

RHB Share Trading

Multi-Factor Authentication (MFA) User Guide

Group Retail Equities and Futures



Your Essentials for Multi-Factor Authentication (MFA)



Updated Mobile Number & Email Address

To receive your One-Time Password (OTP).



Internet Enabled Personal Device (Mobile Phone or Tablet)

Use your own device for added security.



RHB Trading Mobile Application

Ensure it's updated to the latest version.





Secure Internet Connection

Use a strong and stable connection during verification.



Support Contact

Keep our hotline handy:  +603-2330 8900 |  support@rhbgroup.com

One-Time Device Binding Setup

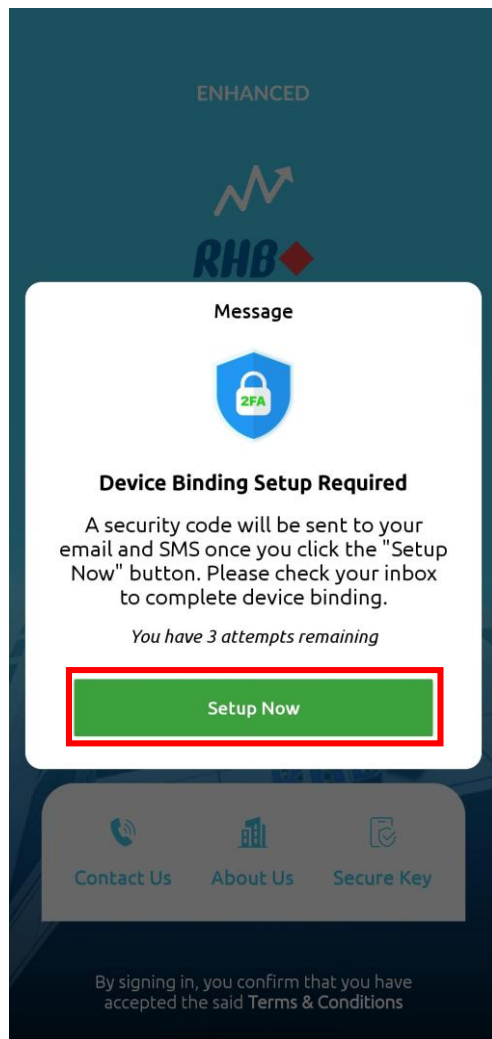
One-Time Device Binding Setup

Step 1 – Start Setup

- Login to **RHB Share Trading mobile application**, tap “**Setup Now**” to start binding your device.
- A security code (OTP) will be sent to your **registered mobile number and email**.

Notes:

Complete the setup to avoid login interruption. You cannot access trading until device binding is done.



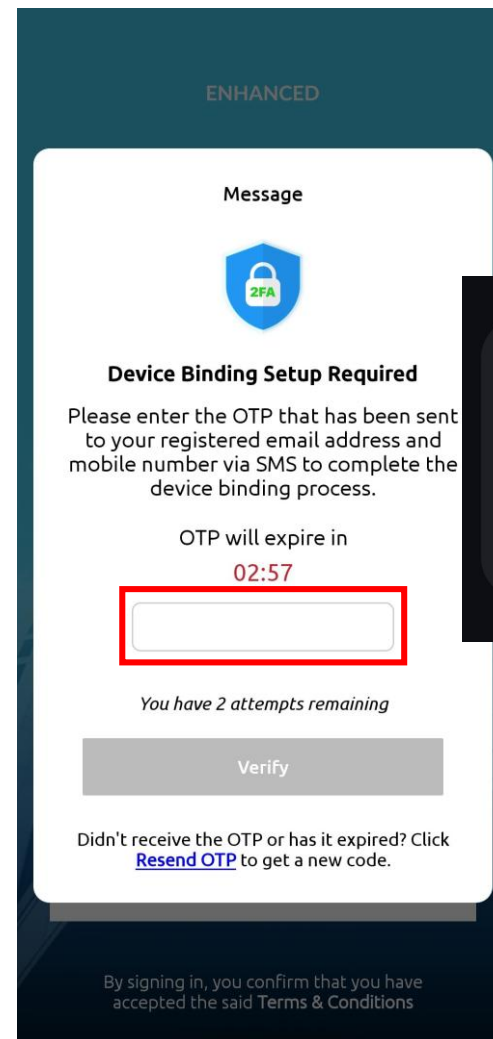
Step 2 – Enter OTP

Enter the **6-digit OTP** received via SMS/email and tap “**Verify.**”

RMO RHB Share Trading: Your OTP XXXXXX is required to bind your device. It is valid for 3 minutes. If you did not request this, contact your dealer representative or support team immediately.

