



# User Guide

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## First Time Activation

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## Hong Leong ConnectFirst Web Portal

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## 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.

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

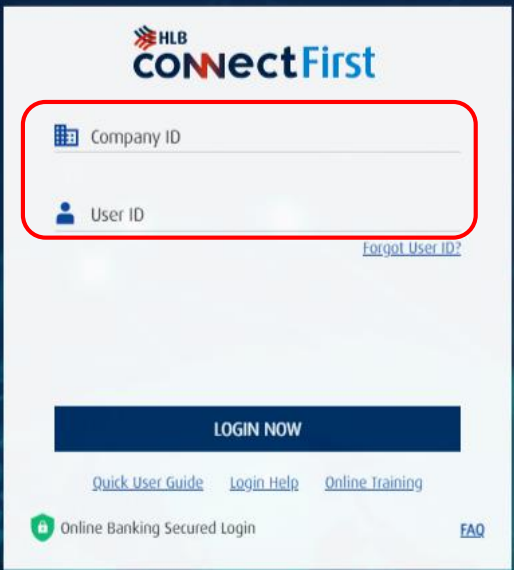
- 1 Fill up the COMPANY ID. [Refer to the attachment (ePIN file) sent to your email address]
- 2 Fill up the USER ID and press “Enter”.  
[Hong Leong ConnectFirst will verify if the user is a new user or requires First Time Activation]

### Reward Your Business with Efficiency

[Terms and Conditions](#) | 
 [Online Security Tips](#) | 
 [Privacy Notice](#) | 
 [Forms & Templates](#)

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Customer Helpdesk : ☎ +855 23 999 711 | ✉ [connectFirst@hlbkh.hongleong.com](mailto:connectFirst@hlbkh.hongleong.com)



# 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 \*

Virtual Keyboard

Use this Virtual Keyboard to key in the PIN only.

~ ! @ # \$ % ^ & \* ( ) \_ +

~ 8 6 4 3 7 9 1 5 0 2 - =

f d g a s h l k j [ ] \ /

CAPS LOCK CLEAR

3 Key in your NID/Passport Number

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

☐ Enable Virtual Keyboard

Company ID : 70000323

User ID : 323MAKER33

PIN : SE3N%kzk

Submit

Cancel

5 Click "SUBMIT"

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[Continue](#)

## 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								
<p><b>Your Information has been validated successfully</b></p> <table> <tr> <td>Company ID</td> <td>70000323</td> </tr> <tr> <td>Login ID</td> <td>323MAKER33</td> </tr> <tr> <td>Mobile Number</td> <td>*****5833</td> </tr> <tr> <td>E-Mail ID</td> <td>a***@hlbb.hongleong.com.my</td> </tr> </table> <p>Click on next to receive OTP in your registered mobile number and/or E-mail ID</p> <div> <span>Next</span> <span>Cancel</span> </div>						Company ID	70000323	Login ID	323MAKER33	Mobile Number	*****5833	E-Mail ID	a***@hlbb.hongleong.com.my
Company ID	70000323												
Login ID	323MAKER33												
Mobile Number	*****5833												
E-Mail ID	a***@hlbb.hongleong.com.my												

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

## 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
<p><b>Security Questions</b></p> <div> <div>9</div> <div>Select and fill up the Security Questions and Answers</div> </div> <div> <div> <div>Question1 *</div> <div>--Select Question Here--</div> </div> <div> <div>Question2 *</div> <div>--Select Question Here--</div> </div> <div> <div>Question3 *</div> <div>--Select Question Here--</div> </div> </div> <div> <div> <div>Answer1 *</div> <div></div> </div> <div> <div>Answer2 *</div> <div></div> </div> <div> <div>Answer3 *</div> <div></div> </div> </div>					

**Security Phrase**

10

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.

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"

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

Company ID

70000323

Login ID

323MAKER33

Password \*

Confirm Password \*

Note :

Please enter a password that is not used in the past

Password Policies

Submit

Cancel

12

Virtual Keyboard

Set your New Login Password and Confirm Password

~	!	@	#	\$	%	^	&	*	(	)	_	+		
q	w	e	r	t	y	i	p	u	o	y	{	}		
a	d	s	g	f	h	j	k	l	[	]	\	/		
v	x	c	z	b	m	n	<	>	;	:	'	"		
CAPS LOCK						CLEAR						.	,	?

☐ Enable Virtual Keyboard

13

Click "SUBMIT"

