User Guide

English →

First Time Activation

Hong Leong ConnectFirst Web Portal

Copyright © Hong Leong Bank (Cambodia) Plc reserved. (Version 1.0)

First Time Activation – Web Portal

Congratulations！You have been successfully onboarded to Hong Leong ConnectFirst and get ready to Explore a new world of Banking！

You would have received an **EMAIL** to your registered email address and **SMS** on your registered mobile number.

a)   SMS – Consists of a **password to open the password protected PDF (ePIN file)** sent to your email.

b)   Email – Consists of password-protected attachment (ePIN file). You can open the PDF using the password send in the SMS. The email will have your registration details with ConnectFirst of **your Company ID, your User ID** and **Temporary PIN** for you to activate the user.
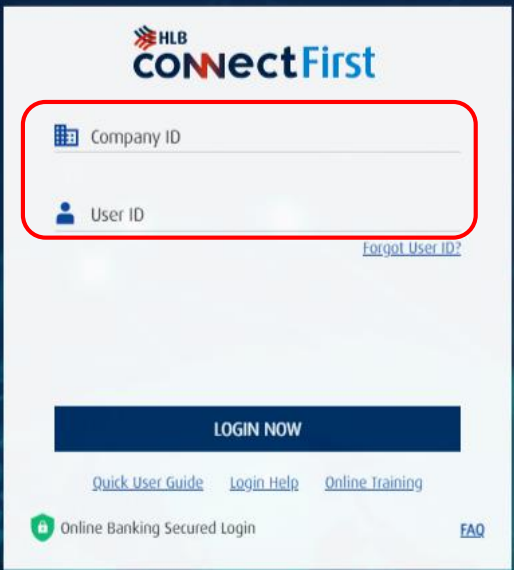
| 1 | Fill up the COMPANY ID. [Refer to the attachment (ePIN file) sent to your email address] |
| 2 | Fill up the USER ID and press "Enter". [Hong Leong ConnectFirst will verify if the user is a new user or requires First Time Activation] |

First Time Activation – Web Portal

Step 1 Identify Yourself

1 Step 1 Identify Yourself	**2** Step 2 Confirm	**3** Step 3 Online Registration	**4** Step 4 Security Setup	**5** Step 5 Update Password	**6** Step 6 eToken Activation

To Register please enter the below details

Company ID *	70000323
Login ID *	323MAKER33
IC/Passport Number*	
PIN *	

Please use the Virtual Keyboard only to key in the PIN

Virtual Keyboard
Use this Virtual Keyboard to key in the PIN only.

~	!	@	#	$	%	^	&	*	(	)	_	+
`	8	6	4	3	7	9		5	0	2	-	=
				e	p	i	y	o	u	{	}	|
f	d	g	a	s	h	l	k	j	[	]	\	/
CAPS LOCK				CLEAR								

☐ Enable Virtual Keyboard

3 Key in your NID/Passport Number

4 Key in the Temporary PIN [Refer to the attachment (ePIN file) sent to your email address]

Company ID	:	**70000323**
User ID	:	**323MAKER33**
PIN	:	**SE3N%kzk**

Submit **Cancel**

5 Click "SUBMIT"

3

First Time Activation – Web Portal

Step 2 Confirm

1 Step 1 Identify Yourself	2 Step 2 Confirm	3 Step 3 Online Registration	4 Step 4 Security Setup	5 Step 5 Update Password	6 Step 6 eToken Activation

Your Information has been validated successfully

Company ID	70000323
Login ID	323MAKER33
Mobile Number	*******5833
E-Mail ID	a***@hlbb.hongleong.com.my

Click on next to receive OTP in your registered mobile number and/or E-mail ID

[Next] [Cancel]

6 Click "NEXT" & an One Time Password (OTP) will be sent to your registered mobile number or email address.

4

First Time Activation – Web Portal

Step 3 Online Registration

| 1 Step 1 Identify Yourself | 2 Step 2 Confirm | **3 Step 3 Online Registration** | 4 Step 4 Security Setup | 5 Step 5 Update Password | 6 Step 6 eToken Activation |

Please enter the One time password

The One Time Password has been sent to your registered mobile number and/or E-mail ID

One Time Password (OTP) *   [   ]   Resend OTP

You have maximum of 3 attempts

7   Key in the OTP received.

Note : OTP will be received less than 5 minutes. If you did not receive SMS OTP within 5 minutes, please click "RESEND OTP".

Submit   Cancel

8   Click "SUBMIT"

First Time Activation – Web Portal

Step 4 Security Setup

1 **Step 1** Identify Yourself	2 **Step 2** Confirm	3 **Step 3** Online Registration	4 **Step 4** Security Setup	5 **Step 5** Update Password	6 **Step 6** eToken Activation

Security Questions

9	Select and fill up the Security Questions and Answers

Question1 *   --Select Question Here--   ▼   Answer1 *

Question2 *   --Select Question Here--   ▼   Answer2 *

Question3 *   --Select Question Here--   ▼   Answer3 *

Security Phrase

Security Phrase *   [   ] ❓

10

We have introduced Security Phrase to further help protect your identity and online transactions.
Once registered, you will be prompted to acknowledge your Security Phrase at subsequent logins. Your Security Phrase is not your Hong Leong ConnectFirst Password

Create a Security Phrase.
We have introduced Security Phrase to further help protect your identity and online transactions.
Once registered, you will be prompted to acknowledge your Security Phrase at subsequent logins.
Your Security Phrase is not your Hong Leong ConnectFirst password.

Submit   **Cancel**

11	Click "SUBMIT"

‹ Back to Contents Page   ‹Back   Continue ›

First Time Activation – Web Portal

Step 5 Update Password

Company ID 70000323
Login ID 323MAKER33

Password *

12 Set your New Login Password and Confirm Password

Confirm Password *

Note :
Please enter a password that is not used in the past

Password Policies **Submit** **Cancel**

13 Click "SUBMIT"

Virtual Keyboard

☐ Enable Virtual Keyboard

Back Continue

First Time Activation – Web Portal

Step 6 eToken App Activation

1 Step 1 Identify Yourself	2 Step 2 Confirm	3 Step 3 Online Registration	4 Step 4 Security Setup	5 Step 5 Update Password	6 Step 6 eToken Activation

Download, install and activate the Hong Leong ConnectFirst eToken application in your smartphone device. This application gives you greater online protection by verifying your identity before allowing you to access Hong Leong ConnectFirst and carry out your business transactions as required.

