



MY PASSWORD IS BLOCKED I HAVE ENTERED INCORRECTLY THE CHARACTERS OF THE PASSWORD 5 TIMES IN A ROW SIGN-IN METHOD: LOGIN AND PASSWORD

Use this manual, if:

- You sign in to the ING Business system using login and password
- You know your login
- Your password is blocked — you have entered **incorrect characters of the password at least 5 times in a row**

STEP 1

Order a new starter password to unblock access to the system and at the same time get a new starter password which will help you sign in to the system.

The starter 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 starting password in electronic form](#)
- If you do not have an e-mail address entered to the system, use the manual [Ordering starting password in paper form](#)

STEP 2

After receiving the starter password, go to the manual [Signing in with 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. Our consultants are at your service on working days from Monday to Friday, **8:00 a.m. to 6:00 p.m.**