



# **RHB SHARE TRADING**

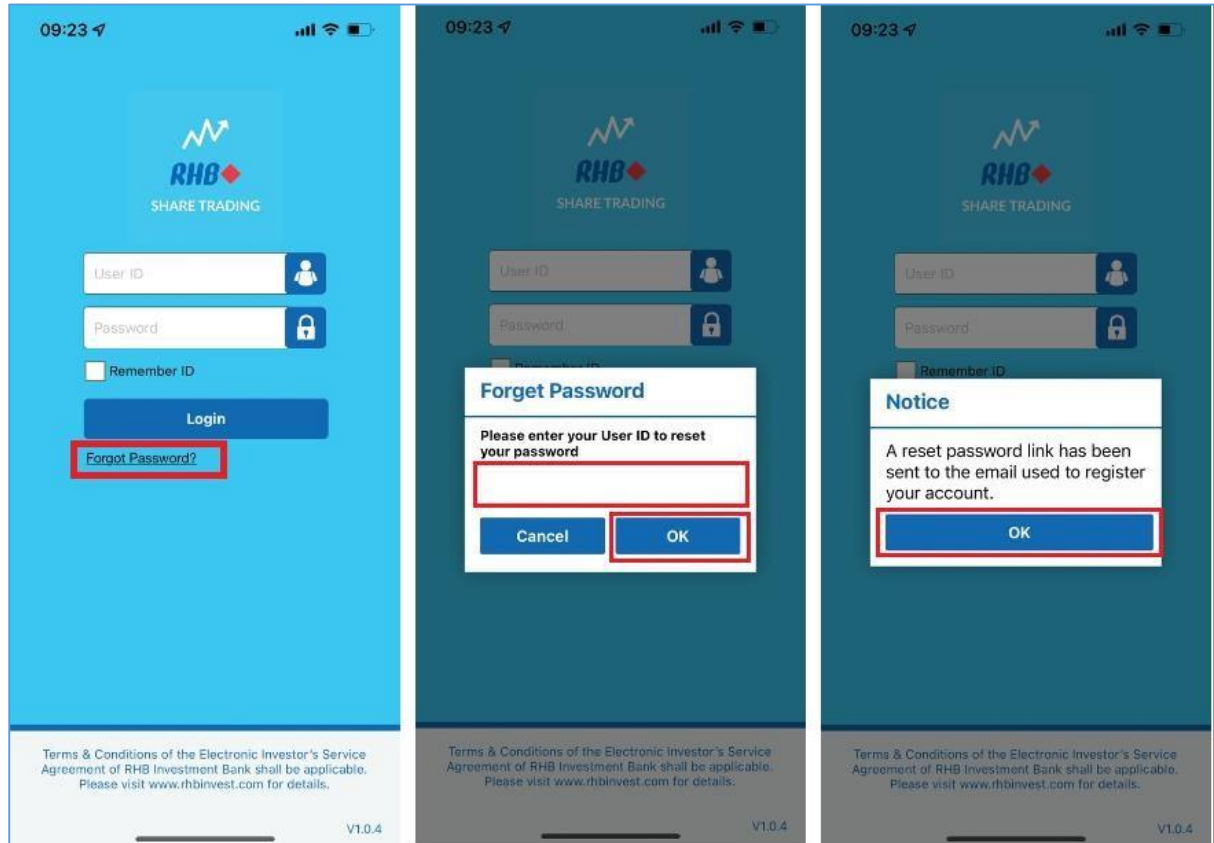
## **PASSWORD AND TRADING PIN RESET GUIDE FOR MOBILE APP**

### **Reference:**

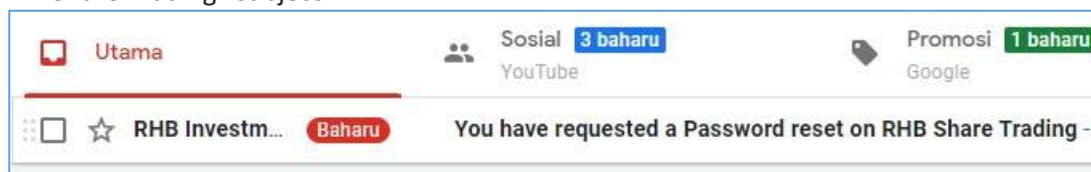
- A) Step to reset password – Page 2 to 5.**
- B) Step to reset Trading Pin – Page 6 to 8.**

