

**Quick Reference Guide**

# JTR INTERNET BANKING

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

## Home Page



## Internet Banking Home Screen

The Home page is the first landing page once the you is successfully logged into internet or mobile application. The Home / Landing page has the following functions:

- Portfolio Summary and Analytics
- Photo Upload
- Reminder
- Log Out
- Login History
- Quick Link
- Predictive Search
- Mail Box
- Other Functions (Bulletin Board, Advertisement)

FAQ | Security Matters | Contact Us

J Trust Royal Bank Track Transfer Manage Request

Hello Khetra

Total Assets  
USD 91,230.00

Total Liabilities  
USD 18,900.00

Net Worth  
USD 72,330.00

Accounts Deposits Loans

Account Name	Account ID	Balance
Som Khetra	403830	USD 20,027.00
Som Khetra	503830	USD 20,058.00
USD Tem Deposit Account	603830-1	USD 51,145.00
USD - Home Loan	810000330	

Aws Env | We are ready to serve in Battambang | welcome to cambodia | Current promotion PS | Training RBX |

**Promotions**

- HOT & COLD BOTTLE**  
EXCLUSIVELY FOR JTRUST BANK MASTERCARD MEMBERS  
Spend KHR 2000 & above  
[View More](#)
- STUDDS HELMET**  
EXCLUSIVELY FOR JTRUST BANK MASTERCARD MEMBERS  
Spend KHR 20000 & above  
[View More](#)

**Reminders**

Subject	Reminder Date
Rent payment	03/08/2019

[Create](#)

**Quick Links**

- Banker's Cheque Request
- Service Request
- Change Preferred Alert Language
- Account Statement

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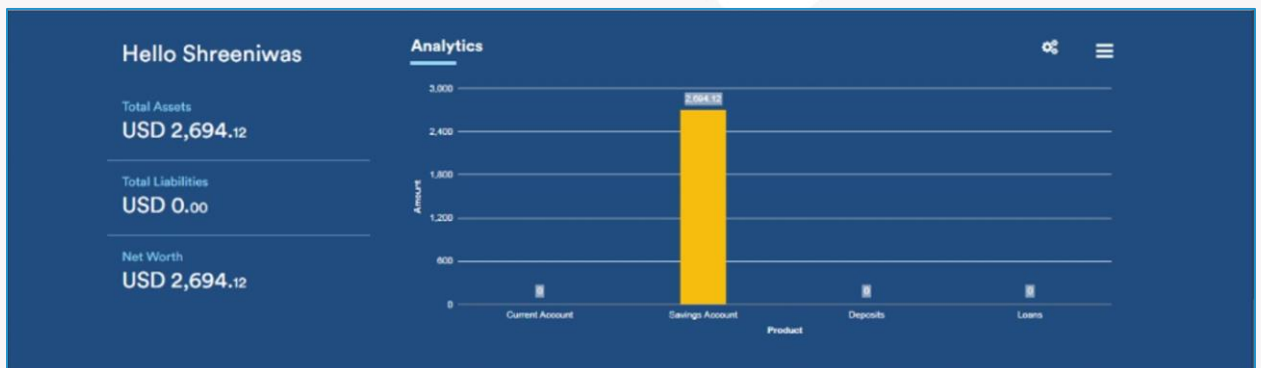
## Your Portfolio Summary

Portfolio Summary provides a single dashboard view of you relationship across all the products with the bank. The you can also view all account related information as part of Portfolio Summary. All products held by the you will be displayed with available / outstanding balance.



## Portfolio Analysis

Portfolio Analytics provides in viewing the snapshot of all overall Asset amount, liability amount and net worth amount. The entire amount will be shown in the local currency (i.e. USD). If you has accounts in currency other than USD, the amount will be converted into USD and shows the total consolidated amount for assets, liability and net worth amount.



## Internet Banking Home Screen

This app provides the list of activities performed in internet banking. It displays the current day's activity by default. The user is also given an option to choose date range for 12 months from current date.

- You can access the Manage menu and select the “Activity History” Option.
- You can view the Activity History page and enter the date range and click Search to view the list activity done in the Internet Banking (IB) channel for the given date.

