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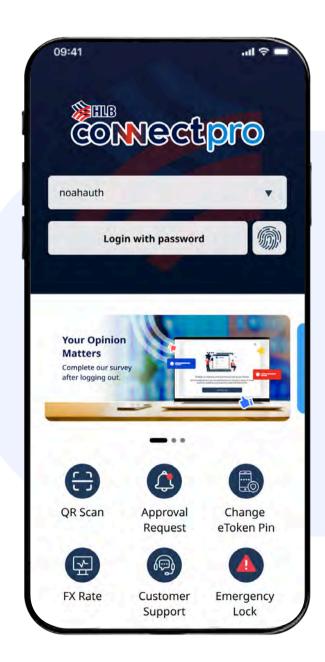
Available on the Google Play Store, Apple App Store, and Huawei AppGallery.

Compatible on iPads and tablets.









User Roles and Responsibilities



What features can I access based on my user role in HLB ConnectPro Mobile?

	System Administrator	System Authorizer	Payment Maker	Payment Authorizer	Inquirer
Inquiry					
Account	×	×			⊘
Transaction Status	×	×			⊘
FX Rate	×	×	⊘		⊘
Payment					
Initiate Payment	×	×	×	×	×
Authorization	×	×	×		×

User Roles and Responsibilities



What features can I access based on my user role in HLB ConnectPro Mobile?

	System Administrator	System Authorizer	Payment Maker	Payment Authorizer	Inquirer
Support					
Security and Devices					
Customer Support					
Language			•		
Authentication					
eToken/ Physical Token					



First Time Activation

Upon registration, you will receive:

- An email containing a password-protected PDF with your user ID, temporary password, and activation QR code.
- An SMS with the PIN required to open the PDF.







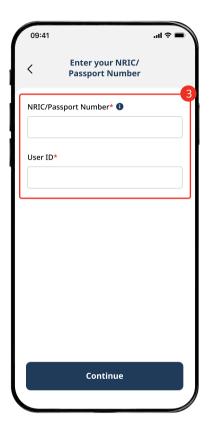


2 Click "Get Started"

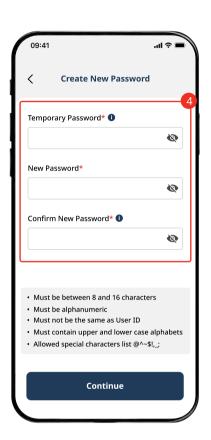
After downloading the HLB ConnectPro mobile app, open the app, and this page will be shown on the screen.



First Time Activation









The temporary password received in the "Welcome to HLB ConnectPro" email.



5 Choose a colour of your choice and create a short security phrase

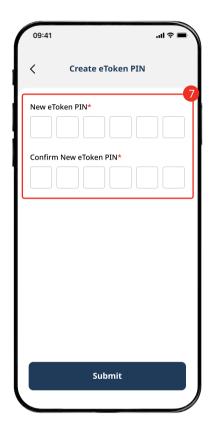


6 Scan the QR code to activate your eToken

The QR code was provided in the "HLB ConnectPro QR Activation" email.



First Time Activation





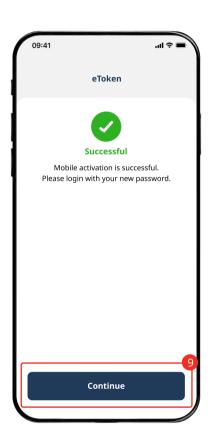
This eToken PIN will then be used to verify your identity before submitting any transaction or activity.



8 Biometric authentication

If you wish to enable biometric authentication for a more convenient login, click "Enable". However, if you don't prefer this method, click "Later".

This biometric authentication feature can be enabled at any time later on.

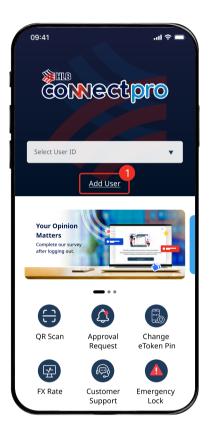


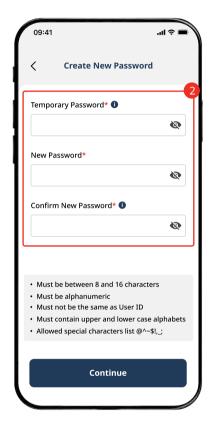
9 Successfully activated



Multiple Roles Activation

You are able to activate multiple user IDs tagged to your IC or passport number.









Click "Add User"

There will be a dropdown list of your other user IDs, select the user ID you would like to activate and click "Next".

