIRO (IBG) GPIDE1509115\_s1\_M Y012162A.xml

NAME1 1400000206 NAME2 1400000206 AC AME2 1400000206 2023032394 MYR

MYR

5,300.00

15/09/2021

2 Record(s)

Pending

BIBPlus Transaction Status	UOB Infinity Transaction Status	Description
Incomplete (Draft)	Draft	Transaction is SAVED by user
Pending (Verify)	Pending Verify	Transaction is SUBMITTED for verification
Pending (Authorise)	Pending Authorise	Transaction is SUBMITTED for further authorisation according to your authorisation matrix
Pending (Send)	Pending Send	Authorised transaction is PENDING RELEASE to the Bank
Incomplete (Entry)	Pending Rework	Transaction is RETURNED to Maker for amendment and re-submission
Submitted (Sent)	Processing	Transaction is submitted to the Bank for PROCESSING
Submitted (Post Dated)	Processing	Post-Dated transaction is submitted to the Bank for PROCESSING
Processed	Successful	Transaction has been PROCESSED by the Bank
Rejected	Rejected	Transaction has been REJECTED by the Bank
Rejected	Partial Rejected	One or more records in the bulk transactions is/are rejected.

Groupings in Approval Status

Pending

Sent to Bank

Successful

Rejected

# 7. Create Payments and Track Payments



# Create Payments and Track Payments

## Overview

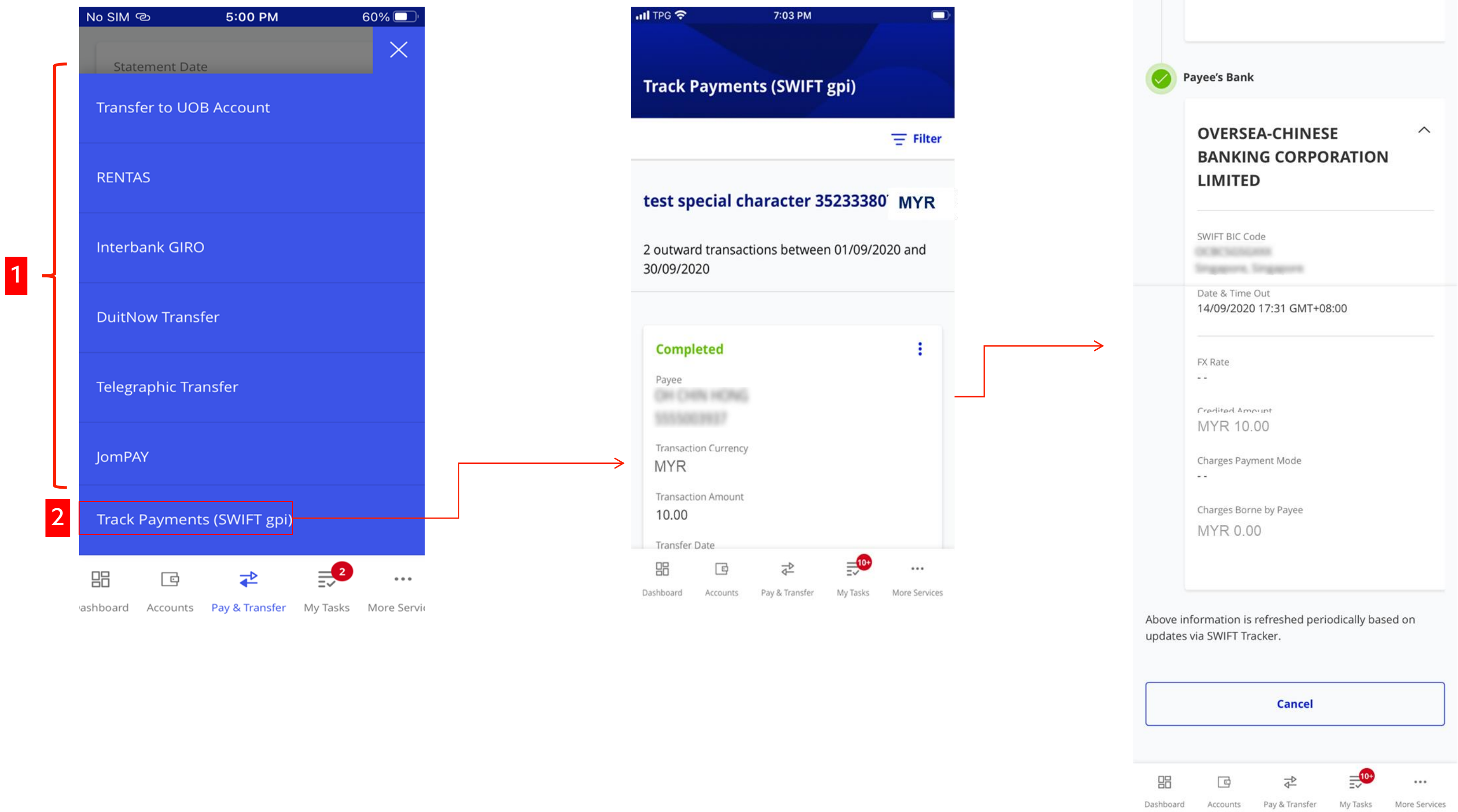
### 1) Create Payments

UOB Infinity Malaysia mobile app supports all single payment types available on the desktop version. For more information of using the payment types, refer to the UOB Infinity User Guide (Single Payments).

### 2) Track Payments

Track your telegraphic transfers using this function. You are able to track Outward Telegraphic Transfers, Inward Telegraphic Transfers if you have the permission to create TT payment or check Inward Remittance respectively.

After you enter the search criteria in the search page, from the search result, you can further drill in to see more details from the SWIFT GPI tracker.



