



SELF UNLOCK



INSTRUCTIONS FOR UNLOCKING YOUR JN LIVE

Thank you for signing up for **JN LIVE**. Below are the steps to help you to unlock your account. An account may become locked due to multiple incorrect password or user name attempts. This process will require you to input your:

- Your Date of Birth
- Mother's Maiden Name

What is your username:

o This is the name that was selected during sign up. If you have forgotten your username, please contact Our Bank Member Care Centre or send an email to: live@jnbank.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
- Once you have completed the process, an electronic token will be sent either via Email or SMS depending on the method you chose. If the process is completed via email and you did not receive an email you may need to check your junk mail or spam. The email token is valid for a limited time only so completion is required in the earliest possible time.

The estimated time before the token expires is approximately five minutes.

*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.

UNLOCK YOURSELF



New User? [Register here.](#)

USER LOGIN

Username

Password

[Sign In](#)

[Forgot your credentials?](#)

WELCOME TO LIVE
by **JN** Personal

The luxury of banking from your phone

VIDEOS

- [INTRODUCING LIVE](#)
- [USING PHONE TOPUP](#)

DEMO

Use the Demo account to experience the new LIVE By JN interface that is fully accessible from your PC, Smartphone and Tablet.

[EXPLORE WHAT YOU CAN DO!](#)

LATEST NEWS

Transactions done on weekends and public holidays

This is to advise members that transactions done through LIVE on weekends and public holidays will take effect the next business day.

Customer Service Agents: **Jamaica** 1-888-991-4065 | **USA and Canada** 1-800-462-9003 | **UK** 0-800-328-0387

- > Legal Agreement
- > Security
- > Support

Copyright © 2017 JN Bank. All Rights Reserved.
Please read all documentation applicable to this website. Live by JN is a Registered Trademark of JN Bank.



Step 1: Log in to JN Live

Please log in to JN LIVE with your correct credentials to proceed.



New User? [Register here.](#)

Recover Your Credentials

Your account is locked, to unlock it please press "Continue".

A security verification code will be sent to your email address or cell phone.

Click on "Back" to return to the home page.

[Back](#) [Continue](#)

Customer Service Agents: [Jamaica](#) 1-888-991-4065 | [USA and Canada](#) 1-800-462-9003 | [UK](#) 0-800-328-0387

Copyright © 2017 JN Bank. All Rights Reserved.
Please read all documentation applicable to this website. Live by JN is a Registered Trademark of JN Bank.

- > [Legal Agreement](#)
- > [Security](#)
- > [Support](#)



Step 2: Sorry, your account is locked.

If you encounter this message, you may have responded incorrectly to your security questions, selected the incorrect security image or exceeded your login attempts.



New User? [Register here.](#)

Recover Your Credentials

Please, enter the following information:

Mother's maiden name:

Date of birth:

[Continue](#)

Customer Service Agents: [Jamaica](#) 1-888-991-4065 | [USA and Canada](#) 1-800-462-9003 | [UK](#) 0-800-328-0387

Copyright © 2017 JN Bank. All Rights Reserved.
Please read all documentation applicable to this website. Live by JN is a Registered Trademark of JN Bank.

- > [Legal Agreement](#)
- > [Security](#)
- > [Support](#)



Step 3: Please enter your mothers' maiden name and D.O.B for verification.

Please enter your mother's maiden name, and your Date of Birth, then select **continue** to proceed to the next window.

UNLOCK YOURSELF - RECOVERY VIA EMAIL



New User? [Register here.](#)

Recover Your Credentials

Get a verification code

A text message (SMS) *****13

An email

I can't access my telephone and email address

[Continue](#)

Customer Service Agents: [Jamaica](#) | [USA and Canada](#) | [UK](#)
1-888-991-4065 | 1-800-462-9003 | 0-800-328-0387

- > [Legal Agreement](#)
- > [Security](#)
- > [Support](#)

Copyright © 2017 JN Bank. All Rights Reserved.
Please read all documentation applicable to this website. Live by JN is a Registered Trademark of JN Bank.