Notes:

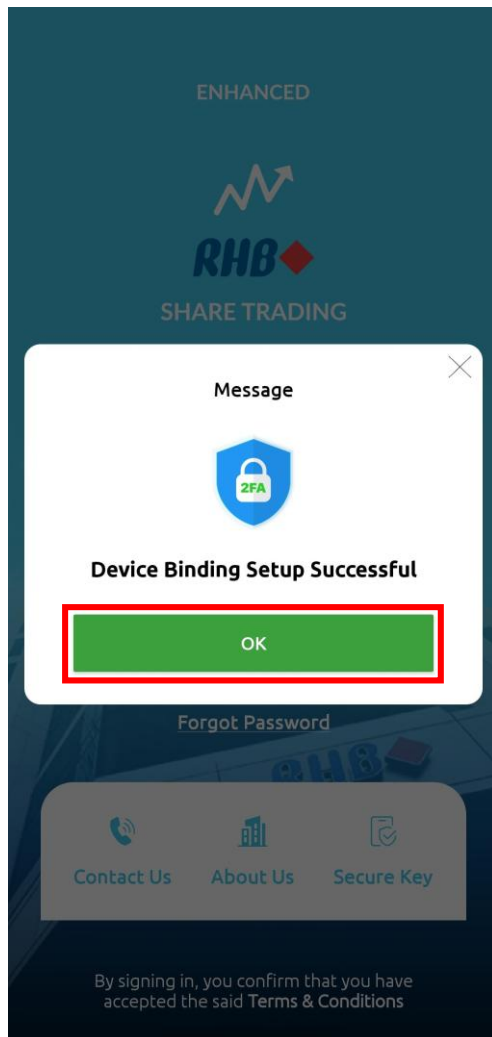
- **Never share your OTP.**
- You have **3 attempts** to enter OTP correctly. After 3 failed attempt, your account will be **temporarily locked**.
- To unlock, contact us at **+603-2330 8900** or **support@rhbgroup.com**



One-Time Device Binding Setup

Step 3 – Complete Setup

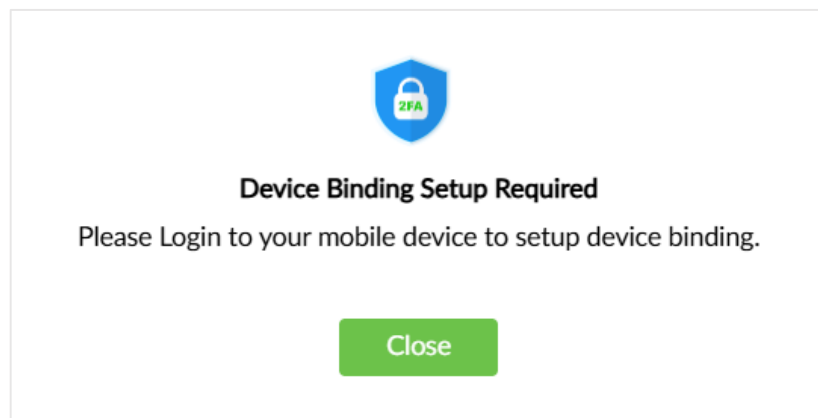
- Tap “**OK**” to complete the setup.
- Your device is now **successfully bound** and ready to authorize transactions.
- A confirmation message will be sent to your **registered mobile number and email.**



RMO RHB Share Trading: Your device has been successfully bound to your trading account. If you did not perform this action, contact your dealer representative or support team immediately.

Approve Transactions Using Secure Key (Web)

Approve Transactions Using Secure Key – Web

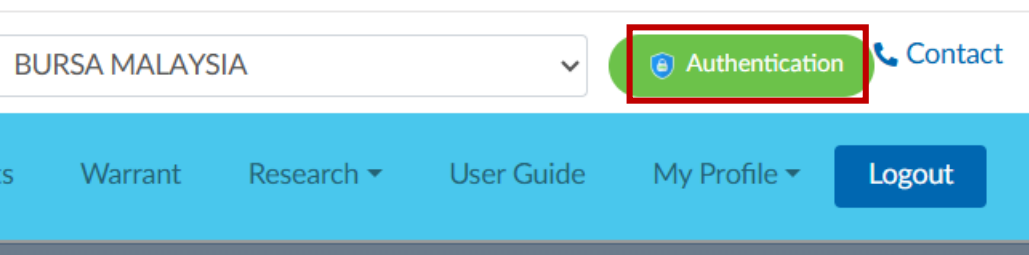


Step 1 - Ensure Device Binding Setup is Completed

If your device is not yet bound, you will see this message

Notes:

- Complete the **device binding setup** in the Mobile App before trading on the web.
- If not completed, the system will prompt you with this message.
- Refer to the “**One-Time Device Binding Setup**” guide for details.



