

# InsideBusiness Portal Corporate Administrator User manual

April 2026

# Preface

In this manual you can learn about the actions a Corporate Administrator can take when managing users of the InsideBusiness Portal. You can also check InsideBusiness Knowledge Centre for more information.

Before you begin your new Corporate Administrator role, ING will need you to sign a Corporate Administrator Power of Attorney form. This will allow you to manage your company's users and their access rights, and perform the following actions:

1. Add, modify or deactivate users
2. Set up user groups
3. Maintain payments and reporting permissions
4. Provide access to functionality for Cash balancing, Lending, Financial markets, Trade Finance, Transaction management and Service request
5. Request ING Scanner, activate or deactivate access means (ING Scanner, the InsideBusiness App or mToken)

Corporate Administrators cannot create new Corporate Administrators themselves. This can only be done by ING, based on a signed Corporate Administrator Power of Attorney.

## **InsideBusiness Trade**

If you have been appointed as a Corporate Administrator for an InsideBusiness Trade subscription, find additional information in the InsideBusiness Knowledge Centre (category: InsideBusiness Trade).

## **InsideBusiness Payments CEE**

InsideBusiness Payments CEE (Central and Eastern Europe) is not included in the Self - Service options. Access can only be provided by ING based on a signed set up request. [See chapter 3.](#)

## **ING Trade**

ING Trade is not included in the Self-Service options. Access can only be provided by ING based on a signed set up request. [See chapter 4.](#)

# How can I:

## 1. Add and modify users

- I. Add user
- II. Request user verification
- III. Modify user

## 2. Manage user groups

- I. Add user group
- II. Modify user group
- III. Assign and modify account permissions
- IV. Sign permissions
- V. Copy user group
- VI. Remove user group

## 3. Provide access to InsideBusiness Payments CEE

## 4. Provide access to ING Trade

## 5. Request ING Scanner

## 6. Activate access means (ING Scanner, mToken)

## 7. Deactivate access means (ING Scanner, mToken)

## 8. Deactivate user

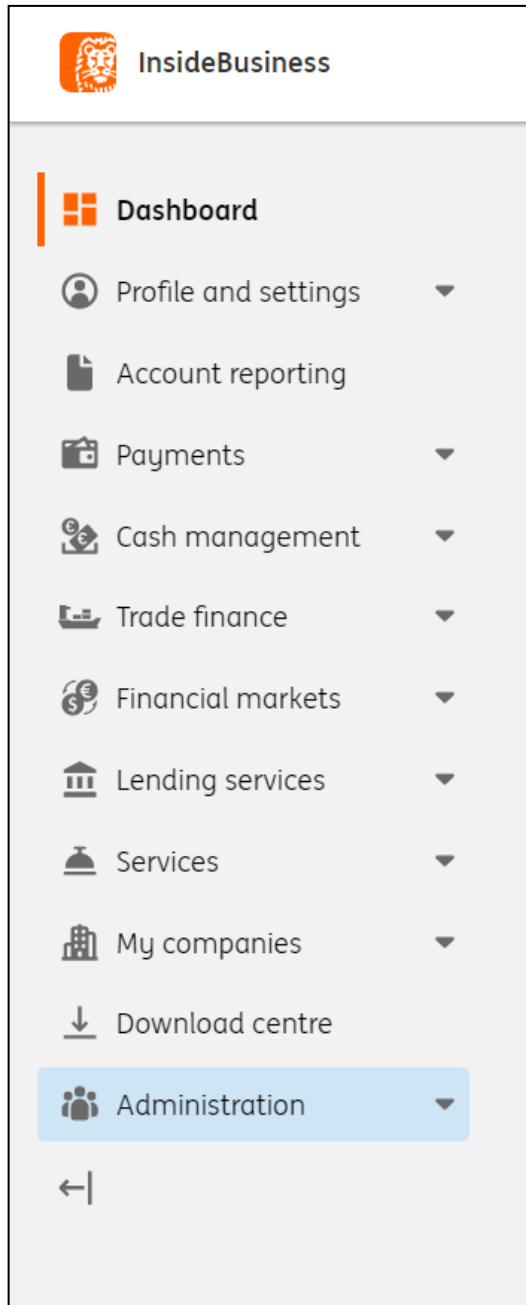
## 9. Authorise Admin changes

## 10. Download reports

## 11. Create a PoA ( Corporate Agent Power of Attorney)

# 1. Add and modify users

In this chapter you will find the instructions to add a new or existing user, request user verification and modify a user in InsideBusiness Portal.



