

Signing in to ING Business

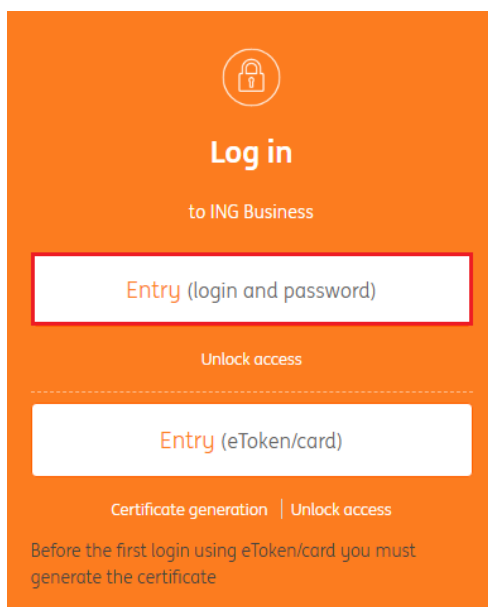
sign-in method: login and password

Use this manual, if:

- You sign in to the ING Business system using login and password
- You know your login
- You remember your sign-in password. If you do not remember your password, use the manual I do not remember my sign-in password.
- Your password is not blocked. If your password is blocked, use the manual Sign-in password has been blocked.

STEP 1

Go to the website www.ingbusiness.pl and in the section **Log in to ING Business**, click the button - **Enter (login and password)**.



Log in
to ING Business

Entry (login and password)

Unlock access

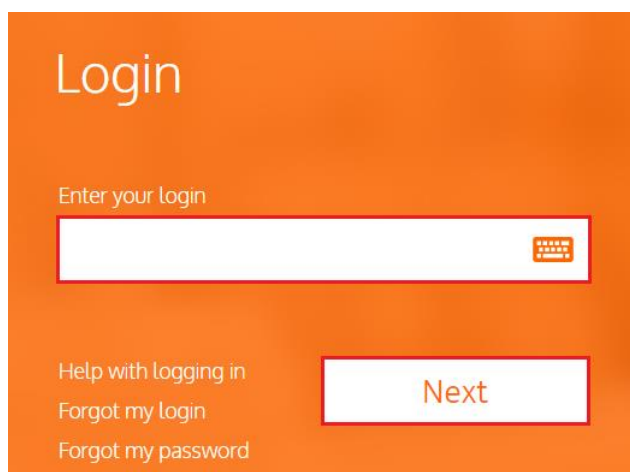
Entry (eToken/card)