# 8. Authorise Payments and More Services

# Authorise Payments and More Services



## Overview

- 1) Authorise Payments
- Same process flow as the desktop. Refer to UOB Infinity User Guide (Single Payments).
- 2) More Services
- You can
- Request for Cheque Books; Stop Cheque Requests; Enquire Cheque Statuses.
  - Manage / Register DuitNow.
  - Enquire DuitNow QR.
  - Change user profile settings, including email and phone numbers of yourself
  - Remove / Install Infinity Secure from this account and remove from this device.
  - Setup Biometrics Login.

These functions are the same as the desktop version. Refer to UOB Infinity User Guide (Admin and Services).

Authorise Payments

My Tasks

Tasks that require your attention

1 Trxn(s)0 Batch(es)0 Service(s)

Pending Authorise

Bank Reference FT21100046089937

ToCHIN WAI LING

FromMYR 1

Transaction TypeDuitNow (Account Number)

Transaction / Value Date25/10/2021

AmountMYR 1.00

Dashboard

Accounts

Pay & Transfer

My Tasks

More Services

More Services

No SIM4:54 PM63%

Admin

Services

CHEQUE SERVICES

Request Cheque Books

Stop Cheque Requests

Enquire Cheque Statuses

DUITNOW SERVICES

Manage/Register DuitNow

Enquire DuitNow QR Transactions

MY ACCOUNT

Manage My Profile

Need Help?

