USER GUIDE:
Quick Start Up Guide
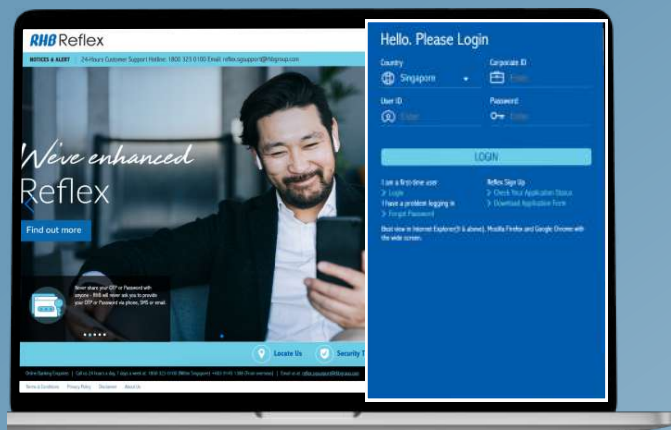
RHB Reflex

First Time Login

Before you begin, ensure you have the following:

- Your registered token

- Welcome email

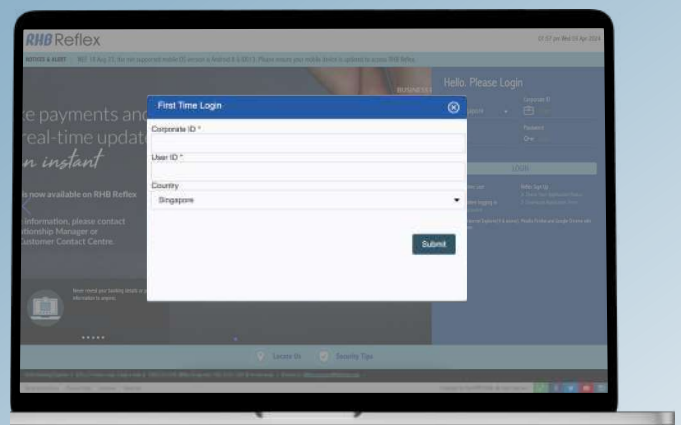- RHB REFLEX mobile app

Step *1*

Go to RHB Reflex log in page.

Step *2*

Click on the first-time user login hyperlink.

Step *3*

In the first-time user login pop up, enter your Corporate ID and User ID (found in your Welcome email).
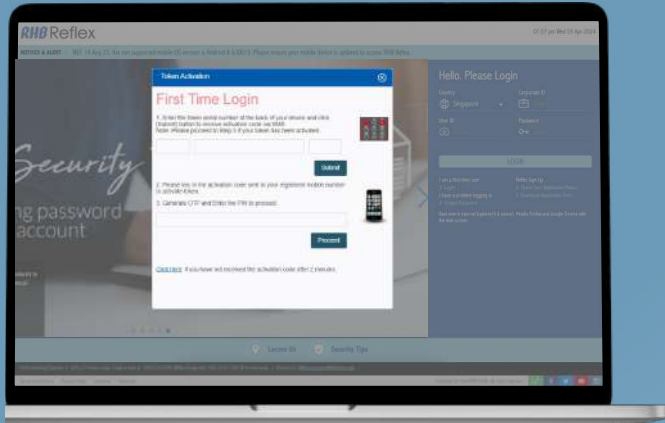
Step 4

Enter your token serial number located at the back of your token and click Submit.

To activate your token, enter the activation code received via SMS to your registered mobile.

Create a new 8-digits pin number on your token and generate an OTP.

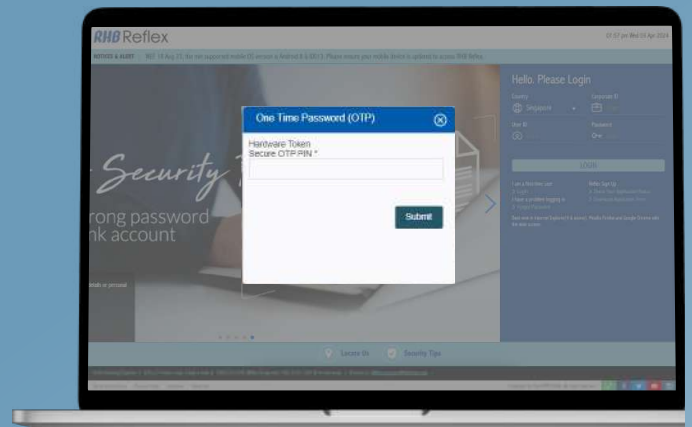Enter the OTP and click Proceed to login to RHB Reflex.

