

RHB TradeSmart

Password and Trading PIN self-reset for Android devices

2nd October 2021

Digital Experience & Call Centre,
Group Retail Equities and Futures

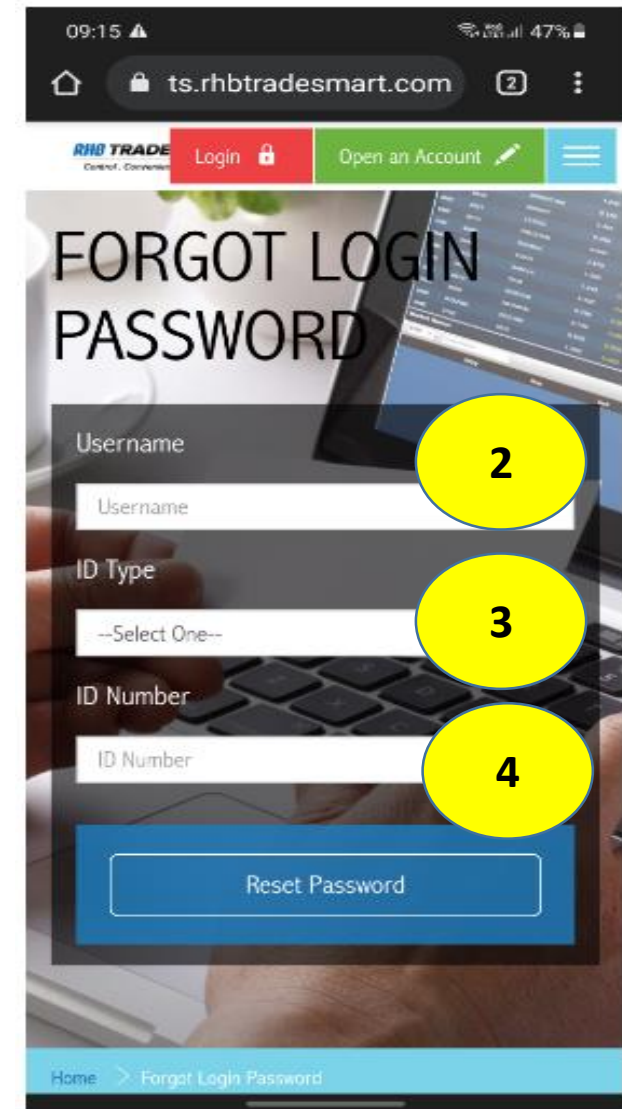
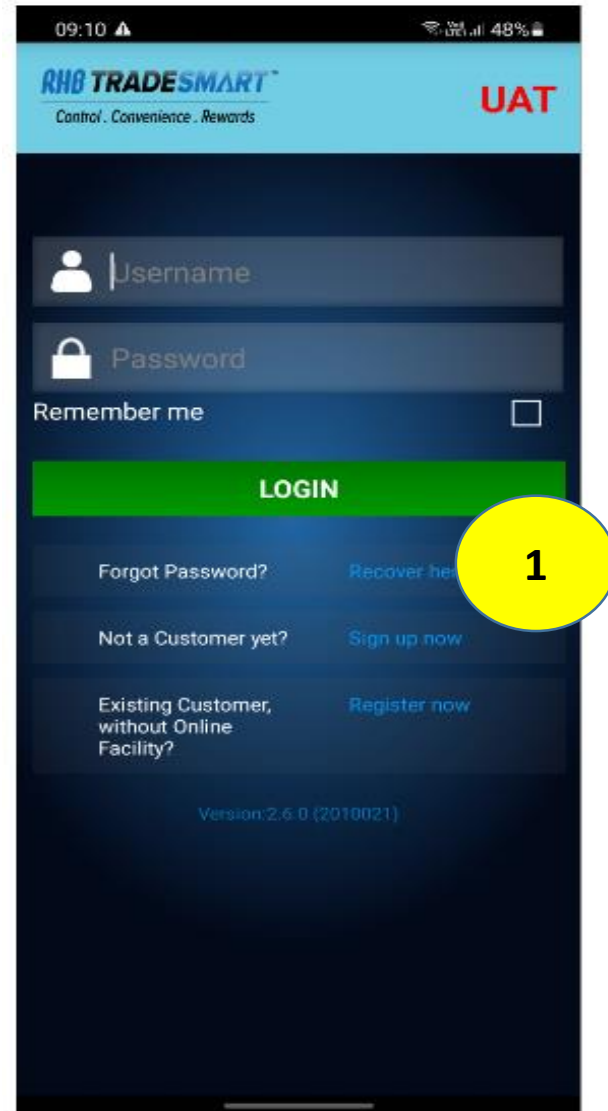