## A) Step to reset password from RHB Share Trading mobile app

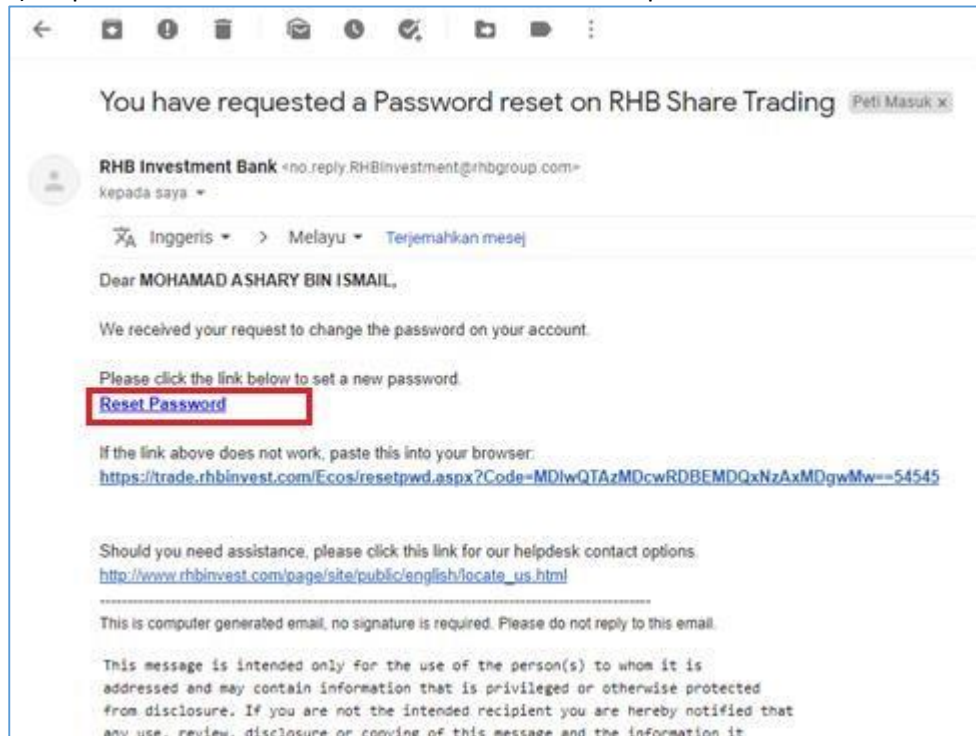
- 1) Open the RHB Share Trading mobile app
- 2) Click on 'Forgot Password'
- 3) Enter your User ID/Username
- 4) The reset password link will be sent to registered email address



- 5) Login to your registered email address
- 6) Search for RHB Investment Bank email with "You have requested a Password reset on RHB Share Trading" subject



7) Open the email and click on 'Reset Password' link provided in the email.

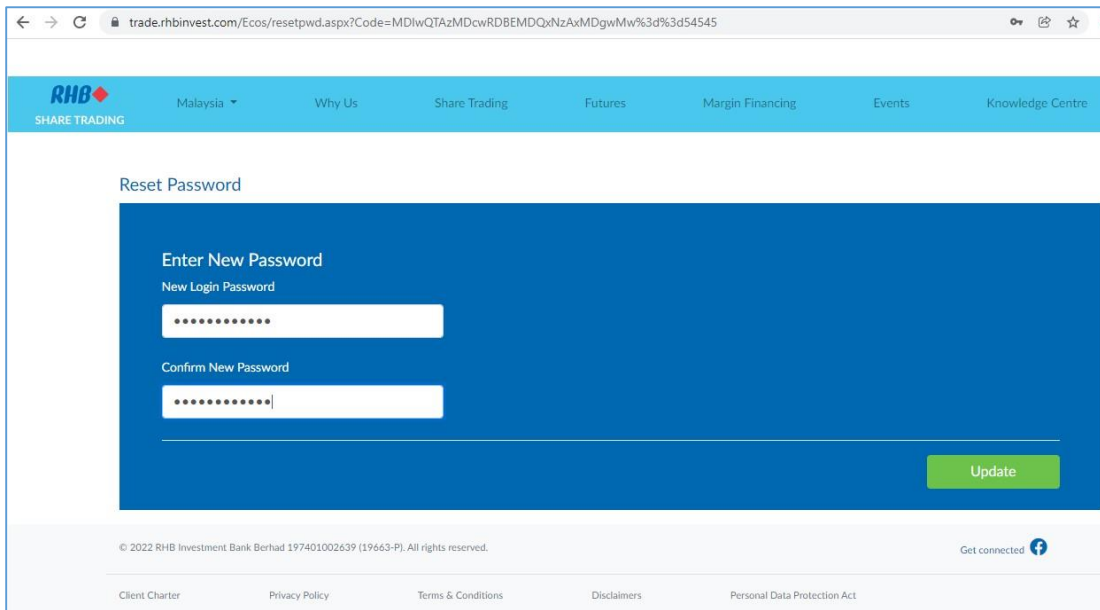


8) The temporary reset password link will navigate to Reset Password page in RHB Share Trading system.

