Access App biometric login

Log in to Digital Banking using facial or fingerprint recognition on the Access App – a secure and convenient alternative to using your PIN.
Activate biometric login on the Access App

Follow these steps to activate biometric login:

1. Launch the Access App. Select “Settings”, followed by “Biometric login”.
2. Select a contract number, followed by “Activate now”.
3. Review the notes. Acknowledge the complete provisions by toggling the button. Then, select “Next”.
4. Enter the PIN you use to log in to your Access App.
5. Next, authenticate with biometrics to confirm the activation.
6. The activation process is now complete.

If the activation process is unsuccessful, select “Activate biometric login again” and try again.
Logging in with biometrics

After biometric login has been set up, follow these steps to log in to Mobile Banking or E-Banking on your Access App.

**Mobile Banking**

1. Launch the Mobile Banking app.
2. Select “Login with Access App”.
   * Change your login method to Access App by clicking on the Profile icon, followed by “Login Method”.
3. Scan your biometrics to authenticate.
4. You will receive a confirmation message upon successful login.
1. Open the E-Banking homepage on a web browser.

2. Enter your Digital Banking contract number and click “Continue”.

3. Launch the Access App on your mobile phone and scan the QR code.

4. Scan your biometrics to authenticate.

5. You will receive a confirmation message upon successful login.

If the login process is unsuccessful, it may be due to a change in the device settings for biometric login. Simply re-activate biometric authentication.
Deactivate biometric login on the Access App

Follow these steps if you wish to deactivate biometric login:

1. Launch the Access App. Select “Settings”, followed by “Biometric login”.
2. Toggle the button next to the selected contract number to deactivate biometric login.
3. You will be shown a message confirming your successful deactivation.

Frequently Asked Questions (FAQs)

1. How can I check whether my device supports biometric login?
   – Biometric login is supported if your device has built-in biometric security features such as facial or fingerprint recognition.

2. Can I continue using the Access App with my PIN?
   – Yes. Facial and fingerprint recognition are supplementary login methods. You may continue using your PIN to log in to the Access App.

3. What should I do if I have changed to a new device?
   – You will need to download and re-activate the Access App on your new device. Please contact the Digital Banking Hotline for activation of the Access App.

Singapore: +65-6495 8333
Hong Kong: +852-2971 7111
Monday to Friday: 7am - 8pm; Saturday: 9am - 5pm
This material has no regard to the specific investment objectives, financial situation or particular needs of any specific recipient and is published solely for information purposes. No representation or warranty, either express or implied is provided in relation to the accuracy, completeness or reliability of the information contained herein, nor is it intended to be a complete statement or summary of the developments referred to in this material. This material does not constitute an offer to sell or a solicitation to offer to buy or sell any securities or investment instruments, to effect any transactions or to conclude any legal act of any kind whatsoever. Nothing herein shall limit or restrict the particular terms of any specific offering. No offer of any interest in any product will be made in any jurisdiction in which the offer, solicitation or sale is not permitted, or to any person to whom it is unlawful to make such offer, solicitation or sale. Not all products and services are available to citizens or residents of all countries. Any opinions expressed in this material are subject to change without notice and may differ or be contrary to opinions expressed by other business areas or divisions of UBS AG or its affiliates (“UBS”) as a result of using different assumptions and criteria. UBS is under no obligation to update or keep current the information contained herein. Any charts and scenarios are for illustrative purposes only. Historical performance is no guarantee for and is not an indication of future performance. Neither UBS AG nor any of its affiliates, directors, employees or agents accepts any liability for any loss or damage arising out of the use of all or any part of this material. UBS specifically prohibits the redistribution or reproduction of this material in whole or in part without the prior written permission of UBS, and UBS accepts no liability whatsoever for the actions of third parties in this respect.

All pictures or images (“images”) herein are for illustrative, informative or documentary purposes only, in support of subject analysis and research. Images may depict objects or elements which are protected by third party copyright, trademarks and other intellectual property rights. Unless expressly stated, no relationship, association, sponsorship or endorsement is suggested or implied between UBS and these third parties.

© UBS 2022. The key symbol and UBS are among the registered and unregistered trademarks of UBS. All rights reserved.

UBS AG, Singapore Branch (UEN S98FC5560C) or, as the case may be, Hong Kong Branch, incorporated in Switzerland with limited liability.

Information is accurate as of 15 March 2022.