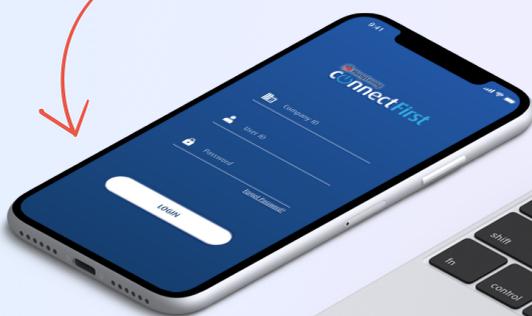


# ConnectFirst User Guide

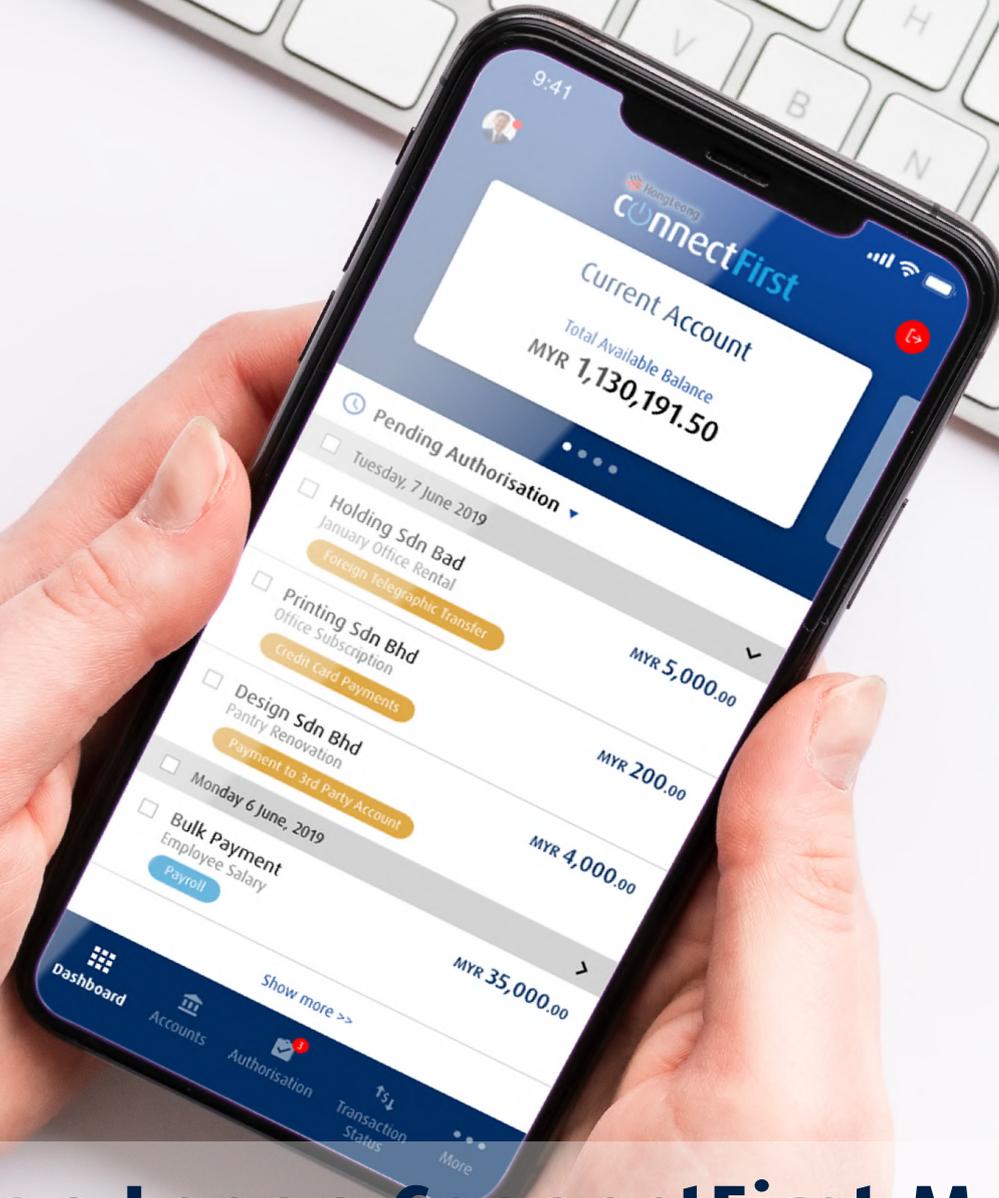
Click the image to view HLB ConnectFirst Web User Guide

 [Click here to view the video version](#)

Click the image to view Hong Leong ConnectFirst Mobile User Guide



 [Click here to view System Admin & Auth User Guide](#)



# Hong Leong ConnectFirst Mobile User Guide

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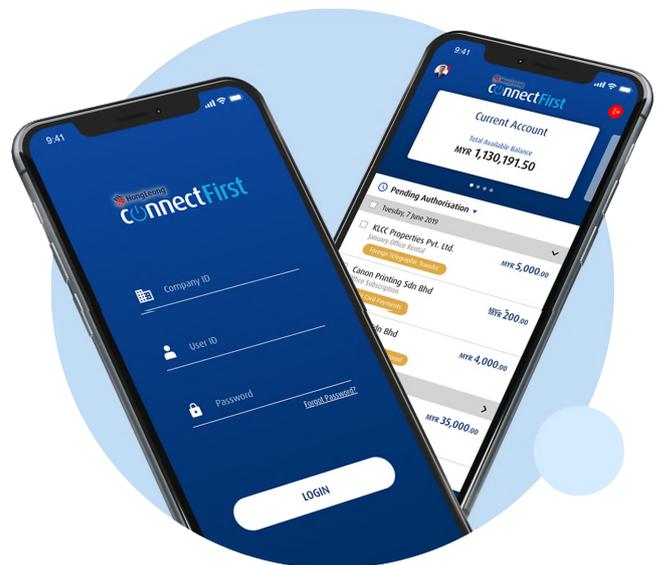
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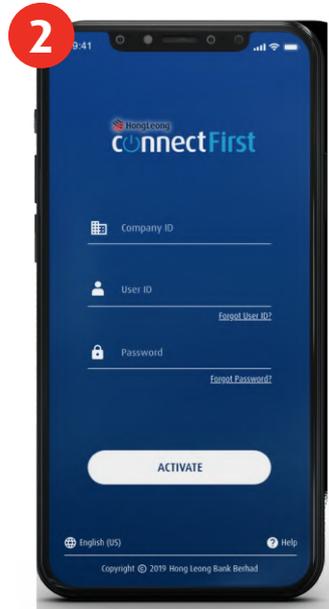
## First Time Activation HL ConnectFirst Mobile