### Activity History

From Date \*

24/06/2019



To Date \*

24/06/2019

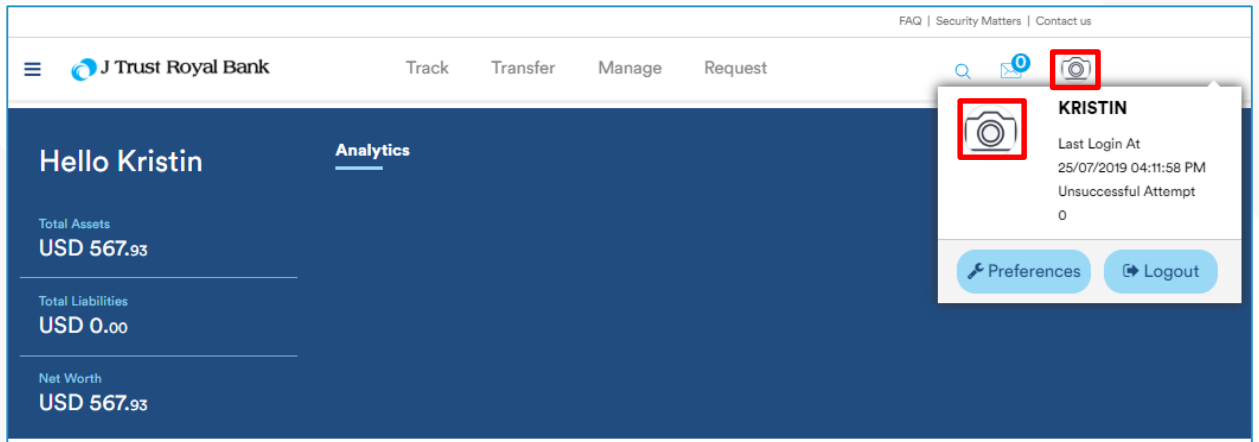
[Search](#)

Activity Type	Reference No	Audit Date/Time	Browser	Status	Channel
User Login	--	24/06/2019	CHROME-75.0.3770.100	Successful	IB
User Login Failed	--	24/06/2019	CHROME-75.0.3770.100	Failed	IB

## Photo Upload

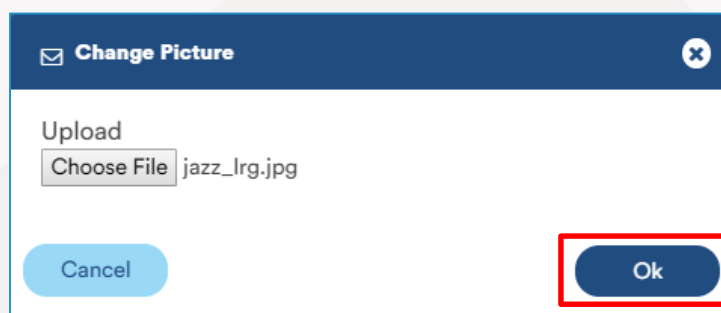
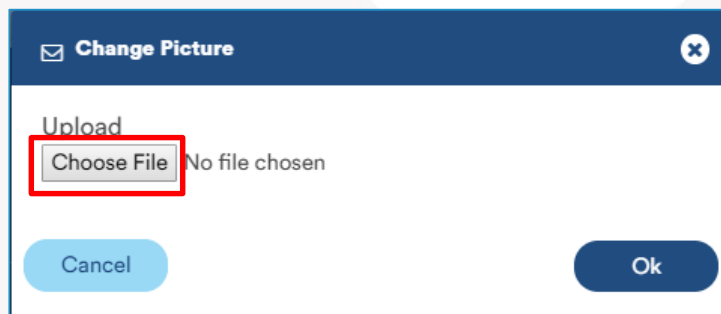
**Step 1.** You can upload your photo.

