UBS

Login instructions
For your online services with
UBS KeyLink

UBS

High security *through advanced technology*

The combination of the Access Card and card reader provides effective protection for the access to UBS Online Services and therewith your personal data. Take a minute to familiarize yourself with the functions of the card reader.

Your personal access tools
- UBS KeyLink User Identification (KLXXXXXX)
- Active Access Card
- Card reader
- Personal Identification Number (PIN) for your active Access Card
- Backup Access Card
- PIN for your Backup Access Card

Your security benefits
UBS Online Services clients enjoy the benefit of high security standards:
- Your access data is protected on your Access Card and cannot be copied.
- Your data is transmitted in encrypted form.

Access Card
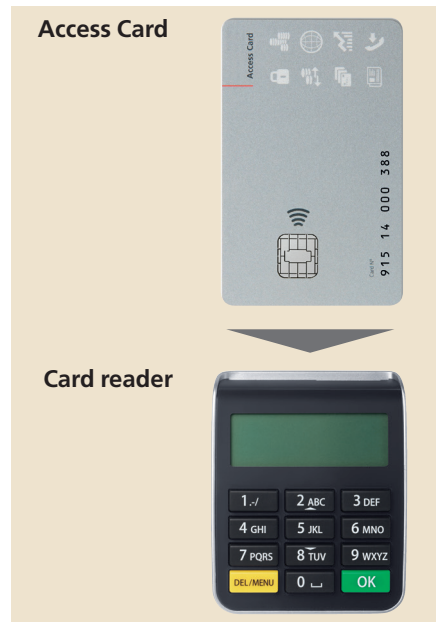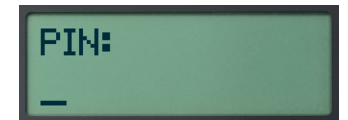
Card reader

PIN *change*

Set your own personal identification number (PIN)
You must change your initial PIN when first using your Access Card.

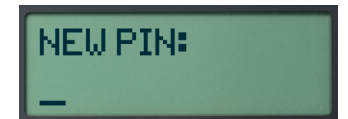1. Activate the card reader by inserting the Access Card.
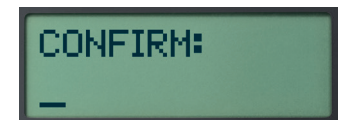
2. Enter your initial PIN and press OK .

PIN:
_

3. Enter a new four to eleven-digit PIN and press OK .

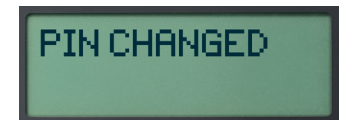   **Security note:** The PIN should not be easy to guess and should not contain personal data such as your telephone number or birthdate.

NEW PIN:
_

4. Reenter your PIN and press OK .

CONFIRM:
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5. The new PIN is valid immediately.

With the help of the card reader you can modify your PIN at any time by pressing DEL/MENU after inserting the Access Card.

PIN CHANGED

Important notes:
- The Access Card is blocked after three incorrect PIN entries. Please call the UBS KeyLink Helpline for assistance.

Access to your online services with UBS KeyLink

Login (self-authorization)
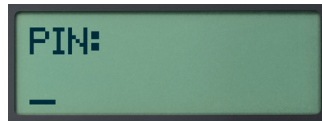To access the UBS KeyLink Login screen, please visit: **www.ubs.com/keylink**
Under "KeyLink Login with Access Card" select either
– the "Switzerland" option or
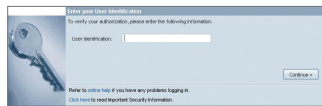– the "International" option for all other regions

1. Activate the card reader by inserting the Access Card.
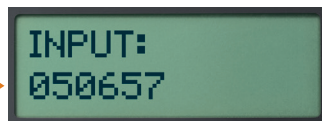
2. Enter your PIN and press `OK`.

3. Enter your UBS KeyLink "User Identi-fication" on the Login page and click **Continue.**

4. Enter the six digit code displayed on the Login page, into the card reader and press `OK`.

   Security note: The login number displayed by UBS always has **six digits.** Should this number have fewer digits, contact Support immediately.