via eToken PIN/Face Recognition

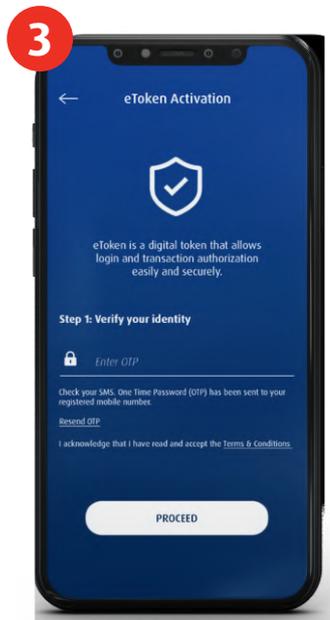
(Please register your HL ConnectFirst login details on HL ConnectFirst Web before activating HL ConnectFirst Mobile)



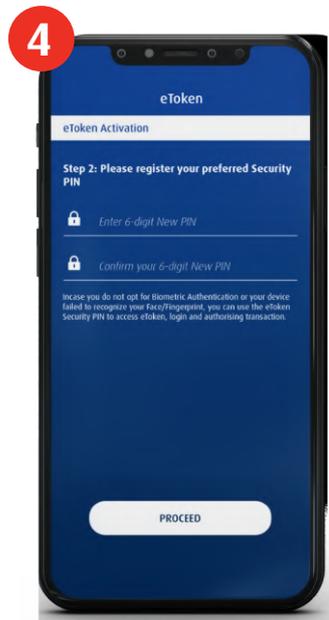
Download **Hong Leong ConnectFirst** from Google Play Store or Apple App Store into your mobile device.



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



Enter SMS OTP which has been sent to your registered mobile number. Tap **PROCEED** to acknowledge and agree to the Terms & Conditions, and link your device.



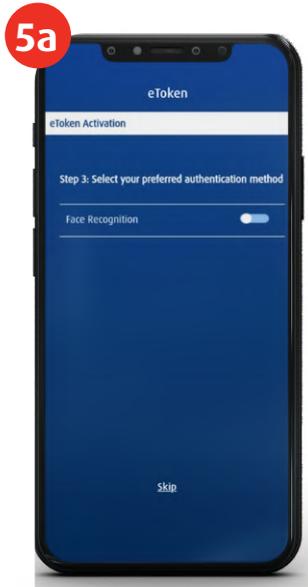
Create and confirm your eToken PIN.

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

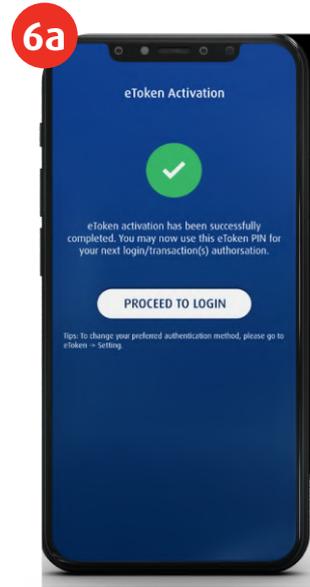
01.



## via eToken



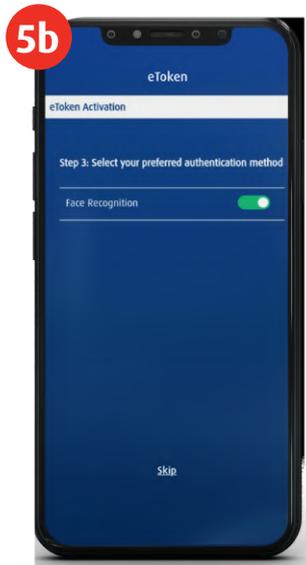
Select **SKIP** if your preferred authentication method is eToken PIN.  
*Tip: You may change your authentication method any time. On the Welcome page, log into "eToken" and go to "Settings".*



Hong Leong ConnectFirst Mobile is now activated.  
 Tap **PROCEED TO LOGIN** to continue.

02.

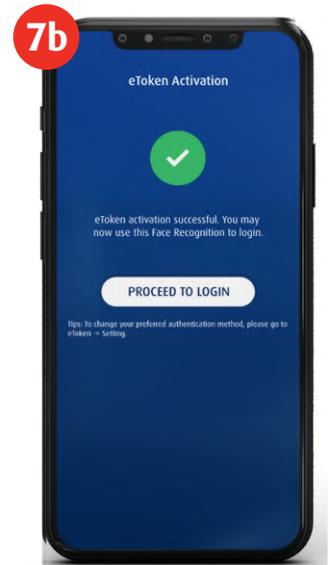
## via Face Recognition



Select **Face Recognition** as your preferred authentication method.  
 Allow Hong Leong ConnectFirst app to access the camera.



