



LIVE



JN Bank LIVE Personal Reset Login Password Instruction Manual

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Instructions for accessing your password for JN Bank LIVE Personal

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

Know your username:

- 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 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 email, the email token is valid for same day use.

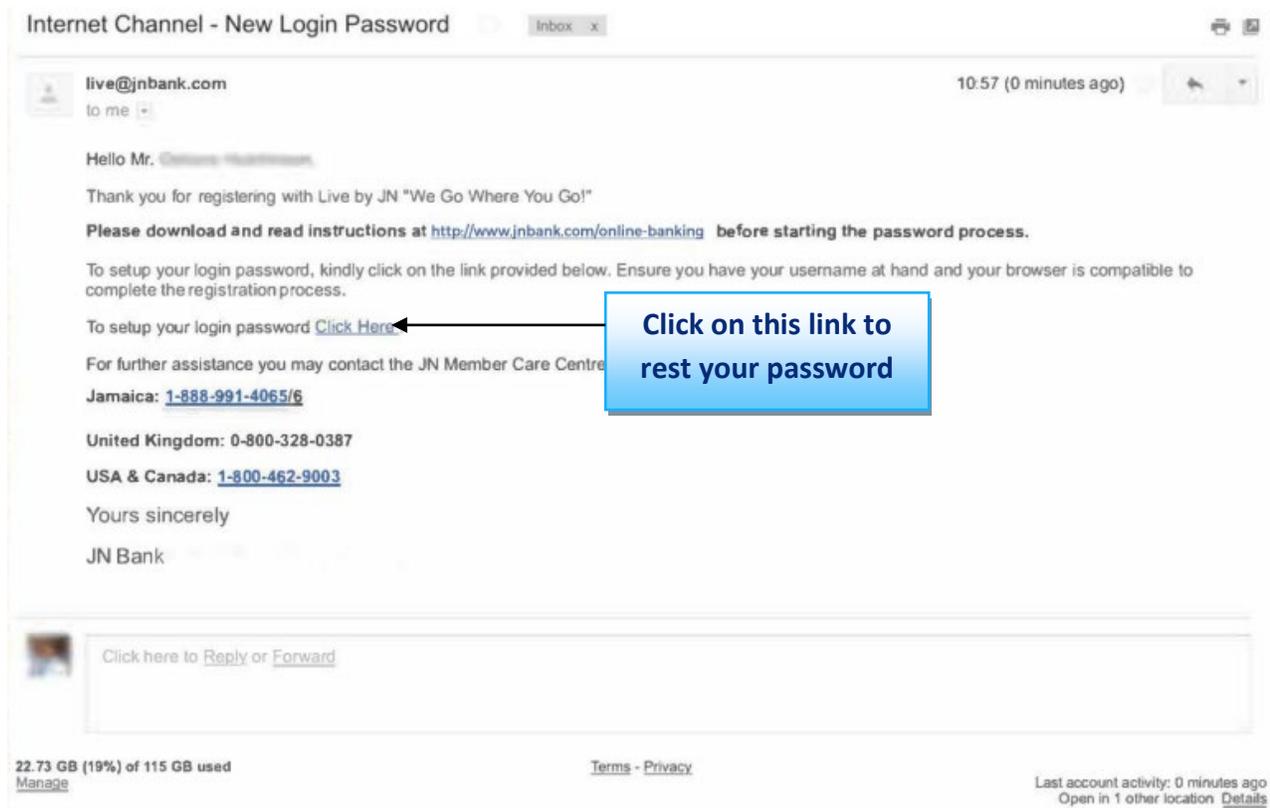
Please have your password ready:

- 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.**

Step 1: Access your email to create password.

