



How to Setup Secret Questions

Setting up Secret Questions

> Go to myHR2u web address by keying in URL below.

<https://myhr2u.maybank.com.my>

> The myHR2u Two Factor Authentication (2FA) webpage will appear as shown below.

A screenshot of the myHR2u Two Factor Authentication (2FA) setup page. The page has a yellow header with the Maybank logo. Below the header is a light green background. In the center, there is a white input field labeled "User ID" with the placeholder text "Enter User ID". Below the input field are two blue buttons: "Submit" and "Setup/Reset Secret Questions". Below the buttons is a blue link that says "Please click here for myHR2u 2FA setup guide". At the bottom, there is a red warning icon and text: "Warning: Use of this system is restricted to individuals and activities authorized by the Management of the Maybank Group. Unauthorized use may result in appropriate disciplinary action and/or legal prosecution." Below the warning is the text "Powered by" and a small logo for myHR2u.

> Key in your myHR2u ID which consists of 8 digits (For example 01234567). Click 'Setup/Reset Secret Questions' button.

A screenshot of the myHR2u Two Factor Authentication (2FA) setup page, similar to the previous one, but with the user ID "01234567" entered in the input field. The "Setup/Reset Secret Questions" button is highlighted with a red border.



> When you see below screen, make sure 'My Self' radio button is selected and click 'Request One Time Code' (OTC) button to send OTC to your mailbox. If you would like the OTC to be sent to your Line Manager, select 'My Line Manager' and click 'Request One Time Code'.

Note: Please note that by clicking on 'Request One Time Code', a new OTC will be sent to your email. If it was clicked multiple times, only the latest OTC sent will be valid.

OTC can only be used once and it will expire at 11.59pm Malaysia Time (GMT/UTC+8) on the same day.

User ID : **01234567**

Send OTC to

My Self My Line Manager

Request One Time Code

One Time Code

9 Digit One Time Code

Unmask Code

Verify OTC Cancel

• This OTC can only be used once and it will expire at 11.59pm Malaysia Time (GMT/UTC+8) today.
 • OTC will be sent to your official work email. If verification failed, please request the One Time Code again.

> You will see a popup notification that the OTC has been sent to your work email. Click 'Close' to continue.

✓ SUCCESSFUL

OTC has been sent to your official work email. The OTC can only be used once and it will expire at 11.59pm Malaysia Time (GMT/UTC+8) today.

CLOSE

Request One Time Code

One Time Code

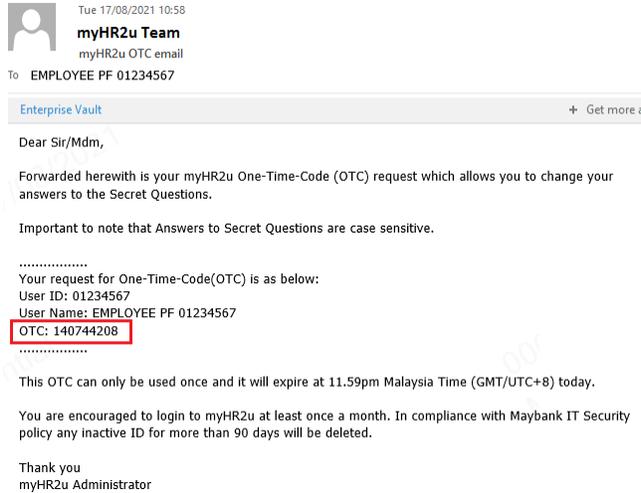
9 Digit One Time Code

Unmask Code

Verify OTC Cancel



> Check your mailbox for email subject 'myHR2u OTC email' from myHR2u Team. Open the email and find OTC as shown in sample email below. Copy the OTC given.



> Paste the OTC into the field below. Click 'Verify OTC' to proceed.

