

Signing in with starting password

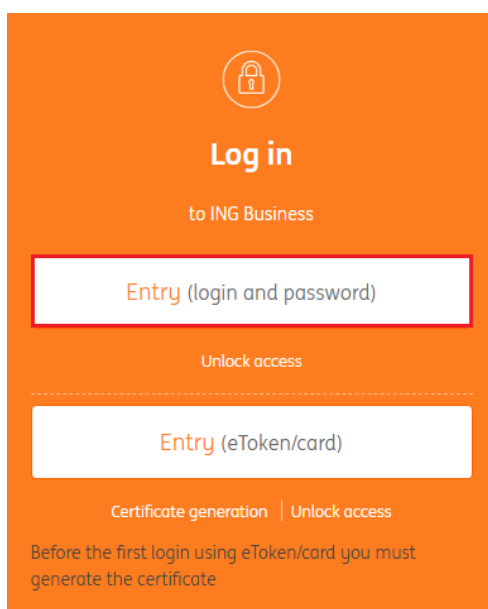
sign-in method: login and password

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 and in the section **Log in to ING Business**, click the button - **Entry (login and password)**.



Log in
to ING Business

Entry (login and password)

Unlock access

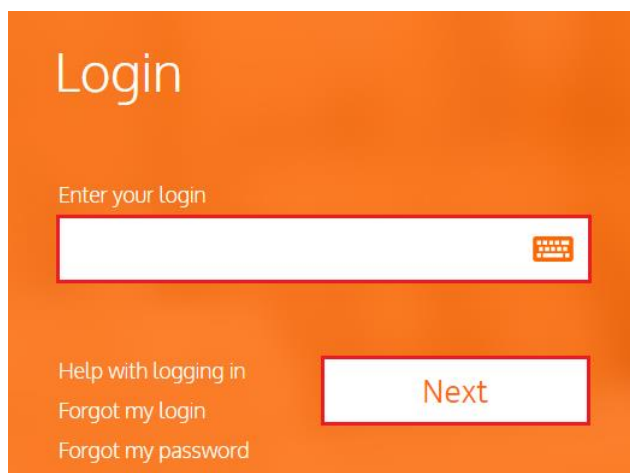
Entry (eToken/card)

Certificate generation | Unlock access

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

STEP 2

Enter your login and click **Next**.



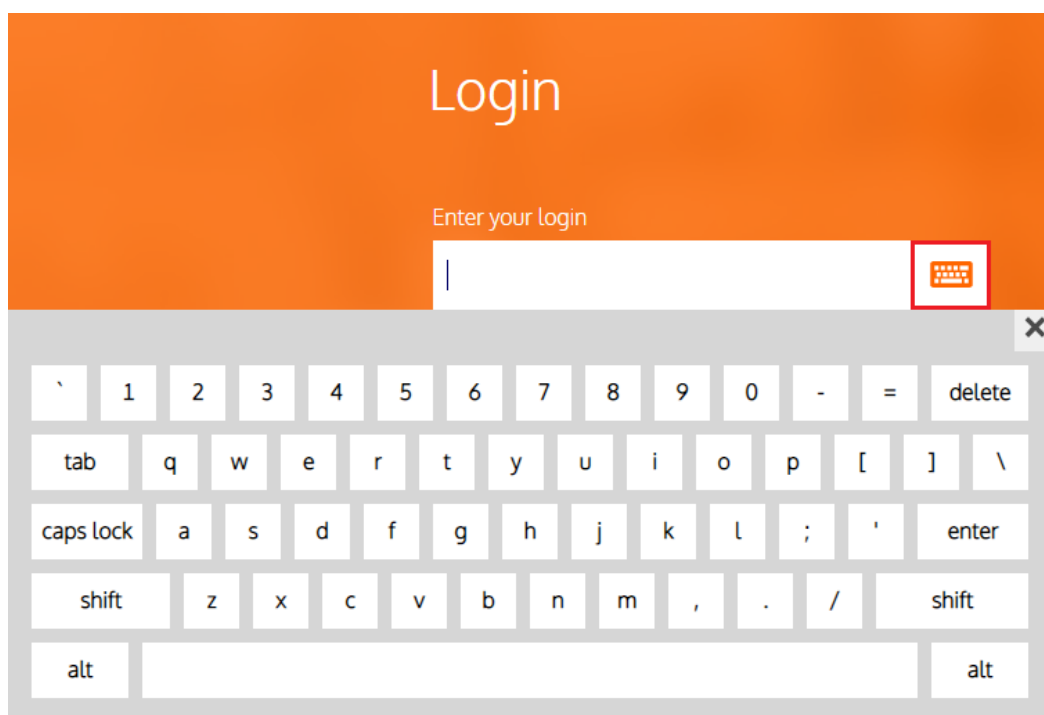
Login

Enter your login

Next

Help with logging in
Forgot my login
Forgot my password

- 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).

