



# MANUAL ON CONFIGURATION OF INTERNET EXPLORER

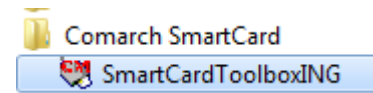
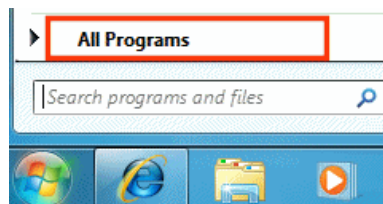
Use the Manual if you cannot log in to ING BusinessOnLine on Internet Explorer with the use of eToken/card.

## STEP 1

Plug eToken/card into USB port and run SmartCardToolboxING program – click the program icon on your pulpit:



or run the program from the **Start** menu (standard access path is as follows: **Start > All programs > Comarch SmartCard > SmartCardToolboxING**).

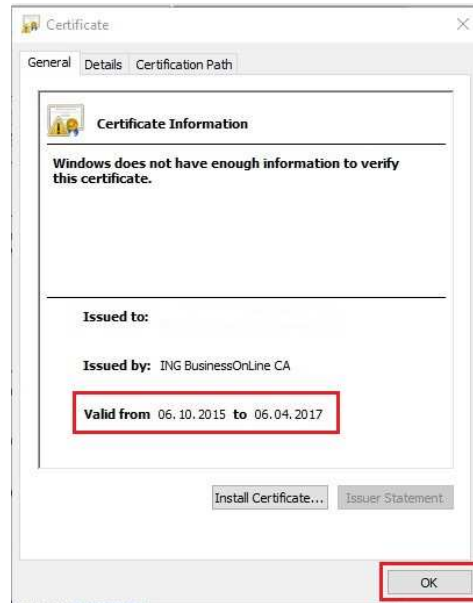


## STEP 2

In the program, right-click on **Certificate** and select option **Show**.



In the bookmark **General** you will see who the certificate was issued to and you will check its validity.



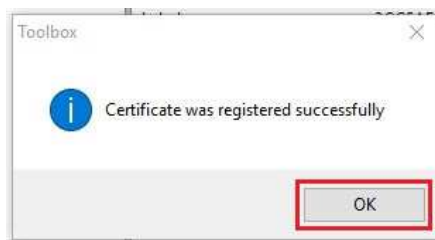
- If the certificate is valid, check if the date set in the computer is correct. If not, set it right.
- If the certificate expired, use the manual available on [www.ingbusinessonline.pl](http://www.ingbusinessonline.pl) or call **ING Business Centre** on **32 357 00 24** or **801 242 242**.

### STEP 3

If the certificate is valid and the date on the computer is correct, right-click again on **Certificate** and select **Register certificate**:



If the registration succeeded, you will get a message:




Click **OK** and close ING SmartCard ToolBox program.

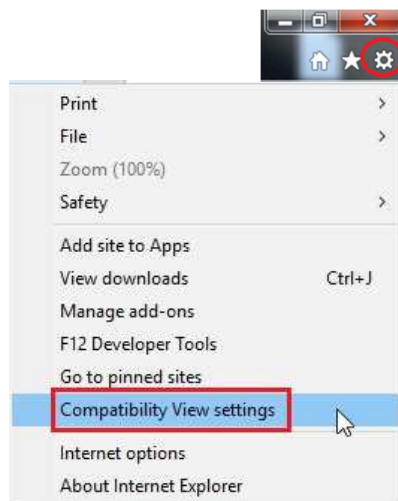
#### STEP 4

Start Internet Explorer on [www.ingbusinessonline.pl](https://www.ingbusinessonline.pl). Check if you see  the compatibility mode icon in the address bar.