Step 2 - Authenticate Your Access

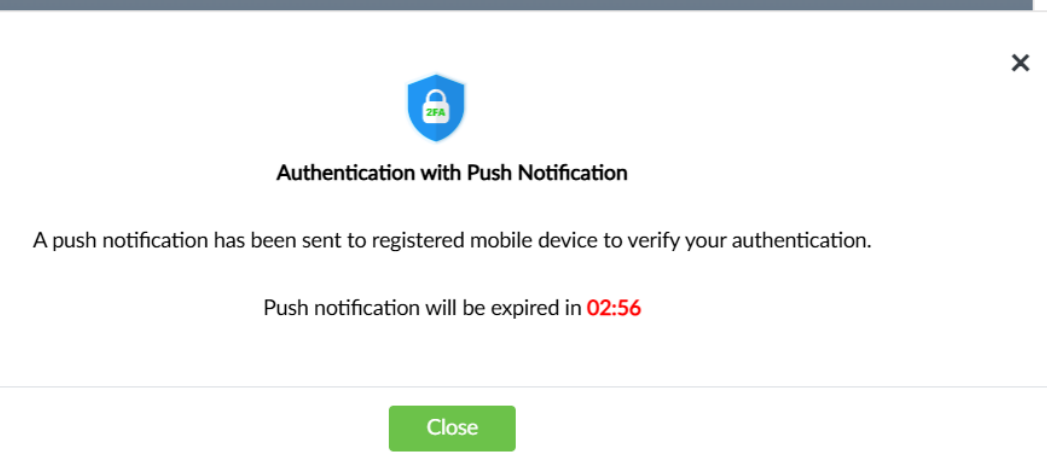
Upon login, the “**Buy**”, “**Sell**”, and “**Order Status**” buttons are hidden. Other functions remain available.

To enable trading:

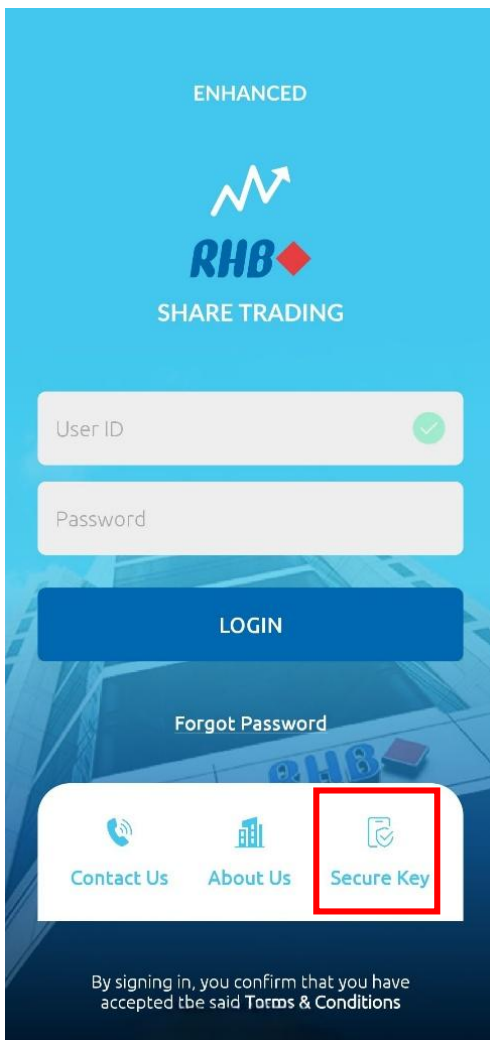
- a) Tap the “**Authentication**” button at the top right of the screen.
- b) A **Secure Key Approval Notification** will be sent to your registered device.
- c) Approve the request on your registered device to complete authentication.

Notes:

Approval notification will expire in **3 minutes**.



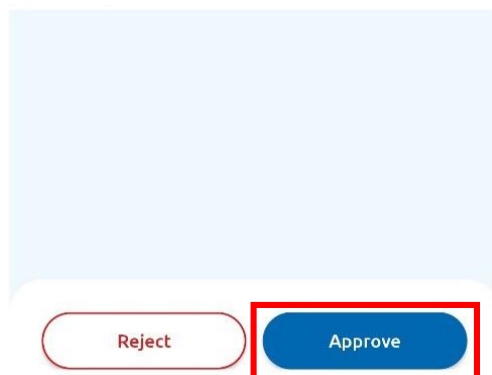
Approve Transactions Using Secure Key – Web



