



JN LIVE LOGIN PASSWORD  
INSTRUCTION MANUAL

## Instructions for accessing your password for JN LIVE

Thank you for signing up for JN LIVE. Below are the steps to create your password to access your account. Before starting this process, please ensure the following:

Know your username:

o This is the name that was selected during sign up. If you have forgotten your username, please contact the JN Bank Member Care Centre or send an email to: [live@jnbs.com](mailto:live@jnbs.com) to request a username recovery. The telephone numbers for the JN Bank Member Care Centre are as follows:

Jamaica: 1-888-991-4065/6

United Kingdom: 0-800-328-0387

USA & Canada: 1-800-462-9003

Check if you have received an email from **JN LIVE** with the subject “**Internet Channel - New Login Password.**”

- If this email message is not in your inbox, you may need to check your junk mail or spam. After receiving the mail, the email token is valid for same day use.

Please have your password ready:

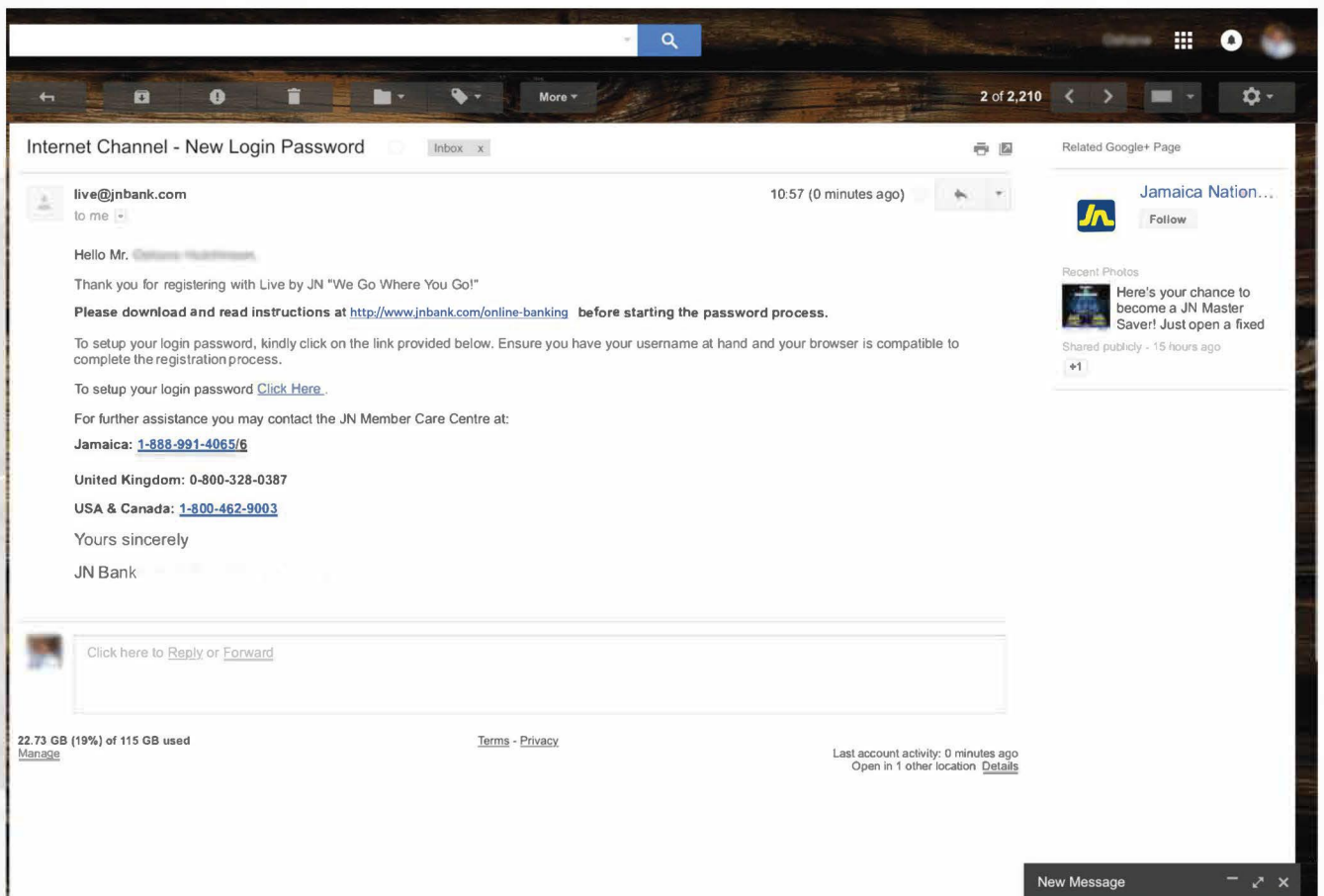
o Your password should be a minimum of 9 characters in length and should include 5 letters with at least 1 being capital, a minimum of 3 numbers, and a special character. Additionally, numbers should not be sequential or repeated, for example, 123 or 111. Here is an example of a suitable password: **Liveb372#**