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A. Forgot Login Password


- You have forgotten your login password and wish to perform self-reset from an Android device. Select 'Forgot Password?' (1).
- Type your 'Username' in (2), select 'ID Type' in (3) and type your 'ID Number' (without dash or space) in (4).
- Select 'Reset password'.
- If verification is successful, an email will be sent to your registered email address provided to RHBIB.



A. Forgot Login Password (continue)

Sample email that you will receive from RHBIB:

You have requested a Password / Trading Pin reset on RHB TradeSmart

 RHB TradeSmart <support@rhbgroup.com> Today, 1:21 PM 📧 Reply all | ▼

Inbox

Dear

Thank you for using RHB TradeSmart. Please follow the steps below to self reset your login password.

If you have requested to reset your login password, please follow the steps below:-

Step 1: Click on this URL www.rhbtradesmart.com

Step 2: You will be directed to the Self Reset Password Page. Key in your new password and confirm new password in their respective fields.
Click Update Password.

Step 3: Once successful, you will be redirected to the Login page.

If you need help at any time, please contact our helpdesk at <http://www.rhbtradesmart.com/professional-support.html>

This is a computer generated email, no signature is required. Please do not reply to this email.

A. Forgot Login Password (continue)

- Login to your email account to retrieve the email from RHBIB. Click the URL link and it will redirect to the page below. The link is valid for 5 minutes and one attempt only. Once the link becomes invalid, you are required to perform the self-reset again.
- Read the Password creation requirement instruction in the blue box. Please note that previously used password will be rejected. Example acceptable password format “AbCd1234\$%”
- Type your NEW Password in both ‘New Password’ (1) and ‘Confirm New Password’ (2).
- Select ‘Update Password’ to complete.

The screenshot shows a web browser window displaying the RHB TRADESMART website. The page title is "UPDATE NEW PASSWORD". The form contains two input fields: "New Password" (labeled 1) and "Confirm New Password" (labeled 2). Below the form is a blue box with the following text:

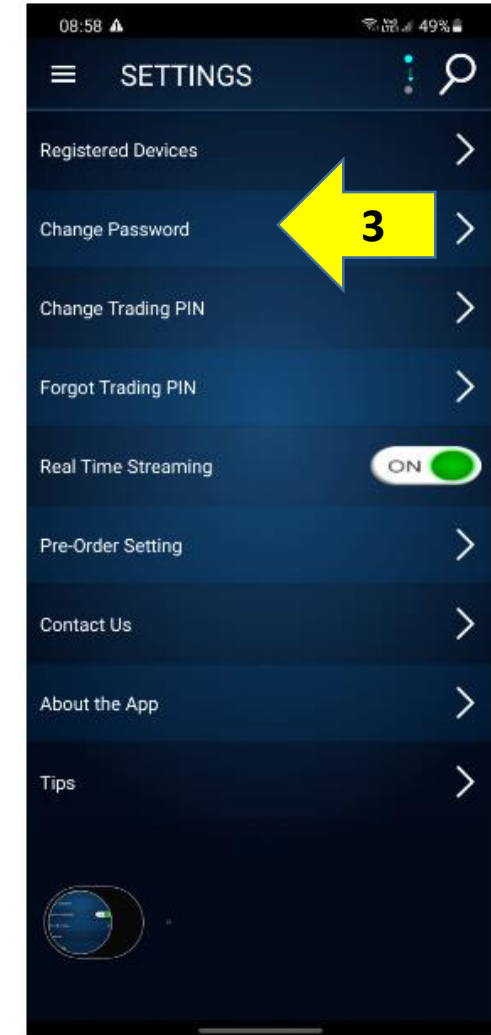
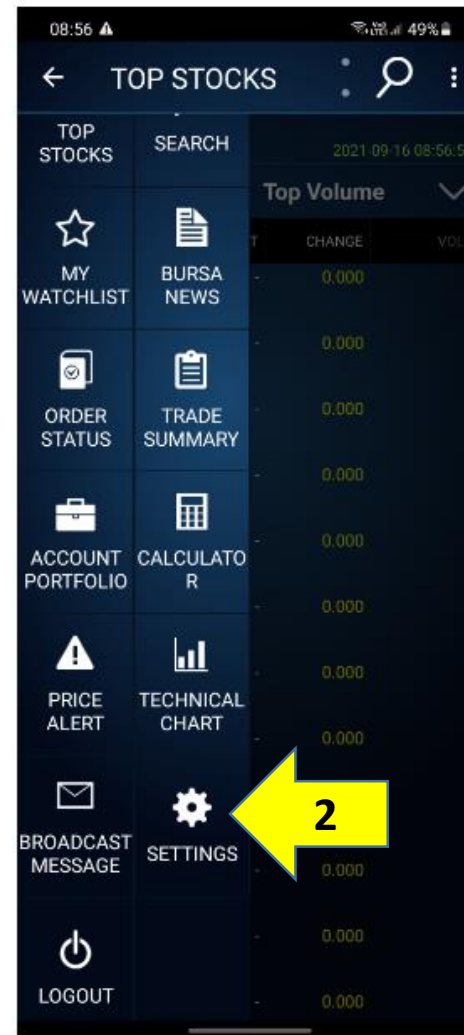
Note: Your password must contain at least 8-10 characters, with one lowercase letter, one uppercase letter, one number(s) and one allowed special character(s). It should not contain any other character or space.

** Allowed special characters: ! " # \$ % & ' () * , - . / : ; < > ? @ [\] ^ _ ` { | } ~

The "Update Password" button is located at the bottom right of the form.

B. Change Login Password

- You have a valid password and you wish to change it.
- Select 'Menu' tab (1)
- Choose 'Settings' (2) and
- Select 'Change Password' (3).



B. Change Login Password (continue)

- Type your existing valid password in the 'Current Password' (1).
- Read the password requirement instruction. Please note that previously used password will be rejected. Example acceptable password format "AbCd1234\$%"
- Type your NEW password in both 'New Password' (2) and 'Confirm Password' (3).
- Select 'SUBMIT' to complete.

08:58 49%

CHANGE PASSWO...

Current Password 1

New Password 2

Note: Your password must contain at least 6-10 characters, with one lowercase letter, one uppercase letter, one number(s) and one allowed special character(s). It should not contain any other character or space. ** Allowed special characters: ! ' # \$ % & ' () * , - . / : ; < > ? @ [\] ^ _ ` { | } ~

