RENEWAL OF CERTIFICATE 45 DAYS BEFORE ITS EXPIRY
SIGN-IN METHOD: CERTIFICATE

Use this manual, if:

- You sign in using an eToken or a cryptographic card to the ING Business system and

- After signing in to the system you see a message that you should renew your certificate to the system; or

- When checking certificate expiry date you noticed that the certificate will expire in less than 45 days.

STEP 1

Check in SmartCard Toolbox ING how many certificates are saved on your eToken/card. Use the SmartCard ToolBox ING manual to do so.
If there is more than one certificate saved on the eToken/card, delete the older one in line with the manual Removal of unnecessary certificate.

STEP 2

Sign in to ING Business on the web page www.ingbusiness.pl.

STEP 3

45 days before the expiry of the certificate, we will send you a system reminder that it is necessary to renew the certificate. Read it and click the button **Renew certificate now** in the right-hand lower corner of the reminder.

STEP 4

You will be redirected to the page on which you will start the certificate renewal process Click **Generate new certificate**.

STEP 5

To renew the certificate, you will be asked to provide password twice.

- The password will not be changed during certificate renewal. Enter your password to eToken/card used to sign in to the system in the window. Wait some time and enter the password once again in the second window.

- The window to enter the password can be hidden behind an active browser window. If you are not asked to provide password for a longer time, minimise the browser windows and check if the password window is visible.

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STEP 6

You will be shown a message that the certificate has been successfully renewed. Click **OK**.

STEP 7

Activate the new certificate you have generated. You can do this in two ways:

1. ACTIVATE THE CERTIFICATE VIA THE BUSINESS CENTRE

If you have not provided a mobile phone number to the banking system or cannot receive SMS messages, call: 32 357 00 24 or 801 242 242. Our consultants are at your service on working days from Monday to Friday, 8:00 a.m. to 6:00 p.m.

During the conversation, the consultant will ask you verification questions. We will activate your new certificate when you provide correct answers to them.

2. ACTIVATE CERTIFICATE VIA SMS CODE

- If you have a mobile phone number entered to the banking system, click on the button **Activate certificate on your own**.

- You will be asked to provide the SMS code. We will send the authorisation code at the phone number entered to the system. Enter it to the system within two minutes from its generation.

- If you have entered the code correctly, you will received confirmation that the certificate has been activated.
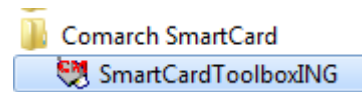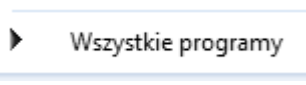
STEP 8

Close all browser windows. **Launch the SmartCard Toolbox ING software.** You can do this in two ways:

1. Click on the application icon on the computer desktop
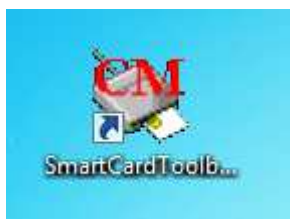
2. Launch the **Start** menu, then select **All applications**, find the **Comarch SmartCard** folder and run the **SmartCardToolboxING** application.

STEP 9

Check whether the certificate saved on the eToken/card has been extended by two years. Use the manual [Checking certificate expiry date](#).

Sign in to ING Business

- If you use Internet Explorer, register the certificate in accordance with the manual [Certificate registration – I cannot see my certificate when signing in](#).

- If you see more than one certificate, use the manual [Removal of unnecessary](#).

Should you have any questions, please call **ING Business Centre**: **32 357 00 24** or **801 242 24**2 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**.