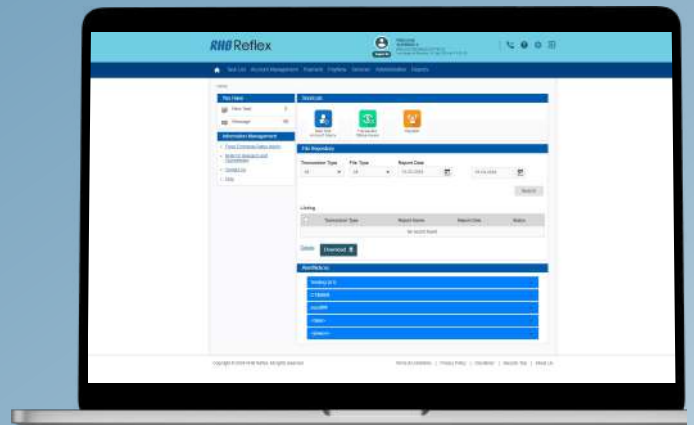# Step 5

For subsequent login:

Generate an OTP Pin by pressing 1 on your token.

Key in the generated OTP Pin and click Submit.

Step 6

You will be redirected to the Reflex homepage once sign in is successful.

Account Management
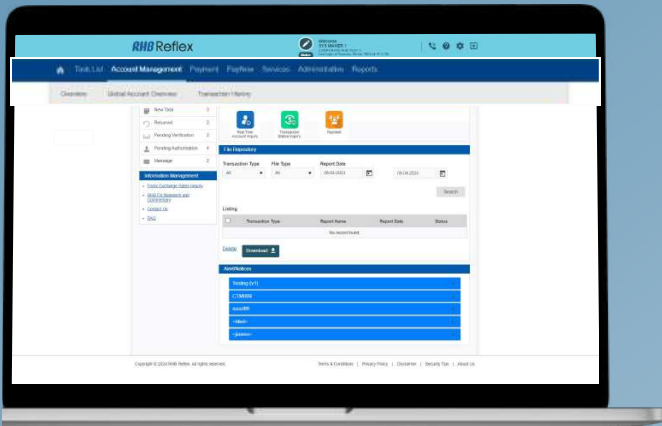
Account Management allows users to view:

- Overview

- Global Account Overview

- Transaction History

Overview

Users can view the information of all their accounts in real time here.
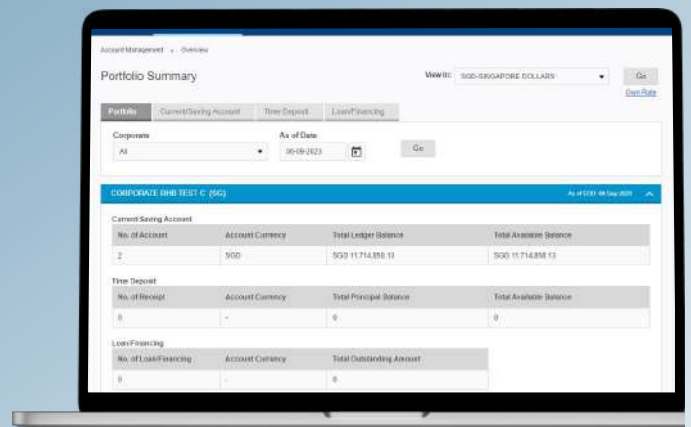
Step 1

Click on Account Management > Overview.

Step 2

Select preferred Corporate based on the drop down list.

Select preferred date and click Go to view detailed account summaries and balances.
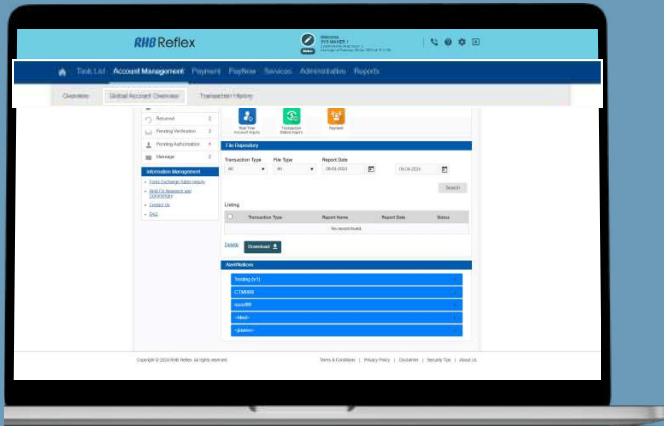
Step 3

