J Trust Royal Bank

Quick Reference Guide

JTR INTERNET BANKING

Simple and easy banking at your fingertips,
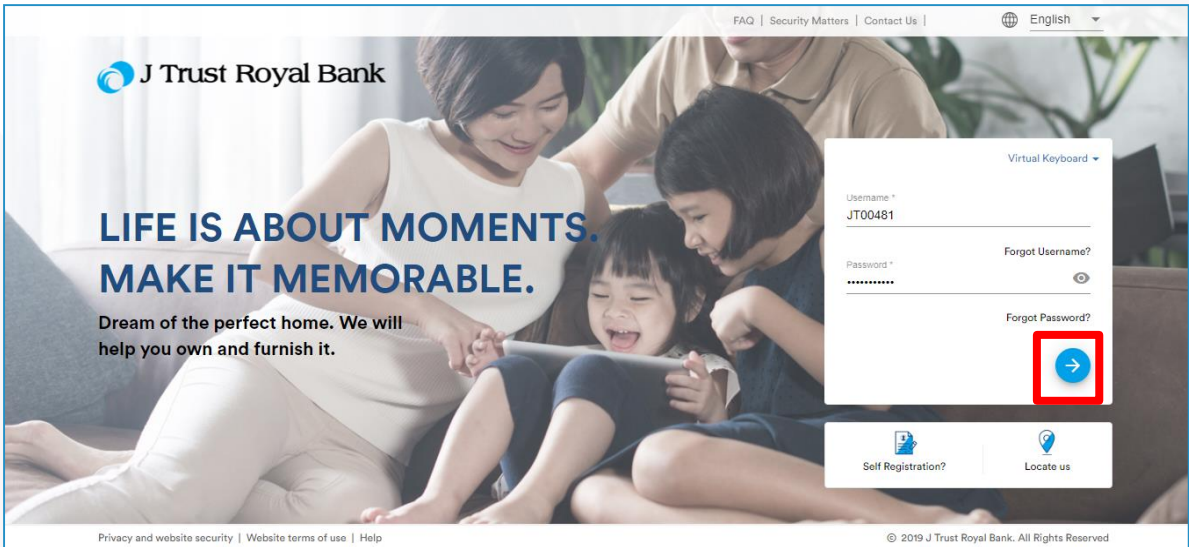any time, any where

Login

J Trust Royal Bank

Internet Banking Portal

Step 1. Once you have access to the Internet Banking portal (see 'First Time Access' guide), you may follow the steps below to login.

- Go to the J Trust Royal Bank Internet Banking website
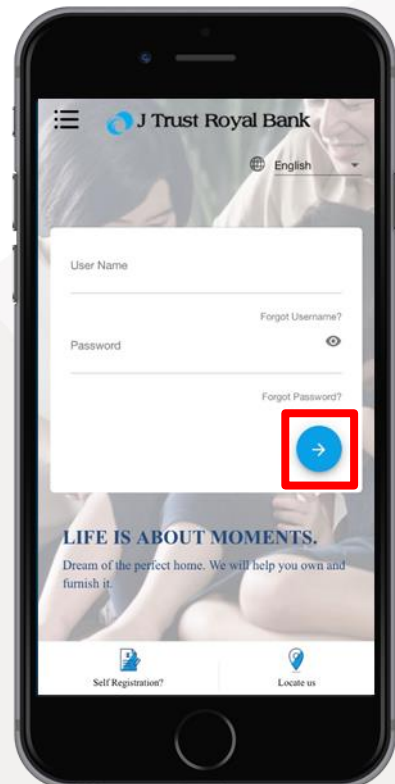- Enter User Name and Password
- Click →

Mobile Banking Portal

Step 1. Once you have access to the Mobile Banking portal, you may follow the steps below to login.