5. Enter the eight-digit code from the card reader on the Login page and click **Login.**

Please exercise caution when entering the letter "O" and the number zero "Ø" into the "Code" field on the login screen.
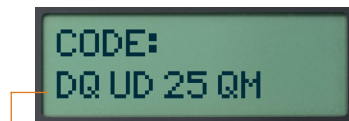
Usage of your *Backup Access Card*

The Backup Access Card offers you an immediate solution to resume access to UBS KeyLink should your active Access Card be blocked, damaged or lost.

The following incidents require the use and activation of your Backup Access Card. To do this, please call your local KeyLink Helpline number:

- If you have entered your PIN incorrectly three times in a row, your active Access Card for UBS KeyLink will be blocked
- When your active Access Card is damaged or lost

Important to note
- With the activation of your Backup Access Card, this will in effect become your new active Access Card. A replacement Backup Access Card and a corresponding PIN will be sent to you automatically, ensuring that you always have a Backup Access Card available.
  It is essential that you pair your Backup Access Card correctly with your PIN for your Backup Access Card
- For security reasons, it is not possible to use both your active and Backup Access Cards alternately or in tandem
- If both Access Cards are either blocked, damaged or lost, access to UBS KeyLink will be interrupted and requires you to order a new Access Card by calling your local KeyLink Helpline number
- The card reader is transferable and when required, a replacement card reader can be ordered by contacting our UBS KeyLink support team

How to manage your Screen Unlock password *to unlock UBS KeyLink*

To offer you a secure electronic banking service, UBS KeyLink will automatically lock the application after a few minutes of idle time.
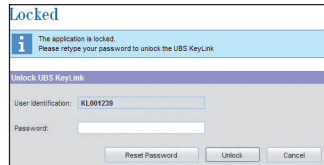

1. Define a new Screen Unlock Password
When you use the Access Card for UBS KeyLink for the first time and your session remains idle for some time a "Locked" window appears. You will need to define and set a new password which you will be able to use for future occurrences.
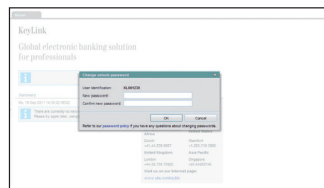
When the "Unlock UBS KeyLink" window appears,
- Press "Reset Password"
- The Access Card login process will repeat itself in order to complete the password reset process
- Enter your new password in the "New password" field. Please ensure that your new password complies with our password policy referenced in this "Change unlock password" window
- Confirm the new password in the "Confirm new password" field and press the "OK" tab
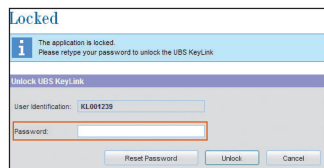
2. Unlock screen
All subsequent idle sessions will trigger this "Unlock UBS KeyLink" window.
- To unlock the screen, enter the "Password" which you defined in the step above into the "section" field and then select the "Unlock" tab
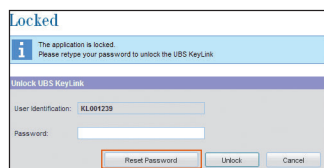
3. Reset password
In the event that you have forgotten your password, UBS KeyLink offers you easy access to simply reset your password online at any time. There is no need to call the UBS KeyLink Helpline.
- Select the "Reset Password" tab and follow the instructions referenced in the "Define a new screen unlock password" section

Please note, you are only able to reset your password from the "Unlock screen" window.

Further *information*

Support
The UBS KeyLink support team will be happy to answer any questions you may have regarding the login procedure for UBS KeyLink.

UBS KeyLink Helpline numbers
Asia-Pacific:
+65-6495 8740

Europe, Middle East, Africa:
+41-44-239 06 07

Americas:
+1-203-719 3800

Security notes
For your protection, use the Access Card exclusively in combination with the card reader sent to you.

For optimal protection, it is important to protect your own computer as well. UBS advises following the security recommendations published on the Internet.

www.ubs.com/online → Security
→ Behavior

Waste disposal
Card readers that are no longer needed or are defective may be handed in at any UBS branch to ensure environment friendly disposal.