Your front camera will be launched. Scan your face.  
*Tip: You may change your authentication method any time. On the Welcome page, log into "eToken" and go to "Settings".*

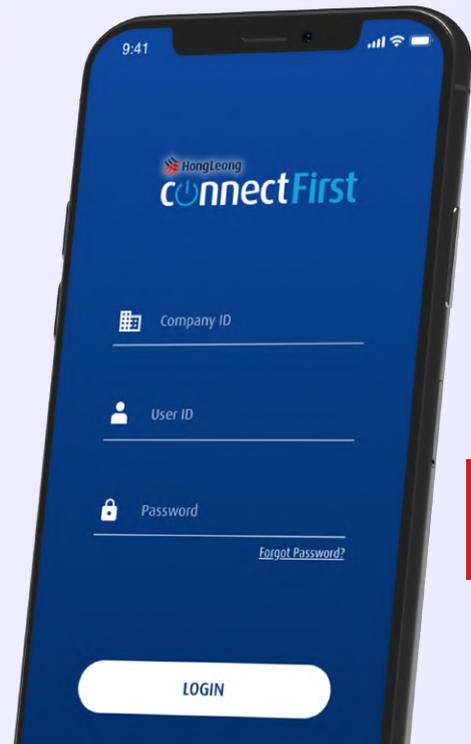


Hong Leong ConnectFirst Mobile is now activated.  
 Tap **PROCEED TO LOGIN** to continue.

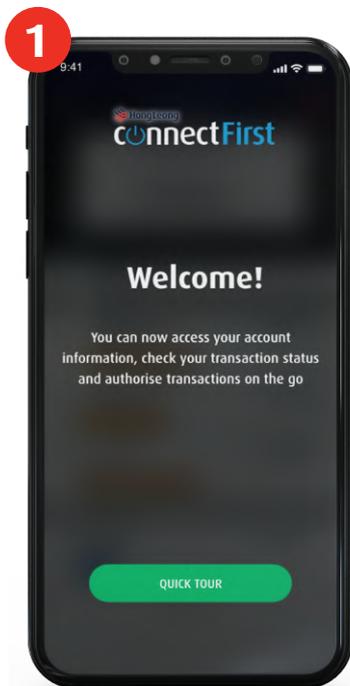
 **connectFirst**

## First Time Login Quick Tour

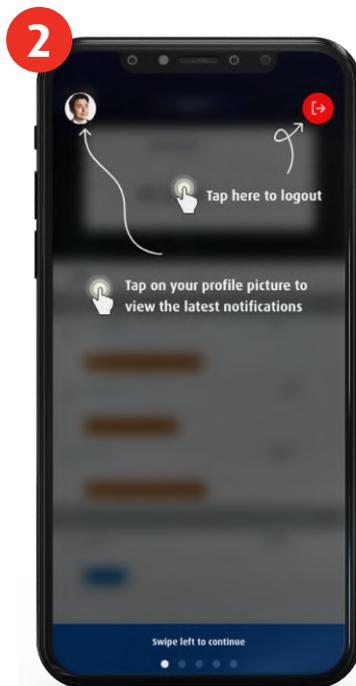
Follow the in-app tutorial when you first time login to learn the features of HL ConnectFirst Mobile



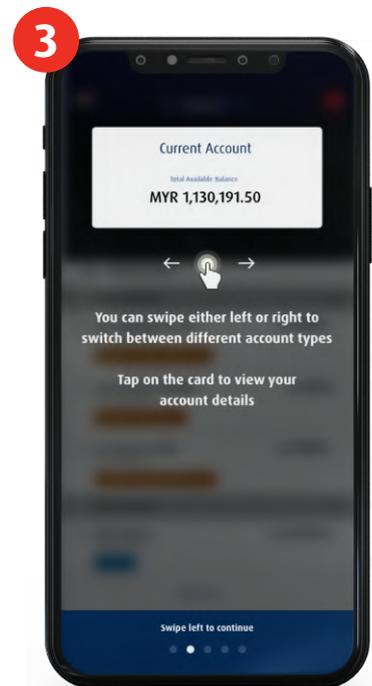
03.



Login to Hong Leong ConnectFirst Mobile and tap on **QUICK TOUR**.

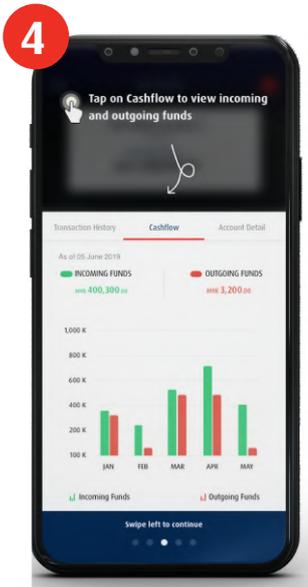


Here is how you can view your notifications and log out.

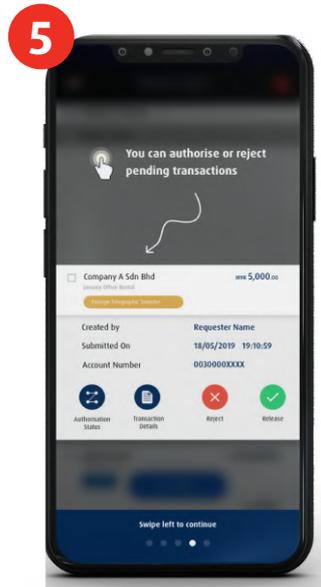


Swipe to switch between account types or tap to view the account details.

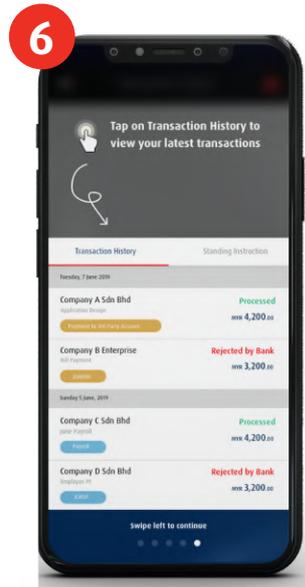




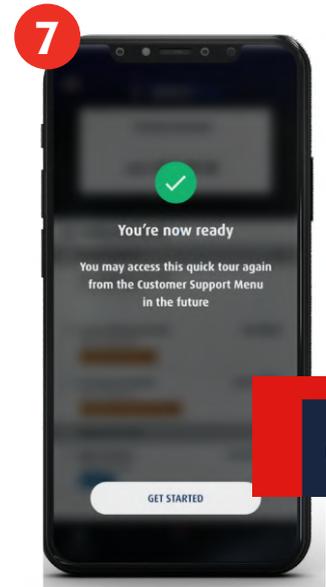
Tap on **Cashflow** to compare your incoming and outgoing funds.



