

# **RHB** Reflex

Forget Password (Basic)

## How to Reset System Administrator Password

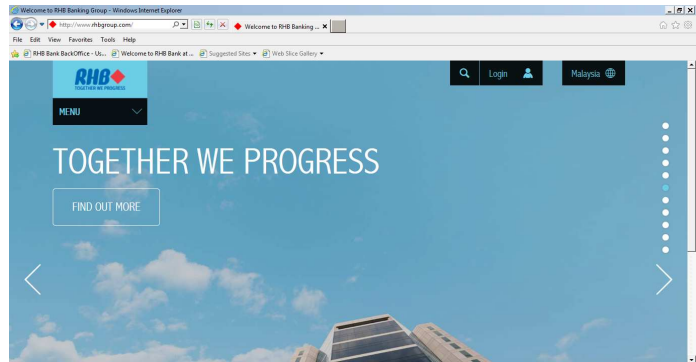
### A. Bank to perform reset of password for System Administrator

1. Please contact RHB Customer Care Centre at 03-9206 8118 (Peninsular Malaysia) or 082-276 118 (East Malaysia) to reset the password.

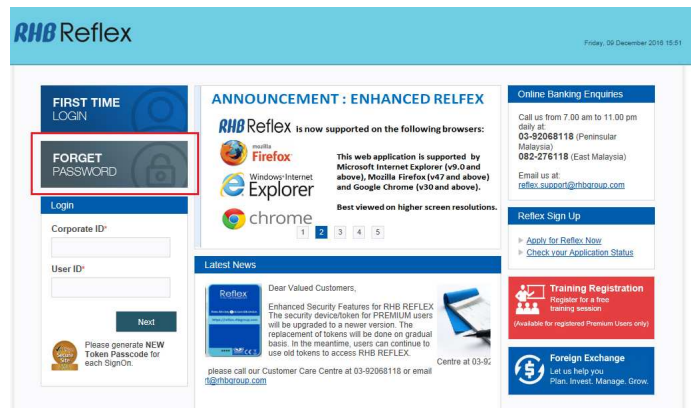
### B. Perform Forget Password

1. Once the password is successfully reset, kindly perform **“Forget Password”** in Reflex login page.

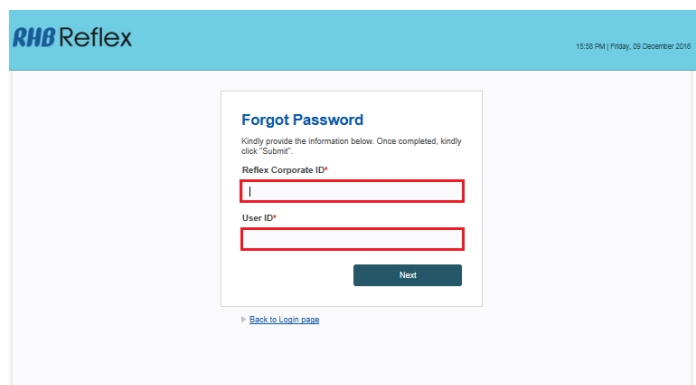
- Type the URL <http://www.rhbgroup.com> at the web browser.
- Click on **Login**
- Click on **RHB Reflex**



- At Reflex Login Page, click **“Forget Password”**



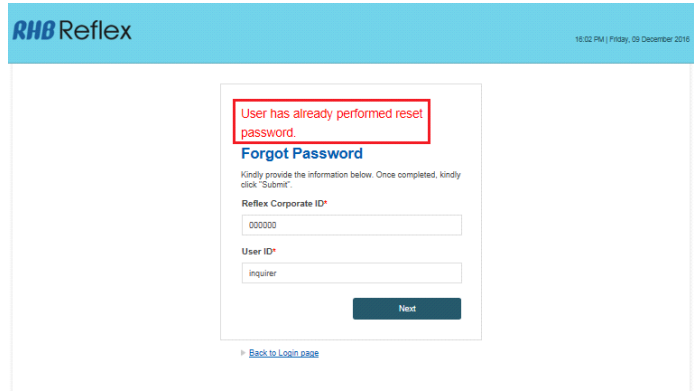
- Please enter the following information:
  - Reflex Corporate ID
  - User ID
  - Click **Next**



- f. Upon successful submission of information, a pop-up message will appear **“User has already performed reset password”**. Please note that the One-Time Password (OTP) will be sent via SMS to your mobile number.