# 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](#)



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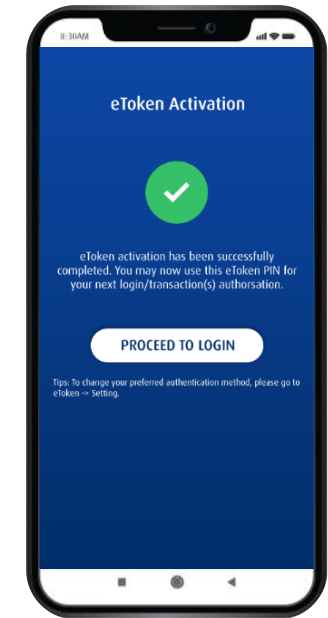
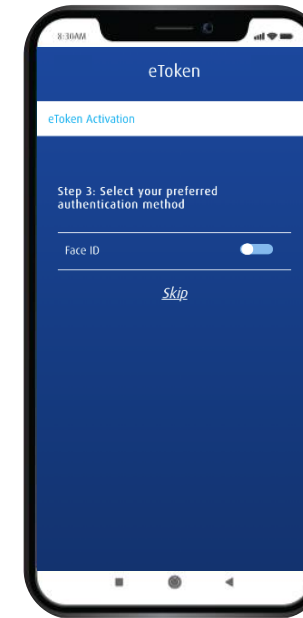
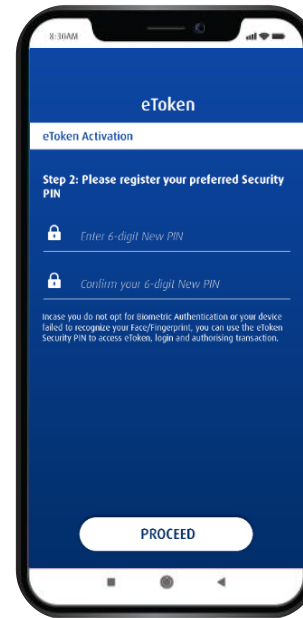
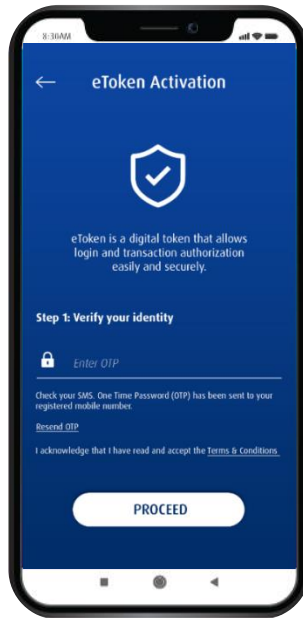
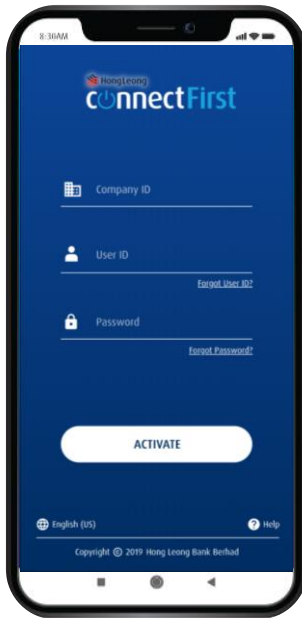
[Back](#)

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# 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**.

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.

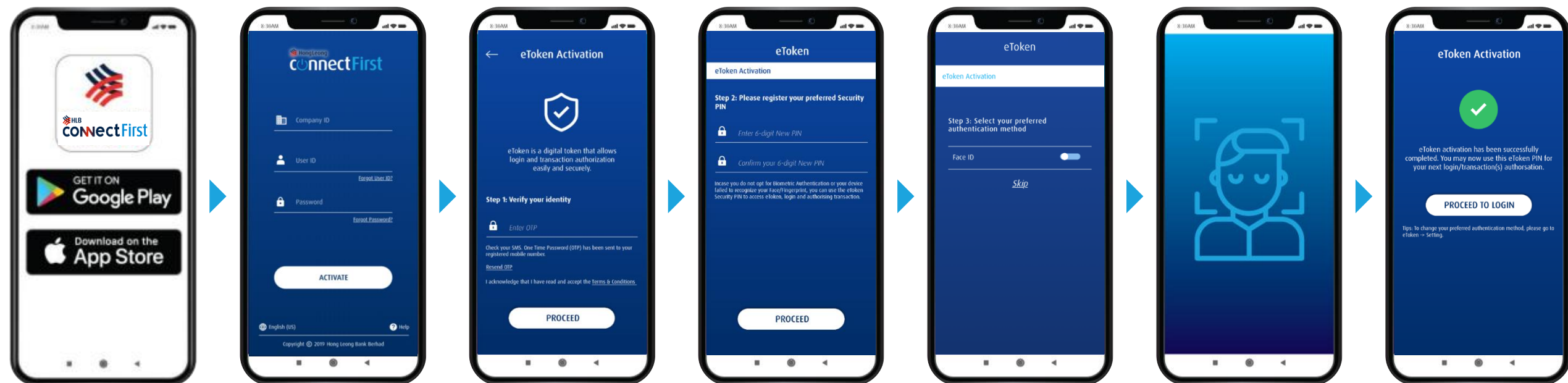
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# eToken App Activation via Face Recognition

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.

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## 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



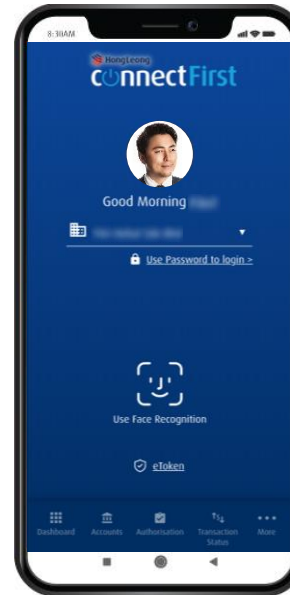
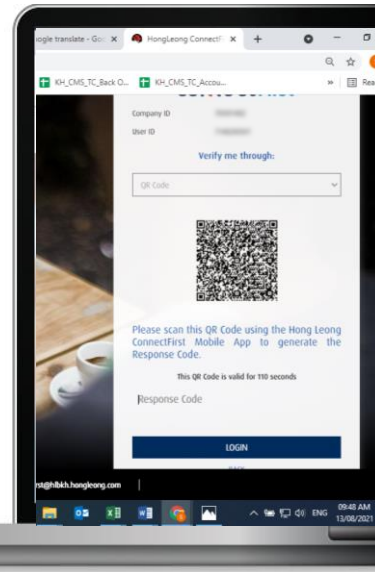
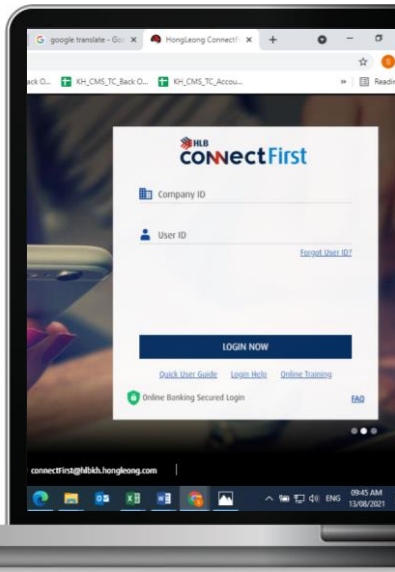
- To **REVIEW, REJECT & APPROVE** all transactions initiated by the Payment Maker.
- Requires a eToken to login and authorize the transactions.