- Click on the photo icon to change the picture screen



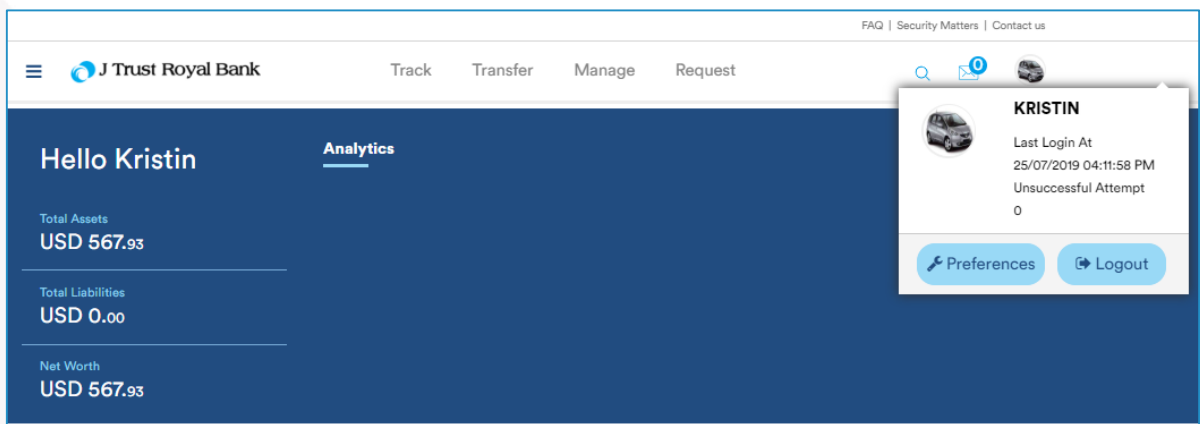
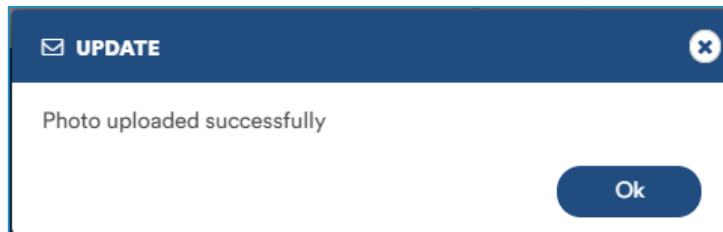
## Change Picture

**Step 2.** Click **Choose File** to browse the drive and pick the picture that you like to upload as profile picture. Once uploaded, click **Ok**.



## Successful Photo Upload

**Step 3.** Application will send the file for virus scan and on successful validation, the picture successfully gets uploaded into the application.



## Service Request Tracker

You can track the service requests raised for various transactions. The details of the service requests and their current status will be displayed in the form of a grid in the service request tracker. To view your J Trust Royal Bank service request tracker, navigate to **Service Request** from the **Track** menu and view the Service Request Tracker grid.

- Navigate to different pages on by clicking the pagination button.
- Double click on an individual record to view the service request complete details.

### Service Request Tracker

Reference Number	Date	Request Type	Status	Status Date
AAAAACD3C619	01/08/2019	Request Duplicate Statement	Completed	01/08/2019
AAAAACD52419	01/08/2019	Request Duplicate Statement	Completed	01/08/2019
AAAAACCF9C19	26/07/2019	Banker's Cheque Request	New Request	26/07/2019
AAAAACCF9219	26/07/2019	Request Duplicate Statement	Accepted	01/08/2019
AAAAACCF9F19	26/07/2019	Modify Transaction Limit	Rejected	01/08/2019

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### Service Request Detail

Reference Number *	AAAAACD3C619	Request Type *	Request Duplicate Statement
Customer Id *	300000330	Customer Name *	KCHETRA
Status *	Completed	Request Date *	01/08/2019
Status Date *	01/08/2019		

For Account	503830	Available Balance	20058USD
Delivery Branch		Delivery Option	ADDRESS
End Date	31/07/2019	Page/s	
Start Date	01/05/2019	Statement Number	

Request Authorized/Rejected By *	DFBOTRAINING_1	Request Authorized/Rejected Date *	01/08/2019
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## Reminder app

Reminder app enables you to create reminders for bank related transactions and for other activities. Based on the reminder date, you will get the notification either in their registered mobile number or email ID about the reminder set by them.

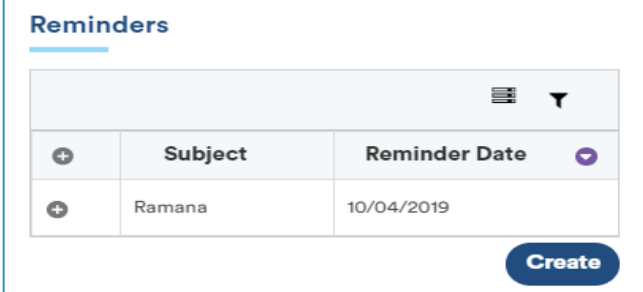
You can view, edit and delete reminders. Only active reminders will be available for view and further processing. Reminder records will be listed and sorted by Reminder Date. On click of a record in view form, you can either edit or delete the record.