Step 4a: Selecting a recovery option.

You will be presented with three options to recover your password. Text message, email or I can't access my telephone or email address. Select your preferred option and click **continue**. For this example, we will use the email option.

NB: The email address must be consistent with the email address attached to your JN LIVE account.



New User? [Register here.](#)

Recover Your Credentials

Get verification code by email

Please, enter your email address:

[Continue](#)

Customer Service Agents: [Jamaica](#) | [USA and Canada](#) | [UK](#)
1-888-991-4065 | 1-800-462-9003 | 0-800-328-0387

Copyright © 2017 JN Bank. All Rights Reserved.
Please read all documentation applicable to this website. Live by JN is a Registered Trademark of JN Bank.

- > [Legal Agreement](#)
- > [Security](#)
- > [Support](#)



Step 5: Enter your email address.

Please enter the email address associated with your JN LIVE account. Then select **continue** to proceed.



 [New User? Register here.](#) 

Recover Your Credentials

You have finished the process successfully.

An email login token was sent to your email address.

Please, open the email and click the link to unlock your account.

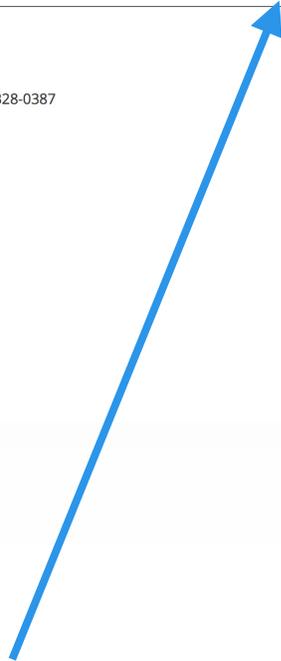
Many thanks for your patience.

[Back to Home Page](#)

Customer Service Agents: [Jamaica](#) | [USA and Canada](#) | [UK](#)
1-888-991-4065 | 1-800-462-9003 | 0-800-328-0387

- > [Legal Agreement](#)
- > [Security](#)
- > [Support](#)

Copyright © 2017 JN Bank. All Rights Reserved.
Please read all documentation applicable to this website. Live by JN is a Registered Trademark of JN Bank.



Step 6: You have successfully completed the verification process.

Please select the “Back to Home Page” button to return home.

Complete your account unlocking for LIVE by JN Online Banking System



Inbox x



JN Live <live@jnbs.com>

to me ▾

Hello 

Please note that you can unlock your account by [clicking here](#)

or paste the following link into your browser:

<https://www.jnbslive.com/Pages/UnlockAccount.aspx?User=46123&Company=1&Token=0a252de9-977e-409a-bc5d-07a9bed44f95>

This link will expire in 5 minutes.

If you are unaware of this attempt or require further assistance, kindly contact our Member Care at the following numbers:

- Jamaica: [1-888-991-4065/6](tel:1-888-991-4065)
- United Kingdom: 0-800-328-0387
- USA & Canada: [1-800-462-9003](tel:1-800-462-9003)

Thank you for choosing LIVE by JN as your Online Banking provider.

Step 7: [Email confirmation.](#)

You should now be in receipt of an email from JN LIVE. Open this email and click the link provided to unlock your account.

NB: Remember your, electronic the token expires in approximately five Minutes



New User? [Register here.](#)

Account Unlocked!!!

Your account was unlocked successfully.

Please, click on the "Continue" button to log into the JN Live web site.

