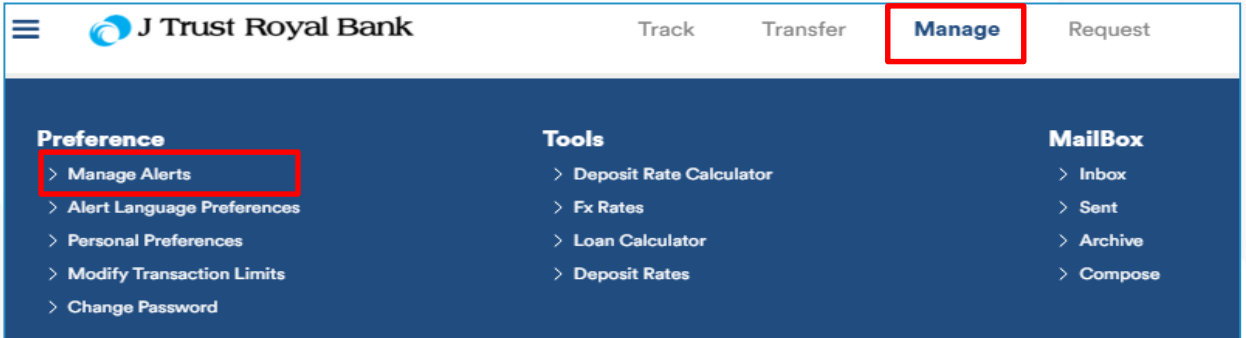**Reference Guide**

JTR INTERNET BANKING

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

Settings

Manage Alerts

Step 1. To manage the alerts that will be triggered for various transactions, access the Manage Menu and selects the **Manage Alerts** option

☰ ◎ J Trust Royal Bank	Track	Transfer	**Manage**	Request

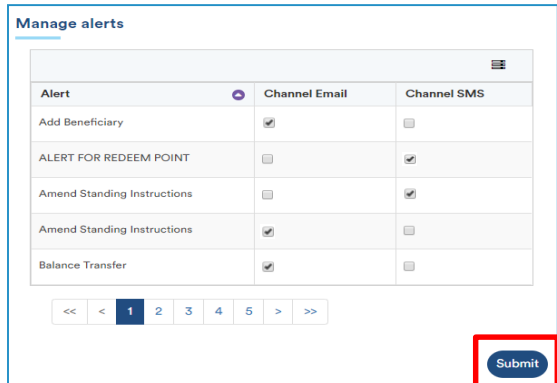| **Preference**	**Tools**	**MailBox**
> Manage Alerts	> Deposit Rate Calculator	> Inbox
> Alert Language Preferences	> Fx Rates	> Sent
> Personal Preferences	> Loan Calculator	> Archive
> Modify Transaction Limits	> Deposit Rates	> Compose
> Change Password		

Step 2. You will be presented with the option to receive several alerts either by E-mail, SMS or neither.
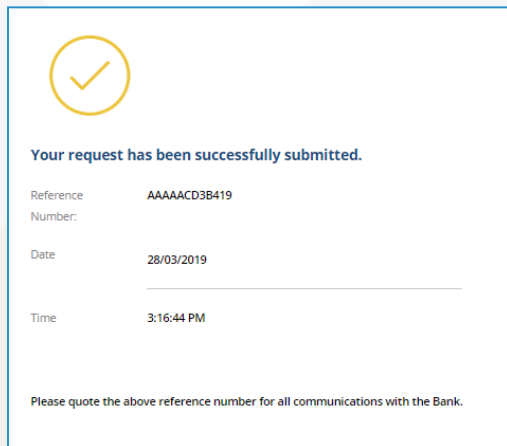
Make your selection using the check boxes.

Click **Submit**

NOTE: You can receive alerts by both E-mail and SMS if desired, E-mail or SMS, or simply uncheck both boxes to unsubscribe from an alert.

Manage alerts

Alert	⌃	Channel Email	Channel SMS
Add Beneficiary		☑	☐
ALERT FOR REDEEM POINT		☐	☑
Amend Standing Instructions		☐	☑
Amend Standing Instructions		☑	☐
Balance Transfer		☑	☐

<< < **1** 2 3 4 5 > >>

Submit

Step 3. Once Submit is clicked, the Confirmation Receipt screen displays confirming your request has been successfully submitted.

✓

Your request has been successfully submitted.

