

# RHB TradeSmart

## Multi-Factor Authentication (MFA) User Guide

Group Retail Equities and Futures



## Your Essentials for Multi-Factor Authentication (MFA)



### Updated Mobile Number & Email Address

To receive your One-Time Password (OTP).



### Internet Enabled Personal Device (Mobile Phone or Tablet)

Use your own device for added security.



### RHB Trading Mobile Application

Ensure it's updated to the latest version.





### Secure Internet Connection

Use a strong and stable connection during verification.



### Support Contact

Keep our hotline handy:  +603-2330 8900 |  [support@rhbgroup.com](mailto:support@rhbgroup.com)


# **One-Time Device Binding Setup**

# One-Time Device Binding Setup

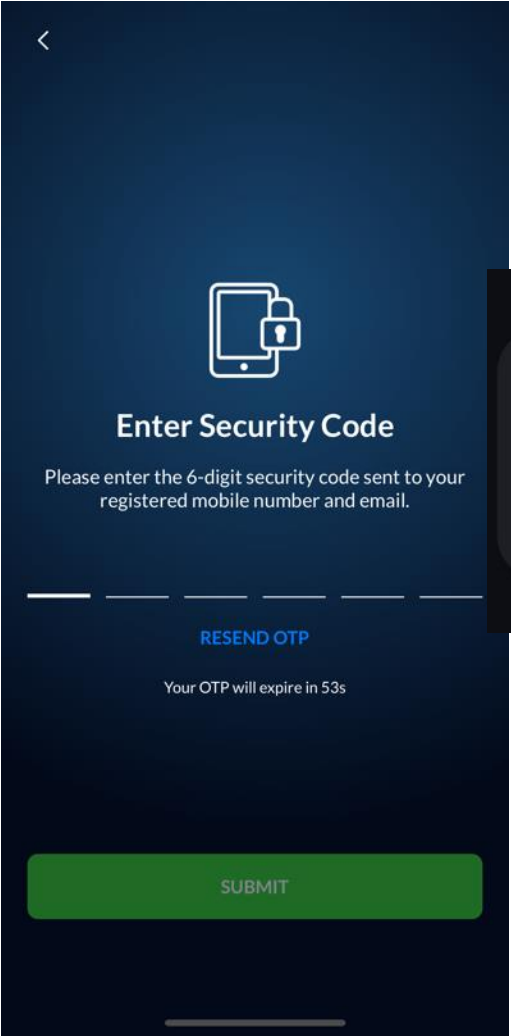


## Step 1 – Start Setup

- Login to **RHB TradeSmart mobile application**, tap **“Proceed”** to start binding your device.
- A security code (OTP) will be sent to your **registered mobile number and email**.

 **Notes:**

Complete the setup to avoid login interruption. You cannot access trading until device binding is done.



## Step 2 – Enter OTP

Enter the **6-digit OTP** received via SMS/email and tap **“Submit”**

RMO RHB TradeSmart: Your OTP XXXXXX to bind your device. Valid for 1 min. DO NOT SHARE this. Call RHBIB Call Centre if you didn't request this.