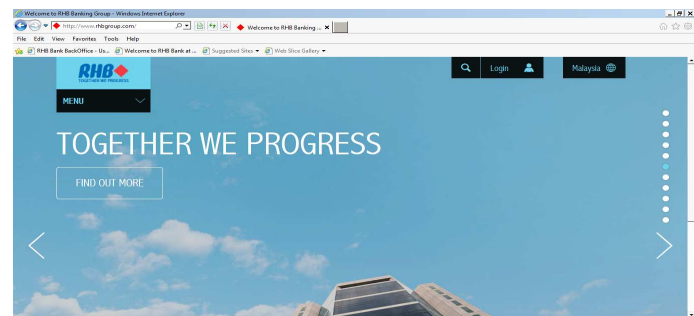
*\* The One-Time Password (OTP) allows you to login to RHB Reflex and you are required to set your password for access to RHB Reflex.*

- g. You may proceed to login upon receiving the the OTP from RHB.

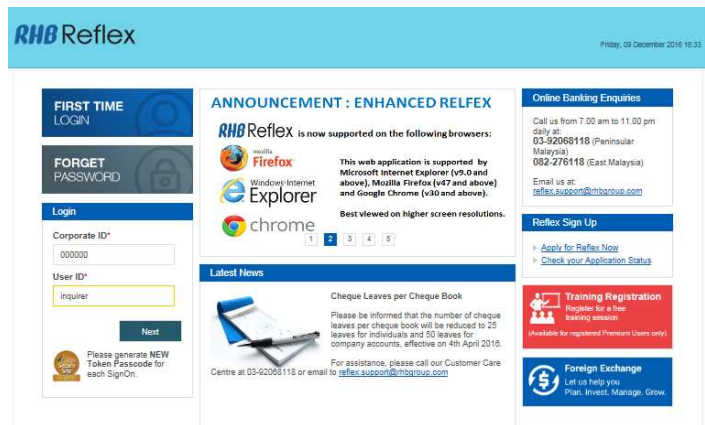


### C. How to Login using OTP

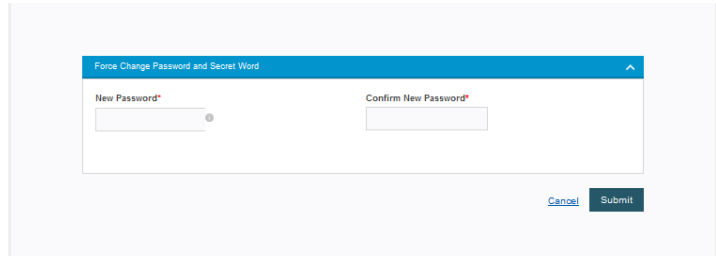
1. Please get ready your:
  - a. Reflex Corporate ID
  - b. User ID
  - c. One-Time Password
2. Follow the steps below to access RHB Reflex:
  - a. Type the URL <http://www.rhbgroup.com> at the web browser.
  - b. Click on **Login**
  - c. Click on **RHB Reflex**



- d. At the Reflex Login page, please enter the following information:
- i. Reflex Corporate ID
  - ii. User ID
  - iii. Enter your One-Time-Password at (OTP) field
  - iv. Click **GO**



- e. Please set a **New Password**. Once the new password is entered, click on **Submit** button.



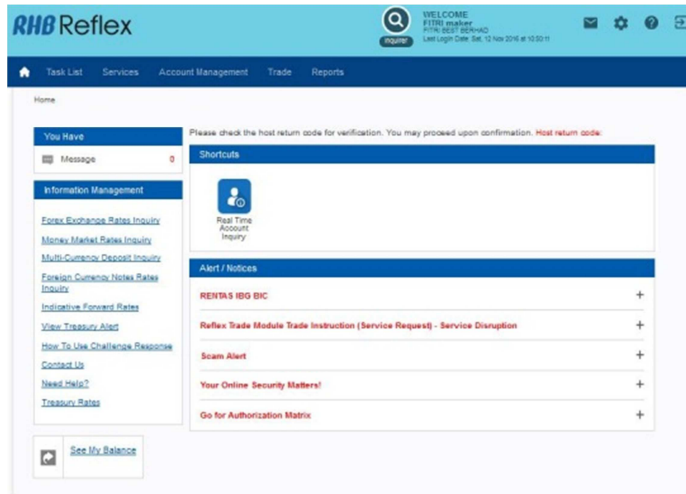
Force Change Password and Secret Word

New Password\*

Confirm New Password\*

[Cancel](#) [Submit](#)

- f. Upon successful validation, you will now be able to login into RHB Reflex.