You views the reminder business function in the Home page itself.

## View Reminder

View all reminder information, including:

- Subject
- Reminder Date
- Frequency



Reminders			
+	Subject	Reminder Date	▼
+	Ramana	10/04/2019	

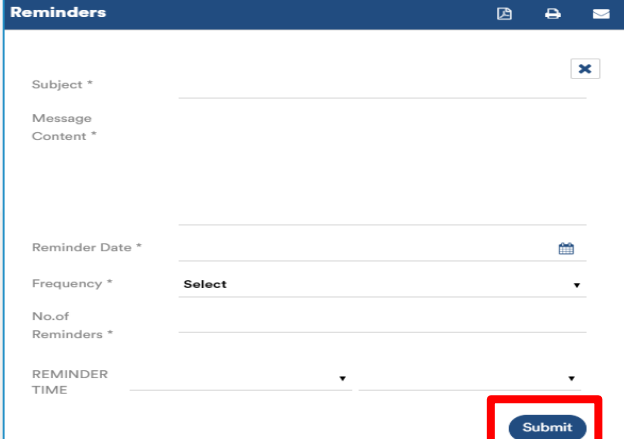
**Create**

## Create Reminder

Click **Create** to create new reminder. Enter the following information:

- Subject
- Reminder Date
- Frequency
- No. of reminders
- Reminder time

Click **Submit**



Reminders

Subject \*

Message Content \*

Reminder Date \*

Frequency \* **Select** ▼

No. of Reminders \*

REMINDER TIME

**Submit**







## Edit a Reminder

**Step 4.** Review and modify, as needed, all reminder information, including:

- Subject
- Reminder Date
- Frequency
- No. of reminders
- Reminder time

Click **Update**.

### Reminder Details





Subject *	SI Reminder
Message Content *	Every 5th of month I need to pay USD 500.00
Reminder Date *	03/06/2019 
Frequency *	Monthly 
No.of Reminders *	4
Reminder Time *	10  35 

## Delete a Reminder

**Step 1.** Select the desired reminder and click 'Delete' in the reminders screen.

Click **Ok** to delete the reminder.

### Reminder Details

Subject *	SI Reminder
Message Content *	Every 5th of month I need to pay USD 500.00
Reminder Date *	03/06/2019 
Frequency *	Monthly 
No.of Reminders *	4
Reminder Time *	10  35 

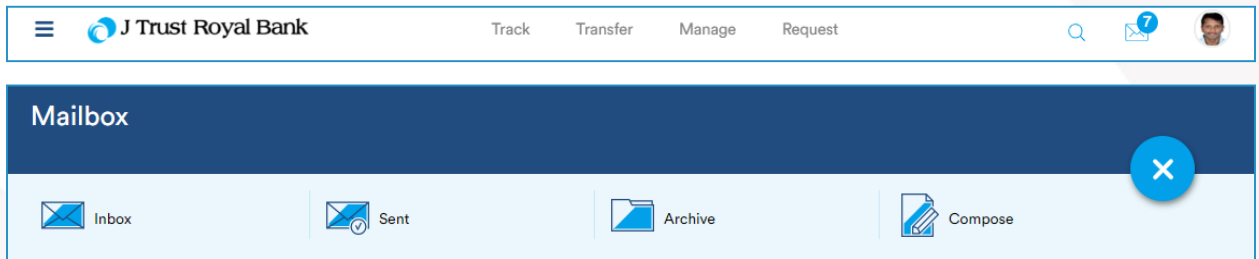
### Warning

Are you sure you want to Delete the selected Reminder?

## Mailbox

Select the 'Mailbox' icon from the top right side of the Online Banking Home screen.

The 'Mailbox' screen will display for you to review your 'Inbox', 'Sent' items, 'Archive' items or to 'Compose' a new message.