User ID:
RHB1066

Date:
29 August 2025

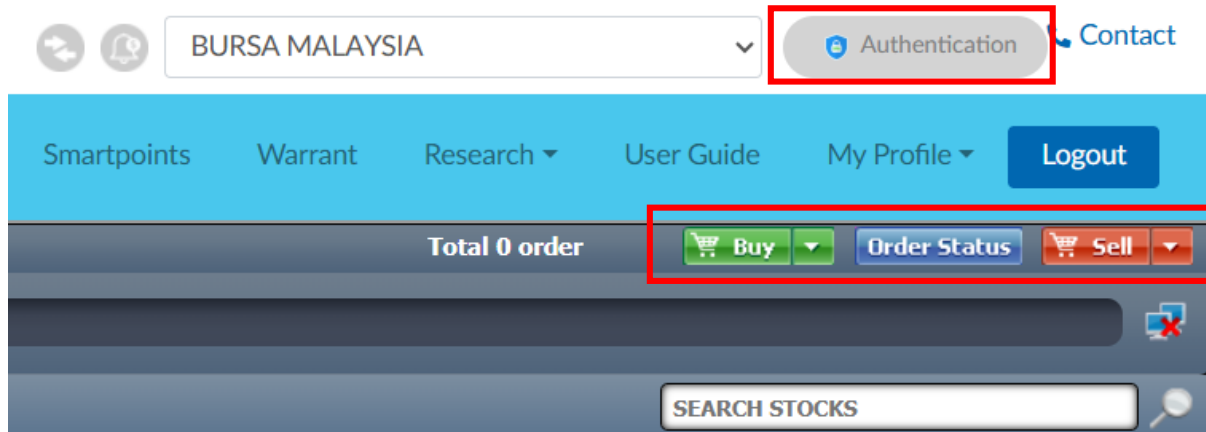
Time:
9:06:54 AM



Step 3 - Secure Key Approval

- On your **registered device**, tap **“Approve”** on the **Secure Key Authorisation** to complete authentication.
- If you **did not receive the Secure Key Approval Notification**, open the **RHB Share Trading App**, tap **“Secure Key”** on the home screen, then tap **“Approve”** on the next screen.

Approve Transactions Using Secure Key – Web



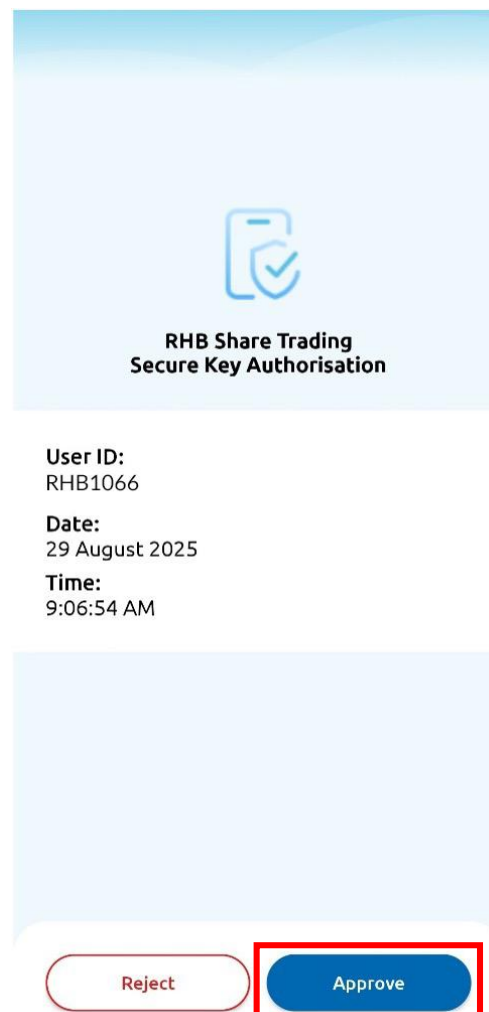
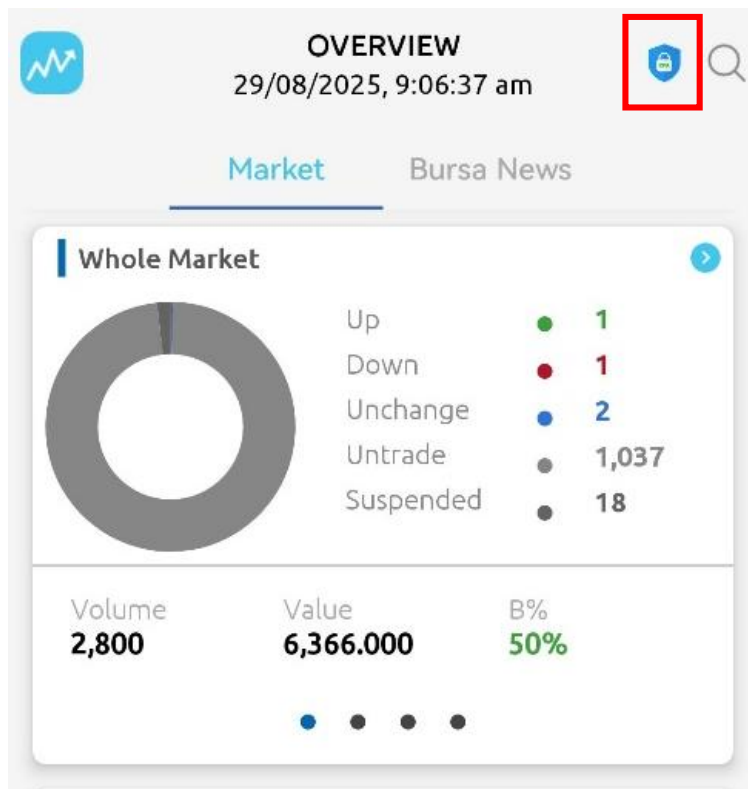
Step 4 – Place Order

- Once authentication is completed in the Mobile App, the **“Authentication” icon will be dimmed**, indicating that your current login session is authorised for transactions.
- The **“Buy”**, **“Sell”** and **“Order Status”** buttons will now be available.