*Note: Your new password must contain at least 8-15 characters with combination of alphanumeric(s) and special character(s). Please note that previously used password will be rejected. Example acceptable password format 'abcd1234@'.*

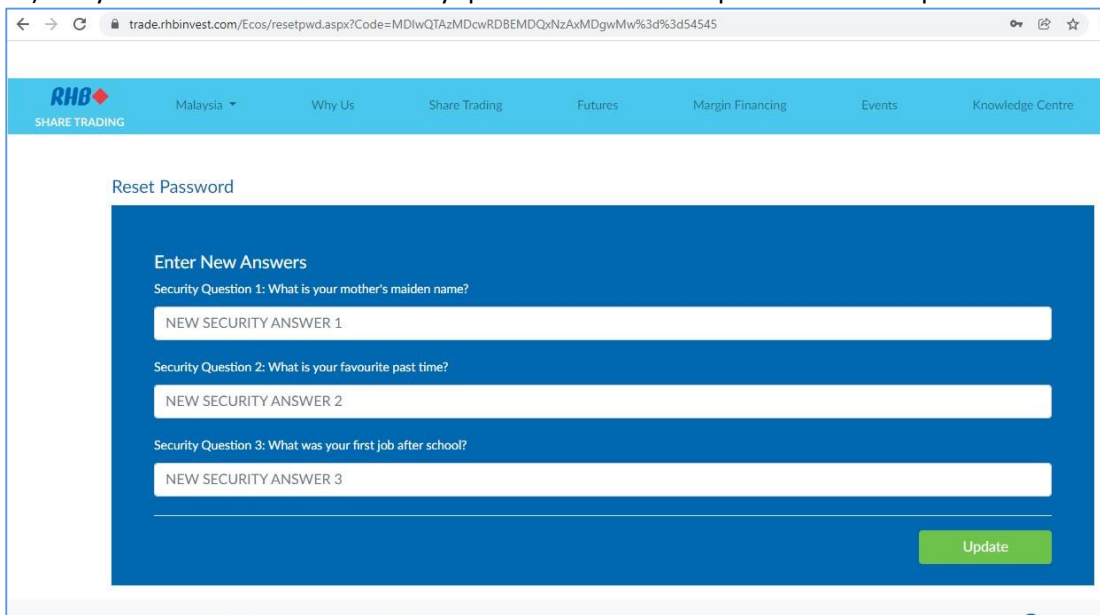
*\*\*Allowable special characters: !@#\$%^&\*()*

9) Click 'Update' button to proceed



The screenshot shows a web browser window with the URL `trade.rhbinvest.com/Ecos/resetpwd.aspx?Code=MDlwQTazMDcwRDBEMDQxNzAxMDgwMw%3d%3d54545`. The page header includes the RHB logo and navigation links for Malaysia, Why Us, Share Trading, Futures, Margin Financing, Events, and Knowledge Centre. The main content area is titled "Reset Password" and contains a blue box with the heading "Enter New Password". Below this heading are two input fields: "New Login Password" and "Confirm New Password", both containing masked characters. A green "Update" button is positioned at the bottom right of the blue box. The footer contains copyright information for RHB Investment Bank Berhad (197401002639 (19663-P)), a "Get connected" link with a Facebook icon, and several policy links: Client Charter, Privacy Policy, Terms & Conditions, Disclaimers, and Personal Data Protection Act.

10) Set your new answers for security questions and click 'Update' button to proceed

