



# FIRST STEPS IN ING BUSINESS SIGN-IN METHOD: CERTIFICATE

Use this manual, if:

- You are a new ING Business user
- You will sign in to the system using the method based on the certificate saved on eToken or cryptographic card
- You already have an eToken/cryptographic card
- You have received starter login and starter password

## STEP 1

Download, save, and install drivers and SmartCard ToolBox ING application on the computer on which you will sign in to the system. Use the manual [SmartCard ToolBox ING software installation](#).

## STEP 2

Plug eToken/card into a USB port. If you are going to use:

- A new carrier (provided by ING consultant or served by a courier) — assign a password to the carrier. Use the manual [Assigning password to new carrier \(eToken/card\)](#).
- A carrier used earlier — clear the eToken/card and secure it with a new password. If
  - the former user of the eToken/card provided you with the password to the carrier, use the manual [Removal of unnecessary certificate](#) and [Changing password to eToken/card](#).
  - the former user of the eToken/card have not provided you with the password to the carrier, use the manual [Unblocking eToken/card](#).

## STEP 3

Prepare the starter package, including:

- Starter login
- Starter password

We send the starter package either electronically or in paper form:

## ELECTRONIC SHIPMENT

### 1. STARTER LOGIN

- We have sent it to the e-mail address provided to us for your User by the person upon whose application you were granted permissions to the system
- **It shall valid for a period of 5 calendar days** from the generation date, which is provided in the e-mail message.

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- We have sent it from the mail box [INGBusiness.start@ingbank.pl](mailto:INGBusiness.start@ingbank.pl) . If you do not see the message from the bank on the list of received messages, check SPAM folder and recycle bin.
  - If the starter login has expired, generate a new one – use the manual [Ordering starter package in electronic version](#).

## 2. STARTER PASSWORD

- We have sent it to the mobile phone number provided to us for your User by the person upon whose application you were granted permissions to the system.
- **It shall be valid for a period of 5 calendar days** from the generation date.
- If you have not received the SMS message with the starter password, but you already have the starter login, use the manual [I do not receive SMS codes](#).
- If the starter password has expired, order new starter login and password – use the manual [Ordering starter package in electronic version](#).

## PAPER SHIPMENT

### 1. STARTER LOGIN

- We have sent it to the correspondence address provided to us for your User by the person upon whose application you were granted permissions to the system.
- **It shall be valid for a period of 30 calendar days** from the generation date. You will find the date on the front of the envelope.
- When the login has expired, order new starter login and password – use the manual [Ordering starter package in paper version](#).

### 2. STARTER PASSWORD

- We have sent it to the correspondence address provided to us for your User by the person upon whose application you were granted permissions to the system.
- **It shall be valid for a period of 30 calendar days** from the generation date. You will find the date on the front of the envelope.
- When the starter password has expired, order new starter login and password – use the manual [Ordering starter package in paper version](#).

## STEP 4

Generate a certificate and save it on the eToken/card. Use the manual [Certificate generation](#).

## STEP 5

Sign in to the system. Go to the manual [Signing in to ING Business](#).

Should you have any questions, please call **ING Business Centre: 32 357 00 24** or **801 242 242** or send e-mail to: [bc@ingbank.pl](mailto:bc@ingbank.pl). Our consultants are at your service on working days from Monday to Friday, **8:00 a.m. to 6:00 p.m.**