Authorise or reject transactions (available only for Payment Authorisers).

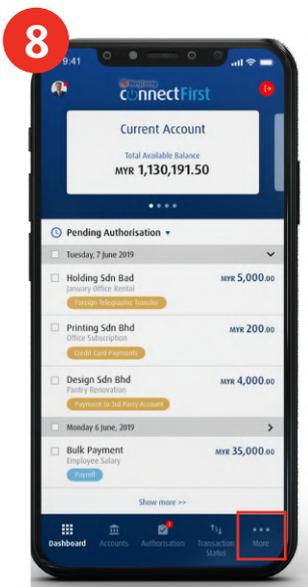


Select **Transaction History** to see your recent transactions.

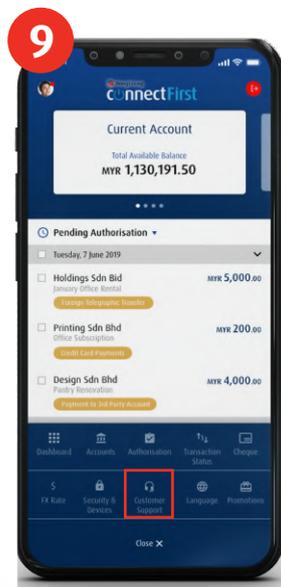


You are now ready to get started with HL ConnectFirst Mobile.

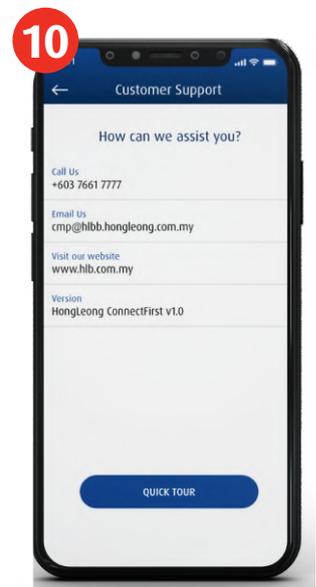
04.



To have a Quick Tour again, after login, go to **More**.



Select **Customer Support**.



Tap on **QUICK TOUR**.



## HL ConnectFirst Mobile User Roles & Responsibilities

What you can access in HL ConnectFirst Mobile?

MODULES	ROLES				
	System Administrator	System Authoriser	Payment Maker	Payment Authoriser	Inquirer
<b><i>Inquiry Module</i></b>					
Account	✗	✗	✓	✓	✓
Transaction Status	✗	✗	✓	✓	✓
FX Rate	✗	✗	✓	✓	✓
Cheque	✗	✗	✓	✓	✓
Promotion	✓	✓	✓	✓	✓
<b><i>Payment Module</i></b>					
Initiate Payment	✗	✗	✗	✗	✗
Authorisation	✗	✗	✗	✓	✗

05.

*\*Entitlement of modules is based on entitlement of the user profile*

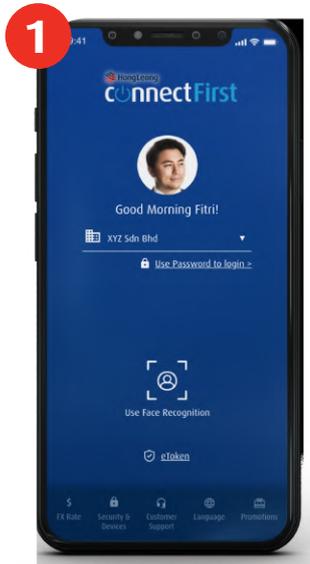


MODULES	ROLES				
	System Administrator	System Authoriser	Payment Maker	Payment Authoriser	Inquirer
<b>Support Module</b>					
Security & Devices	✓	✓	✓	✓	✓
Customer Support	✓	✓	✓	✓	✓
Language	✓	✓	✓	✓	✓
<b>Authentication</b>					
eToken / Physical Token	✓	✓	✓	✓	✓

*\*Entitlement of modules is based on entitlement of the user profile*



## Log in from HL ConnectFirst Mobile via Face Recognition or Password

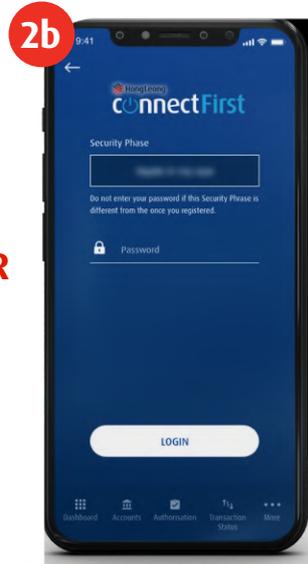


Upon activation, you will be able to view the Welcome Page. Tap on **Use Face Recognition** or **Use Password to Login**.

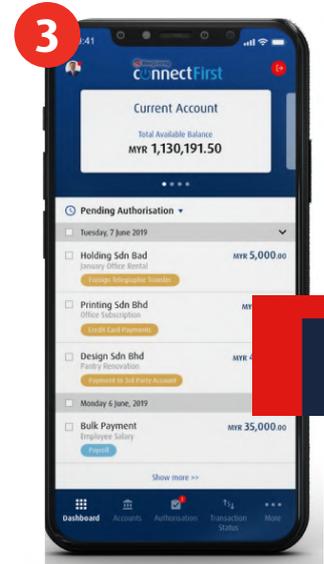


Your front camera will be launched. Scan your face.

OR



Check if your Security Phrase is correct and key in your Password.

