



## FIRST STEPS IN ING BUSINESS SIGN-IN METHOD: LOGIN AND PASSWORD

Use this manual, if:

- You are a new ING Business user
- You will sign in to the system on the basis of login, password, and authorisation code sent by text message

### STEP 1

You can sign in to ING Business on the following web page: [www.ingbusiness.pl](http://www.ingbusiness.pl).

In the field **Log in to ING BusinessOnLine**, click the first button — **Enter (login and password)**

Log in  
to ING BusinessOnLine

Entry (login and password)

Unlock access

Entry (eToken/card)

Certificate generation | Unlock access

Before the first login using eToken/card you must generate the certificate

### STEP 2

To sign in for the first time, you will need:

- Your login
- Starting password



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## LOGIN

- We have sent it to the mobile phone number provided to us for your User by the person who added you to the system.
- This login will not change — remember it
- If you do not know your login, call ING Business Centre — after positive verification of your identity, our consultants will provide your login
- ING Business login is a different login than **ING BankOnLine** login or **My ING**. If you use retail banking, you will have two different logins.

## STARTING PASSWORD

We could send the starting password in two ways:

### 1. Electronically:

- we have sent it to the e-mail address provided to us for your User by the person who added you to the system.
- **it shall be valid within a period of 5 calendar days** from the generation date which you will find in the e-mail message.
- we have sent it from the mail box [INGBusiness.start@ingbank.pl](mailto:INGBusiness.start@ingbank.pl) . Check SPAM, if you do not see the message on the list of received messages.
- Generate a new password, if your starting password has expired — use the manual [Ordering starting password in electronic version](#)

### 2. In paper form

- We have sent it to the correspondence address provided to us for your User by the person who added you to the system.
- **it shall be valid within a period of 30 calendar days** from the generation date. You will find the date on the front of the envelope.
- we have sent it by PDP courier
- order new starting password, if the previous one has expired. Use the manual [Ordering starting password in paper version](#)

## STEP 3

Go to the manual [Signing in with starting password](#), if you know your login and have a valid starting password.

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.**

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