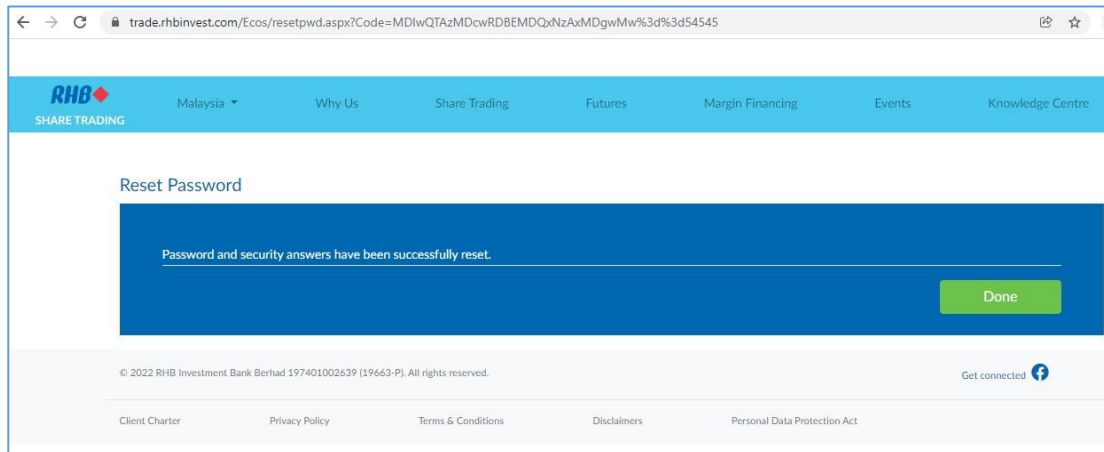


The screenshot shows the same web browser window as above, but the main content area is titled "Reset Password" and contains a blue box with the heading "Enter New Answers". Below this heading are three security questions, each with a corresponding input field: "Security Question 1: What is your mother's maiden name?" with "NEW SECURITY ANSWER 1", "Security Question 2: What is your favourite past time?" with "NEW SECURITY ANSWER 2", and "Security Question 3: What was your first job after school?" with "NEW SECURITY ANSWER 3". A green "Update" button is positioned at the bottom right of the blue box. The footer is identical to the previous screenshot.

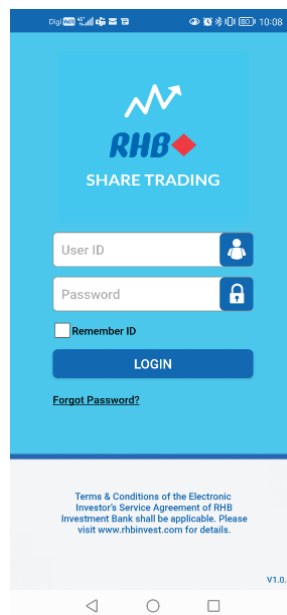
11) System will prompt the successful message



10) Click 'Done' button to proceed



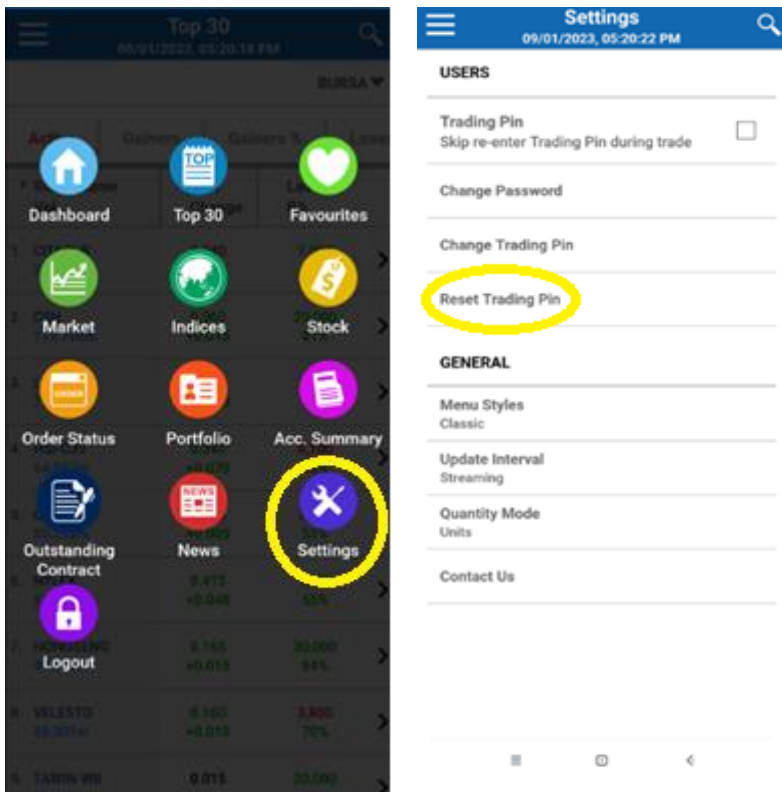
11) System will navigate to login page. You are required to login with existing user ID and new password