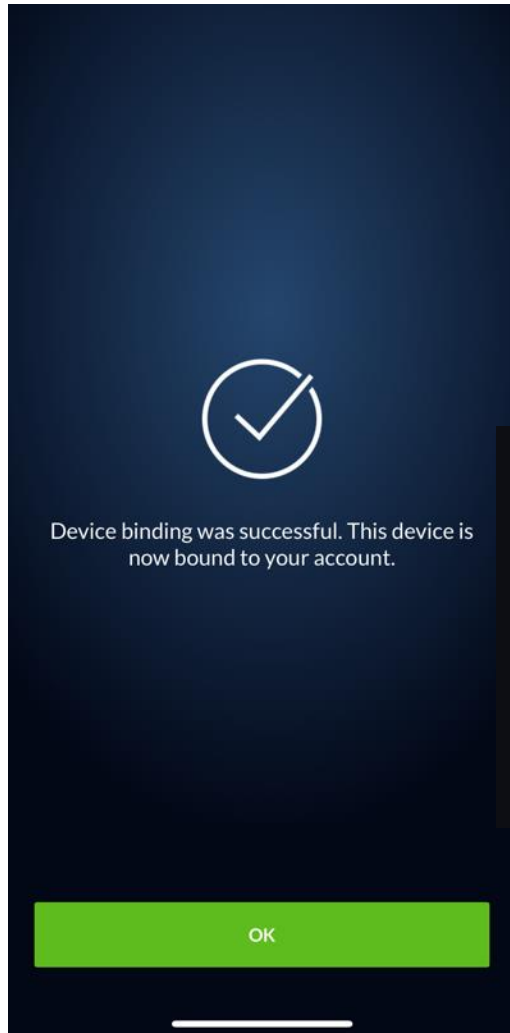
 **Notes:**

- **Never share** your OTP.
- You have **3 attempts** to enter OTP correctly. After 3 failed attempt, your account will be **temporarily locked**.
- To unlock, contact us at **+603-2330 8900** or **support@rhbgroup.com**

# One-Time Device Binding Setup

## Step 3 – Complete Setup

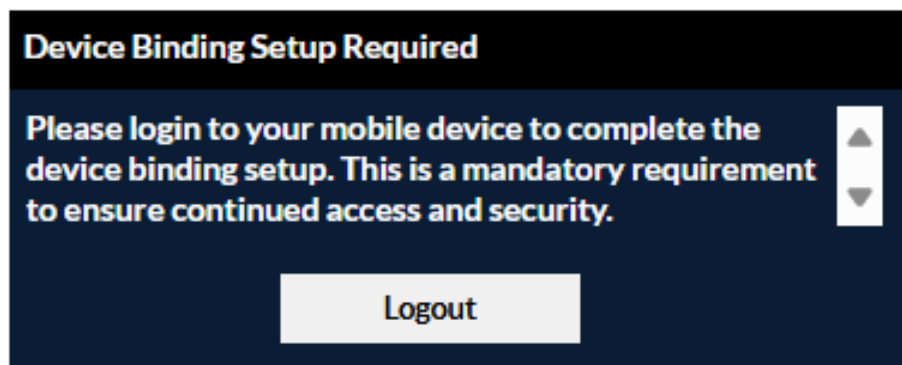
- Tap “**OK**” to complete the setup.
- Your device is now **successfully bound** and ready to authorize transactions.
- A confirmation message will be sent to your **registered mobile number and email**.



RMO RHB TradeSmart: Your device has been successfully bound to your trading account. Call RHBIB Call Centre if you didn't perform this.

# **Approve Transactions Using Secure Key (Web)**

# Approve Transactions Using Secure Key – Web



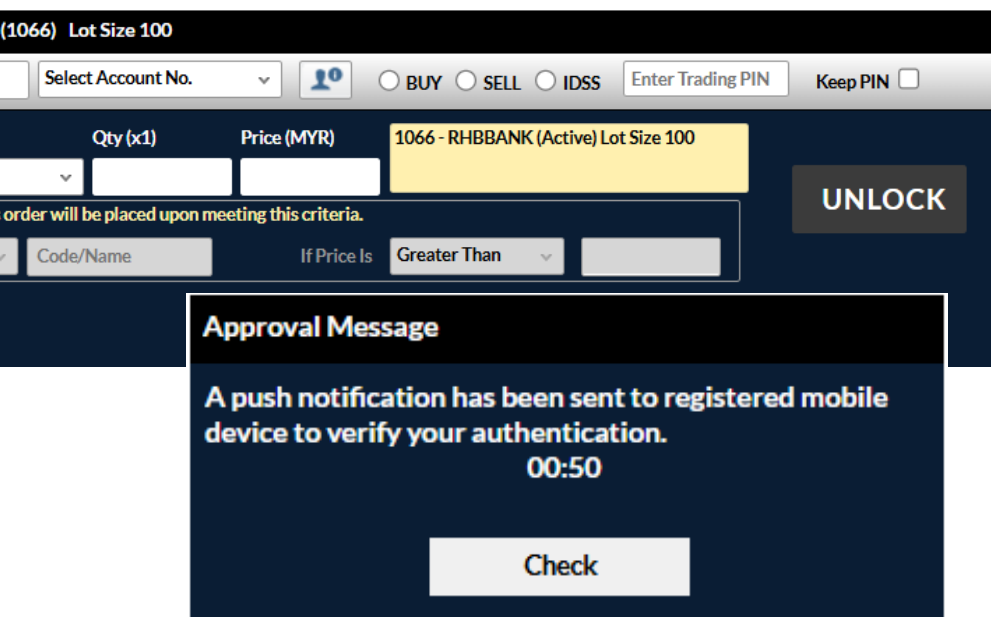
## Step 1 - Ensure Device Binding Setup is Completed