# Log in from Web Portal

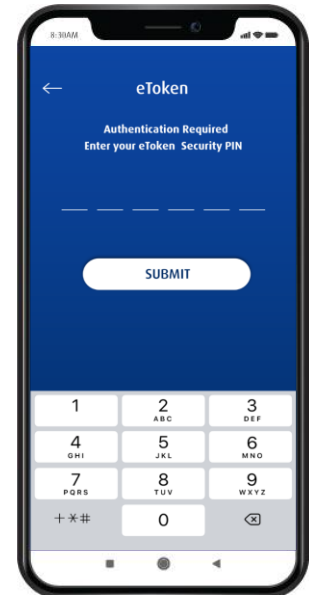
Via eToken QR Code



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



OR



1

Visit Hong Leong ConnectFirst login Page at [www.hlbconnectfirst.com.kh](http://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.

4b

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

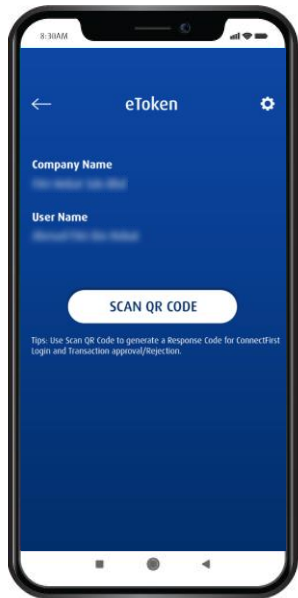
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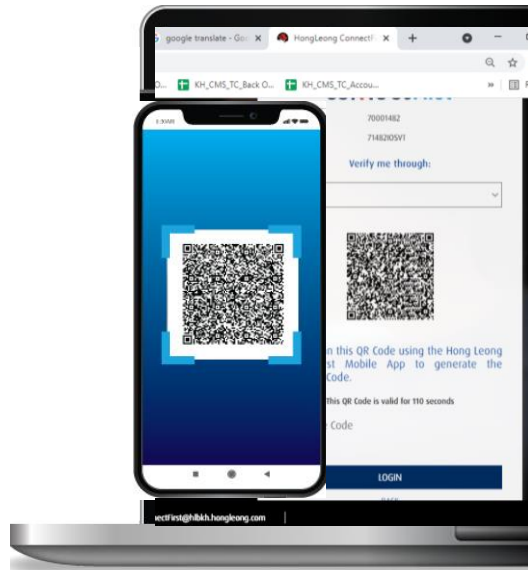
[Continue](#)

# Log in from Web Portal

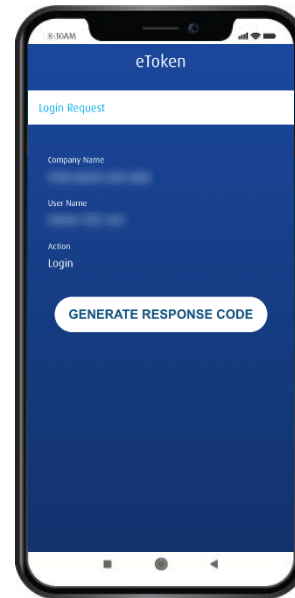
Via eToken QR Code



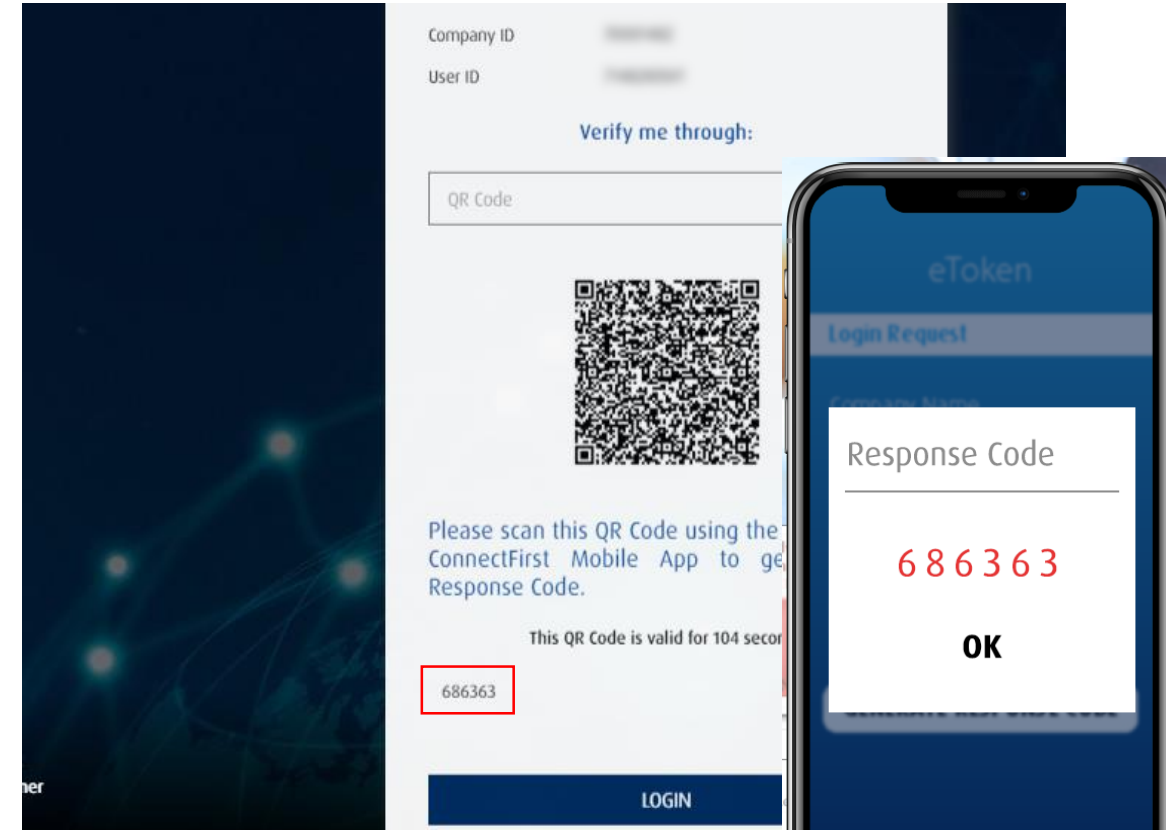
**5** Check your details and click **SCAN QR CODE**.