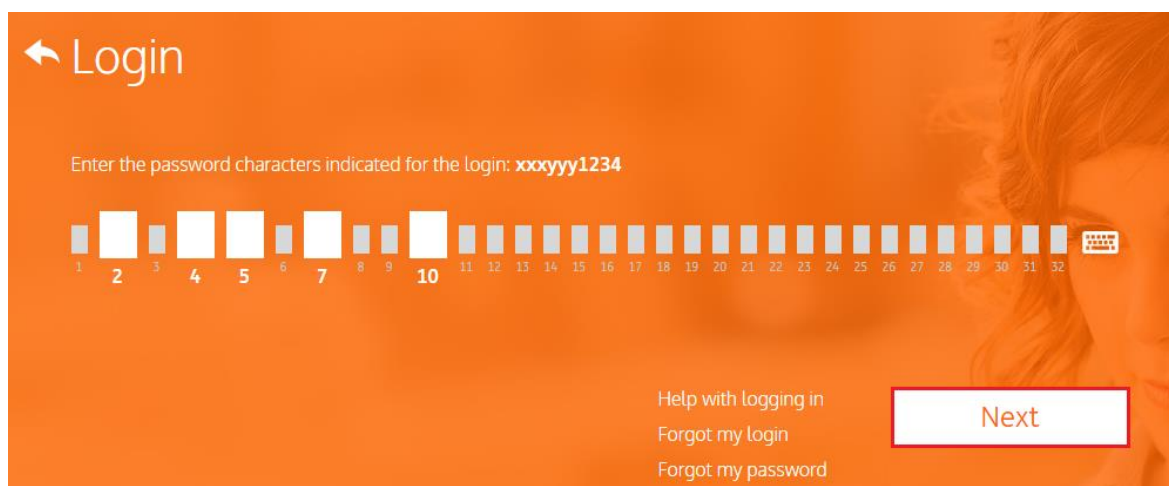


The image shows a login screen with an orange background. At the top, the word "Login" is displayed in white. Below it, the text "Enter your login" is shown above a white input field. To the right of the input field is a red-bordered icon of a keyboard. Below the input field is a large, detailed on-screen keyboard with various keys including numbers, letters, and function keys like "delete", "enter", and "alt".

- 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**.



The image shows a password selection screen with an orange background. At the top, there is a back arrow and the word "Login". Below it, the text "Enter the password characters indicated for the login: xxxyyy1234" is displayed. Underneath, there is a row of 32 small boxes, each containing a number from 1 to 32. The first five boxes (1-5) are white, and the remaining boxes are grey. To the right of the boxes is a red-bordered icon of a keyboard. At the bottom right, there is a red-bordered button labeled "Next". To the left of the "Next" button, there are three links: "Help with logging in", "Forgot my login", and "Forgot my password".

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 **Forgot my password**.

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:

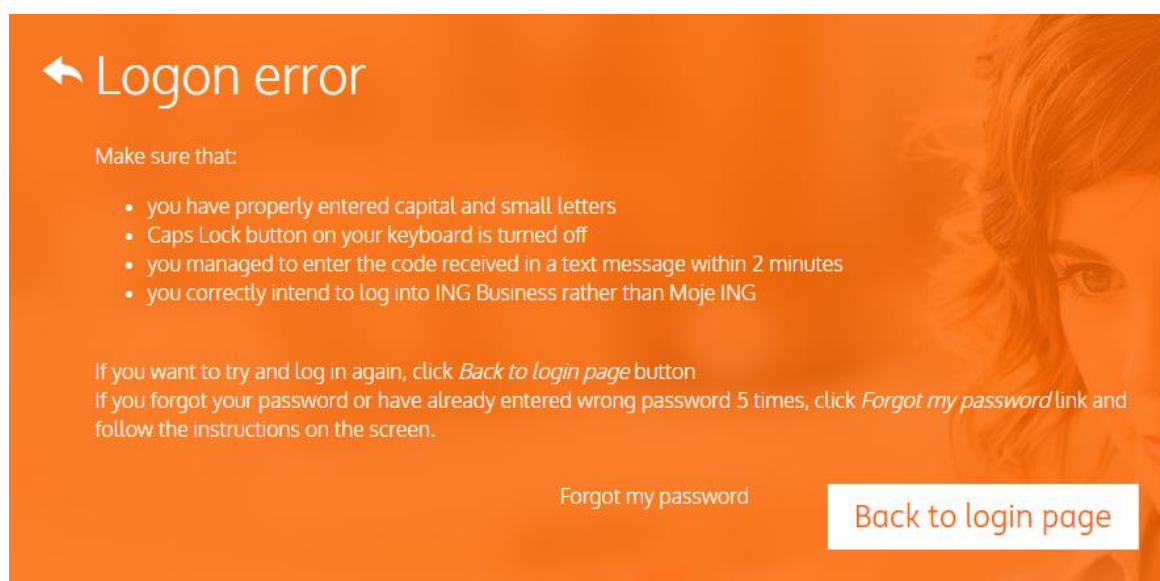


I have to enter the 2nd, 4th, 5th, 7th, 10th character of my starting password.

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



← Logon error

Make sure that:

- you have properly entered capital and small letters
- Caps Lock button on your keyboard is turned off
- you managed to enter the code received in a text message within 2 minutes
- you correctly intend to log into ING Business rather than Moje ING

If you want to try and log in again, click *Back to login page* button
If you forgot your password or have already entered wrong password 5 times, click *Forgot my password* link and follow the instructions on the screen.

Forgot my password

Back to login page

- 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 **Forgot my password** 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 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.

STEP 6

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

The screenshot shows the 'Login' screen with a back arrow icon. The text 'Create a new password for the login: xxxyyy1234' is displayed. Below this are two input fields: 'New password' and 'Repeat password'. A password strength bar is visible below the 'Repeat password' field, showing a red-to-green gradient with a dot at the 'weak' level. At the bottom left, there is a link 'Help with logging in', and at the bottom right, there is a 'Next' button.

- 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.

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.