If your device is not yet bound, you will see this message



### Notes:

- Complete the **device binding setup** in the Mobile App before trading on the web.
- If not completed, the system will prompt you with this message.
- Refer to the **“One-Time Device Binding Setup”** guide for details.



## Step 2 - Authenticate Your Access

Upon login, the **“Submit”** button in the order pad will be hidden before **approval**. Other fields remain available.

To enable trading :

- a) Tap the **“Unlock”** button at the top right of the screen.
- b) A **Secure Key Approval Notification** will be sent to your registered device.
- c) Approve the request on your registered device to complete authentication.



### Notes:

Approval notification will expire in **1 minute**.

# Approve Transactions Using Secure Key – Web

RHB TRADESMART™

Control . Convenience . Rewards

Welcome to RHB TradeSmart!

Username

Password

Remember me

FORGOT PASSWORD

LOGIN

Secure Key

New to RHB TradeSmart?

OPEN AN ACCOUNT

Have a trading account, but no online access?

REGISTER NOW

Need help?

CONTACT RHB

Version: 2.23.0 (2510011)

RHB TradeSmart

Secure Key Authorisation

User ID

ebtest23

Date

14 October 2025

Time

10:30:28 AM

Reject

Approve

## Step 3 - Secure Key Approval

- On your **registered device**, tap **“Approve”** on the **Secure Key Authorisation** to complete authentication.
- If you **did not receive the Secure Key Approval Notification**, open the **RHB TradeSmart App**, tap the **“Secure Key”** icon on the home screen, then tap **“Approve”** on the next screen.

# **Approve Transactions Using Secure Key (Desktop App)**

# Approve Transactions Using Secure Key – Desktop

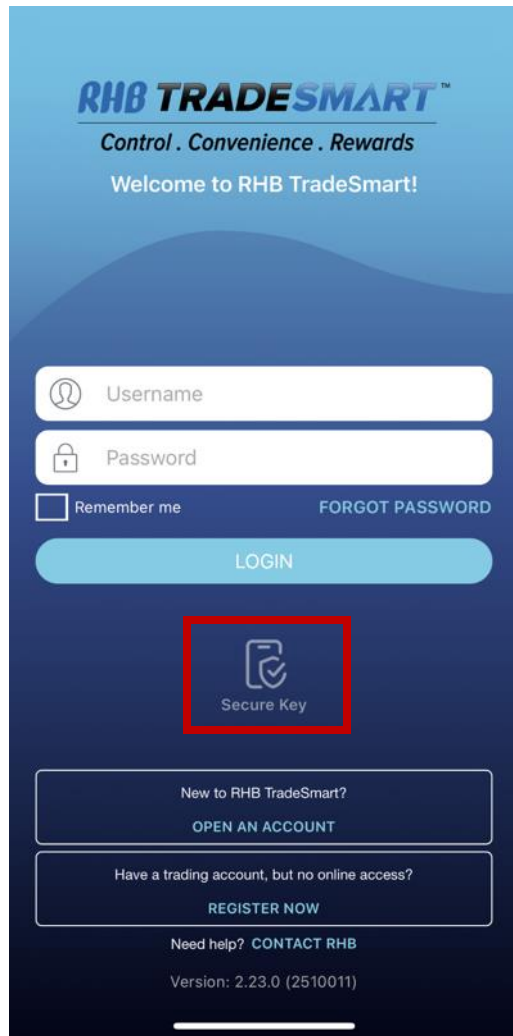
## Step 1 - Authenticate Your Access

Upon login, the **“Submit”** button in the order pad will be hidden before approval. Other fields remain available.