Download & Install
for IOS

Download & Install
for Android

OK

➤ eToken App Activation User Guide
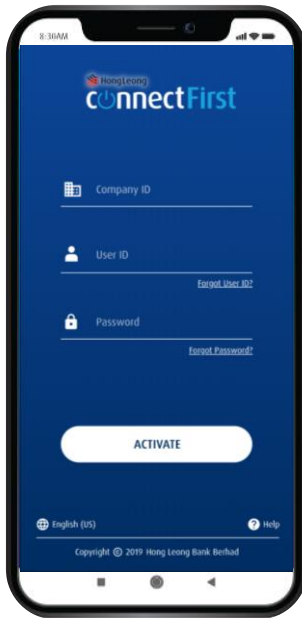
8

eToken App Activation
via Security PIN

Please register your Hong Leong ConnectFirst login details on the web portal before activating eToken App

1

Download **Hong Leong ConnectFirst** from Google Play Store or App Store into your mobile device.

2
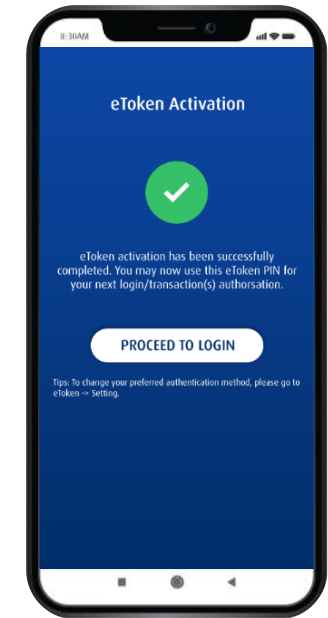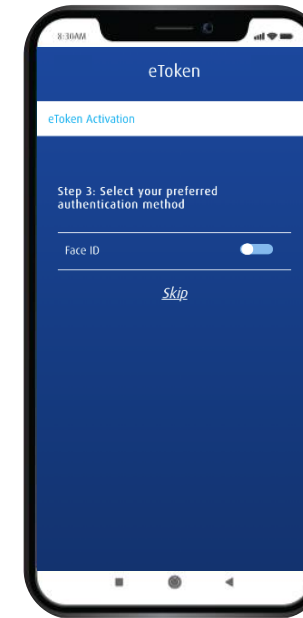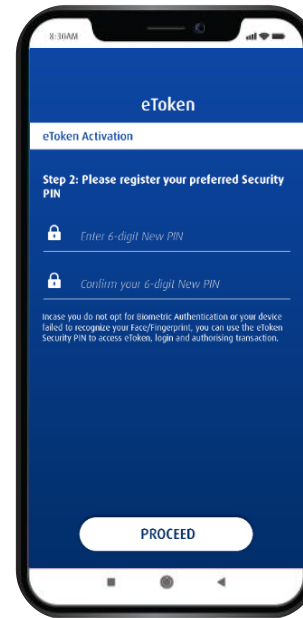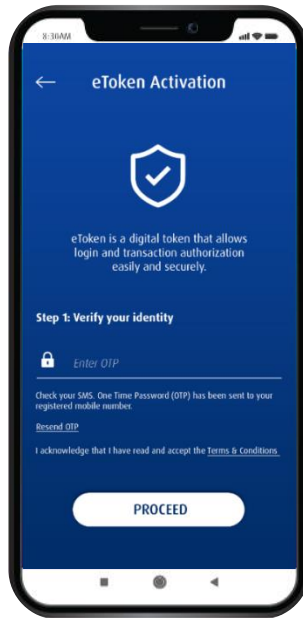
Launch the app & enter your registered login details and tap **ACTIVATE**.

3

Enter SMS OTP which has been sent to your registered mobile number and tap **PROCEED**.

Tip: Your Security PIN is a 6-digit number used to log in.

4

Register your preferred Security PIN and tap **PROCEED**.

Tip: Your Security PIN is a 6-digit number used to log in.

5

Select **SKIP** if your preferred authentication method is Security PIN.

Tip: You may change your authentication method any time. On the Welcome page, log into "eToken" and go to "Settings".

6

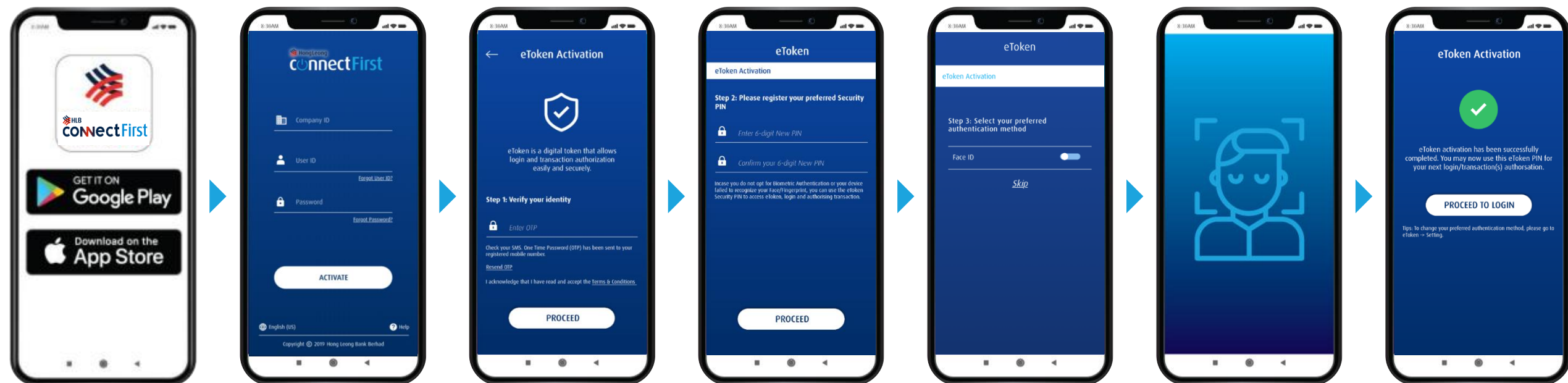Upon activation, you will be directed to this page. Click **PROCEED TO LOGIN** to continue.

