



ORDERING STARTING PASSWORD IN ELECTRONIC FORM

SIGN-IN METHOD: LOGIN AND PASSWORD

Use this manual, if:

- You do not remember the password with which you sign in to ING Business or your password has been blocked and
- If you have a valid e-mail address and mobile phone number entered to the banking system

If you do not have current data in the banking system — mobile phone number and e-mail address – you can use the manual: [Updating contact data for another system user](#)

STEP 1

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

Log in
to ING BusinessOnLine

Entry (login and password)

Unlock access

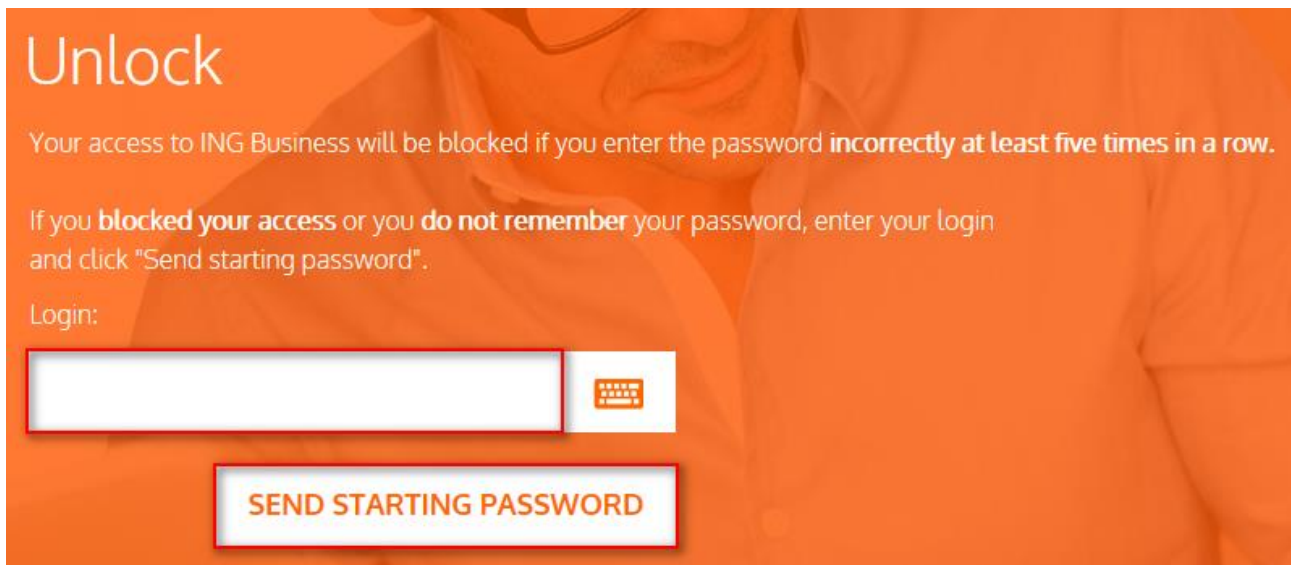
Entry (eToken/card)

Certificate generation | Unlock access

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

STEP 2

Enter your login and click **Send starting password**.




Unlock

Your access to ING Business will be blocked if you enter the password **incorrectly at least five times in a row**.

If you **blocked your access** or you **do not remember** your password, enter your login and click "Send starting password".

Login:



SEND STARTING PASSWORD

Remember that:

- Sending a new starting password means that your existing password will be blocked. Even if you recall your previous password, you will not be able to sign in to the system with it
- Login to the ING Business system is not the same as login to My ING private banking
- If you do not remember your Login, call ING Business Centre: 32 357 00 24 or 801 242 242

STEP 3

You will receive a message that the password has been sent to your e-mail address stored in the banking system. Click **Back to the login page**



We have sent the starting password to your provided e-mail address.
Click "Back to the login page" and follow the instructions sent in the message.

Should you have any questions, call: 801 242 242 or +48 32 357 00 24

BACK TO THE LOGIN PAGE



STEP 4

We have sent the starting password to your e-mail address

- we will send it to the e-mail address provided in the system, from the bank mail box INGBusiness.start@ingbank.pl
- The starting password is comprised of **16 characters**
- the starting password sent electronically **shall be valid for a period of 5 calendar days** from the generation date.
- If the password expires, generate a new one.
- We send the message with the starting password automatically. Do not reply to it.
- If you do not see bank e-mail, check SPAM messages in your mail box.
- If you do not received your starting e-mail:
 - make sure whether you entered a correct login on **step 2**.
 - check if we have your valid e-mail addresscall ING Business Centre.

STEP 5

If you have received your starting password and you do remember your login, use the manual [Signing in to the system 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.**