**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.


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# Landing Page


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



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

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

Welcome **MR MR**  
Current Date & Time: 28 Jun 2021, 17:06



Account Services
Payments
Liquidity
Trade Finance
Treasury
Reports
EIPP
Collections & Receivables

Initiate
Other Services

Accounts
Deposits
Loan
Cheque Management
Statement Self Service

Account Summary

Current Accounts

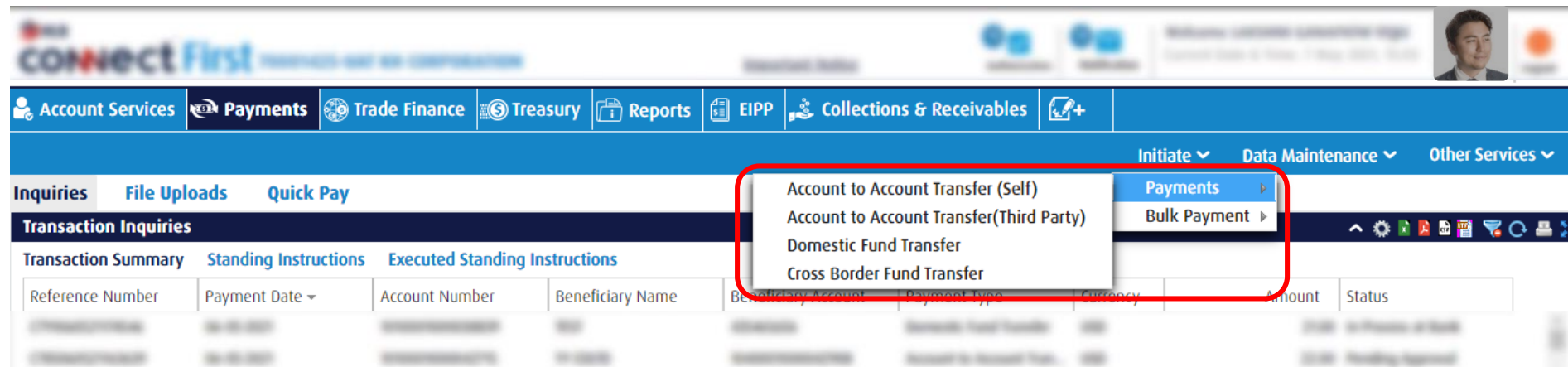
Account Number	Account Name	Favourite Name	Branch	Currency	Available Balance	Balance
1000001000046150	CE CD LTD	--		NZD	64.00	64.00
1000001000046166	CE CD LTD	SGD		SGD	170.38	170.38
1010001000046130	CE CD LTD	--		USD	2,419.22	2,419.22
1010001000045110	CE CD LTD	#N/A		USD	89,885.15	89,885.15
1010001000042623	CE CD LTD	--	Main Branch	USD	749,815.63	749,908.63
1000001000045120	CE CD LTD	--	Main Branch	KHR	74,348,827.81	74,348,827.81



