

Dear Customer,
Before you start:

1. Please verify and update your mobile number in the bank records by visiting your UCO Bank base branch
2. Please make sure that you are connected to the Internet
3. You have received the Verification Key and Activation Code on your registered mobile number as SMS

Welcome to UCO BANK Retail Internet Banking!

It is our pleasure to now offer you the "most secure Internet banking experience", powered by the next-generation REL-ID Technology. You will now be able to safely conduct all online transactions in a secure environment. In order to start using the UCOSecure, you need to complete the following 4 simple steps

- STEP 1:** Verify and update your mobile number in bank records by visiting your home branch
STEP 2: Download UCOSecure software,
STEP 3: Activate UCOSecure, and
STEP 4: Use UCOSecure for Internet Banking.

Please read this User Manual carefully. All instructions for download, activation and usage are provided here. Additionally you can access a demo presentation at:

<https://www.ucoebanking.com/ucosecure.html>

In case you face any problems or have any queries, please contact our toll free Customer Toll Free Help Line number **1800-103-0123** or send an email to ucosecure@ucobank.co.in

Looking forward to a long and mutually beneficial relationship and assuring you of our best services at all times.

Best regards,
Internet Banking Team
@ UCO Bank

Toll Free No. 1800-103-0123 or send an email to ucosecure@ucobank.co.in

STEP2 : Download UCOSecure

1. Go to your Internet Banking Site and Login to your Internet Banking account
<https://www.ucoebanking.com/ucosecure.html>
2. You shall see this screen only if you are enrolled successfully to UCOSecure and have received SMS as "UCO Secure Activation Credentials - Verification Key and ActivationCode"
3. Follow on-screen instructions to download and run UCOSecure installer on your computer.
4. This will install UCOSecure on your computer



STEP3 : Activate UCOSecure

1. Double-click on the UCO Bank icon on the Desktop to start UCOSecure
2. Enter your Internet Banking User ID and click on **Submit**
3. Match the Verification Key displayed in the activation window with the verification key you have received from UCO Bank through SMS.
 - i) If the Verification Key on the screen is matched with the one that is received in SMS on your mobile number then select the option **Verification Key is correct**, and enter the Activation Code that you've received from UCO Bank and click on **Submit**
 - ii) If the Verification Key is not matched with that received in SMS on your mobile number, select the option Verification Key does not match and click on Exit. Send an email to ucosecure@ucobank.co.in or call Toll free Helpline Number – **1800.103.0123** to resolve this issue.

4. Setup UCOSecure PIN and Security Question:

- i) Set UCOSecure PIN (this should be a numeric value ranging from minimum 4 digits and maximum 10 digits).
- ii) Set Security Question by selecting from drop-down list or by typing a new question and specify an answer and click on **Submit**. You have to always remember the UCO Secure PIN and Security Answer.



5. You will be taken to UCO Bank's Internet Banking login page in a Secure Desktop environment and within a Secure Browser with your UserID pre-populated.



6. Login to your account and start doing Internet Banking using UCOSecure

Step 4: For Regular Use -

Always use UCOSecure for UCO Bank Internet Banking

1. For subsequent Internet banking usage double-click on the UCO Bank icon on the Desktop to execute UCOSecure



2. Enter Internet Banking User ID and UCOSecure PIN

3. When the Secure Browser opens, enter your Internet Banking password to login into Internet banking website. After login you can use the website normally. Here the UserID is pre-populated by UCOSecure.



Using UCOSecure on a different computer

Option 1: Using SMS One Time Password (OTP)

1. Login into UCO Bank using Internet browser and download UCOSecure

2. Run the UCOSecure software. The software will detect that you're using a different computer. You will be asked to choose between SMS-OTP and UCOSecure OTP options to activate the new computer.



3. Select the **Send me an OTP via SMS** option if you are carrying your registered mobile with you. An OTP will be sent to your registered mobile number.



4. In the next screen provide the answer to your Secret Question and enter the OTP received on SMS after verifying the OTP-ID.



5. If you've given the correct answer and OTP you'll be asked for your UCO Secure PIN which will activate UCO Secure on the new computer.

6. When the Secure Browser opens, enter your Internet Banking password to login into Internet banking website. After login you can use the website normally.

Option 2: Using UCOSecure One Time Password (OTP)

Step A: Generate UCOSecure OTP

1. Login to UCOSecure on your regular computer. Click on **My Secrets** and select **Activation OTP for New Computer**

2. Enter the validity period and Click **Generate**. Note the



OTP-ID and OTP and keep it in a safe place. You will need this for Activating UCOSecure on a different computer. You may set the Validity Period for UCO Secure OTP. The default period is **7 days** and maximum can be **9 days**.

3. On clicking **Generate** you shall see the below screen – from here please note your UCOSecure OTP ID and OTP

Step B: Activate UCOSecure on a different computer

1. When running UCOSecure on new computer, the software will ask select between SMS-OTP and UCO Secure OTP for activation. Select **Use my UCO Secure OTP**.



2. On the next screen provide answer to your secret question and the UCOSecure OTP.
3. If you've given the correct answer and OTP you'll be asked for your UCO Secure PIN which will activate the new computer.

Other UCOSecure Features UCO Bank

- To return to your Windows Desktop – Click on "Go to Window" button
- When at your Windows Desktop click the "UCO Secure" tab in the taskbar to get back to the UCOSecure browser in Secure Desktop
- To go back to your Internet banking window – Click on the "Retail Banking" button
- To go back to your Internet Banking Home Click - "Home" button
- To sign-out or Internet banking and exit the UCOSecure Banking Browser – Click "Exit UCO-SECURE" button



Secure Internet Banking

RETAIL
INTERNET BANKING