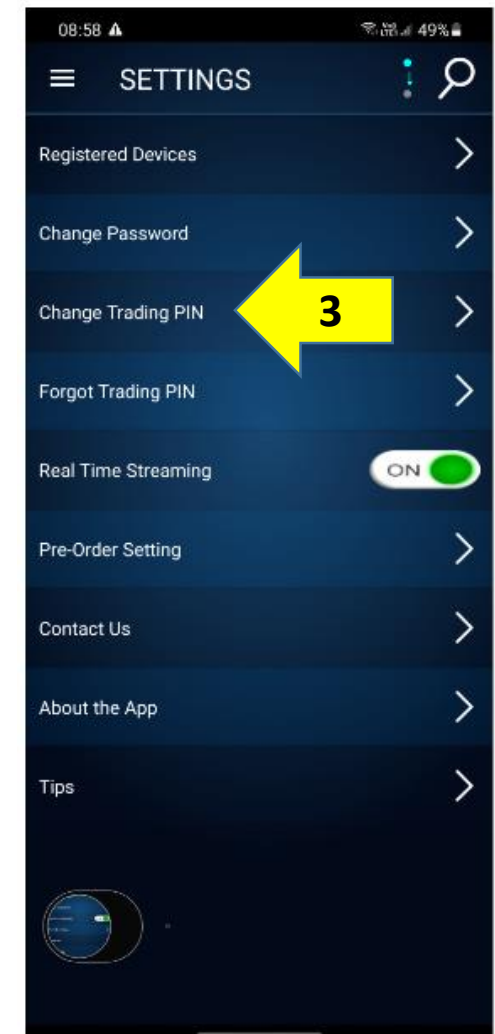
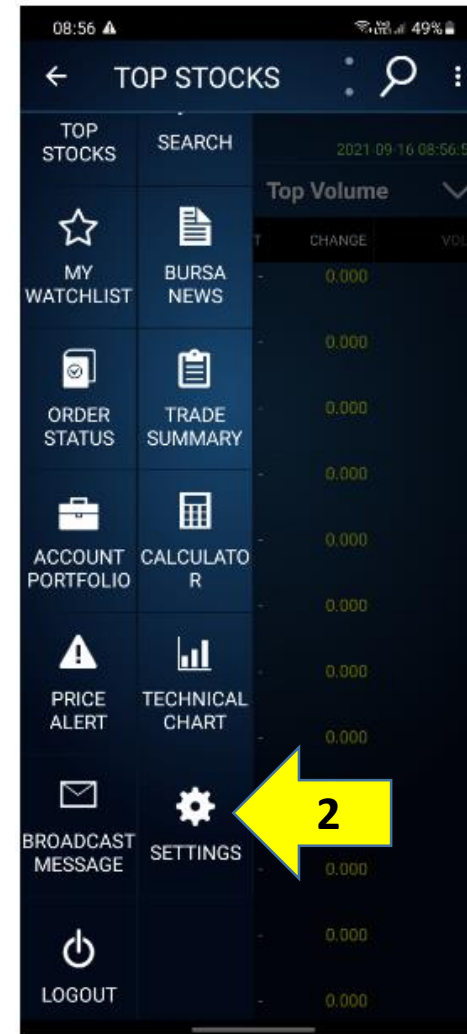
Confirm Password 3

Re-enter New Password

Submit

C. Change Trading PIN

- You have a valid Trading PIN and you wish to change it.
- Select 'Menu' tab (1)
- Choose 'Settings' (2) and
- Select 'Change Trading PIN' (3).



C. Change Trading PIN (continue)

- Type your existing valid Trading PIN in the 'Current Trading PIN' (1).
- Read the Trading PIN requirement instruction. Please note that previously used Trading PIN will be rejected. Example acceptable PIN format "AbC123" or "A1b2C3d4E5".
- Type your NEW Trading PIN in both 'New Trading PIN' (2) and 'Confirm Trading PIN' (3).
- Select 'Submit' to complete.

09:05 48%

CHANGE TRADING...