RHB Reflex

WELCOME  
FTTM member  
Pilih your service  
Last Login Date: Sat, 12 Nov 2016 at 10:00 AM

Task List Services Account Management Trade Reports

Home

**You Have**  
Message 0

**Information Management**  
[Forex Exchange Rates Inquiry](#)  
[Money Market Rates Inquiry](#)  
[Multi-Currency Deposit Inquiry](#)  
[Foreign Currency Notes Rates Inquiry](#)  
[Indirective Forward Rates](#)  
[View Treasury Alert](#)  
[How To Use Challenge Response](#)  
[Contact Us](#)  
[Need Help?](#)  
[Treasury Rates](#)

**Shortcuts**  
Real Time Account Inquiry

**Alert / Notices**  
RENTAS IBG BIC +  
Reflex Trade Module Trade Instruction (Service Request) - Service Disruption +  
Scam Alert +  
Your Online Security Matters! +  
Go for Authorization Matrix +

[See My Balance](#)

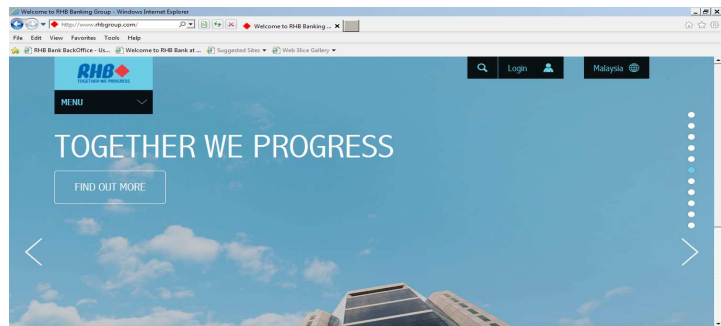
**IMPORTANT**

For any queries or assistance, please call our Customer Care Centre at **03-9206 8118 (Peninsular Malaysia)** or **082-276 118 (East Malaysia)**, or e-mail us at [reflex.support@rhbgroup.com](mailto:reflex.support@rhbgroup.com)

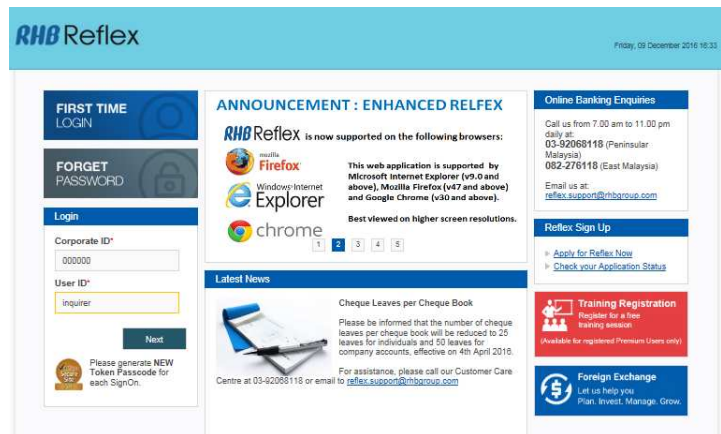
## How to Reset User Password

### A. System Administrator to perform reset password for user

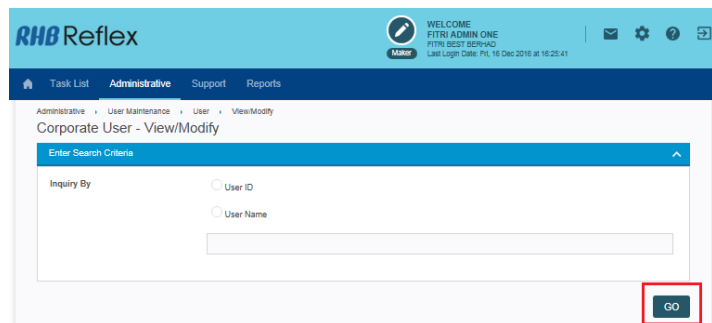
1. Please get ready your:
  - a. System Admin 1 IDs
  - b. System Admin 2 IDs
2. Login System Admin 1
  - a. Type the URL <https://www.rhbgroup.com> at the web browser
  - b. Click on **Login**
  - c. Click on **RHB Reflex**



