



## SIGNING IN WITH STARTING PASSWORD 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
- You have received starting password and it is valid.

### STEP 1

Go to the website [www.ingbusiness.pl](http://www.ingbusiness.pl) and in the section **Log in to ING BusinessOnLine**, click the button - **Enter (login and password)**

Log in  
to ING BusinessOnLine

Entry (login and password)

Unlock access

Entry (eToken/card)

Certificate generation | Unlock access

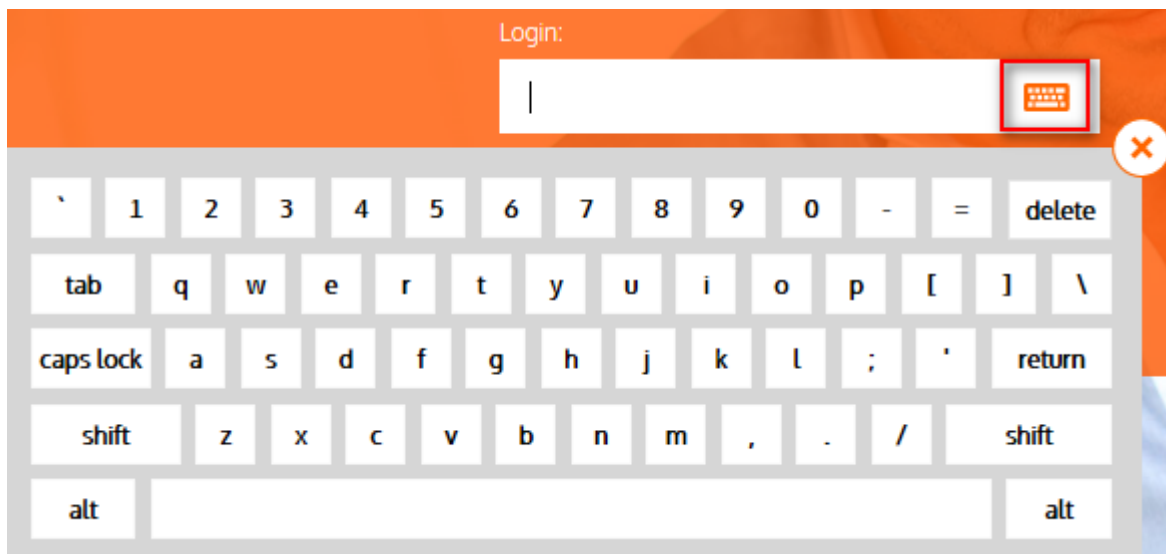
Before the first login using eToken/card you must generate the certificate

## STEP 2

Enter your **login** and click **Next**.



- Login has the following format: xxxyyy1234. Enter it without spaces. Login is not case sensitive.
- You can enter your login manually or using the on-screen keyboard (keyboard icon on the right of the field).



- Login to ING Business is different than login to My ING retail banking
- Login does not change. If you do not know your login, call ING Business Centre

### STEP 3

Enter **5 characters of the starting password selected by the system** in white boxes and click **Next**.

Login: banmag6526

Password:

1 2 4 9 10

First login  
Login loss  
Unlock

**NEXT**

You could receive your starting password in one of the two ways:

1. **Electronically** — we have sent the starter password to the e-mail address provided to us. If sent electronically, the starting password **can be used within 5 calendar days** from its generation.
2. **In paper form** — we have sent the starting password by courier service, to the address provided to us. If served by courier, the starting password **can be used within 30 calendar days** from its generation.

If your starting password has expired or you have entered incorrect characters of the password five times in a row, click **Unlock**.

If your starting password is valid, remember:

- Starting password is **case sensitive!** Before entering it, always make sure that Caps Lock on the keyboard is off.

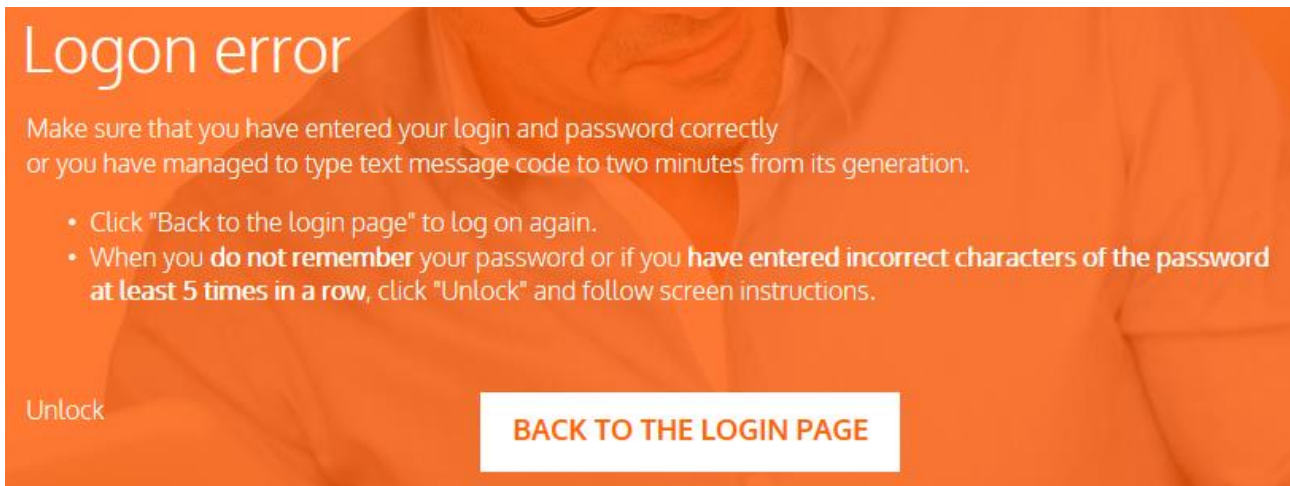
The ING Business will never ask you to enter the complete password — enter only **the five characters indicated by us**. Boxes to be filled in are bigger and empty inside.  
In this example:

I have to enter the 1<sup>st</sup>, 2<sup>nd</sup>, 4<sup>th</sup>, 9<sup>th</sup>, 10<sup>th</sup> character of my starting password.