eToken App Activation
via Face Recognition

Please register your Hong Leong ConnectFirst login details on the web portal before activating eToken App

1
Download **Hong Leong ConnectFirst** from Google Play Store or App Store into your mobile device.

2
Launch the app & enter your registered login details and tap **ACTIVATE**.

3
Enter SMS OTP that has been sent to your registered mobile number and tap **PROCEED**.

4
Register your preferred Security PIN and tap **PROCEED**.

5
Select **Face Recognition** as your preferred authentication method.

6
Your front camera will be launched. Scan your face.

7
Upon activation, you will be directed to this page.
Tap **PROCEED TO LOGIN** to continue.

10

Hong Leong ConnectFirst Web Portal

User Roles & Responsibilities

User roles for Web Portal

System Administrator

- To **ADD/MODIFY/DELETE** any permissible maintenance eligible for an administrator role; i.e. user groups/ user profiles/ authorization matrix.

- To enable/disable & reset password for own user profiles.

Payment Maker

- To **PREPARE** Single and Payroll upload type transactions (e.g., Fund Transfers, Payroll & Cheque Request etc.)

- Perform account balance or transaction inquiry, statement downloads etc.

System Admin Authorizer

- To **REVIEW, REJECT & APPROVE** all maintenance/change requests initiated by the System Administrator.

Payment Authorizer

- To **REVIEW, REJECT & APPROVE** all transactions initiated by the Payment Maker.

- Requires a eToken to login and authorize the transactions.

Log in from Web Portal

Via eToken QR Code

Tip: *If your mobile device has no data connection, you can still use QR Code to access to Hong Leong ConnectFIrst app.*
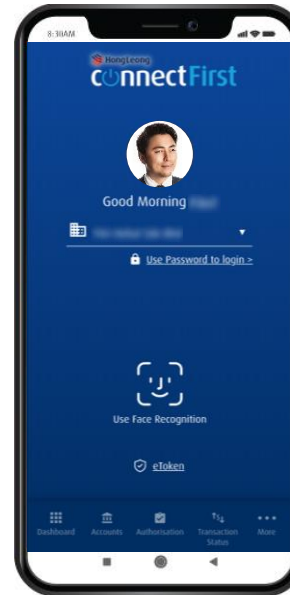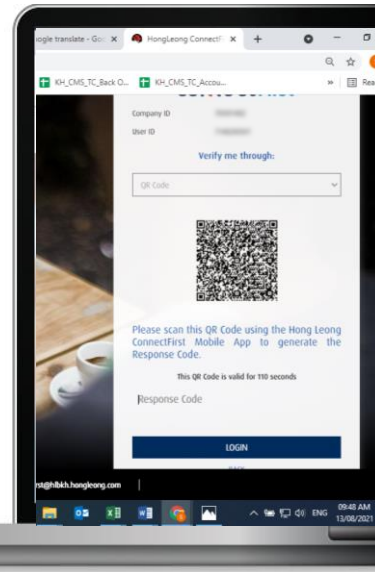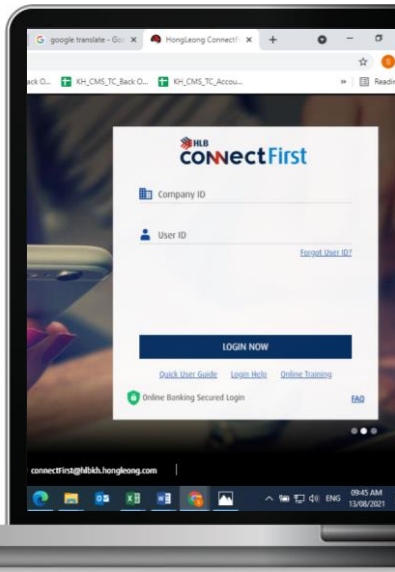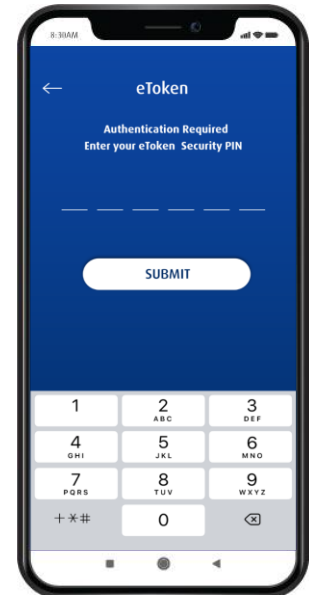
1

Visit Hong Leong ConnectFirst login Page at www.hlbconnectfirst.com.kh, enter details and click **LOGIN NOW**.

2

Select **QR Code**.

3

Launch Hong Leong ConnectFirst Tap **Use Password to Login** or **Use Face Recognition**.

4a

Your front camera will be launched. Scan your face.

OR

4b

Enter your Security PIN and click **SUBMIT**.