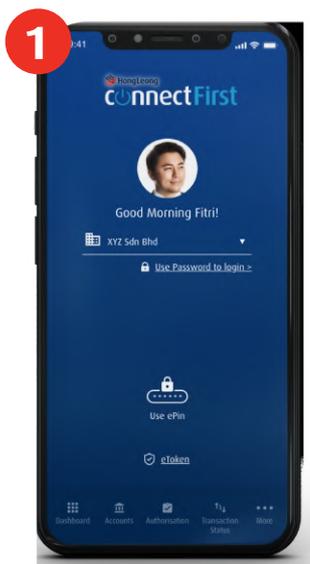


You can now view your dashboard.

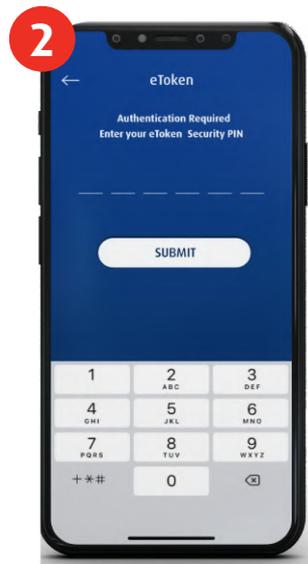
*Tip: You may change your authentication method any time. On the Welcome page, log into "eToken" and go to "Settings".*

07.

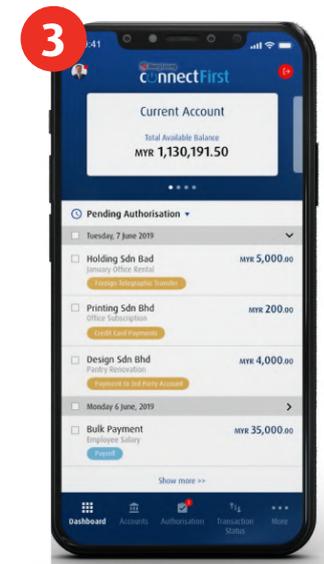
## Log in from HL ConnectFirst Mobile via ePIN (eToken Security PIN)



Upon activation, you will be able to view the Welcome Page. Tap on **Use ePin**.



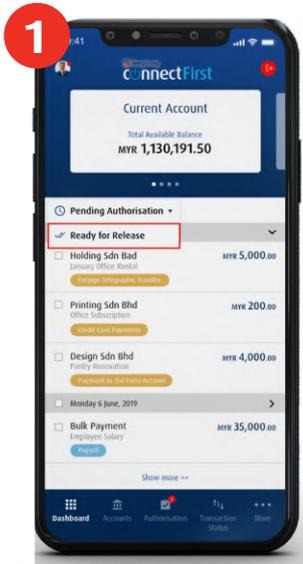
Enter your eToken Security PIN and click **SUBMIT**.



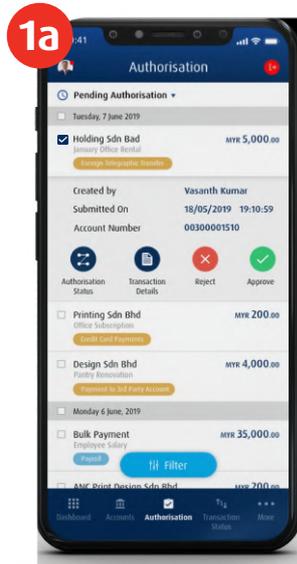
You can now view your dashboard.



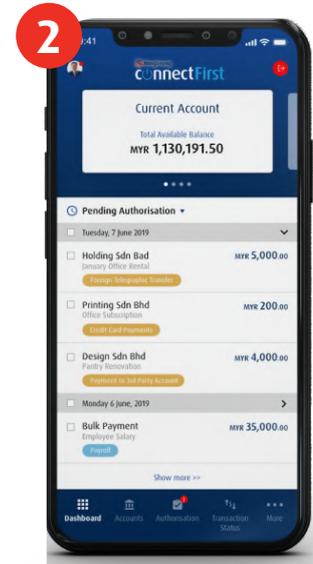
## Dashboard (Pending Authorisation/ Ready to Release)



Tap **Ready for Release** to view all authorisation that is ready to be released.



Tap on the check boxes  to select multiple transactions to authorise or reject.

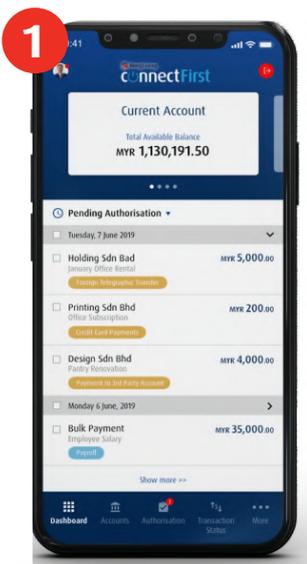


Tap **Pending Authorisation** to view all transactions that are still pending authorisation.

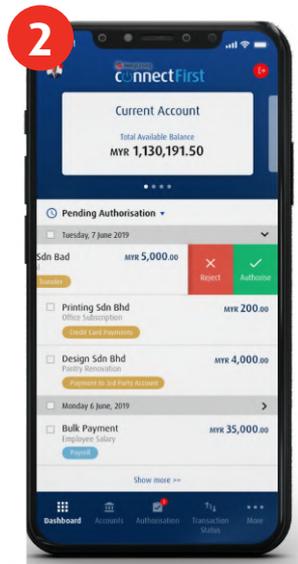
*Tip: After a payment is made, it is "Ready for Release". After the payment is released, it is "Pending Authorisation".*

## Authorise Transactions

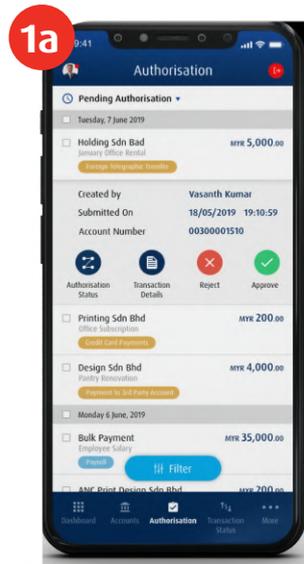
Select transaction(s) to be authorised or rejected using the same steps.