Reference Number:	AAAAACD3B419
Date	28/03/2019
Time	3:16:44 PM

Please quote the above reference number for all communications with the Bank.
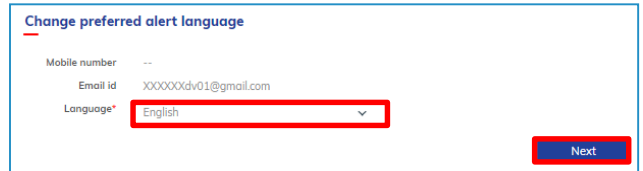
Change Alert Language

Step 1. To change your alert language preference, access the Manage Menu and select **Alert Language Preferences**.
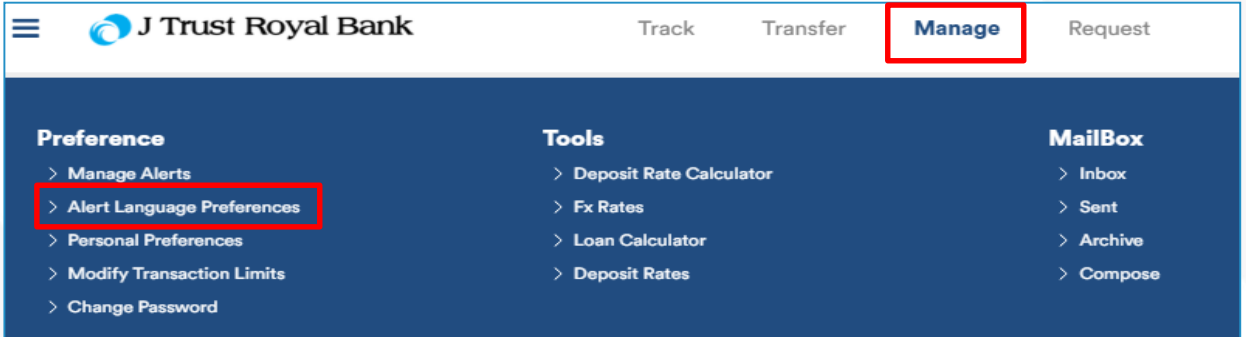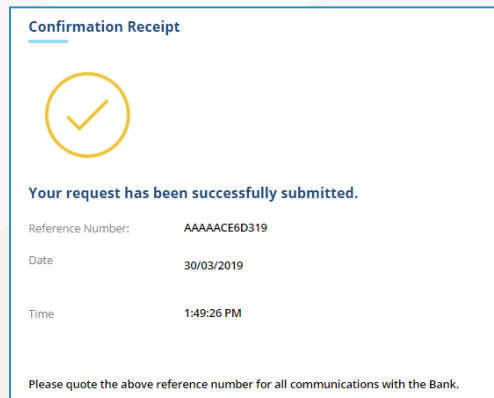

Step 2. Select your preferred alert language (English or Khmer).

Click **Next**

Following a successful change, you will be issued with a Confirmation receipt reference number.
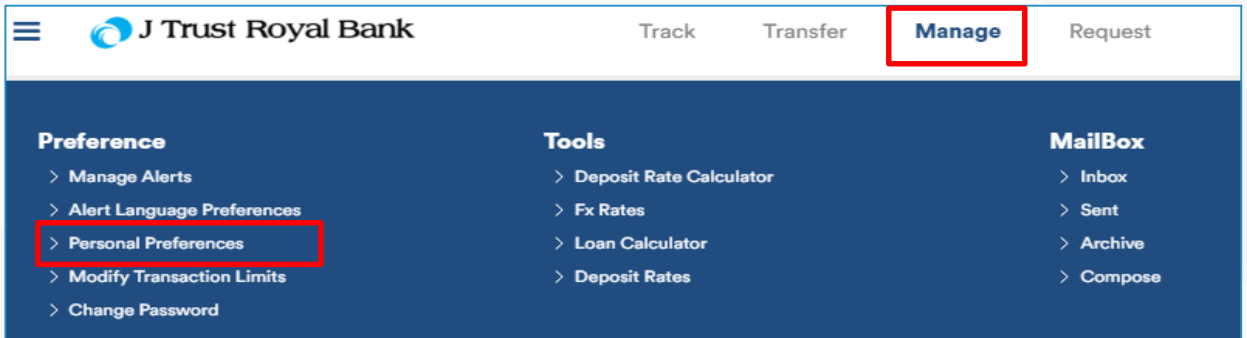

Step 3. Once Next is clicked, the Confirmation Receipt screen displays confirming your request has been successfully submitted.
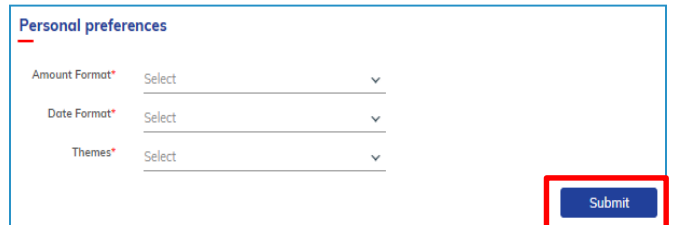
Change Personal Preferences