To enable trading :

- Tap the **“Unlock”** button at the bottom right of the Order Pad section.
- A **Secure Key Approval Notification** will be sent to your registered device.
- Approve the request on your registered device to complete authentication.

# Approve Transactions Using Secure Key – Desktop




**RHB TRADESMART™**  
Control . Convenience . Rewards  
Welcome to RHB TradeSmart!

Username

Password

☐ Remember me [FORGOT PASSWORD](#)

[LOGIN](#)

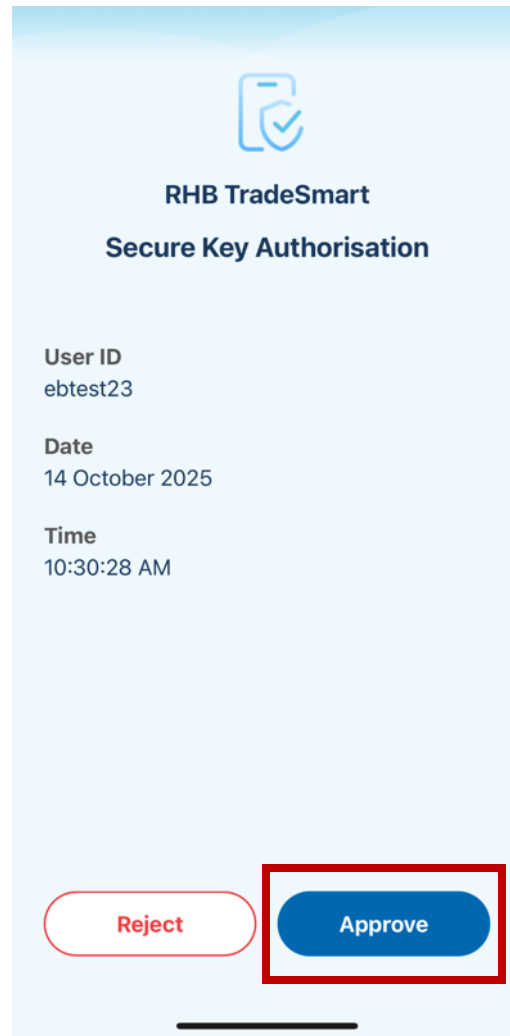
  
Secure Key


New to RHB TradeSmart?  
[OPEN AN ACCOUNT](#)

Have a trading account, but no online access?  
[REGISTER NOW](#)

Need help? [CONTACT RHB](#)

Version: 2.23.0 (2510011)



