JTRB AUTHENTICATOR APPLICATION

For JTR CONNECT

Quick Reference Guide

Version 1.1
27- February-2024

CONTENTS

J Trust Royal Bank

I. HOW TO INSTALL JTRB AUTHENTICATOR APP

1. Scan a black-and-white QR code with your Smartphone camera or search for "**JTRB Authenticator**" in the App Store for IOS or Google Play for Android to download.
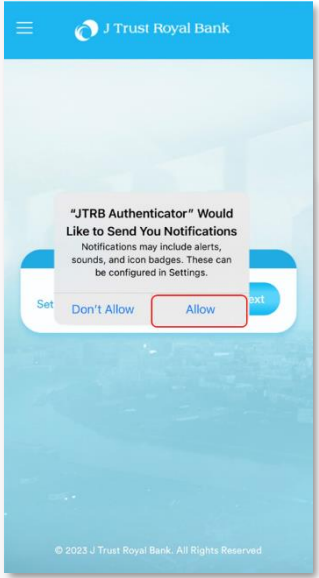
   Note: For user located in China, please search for "CN JTRB Authenticator**".

II. SET UP JTRB AUTHENTICATOR APP
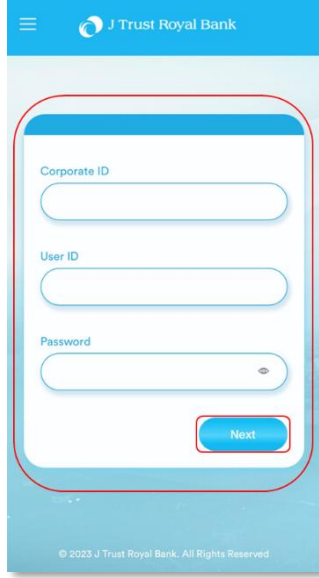
1. Open the app on your mobile device.
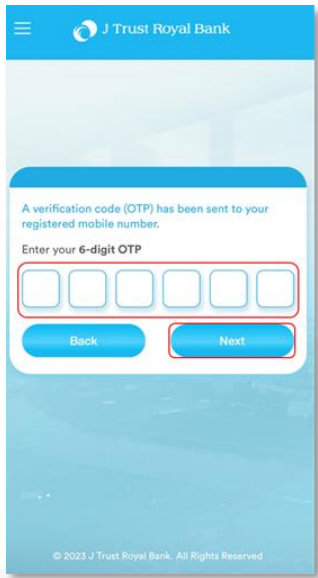
① Click "Allow".
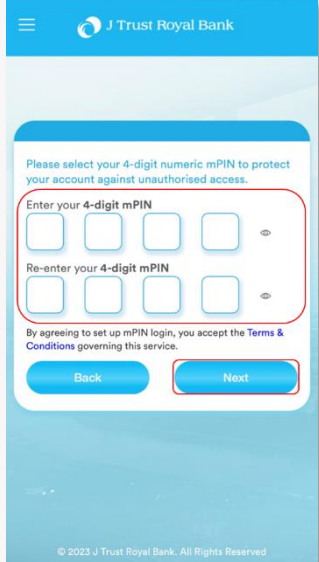
② Click "Next" to setup mPIN.

③ Fill in Corporate ID, User ID, and Password, then click "Next".

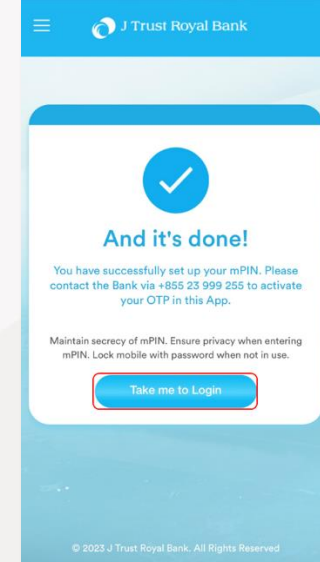**④ Input 6 digits OTP that is sent to your phone via SMS. Then click "Next".**

⑤ Enter your 4 digits mPIN. Then Re-enter the 4 digits mPIN. Click "Next".

⑥ Contact to JTRB Bank via +855 (0) 23 999 255 for the App activation. Then, click "Take me to login".

You have successfully activated your JTRB Authenticator. Follow the next page if you want to learn how to register **Face ID** or **Touch ID**.

III. REGISTER FACE ID OR TOUCH ID

Also, user can use **Face ID** or **Touch ID**, depending on your device by following the steps below:

1. To register **Face ID** simply follow below steps:

① Click "**Register Face ID**".	② Enter 4 digits mPIN. Then click "**Take me to login**".	③ You have successfully set up. Click "**Take me to login**" to leave the application.

2. To register **Touch ID** simply follow below steps:

① Click "**Touch ID**".	② Enter 4 digits mPIN. Then click "**Take me to**	③ You have successfully set up. Click "**Take me to login**" to leave the application.

You have successfully registered **Face ID** or **Touch ID**.

Follow the next page if you want to learn how to generate the OTP or reset/forgot mPIN.
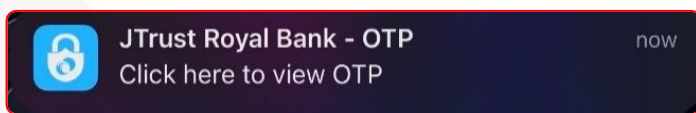
IV. HOW TO GENERATE OTP FROM APPLICATION

To generate OTP from this application, user is required to:

Login to JTR Connect via https://banking.jtrustroyal.com/ and fill in

- Corporate ID
- User ID
- Password

When you reach the OTP required screen in JTR Connect, there will be a notification on your mobile phone sent by the JTRB Authenticator App. Always click on the **Notification** that pops up and follow the on-screen instructions to get the OTP.

V. RESET/FORGOT MPIN

To reset/forget mPIN, simply follow below stepts:

1. Open JTRB Authenticator Application.

2. Click on "Reset/Forgot mPIN"

Then follow steps #3 to #5 in page #3 part **II. Set Up JTRB Authenticator application** to reset your mPIN.

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).