

# UOB INFINITY QUICK GUIDE : LOGIN TO UOB INFINITY & ACTIVATING INFINITY SECURE



## A. Login to UOB Infinity

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\*If you are an existing BIBPlus user, you do not need to activate your User ID. You can use the same BIBPlus login credentials to login to UOB Infinity.

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For detailed UOB Infinity User Guides covering a comprehensive list of topics,  
please visit [UOB.my/infinity-guides](https://uob.my/infinity-guides).

## A. Login to UOB Infinity

### A.1. What You Need to Login

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

- User ID (this is sent by UOB Malaysia for all UOB Infinity users)
- Infinity Secure\* (Digital Token) / Physical Token\*\*

\*To register and activate your Infinity Secure, please refer to Section B of this guide.

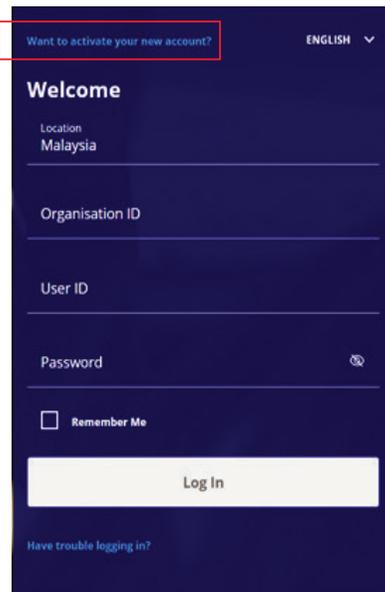
\*\*Physical Tokens are only issued to users using Trade module.

### A.2. Activating Your User ID

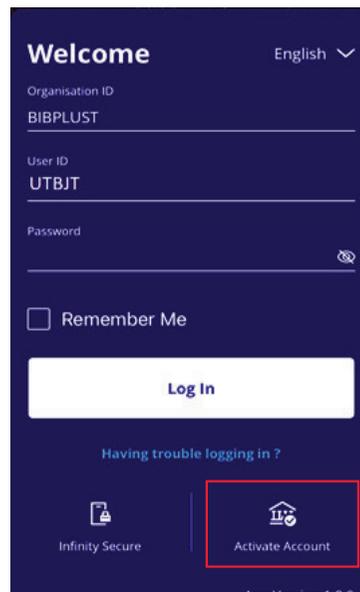
If you are logging into UOB Infinity for the first time, you need to activate your User ID via the UOB Infinity login page at either your web browser or the UOB Infinity app.

This can be done using either Token or Infinity Secure, or Email and SMS.

**! If you are an existing BIBPlus user, you can skip this step. You can use the same BIBPlus login credentials to login to UOB Infinity.**



Web browser



UOB Infinity app

1. If you are using a web browser, click **“Want to activate your new account?”**. If you are using the UOB Infinity App, tap the **“Activate Account”** icon.
2. Enter your **Organisation ID** and **User ID**
3. Tick the accept Terms and Conditions checkbox to continue with User ID activation.
4. Click **“Next”** to continue.

## A. Login to UOB Infinity

### A.2.1. Activating Your User ID Using Token or Infinity Secure

**Account Activation**

Please choose your preferred mode of authentication:

Use Token or Infinity Secure

Use Email and SMS

1 Cancel Next

1 Select “Use Token or Infinity Secure”. Then, click “Next”.

\* Mandatory Fields

**Get Verification Code**

For security reasons, you still need to get your verification code via one of the following:

SMS: \*\*\*\*\*2471  
Charges may apply

E-mail: \*\*\*\*S.CHONGLH@UOB.COM.MY

If these are not your latest e-mail or mobile number download this form [PDF] and submit to UOB.

2 Cancel Next

2 Select your **verification code** delivery method.

**Enter Token Response**

Follow these steps on your token:

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

Token Response

3 Cancel Submit

3 Follow the on-screen instructions to generate the Token Response. Enter the 6-digit number and click “Submit”.

**Verified.**

Set your profile and you're ready to start!