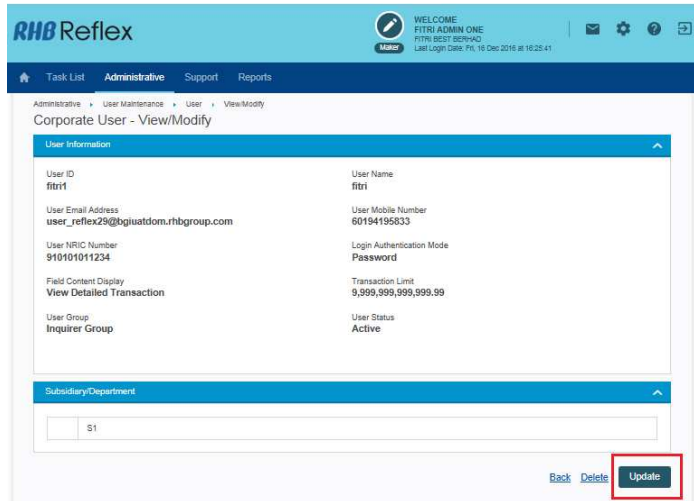
- d. At the Reflex Login Page, please enter the following information:
  - i. Reflex Corporate ID
  - ii. User ID
  - iii. Token Password
  - v. Click **GO**



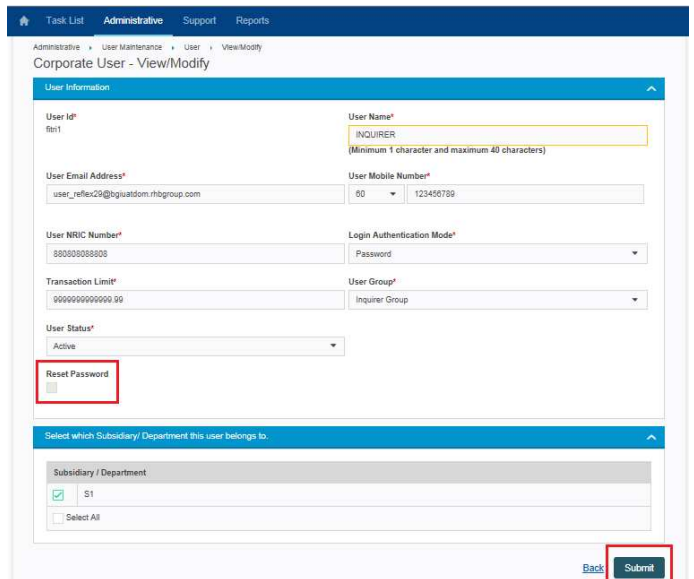
- e. Click on **Administrative**
- f. Click on **User Maintenance**
- g. Click on **User**
- h. Click **View/Modify**
- i. Click **Go**



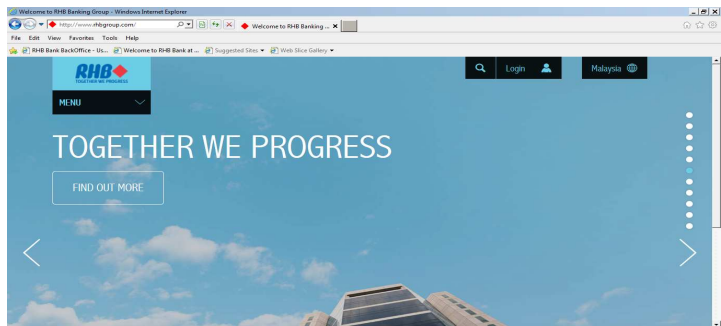
- j. Click on **User ID**
- k. Click on **Update** button



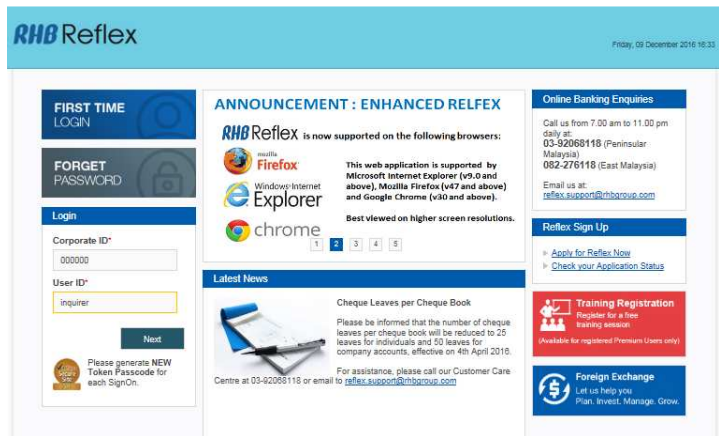
- l. Tick **Reset Password**
- m. Click on **Submit** button