INFINITY SECURE

Remove Infinity Secure from this account

Change Infinity Secure PIN

BIOMETRICS

Log in with Touch ID

Dashboard

Accounts

Pay & Transfer

My Tasks

More Services

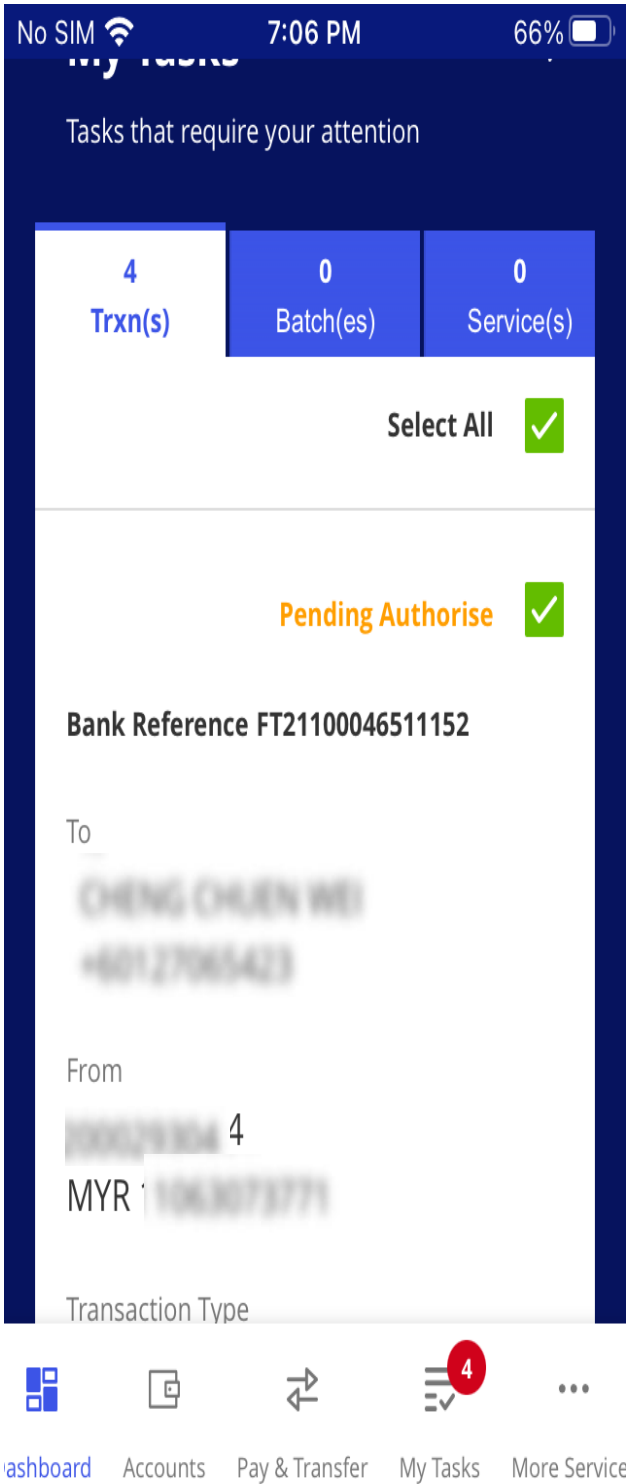
# 9. Authorise Payments using My Tasks