**\*Please note that JN LIVE access information is case sensitive, so care must be taken when entering your username, creating your password and also when answering your security questions.**



## Step 1: Access your email to create password

**JN LIVE** will send you an email with the subject line: “**Internet Channel - New Login Password**”. If you do not see this email in your **inbox**, kindly check your **junk mail or spam**. In the body of the email, you will find a hyper-link indicating “**Click Here**” to create your password. In addition, you will need your **username** for verification purposes before creating your new password.



The screenshot shows an email interface with the following content:

**Internet Channel - New Login Password** (Inbox x)

live@jnbank.com  
to me

10:57 (0 minutes ago)

Hello Mr. [Redacted Name]

Thank you for registering with Live by JN "We Go Where You Go!"

**Please download and read instructions at <http://www.jnbank.com/online-banking> before starting the password process.**

To setup your login password, kindly click on the link provided below. Ensure you have your username at hand and your browser is compatible to complete the registration process.

To setup your login password [Click Here](#).

For further assistance you may contact the JN Member Care Centre at:

**Jamaica: [1-888-991-4065/6](tel:1-888-991-4065/6)**

**United Kingdom: 0-800-328-0387**

**USA & Canada: [1-800-462-9003](tel:1-800-462-9003)**

Yours sincerely

JN Bank

Click here to [Reply](#) or [Forward](#)

22.73 GB (19%) of 115 GB used  
[Manage](#)

[Terms](#) - [Privacy](#)

Last account activity: 0 minutes ago  
Open in 1 other location [Details](#)

Related Google+ Page: Jamaica Nation...  
Follow

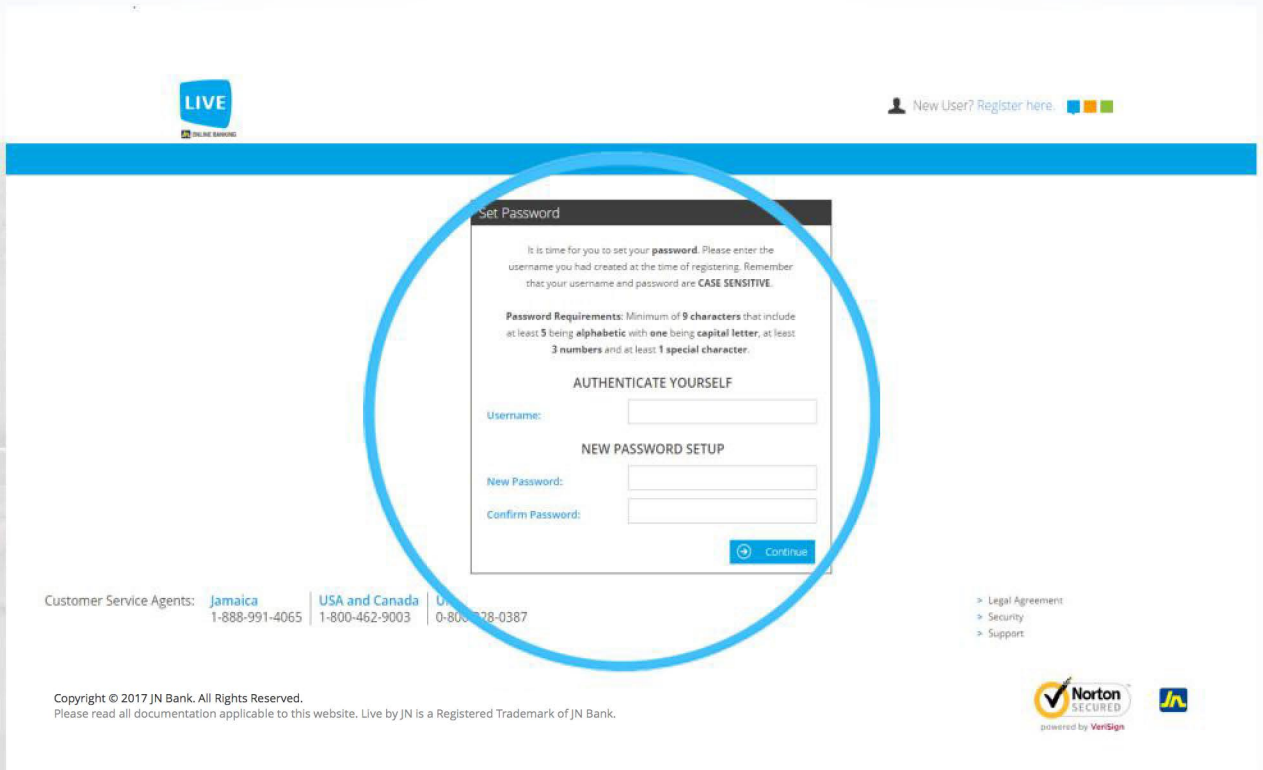
Recent Photos: Here's your chance to become a JN Master Saver! Just open a fixed  
Shared publicly - 15 hours ago