Approve Transactions Using Secure Key (Mobile)

Approve Transactions Using Secure Key – Mobile

Scenario 1: Authenticate Immediately After Login

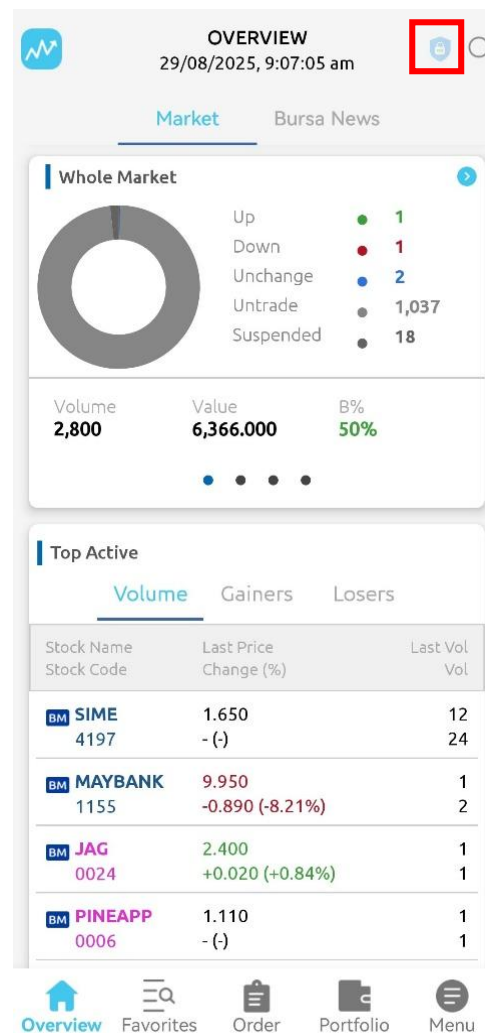


Step 1 – Authenticate Your Access

- Upon login, tap the “**Authentication**” (add the icon visual here) icon at the top right corner.
- Tap “**Approve**” on the next screen to authorize your login.
- If you log in from another device, the **Secure Key Approval Notification** prompt will be sent to your **bound/registered device**.

Approve Transactions Using Secure Key – Mobile

Scenario 1: Authenticate Immediately After Login

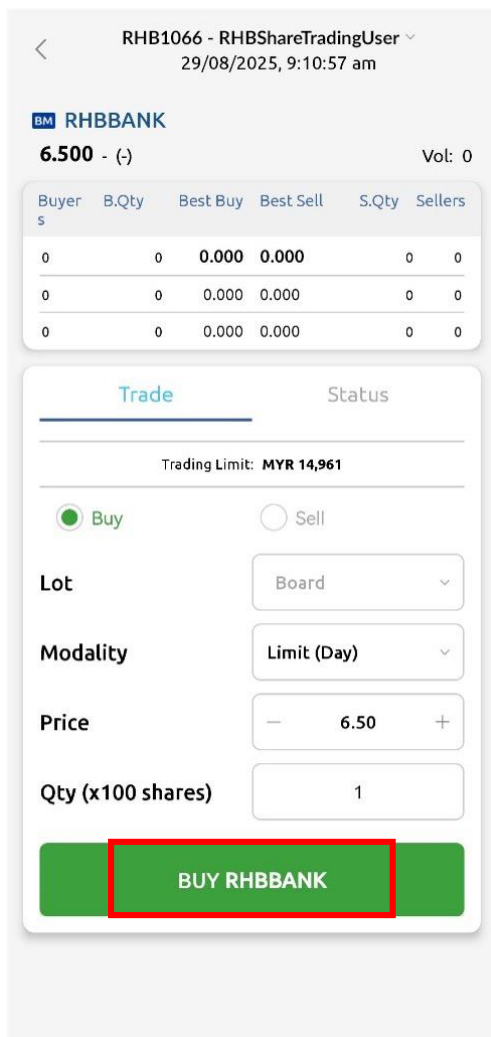


Step 2 – Authentication Completed

- Once authenticated, the “**Authentication**” (add the **icon here**) icon will be dimmed — indicating that your session is authorized for transactions.
- You may now proceed to execute orders.