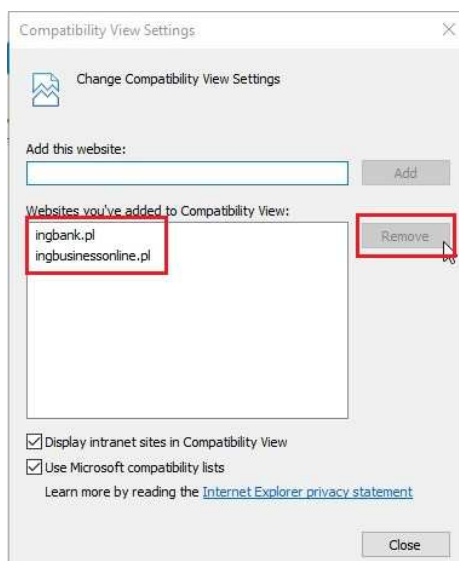


Compatibility mode may block the log in, because it means: disable showing the bank web page in the compatibility mode with the older web browsers. You can disable the compatibility mode:

- by clicking the icon  next to the web page address bar
- or go to **Tools** of the browser and select **Compatibility View Settings**:



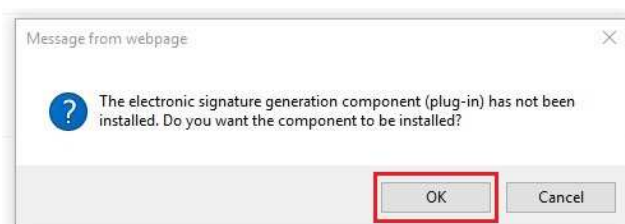
Next, from the list of web pages displayed in compatibility view select [ingbank.pl](http://ingbank.pl) and/or [ingbusinessonline.pl](http://ingbusinessonline.pl) and click **Remove**



#### STEP 5

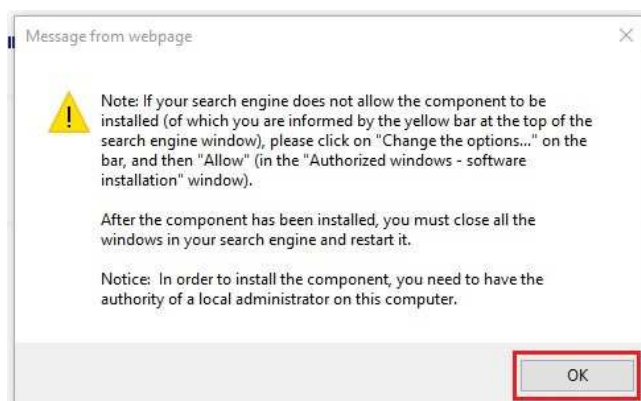
Try to log into ING BusinessOnLine. If you get a message that you need to install a component, allow it to be installed by clicking **OK**.

**To install the component, administrator rights for the browser will be required.**



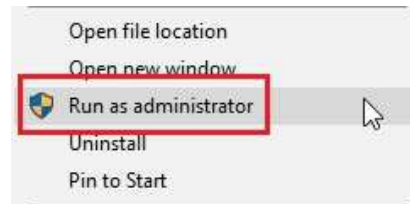
#### STEP 6

If you have administrator rights on the browser, click **OK** in the next window.



## STEP 7

- If you **do not see a yellow bar** in the upper part of the browser it means that **the browser is not working on administrator rights**. If you have administrator rights, close the browser, right-click the icon **Internet Explorer** on the desktop and select **Run as Administrator**.

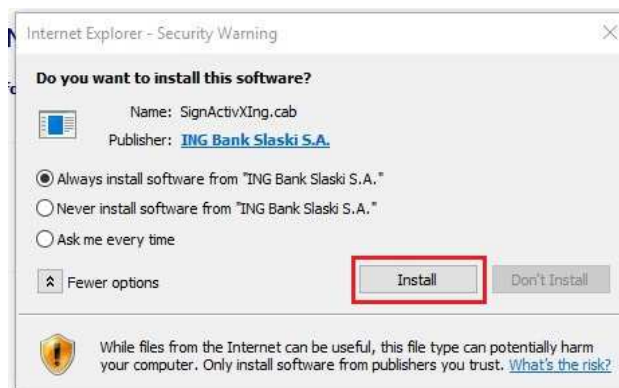


You may be asked to enter administrator password or to confirm that you want to run the browser as an administrator.

- If you see a yellow bar “**This website wants to install the following add-on: ‘SignActivXIng.cab’ from ING Bank Slaski S.A.**” in the upper part of the browser, click **Install** to continue.