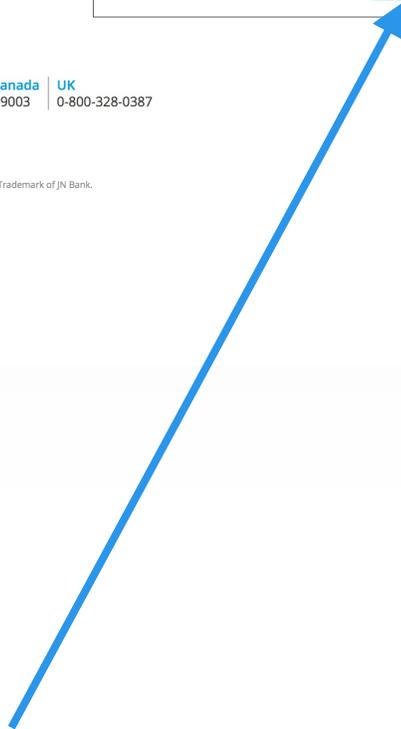
Thank you very much for your patience.

[Continue](#)

Customer Service Agents: [Jamaica](#) 1-888-991-4065 | [USA and Canada](#) 1-800-462-9003 | [UK](#) 0-800-328-0387

Copyright © 2017 JN Bank. All Rights Reserved.
Please read all documentation applicable to this website. Live by JN is a Registered Trademark of JN Bank.

- > [Legal Agreement](#)
- > [Security](#)
- > [Support](#)



Step 8: Congratulations!

Your account was unlocked.

NB: For security purposes JN Bank reserves the right to limit the number of daily self reset requests.

UNLOCK YOURSELF - RECOVER VIA TEXT



New User? [Register here.](#)

Recover Your Credentials

Get a verification code

A text message (SMS) *****13

An email

I can't access my telephone and email address

[Continue](#)

Customer Service Agents: [Jamaica](#) 1-888-991-4065 | [USA and Canada](#) 1-800-462-9003 | [UK](#) 0-800-328-0387

Copyright © 2017 JN Bank. All Rights Reserved.
Please read all documentation applicable to this website. Live by JN is a Registered Trademark of JN Bank.

[> Legal Agreement](#)
[> Security](#)
[> Support](#)



Step 4b: Selecting a recovery option.

You will be presented with three options to recover your password. Text message, email or I can't access my telephone or email address. Select your preferred option and click **continue**. For this example, we will use the text message option.

NB: The telephone number must be consistent with your telephone number on file. The last two digits are provided as a hint.



New User? [Register here.](#)

Recover Your Credentials

Get verification code by phone

To verify that this is your phone number, enter the last 4 digits including 13, and then click "Continue" to retrieve your code:

Customer Service Agents: [Jamaica](#) 1-888-991-4065 | [USA and Canada](#) 1-800-462-9003 | [UK](#) 0-800-328-0087

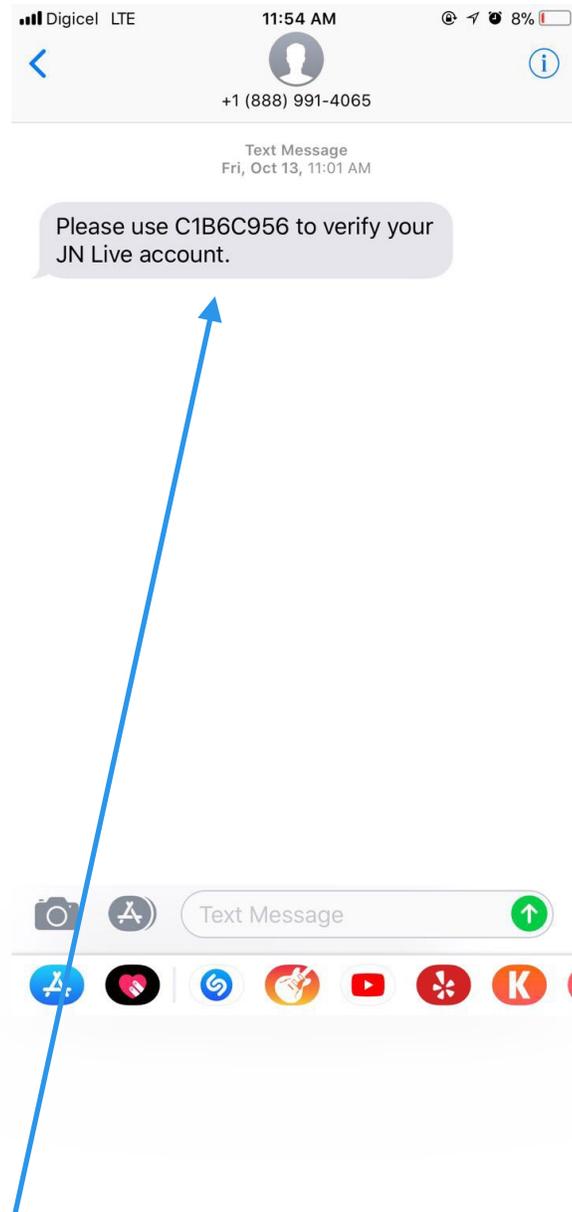
- > [Legal Agreement](#)
- > [Security](#)
- > [Support](#)

