

# ING Business app

## Device activation

**Customer Support Service for medium and large clients**

+40 31 406 74 64 available Monday to Friday between 09:00 and 17:30

**Customer Support Service for micro-companies and self-employed**

+40 21 403 83 04 available Monday to Friday between 09:00 and 17:30

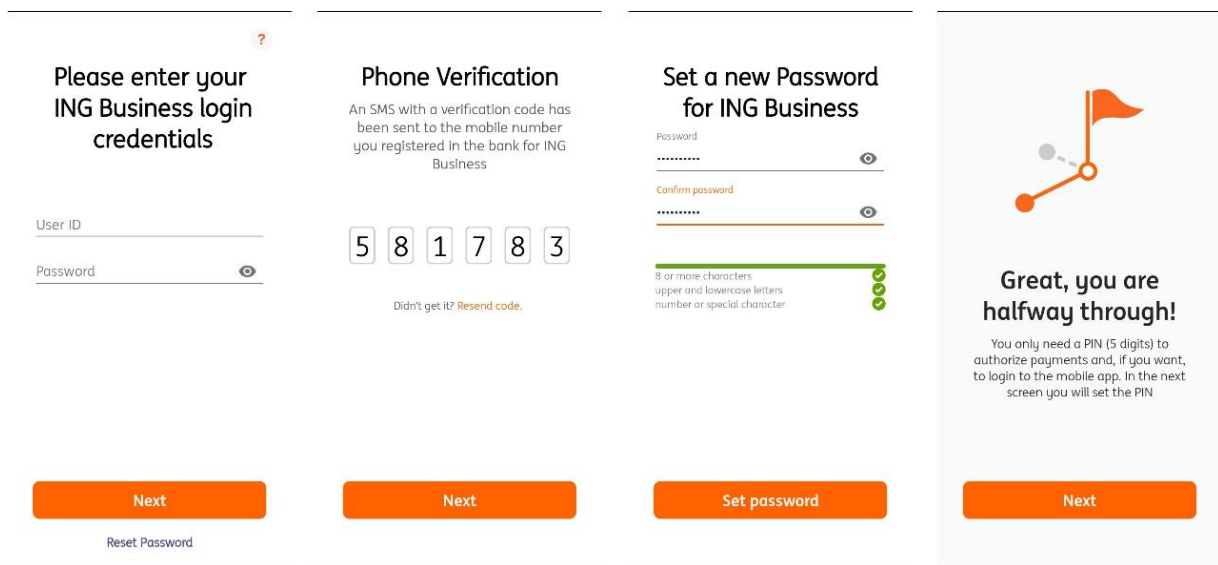
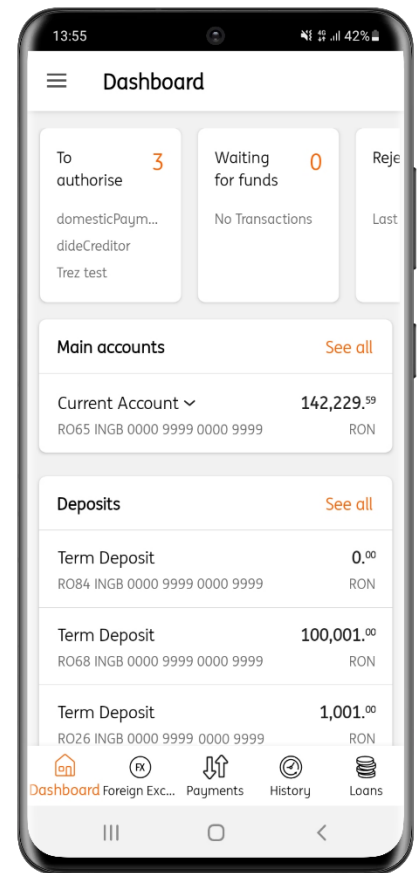
The application is available for all the Android (minimum 7.0) or iOS (minimum 13.0) - powered mobile phones and it is available for download free of charge in Play Store (Google) or App Store (Apple).