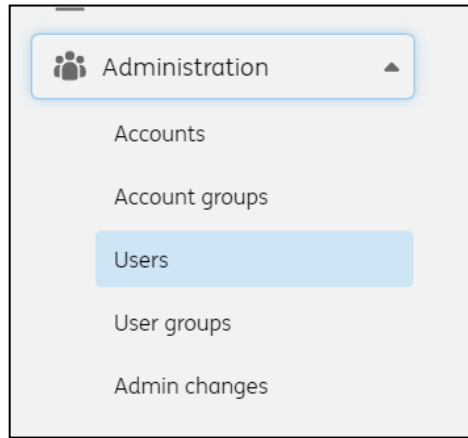
## 1.1

Log into InsideBusiness Portal and click **Administration**.



## I. Add user

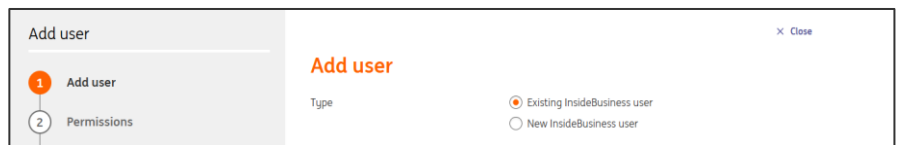
**1.2**  
Select **Users**.



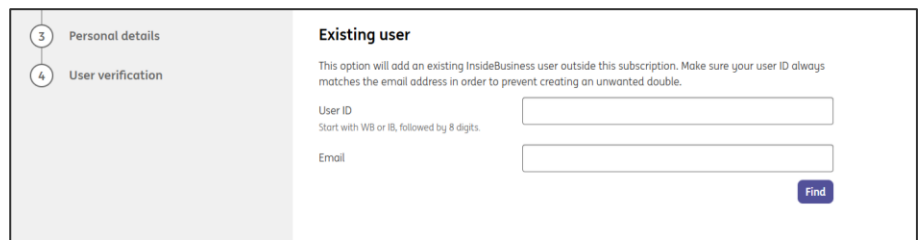
**1.3**  
Click **Add user**.



**1.4**  
Select **New user** or **Existing user**.



**1.5**  
When adding an existing user, fill in the User ID and the email of the user.



You can add a user in few steps:

1. Add User
2. Permissions
3. Personal Details
4. User Verification

## 1.6

The Personal details section is used to complete the channel user data.

Section Subscription settings is only visible for subscriptions with an IBP agreement.



### Personal details

First name

Surname

Display name

Display name is the name visible to other users in InsideBusiness and activity logs.

Prefill

Date of birth

Email

Email is used for user identification and access means registration purposes. Please do not use a group mailbox.

Mobile phone (optional)

Mobile phone can be used for communication purposes and for receiving an unlock code for the ING I-Dentity Card via SMS.

 GB  (+44)

Office phone (optional)

Office phone can be used for communication purposes.

 GB  (+44)

Initial language

Synchronization to InsideBusiness Payments

- Yes, only to this subscription  
 Yes, to this subscription and subsidiary subscriptions  
 No

### References

Your own description (optional)

## 1.7

You can copy the permissions from an existing user (option 'Yes') or select the applicable user group for this user (option 'No') or leave the user unassigned.



### Permissions

Copy permissions from existing user  Yes  
User will have the same permissions as another user. Both users will be part of the same user group.  No

Select existing user

User group type

User verification applicable  Yes (required for selected user group)  
In general, user verification is required for sign permissions and/or Corporate Administrator permissions. If the user will not have such permissions, there's no need to request user verification. More information can be found in the Knowledge centre.  No (not required for selected user group)

ING country specific user verification applicable  Yes (required for selected user group)  
Due to local legislation sign permissions and/or Corporate Administrator permissions are subject to country verification. More information is available in the Knowledge centre.  No (not required for selected user group)

The user group is used to assign and modify access to applications, companies and account permissions.



