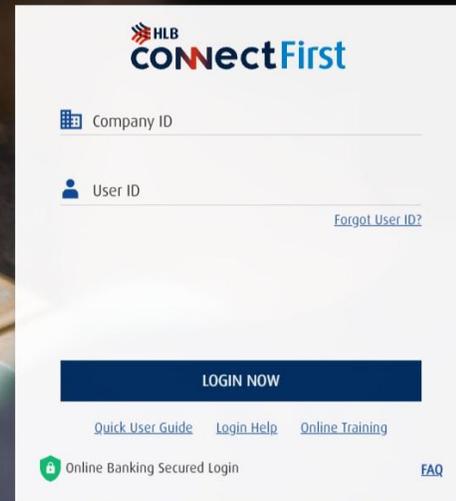
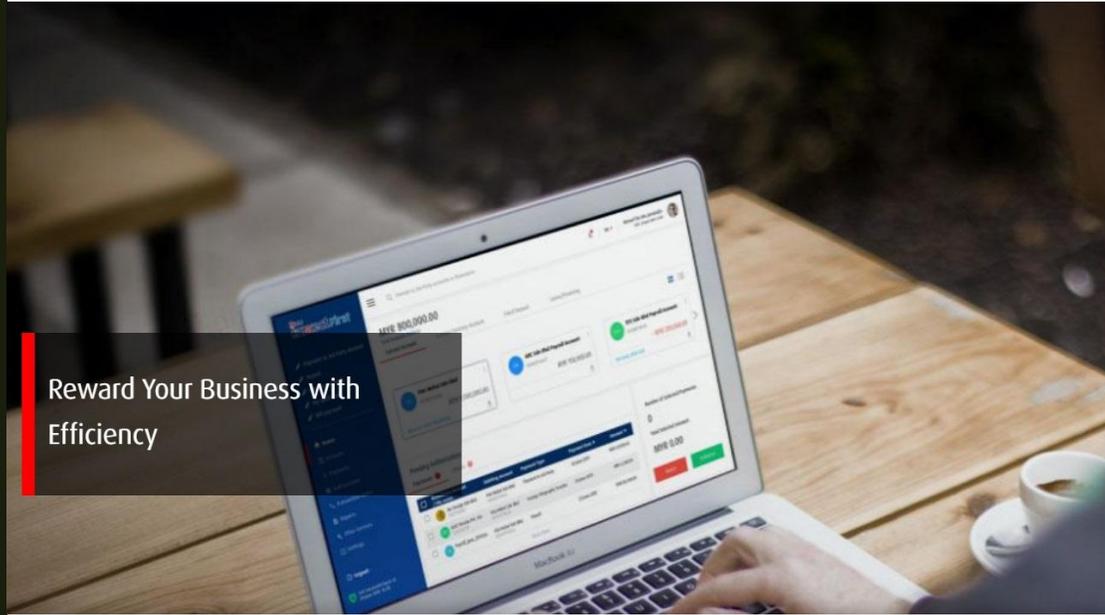


# HLB ConnectFirst User Guide

Reward Your Business with  
Efficiency

The login page for HLB ConnectFirst. It features the HLB ConnectFirst logo at the top. Below the logo are two input fields: "Company ID" and "User ID". A "Forgot User ID?" link is positioned to the right of the User ID field. A prominent blue "LOGIN NOW" button is centered below the input fields. At the bottom, there are links for "Quick User Guide", "Login Help", and "Online Training". A green shield icon with a white 'B' is accompanied by the text "Online Banking Secured Login". An "FAQ" link is located in the bottom right corner.

## Table of Contents

**1. First Time Activation**

**2. User Roles & Responsibilities**

**3. Mobility Function – Maker & Approver**

**4. 2FA Log-in with Mobile Notification and QR code**

1

# First Time Activation

- You will receive an email and SMS sent to your registered email address and mobile number upon successful registration:
- (a) Email – Consists of password-protected attachment (ePin file). The content displays the Company ID, User ID and temporary PIN for you to activate the user.
- (b) SMS – Consists of a password to unlock the attachment content.
- (c) Webpage Link: <https://www.hlbconnectfirst.com.sg/iportalweb/>

[WARNING - ENCRYPTED ATTACHMENT NOT VIRUS SCANNED] E-PIN 220208\_0000332.pdf Hong Leong ConnectFirst

noreply@eservices.hlbank.com.sg  
to me

11:49 AM (1 minute ago)

CAUTION: This email is originated from outside of the organization. Do not click the links or open the attachments unless you recognize the sender.

Dear Valued Customer,

Thank you for signing up for Hong Leong ConnectFirst.

**GETTING STARTED**

- Your One-Time Pin/Temporary Password has been sent via SMS to your registered mobile number to open the attached e-PIN file. (Note you receive the EMAIL because the login password stated in the e-PIN is only valid for 60 days)
- Please visit Hong Leong ConnectFirst login page
- Please key in **Company ID** and **User ID**. Press 'Enter'.
- You will be redirected to the **FIRST TIME ACTIVATION** screen. Please complete the required steps to set up your new password.
- Upon successful creation of the password, you may proceed to login with your new password.

**Need Assistance?**  
Call our Contact Centre at +65 6349 8330

Email received

**GETTING STARTED:**

- Please visit Hong Leong ConnectFirst login page (<https://www.hlbconnectfirst.com.sg/iportalweb/>)
- Please key in **Company ID** and **User ID** (stated below). Press 'Enter'.
- You will be redirected to the **FIRST TIME ACTIVATION** screen. Please complete the required steps to set up your new password.
- Upon successful creation of the password, you may proceed to login with your new password.

SMS received - to unlock attachment in email

Company ID	60000004
User ID	FELICIA003
Temporary Password	EYR\$5AVf

For more information, please visit our HL ConnectFirst Quick UserGuide at [https://www.hlbank.com.sg/Connect\\_First/QuickGuide.pdf](https://www.hlbank.com.sg/Connect_First/QuickGuide.pdf)

Today 11:48

HLB: e-PIN 220208\_0000332.pdf file has been sent to your email for Hong Leong ConnectFirst registration. e-PIN Password: [1644292097](#)

# 1

## First Time Activation

**1 Step 1** Identify Yourself    **2 Step 2** Confirm    **3 Step 3** Online Registration    **4 Step 4** Security Setup    **5 Step 5** Update Password    **6 Step 6** eToken Activation

To Register please enter the below details

Corporate ID \*    60000004

Login ID \*    FELICIA003

IC/Passport Number\*    SXXXX492Z

PIN \*   

Please use the Virtual Keyboard only to key in the PIN (as printed on the PIN Mailer).

Virtual Keyboard  
Use this Virtual Keyboard to key in the PIN only.