New Message

## Step 2: Setup Login Password

Please enter your **Username** in the designated field, then enter your desired login password, after which you will be required to confirm your login password by typing it in again. When you have completed all fields, please select **“continue”**.

**\*Please note that access credentials for JN LIVE are all case sensitive. Additionally, ensure no spaces are captured in either your username or password fields.**



**Set Password**

It is time for you to set your **password**. Please enter the username you had created at the time of registering. Remember that your username and password are **CASE SENSITIVE**.

**Password Requirements:** Minimum of 9 characters that include at least 5 being **alphanumeric** with **one** being **capital letter**, at least 3 **numbers** and at least 1 **special character**.

**AUTHENTICATE YOURSELF**

Username:

**NEW PASSWORD SETUP**

New Password:



Confirm Password:

[Continue](#)

Customer Service Agents: **Jamaica** 1-888-991-4065 | **USA and Canada** 1-800-462-9003 | **UK** 0-800-778-0387

> Legal Agreement  
> Security  
> Support

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powered by VeriSign

### Step 3: Login with new access credentials

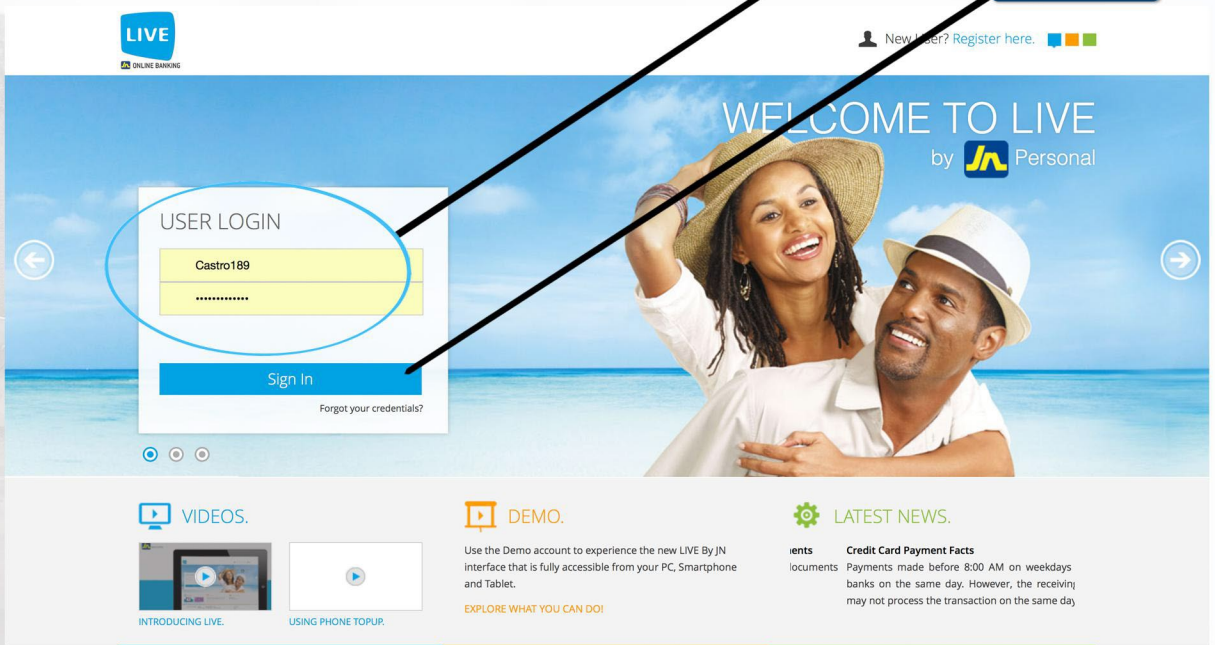
Left click on the username field and enter your **Username**, then left click on the field labeled **Password** and enter the newly created login password.

**\*Please note that access credentials for JN LIVE are all case sensitive. Additionally, ensure no spaces are captured in either your username or password fields.**

Check your username and ensure it is correct, then click “Sign In”.

ENTER USERNAME  
ENTER PASSWORD

CLICK HERE



If you receive an error stating “Invalid Username or Password - Please Try Again” please do the following:

- Check that the username is correct and that there is no extra space before or after the username. Please remember that the username is case sensitive.
- Check that the password is correct and there are no extra spaces. Please remember that the password is also case sensitive.