### Permissions

Copy permissions from existing user  Yes  
User will have the same permissions as another user. Both users will be part of the same user group.  No

User group

**⚠** Selecting a user group is preferred as this will guide you through the required user verification steps. If the user group does not exist yet, please create this first.

User verification applicable  Yes (required for selected user group)  
In general, user verification is required for sign permissions and/or Corporate Administrator permissions. If the user will not have such permissions, there's no need to request user verification. More information can be found in the Knowledge centre.  No (not required for selected user group)

If you need to create a new user group, the instructions to add and modify user groups can be found in [Chapter 2](#).

## 1.8

Based upon the user or user group selection, the User group type and User group verification will be shown. If additional verification is required by ING, this will be indicated in a warning message.

**1.9**

Depending on the permissions selected for this user the country verification section will automatically appear.

# Permissions

Copy permissions from existing user  Yes  No  
User will have the same permissions as another user. Both users will be part of the same user group.

User group

**⚠** This user group requires users to be verified by ING. The user cannot be assigned directly to this user group, but will be setup as an unassigned user. ING will assign the user to this user group after completing the user verification.

User group type

User verification applicable  Yes (required for selected user group)  No (not required for selected user group)  
In general, user verification is required for sign permissions and/or Corporate Administrator permissions. If the user will not have such permissions, there's no need to request user verification. More information can be found in the Knowledge centre.

ING country specific user verification applicable  Yes (required for selected user group)  No (not required for selected user group)  
Due to local legislation sign permissions and/or Corporate Administrator permissions are subject to country verification. More information is available in the Knowledge centre.

- Austria
- Belgium
- Bulgaria
- Switzerland
- Czech Republic
- Germany
- Spain
- France
- United Kingdom
- Hong Kong
- Hungary
- Ireland
- Italy
- Luxembourg
- Netherlands
- Poland
- Portugal
- Romania
- Russian Federation
- Singapore
- Slovakia
- Ukraine

**1.10**

The section Country verification shows the country verification flags which are (mandatory) prefilled based on the user group.

### 1.11

If additional verification is required, you can continue with filling in verification details.



#### Home address

Address line 1

Please fill in

Address line 2

Postal code

Please fill in

City

Please fill in

Country of residence



#### Other personal data

Czech birth number (rodné číslo)

Please fill in

User does not have a Czech Birth number (rodné číslo)

German tax ID (TIN)

Please fill in

User does not have a German tax ID (TIN)

Italian tax code (Codice fiscale)

Please fill in

User does not have a Italian tax code (Codice fiscale)

Polish personal ID (PESEL)

Please fill in

User does not have a Polish personal ID (PESEL)

Romanian CNP number (Cod Numeric Personal)

Please fill in

User does not have a Romanian CNP number (Cod Numeric Personal)

Slovakian birth number (rodné číslo)

Please fill in

User does not have a Slovakian birth number (rodné číslo)

### 1.13

Depending on the permissions of the user additional verification details may be required.



## 1.12

By uploading a copy of an ID (Passport or National ID, no driving license) you declare that you have seen the original document. The identification document should be readable, valid and contain a signature of the owner.

For detailed information on **local user verification requirements** check Knowledge Centre article: **Corporate Administrator - Verification of InsideBusiness users.**



### Personal details

#### User

Anne de Bakker


#### ID Document details

Guidelines ID document

1. Only passports and national ID cards are allowed as ID documents.
2. The ID document must be valid. Expired ID documents will be rejected.
3. All four corners of the ID document pages must be visible, all information must be visible and readable and the photo must be of good quality.
4. For passports the uploaded file must contain the pages with the holder's nationality, personal information, photo and signature and the relevant ID document information such as expiry date, ID document number, issuing authority.
5. For national ID cards the uploaded file must contain the front and back side of the card.
6. If the ID document does not include the holder's signature, then the holder must sign a copy of the ID document which must be uploaded.

