

How to manage your online account security.

Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

Here are the guides to manage your account security on RHB Online and Mobile Banking

- ❖ [CHANGE PASSWORD \(P. 2\)](#)
- ❖ [CHANGE CHALLENGE QUESTION \(P. 6\)](#)
- ❖ [CHANGE SECURE WORD \(P. 10\)](#)
- ❖ [FORGOT USERNAME/PASSWORD \(P. 14\)](#)

Berikut ialah panduan untuk menguruskan keselamatan akaun anda di RHB Online dan Mobile Banking

- ❖ [TUKAR KATA LALUAN \(P. 2\)](#)
- ❖ [TUKAR CHALLENGE QUESTION \(P. 6\)](#)
- ❖ [TUKAR KATA KESELAMATAN \(P. 10\)](#)
- ❖ [LUPA NAMA PENGGUNA/KATA LALUAN \(P. 14\)](#)

How to manage your online account security.

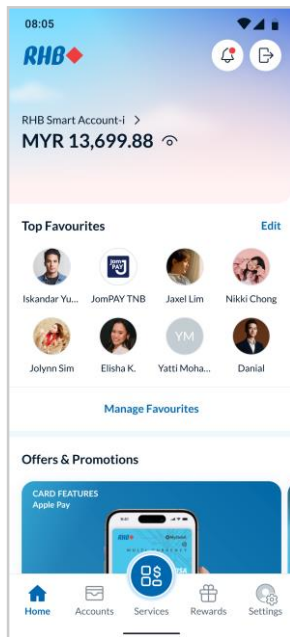
Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

1. CHANGE PASSWORD

1. TUKAR KATA LALUAN



Step 1

Log in to the RHB Mobile Banking App and tap on 'Settings' tab at the bottom right corner.

Langkah 1

Log masuk ke aplikasi RHB Mobile Banking dan tekan tab 'Settings' pada bahagian bawah, di sebelah kanan.

How to manage your online account security.

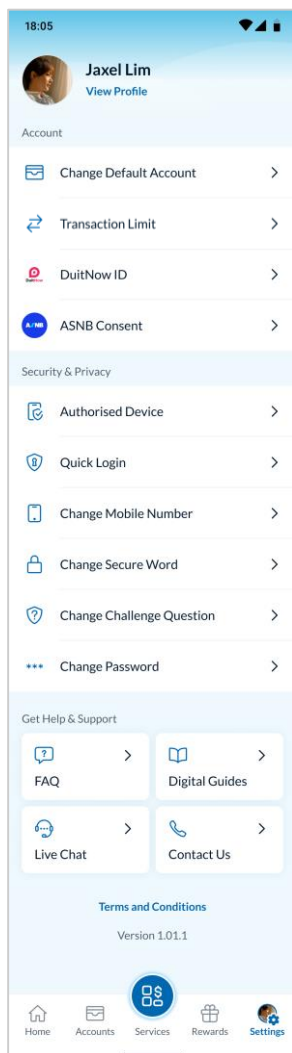
Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

1. CHANGE PASSWORD

1. TUKAR KATA LALUAN



Step 2

Tap 'Change Password' to proceed.

Langkah 2

Tekan 'Change Password' untuk teruskan.

How to manage your online account security.

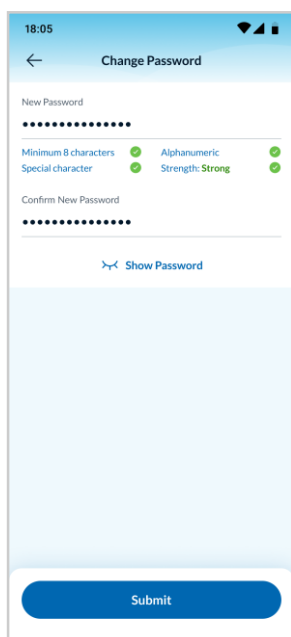
Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