To view Real Time Balance, simply click on each account hyperlink or the individual tabs such as Current / Saving Account, Time Deposit or Loan / Financing.
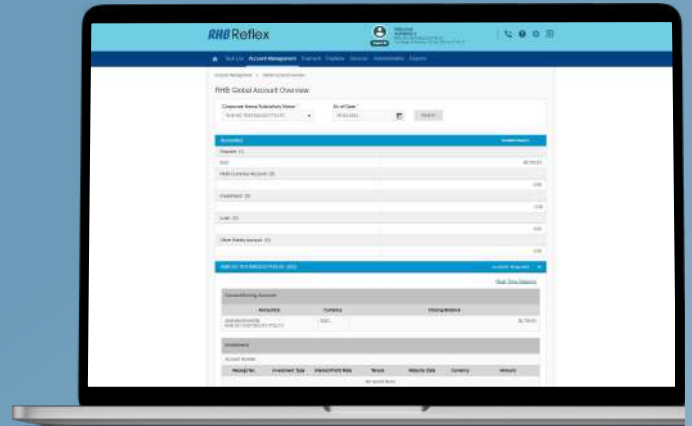
Global Account Overview

Step 1

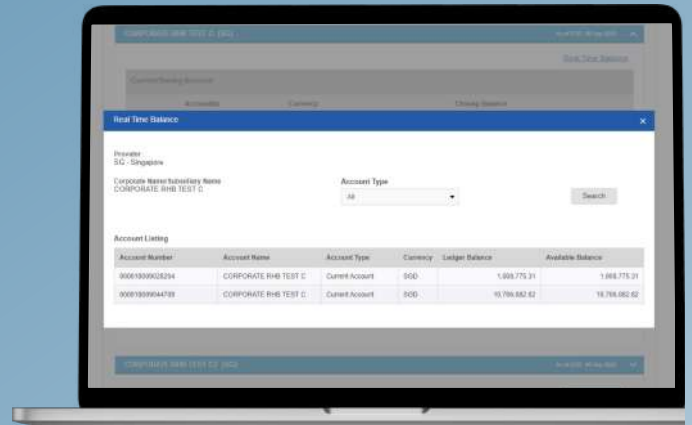Click on Account Management > Global Account Overview.

Step 2

Click on Real Time Balance,

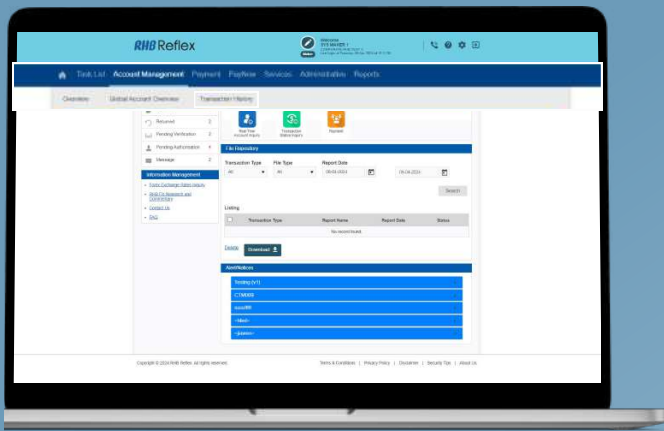## Step 3

A pop up will appear reflecting your real time balance.

Transaction History allows you to view incoming and outgoing transactions for the past 90 days.
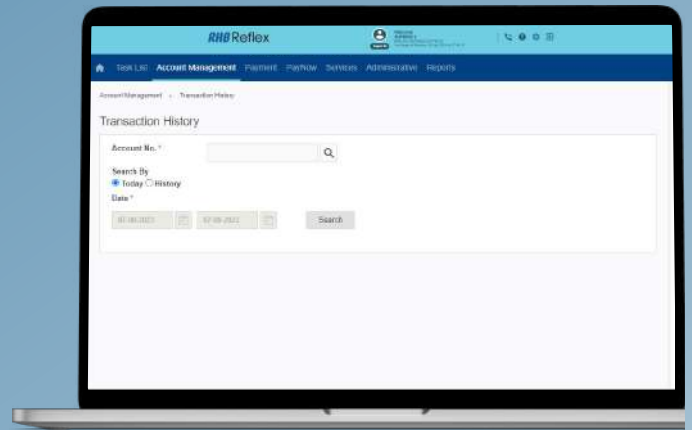
Step 1

Click on Account Management > Transaction History.
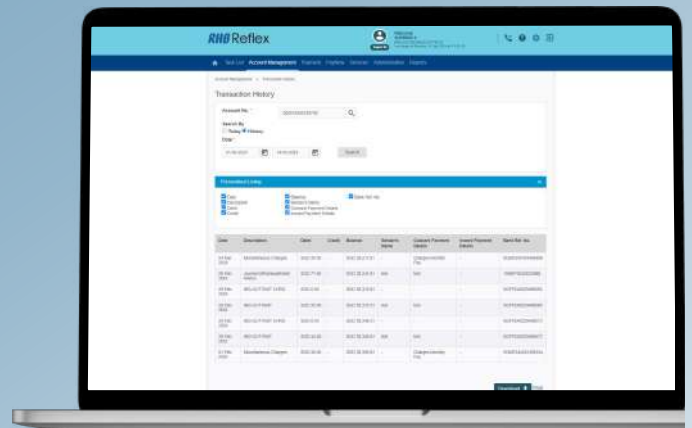

Step 2

Click on the search icon.