~	!	@	#	\$	%	^	&	*	(	)	_	+
`	1	2	3	4	5	6	7	8	9	0	-	=
q	w	e	r	t	y	u	i	o	p	[	]	\
a	s	d	f	g	h	j	k	l	;	'	~	/

Company ID    60000004

User ID    FELICIA003

Temporary Password    EYR\$5AVf

Submit    Cancel

Key in your NRIC/Passport Number

Key in the Temporary Password (Refer to attachment (ePIN file) sent to your email address)

Click Submit

1

# First Time Activation

1 Step 1 Identify Yourself

**2 Step 2 Confirm**

3 Step 3 Online Registration

4 Step 4 Security Setup

5 Step 5 Update Password

6 Step 6 eToken Activation

Your Information has been validated successfully

Company ID	60000004
Login ID	FELICIA003
Mobile Number	*****8653
E-Mail ID	f***@hlbank.com.sg

Click on next to receive OTP in your registered mobile number and/or E-mail ID

Click "Next"  
One Time Password (OTP) will be sent to your registered mobile number or email address.

# 1 First Time Activation

1 Step 1 Identify Yourself    2 Step 2 Confirm    **3 Step 3 Online Registration**    4 Step 4 Security Setup    5 Step 5 Update Password    6 Step 6 eToken Activation

Please enter the One time password

The One Time Password has been sent to your registered mobile number and/or E-mail ID

One Time Password (OTP) \*

[Resend OTP](#)

You have maximum of 3 attempts

Key in the OTP received.

Note: OTP will be received in less than 5 minutes. If you do not receive the SMS OTP within 5 minutes, please click "Resend OTP".



Dear Customer, Your One Time Password (OTP) for transaction on Connect First at 08-Feb-2022 11:55 AM is 981850. This OTP is valid up to 08-Feb-2022 11:57 AM. Do

1

# First Time Activation

1 Step 1 Identify Yourself      2 Step 2 Confirm      3 Step 3 Online Registration      **4 Step 4 Security Setup**      5 Step 5 Update Password      6 Step 6 eToken Activation

**Security Questions**

**1. Select 3 Questions from the dropdown list and fill up the Security Answers**

Question1 *	What is your favorite color	Answer1 *	PINK
Question2 *	In what city were you born	Answer2 *	SINGAPORE
Question3 *	What is your mother's maiden name	Answer3 *	BEE ENG

**Security Phrase**

Security Phrase \*      h1bank001|      ?

We have introduced Security Phrase to further help protect your identity and online transactions. Once registered, you will be prompted to acknowledge your Security Phrase at subsequent logins. Your Security Phrase is not your Hong Leong ConnectFirst Password

**Submit**      **Cancel**

## 2. Create a Security Phrase

We have introduced Security Phrase to further help protect your identity and online transactions.

Once registered, you will be prompted to acknowledge your Security Phrase at subsequent logins.

Your Security Phrase is not your HLB ConnectFirst Password.

**3. Click Submit**

## 2

# First Time Activation

1 Step 1 Identify Yourself      2 Step 2 Confirm      3 Step 3 Online Registration      4 Step 4 Security Setup      **5 Step 5 Update Password**      6 Step 6 eToken Activation

Company ID      60000004  
Login ID      FELICIA003

Password \*      .....

Confirm Password \*      .....

Note :  
Please enter a password that is not used in the past

[Password Policy](#)      [Submit](#)      [Cancel](#)

Virtual Keyboard

-	!	@	#	\$	%	^	&	*	(	)	_	+
2	3	9	0	-	=							
o	p	i	{	}								
d	g	a	s	f	k	l	h	j	[	]	\	/
v	z	c	x	n	b	m	<	>	;	:	'	"
CAPS LOCK						CLEAR			?	,	.	

Enable Virtual Keyboard

1. Set your New Login Password and Confirm Password

2. Click Submit

## First Time Activation

Scan the QR Code to download the mobile app for eToken Activation

**1** Step 1  
Identify Yourself

**2** Step 2  
Confirm

**3** Step 3  
Online Registration

**4** Step 4  
Security Setup

**5** Step 5  
Update Password

**6** Step 6  
eToken Activation

Download, install and activate the Hong Leong ConnectFirst eToken application in your smartphone device. This application gives you greater online protection by verifying your identity before allowing you to access Hong Leong ConnectFirst and carry out your business transactions as required.



Download & Install  
for iOS



Download & Install  
for Android

OK

## Table of Contents

**1. First Time Activation**

**2. User Roles & Responsibilities**

**3. Mobility Function – Maker & Approver**

**4. 2FA Log-in with Mobile Notification and QR code**

## User Roles & Responsibilities



### System Administrator

- To **ADD/ MODIFY/ DELETE** any permissible maintenance eligible for an administrator role; i.e. user groups/ user profiles/ authorisation matrix
- To enable/ disable & reset password for own user profiles

### System Authoriser

- To **REVIEW & APPROVE** all maintenance/ change requests initiated by the System Administrator

### Payment Maker

- To **PREPARE** Single and Bulk/ Payroll type transactions
- Perform account balance or transaction inquiry, statement retrievals etc

### Payment Authoriser

- To **REVIEW & APPROVE** all transactions initiated by the Payment Maker

## Table of Contents

**1. First Time Activation**

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**4. 2FA Log-in with Mobile Notification and QR code**

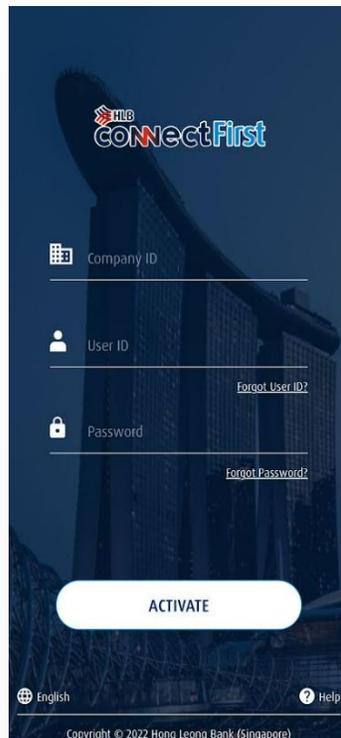
3

# Mobility: First-Time E-token Registration

1. Download HLB ConnectFirst Singapore from App Store or Google Play Store



2. Launch the app & enter your registered login details and click Activate



3. Enter SMS OTP sent to your registered mobile



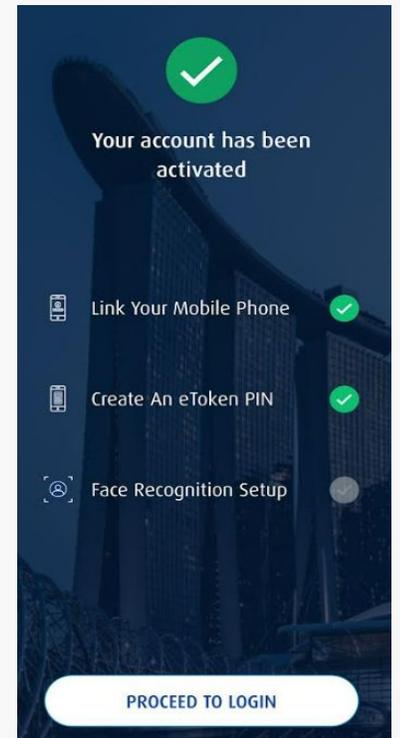
4. Create and confirm your 6-digit eToken Pin