# Initiate Payments

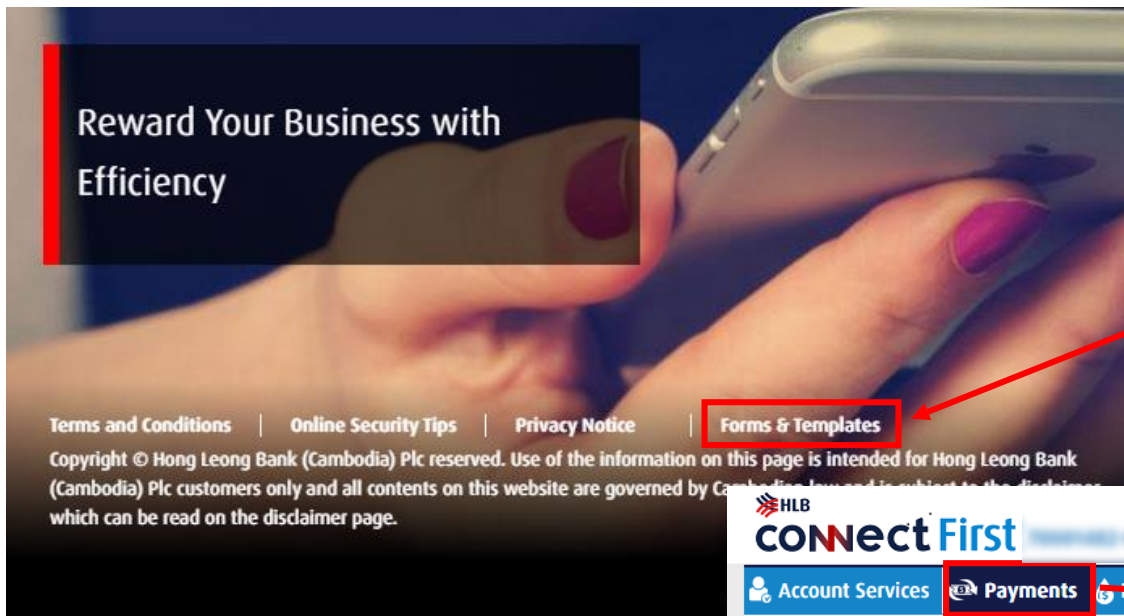
*Via Single Payment*

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

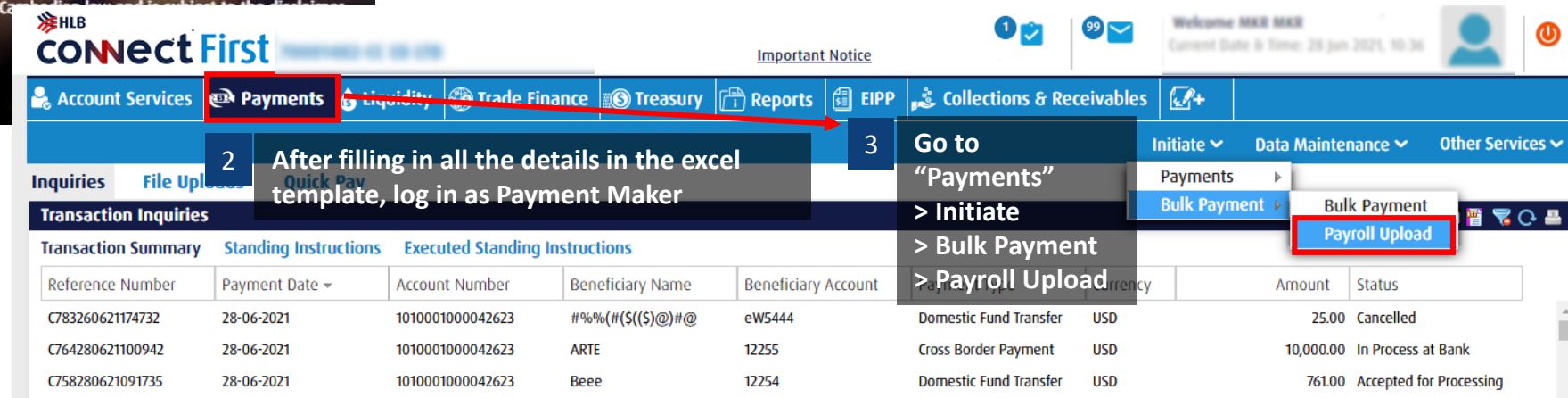


# Initiate Payments

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

Reference Number	Payment Date	Account Number	Beneficiary Name	Beneficiary Account	Payment Type	Currency	Amount	Status
C783260621174732	28-06-2021	1010001000042623	#%#(S(S)@)#@	eW5444	Domestic Fund Transfer	USD	25.00	Cancelled
C764280621100942	28-06-2021	1010001000042623	ARTE	12255	Cross Border Payment	USD	10,000.00	In Process at Bank
C758280621091735	28-06-2021	1010001000042623	Beee	12254	Domestic Fund Transfer	USD	761.00	Accepted for Processing

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# 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

+ Select

5 Upload excel file with

Debit Type

Single

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

Account Number\*

Type

Current Account

Payment Information

Payment Date

22-07-2021

7 Select your payment date and enter your payment reference

Debit Description\*

Payroll 2021

Submit

8 Submit after everything is filled

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# Initiate Payments

Via Payroll Upload

**9** Under “Payments”, go to “File Uploads”, and click “Payroll Upload”

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

**11** As Payment Maker, click “Authorization”

**12** Click “Payments – Financial”

**13** Click “File Verification” and your transaction will appear

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

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

**Pending Transactions**

Product ▲

- [Payments - Financial](#)
- [Account Services - Investment](#)
- [Account Services - Service Request](#)

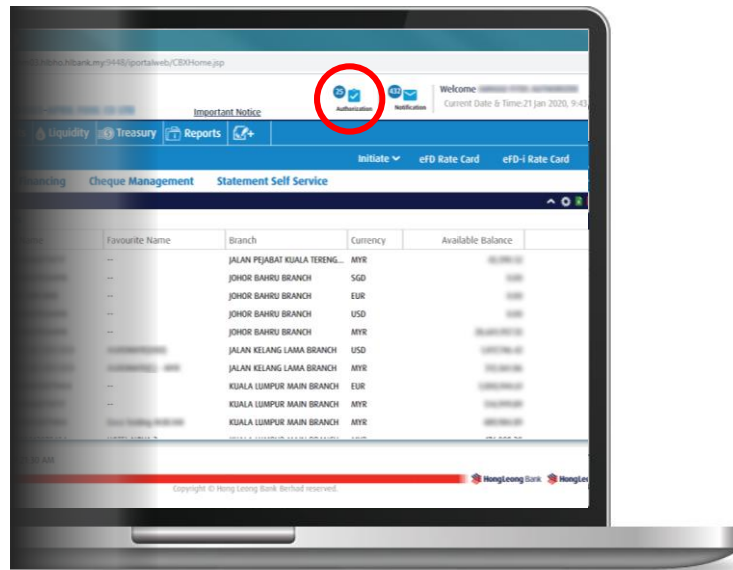
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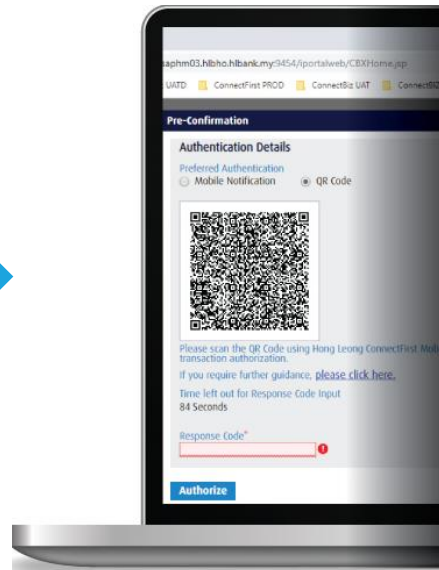
[Continue](#)