**If challenges persist, please contact the JN Bank Member Care Centre. You may request a username reminder or a reset of your access credentials.**



## Step 5: Security Questions and Image

A. Select and Answer any five (5) security questions.

	Buying	Selling
USD	114.25	115.75
CAD	92.93	94.85
GBP	176.86	180.11
KYD	1.00	115.50
EUR	121.25	128.34

## B. Select your Image

Select any image of your choosing by clicking on the corresponding box then select "confirm".

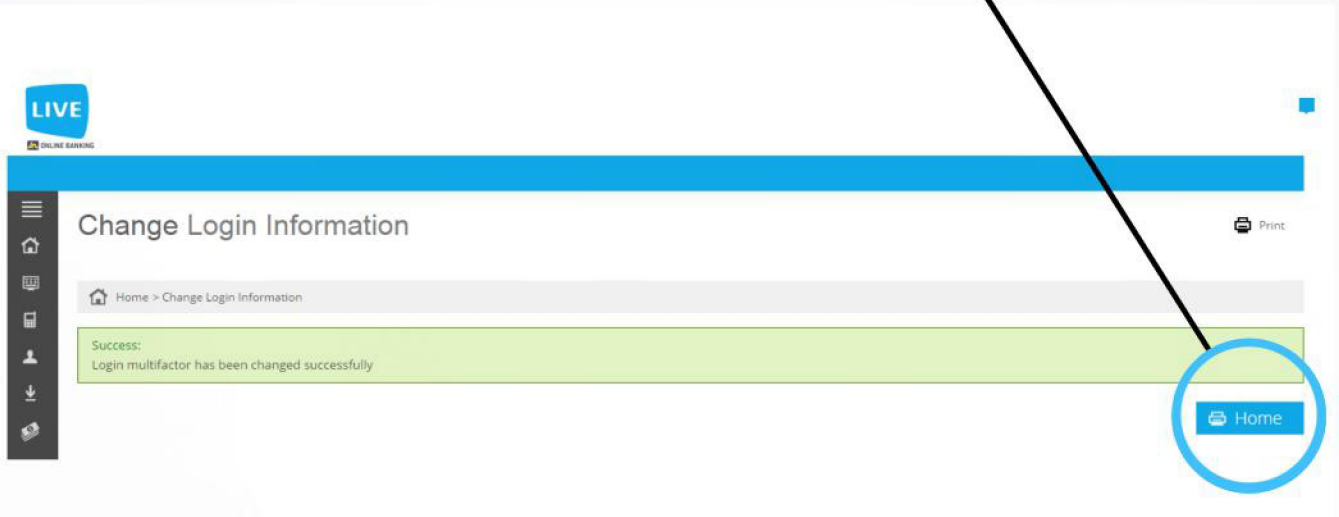
If after clicking confirm, an error message is displayed stating “**Unknown Exceptional Error**” or “**Object Reference**” please revisit the **JN LIVE** login page and attempt to login again. This may be done by visiting <https://www.jnbslive.com> or [www.jnbank.com](http://www.jnbank.com) and clicking on “**sign in to JN LIVE** .” If **successful**, the message displayed will be “**Login multifactor has been successfully changed.**” You may then continue to step 6.

### Step 6: Accessing your account details

“Login multifactor has been successfully changed”

Click “Home” button to view your account details.

**CLICK HERE**



## Step 7: Congratulations!

You now have access to “JN Live”

ENJOY!

**WELCOME TO LIVE** by JN Personal

ONLINE BANKING

**Savings Accounts** JMD 811,810,44

**Loan Accounts** JMD 0.00

**Fixed Deposits** JMD 0.00

**Transfer History**

**My JN Accounts**

**Loan Payments**

**Payment History**

**Other JN Accounts**

**Wire**

**Local Banks**

Cell Phone Number : (876) 2957213  
Date : 12/09/2015 07:47:16  
Amount (JMD) : 100.00

**Phone Top-Up**

**Cheque**

**Saved Billers**

**Single & Multiple**

**Phone Top-Up**  
December

**Total \$700**

2015 2014 Total: JMD 980.00  
2015 2014 Total: JMD 100.00

**2015 Transactions**

Month	Transaction Amount (JMD)
JAN	0
FEB	0
MAR	125000
APR	50000
MAY	75000
JUN	50000
JUL	0
AUG	75000
SEP	75000
OCT	75000
NOV	50000
DEC	0

**Today's FX Rates**

	Buying	Selling
USD	118.05	119.60
CAD	86.91	88.77
GBP	177.76	181.05
KYD	1.00	115.50