Request One Time Code

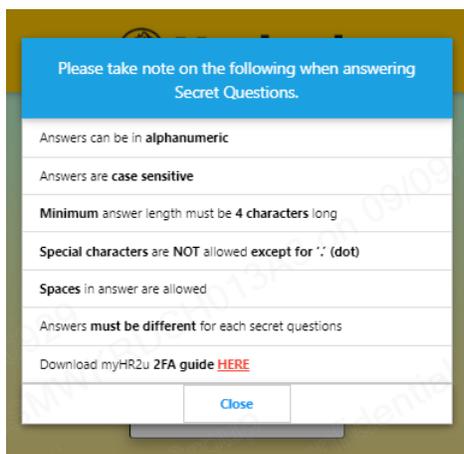
One Time Code

140744208

Unmask Code

Verify OTC Cancel

> You will see a pop-up notification on the requirements when answering Secret Questions. Click 'Close' to proceed.





> When you see the Secret Questions screen, fill in your answers accordingly. Once done, click ‘Review’ button. Click ‘Need Help?’ link to display the requirements for the answers to Secret Questions.

User ID: 01234567

What ?

What ?

What ?

What ?

Who ?

Review Cancel

[Need Help?](#)

*Please take note on the following when answering Secret Questions.

Answers can be in alphanumeric. All answers are case sensitive .	
Minimum answer length must be 4 characters long	
Special characters are NOT allowed except for ‘.’ (dot)	
Spaces in answer are allowed	
Answers for each Secret Question must be different. You are not allowed to use the same answer in the set of question.	



- > After clicking 'Review' button, a popup notification will appear. Click 'Close' to proceed.
- > Review your answers. Once confirmed, click 'Submit' button.

REVIEW

Please review your secret answers and submit.

CLOSE

answer2

What was your childhood nickname?
answer3

What was the name of your first school?
answer4

Who is your favorite actor, musician or artist?
answer5

Submit Back

User ID : **01234567**

What ?
answer1

What ?
answer2

What ?
answer3

What ?
answer4

Who ?
answer5

Submit Back

- > You will see a popup notification confirming that your answers have been saved. Click 'Close', then 'Done' to complete the setup.

SUCCESSFUL

Your secret answers have been saved.

CLOSE

Powered by

HR24

User ID : **01234567**

Done



Login myHR2u Two Factor Authentication (2FA)

> At the logon screen below, key in your myHR2u ID (For example, myHR2u ID is 01234567). Click 'Submit' button.

> At the next screen, a random question will appear. The question is based on the secret questions that was setup earlier. You must key in exact answer and click 'Verify' button to proceed.

Note: You are given 3 attempts to answer your questions correctly. If unsuccessful attempts are made and your ID gets locked, you will need to select "Reset Secret Questions" to set your answers again.

> You will now see the myHR2u logon screen. Key in your myHR2u password to login to myHR2u.



Reset Secret Questions

> To reset your answers to the Secret Questions, the steps are the same as the first time you setup your Secret Questions.

> Go to myHR2u 2FA logon screen and click 'Setup/Reset Secret Questions' button.

The screenshot shows the Maybank login interface. At the top is the Maybank logo. Below it is a form with a 'User ID' field containing '01234567', a 'Submit' button, and a 'Setup/Reset Secret Questions' button which is highlighted with a red border.

> At the next screen, make sure 'My Self' radio button is selected to send the OTC to your mailbox. Click 'Request One Time Code' button to send the OTC to your mail.

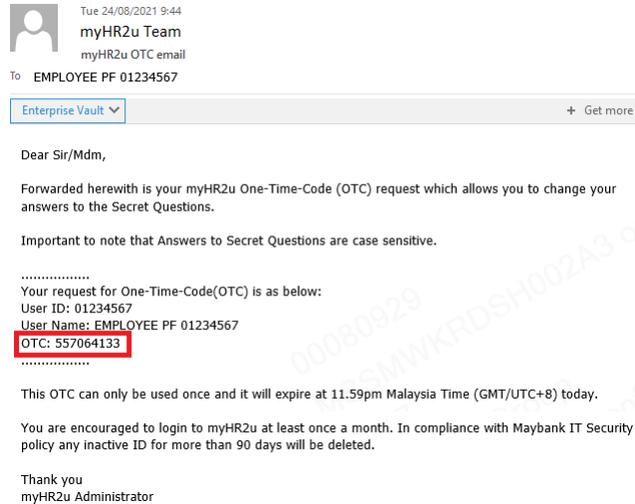
The screenshot shows the 'Request One Time Code' screen. It features the Maybank logo at the top, followed by the 'User ID : 01234567'. Below this is the 'Send OTC to' section with two radio buttons: 'My Self' (selected) and 'My Line Manager'. A 'Request One Time Code' button is highlighted with a red border. Below this is the 'One Time Code' section with a '9 Digit One Time Code' input field, an 'Unmask Code' checkbox, and 'Verify OTC' and 'Cancel' buttons. At the bottom, there are two red bullet points: '• This OTC can only be used once and it will expire at 11.59pm Malaysia Time (GMT/UTC+8) today.' and '• OTC will be sent to your official work email. If verification failed, please request the One Time Code again.'