Select your preferred account and dates to view your transaction history.

Step 3

You will be redirected to the Personalised Listing section to view your transaction history.
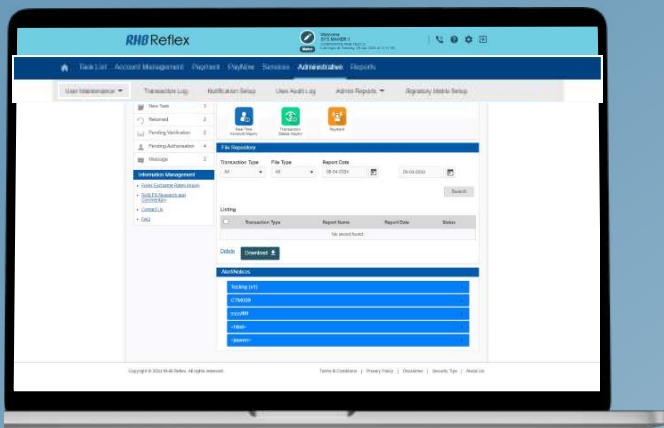
User Access Rights

System administrator users may:

• Activate or Deactivate User

• Unlock and Reset Token

• Reset Password

Activating Users

Step 1

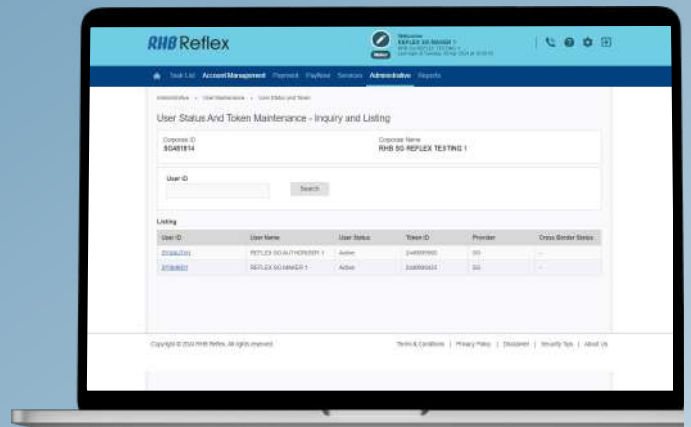Click on Administrative > User Maintenance > User Status and Token.
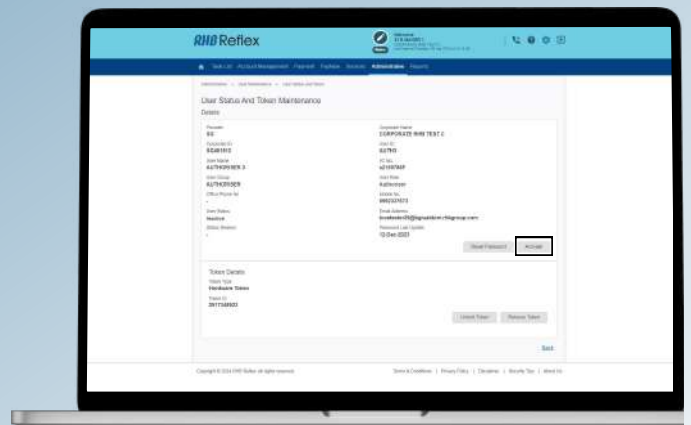

Step 2

To activate user:

Key in user and click Search.

Click on the user ID hyperlink to make changes.

Step 3

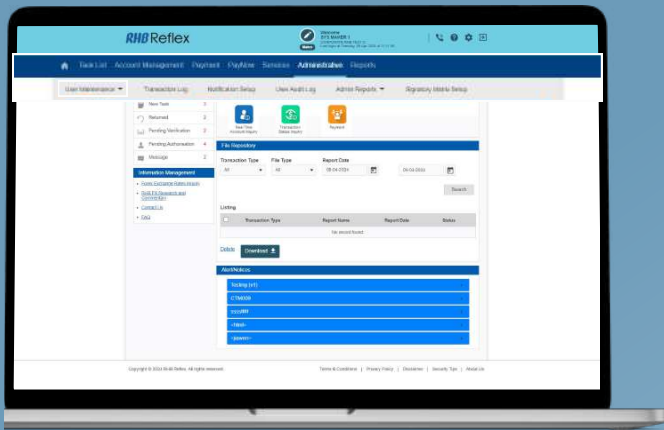Click on the Activate button and click Submit.

