



WHICH VERSION OF THE STARTER PACKAGE TO SELECT SIGN-IN METHOD: CERTIFICATE

Use this manual, if:

- You sign in to the ING Business system with a method based on the certificate stored on an eToken/card
- Your starter login and starter password had expired before you used them
- You have blocked your eToken/password or
- Your earlier certificate had expired and you have not extended it on time.

STEP 1

The starter login and password may be provided electronically or in paper form.

- If you have a valid e-mail address and mobile phone number entered to the system, use the manual [Ordering starter package in electronic form](#)
- If you do not have a valid e-mail address and/or mobile phone number entered to the system, use the manual [Ordering starter package in paper form](#)

STEP 2

After receiving the starter login and password, go to the manual:

1. [Removal of unnecessary certificate](#) if you know the password to the eToken/card and the eToken/card is not blocked, or [Unblocking eToken/card](#) if you do not know the password or the carrier is blocked
2. [Certificate generation](#)
3. [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. Our consultants are at your service on working days from Monday to Friday, **8:00 a.m. to 6:00 p.m.**