  
RHB TradeSmart  
Secure Key Authorisation

User ID  
ebtest23

Date  
14 October 2025

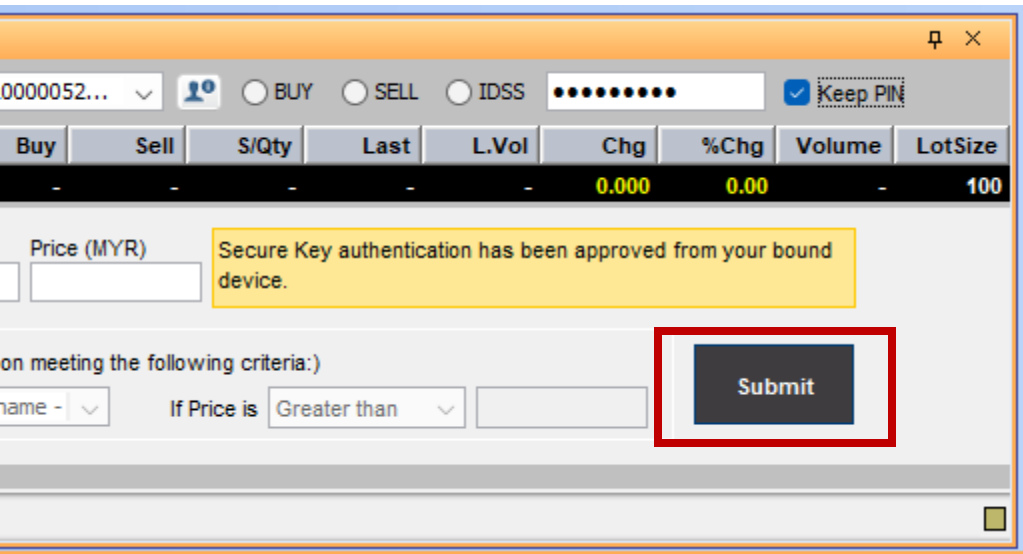
Time  
10:30:28 AM

[Reject](#) [Approve](#)

## Step 2 - Secure Key Approval

- On your **registered device**, tap **“Approve”** on the **Secure Key Authorisation** to complete authentication.
- If you **did not receive the Secure Key Approval Notification**, open the **RHB TradeSmart App**, tap the **“Secure Key”** icon on the home screen, then tap **“Approve”** on the next screen.

# Approve Transactions Using Secure Key – Desktop



The screenshot shows a trading application window. At the top, there's a header bar with a dropdown menu showing '0000052...', a user icon, and three radio buttons: 'BUY', 'SELL', and 'IDSS'. To the right of these is a PIN input field with dots and a 'Keep PIN' checkbox. Below this is a table with columns: 'Buy', 'Sell', 'S/Qty', 'Last', 'L.Vol', 'Chg', '%Chg', 'Volume', and 'LotSize'. The 'Chg' and '%Chg' columns show '0.000' and '0.00' respectively. Below the table is a 'Price (MYR)' input field. A yellow message box in the center states: 'Secure Key authentication has been approved from your bound device.' Below this, there's a section titled 'on meeting the following criteria:)' with a dropdown menu showing 'name -', a label 'If Price is', a dropdown showing 'Greater than', and an empty input field. A 'Submit' button is highlighted with a red rectangle.

Buy	Sell	S/Qty	Last	L.Vol	Chg	%Chg	Volume	LotSize
-	-	-	-	-	0.000	0.00	-	100

Price (MYR)

Secure Key authentication has been approved from your bound device.

on meeting the following criteria:)