> You will see a notification that the OTC has been sent.

The screenshot shows a notification banner with a green background and a white checkmark icon, followed by the text 'SUCCESSFUL'. Below the banner is a message: 'OTC has been sent to your official work email. The OTC can only be used once and it will expire at 11.59pm Malaysia Time (GMT/UTC+8) today.' Below the message is a 'CLOSE' button. Below the notification is a dimmed version of the 'Request One Time Code' screen, showing the 'Request One Time Code' button, the 'One Time Code' input field, and the 'Verify OTC' and 'Cancel' buttons.



> Go to your mailbox and search for email subject 'myHR2u OTC email' from myHR2u Team. Open the email and find OTC as shown in sample email below. Copy the OTC given.



> Paste the OTC into the field below. Click 'Verify OTC' button.

Request One Time Code

One Time Code

557064133

Unmask Code

Verify OTC Cancel

> At the Secret Questions screen, fill in your answers accordingly. You may refer to **page 4** of this document on the requirements to answer your Secret Questions.

> Once done, click 'Review' to proceed.

User ID: 01234567

What ?

What ?

What ?

What ?

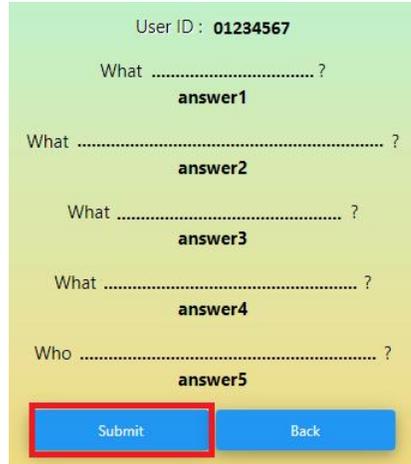
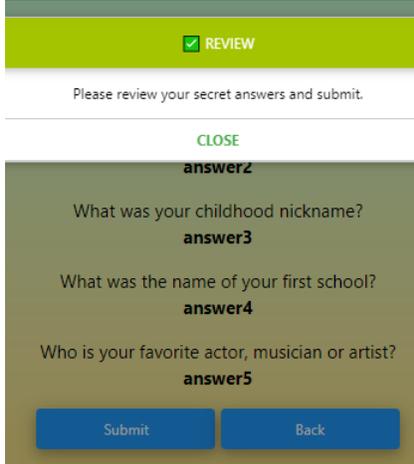
Who ?

Review Cancel

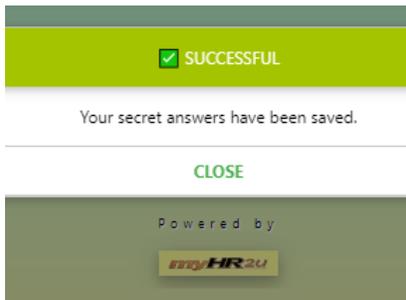
[Need Help?](#)



- > After clicking 'Review' button, a popup notification will appear. Click 'Close' to proceed.
- > Review your answers. Once confirmed, click 'Submit' button.



- > You will see a popup notification confirming that your answers have been saved. Click 'Close', then 'Done' to complete the setup.



Note: You may access this document through the [“myHR2u 2FA setup guide”](#) link found in the first myHR2u authentication (2FA) webpage as shown below.