Back to Contents Page

Back   Continue

12

Log in from Web Portal

Via eToken QR Code
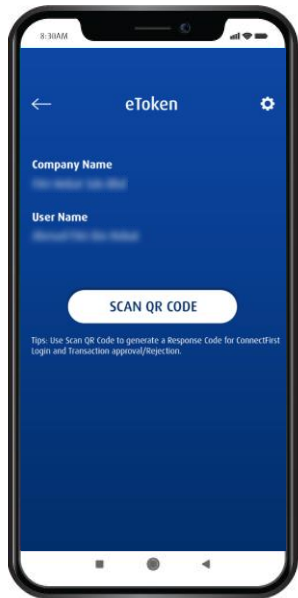
5
Check your details and click **SCAN QR CODE**.
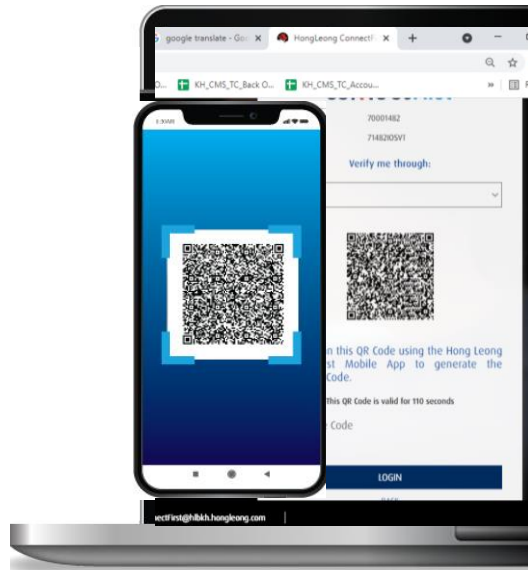
6
Place QR code inside the rectangle frame to scan it.
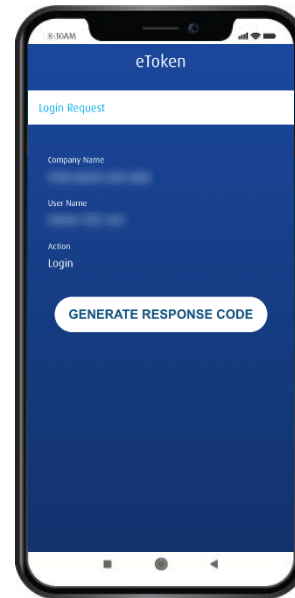
7
Check your details and click **GENERATE RESPONSE CODE**.
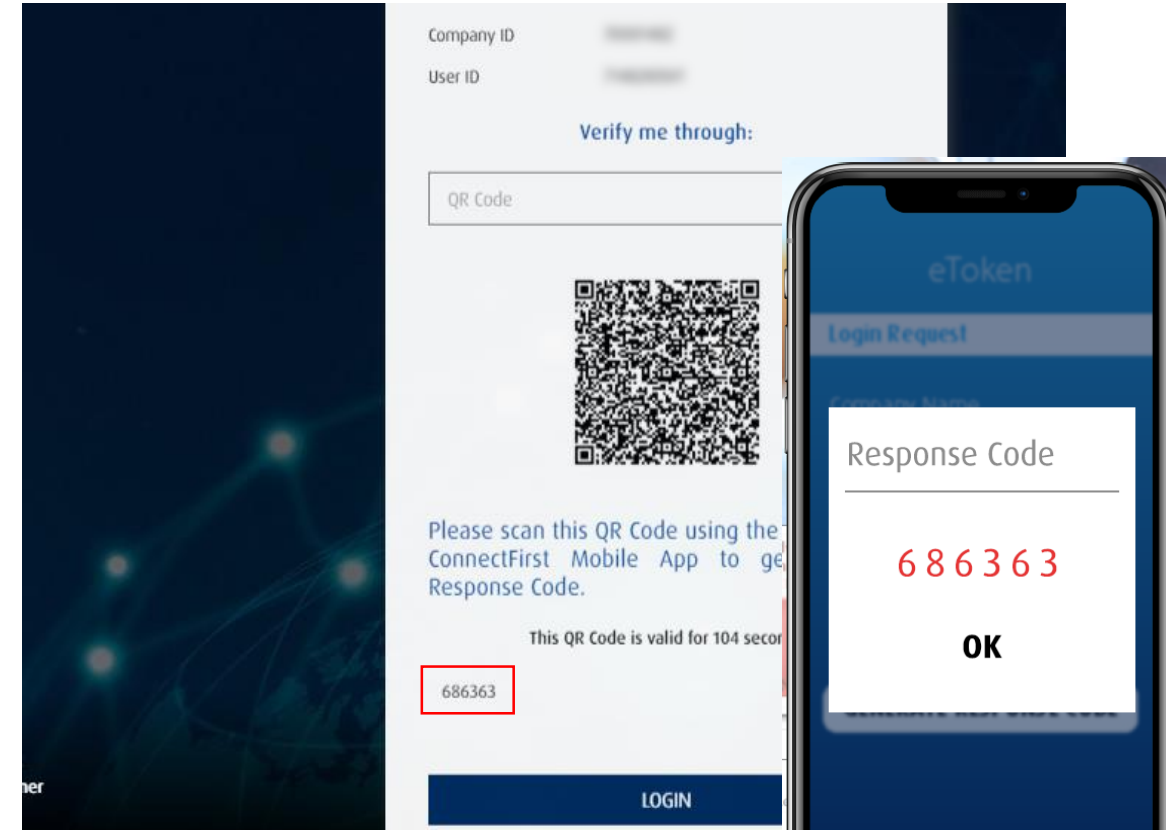
8
Enter Response Code in web portal to proceed and your web portal will be directed to the landing page.

Landing Page

After login successfully, you will be directed to this landing page.

Notification shows you all your notices and alerts which require your action.

Authorization shows you all your transactions that are still pending for approval.