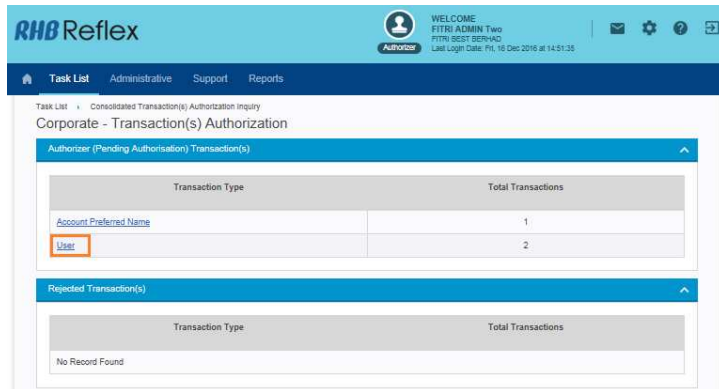
- 3. Once done, Login as System Admin 2 for approval
  - a. Type the URL <https://www.rhbgroup.com> at the web browser
  - b. Click on **Login**
  - c. Click on **RHB Reflex**



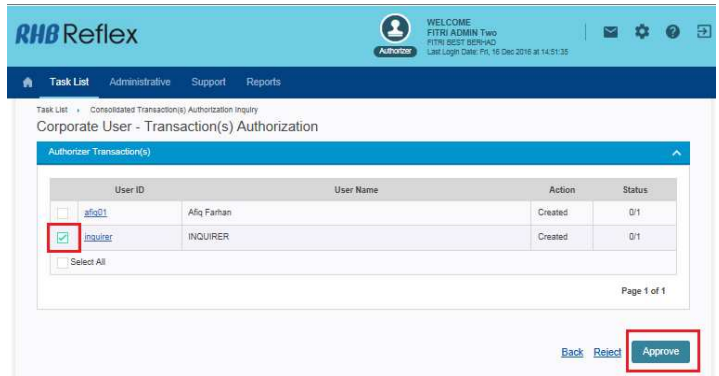
- d. At the Reflex Login Page, please enter the following information:
  - i. Reflex Corporate ID
  - ii. User ID
  - iii. Token Password
  - vi. Click **GO**



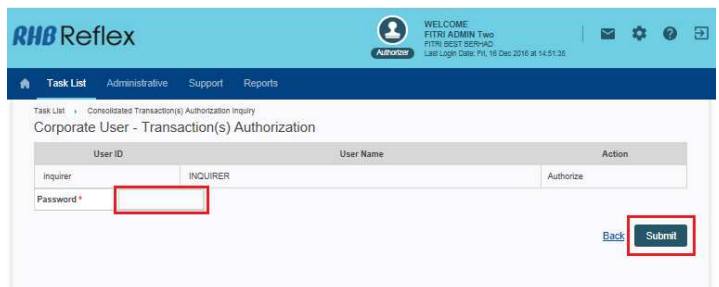
- e. Click on **Task List**
- f. Click on **Consolidated Transaction (s) Authorization Inquiry**
- g. Click on Transaction Type - **User**



- h. Select the user by clicking on the checkbox
- i. Click on **Approve** button



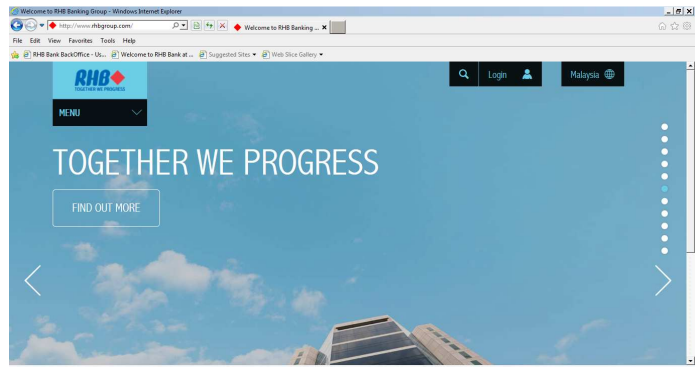
- j. Enter **Password**
- k. Click on **Submit** button



