

JTRB AUTHENTICATOR APPLICATION

JTR CONNECT

Quick Reference Guide

Version 1.0

05-July-2021

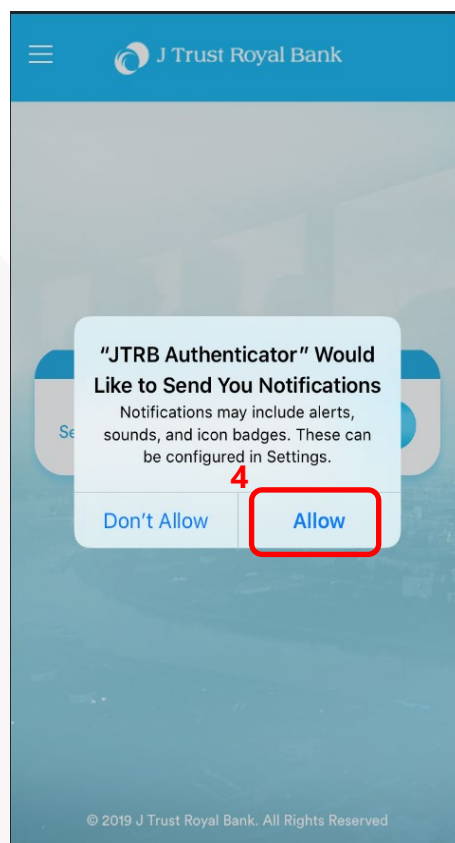
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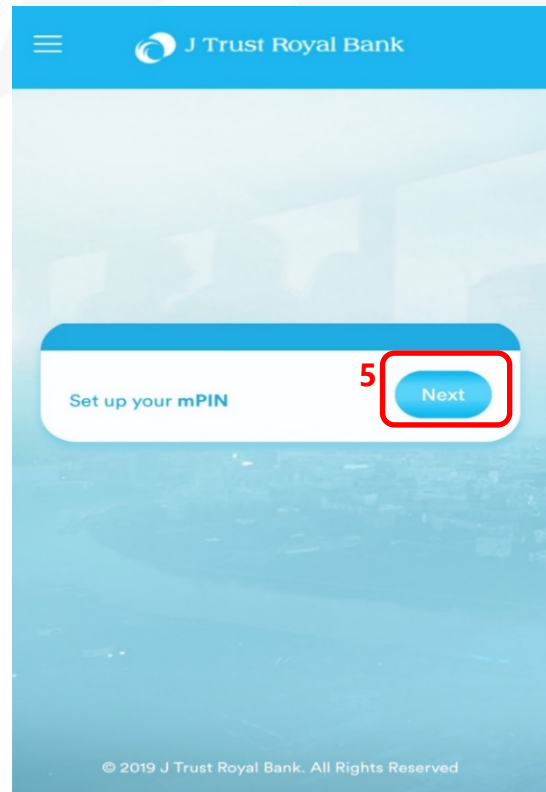
I. JTRB AUTHENTICATOR OTP APPLICATION INSTALLATION

Steps to install JTRB Authenticator OTP application is as followings:

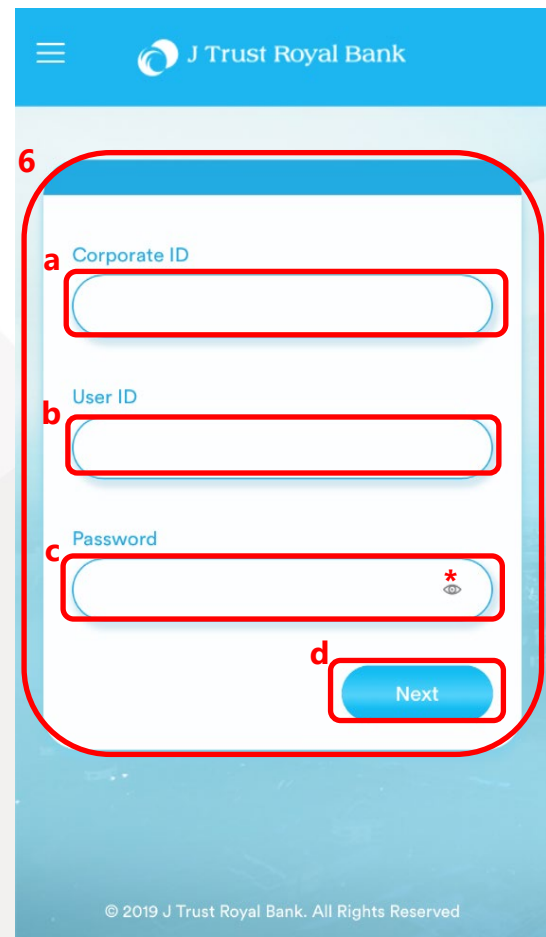
1. Go to App Store for IOS and Google App Store for Android
2. Search the JTRB Authenticator OTP application by typing <JTRB Authenticator>
3. Click install application, following normal application installation
4. User clicks open "JTRB Authenticator" and there is notification for user that you must select "Allow" as a screen below:



5. Click "Next" button



6. User to fill in:
a. Corporate ID
b. User ID
c. Password
d. then click "Next" button

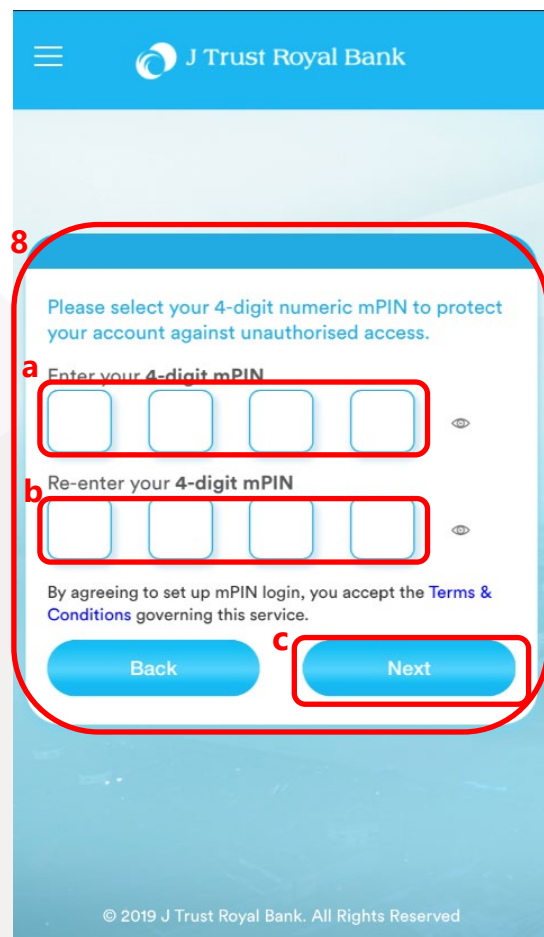


*: if click on that eye sign, it would show your Password

7. You will receive SMS OTP (6 digits) to your registered phone number.
 - a. Then enter it in the boxes, and
 - b. Click "**Next**" button or if you want to get new OTP, click on "Back" button to go back to step #6