name - If Price is Greater than

Submit

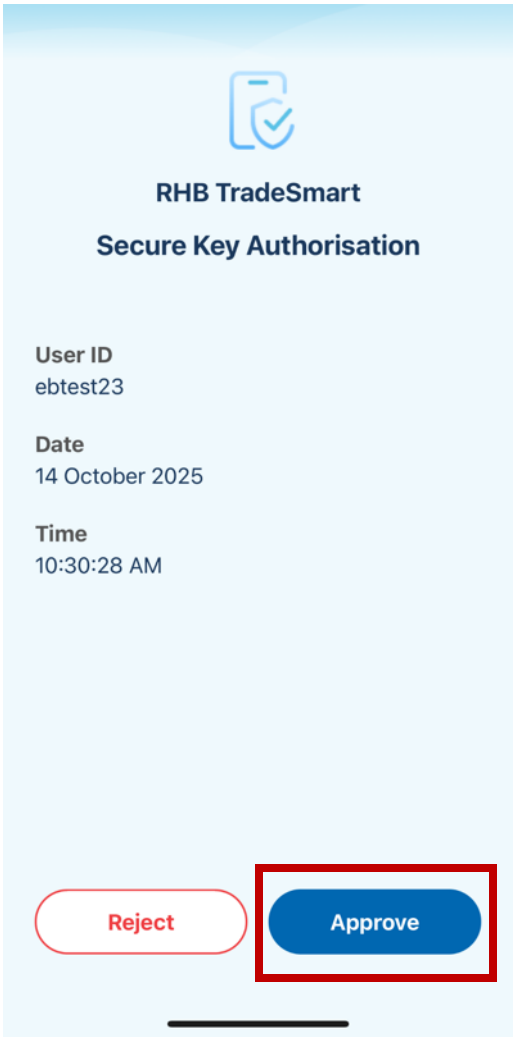
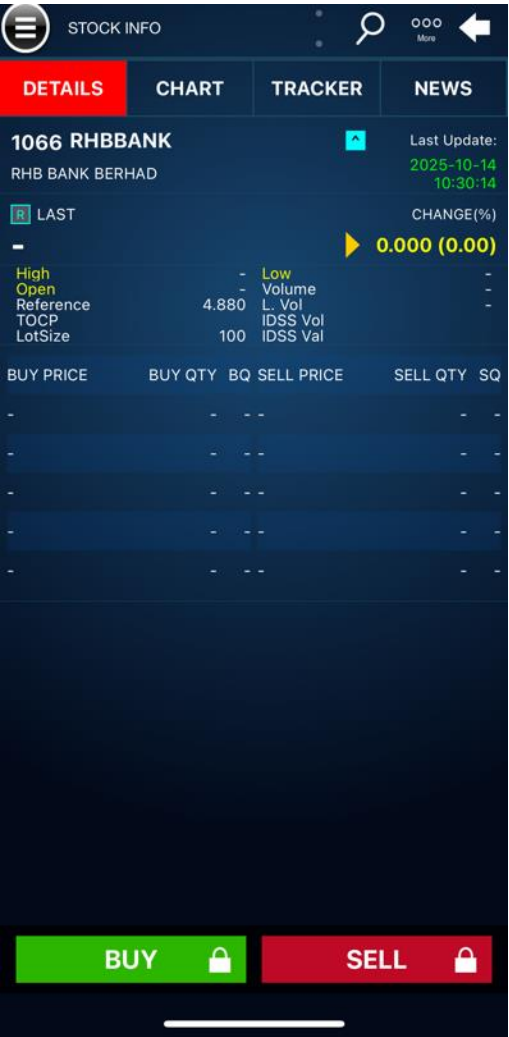
## Step 3 – Authentication Successful

- Once authentication is successful, the “**Submit**” button will present in Order Pad section.
- You can now execute Buy or Sell orders and enter your trading PIN as usual.

# **Approve Transactions Using Secure Key (Mobile)**

# Approve Transactions Using Secure Key – Mobile

## Authenticate During Order Execution



### Step 1 – Authentication prompt during order execution

- When you tap “Buy 🔒” or “Sell 🔒”, the **Secure Key** authentication request will appear — tap “**Approve**” to authorize.
- If you log in from another device, the **Secure Key Authentication notification** will be sent to your **bound/registered device**.

# Approve Transactions Using Secure Key – Mobile

## Authenticate During Order Execution

ORDER PAD

1066 RHBBANK

RHB BANK BERHAD

LAST

0.000 (0.00)

BUY PRICE	BUY QTY	BO	SELL PRICE	SELL QTY	SQ
-	-	-	-	-	-
-	-	-	-	-	-
-	-	-	-	-	-
-	-	-	-	-	-

Select Account

PKW201~...000529 2

Order Type

Limit

Price (MYR)

4.88

Quantity (x1)