Confirm once again that you want to add the SignActivXIng.cab to your software by clicking **Install**.



**SignActiveXIng.cab component will be added to the browser.**

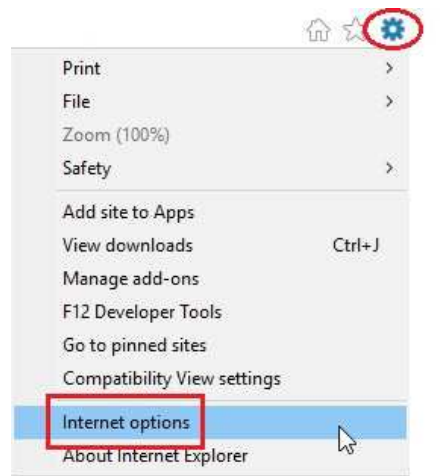
## STEP 8

After component installation, **close the browser and restart it**. Log in to ING BusinessOnline on [www.ingbusinessonline.pl](http://www.ingbusinessonline.pl).

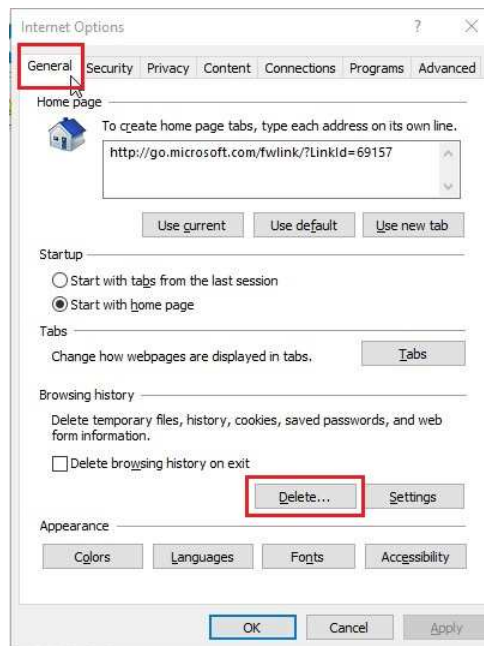
If you still cannot log in, go to the next steps of the Manual.

## STEP 9

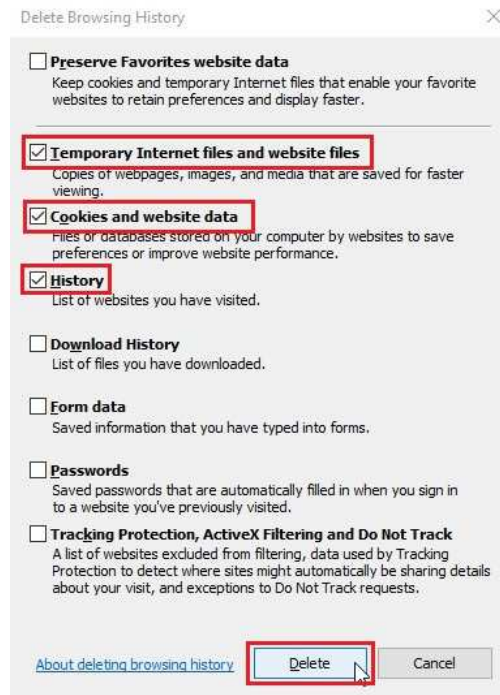
In the top bar of the menu of Internet Explorer select the icon **Tools** and click on **Internet options**:



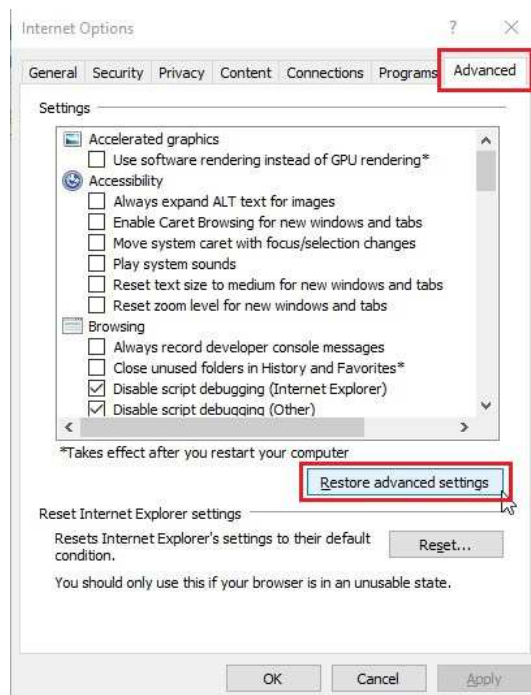
- In the **General** tab, delete temporary files – click on **Delete**