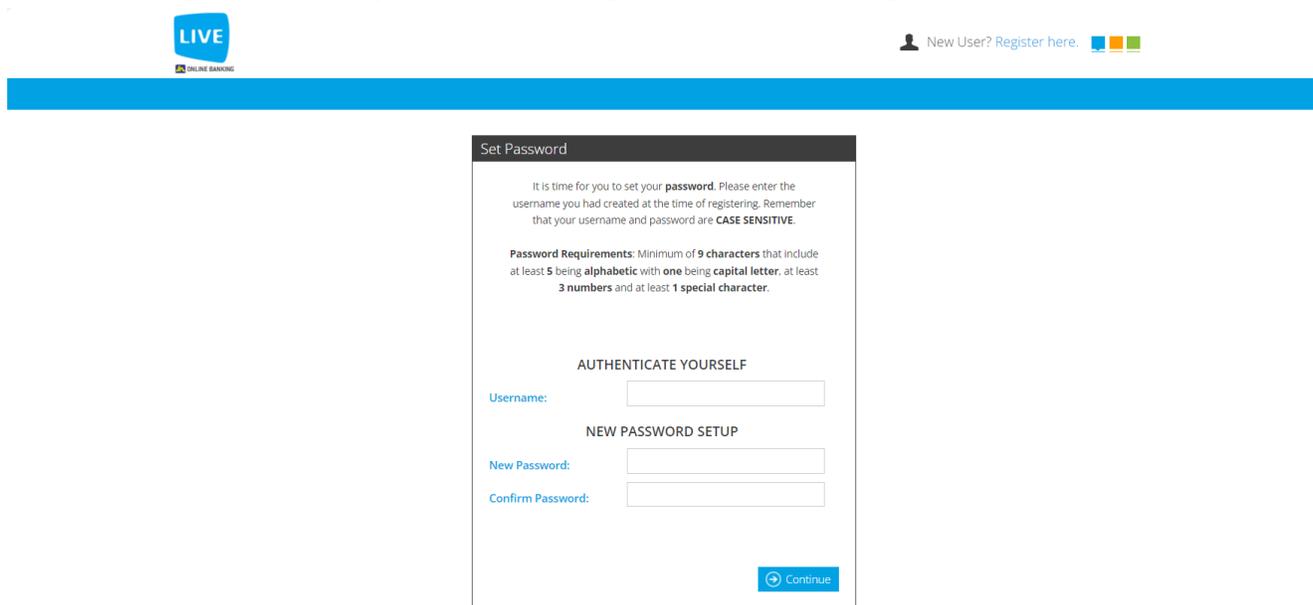
JN LIVE will send you an email with the subject line: “Internet Channel – New Login Password”. If you do not see this email in your inbox, kindly check your **junk mail or spam**. In the body of the email, you will find a hyper-link “Click Here” to create your password. In addition, you will need your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



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**”.

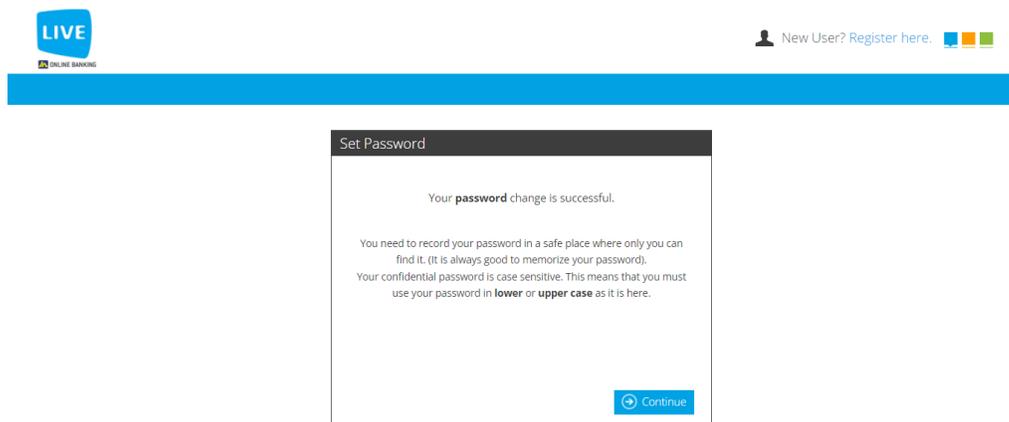
***Please note that access credentials for JN LIVE are all case sensitive. Additionally, ensure no spaces are capture in either your username or password fields.**



The screenshot shows the 'Set Password' form in the JN LIVE online banking interface. The form is titled 'Set Password' and contains the following text: '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**.' Below this, the 'Password Requirements' are listed: 'Minimum of 9 characters that include at least 5 being **alphabetic** with **one** being **capital letter**, at least **3 numbers** and at least **1 special character**.' The form is divided into two sections: 'AUTHENTICATE YOURSELF' with a 'Username:' label and an input field, and 'NEW PASSWORD SETUP' with 'New Password:' and 'Confirm Password:' labels and input fields. A blue 'Continue' button is located at the bottom right of the form. The JN LIVE logo and 'ONLINE BANKING' text are visible in the top left corner, and a 'New User? Register here.' link with three colored squares (blue, orange, green) is in the top right corner.

Step 3: Redirection to login page

If your information is correct after selecting continue you will be presented with a confirmation screen. Click on “**continue**” and login with your new credentials.



The screenshot shows the confirmation screen in the JN LIVE online banking interface. The form is titled 'Set Password' and contains the following text: 'Your **password** change is successful.' Below this, there are three lines of text: 'You need to record your password in a safe place where only you can find it. (It is always good to memorize your password).', 'Your confidential password is case sensitive. This means that you must use your password in **lower** or **upper case** as it is here.', and a blue 'Continue' button at the bottom right. The JN LIVE logo and 'ONLINE BANKING' text are visible in the top left corner, and a 'New User? Register here.' link with three colored squares (blue, orange, green) is in the top right corner.