Copyright © 2017 JN Bank. All Rights Reserved.
Please read all documentation applicable to this website. Live by JN is a Registered Trademark of JN Bank.



Step 5: Enter your phone number for verification.

Please enter the last "4" digits of your mobile number on file. Then select **continue**.



Step 6: You have successfully completed the verification process.

Your verification code has been sent to your mobile via sms.

Recover Your Credentials

Verification code validation

Please, enter your verification code to unlock your account:

Step 7: Enter your verification code

Please enter the verification code received via sms, then select **continue**.



New User? [Register here.](#)   

Account Unlocked!!!

Your account was unlocked successfully.

Please, click on the "Continue" button to log into the JN Live web site.

Thank you very much for your patience.

[Continue](#)

Customer Service Agents: [Jamaica](#) | [USA and Canada](#) | [UK](#)
1-888-991-4065 | 1-800-462-9003 | 0-800-328-0387

Copyright © 2017 JN Bank. All Rights Reserved.
Please read all documentation applicable to this website. Live by JN is a Registered Trademark of JN Bank.

- > [Legal Agreement](#)
- > [Security](#)
- > [Support](#)



Step 8: **Congratulations.**

You have successfully unlocked your account. Please select continue to return to JN LIVE Homepage where you may login.

NB: For security purposes, JN Bank reserves the right to limit the number of daily self reset requests.

UNLOCK YOURSELF - UNABLE TO ACCESS RECOVERY OPTIONS

The screenshot shows a web interface for recovering credentials. At the top left is the 'LIVE' logo with 'ONLINE BANKING' below it. At the top right is a 'New User? Register here.' link with three colored squares (blue, orange, green). The main content is a 'Recover Your Credentials' form with the heading 'Get a verification code'. It contains three radio button options: 'A text message (SMS) *****13', 'An email', and 'I can't access my telephone and email address'. The third option is selected. A 'Continue' button is at the bottom right of the form. A blue arrow points from the bottom of the page to the selected option. Below the form, there is a 'Customer Service Agents' section with links for Jamaica (1-888-991-4065), USA and Canada (1-800-462-9003), and UK (0-800-328-0317). To the right are links for 'Legal Agreement', 'Security', and 'Support'. At the bottom left is a copyright notice: 'Copyright © 2017 JN Bank. All Rights Reserved. Please read all documentation applicable to this website. Live by JN is a Registered Trademark of JN Bank.' At the bottom right are logos for 'Norton SECURED powered by VeriSign' and the JN Bank logo.

NB: If you do not have access to the email address or mobile number provided to JN Bank. Please select the “I can’t access my telephone and email address” option.



New User? [Register here.](#) 

Recover Your Credentials

I can't access my telephone and email address.

Have you forgotten your credentials?

Kindly contact our Member Care agents at:
1-888-991-4065 (Jamaica)
1-800-462-9003 (USA and Canada)
0-800-328-0387 (UK)

or visit the nearest branch.

They will help you to get you started again.

[Back to Home Page](#)

NB: Please contact our Member Care Center for further assistance.