- In the window **Delete Browsing History** select: **Temporary Internet files and website files**, **Cookies and website data** and **History** and confirm it with **Delete**

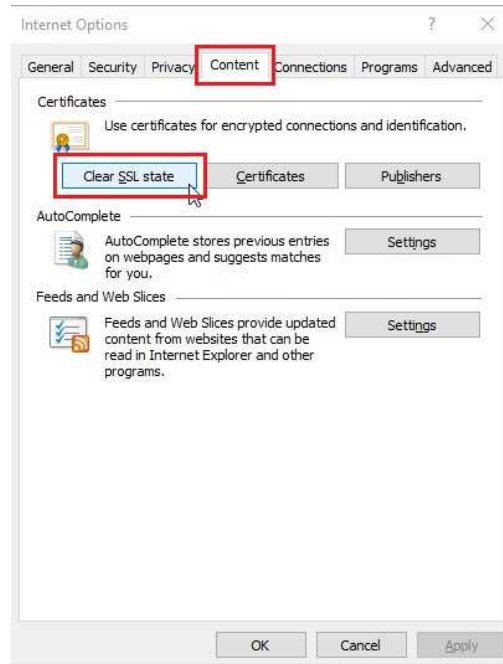


- In the bookmark **Advanced**, click **Restore advanced settings**

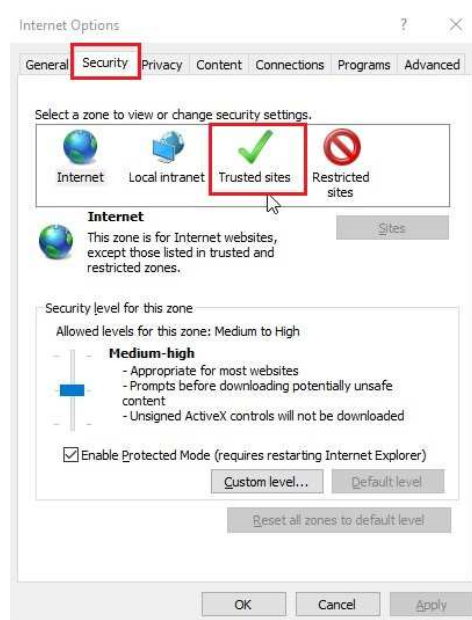




- In the **Content** bookmark, select **Clear SSL state**

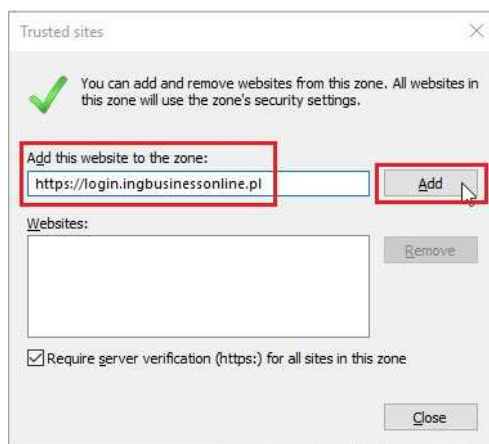


- In the **Security** bookmark, click **Trusted web sites**



Enter the web site <https://login.ingbusinessonline.pl> and click on **Add**. Close the window.





## STEP 10

After the change of Internet Options, **close the browser, restart it** and log in to the ING BusinessOnLine system.

Should you have any questions, contact **ING Business Centre**:

- call us on **32 357 00 24** or **801 242 242**
- send us an a-mail on [bc@ingbank.pl](mailto:bc@ingbank.pl)

Our Call Centre is available from **Monday to Friday** from **8:00 to 18:00**.