# Authorize Transactions

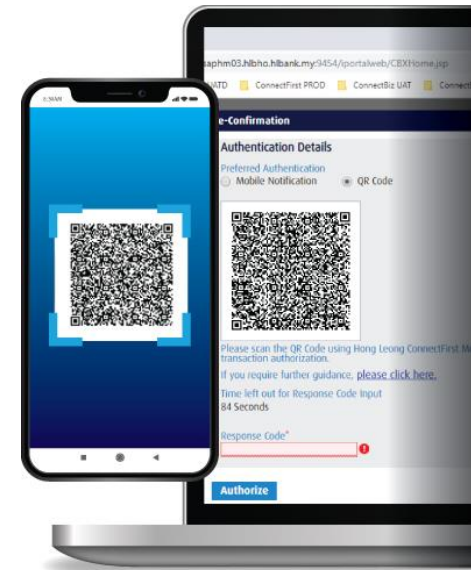
Via eToken QR Code



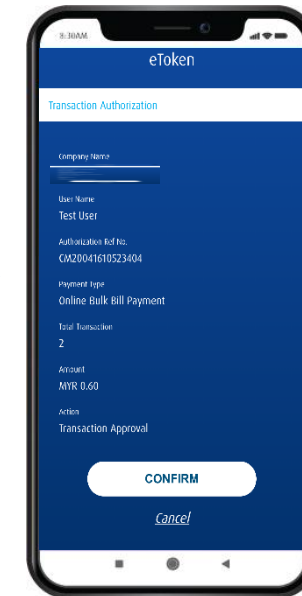
- 1  
Landing page after login.  
Click on [Authorization](#) icon > select [Payments – Financial](#).



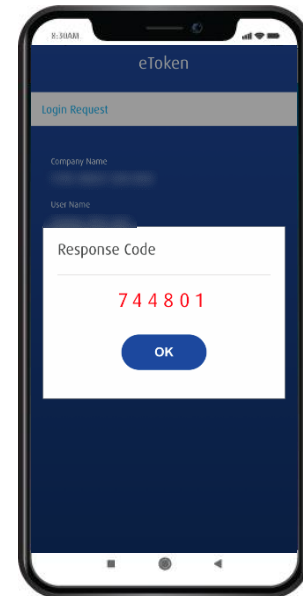
- 2  
At Transaction Pre-Confirmation page, choose [QR Code](#) as Preferred Authentication method.



- 3  
Place QR code inside the rectangle frame to scan it.



- 4  
Click [CONFIRM](#) to generate Response Code.



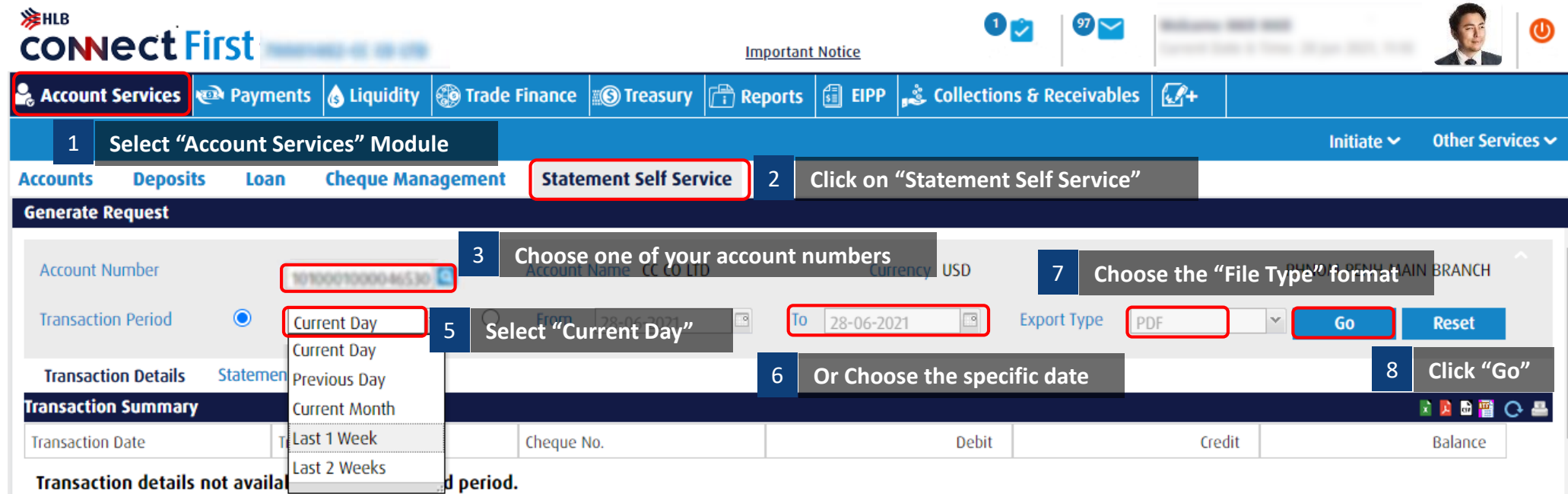
- 5  
Enter Response Code in web portal to proceed.