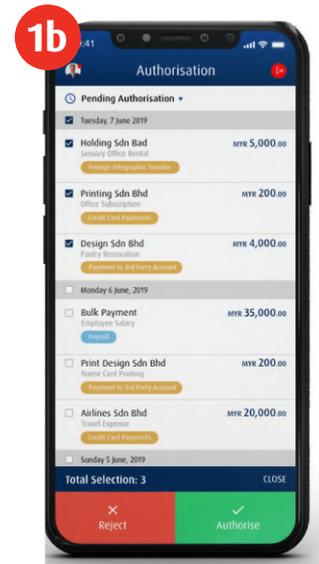
To authorise a pending transaction, swipe left on the selected transaction.



Choose to **Reject** or **Authorise**.



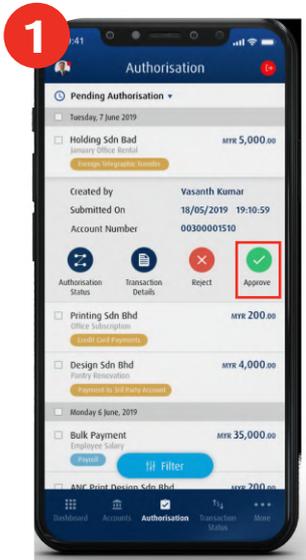
Tap on your transaction to see more details and options.



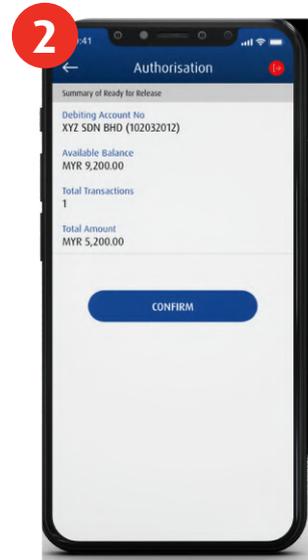
Tap on the check boxes to select multiple transactions to authorise or reject.



# Authorise Transactions via Face Recognition , ePIN or Password



Tap on your preferred transaction and select **Approve**.



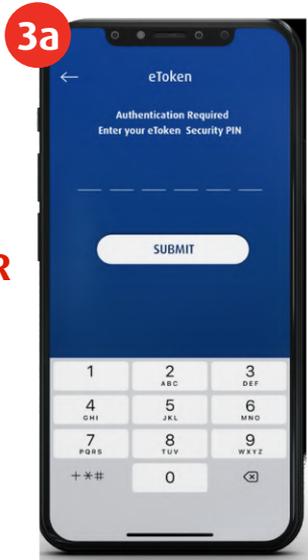
On the confirmation screen, tap **CONFIRM**.

09.



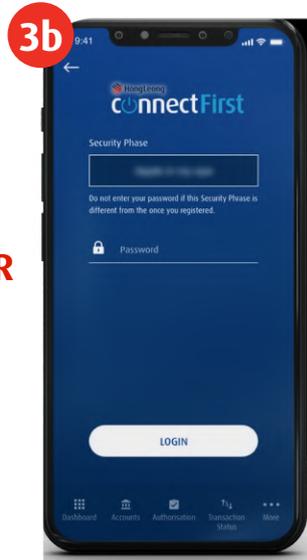
Your front camera will be launched. Scan your face.

OR

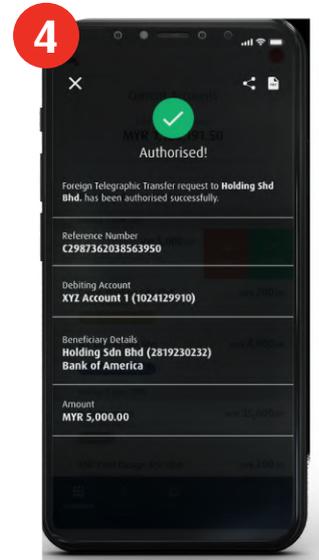


Enter your ePin (eToken Security PIN).

OR

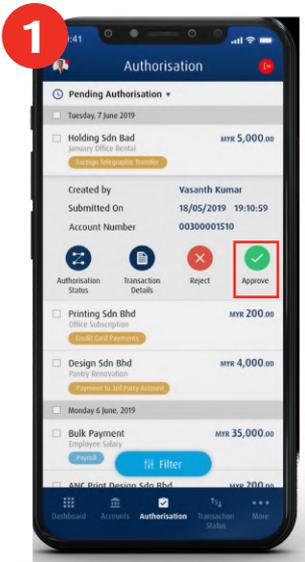


Enter your Password.



You will receive a pop-up message to notify you that your transaction has been authorised.

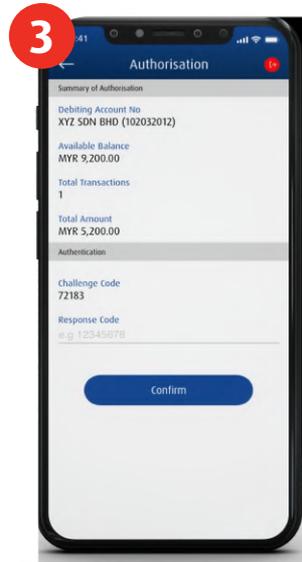
## Authorise Transactions via Physical Token



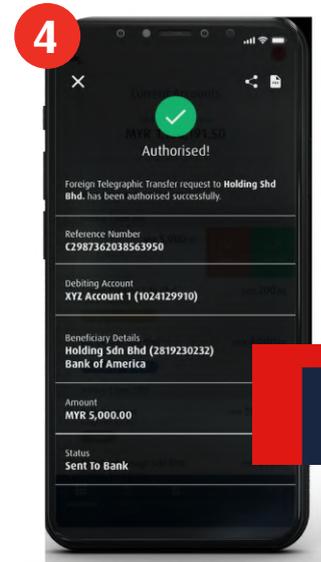
1 Tap on your preferred transaction and select **Approve**.