2 Key in the temporary password and create a new password

The temporary password received in the "Welcome to HLB ConnectPro" email.

3 Choose a colour of your choice and create a short security phrase

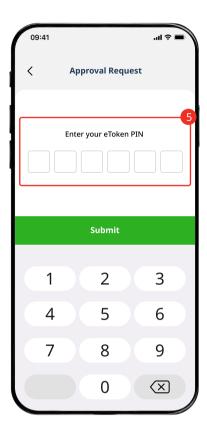
4 Scan the QR code given in the email

Then click "Continue".



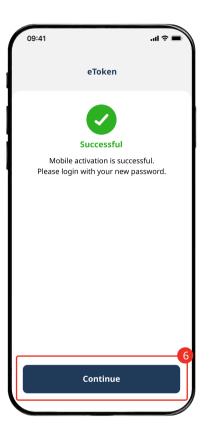
Multiple Roles Activation

You are able to activate multiple user IDs tagged to your IC or passport number.



5 Enter the same eToken PIN that you created previously and click "Submit"

The same eToken PIN will be used for all user IDs tagged to your IC or passport number.



6 Successfully activated

If this page comes up, it means that your eToken has been successfully activated for this user ID.

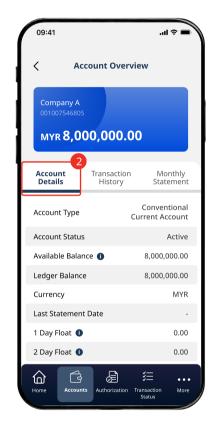
Account Overview





Accounts

This will take you to your accounts overview. You can swipe left on the screen to conveniently search for the account type of your choice. To find more details on a particular account, simply click on an account from the list displayed.

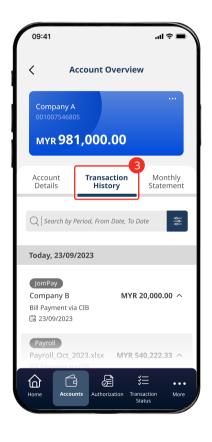


Account details

Upon clicking on a specific account, you will have access to information such as the account type, status, last statement date, currency, and more.

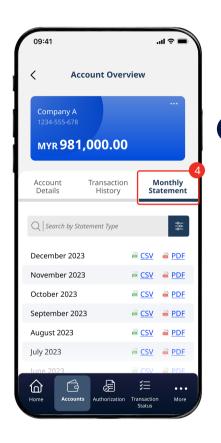
Account Overview





3 Transaction history

Provides a record of all your recent activity including deposits and payments made. Filters are available for a quicker search.



Monthly statement

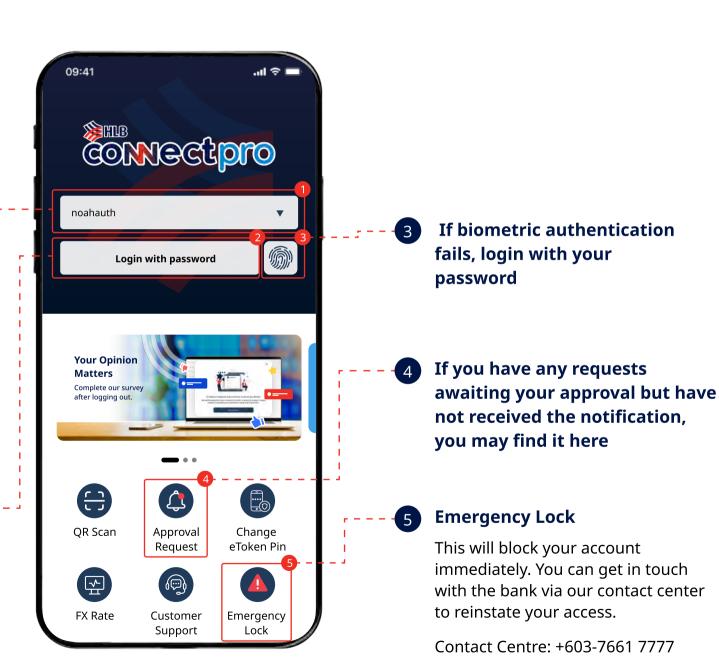
A summary of account activity over a specific month. Here, you can view and download monthly statements in PDF or CSV format.



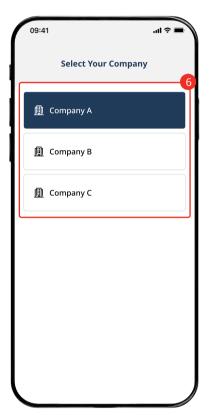
Lets take a quick tour of our HLB ConnectPro mobile app.