1. CHANGE PASSWORD

1. TUKAR KATA LALUAN

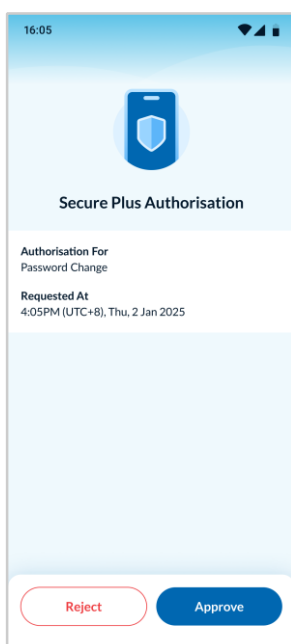


Step 3

Fill in your new password as per requirements and tap 'Submit'. You may tap on 'Show Password' to view the password.

Langkah 3

Isikan kata laluan baru anda mengikut keperluan dan tekan 'Submit'. Anda boleh tekan 'Show Password' untuk melihat kata laluan.



Step 4

Tap 'Approve' to authorise the transaction.

Langkah 4

Tekan 'Approve' untuk sahkan transaksi.

How to manage your online account security.

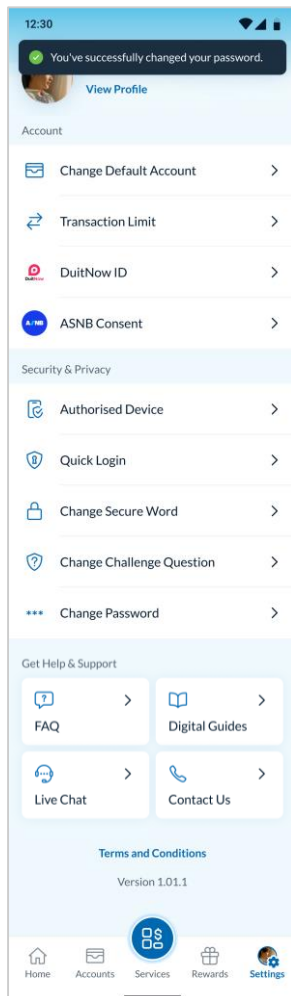
Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

1. CHANGE PASSWORD

1. TUKAR KATA LALUAN



Step 5

You will receive a notification once successful.

Langkah 5

Anda akan menerima notis ini setelah berjaya.

How to manage your online account security.

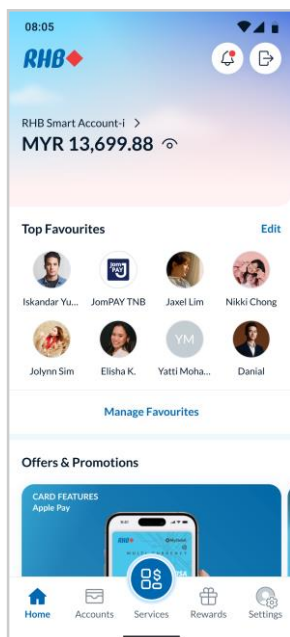
Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

2. CHANGE CHALLENGE QUESTION

2. TUKAR CHALLENGE QUESTION



Step 1

Log in to the RHB Mobile Banking App and tap on 'Settings' tab at the bottom right corner.

Langkah 1

Log masuk ke aplikasi RHB Mobile Banking dan tekan tab 'Settings' pada bahagian bawah, di sebelah kanan.

How to manage your online account security.

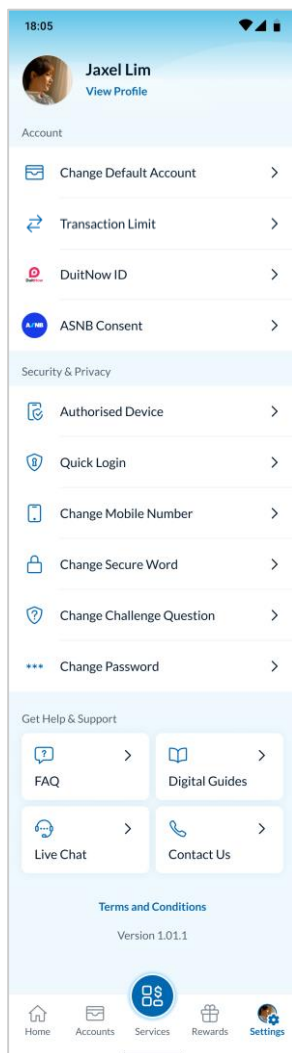
Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