2 Generate Response Code with your physical token.



3 Fill in the "Response Code" field with the code generated and tap **CONFIRM**.

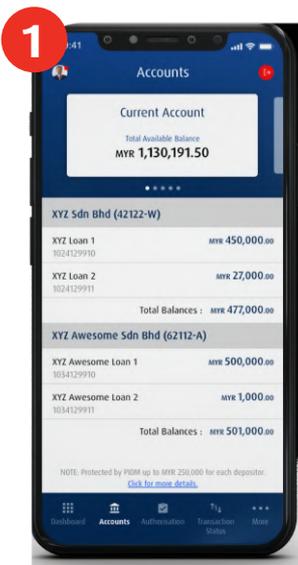


4 You will receive a pop-up message to notify you that your transaction has been authorised.

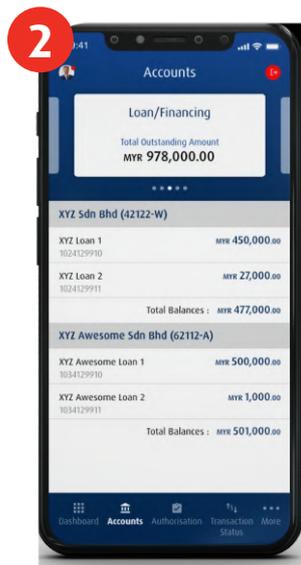
10.

## Accounts Overview

You might have multiple accounts with HLB, which you can easily view here.



1 After logging in, all accounts that have been registered with this app will be viewable.



2 Swipe left to view your accounts according to their respective types.

### Type of Accounts that can be viewed

Current Accounts

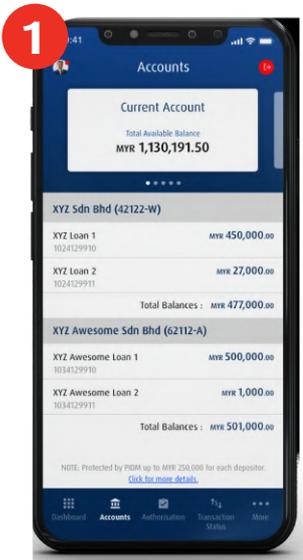
Foreign Currency Accounts

Loan/Financing Accounts

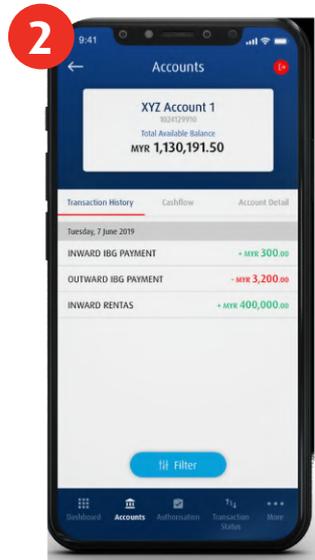
Fixed Deposit Accounts

## Current Account

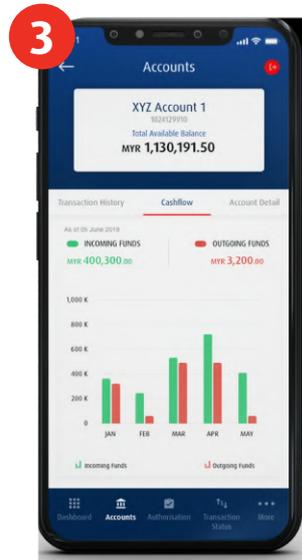
You can view more information related to the account you selected.



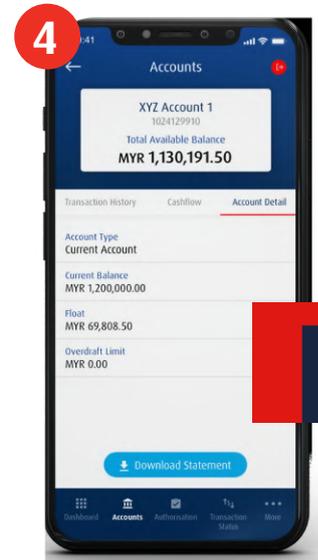
Click on any preferred account you want to view.



Select **Transaction History** to view all transactions performed with this account.



Select **Cashflow** to view all incoming and outgoing funds in graphical format.

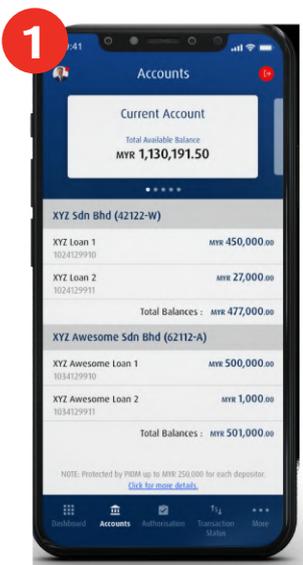


Select **Account Detail** to view a summary of your selected Current Account.

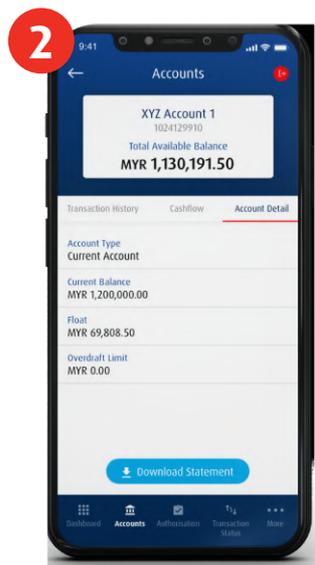
11.

## Download Daily / Monthly Statement(s)

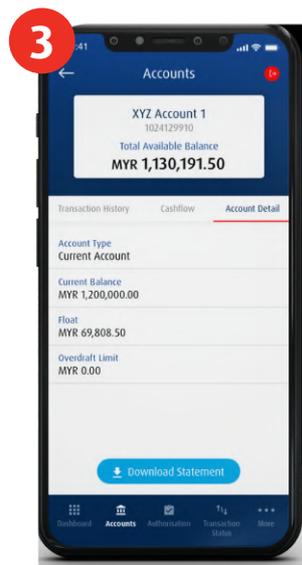
HL ConnectFirst stores all your past statements for up to 24 months.



