

JTRB AUTHENTICATOR APPLICATION

JTR CONNECT

Frequently Asked Question (FAQ)

Version 1.0

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1. What is JTRB Authenticator OTP application?

- JTRB Authenticator OTP application works as a secured two-factor authentication (2FA): (1) User ID & Password, and (2) One-Time-Password "OTP". It is a 6 digits security code that is auto sent to your registered device including iPhone, iPad, and iPod Touch (for IOS) and phone and tablet (for Android). Its level of security is to protect you whenever you use JTR Connect, and this is a temporary code that will expire 60-seconds after you receive it.

2. When do I use JTRB Authenticator OTP application?

- You will need to use JTRB Authenticator OTP application for the following:
 - When you first and subsequent log into JTR Connect,
 - When you forget your password, and
 - When authorizing the transactions as the checker.

3. Will I need JTRB Authenticator OTP application every time I log into JTR Connect?

- Yes. You will need to enter a valid OTP each time you log into JTR Connect.

4. Can I receive JTRB Authenticator OTP via email instead of the application?

- No. You can only receive an OTP to your registered JTRB Authenticator OTP application device.

5. What if I am overseas and cannot receive JTRB Authenticator OTP?

- Wherever you are, once you are connected to a secured internet service or mobile phone roaming data, you will be able to receive OTP from JTRB Authenticator application.

6. I have an IOS phone and tablet. Can I see the JTRB Authenticator OTP application on both devices?

- You can install JTRB Authenticator OTP application on both devices, but an OTP notification can only be sent to one of your registered mobile phone/device.

7. I have an Android phone and tablet. Can I see the JTRB Authenticator OTP message on both devices?

- You can install JTRB Authenticator OTP application on both devices, but an OTP notification can only be sent to one of your registered mobile phone/device.

8. What version of device is compatible with JTRB Authenticator application?

- List of devices that is compatible with JTRB Authenticator application is as below:

No.	Device Operating System Type	Device Version	Device Name
1	IOS	9.0 or later	Compatible with iPad, iPhone and iPod Touch
2	Android	android 5 lollipop	Compatible for phone and tablet (Samsung, Xiao Mi, Oppo, OnePlus, Nokia, Vivo and others except Huawei)

9. Beside my registered mobile phone, can I receive JTRB Authenticator OTP notification to my desk phone number (e.g., 023 xxx xxx)?

- No. JTRB Authenticator OTP notification can only be sent to a registered mobile phone number or device. If you want to change your registered phone number, you will need to call us at +855 23 999 255 during office hour or email us at BusinessService@jtrustroyal.com.
- Working hour: Monday - Friday (8:00am - 5:00pm), except Weekend & Public Holiday.

10. What should I do if I lose my phone with my registered phone number?

- You should contact the bank by calling us at +855 23 999 255 during office hour or email us at BusinessService@jtrustroyal.com. [Connect - OTP FAQs](#)

11. I have lost my phone with my registered mobile number and now I have a new phone number. How do I update this information?
 - You may contact the bank by calling us at +855 23 999 255 during office hour or email us at BusinessService@jtrustroyal.com for any assistance.
12. I have registered a new phone number with the bank. How long before I can log into JTR Connect using my new phone number to receive JTRB Authenticator OTP notification?
 - Your new registered mobile number will be recognised immediately. Therefore, you will be able to log into JTR Connect as soon as the bank update your information.
13. Why should I trust JTRB Authenticator OTP?
 - JTRB Authenticator OTP is a global industry security practice. It is the most secured way to ensure your bank accounts and personal information are protected. It is very important that you keep your log in credentials such as your Corporate ID, your User ID, your password and JTRB Authenticator OTP mPIN confidential. It is recommended that you do not share any of these codes with family members, friends, colleagues, or bank staff.
14. What do I do when I receive JTRB Authenticator OTP?
 - You should enter the 6-digit OTP code immediately into JTR Connect before it expires.
15. How long is OTP in JTRB Authenticator application last?
 - OTP in JTRB Authenticator application is valid up to 60 seconds.
16. What if my JTRB Authenticator OTP does not work or it expires? Can I get it sent again?
 - Yes. All you need to do is go back and restart your log in or return to the transaction that required the OTP to receive another JTRB Authenticator notification or you can simply click the cancel button.
17. What if I forget my mPIN to log in JTRB Authenticator application?
 - You can do self-service by resetting your mPIN by using "Reset/Forgot mPIN" function in the JTRB Authenticator App. Or else if you input your mPIN incorrectly over the maximum attempt, your User ID both the JTRB Authenticator application and JTR Connect would be locked and you would need to contact the bank immediately either by calling us at +855 23 999 255 during office hour or email us at BusinessService@jtrustroyal.com.