Approve Transactions Using Secure Key – Mobile

Scenario 2: Authenticate During Order Execution

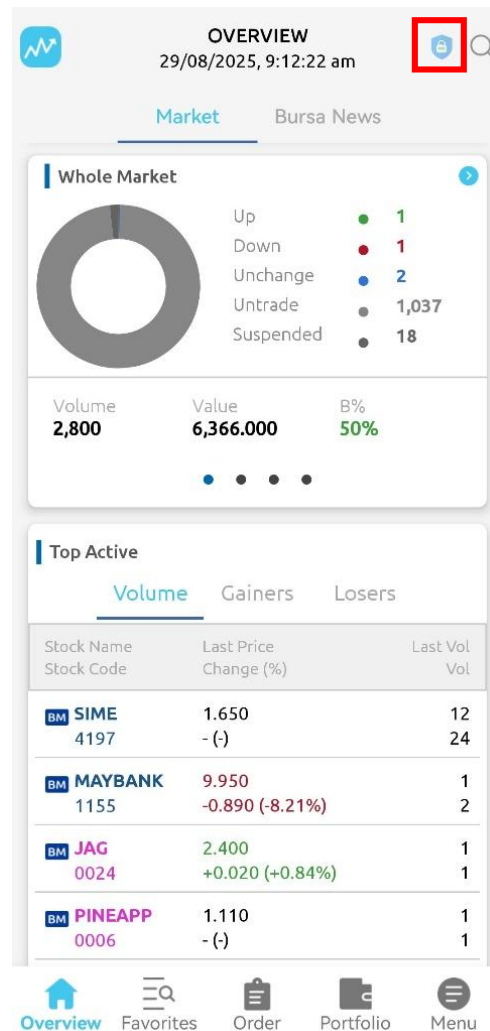
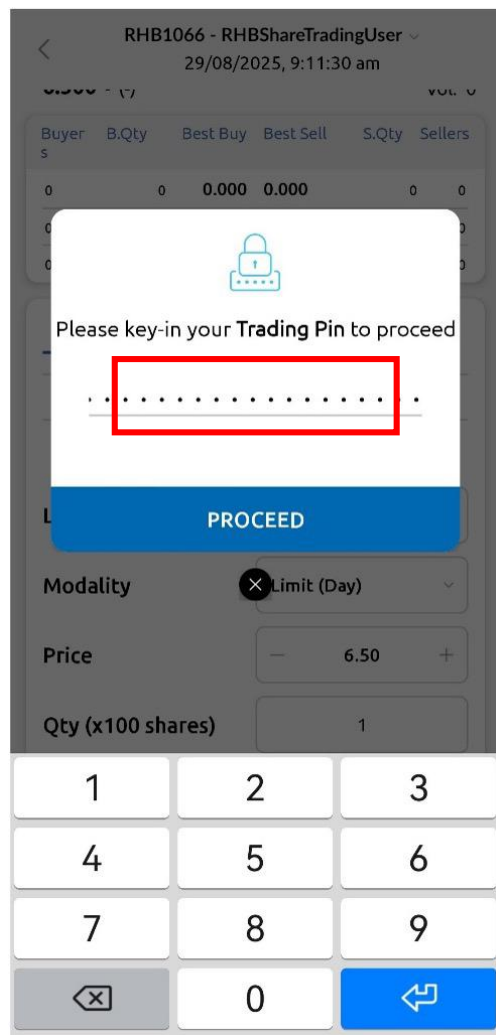


Step 1 – Authentication prompt during order

- If you didn't authenticate earlier (after login), you'll be prompted during order placement.
- When you tap **“Buy”** or **“Sell”**, the **Secure Key** authentication request will appear — tap **“Approve”** to authorize.
- If you are trading from another device, the **Secure Key Authentication notification** will be sent to your **bound/registered device**.