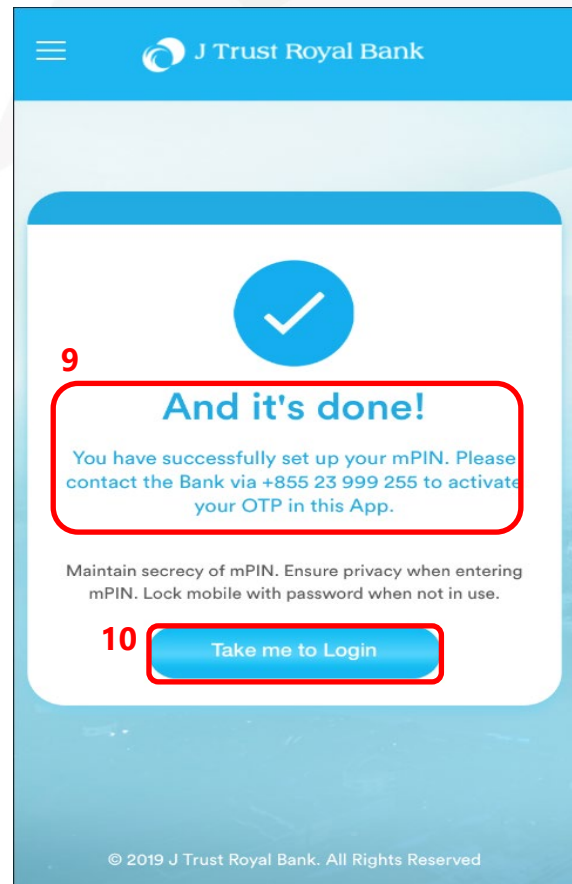
8. Below steps:
 - a. Enter **4 digits mPIN** (any favourable digits) and
 - b. Re-enter the **4 mPIN** to confirm your PIN setting up
 - c. then click "**Next**" button to proceed or else click "**Back**" button to go back to previous step



9. Message of successful set up mPIN will pop up as per screen.

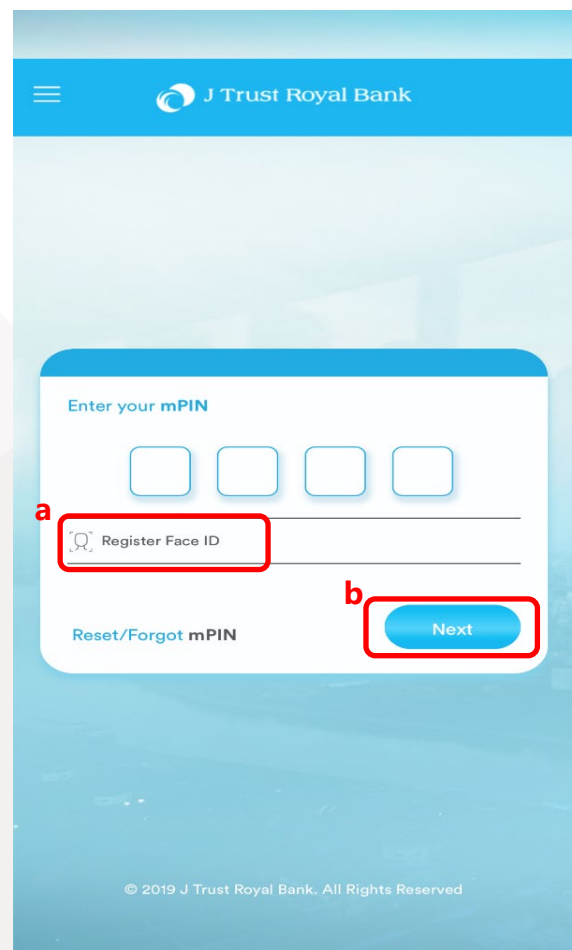
Then contact JTRB Bank (+855 23 999 255) for the App activation.