Items displayed can be sorted and filtered at each column. You can sort and filter via the pull-down menu when you hover your mouse pointer over each column header.
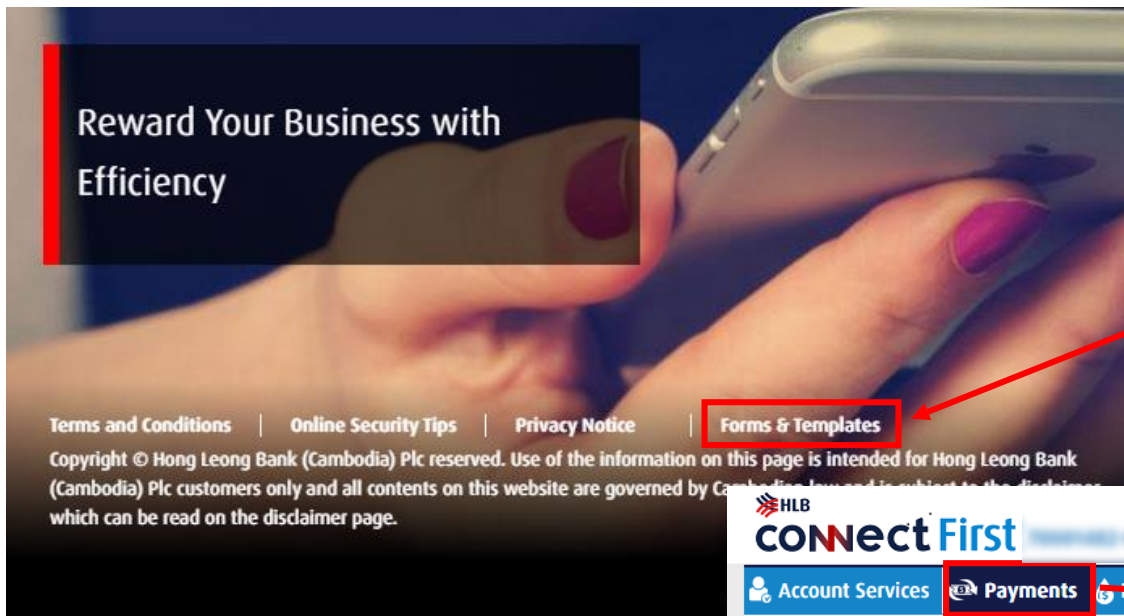
Initiate Payments

Via Single Payment

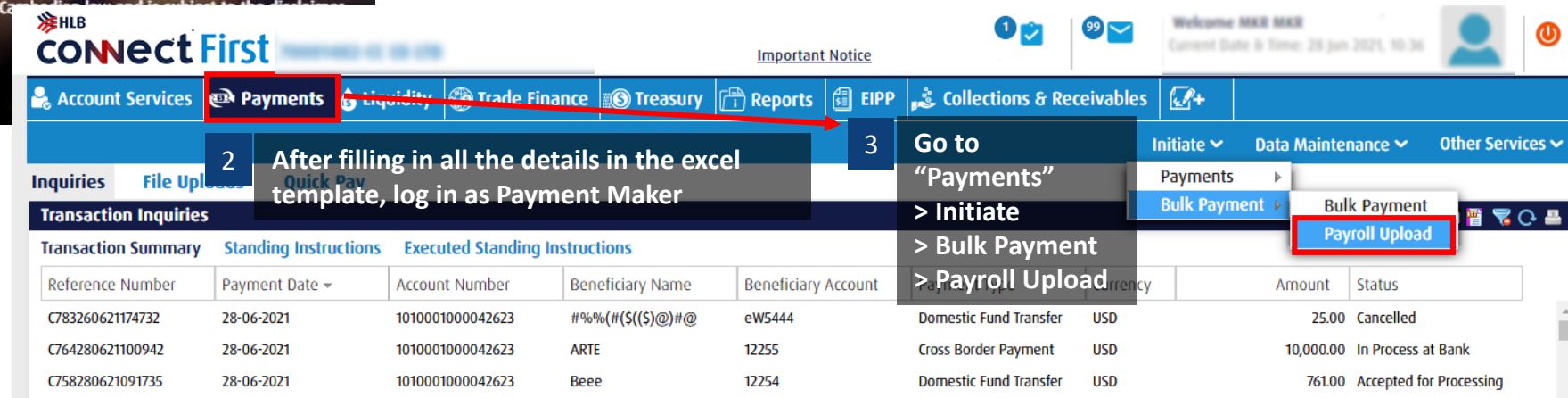| Payment Type	Description
Account to Account Transfer (Self) (A2A-Self)	Transfer to own Hong Leong Bank (Cambodia) Account
Account to Account Transfer (Third Party) (A2A-Third)	Transfer to Third Party Hong Leong (Cambodia) Account
Domestic Fund Transfer (DFT)	Payment to Other Bank Account Locally
Cross Border Fund Transfer (CBFT)	Transfer to Other Bank Account in Overseas
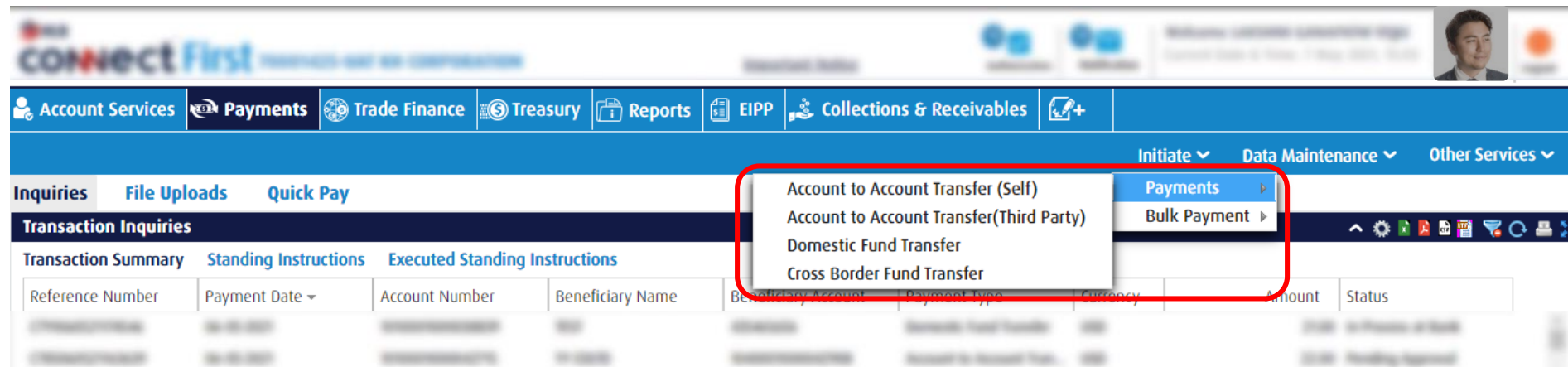
Initiate Payments

