J Trust Royal Bank

v. 1.0 – 09/Jan/2023

JTR Connect
User Alert and Notification

Quick Reference Guide

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 https://banking.jtrustroyal.com/ 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

2. 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

3. Click "Profile Setting"
4. Click "Manage Alert"
5. 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 auto-setup 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.

7. Click "Save" button

8. You then get a successful message as a below screen, then click "Ok" to exit
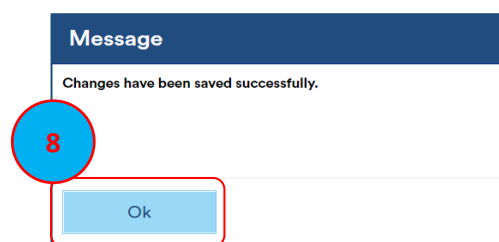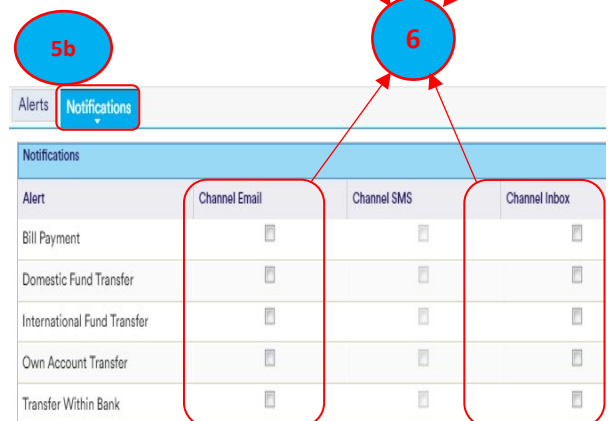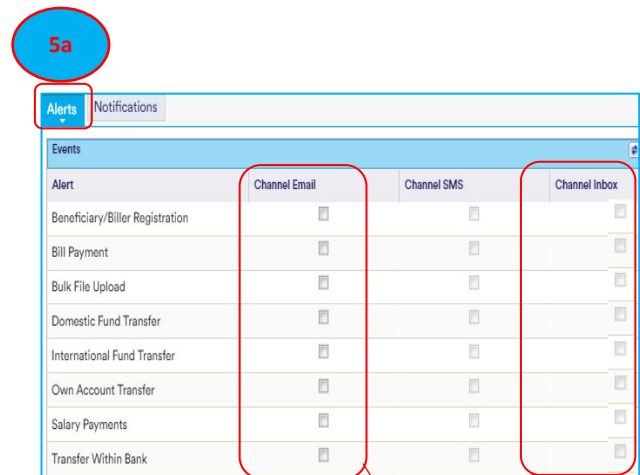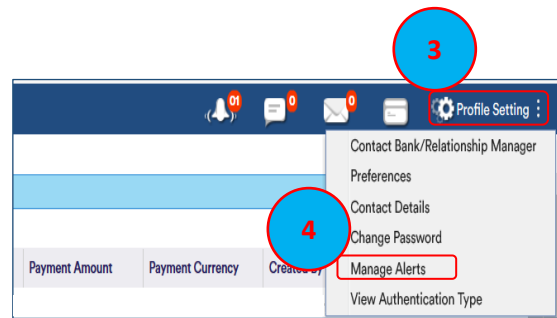
Should you have any clarification or need further assistance, please contact us on (+855) 23 999 255 or e-mail us BusinessService@jtrustroyal.com.

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