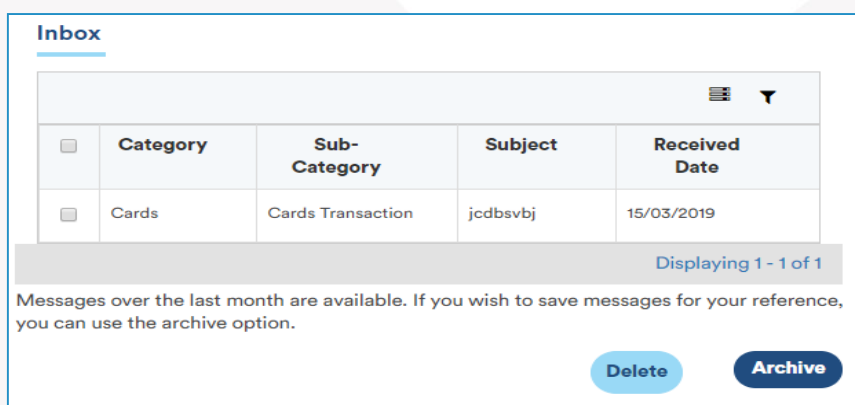


## Inbox

Inbox lists the messages received from the Back office user with latest message on top. On click of a particular record, detailed view of the message will be displayed. You can select all or multiple messages to archive or delete using checkbox option.

You access the Inbox from MANAGE Menu. On click of INBOX, application displays the Front office Mail Inbox for the you to view the list of mail received by him/her from the bank.

- Select a record and click **Delete** to delete the mail. On successful deletion, success message will be displayed.
- Select a record and click **Archive** to archive the mail. On successful deletion, success message will be displayed.



## View Message

Double click the record to view the Message details.

- Click **Delete**, to delete the mail.
- Click **Back**, to go back to Inbox.

### View Message Details

Reference Number	109
Category	Cards
Sub-Category	Cards Services
Subject	Card to be blocked
Date	30/03/2019 13:26
Initial Reference No	109

From : JT00481 . 30/03/2019 13:26:19 My card to be blocked for the reason

Messages over the last month are available. If you wish to save messages for your reference, you can use the archive option.

[Reply](#)
[Delete](#)
[Back](#)

## Reply Message

Click Reply to reply to the mail (Same flow wherever the you click **Reply** button).

- Enter the message text and click **Send** to send the mail to bank officer.
- Click **Back**, to go back to the previous page.

### Reply Message

Reference Number	109
Category	Cards
Sub-Category	Cards Services
Subject	Re : Card to be blocked
Date	30/03/2019
Initial Reference No	109

From : JT00481 . 30/03/2019 13:26:19 My card to be blocked for the reason

Note: A maximum of 2000 characters can be entered here

Message \* **Cards**

Messages over the last month are available. If you wish to save messages for your reference, you can use the archive option.

[Back](#)
[Send](#)

## Compose Message

Compose messages by defining the category of messages.

- Access Compose from Manage Menu. On click of **Compose**, application displays the Front office Mail Compose page for you to compose a new mail.
- Click **Send** to forward.

### Compose

Message Type *	<input type="text"/>
Date *	30/03/2019
Category *	<input type="text"/>
Sub-Category *	<input type="text"/>
Subject *	<input type="text"/>
Message *	<input type="text"/>

Note: A maximum of 2000 characters can be entered here

[SEND](#)

## Sent Message

Sent function lists the messages sent by the you with latest message on top. On click of a record, detailed view of the message will be displayed. You can select all or multiple messages to archive or delete.

**Sent**

<input type="checkbox"/>	Category	Sub-Category	Subject	Sent Date
<input type="checkbox"/>	Cards	Cards Services	Card to be blocked	30/03/2019

<< < 1 > >>

Displaying 1 - 1 of 1

Messages over the last month are available. If you wish to save messages for your reference, you can use the archive option.

[Delete](#) [Archive](#)

## Archive Message

Archived messages from Inbox and Sent Items will be listed in the 'Archived' folder with latest message on top. You can select all or multiple messages to delete.

**ARCHIVE**

<input type="checkbox"/>	Category	Sub-Category	Subject	Date
<input type="checkbox"/>	Cards	Cards Services	Card to be blocked	30/03/2019

<< < 1 > >>

Displaying 1 - 1 of 1

[Delete](#)