

## JTR Connect User Alert and Notification

## **Quick Reference Guide**

**Classification: Public** 

v. 1.0 - 09/Jan/2023

## JTR Connect User Alert and Notification Activation

Below listed self-service steps to activate JTR Connect User Alert and Notification.

1. Log into JTR Connect by this link <u>https://banking.jtrustroyal.com/</u> and then another screen is popped up. User to enter:

- a. Corporate ID
- b. User ID
- c. Then click "Next" button
- d. Enter Password
- e. Then click "Next" button



 Enter OTP sent to your mobile number or JTRB Authenticator Application and then click "Verify" to proceed further or else click "Cancel" to go back to step#1



## JTR Connect User Alert and Notification

- 3. Click "Profile Setting"
- 4. Click "Manage Alert"
- If you want to activate:
  5a. User Alert, click "Alerts" and/or
  5b. Notification, click "Notifications"
  - User will receive Alert and Notification email sent to their registered email and Channel Box in JTR Connect Portal. While for SMS Channel, it will be notified once available.
  - For enhancing security reason purpose, User Alert for login failed is default autosetup to all users after their attempt.
  - Besides log in User Alert for login failed, users get the Alert for any Transaction Pending Authorization, Verification and Rejection.
  - To Notification, it notifies user that their Single Payment transaction status has been processed by bank.
- 6. Tick any events under **Channel Email and Channel Box** that you want to get User Alert and/or Notification.



5a			
Alerts			
Events			
Alert	Channel Email	Channel SMS	Channel Inbox
Beneficiary/Biller Registration			
Bill Payment	0		D
Bulk File Upload		8	
Domestic Fund Transfer			6
International Fund Transfer			B
Own Account Transfer			0
Salary Payments			B
Transfer Within Bank			

5b Nerts Notifications		6	
Notifications	Channel Email	Channel SMS	Channel Inbox
Bill Payment	D	E	E
Domestic Fund Transfer		8	
nternational Fund Transfer		0	
Own Account Transfer	B	8	
Transfer Within Bank		8	E

- 7. Click "Save" button
- 8. You then get a successful message as a below screen, then click "Ok" to exit

	Message				
	Changes have been saved successfully.				
(	3				
	Ok				

Save

Should you have any clarification or need further assistance, please contact us on (+855) 23 999 255 or e-mail us BusinessService@jtrustroyal.com.

Working hour: Monday - Friday (8:00am - 5:00pm), except Weekend and Public Holiday.