100

Validity

Day

Lot Size: 100

Trading Pin


Remember Trading Pin

Condition

If Price is -

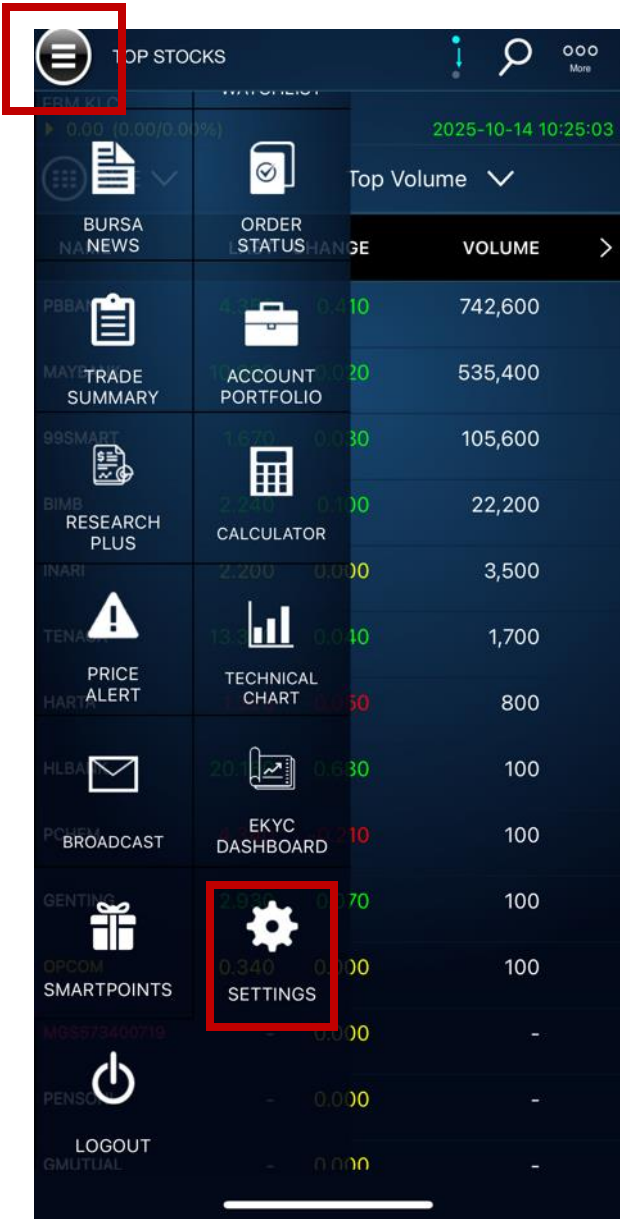
BUY

### Step 2 – Enter Trading PIN to complete your order execution

- The “**Lock**  ” icon will then be disappear — confirming that your session is authorized for transactions.
- Enter your **desired price, quantity, and trading PIN** to finalize the order.

# **Unbinding Registered Device**

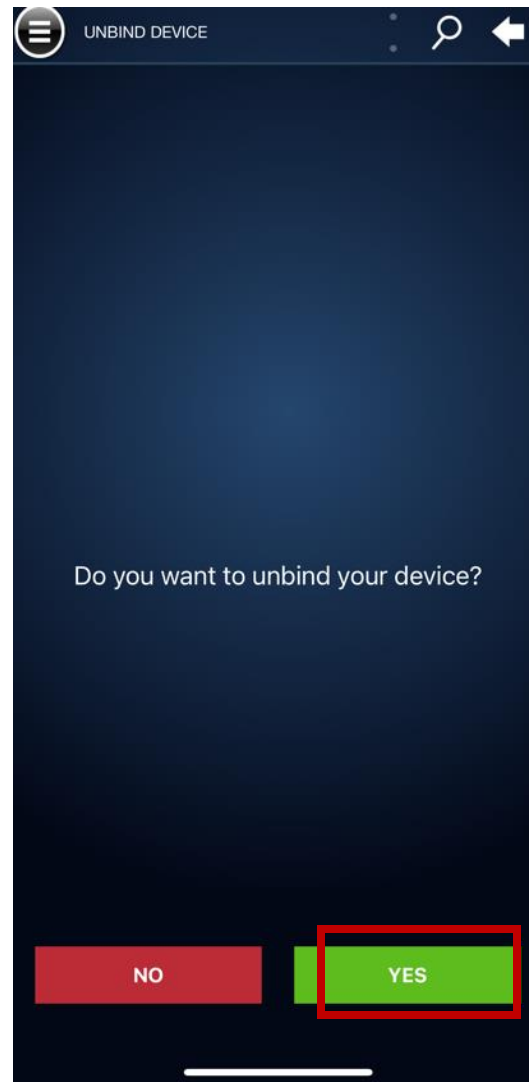
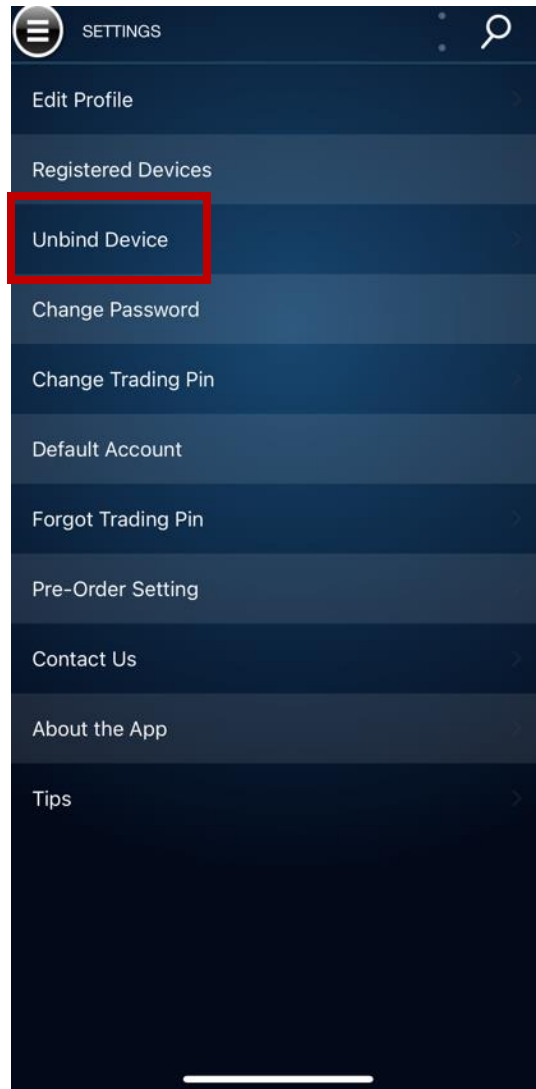
# Unbinding Registered Device