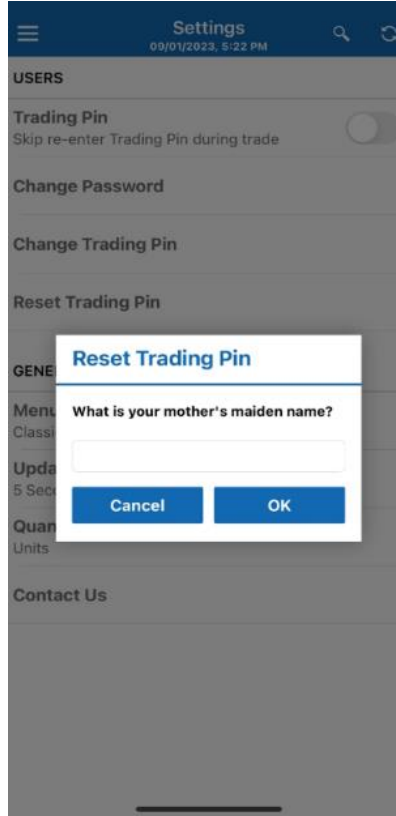
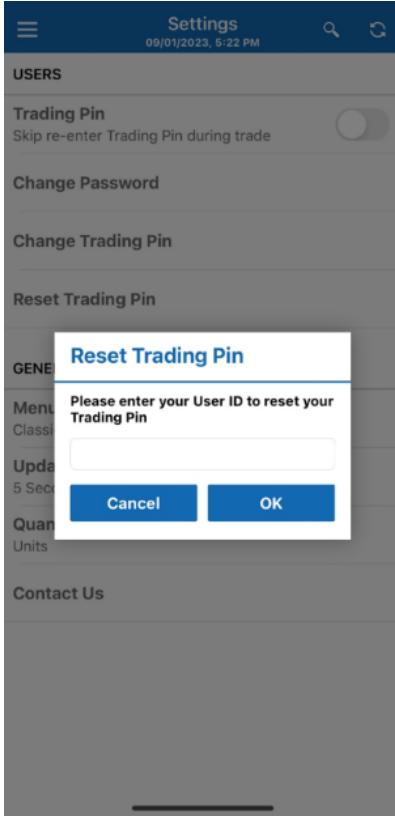
Thank you

## B) Steps to reset trading pin from RHB Share Trading mobile app

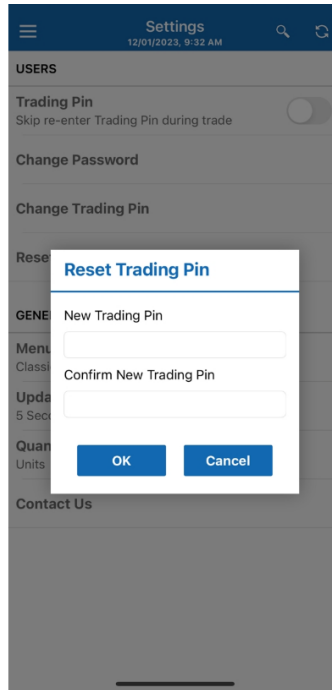
- 1) Once login, click on 'Menu' tab > Choose 'Settings' > and Select 'Reset Trading PIN'.



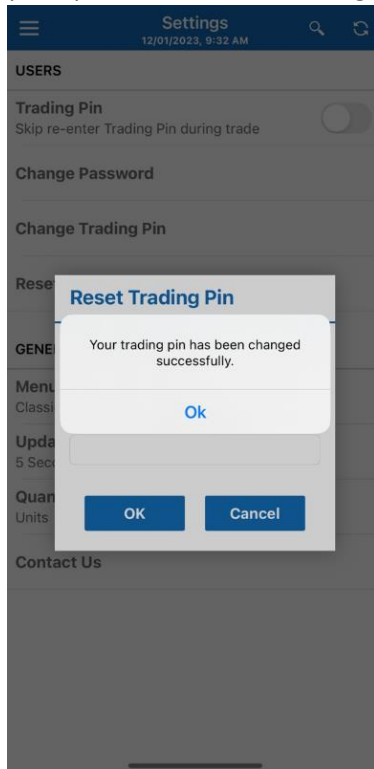
- 2) Enter your User ID/username. Next, key in your answer(s) for the security question(s). If you forgotten the answer(s) for your security question(s), you may:
- a. Reset your security questions and answers by click on 'Forgot Password' (follow the steps in page 2 to 5); or
  - b. Contact call centre at 03-2330 8900 for further assistance.



- 3) Type your NEW trading pin in both 'New Trading Pin' and 'Confirm New Trading Pin'. Click 'OK'. The new trading pin only required 8-15 numbers. Please note that the previously used pin will be rejected.



- 4) System will prompt the successful message.



- 5) Relogin and continue your trading in the mobile apps.