10. After JTRB Bank confirmed activation is done, click **“Take me to Login”** button to log off from the App

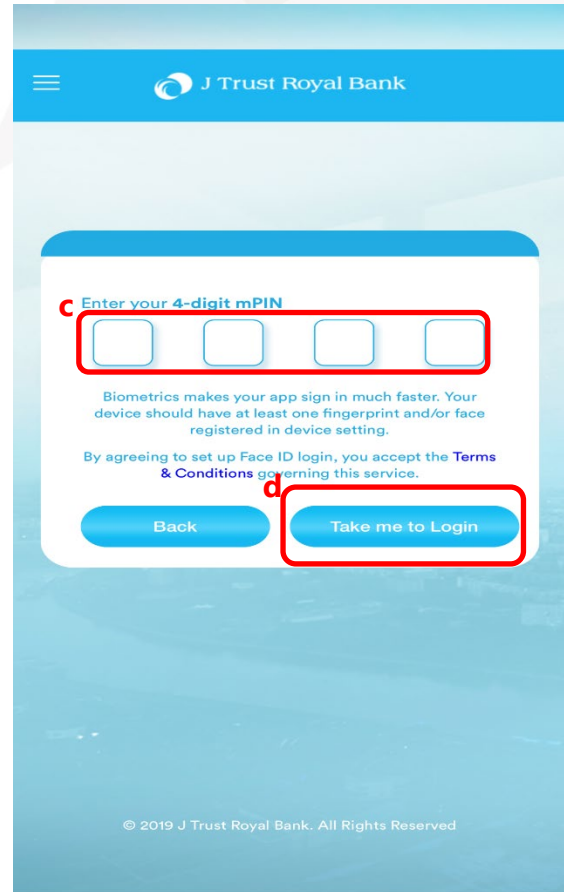


In addition to using **mPIN**, you also can use **Touch ID** or **Face ID** (depends on your device version, refer to the list of device version in appendix p.12) by following steps:

- **For Face ID:**
 - a. Click Register Face ID
 - b. Then click “Next”

