JTRB AUTHENTICATOR APPLICATION

JTR CONNECT

Quick Reference Guide

Version 1.0 05-July-2021

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I. JTRB AUTHENTICATIOR 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

6		١
a	Corporate ID	
ь	Jser ID	
c	Password	1011
	d)
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*: if click on that eye sign, it would show your Password

- 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

😑 👩 J Trust Royal Bank
A verification code (OTP) has been sent to your registered mobile number.
a Enter your 6-digit OTP
Back D Next
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Please	select your 4-dig	it numeric mF	PIN to protect
your a	ccount against ur	authorised ac	cess.
			•
Re-ent	ter your 4-digit m	PIN	
			٩
By agre Conditi	eing to set up mPIN ons governing this s	login, you accer ervice.	ot the Terms &
	Back	ſ	Next

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.

 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"



😑 🧑 J Trust Royal Bank
Enter your mPIN
Register Face ID
Reset/Forgot mPIN

- 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.

≡ 👩 J Trust Royal Bank	
C Enter your 4-digit mPIN	
Biometrics makes your app sign in much faster. Your device should have at least one fingerprint and/or face registered in device setting.	
By agreeing to set up Face ID login, you accept the lerms & Conditions governing this service.	
Back Take me to Login	
and the second sec	



> 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

😑 👩 J Trust Royal Bank
Enter your mPIN
a Register Touch ID
Reset/Forgot mPIN
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😑 🕜 J Trust Royal Bank
Enter your 4-digit mPIN
Biometrics makes your app sign in much faster. Your device should have at least one fingerprint and/or face registered in device setting.
By agreeing to set up Touch ID login, you accept the Terms & Conditions governing this service.
Back Take me to Login
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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:

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.

- Corporate ID
- User ID
- Password

3 JTRB AUTHENTICATOR JTrust Royal Bank - OTP Click here to view OTP

II. RESET/ FORGOT MPIN JTRB AUTHENTICATIOR 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.

😑 👩 J Trust Royal Bank
Enter your mPIN
Register Touch ID
Reset/Forgot mPIN Next
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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.