Password \*

8-24 characters

At least 1 number and 1 letter

No special characters

Confirm new password \*

Next

4

4 Create your UOB Infinity login Password following the stated parameters and click “Next” to complete the setup.

You have successfully activated your account. Please login now.

**UOB | INFINITY**

Welcome

Location: Malaysia

Organisation ID

User ID

Next

5

5 A confirmation message is displayed on the screen to confirm successful activation.

## A. Login to UOB Infinity

### A.2.2. Activating Your User ID Using Email and SMS

**Account Activation**

Please choose your preferred mode of authentication:

Use Token or Infinity Secure

Use Email and SMS

Cancel Next

**1** Select “Use Email and SMS”. Then, click “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

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

**3** Next, enter the 6-digit code sent to your mobile number registered on your Infinity user profile and click “Submit”.

**Account Activation**

Follow these steps to proceed:

**1** Enter the code sent via **Email (\*\*\*\*test@infinitymail.com)** into the boxes below.

Resend Email Code

Code Response

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

**2** Enter the 6-digit code sent to your email address registered on your Infinity user profile and click “Next”.

**Verified.**

Set your profile and you’re ready to start!

Password \*

- ✓ 8-24 characters
- ✓ At least 1 number and 1 letter
- ✓ No special characters

Confirm new password \*

Next

**4** Create your UOB Infinity login Password following the stated parameters and click “Next” to complete the setup.

You have successfully activated your account. Please login now.

**UOB | INFINITY**

Welcome

Location: Malaysia

Organisation ID

User ID

Next

Need trouble logging in?

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**5** A confirmation message is displayed on the screen to confirm successful activation.

## B. Infinity Secure

Infinity Secure is a digital token used to authenticate and approve transactions securely and conveniently. To start using Infinity Secure, you need to first register and then activate Infinity Secure.



To register and activate Infinity Secure, you need to use the UOB Infinity app. Download the app.



### B.1. Registering Infinity Secure

You can register Infinity Secure using either Physical Token and SMS, or Email and SMS.

#### B.1.1. Registering Infinity Secure Using Physical Token and SMS



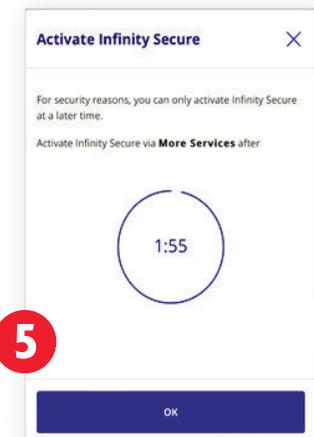
Select "Use Physical Token and SMS".



Key in the code into the token to generate the OTP. Follow the on-screen instructions to generate the Token Response.



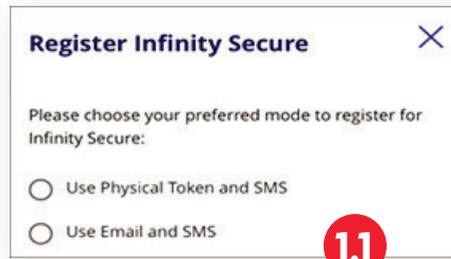
Create your 6-digit Infinity Secure PIN.



Your Infinity Secure will be activated after 2 minutes. It is advised that you stay logged in to UOB Infinity until the timer is completed.

