

First Time Login

To JTR CONNECT

Quick Reference Guide

Version 1.1
27- February -2024

CONTENTS

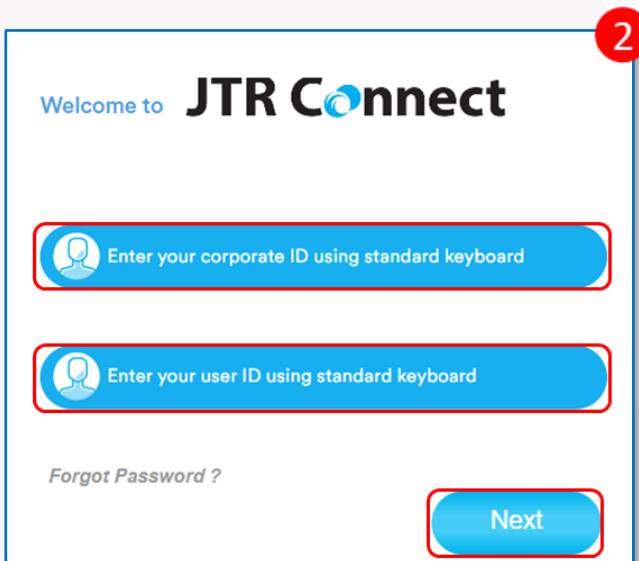
I. FIRST TIME LOG IN TO JTR CONNECT	3
II. CREATE SECURITY QUESTIONS.....	4
III. CREATE NEW PASSWORD	5
IV. RE-LOGIN.....	5
V. ENTER THE ONE-TIME-PASSWORD (OTP).....	6
VI. FORGOT PASSWORD.....	7

I. FIRST TIME LOG IN TO JTR CONNECT



STEP 1: When logging into JTR Connect for the first time, please visit our website www.jtrustroyal.com then,

1. Click on "Login".
2. Click on "Login" under JTR Connect (Corporate) or [click here](#) direct to step #2.



STEP 2: Enter the information below:

- Corporate ID
- User ID
- Then click "Next".

Note: If you do not know your 'Corporate ID' or 'User ID' then please contact your Relationship Manager or our Business Service Centre at +855 (0) 23 999 255 or via BusinessService@jtrustroyal.com

Welcome to **JTR Connect**

Enter your corporate ID using standard keyboard

XXXXXXXXXX

Enter your user ID using standard keyboard

XXXXXXXXXX

Password

.....

[Forgot Password ?](#)

Next

STEP 3: Input a temporary password you received from Welcome Email. Then click "Next".

Note: This password is a temporary password sent to you by the bank. You should have received your temporary password to your registered email address.

II. CREATE SECURITY QUESTIONS

Welcome to **JTR Connect**

To reset your security questions please enter the below details

Please Select

Please Select

Please Select

Submit Cancel

STEP 1:

1. Select 3 security questions from the dropdown list.
2. Enter your answers.
3. Click "Submit"

Note: Please properly take note of the security questions and answers. JTR Connect will require you to input it again when you Re-Login in the next following step.

III. CREATE NEW PASSWORD



Welcome to JTR Connect

Please enter below details to complete Force Change Password.

New Password*

Confirm Password*

Password must meet the following requirements:

- At least one letter
- At least one capital letter
- At least one number
- Be at least 8 characters
- Must not contain special characters
- Must not contain last 5 password

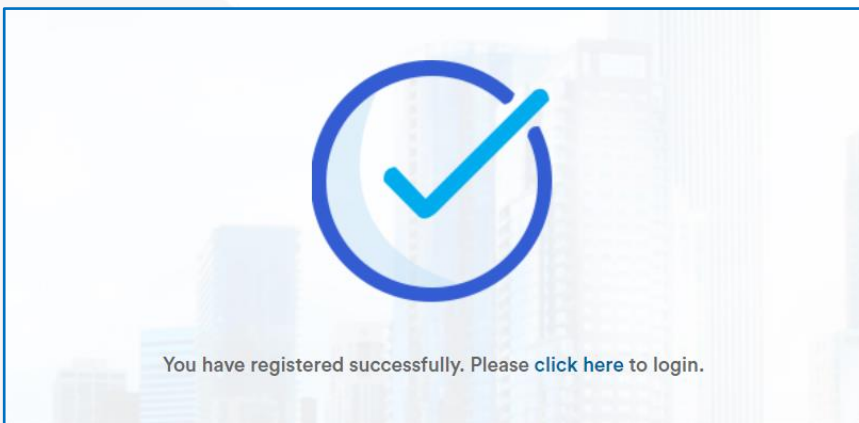
[Submit](#) [Cancel](#)

1

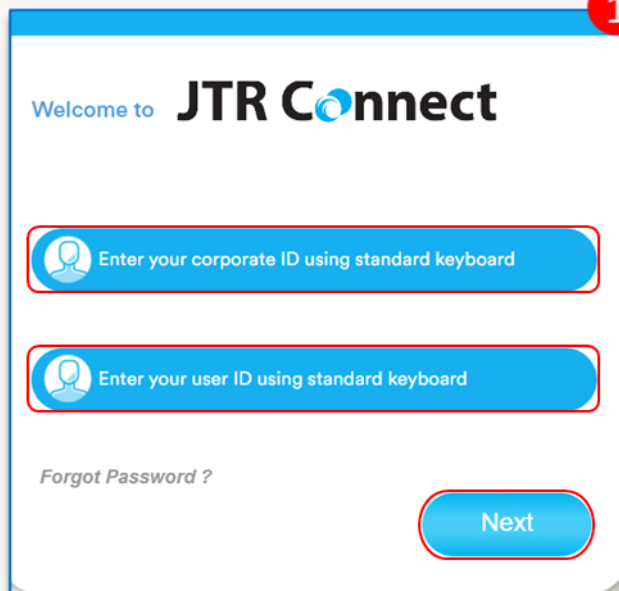
STEP 1: You will be prompted to create your own password. Be sure to follow the Password Requirements.