2. CHANGE CHALLENGE QUESTION

2. TUKAR CHALLENGE QUESTION



Step 2

Tap 'Change Challenge Question' to proceed.

Langkah 2

Tekan 'Change Challenge Question' untuk teruskan.

How to manage your online account security.

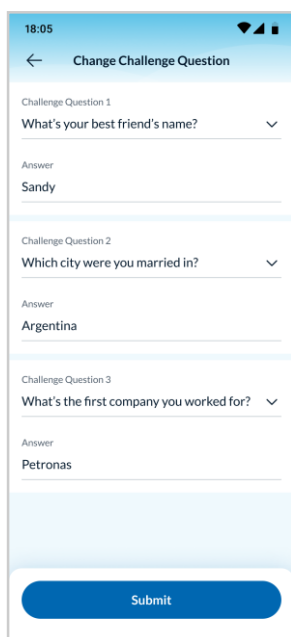
Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

2. CHANGE CHALLENGE QUESTION

2. TUKAR CHALLENGE QUESTION

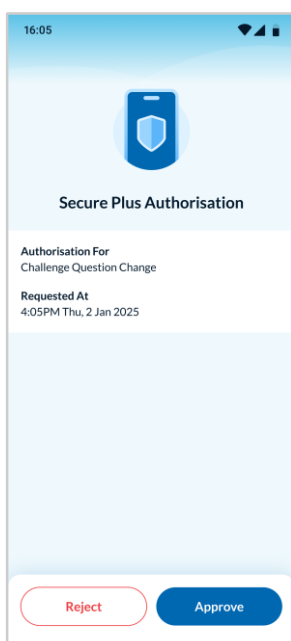


Step 3

Edit/Update your new Challenge Questions and tap 'Submit'.

Langkah 3

Edit/Kemas kini Challenge Question baru anda dan tekan 'Submit'.



Step 4

Tap 'Approve' to authorise the transaction.

Langkah 4

Tekan 'Approve' untuk sahkan transaksi.

How to manage your online account security.

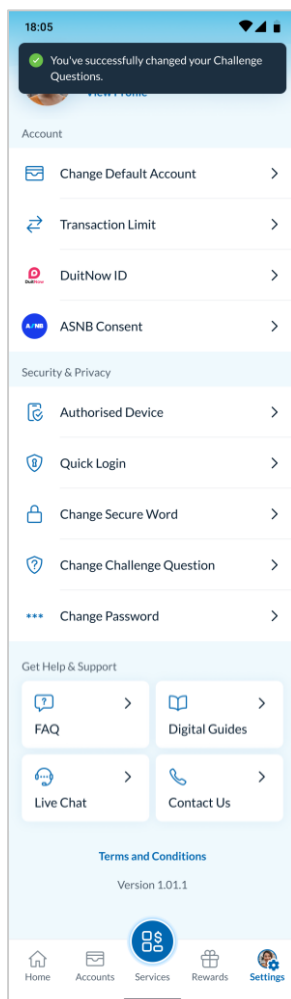
Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

2. CHANGE CHALLENGE QUESTION

2. TUKAR CHALLENGE QUESTION



Step 5

You will receive a notification once successful.

Langkah 5

Anda akan menerima notis ini setelah berjaya.

How to manage your online account security.