Current Trading PIN 1

New Trading PIN 2

New Trading Pin must be 6-10 characters, combination of alphabets & numbers

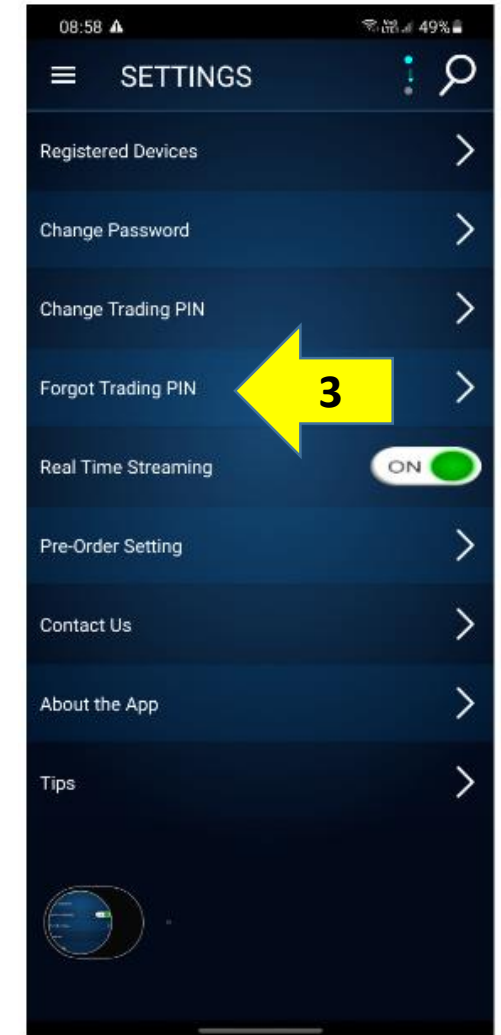
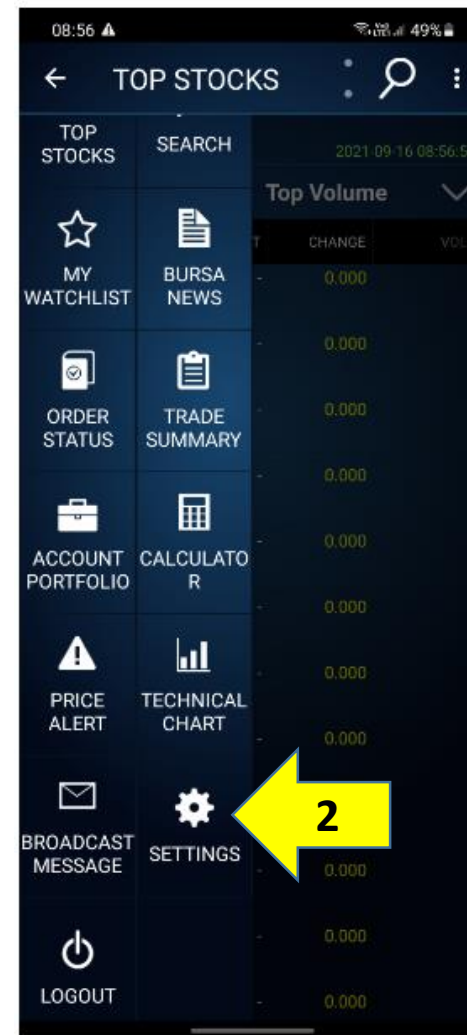
Confirm Trading PIN 3

Re-enter New pin

Submit


D. Forgot Trading PIN

- You have a valid password but forgotten your Trading PIN.
- Click 'Menu' tab (1)
- Choose 'Settings' (2) and
- Select 'Forgot Trading PIN' (3).



D. Forgot Trading PIN (continue)

- Select 'ID Type' from the dropdown menu.
- Type your 'ID number' (without dash or space).
- Type your 'Mother's Maiden Name' and click 'Reset Trading PIN'.
- If verification is successful, an email will be sent to your registered email address provided to RHBIB.




The screenshot shows a mobile application interface for resetting a trading PIN. At the top, the status bar displays the time 08:59, signal strength, Wi-Fi, and 49% battery. The app header is dark blue with a hamburger menu icon, the text 'FORGOT TRADING...', and a search icon. The main title 'FORGOT TRADING PIN' is displayed in large, bold, black letters. Below the title is a dark grey form with three input fields: 'ID Type' with a dropdown menu showing '--Select One--', 'ID Number' with a text input field containing 'ID Number', and 'Mother Maiden Name' with a text input field containing 'Your Mother Maiden Name'. A blue button with white text 'Reset Trading PIN' is positioned at the bottom of the form.

D. Forgot Trading PIN (continue)

Sample email that you will receive from RHBIB:

You have requested a Password / Trading Pin reset on RHB TradeSmart

 RHB TradeSmart <support@rhbgroup.com> Reply all | v
Today, 1:26 PM

Inbox

Dear

Thank you for using RHB TradeSmart. Please follow the steps below to self reset your trading PIN.

If you have requested to reset your trading PIN, please follow the steps below:-

Step 1: Click on this URL www.rhbtradesmart.com

Step 2: You will be directed to the Self Reset Trading PIN Page. Key in your new Trading PIN and confirm new Trading PIN in their respective fields.
Click Update Trading PIN.