Via Payroll Upload

1 Download payroll excel template located in "Forms & Templates" on HLB ConnectFirst login page

2 After filling in all the details in the excel template, log in as Payment Maker

3 Go to "Payments" > Initiate > Bulk Payment > Payroll Upload

Back to Contents Page

Back   Continue

Initiate Payments

Via Payroll Upload

Payroll Upload

File Information

Transaction Type*
Payroll Upload

Template*
Payroll XLS - Production

View

4 Select "Payroll Upload" and "Payroll XLS - Production" respectively

Indicator
Encryption is not required for this function

+ Select ×

5 Upload excel file with **+**

Debit Type
◉ Single

Account Number*

6 Select 🔍 and double click your account number to retrieve your company account details

Currency
MYR

Type
Current Account

Available Balance

Payment Information

Payment Date
22-07-2021

7 Select your payment date and enter your payment reference

Debit Description*
Payroll 2021

* Mandatory field
:* Conditional Mandatory field

Submit

8 Submit after everything is filled

17

Initiate Payments

Via Payroll Upload

HLB connectFirst

Welcome

Current Date & Time:22 May 2020, 12:25

14 Authorization

40 Notification

Logout

Important Notice

Payments | **Account Services** | **Trade Finance** | **Treasury** | **Reports** | **EIPP** | **Colle...**

11 As Payment Maker, click "Authorization"

Initiate ⌄ | Data Maintenance ⌄ | Other S...

9 Under "Payments", go to "File Uploads", and click "Payroll Upload"

When the file is "Ready for Verification", Payment Maker must verify the file.

Inquiries **File Uploads** Bill Payments | JomPAY | FPX

File Upload Inquiries

10 If file is "Ready for Verification", proceed. If not, ensure all necessary details are filled correctly, then upload again

File Upload | **Payroll Upload** | Beneficiary Upload

File Reference	Payment Date	File Name	Amount	Number Of Transactions	File Status
		CFIRST_Bulk.xls			Ready for Verification
		CFIRST_Bulk.xls			Conversion Failed

Pending Transactions

Product ▲

Payments - Financial

12 Click "Payments – Financial"

Account Services - Investment

Account Services - Service Request

Pending Activities

Financial Transactions	Pending Authorization	**File Verification**			**Ready For Release**	
Non Financial						

13 Click "File Verification", and your transaction will appear

	File Reference	Transaction Type	File Name	File Status	Submitted On ▾	Total Record	Cur
☐		Payroll Upload	CFIRST_Bulk.xls	Ready for Verifica...			MYF
☐		Payroll Upload		Ready for Verific...			MYF
☐				Ready for Verific...			MYF
☐				Ready for Verific...			MYF
☐				Ready for Verific...			MYF

Accept

14 Click "Accept" to verify the transaction you have selected. The transaction is now ready to be approved by Payment Authorizer.

Authorize Transactions

Via eToken QR Code
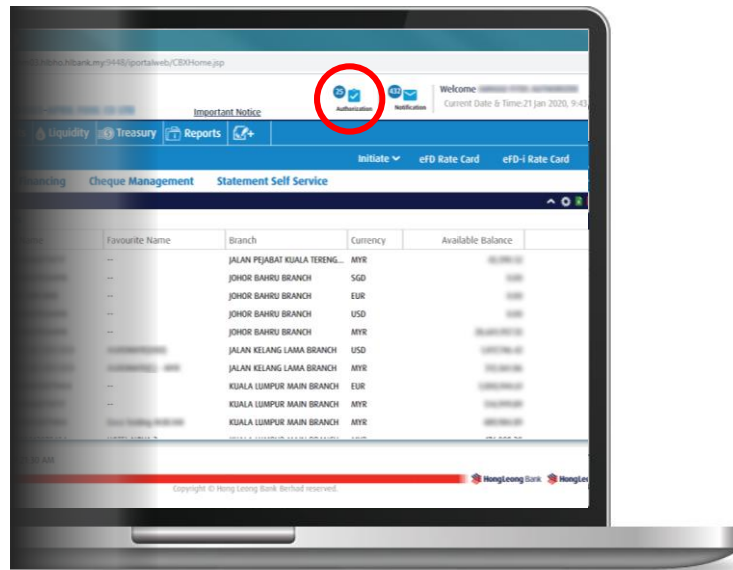
1
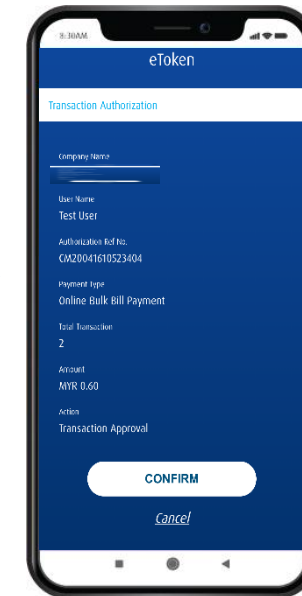
Landing page after login.
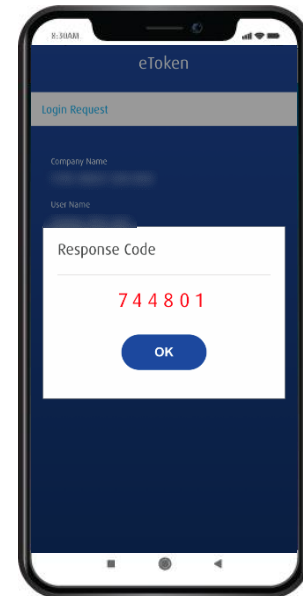Click on Authorization icon > select Payments – Financial.
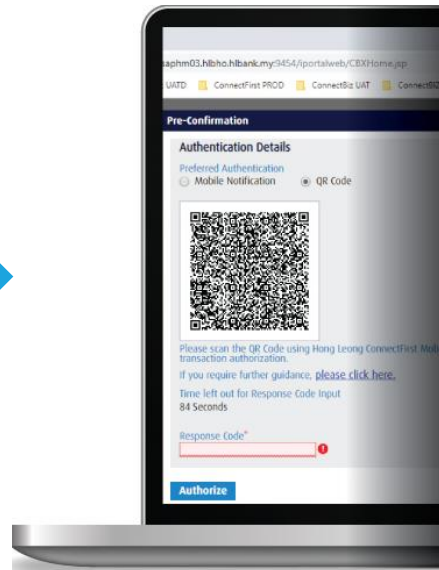
2