### Activate device

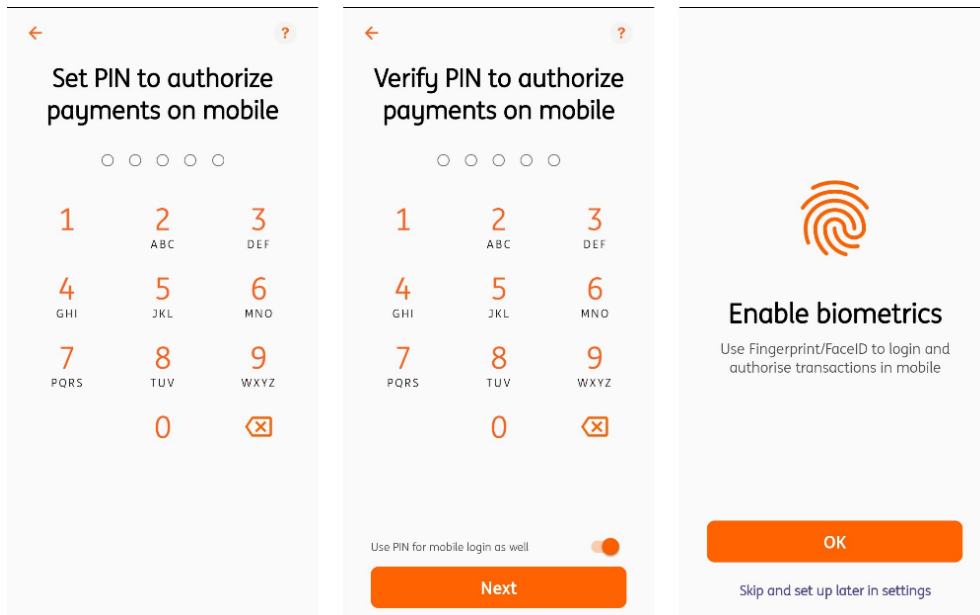
Before starting to use the application it is necessary to follow the steps for activating the mobile device that you will be using the ING Business on.

### If you have not authenticated to ING Business before: (web or mobile)

- Download the mobile banking application - ING Business **Romania** - from Google Play Store or Apple App Store.
- Open the app and input the User ID received via SMS and password via email;
- You will receive a new code via SMS. Enter it in the displayed field in the mobile app and click on **Next**;
- Set a new password (that you will use to connect on ING Business Web also), fulfilling the three criteria below:
  - ✓ Minimum 8 characters;
  - ✓ Minimum one lower case letter and minimum one upper case letter;
  - ✓ Minimum one figure or special character.
- Re-enter the password, and then select **Next**