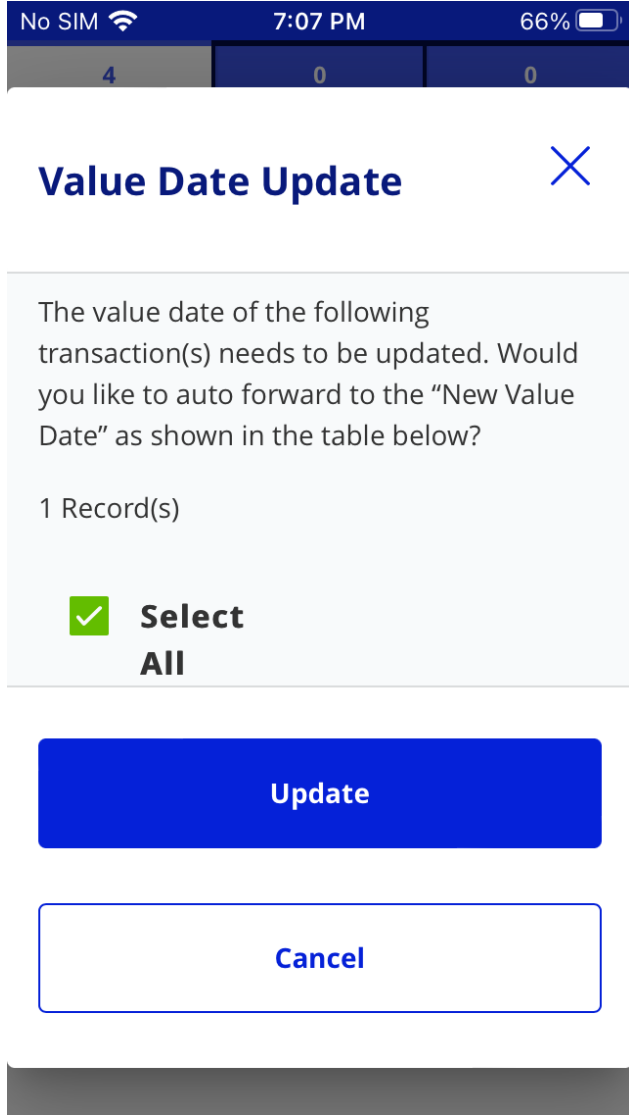
# Authorise Payments using My Task



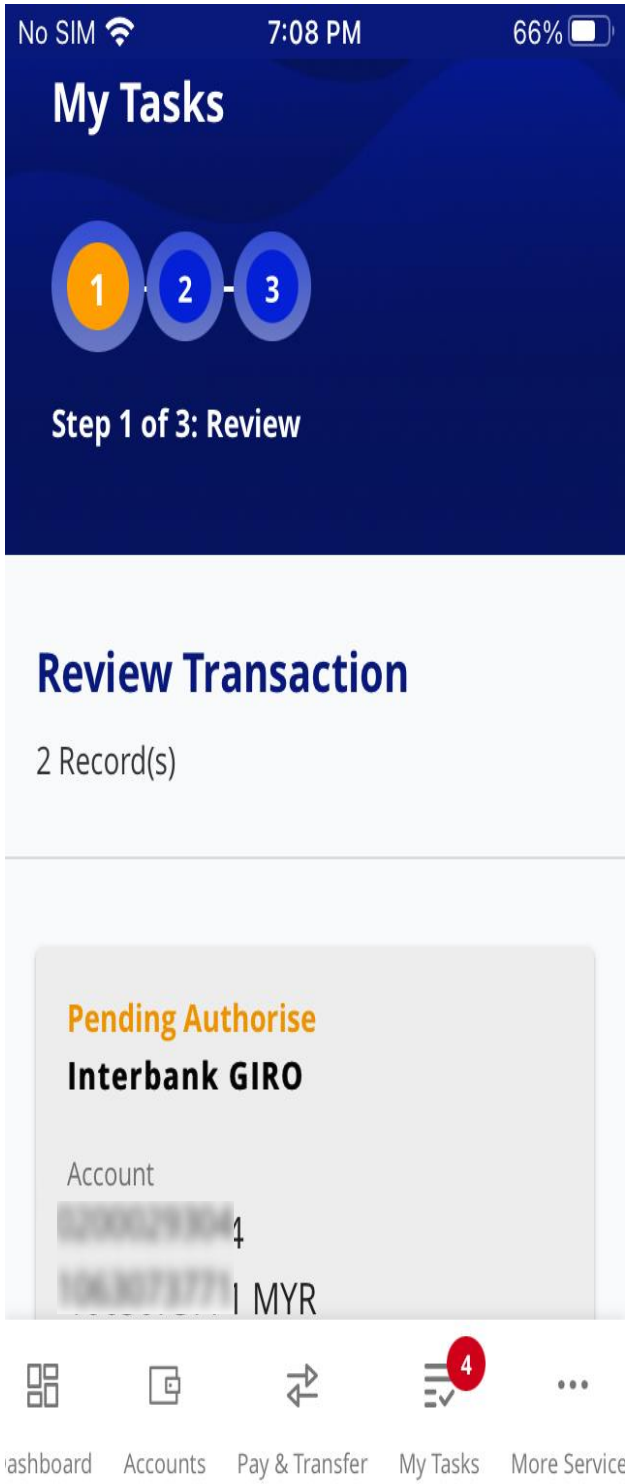
1 Select multiple transactions for approval



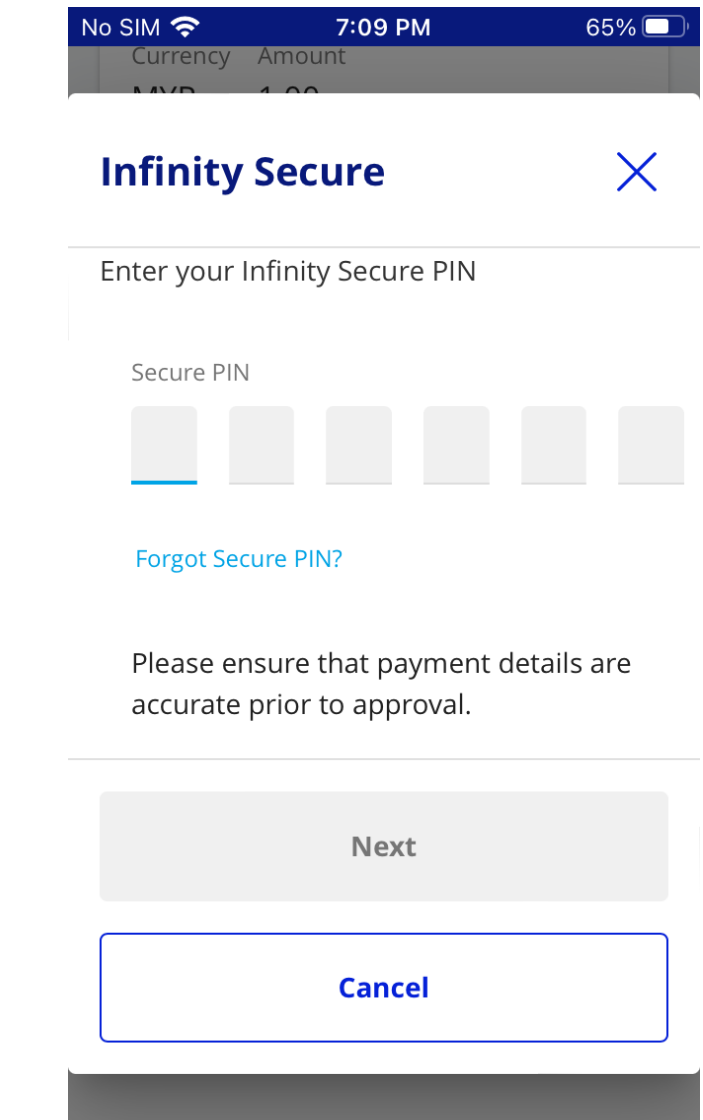
2 Update Value Date if the cut-off time has passed.



