



Quickguide



Corporate Portal

Change of Smartphone

Content

MOBILE TOKEN

SMARTPHONE CHANGE

SMARTPHONE CHANGE

ACCESS TO OLD SMARTPHONE IS POSSIBLE

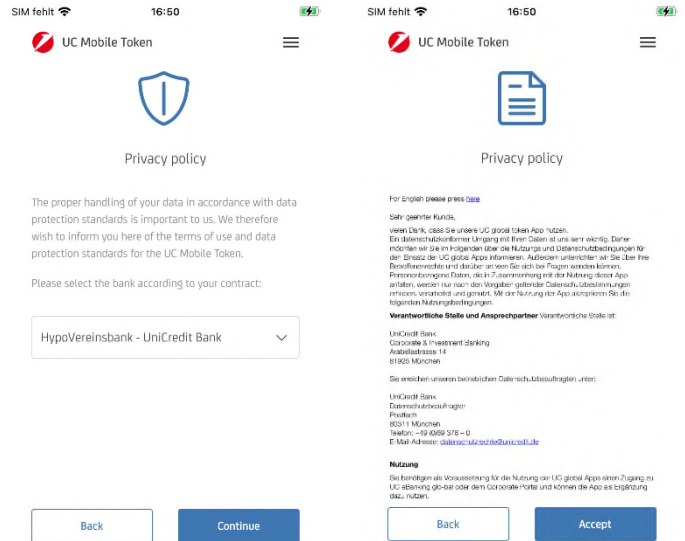
STEP 1:

With your new smartphone download the UC Mobile Token app from the App Store for iOS or from the Google Playstore for Android smartphones.

Select HypoVereinsbank - UniCredit in the app.

Accept the privacy policy.

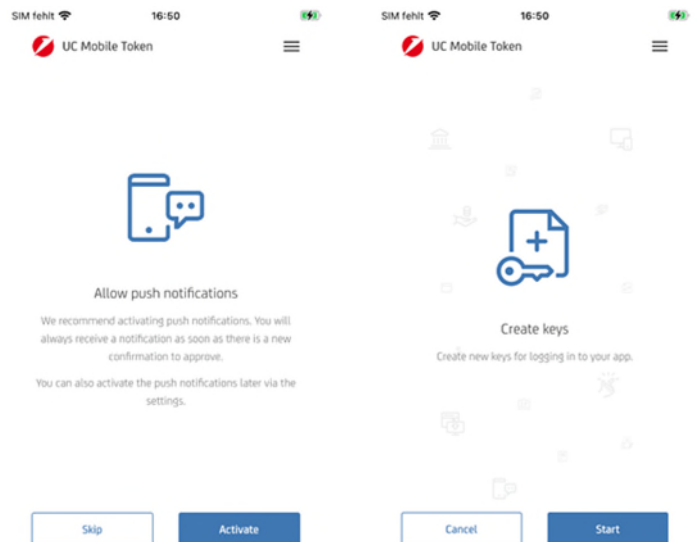
NOTE: if the app was installed from your back-up and you receive an error message "MIG" during the start of the app on your new smartphone or you are asked for a password, delete the app and install it again.



STEP 2:

Activate the push notifications.

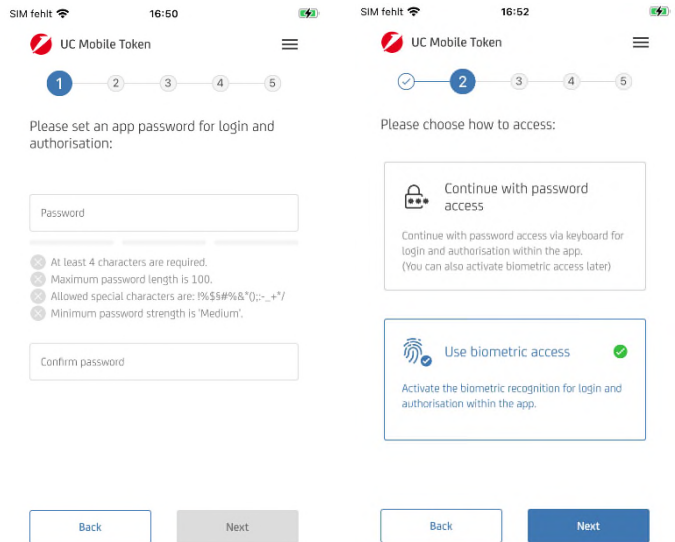
Then start creating your key.



STEP 3:

In the next step, select your password and consider the displayed minimum requirements.