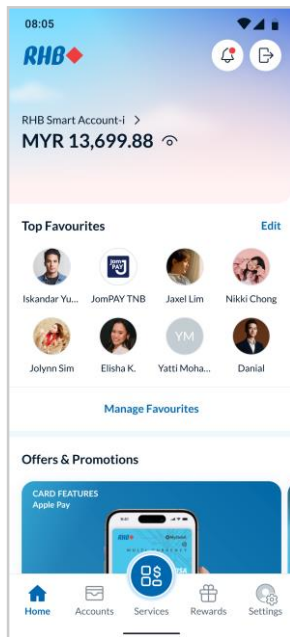
Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

3. CHANGE SECURE WORD

3. TUKAR KATA KESELAMATAN



Step 1

Log in to the RHB Mobile Banking App and tap on 'Settings' tab at the bottom right corner.

Langkah 1

Log masuk ke aplikasi RHB Mobile Banking dan tekan tab 'Settings' pada bahagian bawah, di sebelah kanan.

How to manage your online account security.

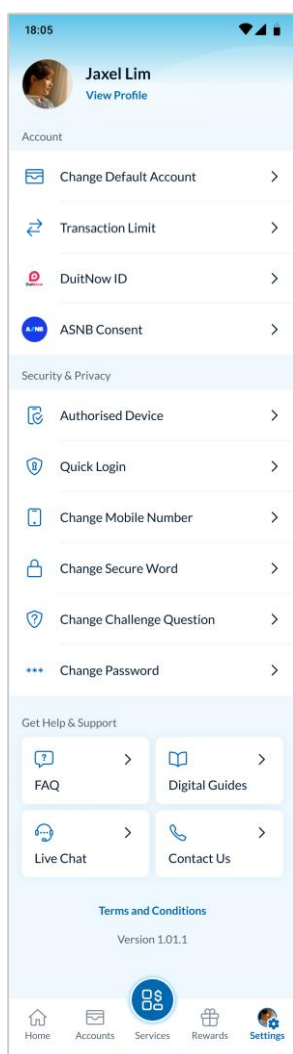
Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

3. CHANGE SECURE WORD

3. TUKAR KATA KESELAMATAN



Step 2

Tap 'Change Secure Word' to proceed.

Langkah 2

Tekan 'Change Secure Word' untuk teruskan.

How to manage your online account security.

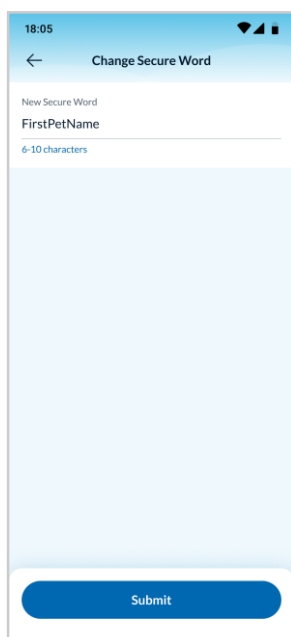
Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

3. CHANGE SECURE WORD

3. TUKAR KATA KESELAMATAN

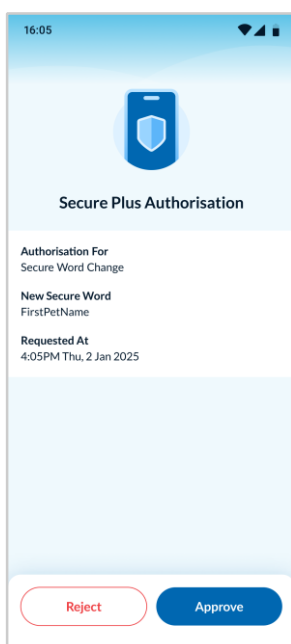


Step 3

Fill in your new secure word and tap 'Submit'.

Langkah 3

Isikan kata keselamatan baru anda dan tekan 'Submit'.



Step 4

Tap 'Approve' to authorise the transaction.

Langkah 4

Tekan 'Approve' untuk sahkan transaksi.

How to manage your online account security.