Upload ID document

Select file

 Additional verification requirements might apply. If required, ING will reach out to obtain this information

### Access means:

Information screen

### 1.14

#### Case 1:

When the user is added without direct or intended user group not having mToken permissions OR the user is intentionally unassigned, the options for access means are as stated. Either assign the user proper permissions for mToken in user group at later stage, [see chapter 2](#) OR Request ING, [see chapter 5](#).



### User verification

#### User

Hermione Granger

#### Access means

This user has no permission yet to use the InsideBusiness App with mToken.

There are two options:

1. Recommended: assign the permission "InsideBusiness App mToken" to the user group of this user. mToken is the preferred access means for InsideBusiness:

- ✓ Fast and easy log in and signing
- ✓ No need to wait for the delivery
- ✓ No expiration date
- ✓ Environmentally friendly
- ✓ Available in 14 languages

2. Request an ING Scanner

First complete the onboarding of this user before an ING Scanner can be requested. For more information on how to request an ING Scanner, please visit the Knowledge centre.

Save

### TIP: Why does ING recommend using mToken ?

- Environmentally friendly
- Easy self-activation within minutes
- No expiration date
- No extra costs
- Meets global security standards

### 1.15

#### Case 2:

When the user is added with direct or intended user group assignment AND the mToken permissions is part of that user group, the user will receive an email to register to InsideBusiness App with mToken.



User

Display name: Ann Test

Access means

Congratulations! After completion, this user will receive an email to register the InsideBusiness App with mToken. The app has the following benefits:

- ✓ Fast and easy log in and signing
- ✓ No need to wait for the delivery
- ✓ No expiration date
- ✓ Environmentally friendly
- ✓ Available in 14 languages

Previous Save

### 1.16

In both cases, **Save** and then Sign to complete, [see chapter 9](#).

## II. Request user verification

### 1.17

Click on a user to request a user verification.

Active	Lewis Hamilton test.lewishamilton@ing.com	Standard + Admin	06/09/1988	14-Oct-2025 08:07:07	>
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### 1.18

Select **Request user verification** in the upper right corner.

The screenshot shows a dropdown menu titled "Actions" with the following options: "+ Request user verification", "+ Request ING Scanner", "Audit report" (with a document icon), "Modify user" (with a pencil icon), and "Deactivate user" (with an 'X' icon).

### 1.19

In the Request user verification section, you can specify if you would like to change the country verification.

The form is titled "Request user verification" and contains the following sections:

- References:** A text area for "An optional description about this admin change" with a "Description" label and a "100 characters left" indicator.
- User:** A section with a person icon, showing "User ID: WB 9064 0024" and "Display name: Mr. Brown".
- Verification:** A section with a question "Do you want to change the country verification?\*" and a dropdown menu currently set to "Please select".

Buttons for "Cancel" and "Next" are located at the bottom of the form.

If no new verification is requested, you can also select the option to update the verification details. This is not possible for users with "No verification".

This screenshot shows the "Verification" dropdown menu expanded, displaying two options: "Yes" and "No, I want to update the verification details". The "Please select" text is visible above the options.

### 1.20

In the next screen verification methods are displayed and the screen will extend based on the selection

The screenshot shows the 'User' profile page. Under the 'Verification' section, the 'Method' dropdown menu is open, showing options: 'Please select', 'Based on user group', 'Based on permission of another user', and 'Manual country selection'. A 'Previous' button is visible at the bottom left.

### 1.21

**Based on user group** – selected countries that are checked reflect the current set of countries for which the user is already verified. The user group is only a helper to detect the required info for which countries verification must be requested

The screenshot shows the 'Verification' screen with 'Based on user group' selected. The 'Select user group' dropdown is set to 'A test 1'. The 'User group type' is 'Standard'. 'User verification applicable' is checked (Yes). 'ING country specific user verification applicable' is checked (Yes). A grid of country checkboxes is shown, with 'France' and 'Spain' checked.