Step 1. To change your personal language preference, access the Manage Menu and select **Personal Preferences**

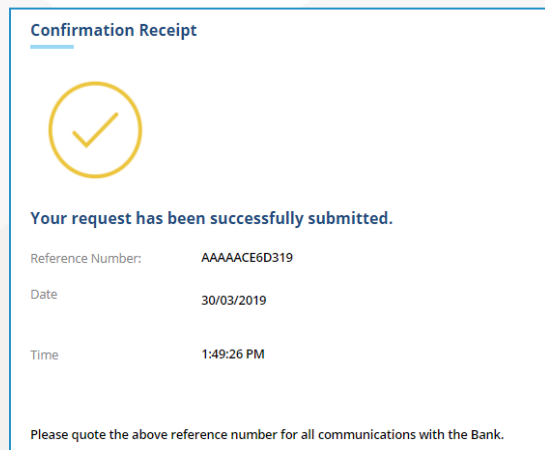**Step 2.** Select your desired setting for the following:

- Amount Format
- Date Format
- Themes

Click **Submit**

Following a successful change, you will be issued with a Confirmation receipt reference number.

Step 3. Once Submit is clicked, the Confirmation Receipt screen displays confirming your request has been successfully submitted.

Confirmation Receipt

Your request has been successfully submitted.

Reference Number:	AAAAACE6D319
Date	30/03/2019
Time	1:49:26 PM

Please quote the above reference number for all communications with the Bank.

J Trust Royal Bank

Modify Transaction Limits

Step 1. To modify limits for transfer transaction, access the Manage Menu and selects the **Modify Transaction Limit** option.

Step 2. The current limits for each transaction type will be listed. You will be presented with the opportunity to modify the limits for several transaction types.

Once you have finished modifying the desired limits, click **Next**

Step 3. Once Next is clicked, review the Transaction Limits you have entered and click Submit.

Once Submit is clicked, the Confirmation Receipt screen displays confirming your request has been successfully submitted.

Change Password

Step 1. To change the password for internet and mobile banking, access the Manage Menu and select **Change Password**

J Trust Royal Bank   Track   Transfer   **Manage**   Request

Preference	**Tools**	**MailBox**
> Manage Alerts	> Deposit Rate Calculator	> Inbox
> Alert Language Preferences	> Fx Rates	> Sent
> Personal Preferences	> Loan Calculator	> Archive
> Modify Transaction Limits	> Deposit Rates	> Compose
> Change Password		
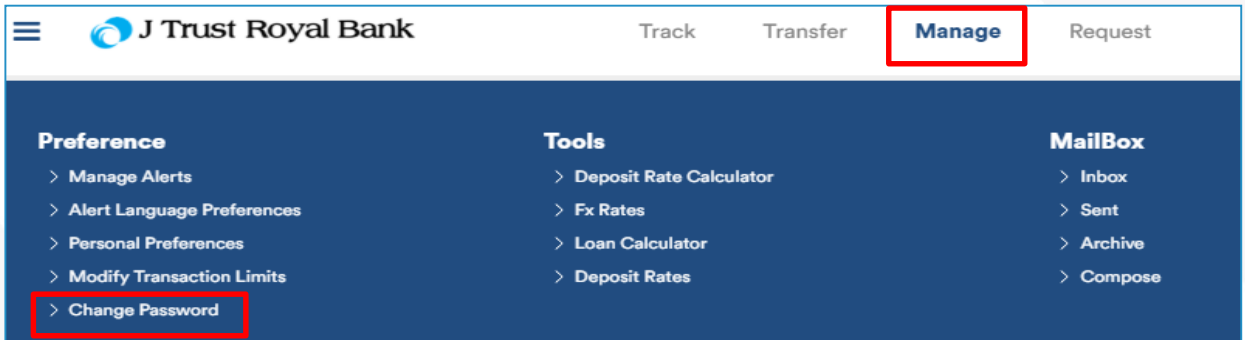
Step 2. Complete the following fields to change your Online Banking password:

- Current Password
- New Password
- Confirm New Password

Click **Next**

NOTE: You will receive an error message if your New Password and Confirm New Password do not match.

Change Password

Password Policies:

Your Password must be minimum of 8 and maximum of 20 characters.
Your Password cannot be same as your last five set passwords.
Password cannot be same as User Id.
Your password must contain upper, lower, number and special characters such as ~!@#$%^&*()_{}:?<>-
Also there is no restriction on repeating a character consecutively.

Change Password

Current Password*

New Password*

Confirm New Password*

Next

Step 3. Once Next is clicked, the Confirmation Receipt screen displays confirming your request has been successfully submitted.

Your request has been successfully submitted.

Reference Number:	AAAAACD3B419
Date	28/03/2019
Time	3:16:44 PM

Please quote the above reference number for all communications with the Bank.