



ORDERING STARTER PACKAGE IN ELECTRONIC FORM

SIGN-IN METHOD: CERTIFICATE

Use this manual, if:

- You sign in to the ING Business system with the method based on a certificate stored on an eToken/card; and
- You need to generate a new certificate, but you do not have the starter package yet; and
- You have a valid e-mail address and mobile phone number entered to the banking system

If you do not have valid phone number and e-mail address, ask another user of the system to update your data. In that, the manual [Updating contact data for another system user](#) will be helpful.

If you do not have valid phone number, you can contact the ING Business Centre, calling to the number: 32 357 00 24 or 801 242 242, to update the phone number provided in the system.

STEP 1

Go to the website: www.ingbusiness.pl and select the option **Unblock access** – you will find it under the button **Enter (eToken/password)**

Zaloguj się
do ING BusinessOnLine

Wejście (login i hasło)

Odblokuj dostęp

Wejście (eToken/karta)

Generuj certyfikat | Odblokuj dostęp

Przed pierwszym logowaniem z użyciem eTokena/karty musisz wygenerować certyfikat

STEP 2

In the relevant fields, enter your:

- **PESEL number** – if you are a Polish citizen; or **passport or identity card number** (the document entered to the banking system) — if you do not have a PESEL number
- **e-mail address** provided in the banking system

Click **OK**.



STEP 3

Enter the authorisation code in the field and click **OK**.

If you filled in correctly both fields from **Step 1**, we will send an authorisation code to the phone number provided in the banking system. **The code is valid only for 2 minutes.**

- If you did not enter the code within that time, generate a new one
- If you have not received the SMS message and you are sure that your data in the banking system are up to date, go to the manual [I do not receive SMS codes](#).

STEP 4

When you confirm the authorisation code, we will automatically send a starter package to you. The starter package is comprised of two parts:

1. STARTER LOGIN

- We have sent it to the e-mail address provided to ING Business.
- **It shall valid for a period of 5 calendar days** from the generation date, which is provided in the e-mail message.
- We have sent it from the mail box startINGBusiness@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 your starter login expires, generate a new starter package — use the manual once again.

2. STARTER PASSWORD

- We have sent it to the mobile phone number provided in ING Business.
- **It shall be valid for a period of 5 calendar days** from the generation date.
- If you have not received text message with the starter password, but you already have the starter login, use the manual [I do not receive SMS codes](#).
- When the starter password has expired, order new starter login and password – use the manual once again.

REMEMBER THAT:

Sending a starter package will block the existing certificate in the banking system — you will not be able to use it any more.

STEP 5

When you receive your starter login and password, generate a new certificate. Use the manual [Certificate generation](#).

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.**