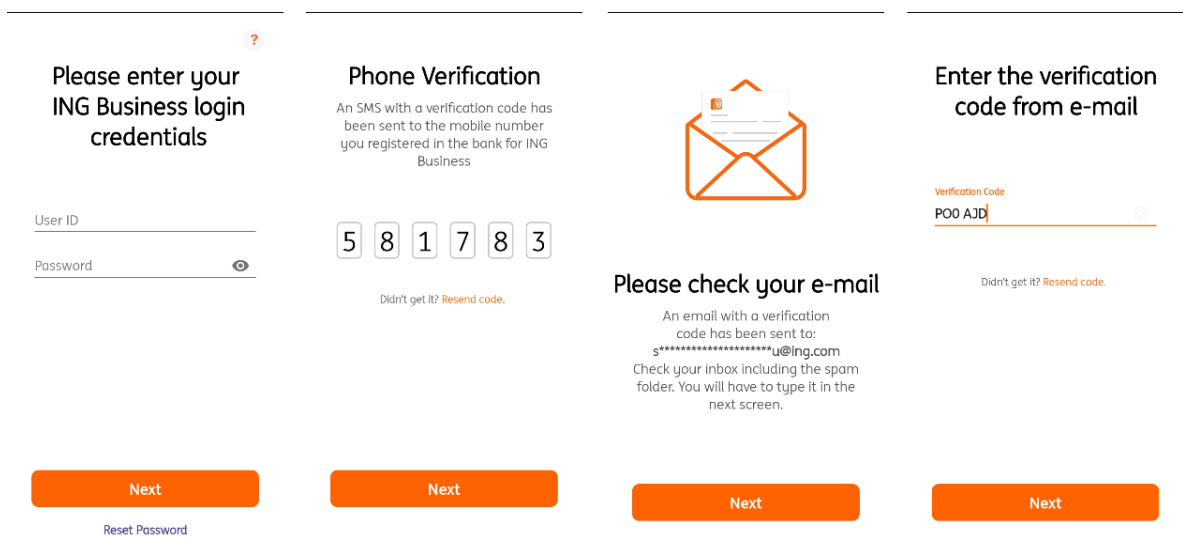


- Enter a 5-figure PIN code, which you will use to sign the transactions and to access the mobile version of the ING Business app if you want this option. You can change this option in **Settings**, subsequently.
- Activate the access to the application using biometric data if you want this option. Subsequently, you can change this option in **Settings**.

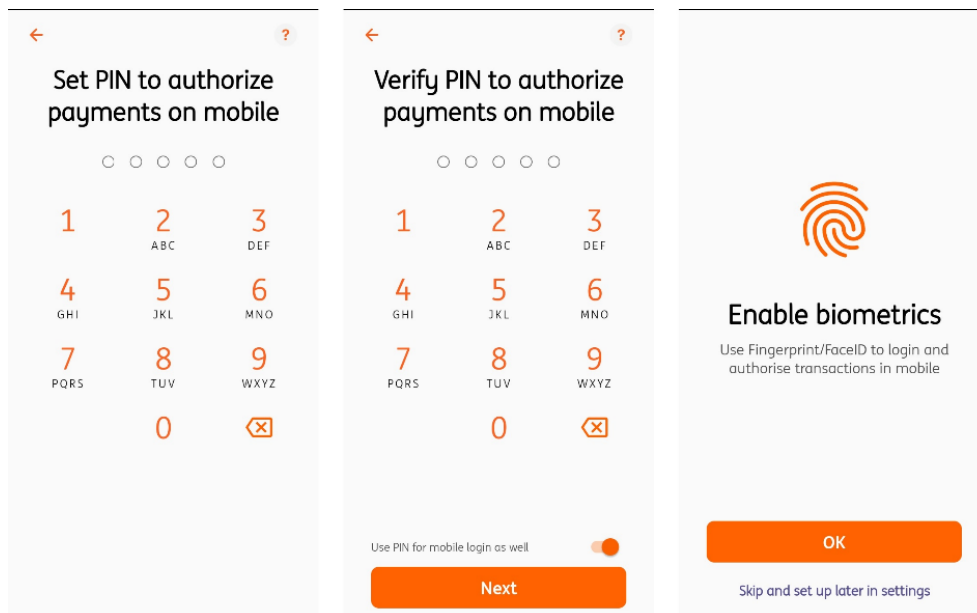


**If you have authenticated to ING Business before (web or mobile):**

- Download the mobile banking application - ING Business **Romania** – from Play Store (Google) or App Store (Apple).
- Open the application and enter the user ID and password you use for accessing ING Business web/mobile. Select **Next**.
- You will receive a new code via SMS. Enter the code in the field displayed on the mobile app and then select **Next**.
- You will receive a code at the email address used for ING Business. Enter the code and select **Next**.



- Enter a 5-figure PIN code, which you will use to sign the transactions and to access the mobile version of the ING Business
- Activate the access to the application using biometric data if you want this option. Subsequently, you can change this option later.
- app if you want this option. Subsequently, you can change this option later.



## Access

After activation, each time you access the ING Business App, use the following elements to connect:

- **User ID and password**  
or
- **User ID (displayed automatically) and PIN** defined when activating the device.  
If you have not selected this option, you can select it by navigating to **Menu → Settings → Use PIN for login.**  
or
- **User ID (displayed automatically) and biometric elements** if you selected them when activating the ING Business App. In case you have not selected this option and you want to activate it for authentication and/or authorization of transactions, navigate to **Menu → Settings → Turn on fingerprint.**

**Warning!** To use the fingerprint/facial recognition authentication, you need a phone with these features active.