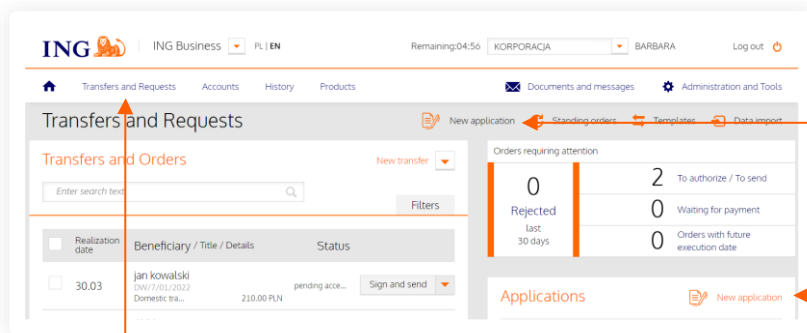


ING Business. More opportunities.

How to add a new user in ING Business?

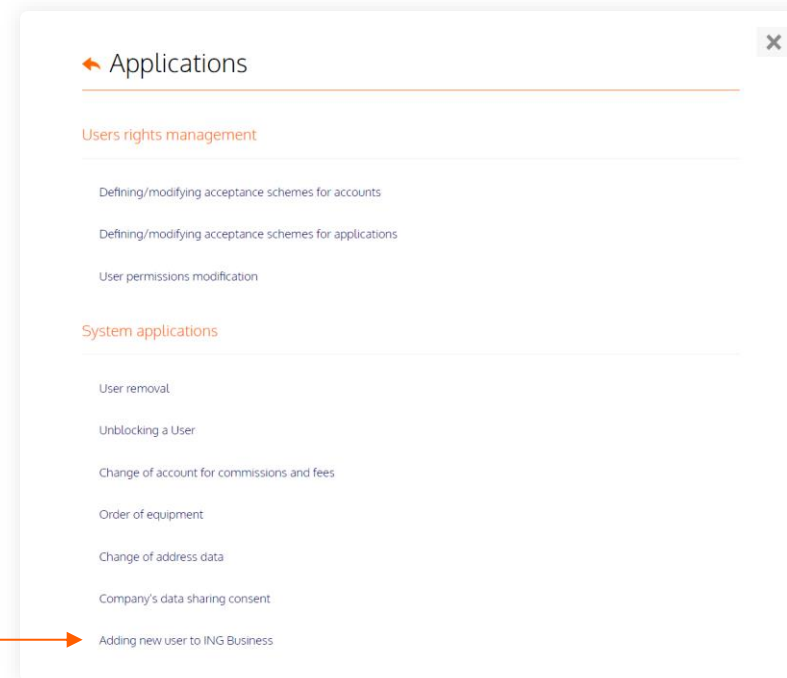
[Find out](#)

1



Select **Transfer and Requests**, and click **New application**.

2



Choose **Adding a new User to ING Business** from the application list.

Was this article of help?



3

Add the details of the person who is to get access rights to the system.

4

Tick the role of the user to be added at the company - **Legal Representative** or **User**.

NOTE

If the user's role is that of a **representative**, we may ask you for attaching additional documents to prove the representative status of the user to be added. You will then see an additional field:

Was this article of help?



CONFIRMING IDENTITY BY MEANS OF BIOMETRICS

In order for us to act on your application to add a user **who is a representative**, you must **confirm the identity of the representatives** covered by the application.

The user to be added may come to the branch but does not have to. If the person holds a Polish identity card, we can confirm their identity via video verification based on a picture of both sides of the identity card and a face scan. To use video verification, you must use the mobile app.

Important notice:

A user who is a representative and who is added to the system has **7 calendar days** from the application submission date **to confirm his or her identity**. If the verification process is completed after 7 calendar days, the user will get access rights to the system but the information on the representation may not be updated.

IS IT SAFE?

→ **YES**. Images sent during the verification process are protected by a security certificate and cannot be accessed by any third party.

5

• Tick whether you wish to select the access rights for the user to be added **by yourself** or whether you prefer to **copy** them from an existing user and modify them if necessary.

→ If you decide to copy the rights, please choose the **user whose access rights you wish to copy from the list**.

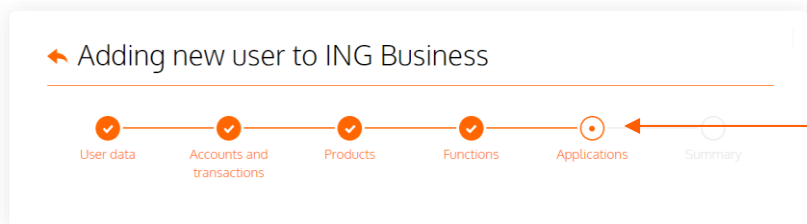
→ If the user whose access rights you are about to copy is to be removed from the system, please choose the option **Remove the person whose access rights are copied from ING Business**.

Was this article of help?





6



- Next, please define the access rights to **accounts and transactions, products** and **functions**
- In the section **Applications** , please assign the user to an existing approval group comprising an approval scheme for a given application group.

7

Please review the summary screen to check whether all details have been entered correctly.

- If the application needs to be corrected, please click the Back button and correct the data as appropriate.
- If the data are correct, click **Sign** or **Sign and send**.

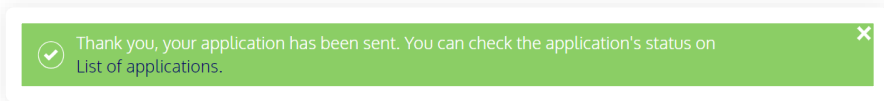
Was this article of help?



8

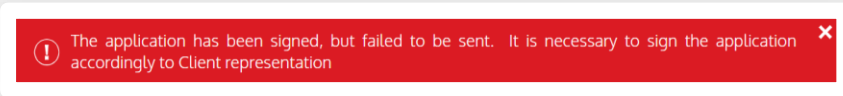
Please enter the sms code – we have sent it to the phone number given in the system. Sign or Sign and send the application form.

If the authorisation process is correct, you will see this message:



KEEP IN MIND

If you add a user who is a representative, the application must be signed in accordance with the approval scheme for submission of declarations of will. If the application needs to be signed in such a way, that is by the company representatives, you will see the message:



That's all! Now you know how to complete and send the application to add a new user



If you have any questions, please call the ING Business Centre:

32 357 00 24

Our advisors are available on weekdays, Monday to Friday, 8.00 am to 6.00 pm.

Questions? We have the answers!

For more information go to: www.ingbusiness.pl/pomoc



You will find the instructions at: [ingbusiness.pl/explanatory notes](http://ingbusiness.pl/explanatory_notes)

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Was this article of help?