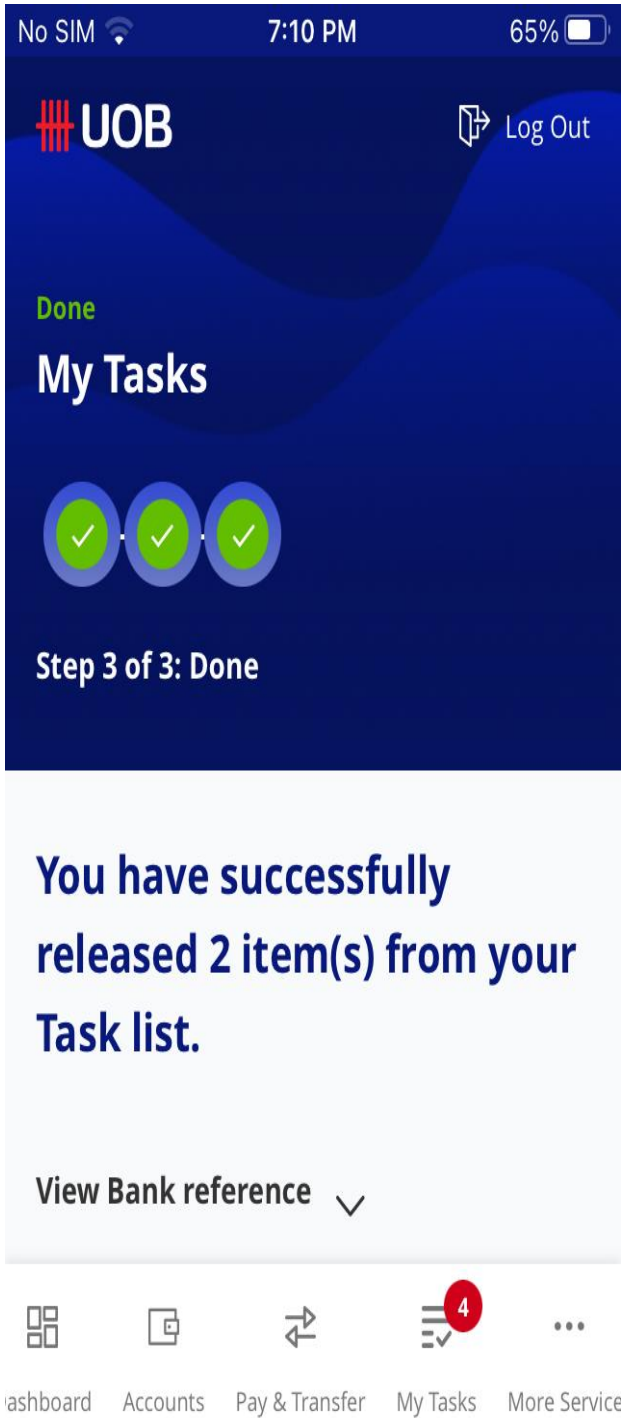
3 Review the details



4 Key in the OTP from your physical or digital tokens



5 Completed. Options to view approved transactions and BIB Reference are available.



# 10. Share Payments Confirmation

# Share Payments Confirmation

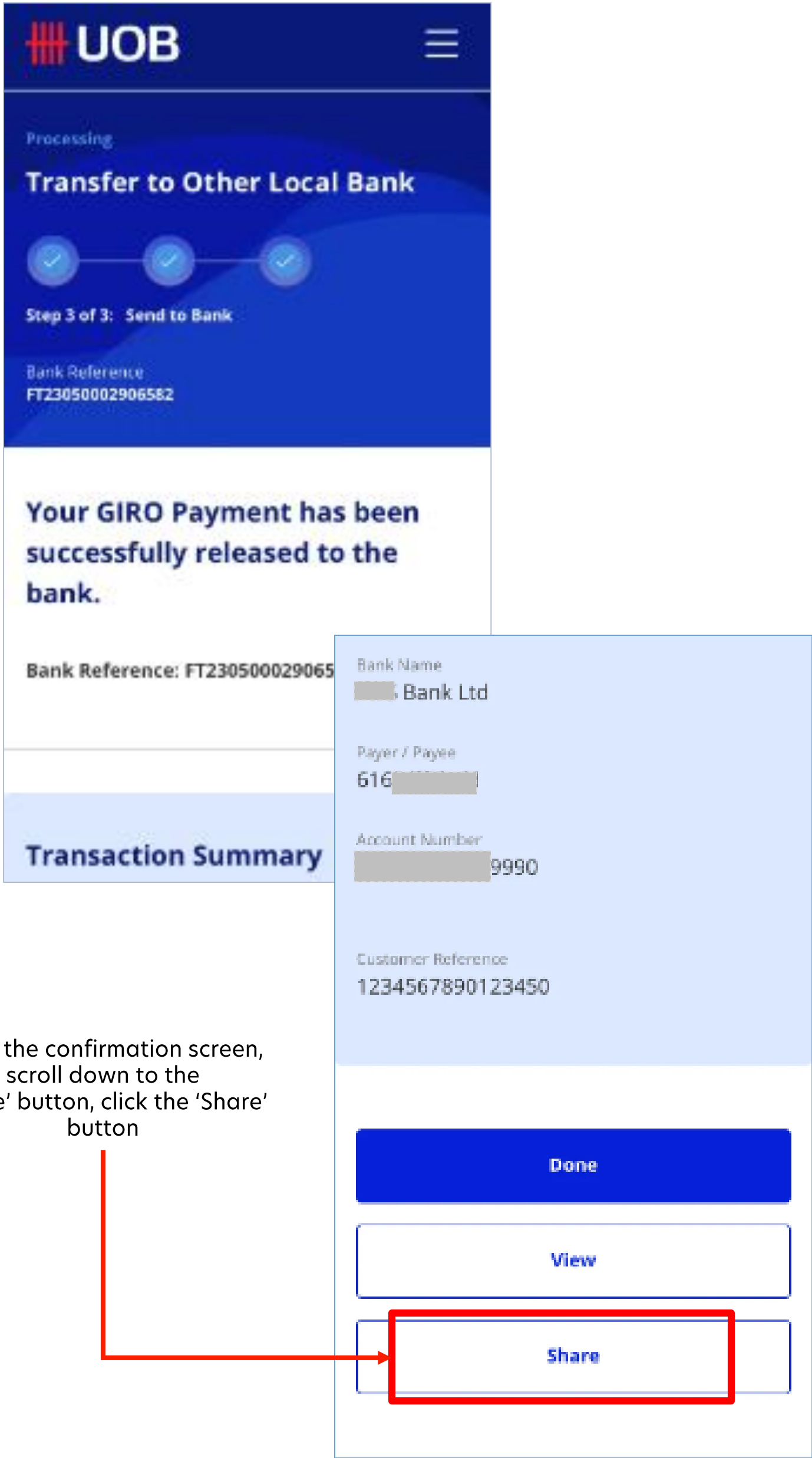


## Overview

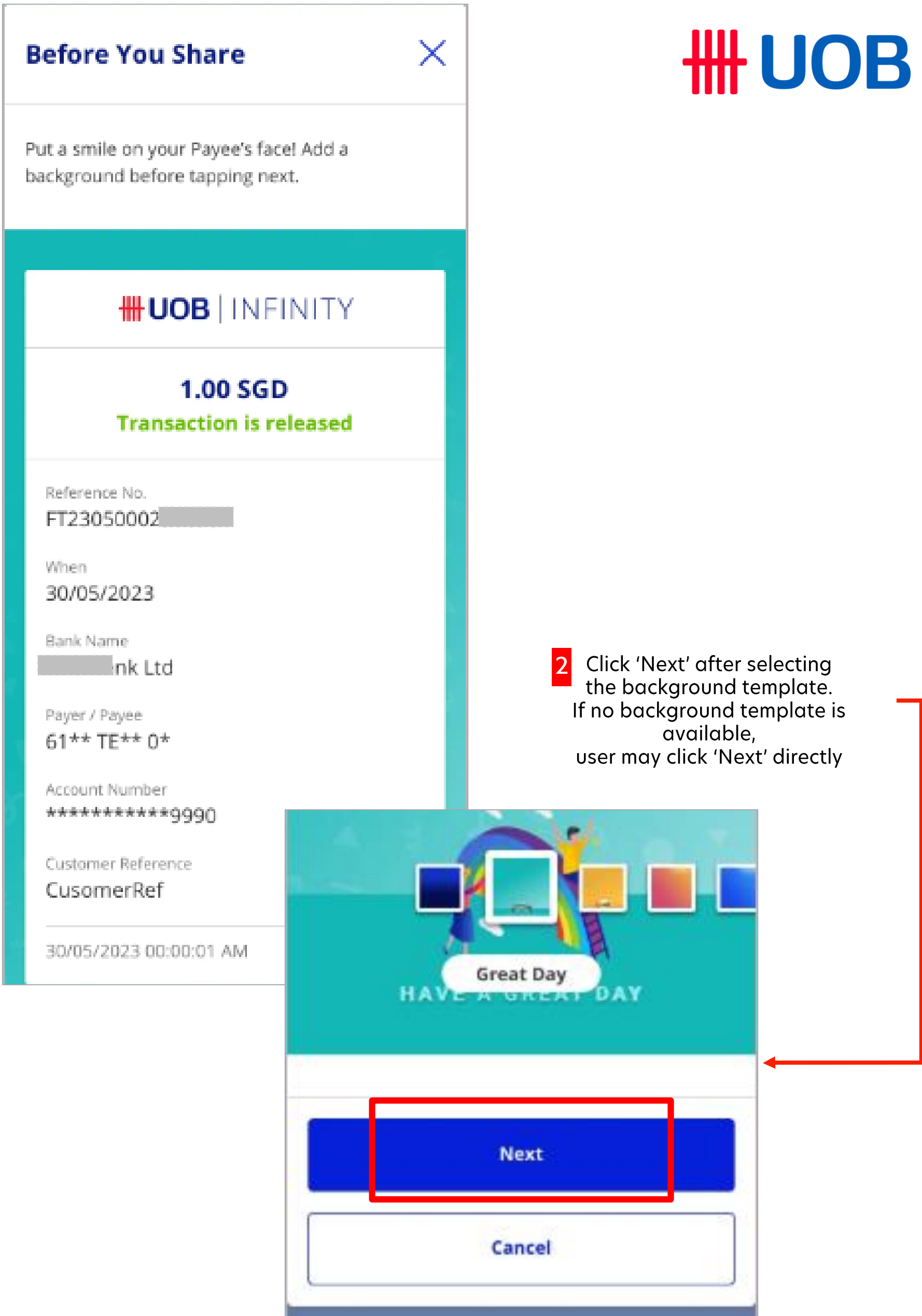
After the final authorizer/ sender has approved the payment, the authoriser is able to share the Payment Confirmation to payee from Infinity app