Step 4: 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 capture in either your username or password fields.**

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



The screenshot shows the JN LIVE login page. At the top left is the LIVE logo. At the top right is a link for 'New User? Register here.' with three colored squares (blue, green, orange). The main content area features a 'WELCOME TO LIVE by JN Personal' banner with the tagline 'Easy online access anytime, anywhere'. In the foreground, a 'USER LOGIN' form is overlaid on a laptop screen. The form has two input fields: the first contains 'Login074' and the second contains a masked password. A blue 'Sign In' button is at the bottom of the form, with a 'Forgot your credentials?' link below it. A blue oval highlights the username field. Three blue callout boxes with arrows point to the form: the first box contains '1. ENTER USERNAME' and '2. ENTER PASSWORD', and the second box contains '3. Click Sign up'.

If you receive an error stating **“invalid Username and 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: You will be asked to enter the authentication code that is displayed in the google authenticator app.



User Verification

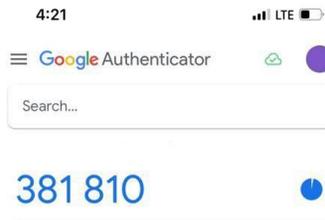
Enter the **confirmation code** displayed in the **Google Authenticator App**

Cancel

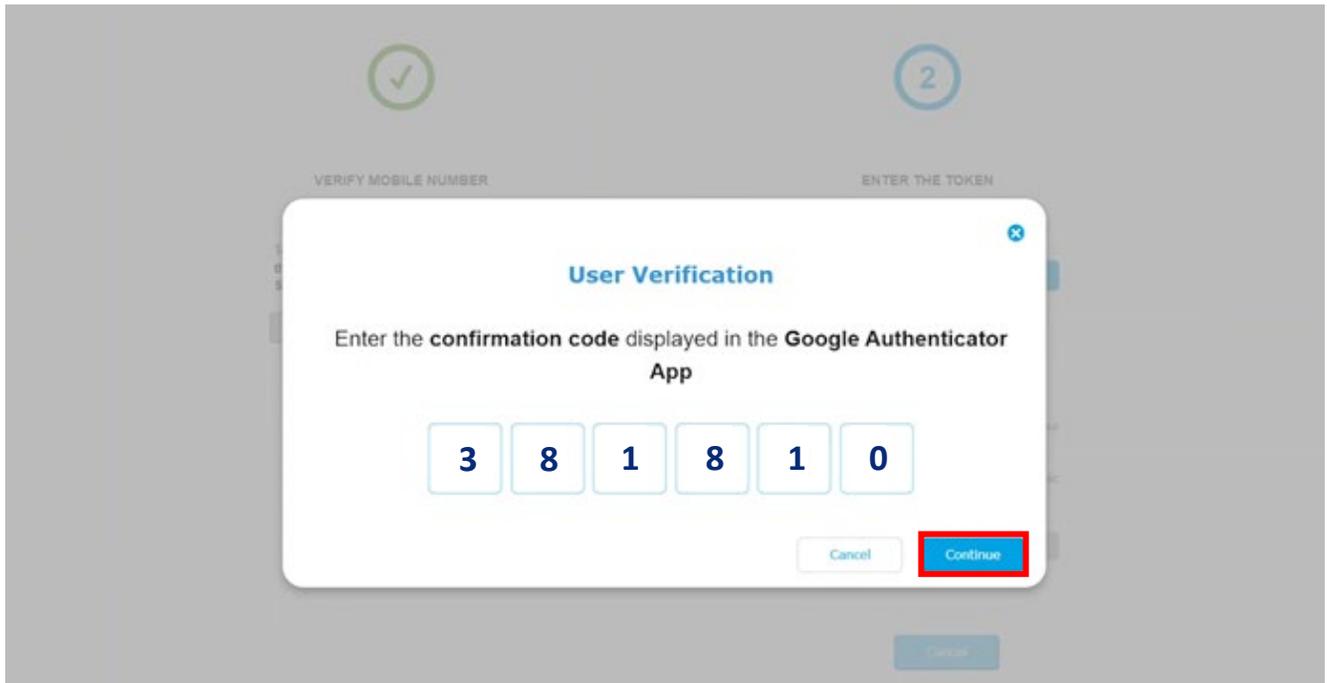
Continue

N.B. if you have selected the current device that you are using as a trusted device you will not be required to enter a google authentication code.

Step 6: Retrieve code from the authenticator app.



Step 7: Enter the code displayed in the authenticator app then click on continue.



Step 8: Congratulations!

You now have access to “JN Live”.

ENJOY!

Welcome to LIVE by JN Personal

Open An Account

Todays FX Rates		
	Buying	Selling
USD	146.00	153.30
CAD	106.87	111.86
GBP	171.78	182.18
KYD	1.00	165.46
EUR	155.38	162.84

2022 - 2023 Transactions

Year	Transaction Amount
2022	100,000
2023	250,000