

# RHB TradeSmart

Password and Trading PIN self-reset for web browser

2<sup>nd</sup> October 2021

Digital Experience & Call Centre,  
Group Retail Equities and Futures



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| D. Forgot Trading PIN    | Page 7, 11, 12, 13 & 14 |
- RHB TradeSmart is best viewed through Google Chrome browser.
  - Type 'www.rhbtradesmart.com' on the address bar.
  - Click 'Edit Profile' for 'Change Login Password', 'Change Trading PIN' and 'Forgot Trading PIN' function. Refer to Page 7.

# A. Forgot Login Password

- You have forgotten your login password and wish to perform self-reset.
- Click 'Forgot your password?' link circled in red below.

The screenshot shows the RHB TradeSmart login page. At the top left is the RHB TRADESMART logo with the tagline "Control . Convenience . Rewards". Below it is a "MENU" dropdown. The main heading is "LOGIN". The page is divided into three columns: "PROMOTION" (featuring a "TradeSmart Demo is Available Now!" banner), "ANNOUNCEMENTS" (with a "Logging in to this Demo Site" notice), and a "LOGIN" form. The form includes fields for "Username", "Password", and "Goto" (set to "Equity Dashboard"), a "Sign in" button, and a "Forgot your password?" link. This link is circled in red, and a yellow arrow points to it from the right. The footer contains navigation links like "Client Charter", "Privacy", and "Terms & Conditions for Trading", along with a copyright notice for RHB Banking Group.

# A. Forgot Login Password (continue)

- Type your username in (1), select ID Type in (2) and type your ID Number in (3).
- Click 'Reset Password' link circled in red below.
- If verification is successful, an email will be sent to your registered email address provided to RHBIB.

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Control . Convenience . Rewards

MENU

## FORGOT LOGIN PASSWORD

Username  **1**

ID Type  **2**

ID Number  **3**

[Reset Password](#)

Home > Forgot Login Password


Client Charter Privacy Terms & Conditions for Trading Terms of Use Disclaimer PDPA Privacy Notice FAQ

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# 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](http://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>

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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).
- Click ‘Update Password’ to complete.

The screenshot shows a web browser displaying the RHB TRADESMART website. The page title is "UPDATE NEW PASSWORD". The form contains the following elements:

- New Password:** A text input field with the placeholder "Your new login password". A red circle with the number "1" is overlaid on the right side of this field.
- Confirm New Password:** A text input field with the placeholder "Confirm your new login password". A red circle with the number "2" is overlaid on the right side of this field.
- Note:** "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:** "\*\* Allowed special characters: ! " # \$ % & ' ( ) \* , - . / : ; < > ? @ [ \ ] ^ \_ ` { | } ~"
- Update Password:** A button located at the bottom right of the form area.

The footer of the page includes navigation links: Home > Update New Password, Client Charter, Privacy, Terms & Conditions for Trading, Terms of Use, Disclaimer, PDPA Privacy Notice, and FAQ. The copyright notice is © 2015 RHB Banking Group. All rights reserved.

# 'Edit Profile' function

Click 'Edit Profile' to select 'Change Login Password', 'Change Trading PIN' and 'Forgot Trading PIN'.

**RHB TRADESMART**  
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Welcome [User] 14 September 2021 05:42:44 PM | User Guide | FeedBack | Edit Profile | Logout

Smart Points Research Futures Warrants Settings Full Screen Connect 4.1.210805

CI: 0 (0 / 0%) T.Vol(Shares) 0 Turnover(RM) 0

MyPage Templates Portfolio Alert Orders Market Info News Subscriptions

Calculator Price Alert Matched Message

Trading 1 +

### Quotes

Exch	M	Code	N	S...	Name	Curr	Ref	Open	High	Low	B/Qty	Buy	Sell	S/Qty	Last	L.Vol	Chg	%Chg	Volume	R/D	TOCP	IDSS Volume	IDSS Vali
BME	N	070...	*	A	A50CHIN-...	MYR	0.045	0.005	0.045	0.005	-	-	0.025	23,000	0.045	3,000	0.030	200...	13,000	R	-	-	-
BME	N	070...	*	A	A50CHIN-...	MYR	0.005	-	-	-	-	-	0.030	10,000	-	-	0.000	0.00	-	R	-	-	-
BME	N	070...		A	A50CHIN-...	MYR	0.230	-	-	-	5,000	0.005	-	-	-	-	0.000	0.00	-	R	-	-	-
BME	N	070...		A	A50CHIN-...	MYR	0.040	-	-	-	500,000	0.005	-	-	-	-	0.000	0.00	-	R	-	-	-
BME	N	070...		A	A50CHIN-...	MYR	0.280	-	-	-	5,000	0.005	-	-	-	-	0.000	0.00	-	R	-	-	-
BME	N	070...	*	A	A50CHIN-...	MYR	0.515	-	-	-	-	-	-	-	-	-	0.000	0.00	-	R	-	-	-

### Market Queue

BQty	Buy	Sell	SQty
------	-----	------	------

### Order Pad

BME Code/Name 000310031 BUY SELL IDSS Enter Trading PIN Keep PIN

Order Type: Limit Validity: Day Qty (x1): Price: [ ]

Stop Price: [ ]

This order will be placed upon meeting this criteria.

