Get activated on the Access App via an Activation Letter.
The **Access App** is a login key with multiple uses for various digital functions that completes your digital banking experience.

Follow the steps below to activate your Access App via an Activation Letter.

1. **Do your have a contract number?**
   
   A contract number is required to proceed with the activation.

   Before proceeding, have your contract number ready. If you do not have it, please call the helpline at Singapore: +65-6495 8333 or Hong Kong: +852-2971 7111.

2. **Do you have the Access App installed on your mobile device?**

   You will need the Access App to proceed with the next steps.

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<td>Install the Access App from your mobile device’s app store.</td>
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3. **Request for Activation Letter.**

   You need to request your Activation Letter to proceed to the next phase of the Access App activation.

   1. Launch the Access App on your mobile device and select “Set up directly”.
   2. Key in your contract number, and select “Next”.

   ![Access App activation steps](image)
After receiving your Activation Letter, follow these steps to complete the activation.

1. Open the Access App and select “Set up directly”.
2. Input the contract number. Then, select “Next”.
3. When asked about the Activation Letter, select “Yes”.

4. After, you will receive an SMS code. Input the SMS code in the blanks.
5. Input the PIN\(^1\) enclosed in the activation letter.
   \(^1\) The PIN is hidden underneath a sticker behind the letter. To reveal the PIN, gently peel off the sticker and flip the letter to the front.
6. Set up a device name as a reference and a PIN\(^2\) for logging in to the Access App.
   \(^2\) PIN must be alphanumeric, with at least one number and one letter.
Activate biometric login.

The Access App is now activated. For a secure and convenient login moving forward, enable 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. Authenticate with biometrics to confirm the activation.

Your Access App is now ready to use.

Enable push notifications to learn the latest security-related events and confirmations first-hand.

If you need assistance, contact the UBS helpline.

Singapore: +65-6495 8333
Hong Kong: +852-2971 7111
Monday to Friday: 7am - 8pm
Saturday: 9am - 5pm
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