- Open the app
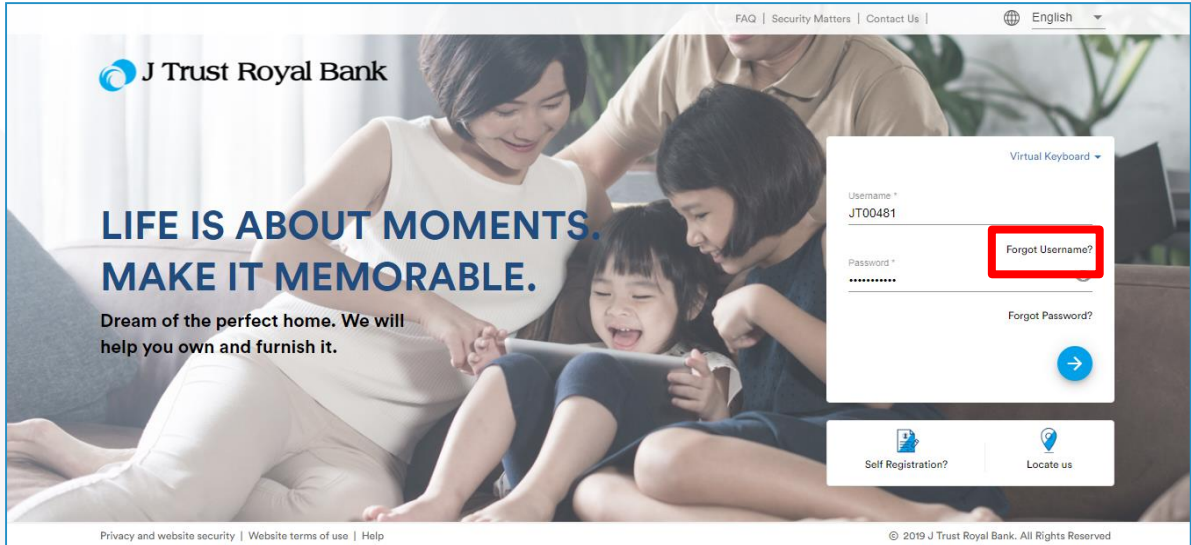- Enter User Name and Password
- Click →

MOBILE BANKING Coming Soon

Forgot User Name – Internet Banking Portal

Step 1. If you have forgotten your User Name, you can use the 'Forgot User Name' to retrieve your User ID from the pre-login page

- Go to the J Trust Royal Bank Internet Banking website
- Click **Forgot User Name**
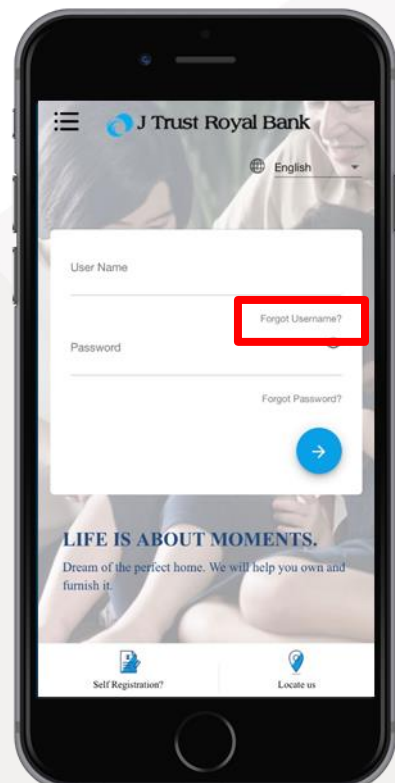

Forgot User Name – Mobile Banking Portal

Step 1. If you have forgotten your User Name, you can use the 'Forgot User Name' to retrieve your User ID from the pre-login page on the Mobile app

- Open the app
- Click **Forgot User ...**

Note: Fo... ...ng and the ... ...ugh steps 2 –
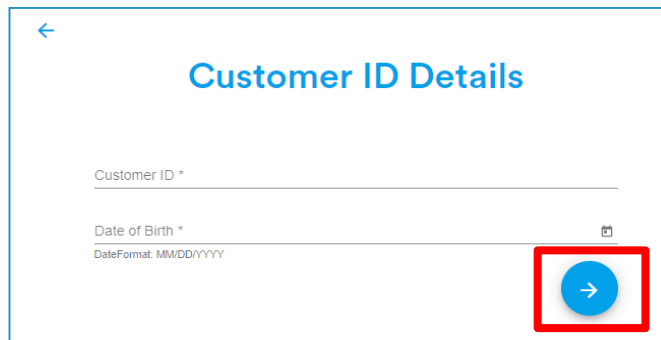
MOBILE BANKING Coming Soon

Identify Yourself

Step 2. Once 'Forgot your User ID' is clicked, the Identify Yourself screen displays.