- 1) At the Payment Confirmation screen after approval, scroll down to see the 'Share' button
- 2) User may select background before sharing Payment Confirmation, click 'Next' after selecting the background. If no background selection is shown, user may click 'Next' directly

Note: Beyond Infinity app, the screens and steps for the Share function may be different on iOS and Android devices



1 At the confirmation screen, scroll down to the 'Share' button, click the 'Share' button



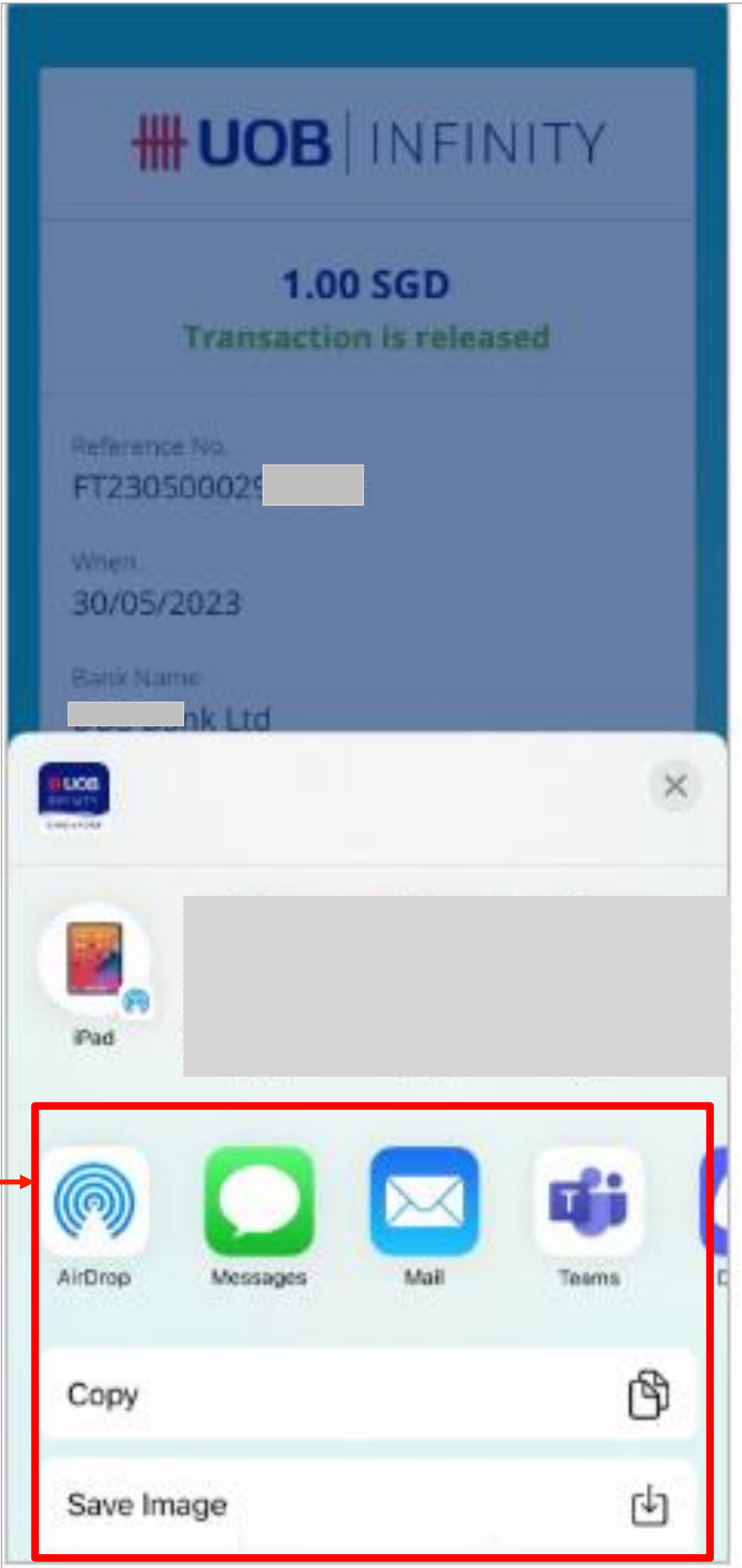
2 Click 'Next' after selecting the background template. If no background template is available, user may click 'Next' directly

# Share Payments Confirmation

- 3) Mobile device's Share screens will be available for the user to share the Payment Confirmation. Click on the designated app or the feature in the device to share the Payment Confirmation
- 4) User may now share the Payment Confirmation to payee

Note: Beyond Infinity app, the screens and steps for the Share function may be different on iOS and Android devices

3 Click on the designated app or the feature in the device to share the Payment Confirmation



4

The Payment Confirmation can now be shared to the payee



# 11. New Cheque Book, Stop Cheque, Enquire Cheque Status

UOB

# New Cheque Book , Stop Cheque and Enquire Cheque Request

1

Create a new Cheque Book Request.

New

Create New Cheque Book Request

1

2

3

Step 1 of 3: Enter Details

Bank Reference

Save as Draft

Application Date : 01/11/2021

\* Mandatory Fields

Cheque Book Details

Acc Name, Currency, or Acc No. \*

IBIBPLUS DRT ACCOUNT MYR 1063073771

Cheque Books Required \*

Delivery Mode \*  
Mail to Applicant

Mailing Address  
LEVEL 9 TRANSACTION B

Applications received after 12:30pm (for Monday - Friday) will be processed the next working day. There will not be any processing done on Saturdays, Sundays and Public Holidays.