Approve Transactions Using Secure Key – Mobile

Scenario 2: Authenticate During Order Execution

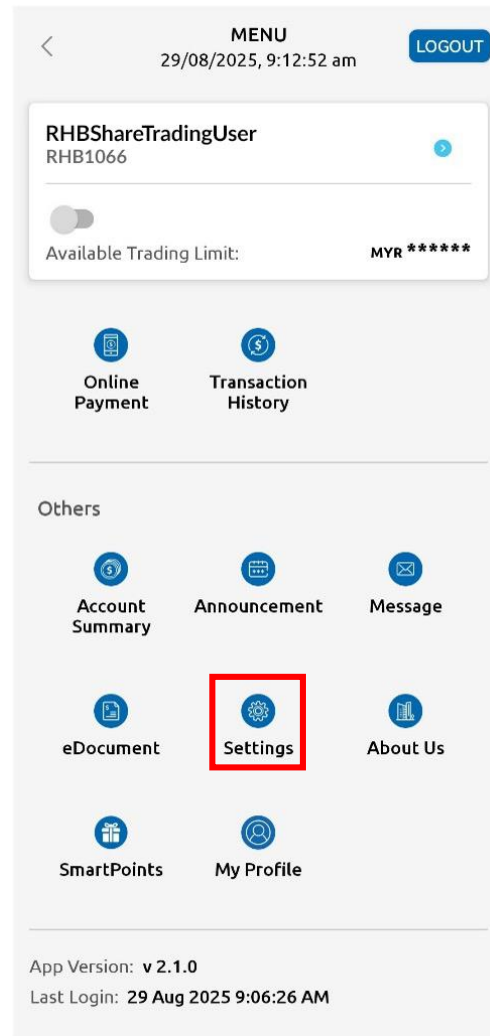
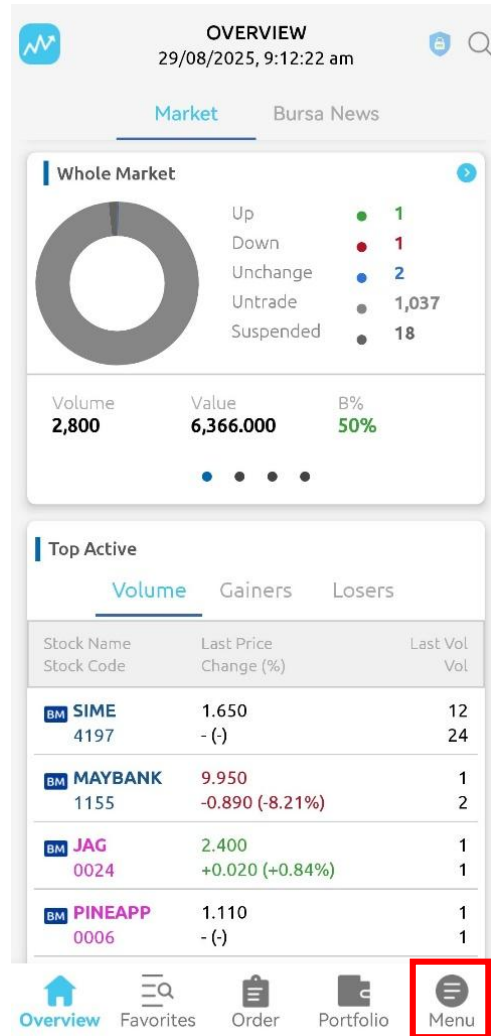


Step 2 – Enter Trading PIN to complete your order

- Enter your **Trading PIN** to finalize the order.
- The “**Authentication**” icon will then be dimmed — confirming that your session is authorized for transactions.

Unbinding Registered Device

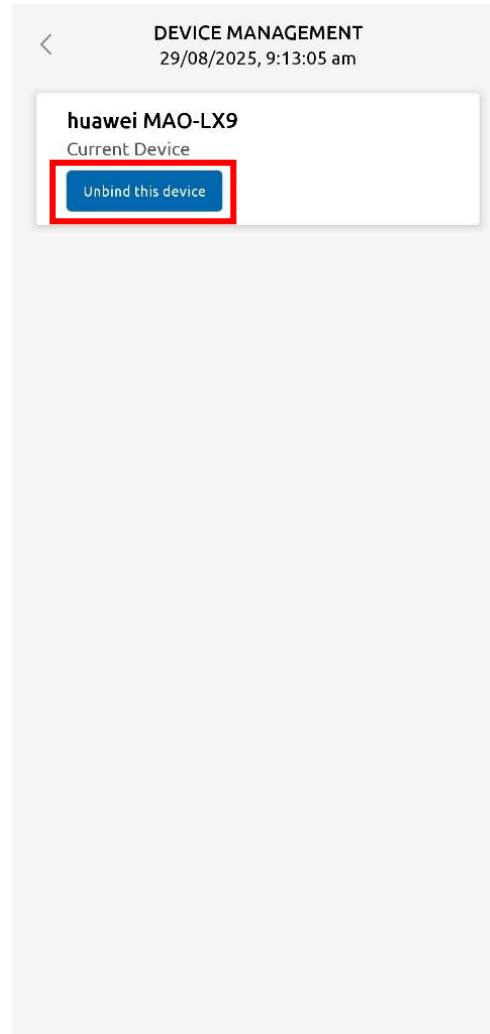
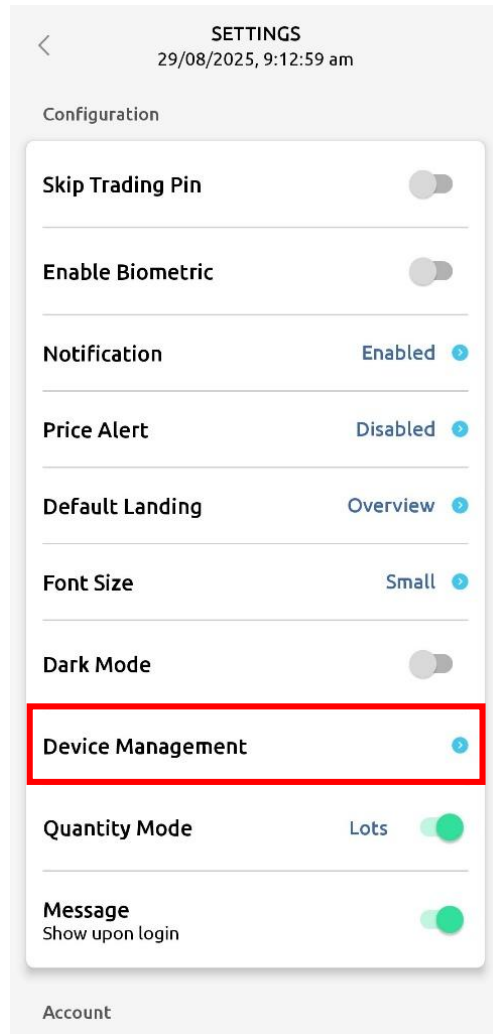
Unbinding Registered Device



Step 1 – Open Settings

- Tap “Menu”, then select “Settings” from the list.