5. Set up Face Recognition (optional)\*



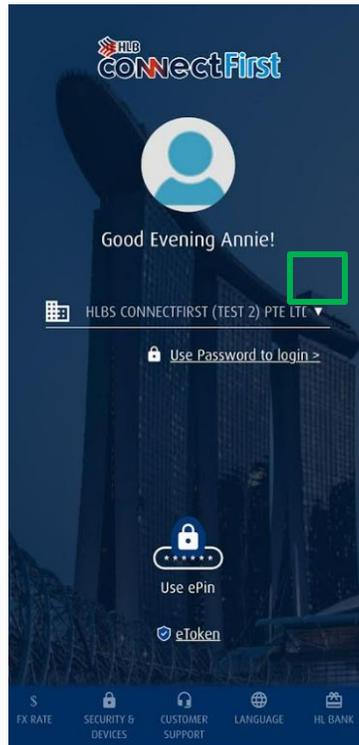
6. Mobile eToken is now activated. Click Proceed to Login to continue.



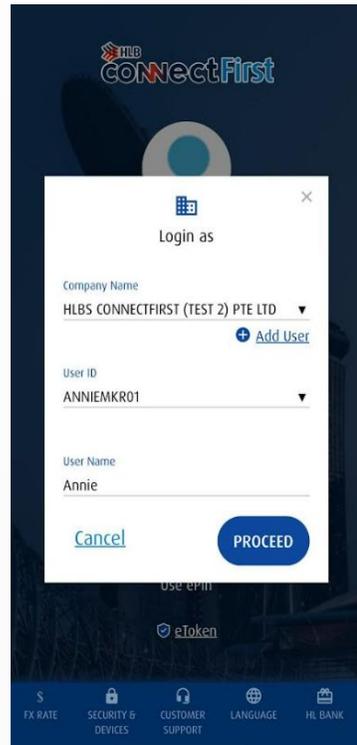
### 3

## Mobility: Adding Additional E-token User

1. Click on the Down Arrow



2. Tap on the down arrow and click on "+ Add User"



3. Enter your registered login details and click Activate



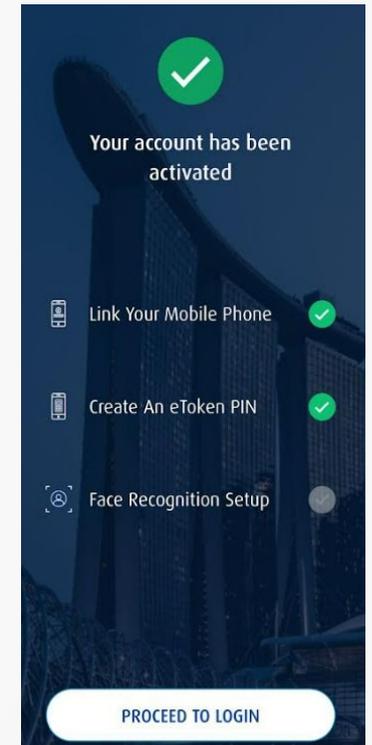
4. Enter SMS OTP sent to your registered mobile and click Proceed



4. Key in the same 6 digit pin number which was previously registered



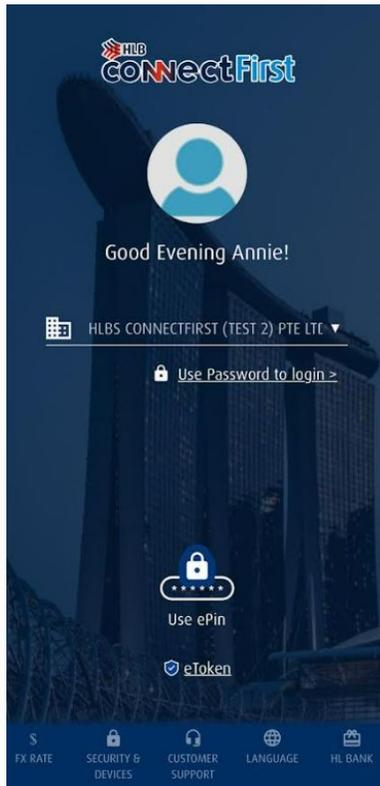
5. Mobile eToken is now activated. Click "Proceed to Login"



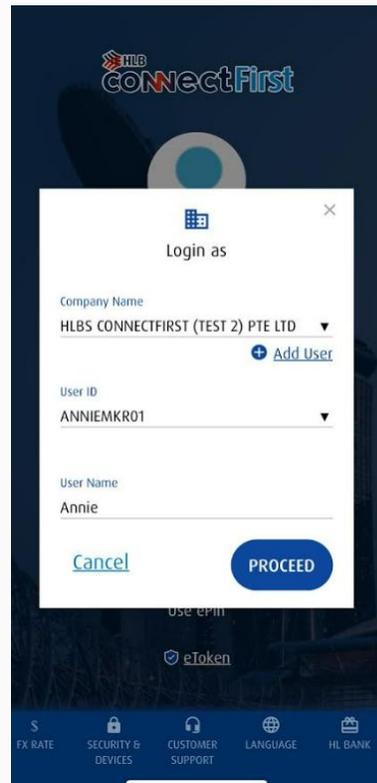
3

# Mobility: Multiple User & Companies

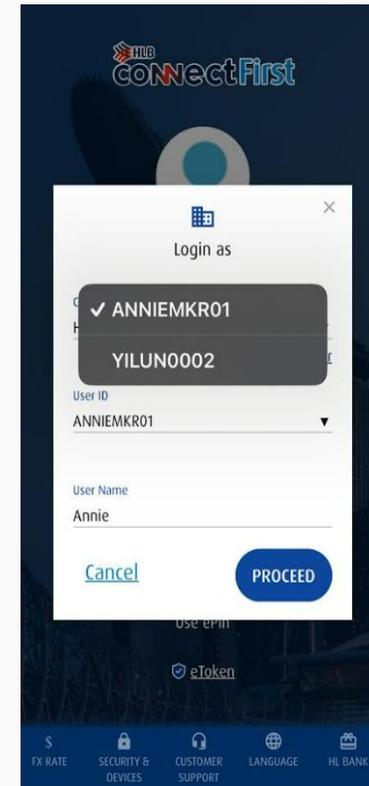
1. Tap on the company name to show the Login credential