To login, select your preferred user ID

If you've setup biometric authentication, you can login without your password

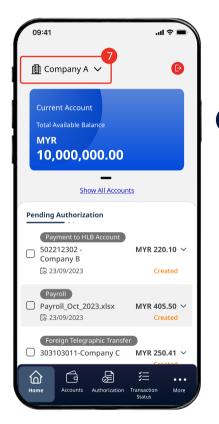






6 Single login

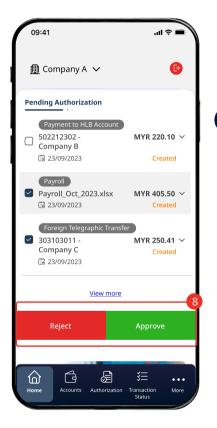
If you have multiple linked companies, you will see a list of companies upon login. Select a company from the list to get started.



7 Home

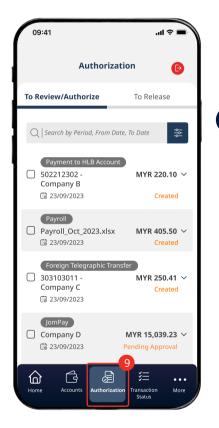
The homepage gives you an overview of your total available balance and pending transactions. Easily switch between companies using the dropdown menu.





8 Pending/recent transactions

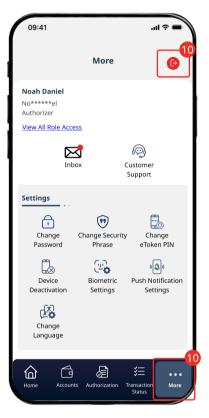
You can easily authorize transactions from your dashboard.



9 Authorization

Alternatively, you can also go to the "Authorization" button at the bottom of the page, all transactions that are pending for authorization will be shown here.

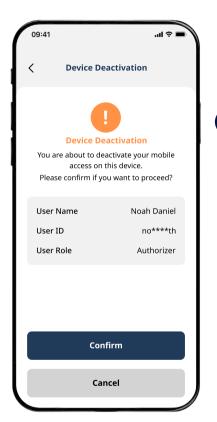




10 More

You can access your inbox and other key settings here.

11 Logout

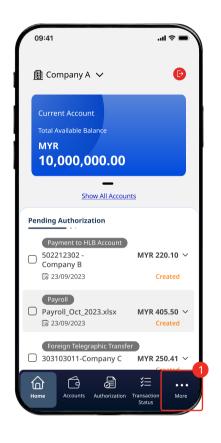


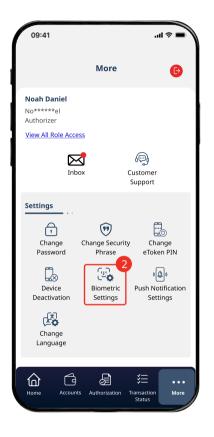
12 Device Deactivation

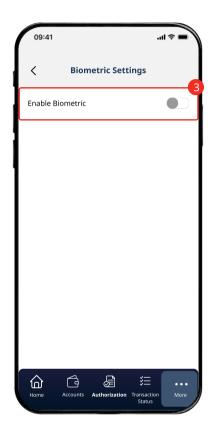
To use this app on a new phone, please deactivate your current device here first. This ensures a smooth transition to your new device.

Setup Biometric Authentication







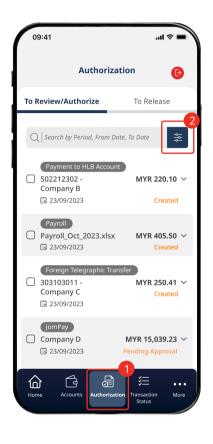


1 Click on "More"

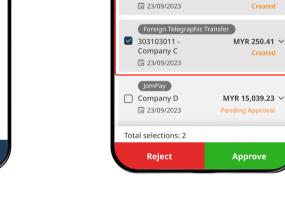
- 2 Find and select
 "Biometric Settings"
- 3 Tap the "Enable" button or toggle switch to turn the feature on

Transaction Authorization









- 1 Click on "Authorization" tab
- 2 Use the filter option for a quicker search
- 3 Select the transaction you would like to authorize

Authorization

₩

MYR 220.10 V

MYR 405.50 V

Created

O | Search by Period, From Date, To Date

To Review/Authorize

502212302 -

Company B

23/09/2023

Payroll_Oct_2023.xlsx

Payroll

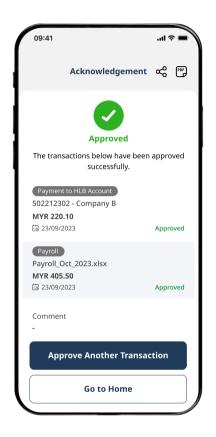
You can authorize multiple transactions simultaneously. Simply select the desired items and click "Approve" or "Reject" to start the authorization process.