## Step 1 – Open Settings

- Tap “≡” icon on the top left, then select “Settings” from the list.

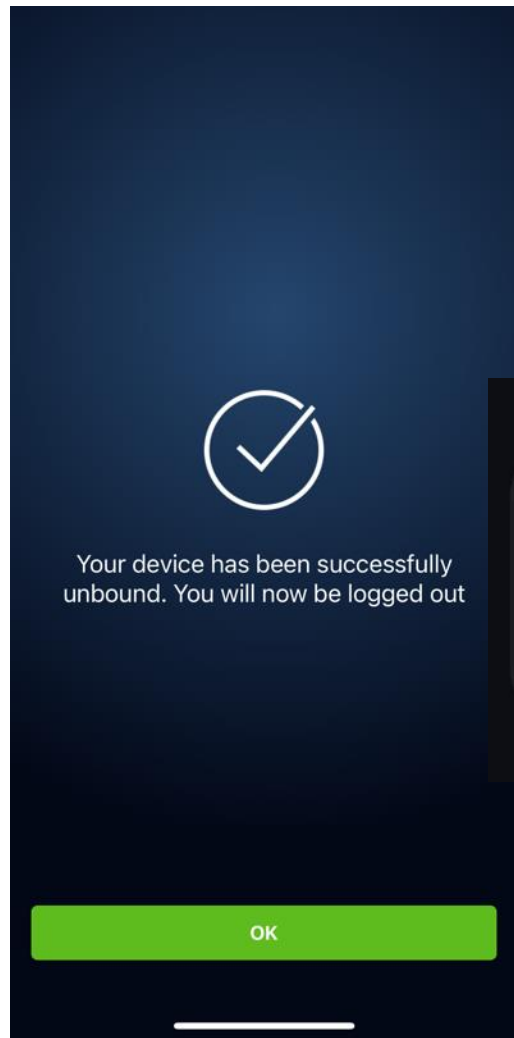
# Unbinding Registered Device



## Step 2 – Go to Device Management

- Under **“Settings”**, tap **“Unbind Device”**
- Tap **“Yes”** to remove Secure Key binding from your registered device

## Unbinding Registered Device



### Step 3 – Registered Device Unbinding Successful

- A “**Successfully unbound**” message will be sent to your registered mobile number and email address.

RMO RHB TradeSmart: Your device has been successfully unbound from your trading account. Call RHBIB Call Centre if you didn't perform this.

Thank you