1. Enter New Password.
2. Go to the Confirm Password field and re-enter your new password.
3. Click "Submit".

You have registered successfully. Click on the blue hyperlink "[click here](#)" to proceed to log into JTR Connect by using your own password.



IV. RE-LOGIN



Welcome to JTR Connect

[Enter your corporate ID using standard keyboard](#)

[Enter your user ID using standard keyboard](#)

[Forgot Password ?](#)

[Next](#)

1

STEP 1: Enter the information below:

- Corporate ID
- User ID
- Then click "Next".

Welcome to **JTR Connect**

Enter your corporate ID using standard keyboard

XXXXXXXX

Enter your user ID using standard keyboard

XXXXXXXX

Password

.....

[Forgot Password ?](#)

Next

STEP 2: Input your own password that you created when you first time logged in. Then click "Next".

Welcome to **JTR Connect**

To reset your security questions please enter the below details

Please Select

Please Select

Please Select

Submit Cancel

STEP 3: Select the questions and enter the answers to the Security Questions that you have entered before. Once the security answers have been entered, click "Submit".

V. ENTER THE ONE-TIME-PASSWORD (OTP)

Welcome to **JTR Connect**

Enter OTP sent to mobile number/ JTRB Authenticator Application

Verify Cancel

Enter Valid Authentication details within : 30 secs

JTrust Royal Bank - OTP
Click here to view OTP

now

STEP 1: Enter the One Time Password (OTP) sent to your phone via JTRB Authenticator application. Then click "Verify".

Next you will be presented with your JTR Connect home page.

Actions	Account Number	Currency	Account Type	Available Balance	Hold Amount	Current Balance	Branch	Preferred Currency	Available Balance in Pref...	Status
	418	KHR	Current	1,159,836,422	0	1,159,836,422	Head Office	USD	276,481.81	Active
	417	USD	Current	5,956,626.06	0.00	5,956,626.06	Tuol Kork	USD	5,956,626.06	Active
	418	USD	Current	226.19	0.00	226.19	Head Office	USD	226.19	Active
	419	EUR	Current	9,721.17	0.00	9,721.17	Head Office	USD	10,414.29	Active
	419	GBP	Current	9,555.31	0.00	9,555.31	Head Office	USD	12,002.42	Active
	419	AUD	Current	9,658.95	0.00	9,658.95	Head Office	USD	6,101.56	Active
	419	NZD	Current	10,000.00	0.00	10,000.00	Head Office	USD	5,810.00	Active

Actions	Account Number	Account Name	Account Nickname	Account Type	Country Name
	417	PM JTRUST UAT	ABC Account	Current	CAMBODIA

You have successfully completed a first-time login.
 Follow the next page if you want to learn how to reset a password you have forgotten.

VI. FORGOT PASSWORD

STEP 1: If you have forgotten your password, navigate to the JTR Connect login page and click on "Forgot Password".

STEP 2: Enter the information below:

- Corporate ID
 - User ID
 - Mobile Number
 - Email ID
- Then click "Submit".


3



STEP 3: Select the questions and enter the answers to the Security Questions that you have entered before. Once the security answers have been entered, click "Submit".

****Note:** If you have forgotten your answers, then please contact our Business Service Centre at +855 (0) 23 999 255 during office hour.

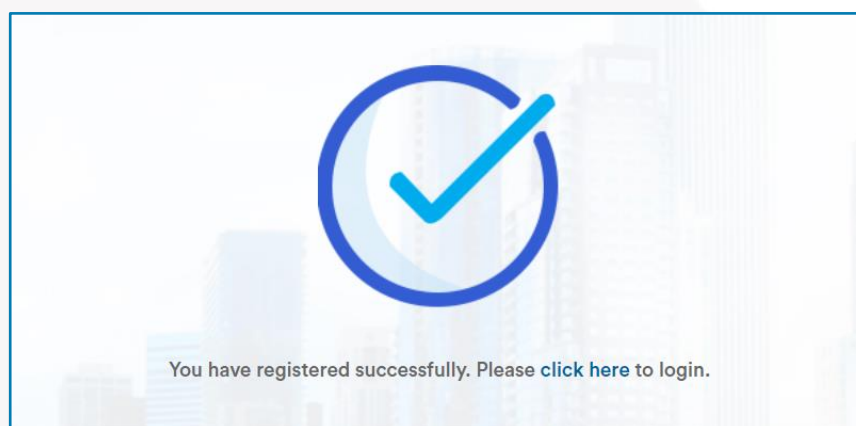
4



STEP 4: Once fields are validated, you will be prompted to enter a new password. Be sure to follow the Password Requirements.

1. Enter New Password.
2. Go to the Confirm Password field and re-enter your new password.
3. Click "Submit".

You have now successfully changed your password.



For further inquiries, please contact our Business Service Centre at +855 (0) 23 999 255 or via BusinessService@jtrustroyal.com during office hour (Monday - Friday from 8:00am to 5:00pm).