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

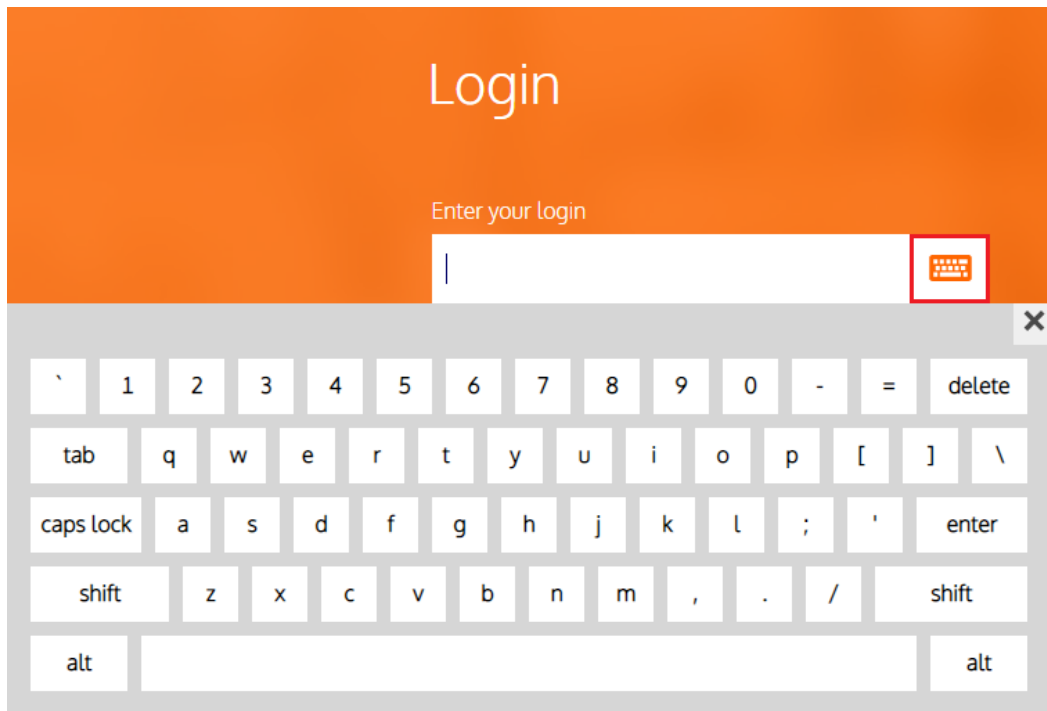
Enter your login

Help with logging in
Forgot my login
Forgot my password

Next

Remember:

- 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).

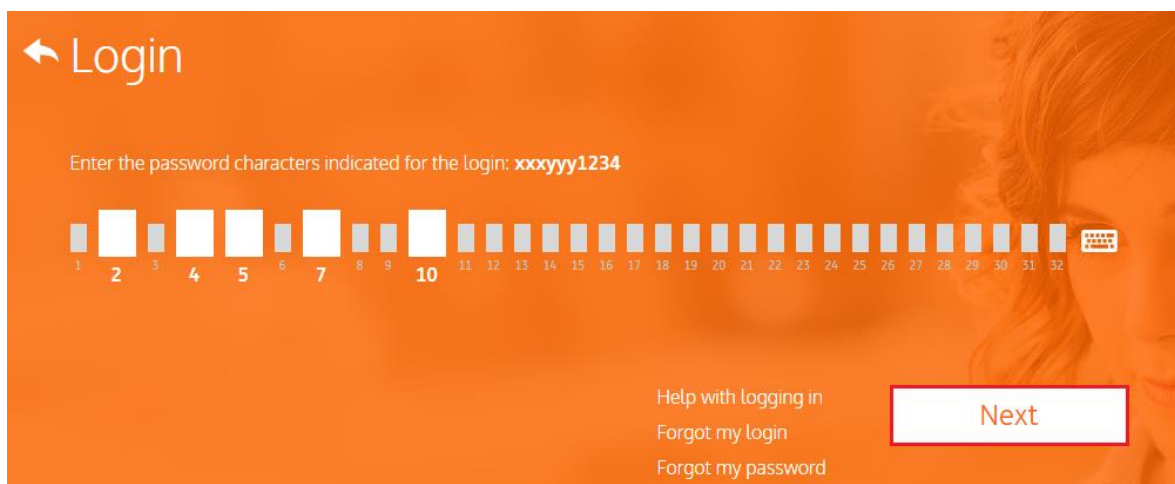


The image shows a login screen with an orange header. The word "Login" is centered in white. Below it, the text "Enter your login" is displayed above a white input field. To the right of the input field is a red-bordered icon of a keyboard. Below the input field is a full QWERTY on-screen keyboard with a grey background and white keys. A small 'X' icon is in the top right corner of the keyboard area.

- 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 your password selected by the system in white boxes and click **Next**.



The image shows a password entry screen with an orange background. At the top left is a back arrow and the word "Login". Below it, the text "Enter the password characters indicated for the login: xxxyyy1234" is displayed. Below this text is a row of 32 boxes, numbered 1 to 32. Boxes 2, 4, 5, 7, and 10 are white and empty, while the others are grey. Below the boxes are links: "Help with logging in", "Forgot my login", and "Forgot my password". A red-bordered button labeled "Next" is in the bottom right corner.

- Remember that the 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 — you will be always asked to enter only five characters of your password. Boxes to be filled in are bigger and empty inside.

