

Quick Tips

Need Help? Try These Solutions

1.

Learn how to perform your first transaction (Intra-bank Fund Transfer, IBG, etc). [Click on the "Connect BIZ Online User Guide" after login with any User ID.](#)



2.

Need the Payroll/Bulk or Statutory Body (EPF, SOCSO etc.) template to upload for payment? [Login with any User ID and it is easily downloadable by clicking on "Download Template".](#)



3.

If you are a Payment Authorizer and need a guide on how to use the CR token, please refer to Page 6 – 7 on this [Setup Assistant Starter Kit Part 2 Booklet](#) or click on ["Connect BIZ Online User Guide"](#).

Useful Safety Tips

Always key in or bookmark our website URL,

<https://www.hlb.com.my>



Do not click on any email/link requesting you to update your personal details.



Do not approve any transaction(s) that you are unsure of or provide a response code for any suspicious request. Please contact us to verify.



Please install an anti-virus and anti-malware software if you have yet to do so. Ensure it is updated periodically to protect your PC.

Need assistance?

Call our Contact Centre at 03-7661 7777 or email us at cmp@hlbb.hongleong.com.my

Hong Leong Connect BIZ (e-Payment) Setup Assistant Starter Kit Part 2

Important Notices

Thank you for signing up
Hong Leong Connect BIZ!

Welcome to Hong Leong Connect BIZ!

User ID

Password

Login

[Forgot Password](#)

[Login Help](#)

[Request Forms](#)

Please take note of the important notices below.

1.

Please check the contents of this Starter Kit. Enclosed with this kit are the following quantity of Challenge Response Token(s) [CR Token(s)].

Quantity : Refer to Profile Summary (A)



2.

PIN Mailer passwords are valid up to **60 days** until the date as below. Please refer to **Setup Assistant Starter Kit Part 1** for PIN Mailer.

Date : Refer to Profile Summary (B)

3.

Kindly ensure that your mobile number is updated as is used to retrieve TAC. If your mobile number is not updated, kindly call our Contact Centre at **03-7661 7777** or email us at **cmp@hlbb.hongleong.com.my**.



Complete Your Setup With These Steps

Before we get started, please take note of these important tips.

A.

Return the completed **Token & PIN Mailer Acknowledgement & Activation Form**.

B.

Be ready with your PIN Mailers & CR Token(s).



C.

1) Please key in our website URL www.hlb.com.my in your browser's address bar.

2) At ONLINE BANKING, click on **HL Connect BIZ** logo to login.



4 Easy Steps in Setting Up Your Connect BIZ

Step 1

Set up your System Administrator user ID:

Open the PIN Mailer and login with the System Administrator user ID.

Your System Administrator user ID is:

Refer to Profile Summary 

Step 2



Begin setting up by clicking on the **Connect BIZ Setup Assistant** and follow the on-screen instructions.

Step 3

Set up your System Authorizer user ID:

Open the PIN Mailer and login with the System Authorizer user ID.

Your System Authorizer user ID is:

Refer to Profile Summary 

Step 4



Click on **Transaction Status & Authorization**. Look out for the **Setup** transaction which is created in Step 2. Review the details and click on Approve to complete the setup.

Done

Congratulations!

You have completed the setup. Please login now with your newly created **Payment Maker** and **Payment Authorizer** user ID and Password.

Reminder!

Please login with your Payment Authorizer User ID and activate your CR token by clicking on **Activate CR Token** before authorizing any transaction.



Roles & Responsibilities

Your Connect BIZ Company ID :

Refer to Profile Summary 

Please mention your Company ID when contacting us or when submitting **Service Request forms**.

ROLES & RESPONSIBILITIES

Function of users



System Administrator

- To initiate the Connect BIZ Setup Assistant (CSA).
- Add or delete new users, unblock or reset passwords and edit other available settings.
- Add or delete favourite account.



System Authorizer

- To approve the Connect BIZ Setup Assistant (CSA).
- To review and approve all transactions/edit request initiated by the System Administrator.



Payment Maker

- To prepare Single and Bulk/Payroll type transactions (For example, Fund Transfers, IBG, Salary & Statutory Payments etc.).
- Perform account balance or transaction inquiry, statement downloads etc.



Payment Authorizer

- To review and approve all transactions initiated by the Payment Maker.
- Requires a security token to authorize the transactions.

Challenge Response Token (CR Token) User Guide

A. Introduction – Basic Functions

One-Time PIN (OTP)

Press this button to generate an 8-digit One-Time PIN (OTP).

Unlock Button

Press this button to switch on the token.



Transaction Signing (TS)

Press this button to start the code entry to authorize a transaction.

Backspace Button

Press the backspace button to delete a wrong entry or go back to the previous screen.

Note: The CR Token will auto switch off if it is not in use for 45 second.

B. Switching On The CR Token

Step 1

Switching On The CR Token

Press the button first (do not release). Then press on the button.

Step 2

Create A New PIN

For the first time, the device will display "NEWPIN". Please enter a 6-digit PIN. The token will request you to confirm your new 6-digit PIN.

Step 3

Successful Login

The token will display the message "SELECt" after you have successfully created your new PIN.

Step 4

CR Token Activation

a) Login to Connect BIZ with the corresponding Payment Authorizer User ID.
b) Press on the "Activate CR Token" button.
c) Key in your IC number, CR token serial number and 8-digit OTP (OTP can be obtained by pressing the button on your CR Token).

C. Approving or Rejecting Transactions

Step 1

Obtaining The Challenge Code

Login to Connect Biz to view the Approve Pending Transaction—Details screen and 8-digit Challenge Code.

Step 2

Switch On The CR Token & Enter PIN

Press the button first (do not release). Then press on the button. Enter your 6-digit PIN to login to the CR token.

Step 3

Obtaining The Response Code

When the CR Token displays the message "SELECt", press on the number button and key in the 8-digit Challenge Code. An 8-digit Response Code will then appear in your CR Token screen.

Step 4

Approve or Reject

Please key in the 8-digit Response Code in the "Response Code field" on Connect BIZ to approve or reject a transaction.

D. Changing Your CR Token PIN

Step 1

Switch On The CR Token & Enter PIN

Press the button first (do not release). Then press on the button. Enter your 6-digit PIN to login to the CR token.

Step 2

Changing The CR Token PIN

When the CR Token displays the message "SELECt", press the button for 3 seconds.

Step 3

Enter Your New PIN

The CR Token will display "NEWPIN". Enter your new 6-digit PIN. The CR token will request you to confirm your new 6-digit PIN.

E. Unblocking or Resetting Your CR Token PIN

Step 1

Switch On The Blocked CR Token

Press the button first (do not release). Then press on the button. A 7-digit Challenge Code will be displayed.

Step 2

Requesting The Response Code

Login to Connect BIZ with the blocked CR token's Payment Authorizer ID and click on the "Reset Pin for CR Token" button and enter the necessary details. Upon completion, SMS containing an 8-digit Response Code will be sent to your mobile phone.

Step 3

Create New PIN

Switch on the blocked CR token and press the button. Key in the 8-digit Response Code to create your new 6-digit PIN and confirm.