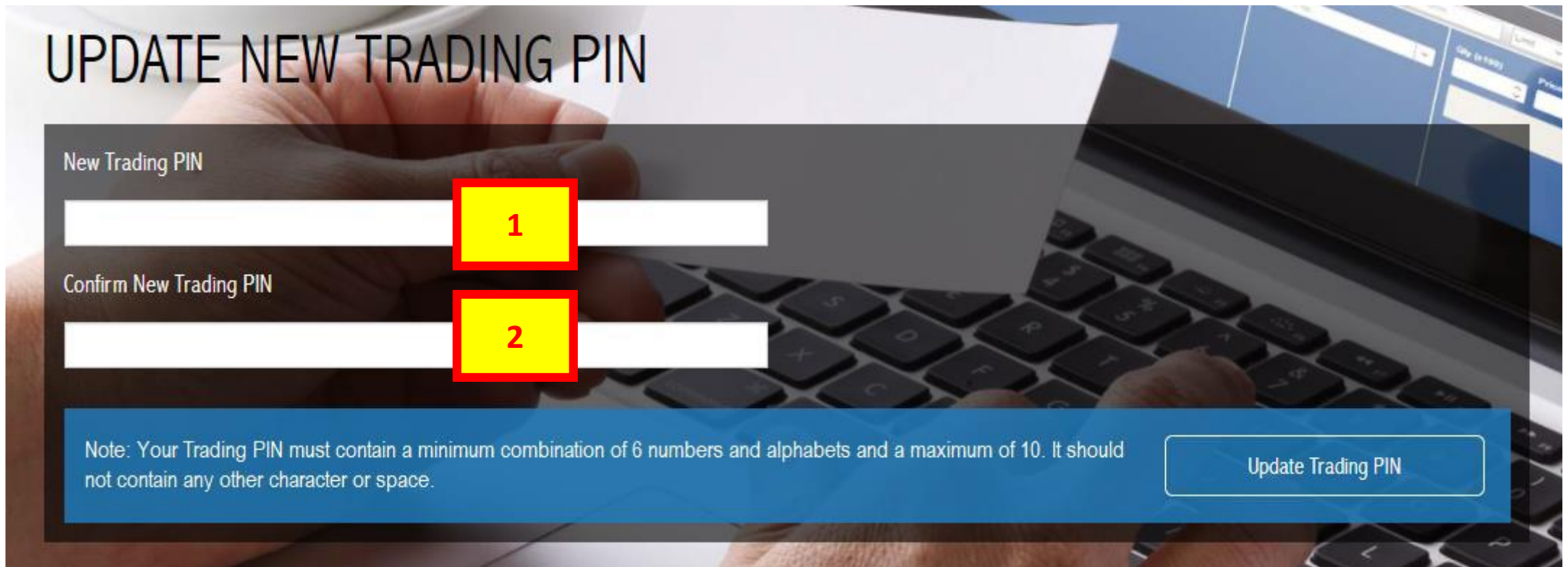
Step 3: Once successful, you will be redirected to the Login page.

If you need help at any time, please contact our helpdesk at <http://www.rhbtradesmart.com/professional-support.html>

This is a computer generated email, no signature is required. Please do not reply to this email.

D. Forgot Trading PIN (continue)

- Login to your email account to retrieve the email from RHBIB. Click the URL link and it will redirect to the page below. The link is valid for 5 minutes and one attempt only. Once the link becomes invalid, you are required to perform the self-reset again.
- Read the Trading PIN requirement instruction in the blue box. Please note that previously used Trading PIN will be rejected. Example acceptable PIN format “AbC123” or “A1b2C3d4E5”.
- Type your NEW Trading PIN in both ‘New Trading PIN’ (1) and ‘Confirm New Trading PIN’ (2).
- Select ‘Update Trading PIN’ to complete.



UPDATE NEW TRADING PIN

New Trading PIN

1

Confirm New Trading PIN

2

Note: Your Trading PIN must contain a minimum combination of 6 numbers and alphabets and a maximum of 10. It should not contain any other character or space.

Update Trading PIN

Assistance

If you encounter difficulty resetting your Password or Trading PIN, please

1. contact our Call Centre at 03-2330 8900, or
2. visit the nearest RHBIB branch (Click 'branches' in <https://www.rhbtradesmart.com/faq.html>) for updating of email address and security answers.