2a. Tap on the Company Name to switch the Company Log-in credentials



2b. Tap on the User ID to switch the Login credentials



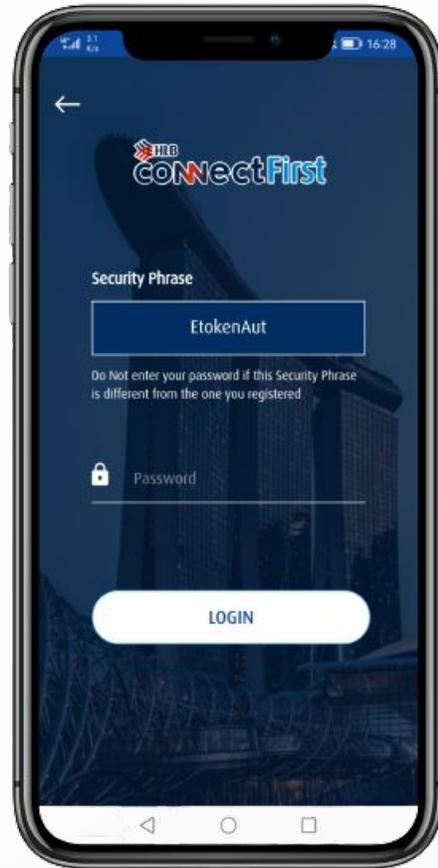
### 3

## Mobility log-in : Password / E-Pin / Face Recognition\*

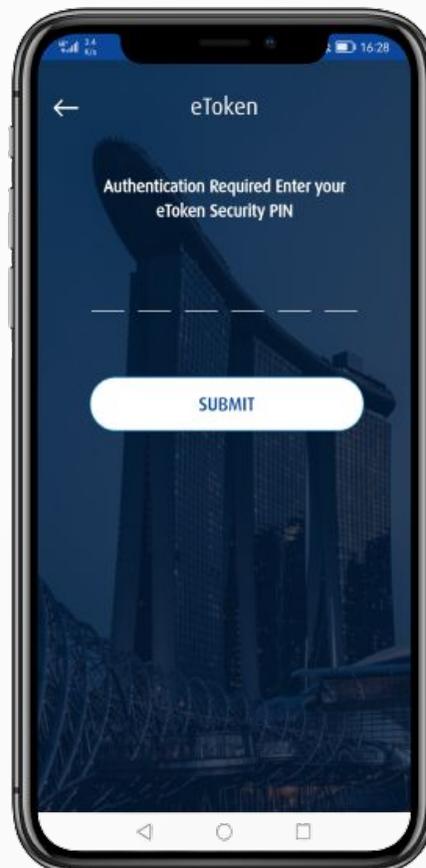
1. Login through Password / e-Pin / Face Recognition (IOS / Android only)



2a. Select Password to login



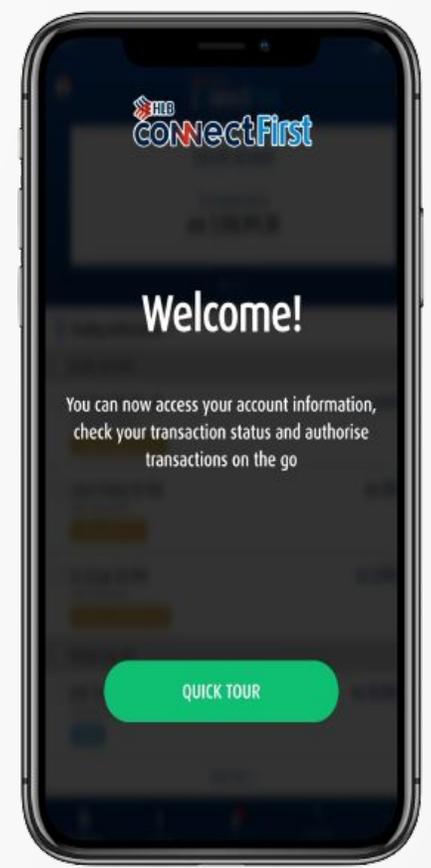
2b. Select E-Pin to login



2c. Select Face Recognition to login [only available for IOS / Android]



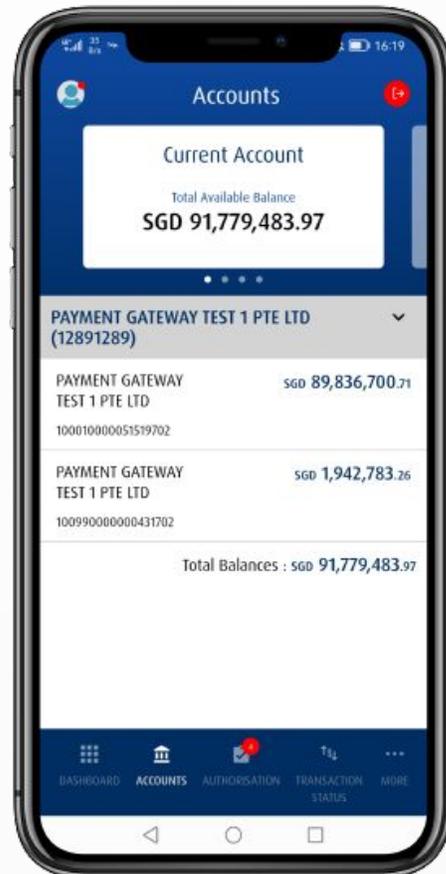
3. Successful Log in.