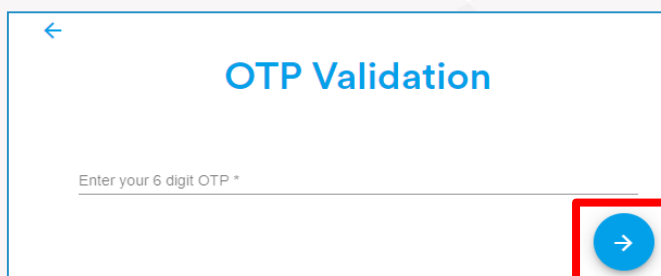Populate the following fields:
- Customer ID
- Date of birth
- Click →

←

Customer ID Details

Customer ID *

Date of Birth * 📅
DateFormat: MM/DD/YYYY

→

One Time Password (OTP) Validation

Step 3. The application validates the combination and if the combination is available in the database, an OTP message will be sent.

Go to the OTP field and enter the One Time Password (OTP) that was sent to your registered mobile number.
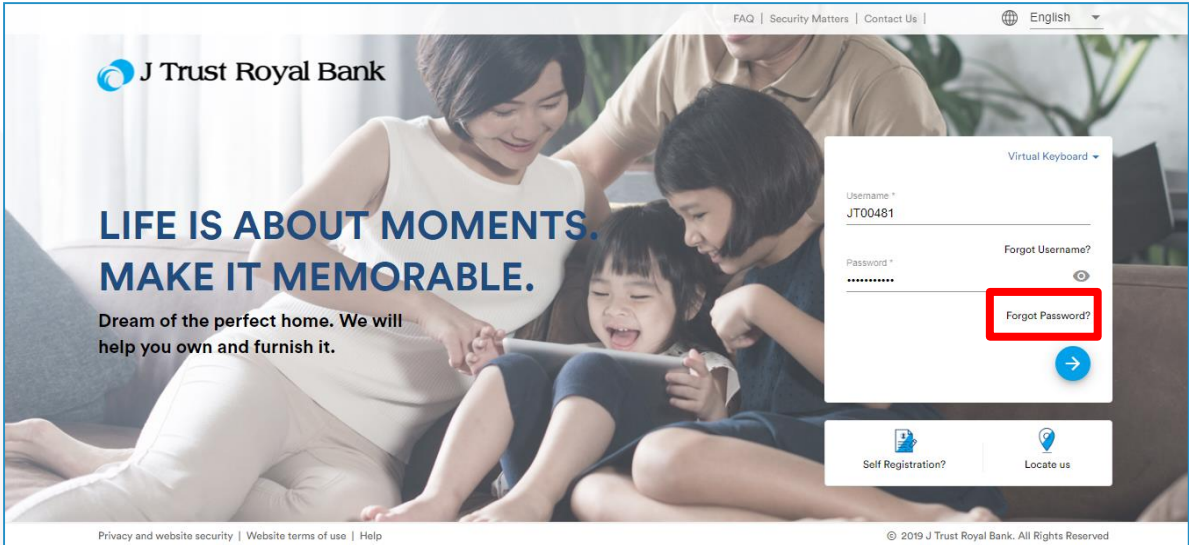
Click →

←

OTP Validation

Enter your 6 digit OTP *

→

On successful OTP validation, User ID will be sent to your Email ID. You can click NEXT icon button to go back to pre login page.

Forgot Password – Internet Banking Portal

Step 1. If you have forgotten your password, you can use the 'Forgot Password' to reset your password from the pre-login page.