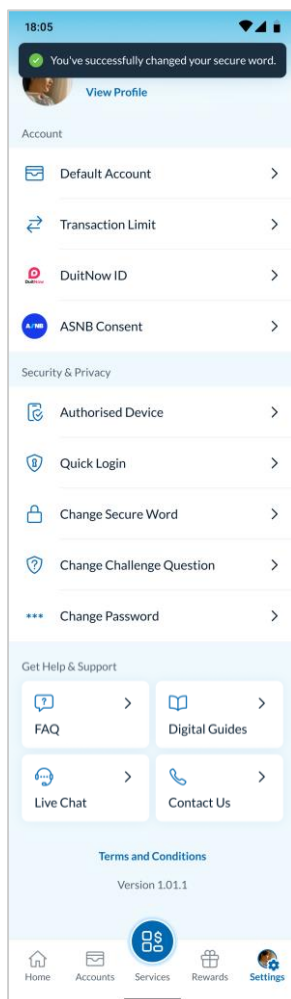
Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

3. CHANGE SECURE WORD

3. TUKAR KATA KESELAMATAN



Step 5

You will receive a notification once successful.

Langkah 5

Anda akan menerima notis ini setelah berjaya.

How to manage your online account security.

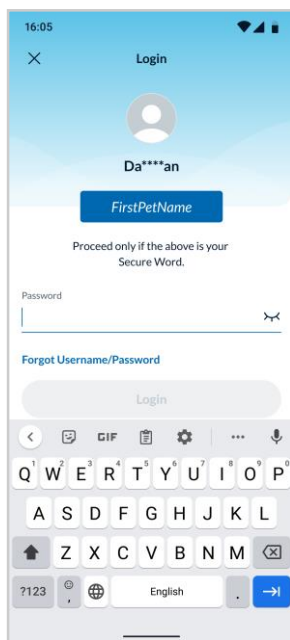
Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

4. FORGOT USERNAME/PASSWORD

4. LUPA NAMA PENGGUNA/ KATA LALUAN

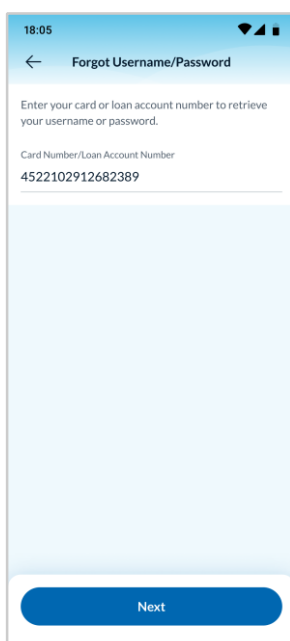


Step 1

At the Login screen, tap 'Forgot Username/Password' to retrieve your username and update your password.

Langkah 1

Di skrin Log Masuk, tekan 'Forgot Username/Password' untuk mendapatkan semula nama pengguna anda dan mengemaskini kata laluan anda.



Step 2

Key in your Card Number or Loan Account Number. Tap 'Next' to proceed.

Langkah 2

Masukkan Nombor Kad atau Nombor Akaun Pinjaman anda. Tekan 'Next' untuk teruskan.

How to manage your online account security.

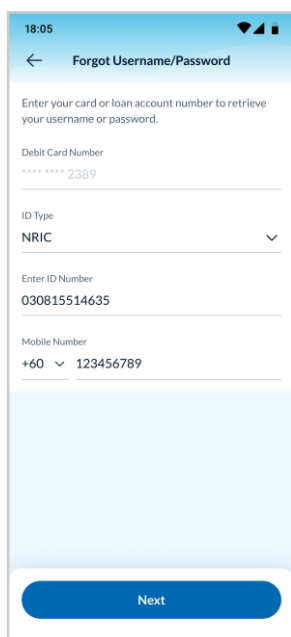
Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

4. FORGOT USERNAME/PASSWORD

4. LUPA NAMA PENGGUNA/ KATA LALUAN

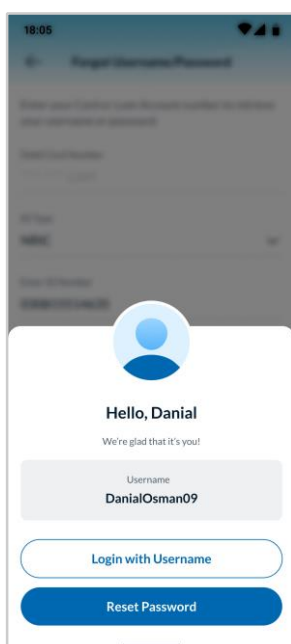


Step 3

Fill in your NRIC number and your Mobile Phone number. Tap 'Next' to proceed.