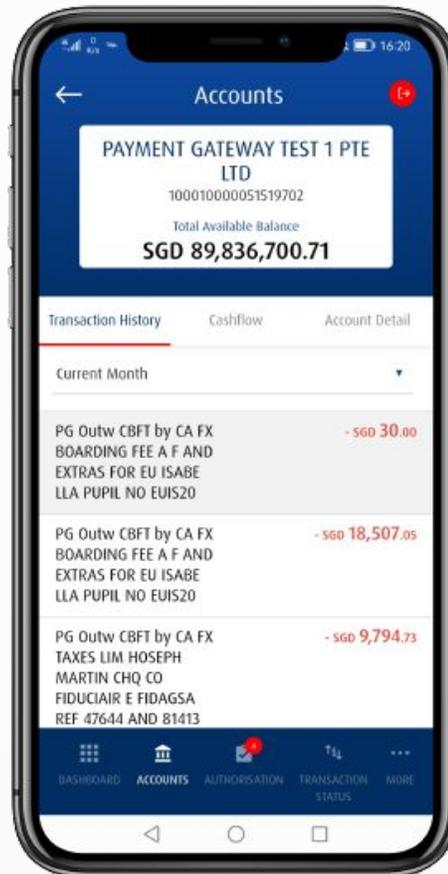
3

# Mobility Account View Function – Maker & Approver

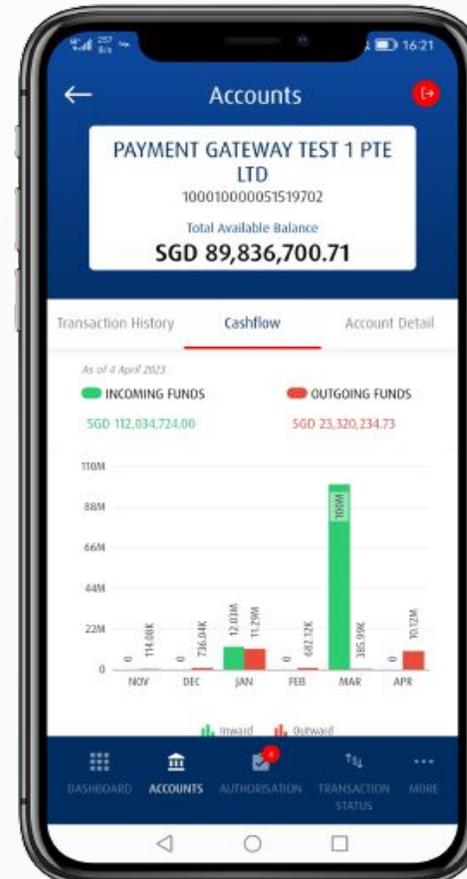
1. Click on **Accounts** and select the account you want to view.



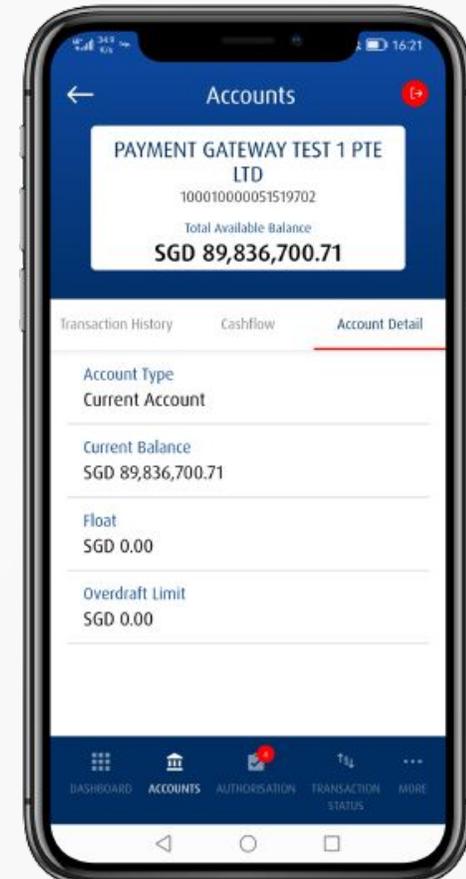
2. Select **Transaction History** to view all transactions



3. Select **Cashflow** to view all incoming and outgoing funds



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



### 3

## Authorization of Transaction - Approver

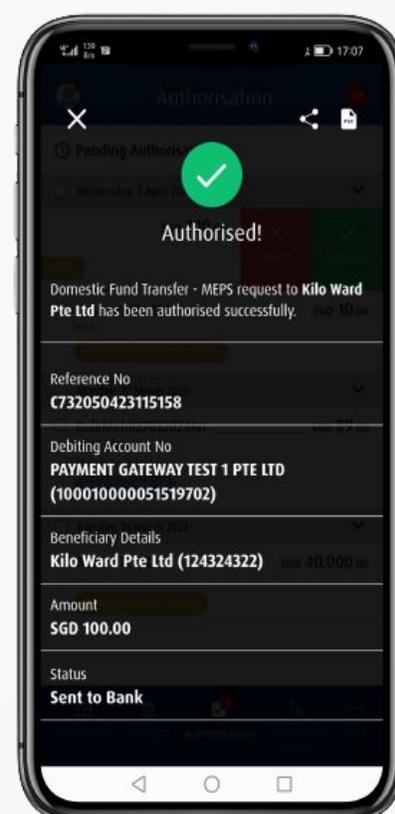
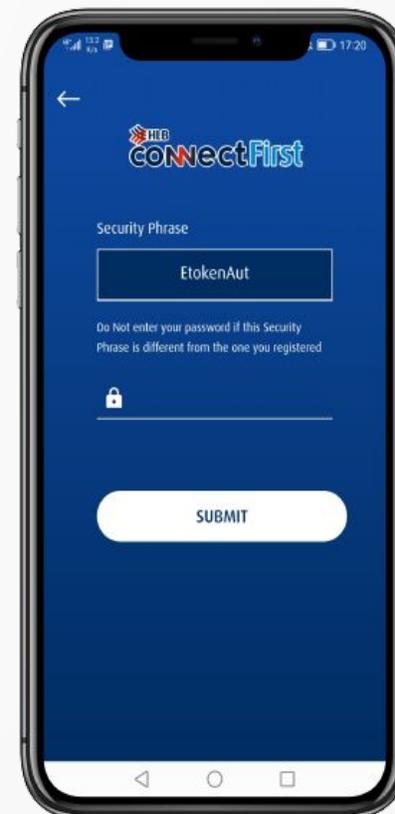
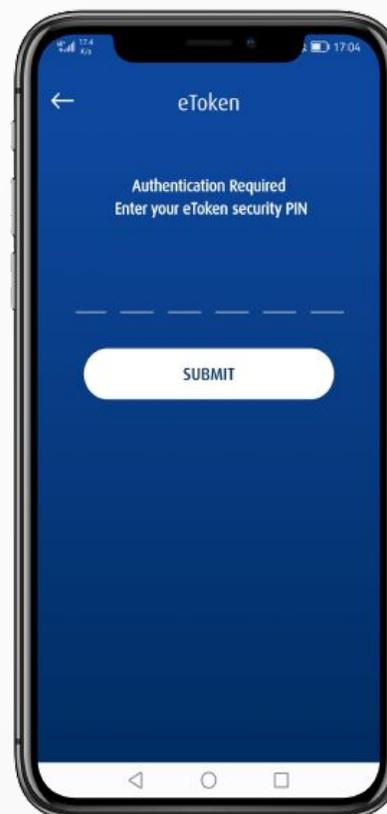
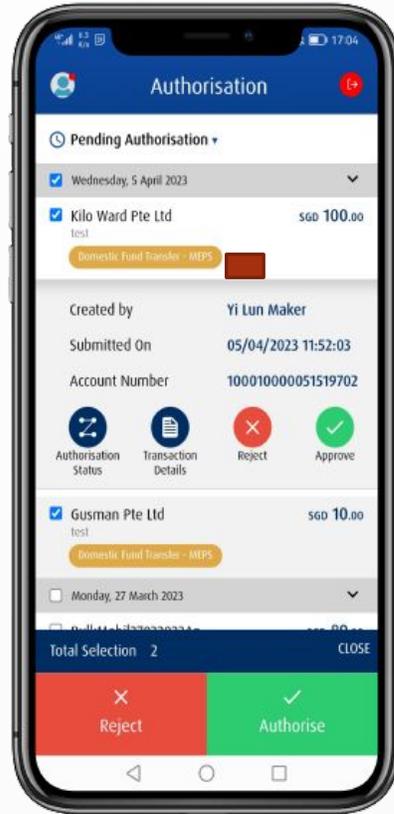
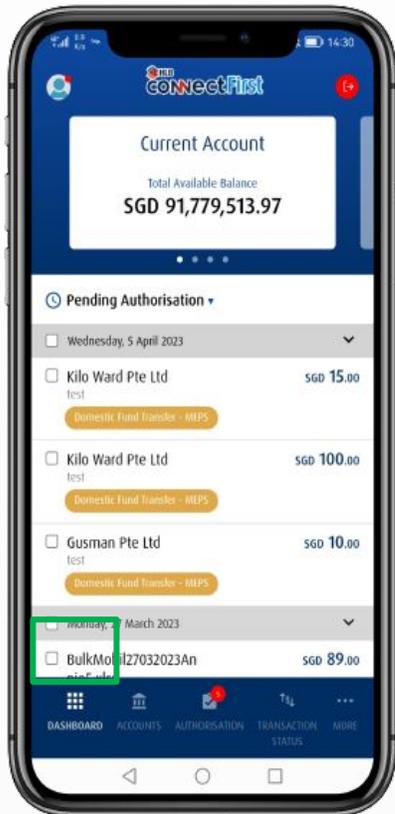
1. Tap Authorization or Dashboard to view all pending transactions