### 1.22

**Based on the permission of another user**

The screenshot shows the 'Verification' screen with 'Based on permission of another user' selected. The 'Select existing user' dropdown is set to 'WB11220018 test\_poc@ing.com'. The 'User group' is 'CA Basic' and the 'User group type' is 'Administrator'. 'User verification applicable' is checked (Yes). 'ING country specific user verification applicable' is checked (Yes). A grid of country checkboxes is shown, with 'Belgium' checked.

### 1.23

**Manual country selection** - the countries are checked for which a user is already verified, and verification can be requested for other countries.

The screenshot shows the 'Verification' screen with 'Manual country selection' selected. 'User verification applicable' is checked (Yes). 'ING country specific user verification applicable' is set to 'No'. A grid of country checkboxes is shown, with no countries checked.

## 1.24

In the next step you can continue with filling in the verification details.

If user verification for additional countries was required, depending on whether the data has been delivered before the appropriate sections (copy-ID, home address, tax id's) are mandatory or optional.

By uploading the copy of an ID (Passport or National ID, no driving license) you declare that you have seen the original document. The identification document should be readable, valid and contain a signature of the owner.



## 1.25

Depending on the permissions of the user additional verification details may be required.

Complete the user data and click **Save**.



### User

User ID	IS 7000 4832
Display name	A D

### ID Document details

Guidelines ID document

1. Only passports and national ID cards are allowed as ID documents.
2. The ID document must be valid. Expired ID documents will be rejected.
3. All four corners of the ID document pages must be visible, all information must be visible and readable and the photo must be of good quality.
4. For passports the uploaded file must contain the pages with the holder's nationality, personal information, photo and signature and the relevant ID document information such as expiry date, ID document number, issuing authority.
5. For national ID cards the uploaded file must contain the front and back side of the card.
6. If the ID document does not include the holder's signature, then the holder must sign a copy of the ID document, which must be uploaded.

Upload ID document \*

Supported formats are doc,docx,gif,jpeg,jpg,pdf,png,tif,tiff

### Home address

Address line 1 \*

Address line 2

Postal code \*

City \*

Country of residence \*

### Other personal data

Czech birth number (rodné číslo)   
 User does not have a Czech Birth number (rodné číslo)

German tax ID (TIN) \*   
 User does not have a German tax ID (TIN)

Italian tax code (Codice fiscale) \*   
 User does not have a Italian tax code (Codice fiscale)

Polish personal ID (PESEL) \*   
 User does not have a Polish personal ID (PESEL)

Romanian CNP number (Cod Numeric Personal) \*   
 User does not have a Romanian CNP number (Cod Numeric Personal)

Slovakian birth number (rodné číslo) \*   
 User does not have a Slovakian birth number (rodné číslo)

Additional verification requirements might apply. If required, INS will reach out to obtain this information

## 1.26

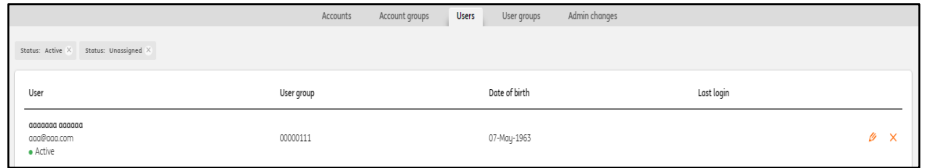
The request needs to be authorised, [see chapter 9](#).

### III. Modify user

#### 1.27

Click on the pencil icon next to the name of the user.

You can modify all user data.



User	User group	Date of birth	Last login
oooooooooooo ooo@ooo.com Active	00000111	07-May-1963	

#### 1.28

Complete the user data and click **Save**.

### Modify user

#### Personal details

User ID: IB39925649

First name: Lewis

Surname: Hamilton

Display name: Lewis Hamilton **Prefill**

Display name is the name visible to other users in InsideBusiness and activity logs.

Date of birth: 06/09/1988 📅

Email: test.lewishamilton@ing.com  
Email is used for user identification and access means registration purposes. Please do not use a group mailbox.

Mobile phone (optional): 🇬🇧 GB (+44)  
Mobile phone can be used for communication purposes and for receiving an unlock code for the ING i-Identity Card via SMS.