Unlock and reset token:

This feature allows users to unlock their hardware token due to multiple invalid PIN codes or reset their hardware token to recalibrate system connection.

Step 1

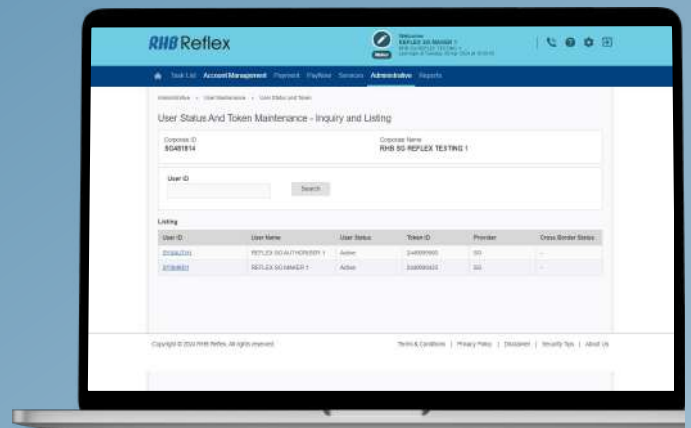Click on Administrative > User Maintenance > User Status and Token.

Step 2

To unlock and reset token:

Key in user and click Search.

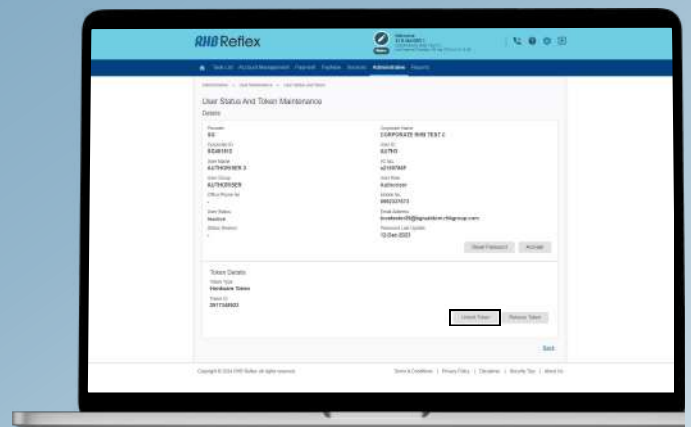Click on the user ID hyperlink to make changes.

Step 3

A lock code will appear on the token after multiple invalid attempts.
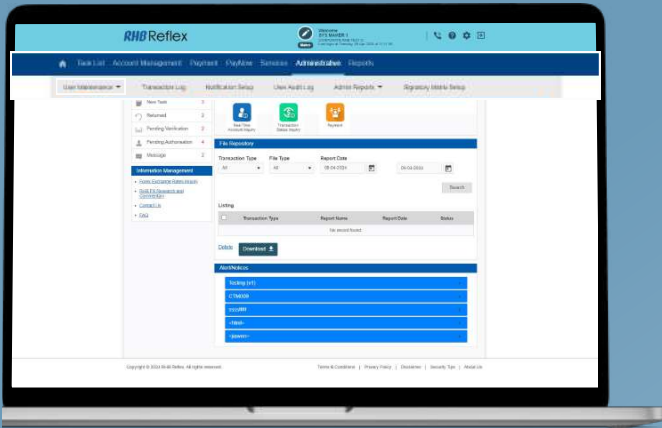
To unlock your token:

Enter the token lock code.

Unlock the token by entering the code received via SMS to your registered mobile.

Users with administrator access can reset expired or forgotten passwords for others.
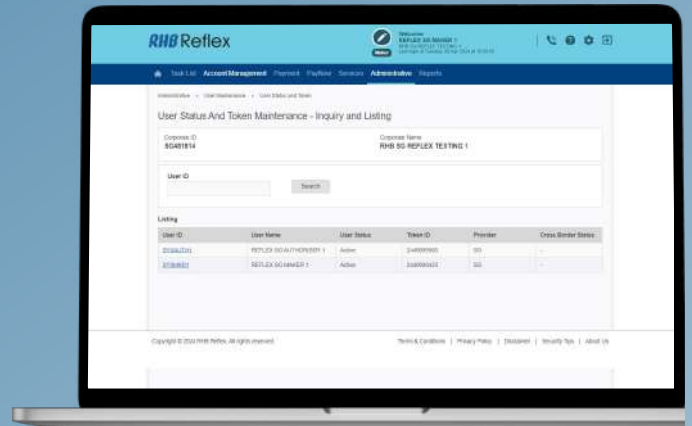
Step 1

Click on Administrative > User Maintenance > User Status and Token.