My starting password is "**AliceHasACat21.**", so in the 1<sup>st</sup> box I need to enter "**A**"; in the 2<sup>nd</sup> box: "**I**"; in the 4<sup>th</sup> box: "**c**"; in the 9<sup>th</sup> box: "**A**"; and in the 10<sup>th</sup> box: "**C**".

#### STEP 4

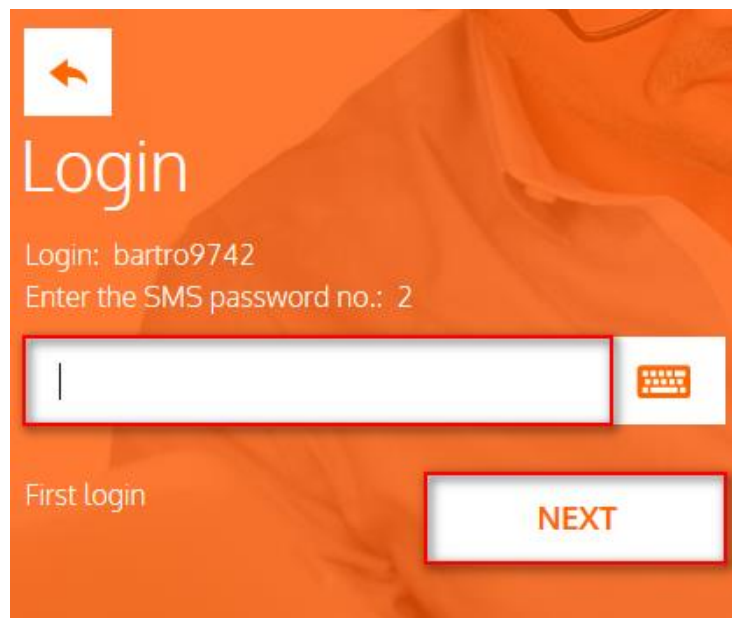
If you enter incorrectly even one character of the starting password or provide your login incorrectly, you will see the following message



- Click **Back to the login page** if you are sure that you know your login and your starting password is still valid. You will return to the second step of the manual — follow the steps once again, carefully entering all characters.
- Click **Unlock** if you entered characters of the starting **password incorrectly at least five times in a row**. Follow the instructions on the page.

#### STEP 5

Enter the **code** from the text message and click **Next**.



- We have sent the code to the mobile phone number provided in the system.
- The code is valid for 2 minutes after generation. If the code sent to you expires, click **Back icon** and try to sign in again.

- Read the text message carefully. Check date and time of sending of the SMS message. Make sure that the message number provided in the SMS message is the same as the number visible of the computer screen.

An example of SMS message with code:

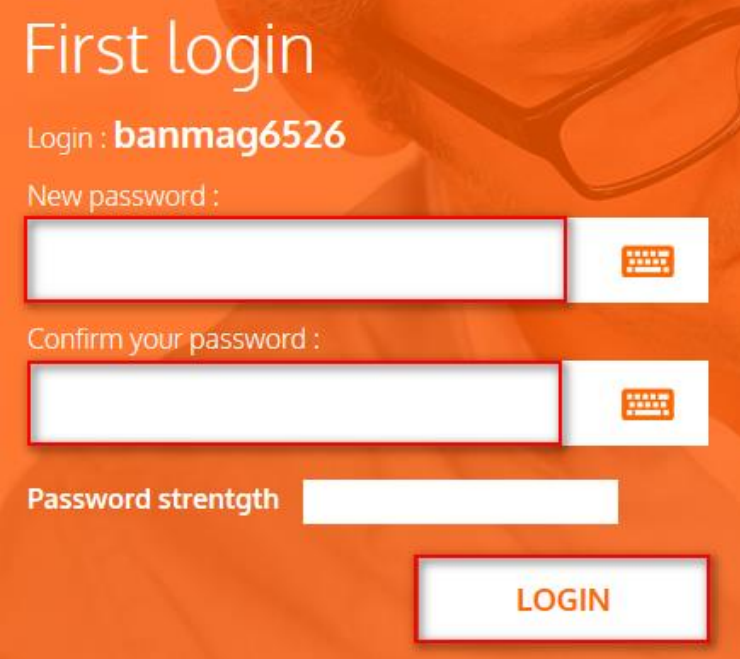
**ING.SMS No:1. ING BusinessOnLine sign-in authorisation code dated 01.01.2014 at 08:00 a.m. 12345678\*\*\*01.01.2014 08:00**

In this example, the code you have to enter is: 12345678.

- If you have not received the text message code, use the manual [I do not receive SMS codes](#).

## STEP 6

Create your own **password** to the ING Business system and confirm it in the second field. Click **Login**



First login

Login : **banmag6526**

New password :

Confirm your password :

Password strength

LOGIN

- The password should contain from **10 to 32 characters** and at least 3 of the elements listed below:
  - **upper-case letter,**
  - **lower-case letter,**
  - **digit,**
  - **special character.**
- The **password strength** bar visible on the screen will assess the strength of your password.
- If you signed in with your password to ING Business in the past, remember that the system stores last 16 used passwords. Create a password that you have **never used before**.

You are now signed in. Remember your login and the password created by you — you will use them to sign in to the system.



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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.**