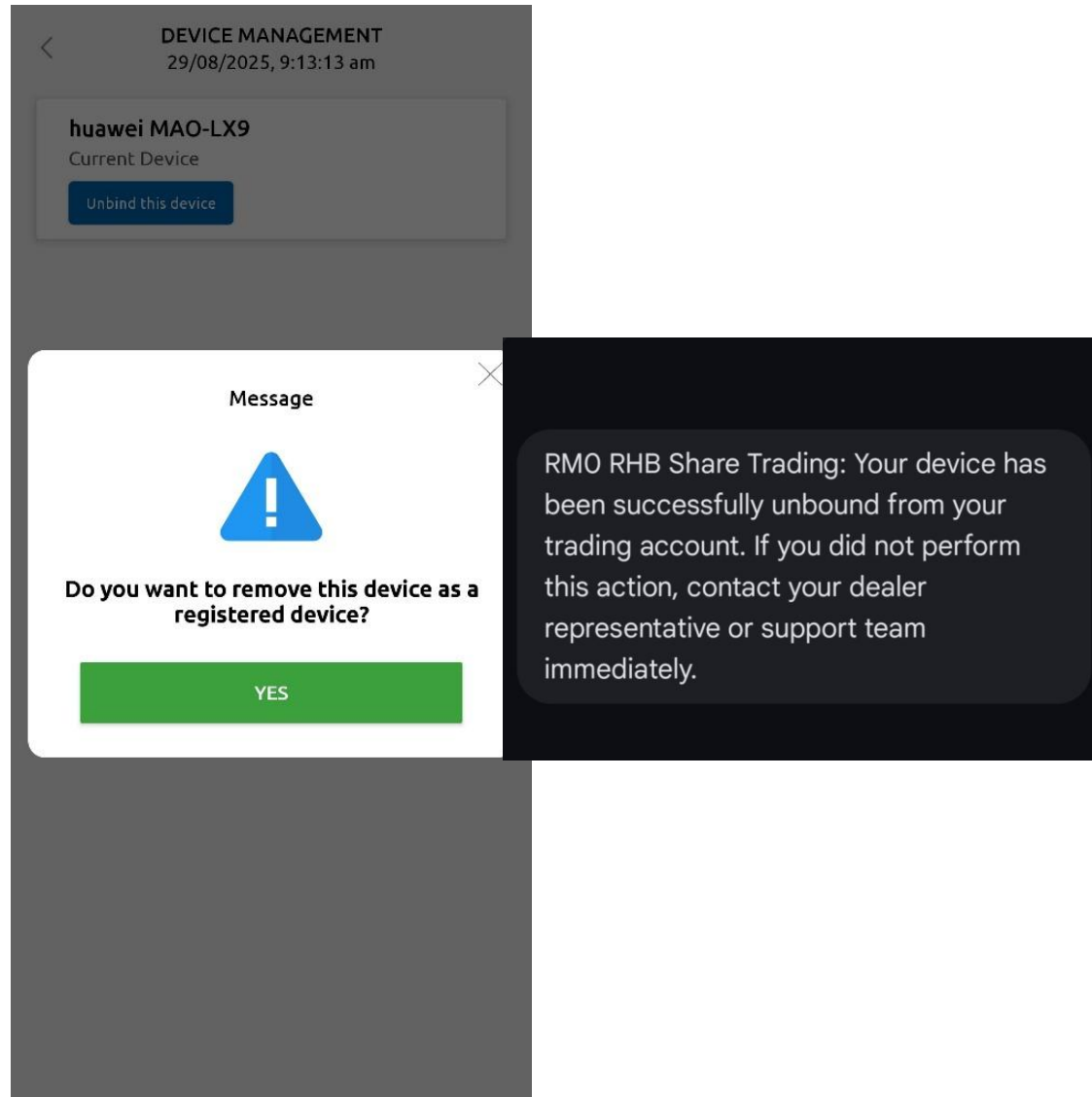
Unbinding Registered Device



Step 2 – Go to Device Management

- Under “**Settings**”, tap “**Device Management**”
- Tap “**Unbind this device**” to remove Secure Key binding from your registered device

Unbinding Registered Device



Step 3 – Registered Device Unbinding Successful

- A “**Successfully unbound**” message will be sent to your registered mobile number and email address.

Thank you