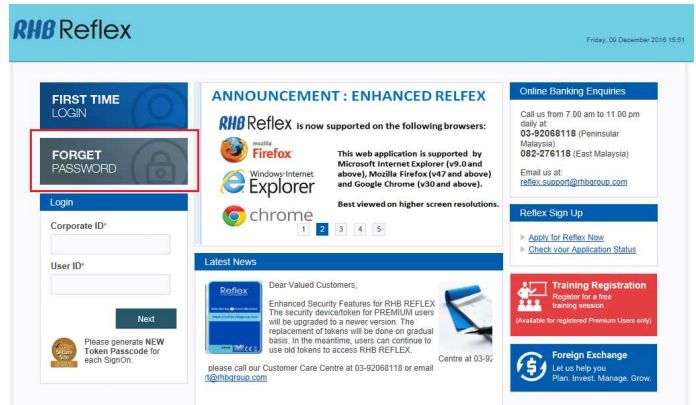
## B. Perform Forget Password

1. Once successful, kindly perform **“Forget Password”** in Reflex login page.

- Type the URL <http://www.rhbgroup.com> at the web browser.
- Click on **Login**
- Click on **RHB Reflex**

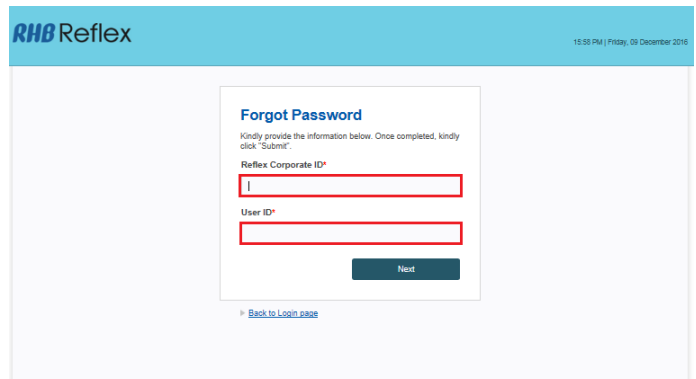


d. At Reflex Login Page, click **“Forget Password”**



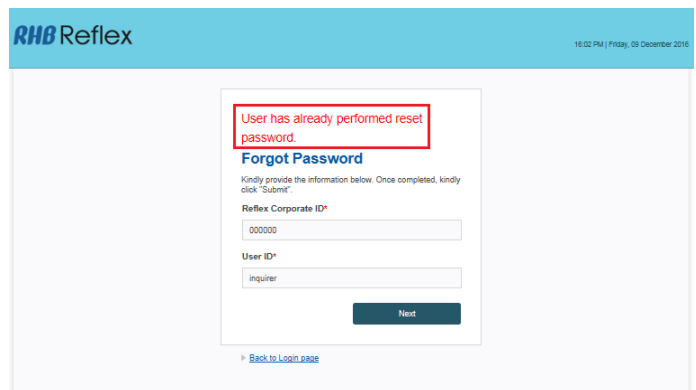
e. Please enter the following information:

- Reflex Corporate ID
- User ID
- Click **Next**



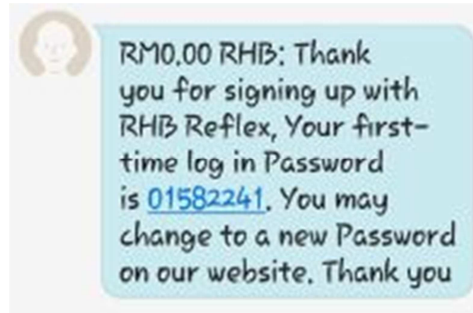
f. Upon successful submission of information, a pop-up message will appear **“User has already performed reset password”**. Please note that the One-Time Password (OTP) will be sent via SMS to your mobile number.

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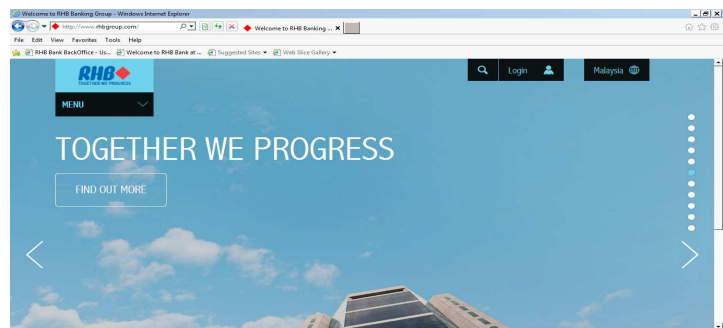


- g. You may proceed to login upon receiving the the OTP from RHB.