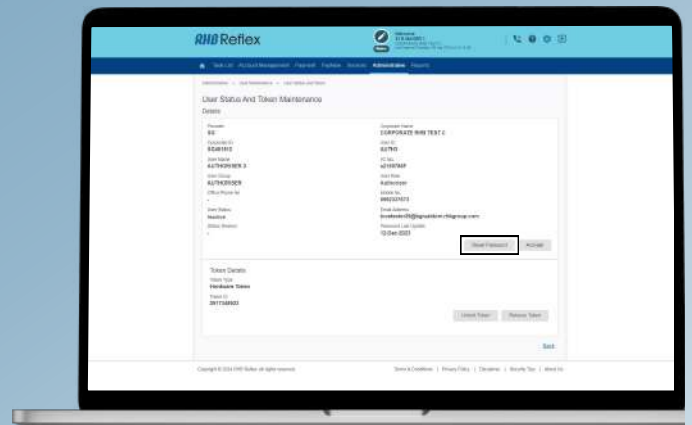
Step 2

Key in user and click Search.

Click on the user ID hyperlink to make changes.
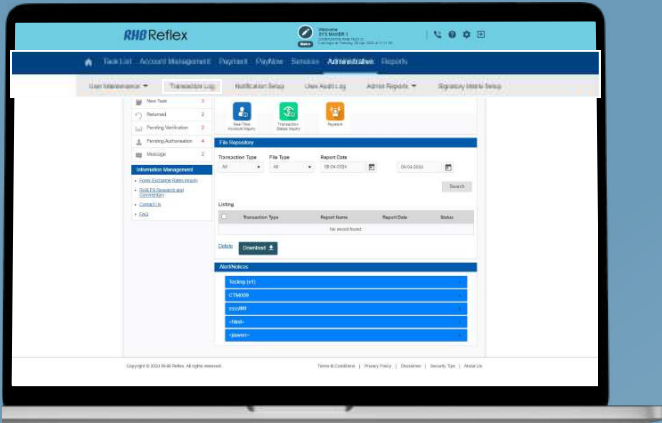

Step 3

Click on the Reset Password button.

Click on the Submit button to proceed.

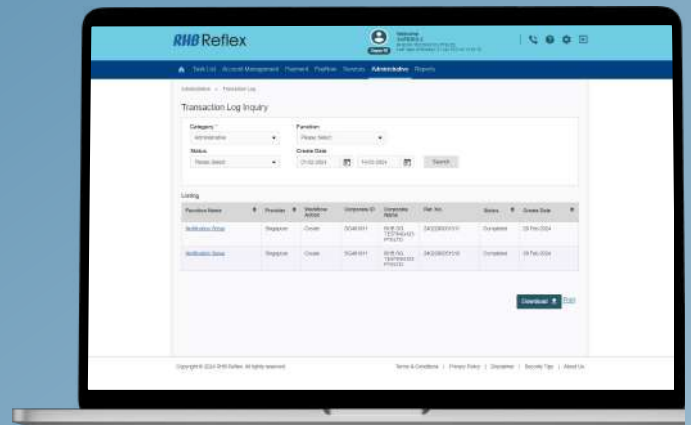**Users with administrator access may view all administrative tasks performed and their statuses in the log report.**

Step *1*

Click on Administrative > Transaction Log.

Step *2*

Key in your search criteria in the dropdown list provided.

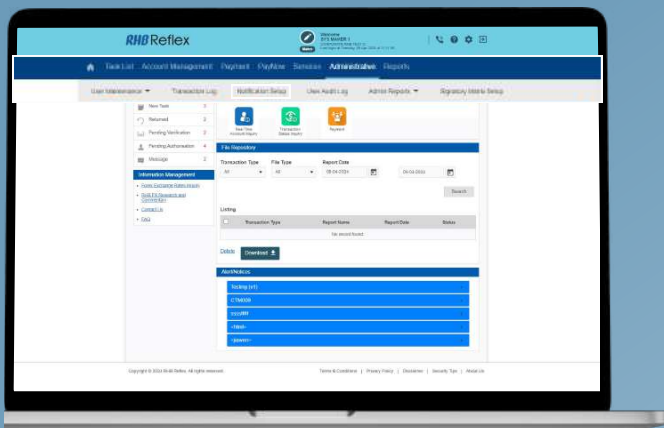Click on the Search button to proceed.