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# Download Daily Statement(s)



**1 Select "Account Services" Module**

**2 Click on "Statement Self Service"**

**3 Choose one of your account numbers**

**4 Double click on the account number to select**

**5 Select "Current Day"**

**6 Or Choose the specific date**

**7 Choose the "File Type" format**

**8 Click "Go"**

Transaction details not available for the selected period.

Current Accounts					
Account Number	Account Name	Favourite Name	Branch	Curre...	Available Bala...
10000010000040366	CE CD LTD	SGD	Main Branch	SGD	1
10000010000040370	CE CD LTD	--	PHNOM PENH MAI...	USD	2,5
10000010000040370	CE CD LTD	CE CD LTD	Main Branch	USD	89,8
10000010000042623	CE CD LTD	--	Main Branch	USD	749,8
10000010000040370	CE CD LTD	--	Main Branch	KHR	74,348,1
10000010000042796	CE CD LTD	--	Main Branch	THB	16,3

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# View and Print Transaction Summary

1

Click on "Payments"

Important Notice

1

89

Welcome MAK MAK  
Current Date & Time: 30 Jun 2021, 14:26

Account Services
Payments
Liquidity
Trade Finance
Treasury
Reports
EIPP
Collections & Receivables
Testing
Option to download the list into XLS/CSV/PDF/RTF

Inquiries
2
Select "Inquiries" and refer to Transaction Summary

Transaction Inquiries
Transaction Summary
Standing Instructions
Executed Standing Instructions

Reference Number	Payment Date	Account Number	Beneficiary Name	Beneficiary Account	Payment Type	Currency	Amount	Status
C786300621120641	30-06-2021	Account to Account Transfer (Third Party)					2.57	Processed by Bank
C785290621195157	29-06-2021						2.56	Processed by Bank
C780290621165340	29-06-2021						50,000.00	Rejected by Approver
C779290621165106	28-06-2021						0.00	Rejected by Entitlement
C770220621185223	29-06-2021						100.00	In Process at Bank
C757230621193537	29-06-2021						100.00	Processed by Bank
C798280621185453	28-06-2021						100.00	Pending Approval
C790280621172440	28-06-2021						0.01	Rejected by Bank
C785280621132434	28-06-2021						125.00	In Process at Bank
C783260621174732	28-06-2021						25.00	Cancelled

3

Double click on the transaction that you wish to view

4

Click on the printer icon to print the transaction

Transaction Information  
Reference Number: 5603  
Status: Pending Additional Approval  
Created By: MAKER  
Debit Information  
Account Number:   
Name:   
Favourite Name:   
Currency: MYR  
Type: Current Account  
Available Balance:   
Balance as of: 17-01-2020 02:56:18 PM MYT  
Branch Name: KUALA LUMPUR MAIN BRANCH

Close


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# Create Favourite Account/Beneficiary

Via Data Maintenance\_ A2A (Third Party)



1

As Payment Maker, go to "Payments"

Account Services

Payments

Liquidity

Trade Finance

Treasury

Reports

EIPP

Collections & Receivables

2

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

Initiate

Data Maintenance

Other Services

Beneficiary - Account to Account Transfer (Third Party)

Beneficiary - Domestic Fund Transfer

Beneficiary - Cross Border Fund Transfer

Beneficiary Name

Beneficiary Upload

Beneficiary - Account to Account Transfer (Third Party)

Beneficiary - Account to Account Transfer (Third Party)

Beneficiary Details

Beneficiary Code\*

Account Number\*

Beneficiary Name

Favourite Name

123

1000001000046250

LY YANG CO.,LTD

LY

3

Enter mandatory fields with \*, then click Submit

Submit

Clear

Cancel

Payment type	Currency	Amount	Status
Account to Account Tran...	USD	2.57	Processed by Bank
Account to Account Tran...	USD	2.56	Processed by Bank
Account to Account Tran...	USD	50,000.00	Rejected by Approver
Account to Account Tran...	USD		
Cross Border Payment	USD		
Account to Account Tran...	USD		
Cross Border Payment	USD		

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"

Account Services

Payments

Liquidity

Trade Finance

Treasury

Reports

EIPP

Collections & Receivables

Initiate

Data Maintenance

Other Services

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\*

Account Number/IBAN\*

Beneficiary Name\*

Favourite Name

Recipient Bank Name\*

Recipient Bank Code

Submit

3

Enter mandatory fields with \*, then click Submit

Clear

Cancel

Payment Type	Currency	Amount	Status
Cross 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		

4

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

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# Create Favourite Account/Beneficiary

Via Data Maintenance\_ CBFT

1

As Payment Maker, go to "Payments"

Important Notice

Account Services

Payments

Liquidity

Trade Finance

Treasury

Reports

EIPP

Collections & Receivables

2

Other Services

Inquiries

File Uploads

Quick Pay

Transaction Inquiries

Transaction Summary

Standing Instructions

Executed Standing Instructions

Initiate

Data Maintenance

Other Services

Beneficiary - Account to Account Transfer (Third Party)

Beneficiary - Domestic Fund Transfer

Beneficiary - Cross Border Fund Transfer

Beneficiary Name

Beneficiary Upload

Beneficiary - Cross Border Fund Transfer

Beneficiary Account	Payment Type	Currency	Amount	Status
000046530	Account to Account Tran...	USD	2.57	Processed by Bank
00001000042740	Account to Account Tran...	USD	2.56	Processed by Bank
1000001000046250	Account to Account Tran...	USD	50,000.00	Rejected by Approver
1000001000046250	Account to Account Tran...	USD		
12265	Cross Border Payment	USD		
1010001000045510	Account to Account Tran...	USD		
1234567777	Cross Border Payment	USD		
1040001000046984	Account to Account Tran...	USD		
1225	Cross Border Payment	USD		
eW5444	Domestic Fund Transfer	USD		