Langkah 3

Isikan nombor NRIC dan nombor telefon bimbit anda. Tekan 'Next' untuk teruskan.



Step 4

You can now retrieve your username and perform login. Tap 'Reset Password' if you would like to reset your password.

Langkah 4

Anda kini boleh mendapatkan semula nama pengguna anda dan lakukan log masuk. Tekan 'Reset Password' jika anda ingin menetapkan semula kata laluan anda.

Note: You can only retrieve your username if you have yet to link your username to your authorised device.

Nota: Anda hanya boleh dapatkan semula nama pengguna anda jika anda belum pautkannya kepada peranti anda.

How to manage your online account security.

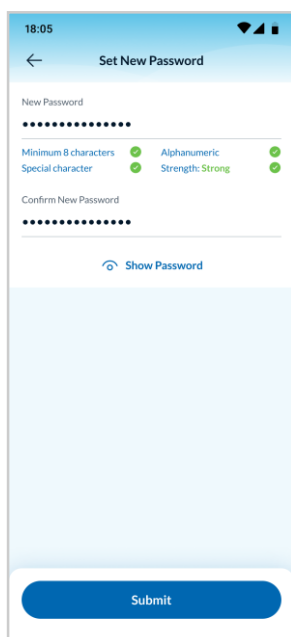
Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

4. FORGOT USERNAME/PASSWORD

4. LUPA NAMA PENGGUNA/ KATA LALUAN

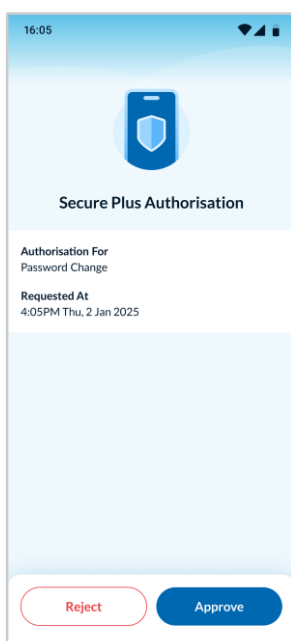


Step 5

Key in your new password as per requirements and tap 'Submit'.

Langkah 5

Masukkan kata laluan baru anda mengikut keperluan dan tekan 'Submit'.



Step 6

Tap 'Approve' to authorise the transaction.

Langkah 6

Tekan 'Approve' untuk sahkan transaksi.

How to manage your online account security.

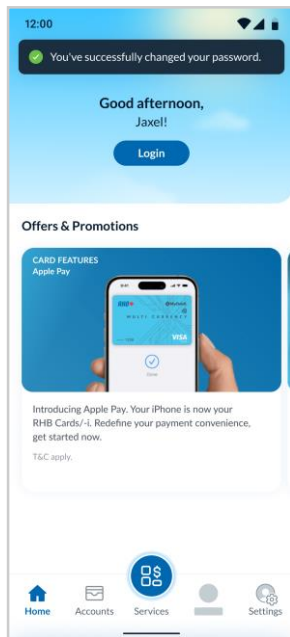
Uruskan keselamatan akaun perbankan anda.

Increase your online banking account security with ease.

Tingkatkan keselamatan akaun perbankan online anda dengan mudah.

4. FORGOT USERNAME/PASSWORD

4. LUPA NAMA PENGGUNA/ KATA LALUAN



Step 7

You will receive a notification once successful.

Langkah 7

Anda akan menerima notis ini setelah berjaya.