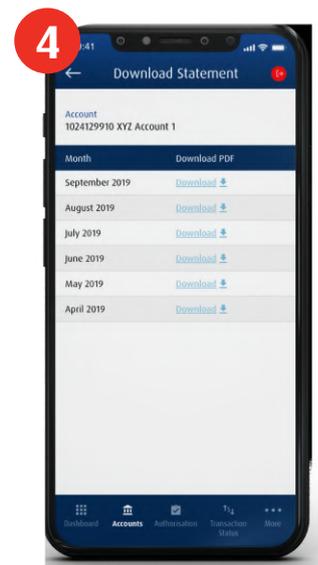
Click on any preferred account you want to view.



Select **Account Detail** to view a summary of your selected Current Account.

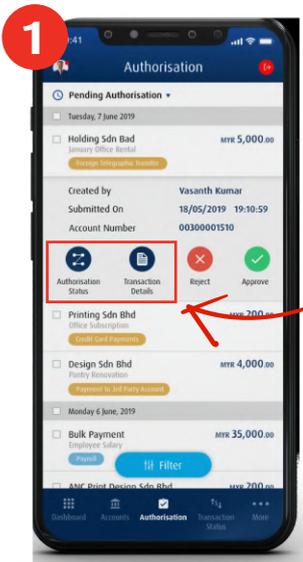


To download your account statement(s), tap on **Download Statement** under Account Detail.

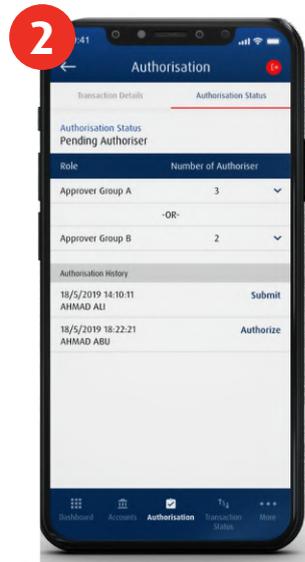


All your past statements for the selected account will be available for you to download.

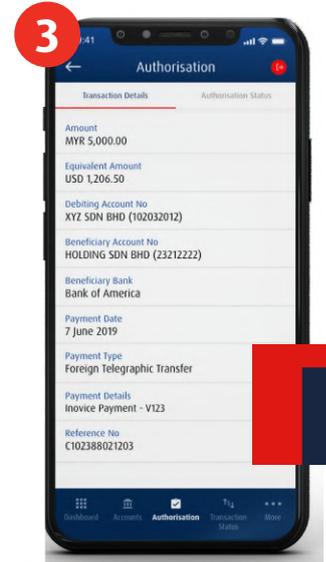
## Authorisation Status



Tap on your preferred transaction.



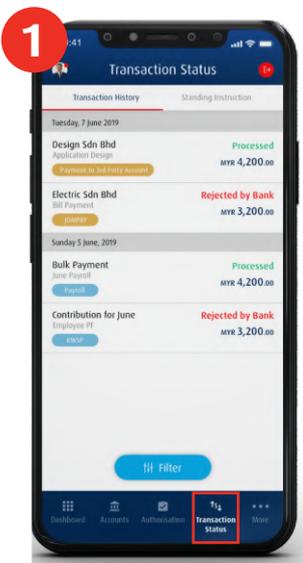
Select **Authorisation Status** and you will find the status and history of authorisation.



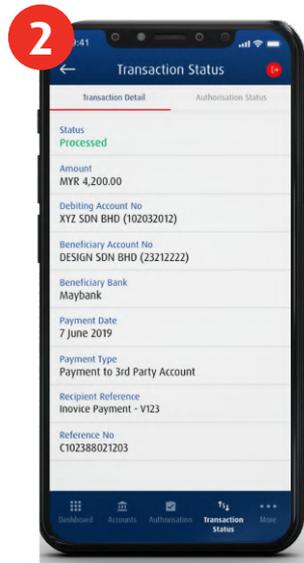
Select **Transaction Details** To view your transaction details on this page.

12.

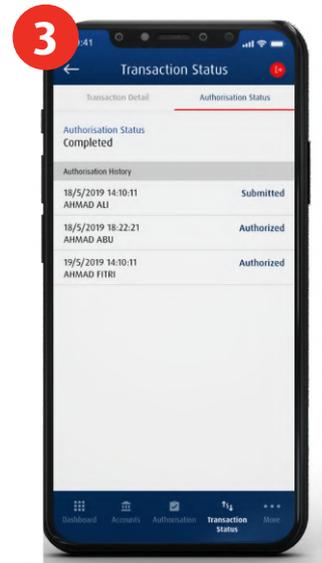
## Transaction Status



Tap **Transaction Status** at the bottom of HL ConnectFirst Mobile. You will see your Transaction History.  
*Tip: Use "Filter" to quickly find your transaction.*



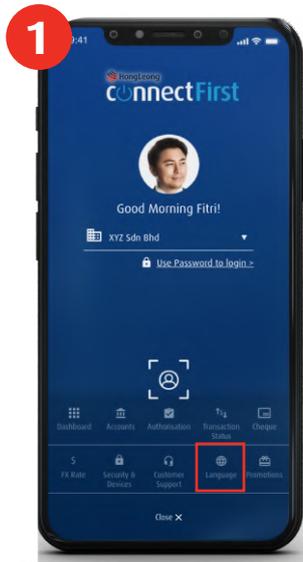
Select a transaction. You will see the **Transaction Detail**.



You can also view the authorisation status and history under the **Authorisation Status** tab.



## Change Preferred Language



To change your preferred language, tap **Language** at the bottom of HL ConnectFirst Mobile.



Select your preferred language for HL ConnectFirst Mobile.

13.

## Contact Us

 **Customer Helpdesk**

 +603-7661 7777

 [cmp@hlbb.hongleong.com.my](mailto:cmp@hlbb.hongleong.com.my)