At Transaction Pre-Confirmation page, choose **QR Code** as Preferred Authentication method.
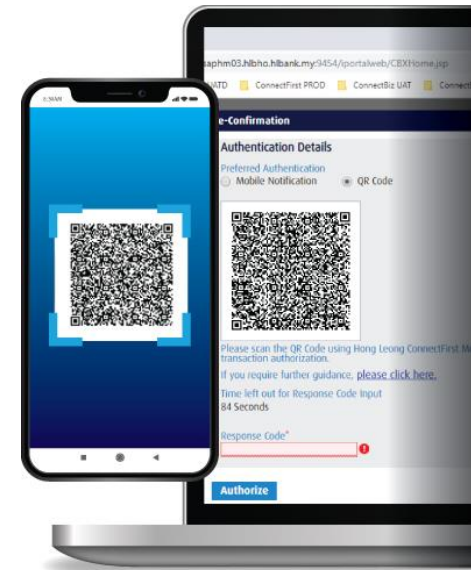
3

Place QR code inside the rectangle frame to scan it.
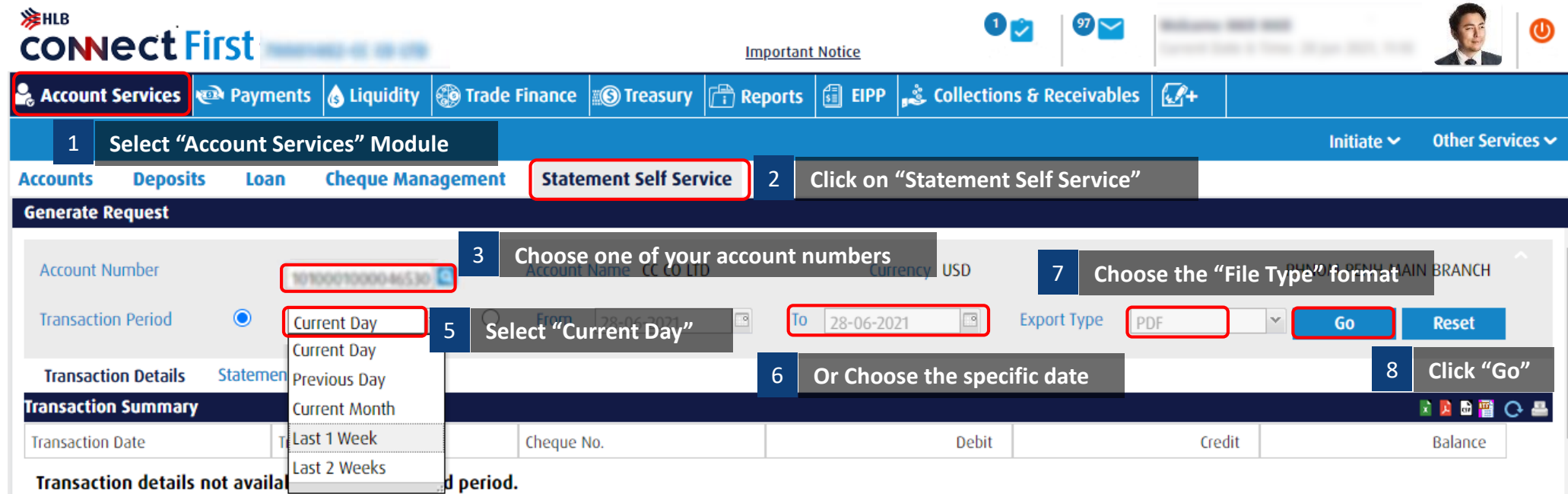
4

Click **CONFIRM** to generate Response Code.

5

Enter Response Code in web portal to proceed.

Download Daily Statement(s)

View and Print Transaction Summary

1 Click on "Payments"

2 Select "Inquiries" and refer to Transaction Summary

3 Double click on the transaction that you wish to view

4 Click on the printer icon to print the transaction

5 Option to download the list into XLS/CSV/PDF/RTF

Create Favourite Account/Beneficiary

Via Data Maintenance_ A2A (Third Party)

1 As Payment Maker, go to "Payments"

2 Click "Data Maintenance", go to
> Beneficiary Name
> Selective respective payment
(i.e. Account to Account Transfer (Third Party)

Beneficiary - Account to Account Transfer (Third Party)

Beneficiary Details

Beneficiary Code*
123

Account Number*
1000001000046250

Beneficiary Name
LY YANG CO.,LTD

Favourite Name
LY

3 Enter mandatory fields with *, then click Submit

Submit | Clear | Cancel

4 When Payment Authorizer approves the payment, he/she will need to also approve the beneficiary creation under "Payments – Others"

Pending Transactions

Product ▲

Payments - Financial

Payments - Others

Create Favourite Account/Beneficiary

Via Data Maintenance_ DFT

1 As Payment Maker, go to "Payments"

2 Click "Data Maintenance", go to
> Beneficiary Name
> Selective respective payment
(i.e. Domestic Fund Transfer)

Data Maintenance ∨

- Beneficiary - Account to Account Transfer (Third Party)
- **Beneficiary - Domestic Fund Transfer**
- Beneficiary - Cross Border Fund Transfer