Transaction Authorization



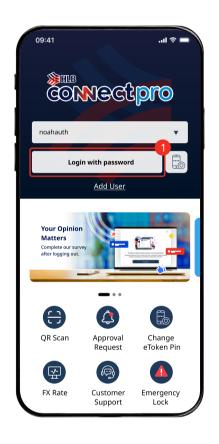




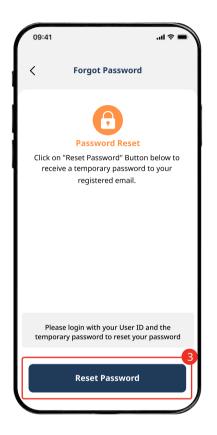


- 4 Check if the transaction summary is accurate and add comments if needed
- 5 Enter your eToken pin and click "Submit"
- 6 Authorization is successful







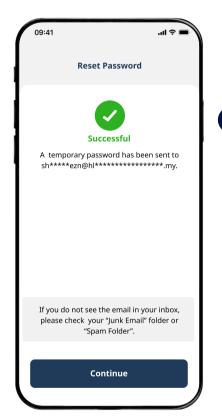


- 1 Open HLB ConnectPro Mobile App and click "Login with password"
- 2 Click "Forgot Password"
- 3 Tap on "Reset Password"





4 Enter your IC/passport number and user ID



5 A temporary password will be sent to the customer's registered email address

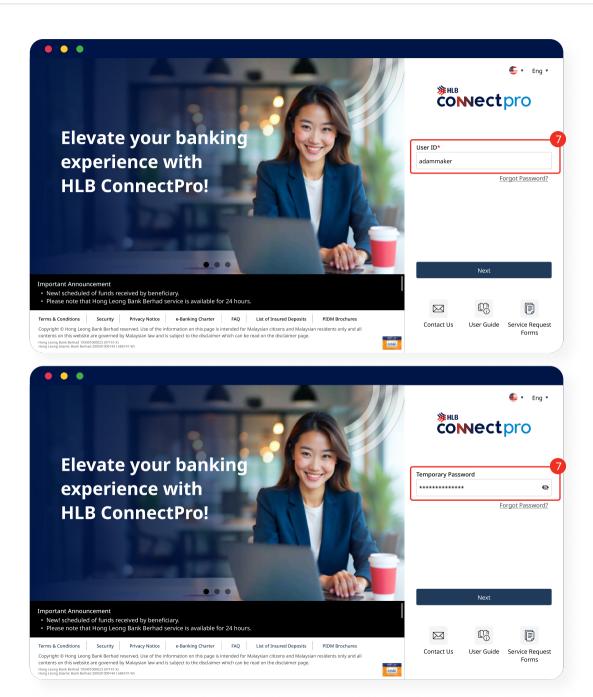
An ePIN will be sent to customer's registered phone number via SMS. Customer will need this ePIN to open the PDF file.



6 Go to HLB ConnectPro Web Portal

Login with the temporary password given in the email

Proceed to the login page and enter your user ID and temporary password into the designated fields. Then, click on the "Next" to access your account.



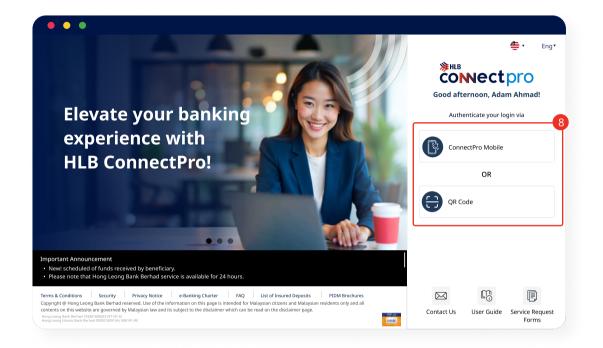


8 Select your authentication method





After making your selection, simply follow the instructions displayed on your screen and proceed with the standard login procedure.





9 Create a new password

You will be directed to this page where you will be prompted to create a new password. Please ensure to read and accept the terms and conditions before you click on "Submit".

10 Your password has been successfully updated

You can now use your new password to access your account.

Please ensure to keep your new password confidential and avoid sharing it with others. Remember to update your password regularly to maintain the security of your account.