BME Code/Name If Price Is Greater Than [ ]

**SUBMIT**

# B. Change Login Password

- You have a valid password and you wish to change it. Go to 'Edit Profile' (see page 7). Click the 'PIN & Password' tab.
- Type your existing valid password in the 'Current Login Password' (1).
- Read the password requirement instruction in the box circled with red dash. Please note that previously used password will be rejected. Example acceptable password format "AbCd1234\$%".
- Type your NEW password in both 'New Login Password' (2) and 'Confirm New Login Password' (3).
- Click 'UPDATE' to complete.

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Welcome [Name] My Profile Logout We're here to help

MENU

My Account Information Subscriptions & Access **PIN & Password**

**CHANGE LOGIN PASSWORD**

Current Login Password (1) New Login Password (2) Confirm New Login Password (3)

Your current login password Your new login password Confirm your new login password

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(). It should not contain any other character or space.

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

UPDATE

CHANGE TRADING PIN

Current Trading PIN New Trading PIN Confirm New Trading PIN

My Profile

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# C. Change Trading PIN

- You have a valid Trading PIN and you wish to change it.
- Go to 'Edit Profile' (see page 7). Click the 'PIN & Password' tab.
- Scroll down (refer to next page) until 'CHANGE TRADING PIN' column.

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WELCOME [Name] My Profile Logout We're here to help

MENU

## MY PROFILE

My Account Information Subscriptions & Access **PIN & Password**

### CHANGE LOGIN PASSWORD

Current Login Password  ✘  
The field can't be empty.

New Login Password  ✘  
The new login password is required and cannot be empty

Confirm New Login Password  ✘  
The confirm new login password is required and cannot be empty

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(). It should not contain any other character or space.

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

UPDATE

My Profile

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# C. Change Trading PIN (continue)

- Type your existing valid Trading PIN in the 'Current Trading PIN' (1).
- Read the Trading PIN requirement instruction in the box circled with red dash. 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 New Trading PIN' (3).
- Click 'UPDATE' to complete.

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Welcome [Name] My Profile Logout We're here to help

MENU

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

**CHANGE TRADING PIN**

Current Trading PIN **1**

New Trading PIN **2**

Confirm New Trading PIN **3**

Note: Your trading PIN must contain a minimum combination of 6 number(s) and alphabet(s) and a maximum of 10. It should not contain any other character or space.

FORGOT TRADING PIN?

UPDATE

UPDATE

My Profile

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# D. Forgot Trading PIN

- You have a valid password but forgotten your Trading PIN.
- Go to 'Edit Profile' (see page 7). Click the 'PIN & Password' tab.
- Scroll down until 'CHANGE TRADING PIN' column and click 'FORGOT TRADING PIN?'. Refer to amber circle below.

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Welcome [Name] My Profile Logout We're here to help

UPDATE

maintain at least 8-10 characters, with one lowercase letter, one uppercase letter, one number(s) and one special character (e.g. !, @, #, \$, %, &, ' ( ) \* , - . / : ; < > ? @ [ \ ] ^ \_ ' { | } ~). It should not contain any other character or space.

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

**CHANGE TRADING PIN**

Current Trading PIN: Your current trading PIN

New Trading PIN: Your new trading PIN

Confirm New Trading PIN: Confirm your new trading PIN

UPDATE

Note: Your trading PIN must contain a minimum combination of 6 number(s) and alphabet(s) and a maximum of 10. It should not contain any other character or space.

**FORGOT TRADING PIN?**

My Profile

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# D. Forgot Trading PIN (continue)


- Select 'ID Type' from the dropdown menu.
- Type your ID number (without dash and 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 the RHB TRADESMART website interface for the 'FORGOT TRADING PIN' process. The header includes the RHB TRADESMART logo with the tagline 'Control . Convenience . Rewards' and a navigation menu with options: 'Welcome', 'My Profile', 'Logout', and 'We're here to help'. The main heading is 'FORGOT TRADING PIN'. The form contains three input fields: 'ID Type' (a dropdown menu currently showing '--Select One--'), 'ID Number' (a text input field with the placeholder 'ID Number'), and 'Mother Maiden Name' (a text input field with the placeholder 'Your Mother Maiden Name'). A blue button labeled 'Reset Trading PIN' is positioned at the bottom right of the form area. The footer contains a breadcrumb trail 'Home > Forgot Trading PIN', a list of links (Client Charter, Privacy, Terms & Conditions for Trading, Terms of Use, Disclaimer, PDPA Privacy Notice, FAQ), and a copyright notice '© 2015 RHB Banking Group. All rights reserved.' along with social media icons for WhatsApp, a plus sign, email, and chat.

# 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](http://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>

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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).
- Click ‘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.