2. Tap on the Checkbox to select one or all transactions to authorize or reject

3. Authorize transaction through any of the following methods:

- Password log in - Etoken / Face recognition (IOS / Android)
- Etoken log in – Password / Face recognition (IOS / Android)
- Face recognition (IOS/Android) log in – Password / Etoken

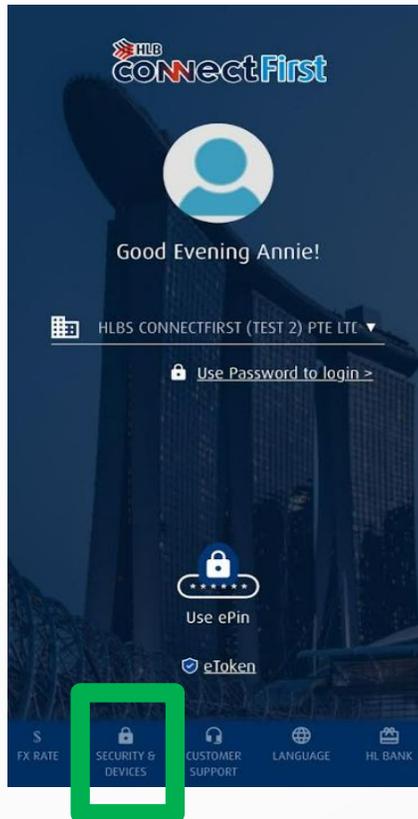
4. You will receive a **pop-up message** to notify you that your transaction has been authorized.