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"

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Continue



# 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\*

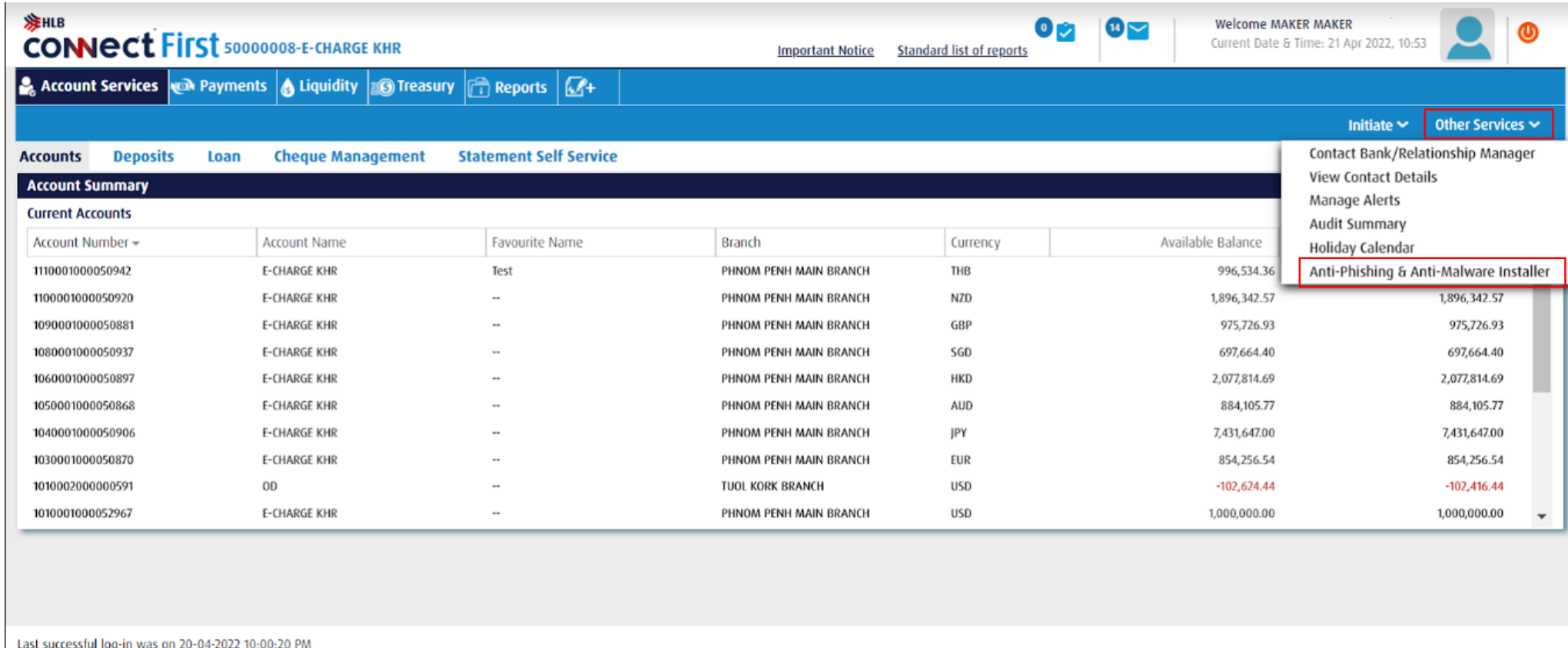

Tip: Beneficiary code is a code for yourself to key in that would be an easy reference for the said beneficiary. You can key in anything as your beneficiary code.

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.



The screenshot shows the HLB ConnectFirst web interface. The top navigation bar includes links for Account Services, Payments, Liquidity, Treasury, Reports, and a plus icon. The user is logged in as MAKER MAKER, and the current date and time are 21 Apr 2022, 10:53. The main menu on the left includes Accounts, Deposits, Loan, Cheque Management, and Statement Self Service. The 'Accounts' section is active, displaying a table of current accounts. A dropdown menu is open under 'Other Services', listing various services, with 'Anti-Phishing & Anti-Malware Installer' highlighted.

Account Number	Account Name	Favourite Name	Branch	Currency	Available Balance
1110001000050942	E-CHARGE KHR	Test	PHNOM PENH MAIN BRANCH	THB	996,534.36
1100001000050920	E-CHARGE KHR	--	PHNOM PENH MAIN BRANCH	NZD	1,896,342.57
1090001000050881	E-CHARGE KHR	--	PHNOM PENH MAIN BRANCH	GBP	975,726.93
1080001000050937	E-CHARGE KHR	--	PHNOM PENH MAIN BRANCH	SGD	697,664.40
1060001000050897	E-CHARGE KHR	--	PHNOM PENH MAIN BRANCH	HKD	2,077,814.69
1050001000050868	E-CHARGE KHR	--	PHNOM PENH MAIN BRANCH	AUD	884,105.77
1040001000050906	E-CHARGE KHR	--	PHNOM PENH MAIN BRANCH	JPY	7,431,647.00
1030001000050870	E-CHARGE KHR	--	PHNOM PENH MAIN BRANCH	EUR	854,256.54
1010002000000591	OD	--	TUOL KORK BRANCH	USD	-102,624.44
1010001000052967	E-CHARGE KHR	--	PHNOM PENH MAIN BRANCH	USD	1,000,000.00

Other Services:

- Contact Bank/Relationship Manager
- View Contact Details
- Manage Alerts
- Audit Summary
- Holiday Calendar
- Anti-Phishing & Anti-Malware Installer**

Last successful log-in was on 20-04-2022 10:00:20 PM

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# CONTACT US

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 **Contact Center Support**

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