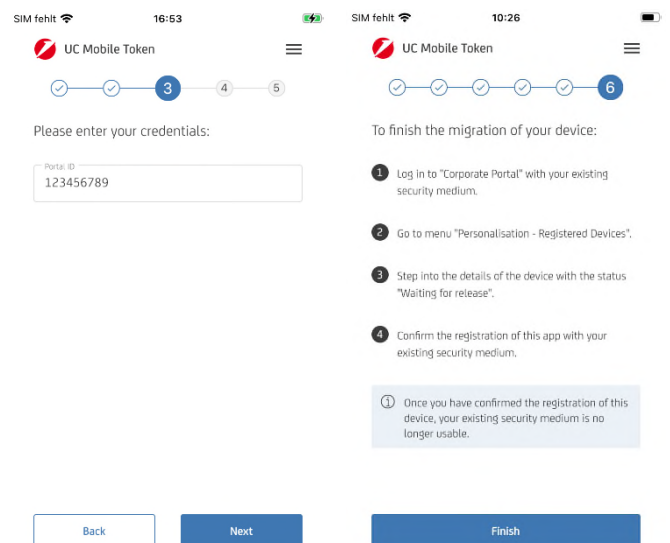
If supported by your smartphone, you can enable biometric recognition.



STEP 4:

Enter your Corporate Portal ID, which was given to you during the onboarding process, via the Welcome Letters or by the main user.

Follow the instructions displayed on your smartphone and finalize the process with "migrate to this device".

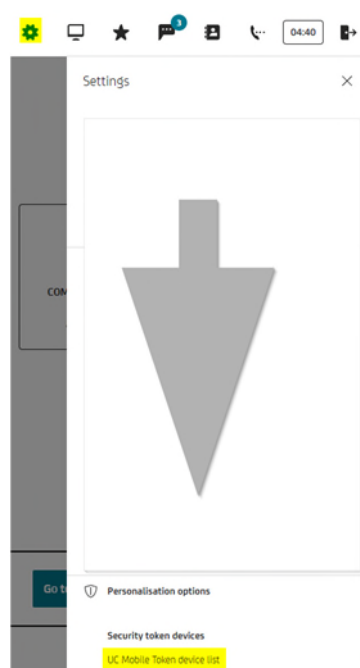


STEP 5:

Now login to the Corporate Portal using your old smartphone.

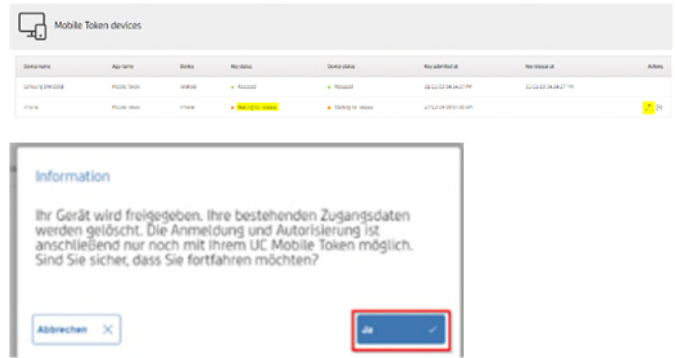
<https://corporateportal.unicreditgroup.eu/portal/germany/login>

Open the settings via the gear icon in the upper menu bar and open the "UC Mobile Token Device Management".



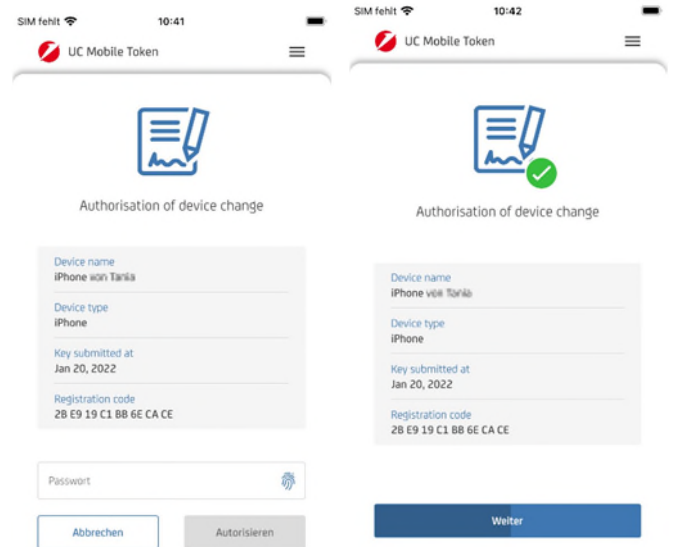
STEP 6:

Locate the new smartphone in the list and confirm the release via the corresponding icon and accept the next message.



STEP 7:

Open the Mobile Token app on the old smartphone, compare the displayed data and authorize the device switch by entering your password or your biometric login.



STEP 8:

You can now log out of the Corporate Portal and log in with your new smartphone.

ACCESS TO OLD SMARTPHONE IS NOT POSSIBLE

If you do not have access to your old smartphone, please contact gtb-center@unicredit.de to reset your login. State your Portal ID in the email.

After our colleagues have reset your user, please start again with the "[Initialization Process Mobile Token](#)" as described in the linked document.