3

# Deactivation of User from Device

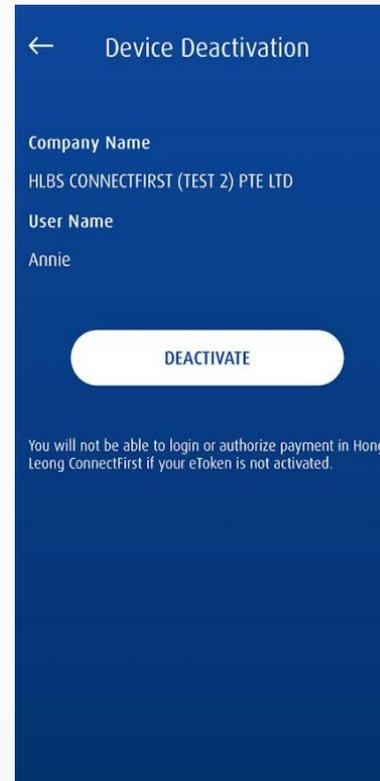
1. Tap on Security & Devices



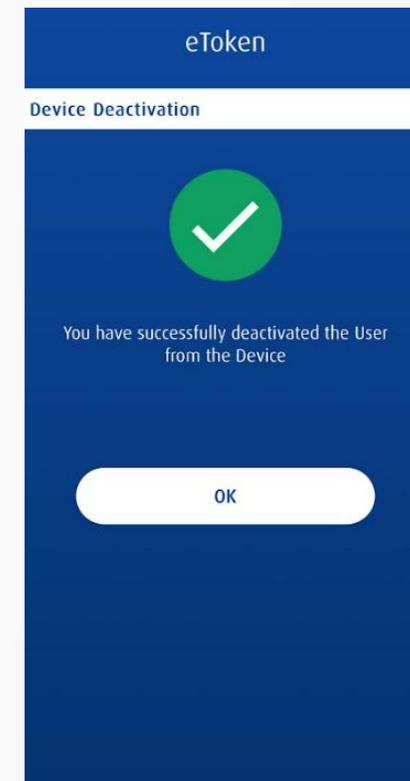
2. Select Device Deactivation



3. Tap on the User ID to be deactivated



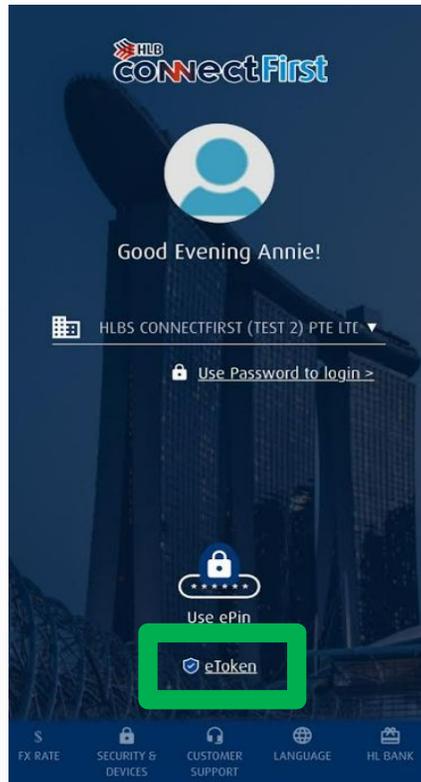
4. Successfully Deactivated



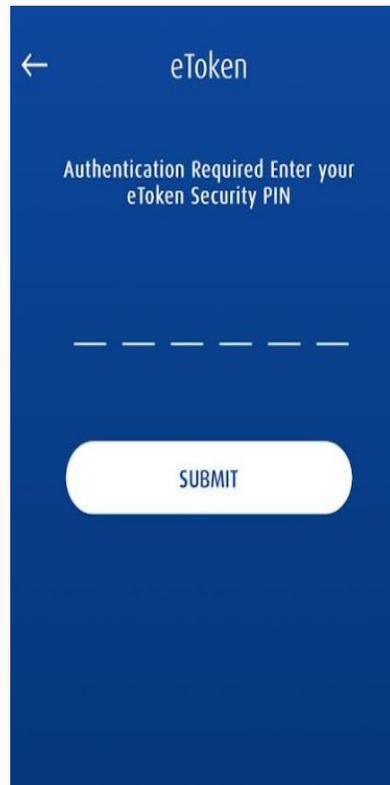
### 3

## Turn Off Face Recognition from Application\*

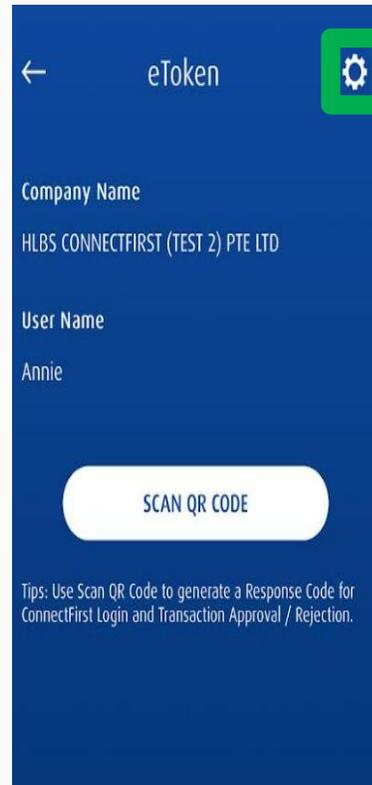
1. Tap on eToken



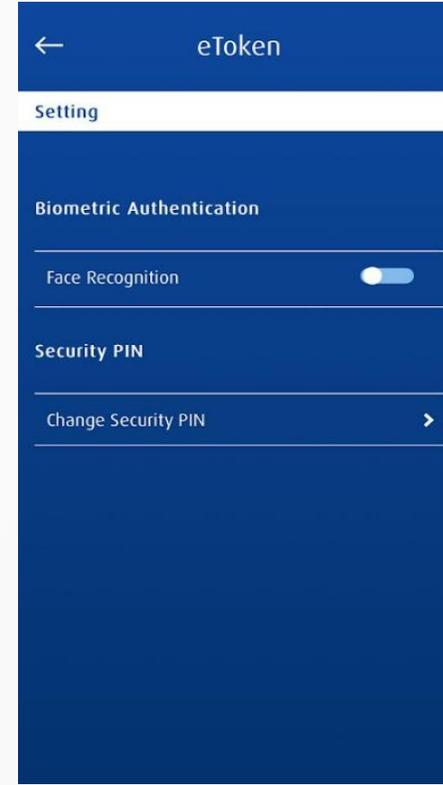
2. Key eToken Security Pin



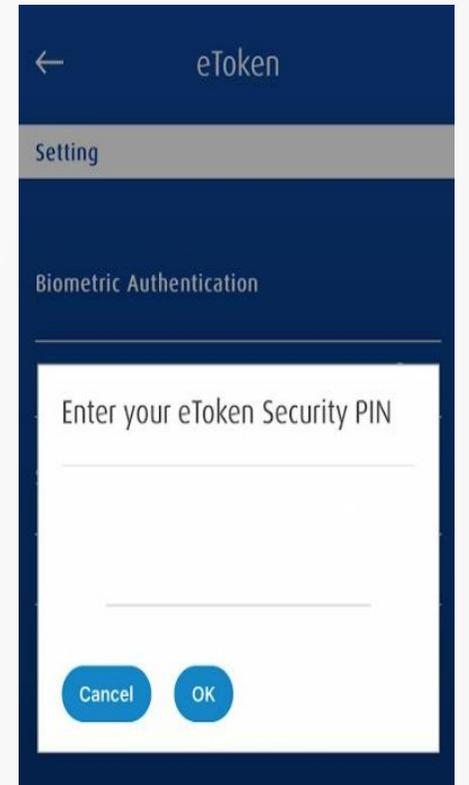
3. Tap on Setting



4. Turn off the Face Recognition by tapping on it



5. Enter your 6 digit eToken Pin



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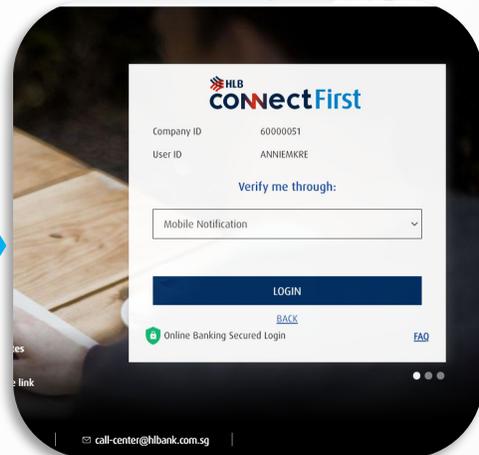
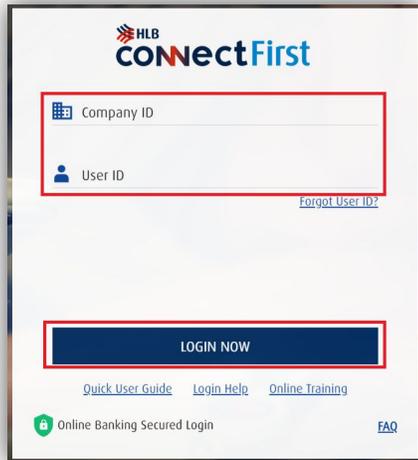
**2. User Roles & Responsibilities**