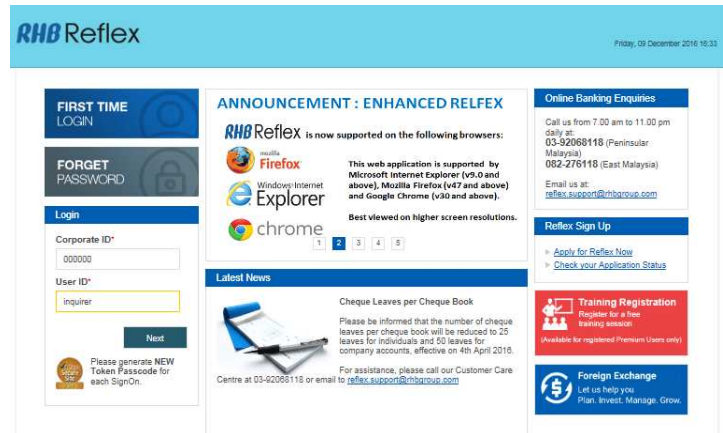


**C. How to Login using OTP**

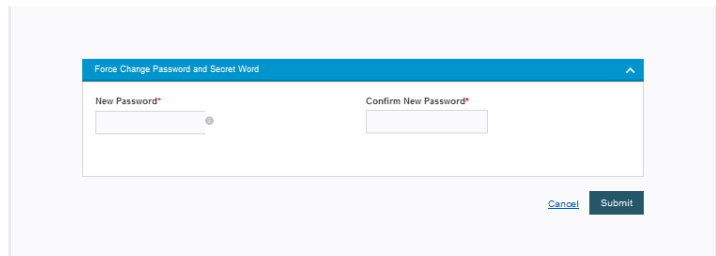
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- e. Please set a **New Password**. Once the new password is entered, click on **Submit** button.



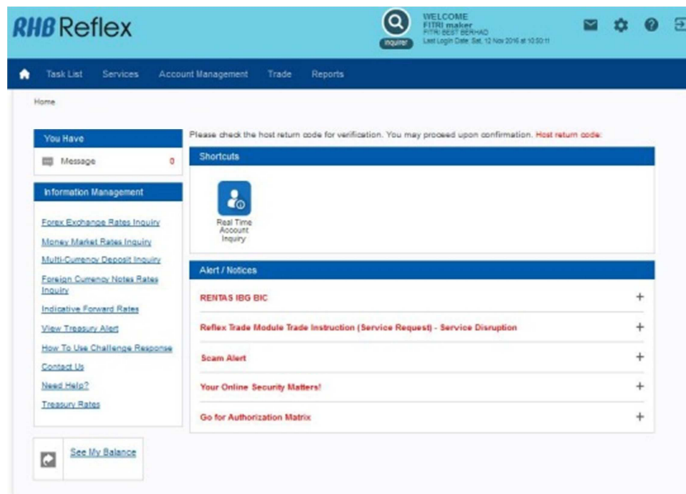
Force Change Password and Secret Word

New Password\*

Confirm New Password\*

Cancel Submit

- f. Upon successful validation, you will now be able to login into RHB Reflex.



RHB Reflex

WELCOME  
FTTM member  
1978-0001-00000000  
Last Login Date: Sat, 12 Nov 2016 at 12:00:11

Task List Services Account Management Trade Reports

Home

You Have

Message 0

Information Management

Forex Exchange Rates Inquiry

Money Market Rates Inquiry

Multi-Currency Deposit Inquiry

Foreign Currency Notes Rates Inquiry

Indicative Forward Rates

View Treasury Alert

How To Use Challenge Response

Contact Us

Need Help?

Treasury Rates

See My Balance

Please check the host return code for verification. You may proceed upon confirmation. **Host return code:**

Shortcuts

Real Time Account Inquiry

Alert / Notices

RENTAS IBG BIC +

Reflex Trade Module Trade Instruction (Service Request) - Service Disruption +

Scam Alert +

Your Online Security Matters! +

Go for Authorization Matrix +

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