Next

Cancel

Dashboard

Accounts

Pay & Transfer

My Tasks

More Services

2

Review the request

No SIM

6:22 PM

16%

Application Date : 01/11/2021

Cheque Book Details

Company Name  
IBIBPLUS DRT ACCOUNT

Account Name  
IBIBPLUS DRT ACCOUNT

Account No.  
1063073771

Currency  
MYR

Cheque Books Required  
1

Delivery Mode  
Mail to Applicant

Mailing Address  
LEVEL 9 TRANSACTION BANKING  
MENARA UOB

Applications received after 12:30pm (for Monday - Friday) will be processed the next working day. There will not be any processing done on Saturdays, Sundays and Public Holidays.

Submit

Add to My Tasks

Edit

Cancel

Dashboard

Accounts

Pay & Transfer

My Tasks

More Services

3

Submit the request by entering OTP from your physical / digital token

TPG

12:39 PM

Please select token type to proceed.

Infinity SecurePhysical Token

Follow these steps on your token: 1

1 Press 3

2 Enter the 6-digit security code on your token

Token Response

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

Set as default authentication method.

Submit

Cancel

1

Create a new Stop Cheque Request

New

Create New Stop Cheque Request

1

2

3

Step 1 of 3: Enter Details

Bank Reference

Save as Draft

\* Mandatory Fields

Cheque Details

Acc Name, Currency, or Acc No. \*

Cheque Type\*  
Cheque

From  
Cheque No. \*

To  
Cheque No. \*

Applications received after 12:30pm (for Monday - Friday) will be processed the next working day. There will not be any processing done on Saturdays, Sundays and Public Holidays.

Dashboard

Accounts

Pay & Transfer

My Tasks

More Services

1

Create a new Enquire Cheque Status request

Enquire Cheque Statuses

Company Name \*  
UOB TRANSACTION BANKING

Account \*

Cheque Type \*  
Cheque

From  
Cheque No. \*

To  
Cheque No. \*

You can only view up to 10 cheques

Submit

Dashboard

Accounts

Pay & Transfer

My Tasks

More Services

# 12. Manage My Profile, Setup Biometrics Login

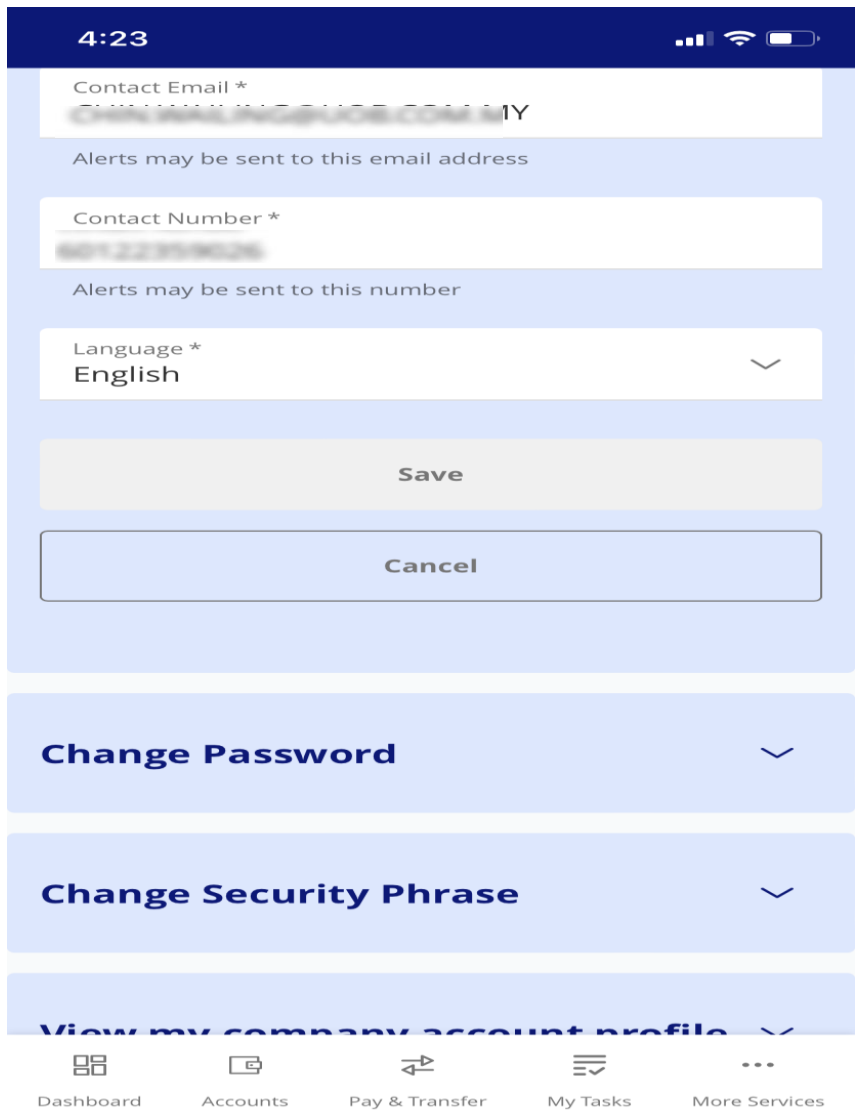
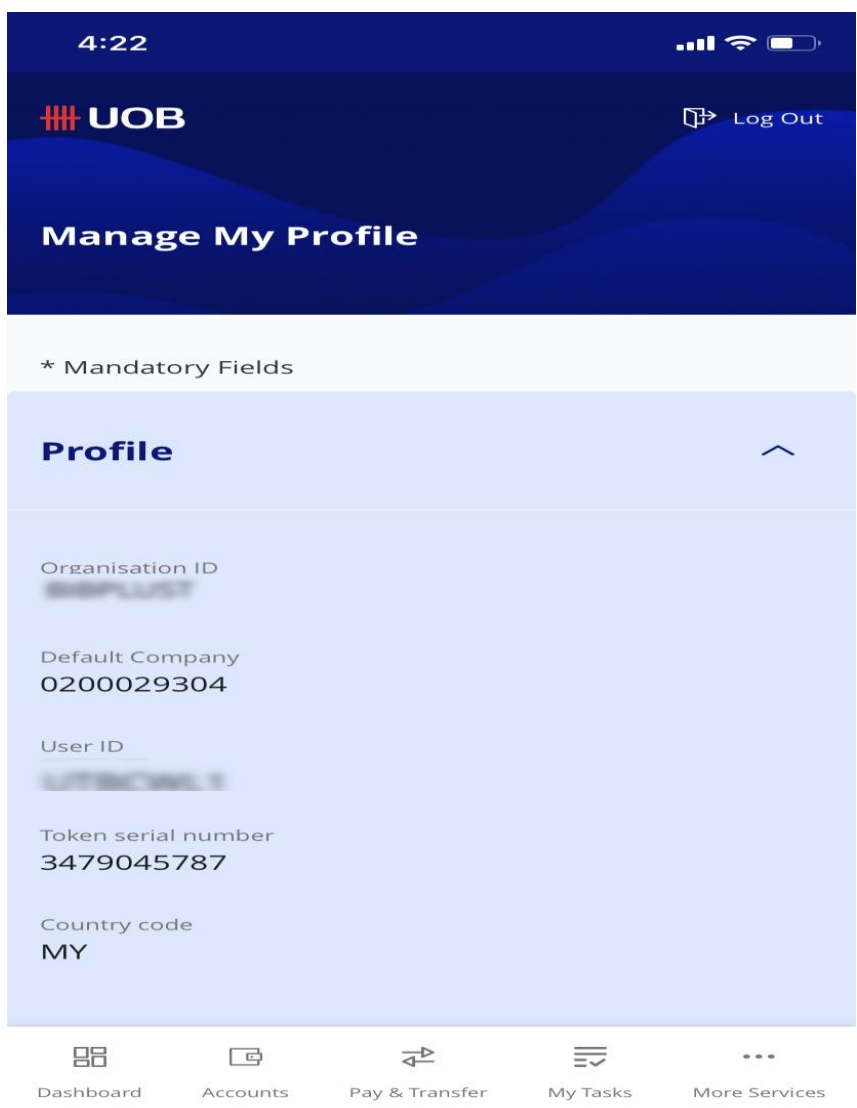
# Manage My Profile, Setup Biometrics Login