Beneficiary Name ▸
Beneficiary Upload

Beneficiary - Domestic Fund Transfer ✕

Beneficiary Information ∨

Beneficiary Code*
DFT123

Account Number/IBAN*
123456789

Beneficiary Name*
DFTRECEIVER

Favourite Name
AA

Recipient Bank Name*
Union Commercial Bank 🔍

Recipient Bank Code
UCB

Submit | Clear | Cancel

3 Enter mandatory fields with *, then click Submit

Payment Type	Currency	Amount	Status
Border Payment	USD	125.00	In Process at Bank
Domestic Fund Transfer	USD	25.00	Cancelled
Domestic Fund Transfer	KHR	10,000.00	Accepted for Processing
Cross Border Payment	USD		

Pending Transactions

Product ▲

Payments - Financial

Payments - Others

Account Services - Service Request

4 When Payment Authorizer approves the payment, he/she will need to also approve the beneficiary creation under "Payments – Others"

Back | Continue

23

Create Favourite Account/Beneficiary

Via Data Maintenance_ CBFT

1 As Payment Maker, go to "Payments"

2 Click "Data Maintenance", go to > Beneficiary Name > Selective respective payment (i.e. Cross Border Fund Transfer)

3 Enter mandatory fields with *, then click Submit

4 When Payment Authorizer approves the payment, he/she will need to also approve the beneficiary creation under "Payments – Others"

Create Favourite Account/Beneficiary

Via Performing Payment

1 | **Perform payment as Payment Maker (Single Payment)**

Initiate ⌄   Data Maintenance ⌄   Other Services ⌄

Account to Account Transfer (Self)
Account to Account Transfer(Third Party)
Domestic Fund Transfer
Cross Border Fund Transfer

Payments   ▸
Bulk Payment   ▸

2 | **Under "Beneficiary Information", look for this column and select "Yes"**

Do you want to add the beneficiary to the registered list?   ◉ Yes   ○ No

3 | **Enter Beneficiary Code and submit the payment accordingly after everything has been filled**

Beneficiary Code*

abc123
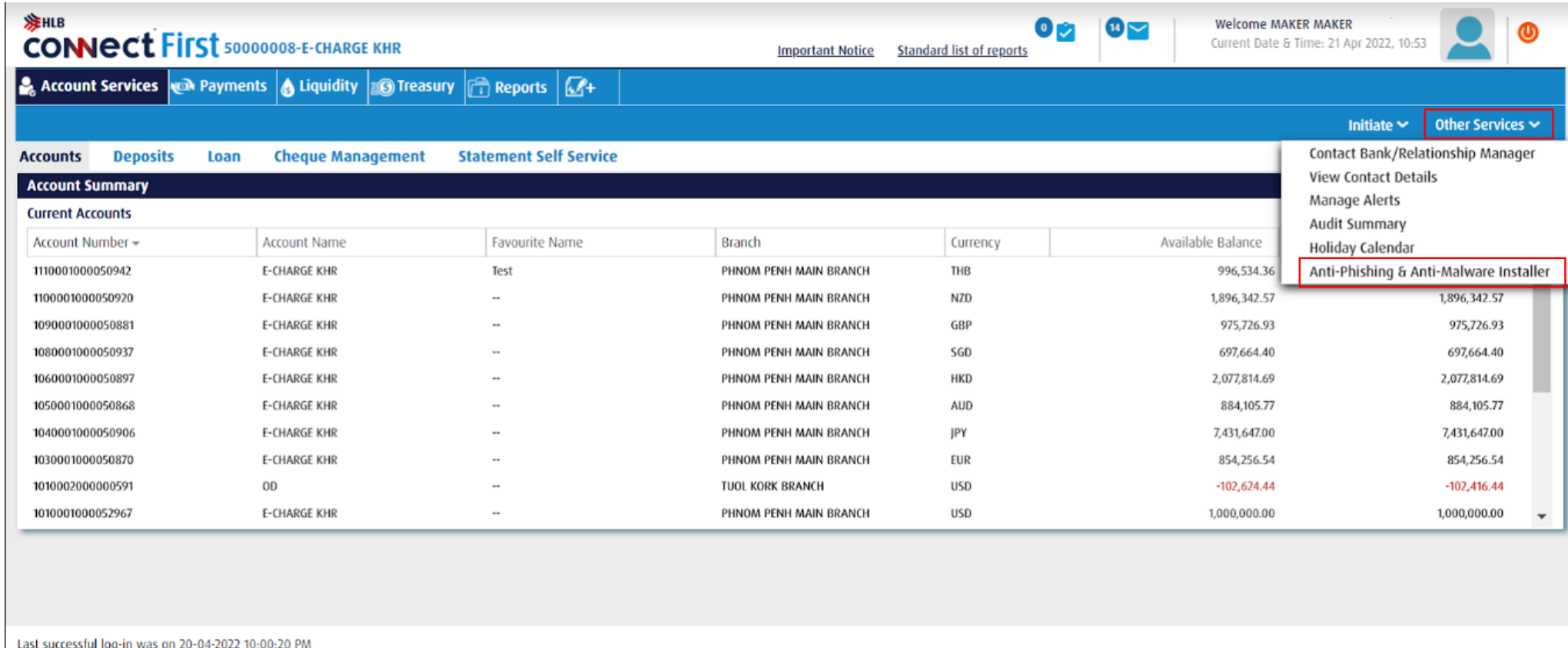
💡 Tip: Beneficiary code is a code for yourself to key in that would be an easy reference for the said beneficiary. You can key in anything as your beneficiary code.

4 | **When Payment Authorizer approves the payment, he/she will need to also approve the beneficiary creation under "Payments – Others"**

Pending Transactions

Product ▲

Payments - Financial

Payments - Others

Tools: Anti-Malware & Fraud Detection

Click on the "Anti-Phishing & Anti-Malware Software Installer" to install the security software designed to protect your account information against financial malware and phishing attacks.

CONTACT US

👤 *Contact Center Support*

◇ *+855 23 999 711*

✉ ***ConnectFirst@hlbkh.hongleong.com***