**3. Mobility Function – Maker & Approver**

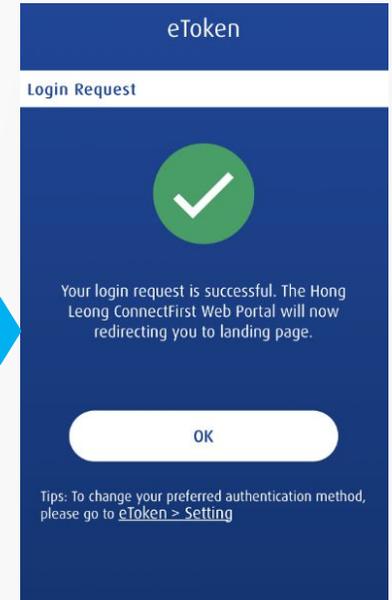
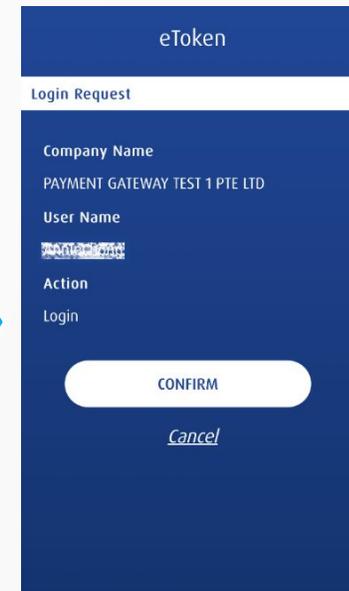
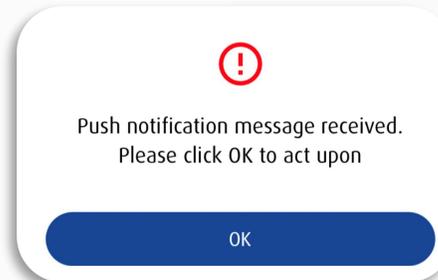
**4. 2FA Log-in with Mobile Notification and QR code**

4

# Log in to HLB ConnectFirst via Mobile Notification\*



**Login Request** now  
You are trying to login Hong Leong ConnectFirst! Tap to provide you...



Enter your credential details and click **login now**.

Select Mobile Notification from dropdown list and Click on Login

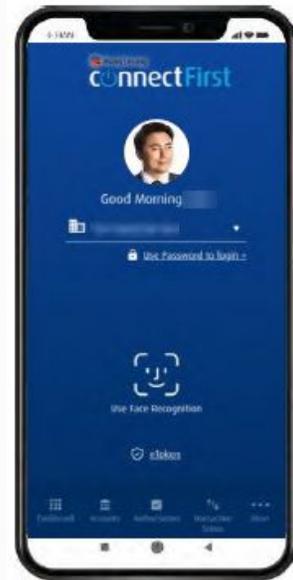
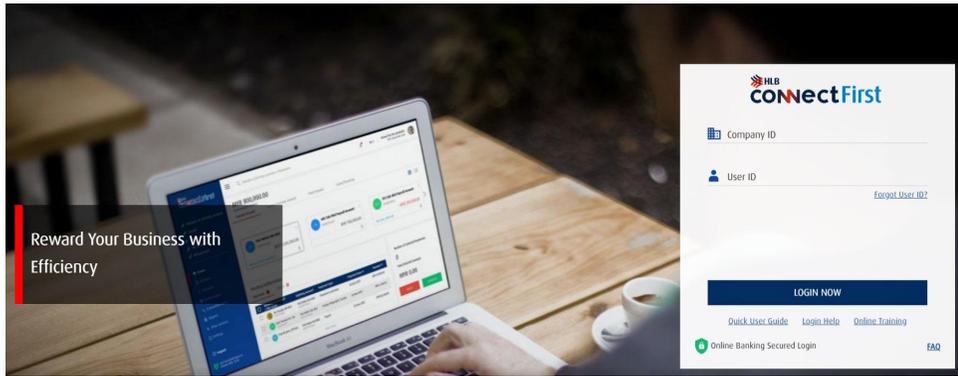
Tap on login request notification on mobile device & Push notification will be visible on the screen. Click OK to proceed.

Verify your credential details and click **Confirm**.

Click OK and you will be redirected to the landing page.

4

# Log in to HLB ConnectFirst Via QR Code



OR



Visit HLB ConnectFirst Login Page at enter [www.hlb.com.sg](http://www.hlb.com.sg) details and click **LOGIN NOW.**

Select **QR Code**

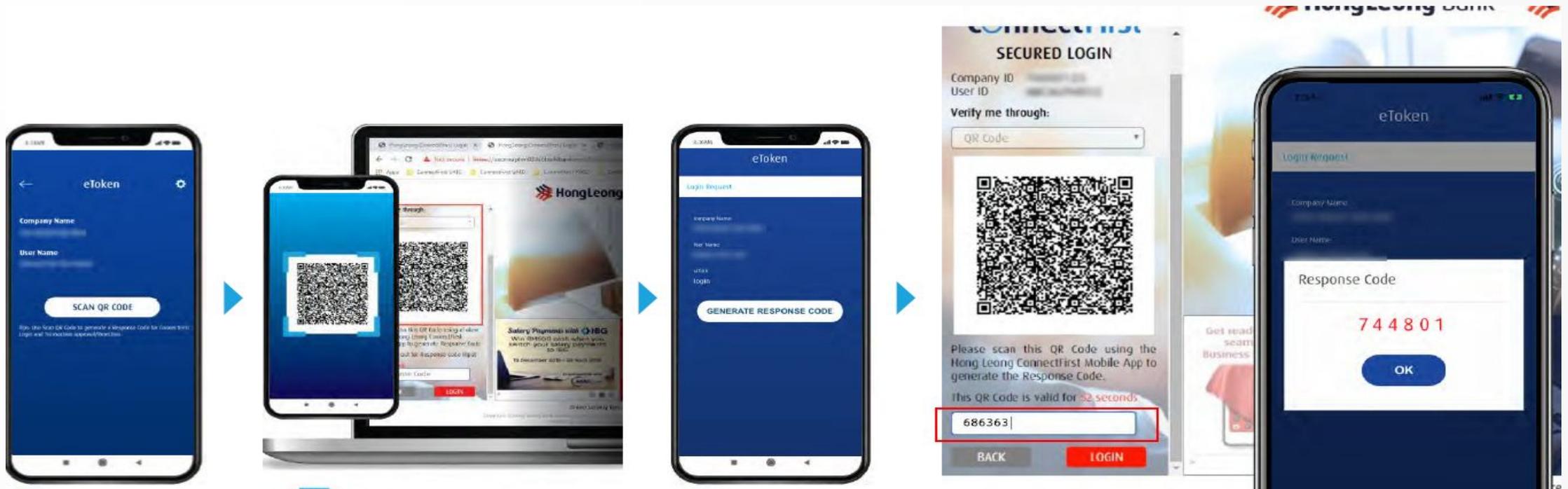
Launch HLB ConnectFirst Mobile. Tap **eToken** and login to eToken.

Your front camera will be launched. Scan your face.

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

4

# Log in to HLB ConnectFirst Via QR Code



Click your details and click **SCAN QR CODE**.



Place QR CODE inside the rectangle frame to scan it.



Check your details and click **GENERATE RESPONSE CODE**.



Enter Response Code in HLB ConnectFirst Page to proceed and you will be redirected to the landing page.

## Contact Us

### Customer Helpdesk

Telephone Number: +65 6028 9800

Email Address: [call-center@hlbank.com.sg](mailto:call-center@hlbank.com.sg)