Users with administrator access are allowed to configure the type of notifications for other users.

Channels available:

• Reflex Inbox
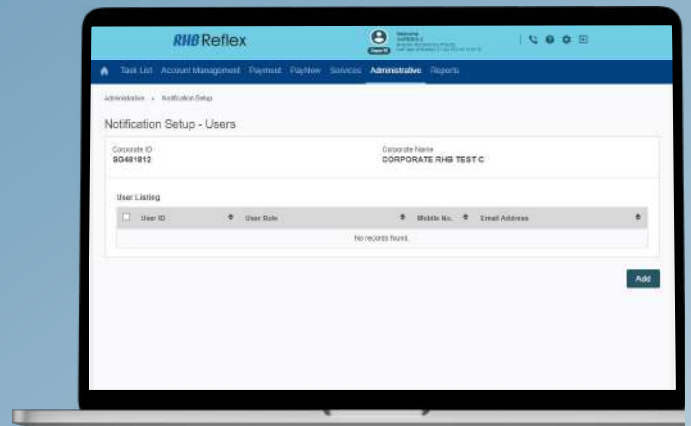
• Email

• SMS

Step 1

Click on Administrative > Notification Setup.

Step 2

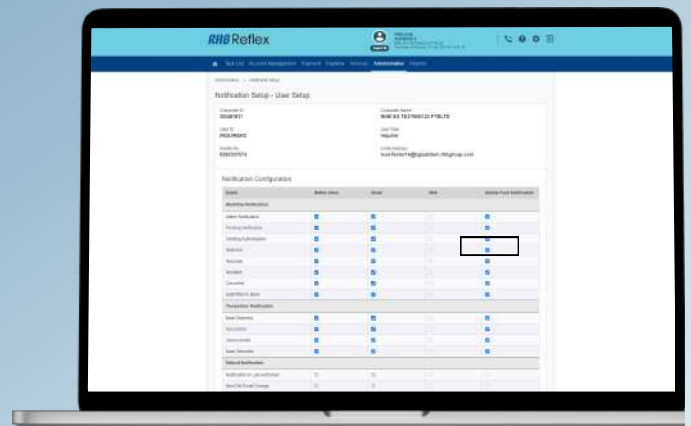Click on the Add button and fill in the user ID to create the notification set up.

Click on the Search button to proceed.

Step 3

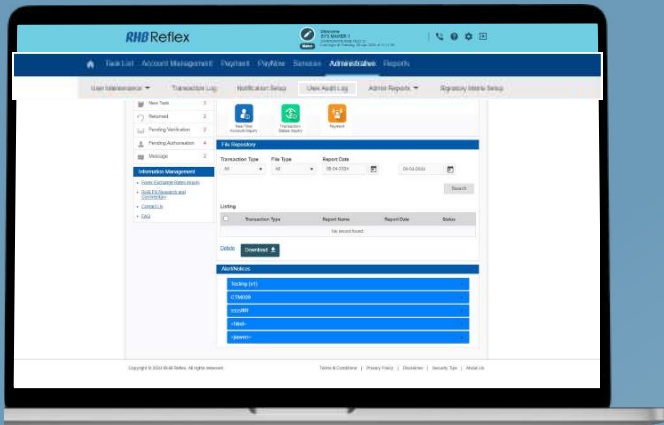Tick/untick at the checkboxes to enable/disable a particular notification(s).

Click on the Submit button to complete the set up.

User Audit Log

Users with administrator access may view all monetary tasks performed and their statuses in the log report.
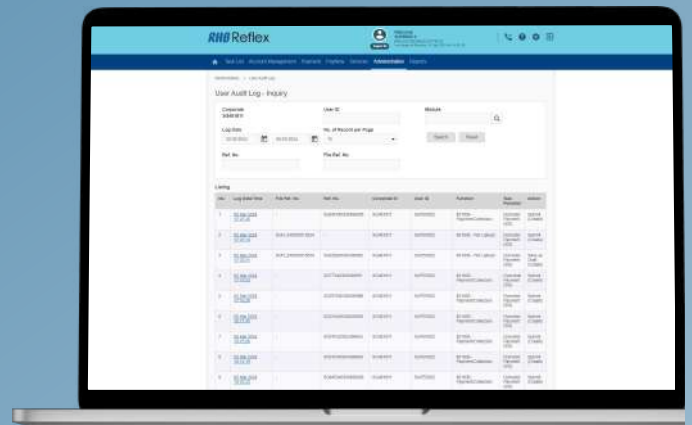
Step *1*

Click on Administrative > User Audit Log.