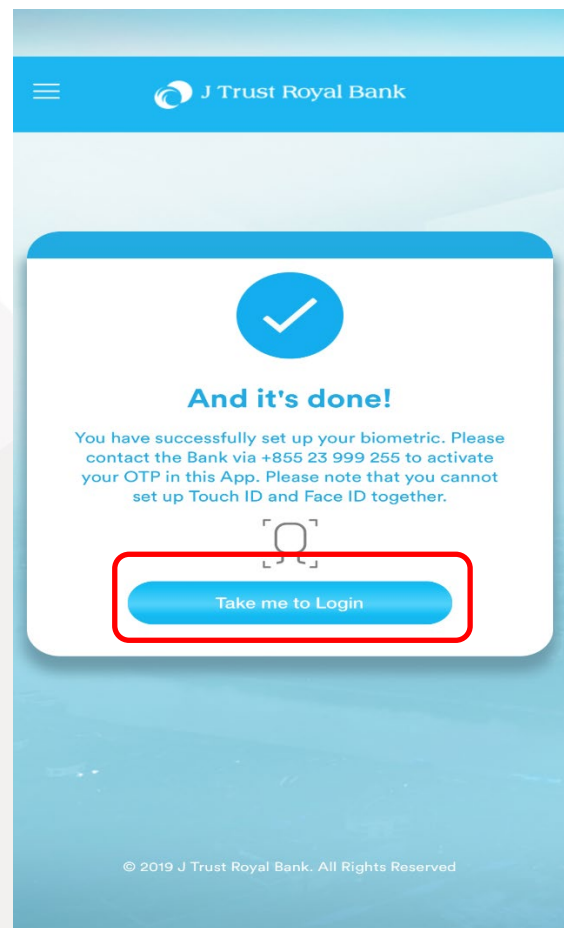


- c. Enter **mPIN** (4 digits)
- d. Then click "**Take me to Login**" button

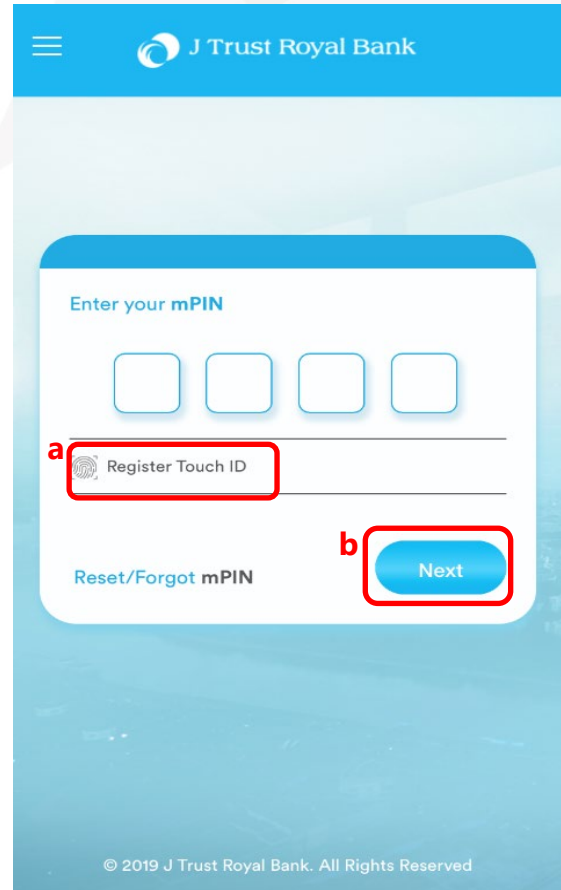


Once successfully complete, you will receive a message as per screen.

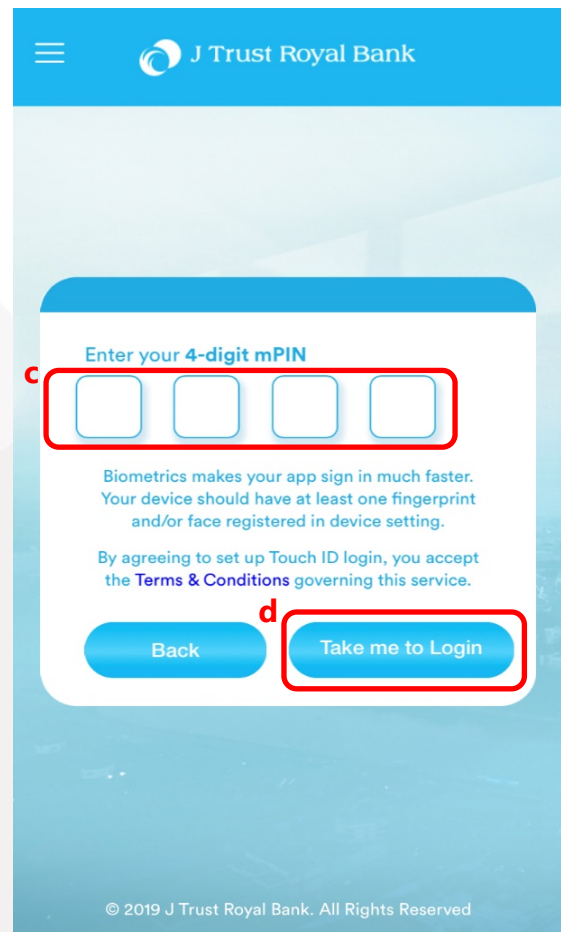
To leave the successful set up Biometric Touch ID screen, user is to click on "**Take me to Login**" button.



- **For Touch ID:**
 - a. Click on "Register Touch ID" button
 - b. Then click on "Next" button