## B. Infinity Secure

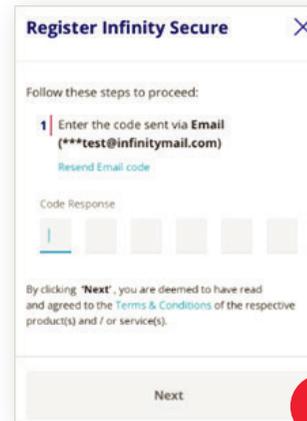
### B.1.2. Registering Infinity Secure Using Email and SMS



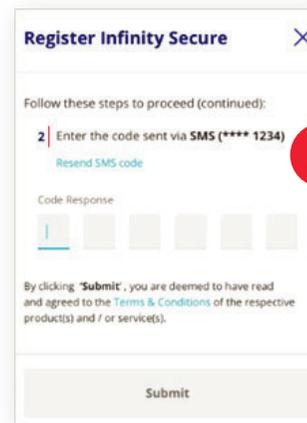
After logging into UOB Infinity app, if you have a physical token, select “More Services” and then select “Register Infinity Secure for this device”. If you do not have a physical token, the Infinity app will display the “Register Infinity Secure” pop-up message.



Select “Use Email and SMS” to proceed



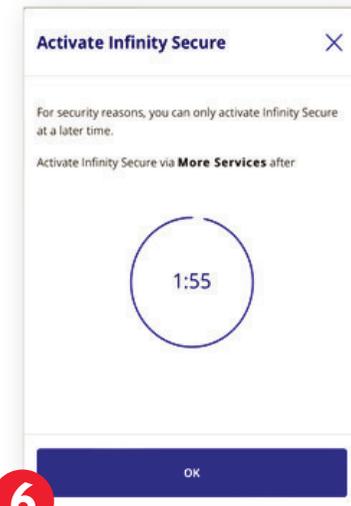
Enter the 6-digit code sent to your email address registered on your Infinity user profile and click “Next”.



Next, enter the 6-digit code sent to your mobile number registered on your Infinity user profile and click “Submit”.



Create your 6-digit Infinity Secure PIN.



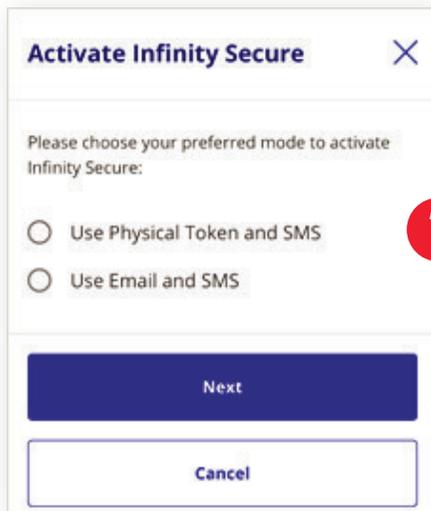
Your Infinity Secure will be activated after 2 minutes. It is advised that you stay logged in to UOB Infinity until the timer is completed.

## B. Infinity Secure

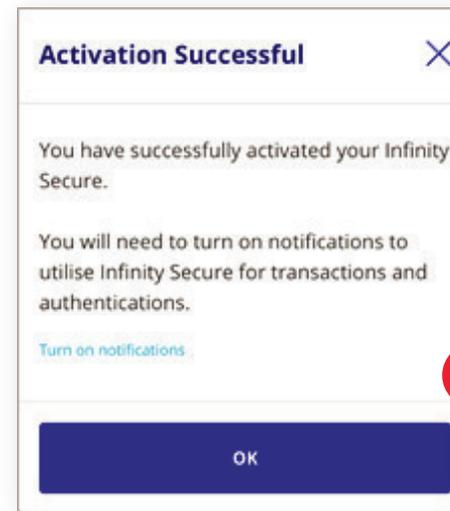
### B.2. Activating Infinity Secure

After registering your Infinity Secure, you need to activate it.

**! Please take note that you can only begin this process after the Infinity Secure Registration Successful timer is completed.**



After the Infinity Secure Registration Successful timer is completed, the “**Activate Infinity Secure**” pop-up message is displayed. You can select between the two modes of activation.



A confirmation message is displayed upon successful Infinity Secure activation.

**2** Please follow the on-screen instructions to complete the activation.

For more information or assistance, refer to your Relationship Manager or email [uobcustomerservice@UOB.com.my](mailto:uobcustomerservice@UOB.com.my) or contact UOB Contact Centre:

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Right By You