Step *2*

Key in your search criteria in the dropdown list provided.

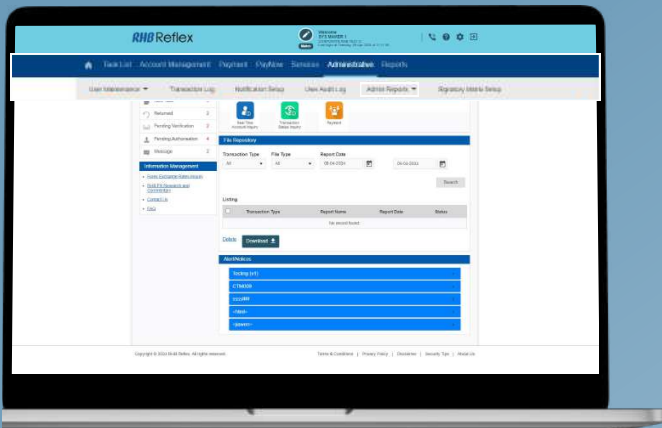Click on the Search button to proceed.

Admin Report

Users can download the following reports:

- Corporate User Summary

- Corporate Consolidated

Corporate User Summary

Step 1

Click on Administrative > Admin Reports > Corporate User Summary.
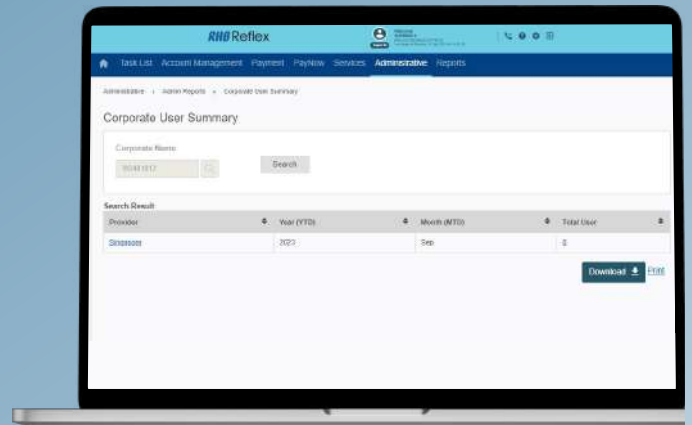

Step 2
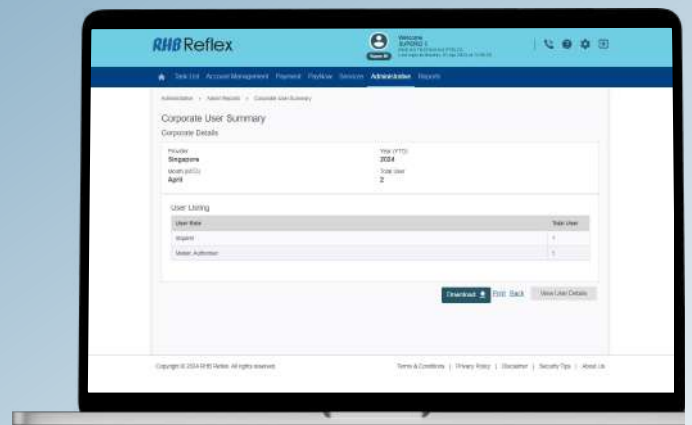
Click on the search icon.

Select your preferred Corporate Name to view the Summary.

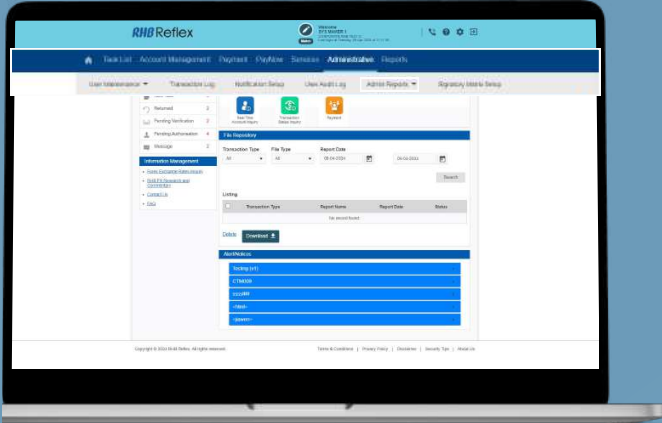Click on the Search button to proceed.

Step 3

Click on the hyperlink to access the User Summary.

Corporate Consolidated

Step 1

Click on Administrative > Admin Reports > Corporate Consolidated.

Step 2

Click on the search icon.

Select your preferred Corporate Name.

Click on the Search button to proceed.