Office phone (optional): 🇬🇧 GB (+44)  
Office phone can be used for communication purposes.

Synchronization to InsideBusiness Payments:  
 Yes, only to this subscription  
 Yes, to this subscription and subsidiary subscriptions  
 No

#### References

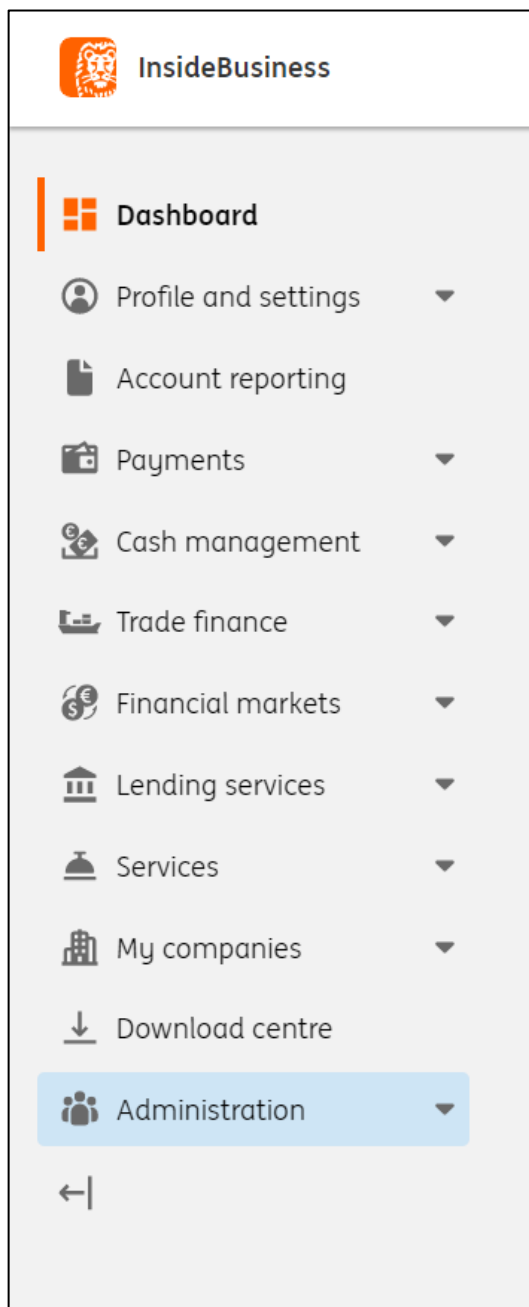
Your own description (optional)

#### 1.29

The request needs to be authorised, [see chapter 9](#).

## 2. Manage user groups

Add and modify user groups to assign and modify access to application permissions, companies and account permissions. Copy the permissions of an existing user group to a new user group to save time and ensure consistency.



### 2.1

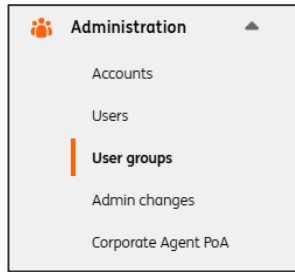
Log into InsideBusiness Portal and click **Administration**.



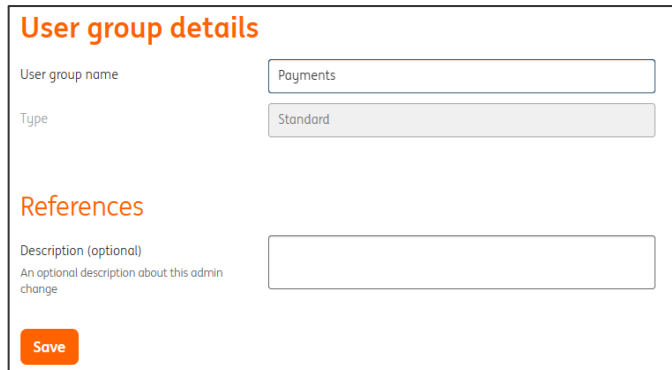
## 2.2

Go to the **User groups** tab. Click **Add user group**.