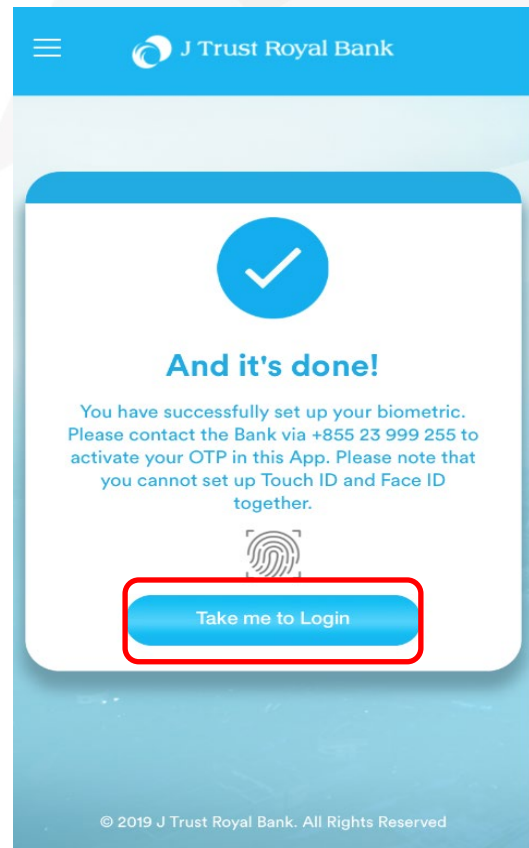


- c. Enter **mPIN** (4 digits)
- d. Then click "**Take me to Login**" button



Once successfully complete, you will receive a message as per screen.

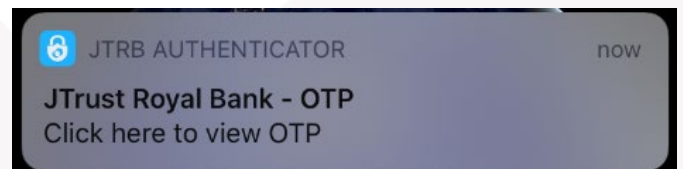
To leave the successful set up Biometric Touch ID screen, user is to click on **“Take me to Login”** button.



11. Log in JTR Connect by this link <https://banking.jtrustroyal.com/> and user to fill in:

- Corporate ID
- User ID
- Password

12. User must click on received **JTRB Authenticator OTP notification alert** tray in your device



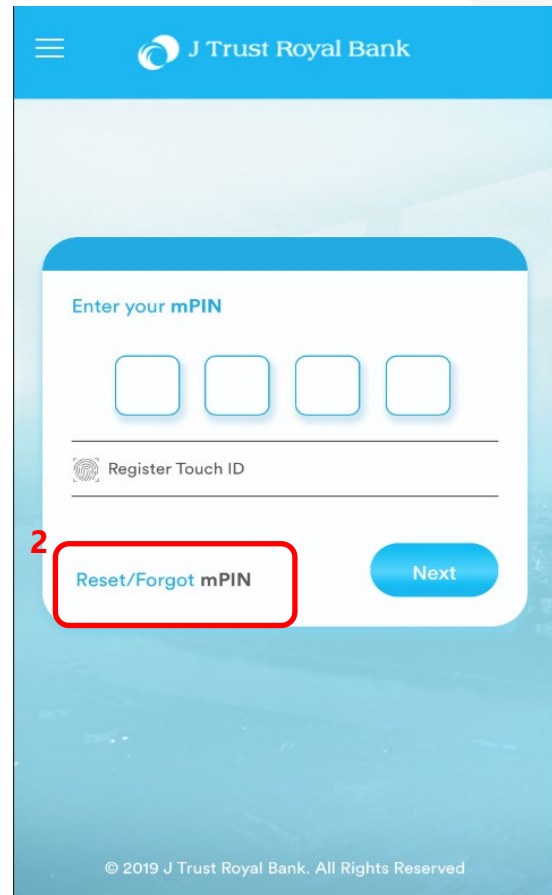
13. Click JTRB Authenticator application on your device and follow on-screen instruction.

II. RESET/ FORGOT MPIN JTRB AUTHENTICATOR OTP APPLICATION

Steps to Reset/Forgot mPIN of JTRB Authenticator OTP application is as followings:

1. Open JTRB Authenticator Application
2. Click "Reset/Forgot mPIN"

Then follow step# 6 to 10 as listed above by following the on-screen instruction.



APPENDIX

| 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) |

Note:

- JTRB Authenticator validity is up to 60 seconds. If it is invalid, go back to step #11
- User gets OTP from JTRB Authenticator application when:
 - Log into JTRB Connect
 - Authorize Transactions/new Biller registration/ new Beneficiary registration

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

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