## Manage My Profile

This function allows you to change the basic contact details of your user ID in Infinity.

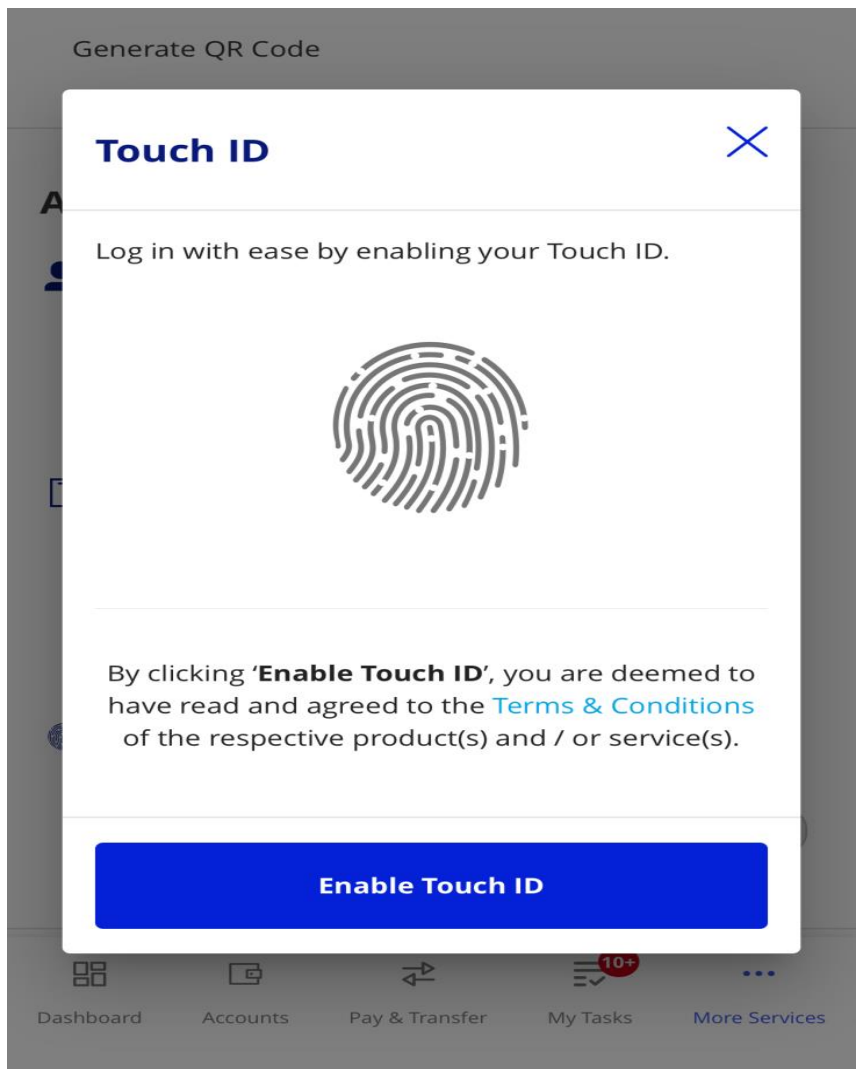
1) **Update Contact Email, Contact Number or Language.**  
Note: Email and Contact Numbers are used for user account activation and digital token registration/activation.



## Setup Biometrics Login

This function links the biometrics ID setup on the phone to the Infinity mobile app, so you may use it to log in to Infinity mobile app.

Note: This replaces password (1<sup>st</sup> Factor Authentication) only. For 2<sup>nd</sup> factor authentication, either an digital or physical token is required.







**Right By You**