- Go to the J Trust Royal Bank Internet Banking website
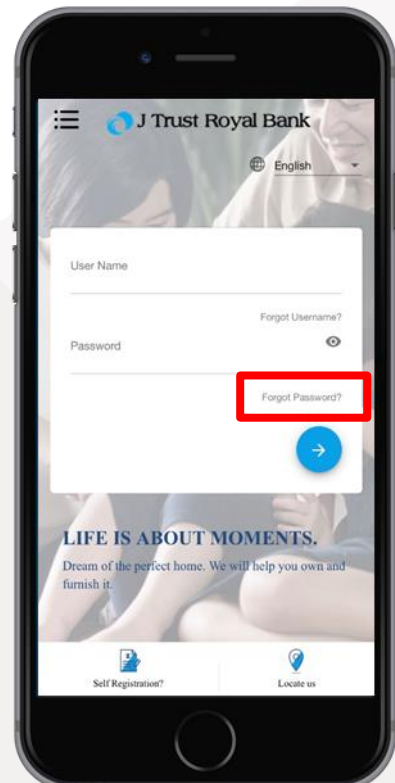- Click **Forgot Password**

Forgot Password – Mobile Banking Portal

Step 1. If you have forgotten your password, you can use the 'Forgot Password' to reset your password from the pre-login page on the Mobile app.

- Open the app
- Click **Forgot Password**

Note: For ~~...~~ and the ~~...~~ steps 2 – ~~...~~

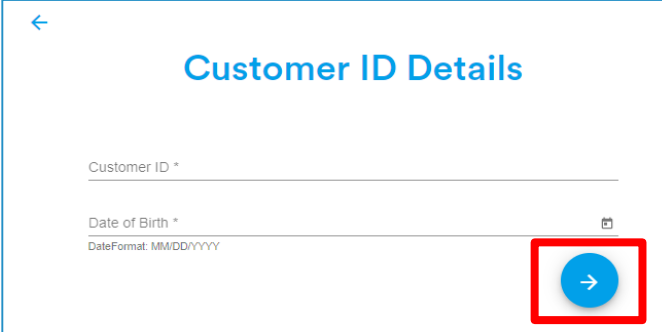**MOBILE BANKING Coming Soon**

Identify Yourself

Step 2. Once 'Forgot Password' is clicked, the Identify Yourself screen displays.

Populate the following fields:
- Customer ID
- Date of birth
- Click →

←

Customer ID Details

Customer ID *

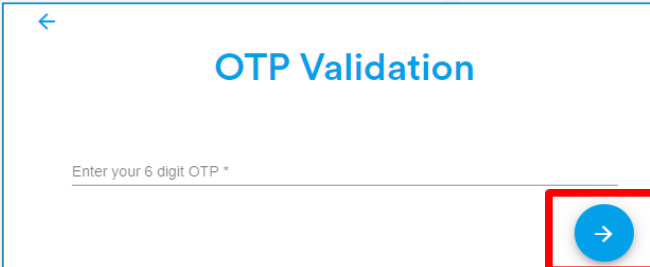Date of Birth *

DateFormat: MM/DD/YYYY

→

One Time Password (OTP) Validation

Step 3. The application validates the combination and if the combination is available in the database, an OTP message will be sent.

Go to the OTP field and enter the One Time Password (OTP) that was sent to your registered mobile number.

Click →

←

OTP Validation

Enter your 6 digit OTP *
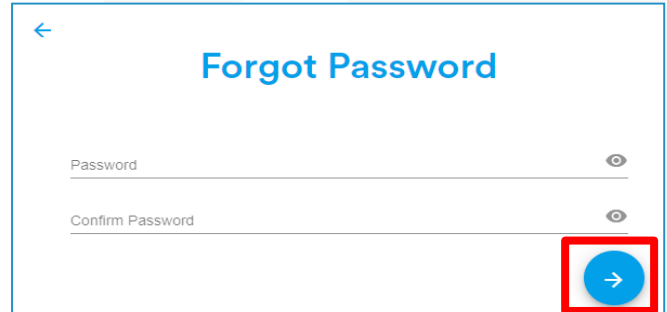
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J Trust Royal Bank

Enter new password

Step 4. On successful OTP validation, follow these steps.

- Enter the new password
- Renters the password
- Click →

Note: If the passwords do not match, the error message '*Passwords do not match*' appears.
Repeat the steps above.

Once the blue button is clicked, the application displays the success message of password change. You can click the next icon button to go back to the pre-login page.

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Forgot Password

Password 👁

Confirm Password 👁

→

✔✔

Password changed successfully

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