In this example:

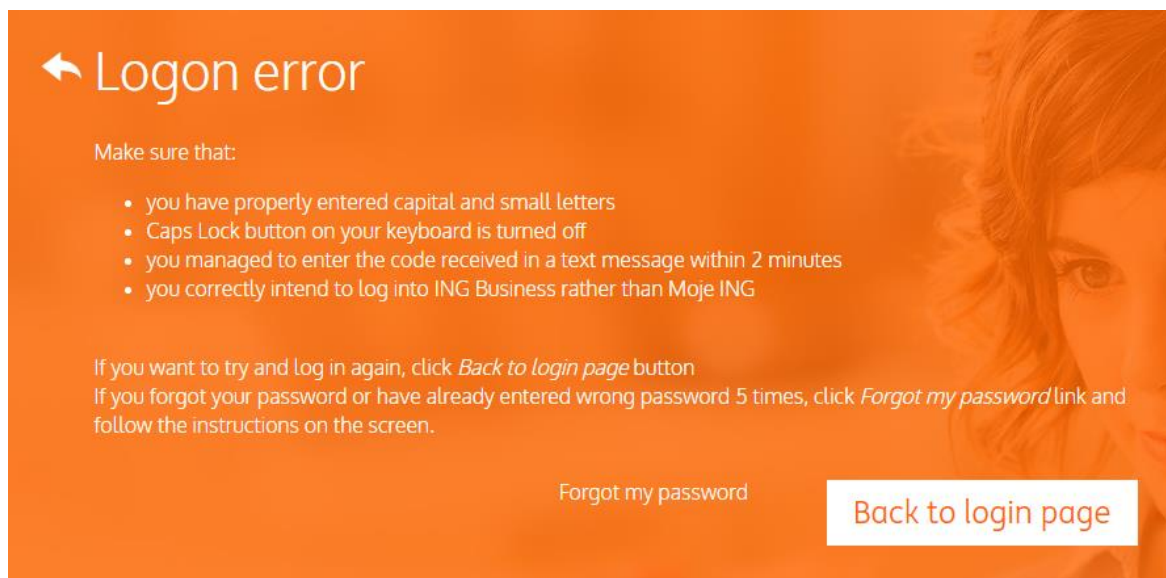


I have to enter the 2nd, 4th, 5th, 7th and 10th character of my password.

My starting password is "AliceHasACat21.", so in the in the 2nd box **l**, in the 4th box **c**, in the 5th box **e**, in the 7th box **a** and in the 10th box **C**.

STEP 4

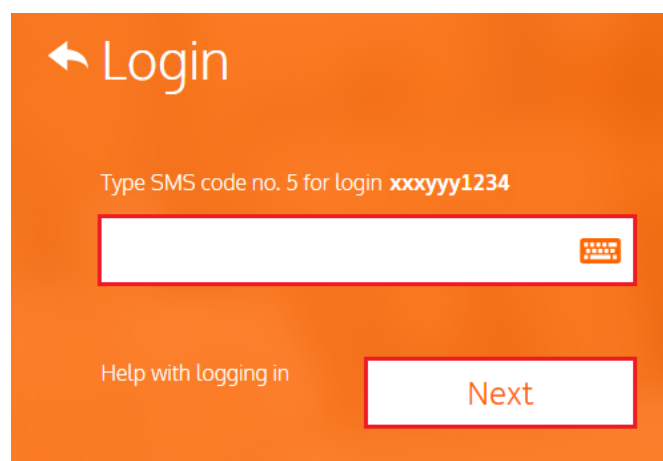
If you entered incorrectly even one character of the password or provided your login incorrectly, you will see the following message:



- Click **Back to the login page** if you are sure that you know your login and you remember your password. You will return to the page where you enter your login — try to sign in again — proceed through the subsequent screens carefully
- Click **Forgot my password** if you do not remember your password or if you have entered your password incorrectly five times in a row. Follow the instructions on the page.

STEP 5

Signing in may require authorisation with authorisation code. Enter the code from the SMS 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 text message. Make sure that the message number provided in the text message is the same as the number visible of the computer screen.

An example of SMS message with code:

ING SMS 1 from 15.10.2019, 09:28 You are logging to ING Business from IP: 198.987.987.98, country code: PL, rewrite code: 12345678

- If you have not received the text message code, use the manual I do not receive SMS codes.

You are now signed in to the system.

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.