



# User Manual

Self Service - Login Password

## 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:

- This is the name that was selected during sign up. If you have forgotten your username, please contact the JNBS 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 JNBS 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.**”

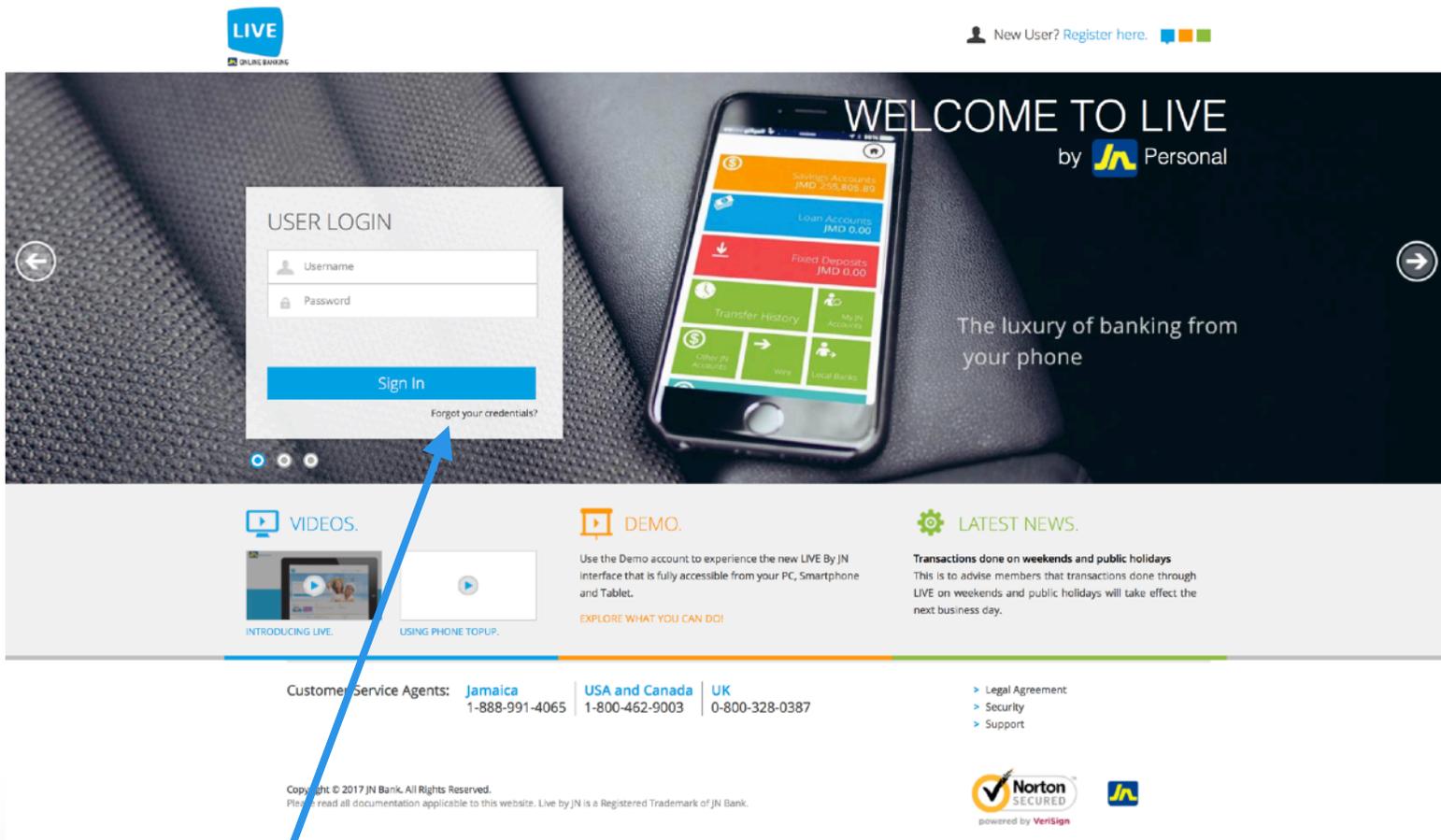
- If this email message is not in your inbox, you may need to check your junk mail or spam. After receiving the mail, the email token is valid for same day use.

Please have your password ready:

- 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.**

# Login Password Recovery



## Step 1: Access Forgotten credentials window.

User will select the “**Forget your credentials**” options

To proceed to next window.



New User? [Register here.](#)

### Recover Your Credentials

Having trouble signing in?

I don't know my Username

I don't know my login password  
Please, enter your Username

I don't know my transaction password

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

Customer Service Agents: **Jamaica** 1-888-991-4065 | **USA and Canada** 1-800-462-9003 | **UK** 0-800-328-3387

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## Step 2: Select the correct option.

Please select the **“I don't know my login password”** option from menu. Please enter your username and select continue to proceed to next window.



New User? [Register here.](#)

### Recover Your Credentials

Please, enter the following information:

Username:

Date of birth:

[Continue](#)

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1-888-991-4065 | 1-800-462-9003 | 0-800-728-0387

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### Step 3: Enter credentials

Please enter your Date of Birth and select continue to proceed to next window.



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](#)

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#### Step 4: Preferred method of verification.

Please select the method in which you would receive the verification code.  
Either via Email or Text Message.

**NB:** If you do not have access to both mediums. Select "I cannot access my telephone and email address" then select continue.



New User? Register here.

Recover Your Credentials

Recover your Username

Please, enter your email address:

Continue

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### Step 5: Enter information.

Please enter the email address that is currently on file 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 reset your password.

Many thanks for your patience.

[Back to Home Page](#)

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### Step 6: Token was successfully sent

Please select the “Back to Home Page” button.

Complete your sign in password reset for LIVE by JN Online Banking System

Inbox x

 **JN Live** <live@jnbs.com>  
to me ▾

Hello 

Please note that you can reset your sign in password by [clicking here](#)

or paste the following link into your browser:

<https://www.jnbslive.com/Pages/ResetPassword.aspx?Ch=1&PC=8930cfc7-d323-4f29-9989-d660524fe2d0&User=46123&Method=1&Company=1>

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

Please select the click here link within the email received from JN Live.



New User? [Register here.](#)

### 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](#)

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### Step 8: Setup new Password.

Please enter the required User Name, then follow the guide to create a new password. After creating a new password please confirm password then select continue to proceed.



 New User? [Register here.](#) 

Set Password

Your **password** change is successful.

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.

[Continue](#)

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### Step 7: Congratulations

You have now reset your password. . Please select continue to proceed to JN Live Homepage where you may login using the new password.