## I. Add user group



**Corporate Administrator can only add Standard user groups.** If you wish to add a new CA, do so via Initiating a Corporate Admin SR in the Client Services Menu.



The 'User group details' form contains the following fields and options:

- User group name: Text input field containing 'Payments'.
- Type: Dropdown menu showing 'Standard'.
- References: Section with a 'Description (optional)' label and a text area containing 'An optional description about this admin change'.
- Save: Orange button at the bottom left.

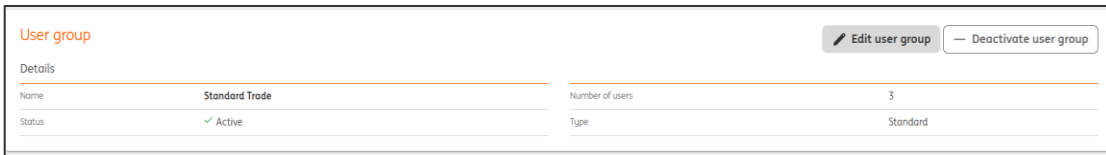
### Tip

In the Reference field you can add specific information you think the authoriser should know.

## 2.3

Complete the user group details and click **Save**. Once you have created the new user group, follow the steps under Modify user group to complete the setup

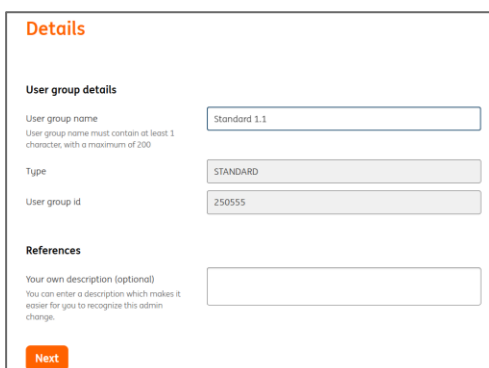
## II. Modify user group



User group				Edit user group	Deactivate user group
Details					
Name	Standard Trade	Number of users	3		
Status	✓ Active	Type	Standard		

## 2.4

To modify a user group, go to the third tab, **User groups**, and click the Edit User group button.



The 'Details' form for editing a user group contains the following fields and options:

- User group details section:
- User group name: Text input field containing 'Standard 1.1'. Below the field is a note: 'User group name must contain at least 1 character, with a maximum of 200'.
- Type: Dropdown menu showing 'STANDARD'.
- User group id: Text input field containing '250555'.
- References section:
- Your own description (optional): Text area containing 'You can enter a description which makes it easier for you to recognize this admin change'.
- Next: Orange button at the bottom left.

## 2.5

The first screen allows you to add or remove permissions for each application and companies you would like to enable for the user group.

### Applications

- Please note that some permissions are agreement based  
- Please note that some permissions are user agreement based

In case of doubt contact Tribe Digital Channels before assigning these permissions.

[Select all permissions](#) [Deselect all permission](#)

#### Administration

- Permission
- View administration
- Manage account alias

#### InsideBusiness App

- Permission
- Use InsideBusiness App with all features [Explain](#)
- Use InsideBusiness App mToken [Explain](#)

## 2.6

Then select a company to grant users access to the accounts. Contact your ING Service Desk to add a company to the subscription.

### Companies

0 selected, displaying 1-6 of 6

<input type="checkbox"/>	Company	Grid	Country	Subscription holder
<input type="checkbox"/>	name_24008255	2400 8255	Netherlands	Yes
<input type="checkbox"/>	name_36007767	3600 7767	Australia	
<input type="checkbox"/>	name_36128223	3612 8223	Sweden	
<input type="checkbox"/>	name_36829388	3682 9388	Netherlands	
<input type="checkbox"/>	name_37440954	3744 0954	Netherlands	
<input type="checkbox"/>	name_45852879	4585 2879	Hungary	

< 1 >

## 2.7

The next screens will show all accounts and permissions the user group has access to.

Transaction management table and InsideBusiness Payments table appear only when the relevant modules were selected previously in Applications section.

### Transaction management

<input type="checkbox"/>	Account	View reporting	View payments	Payment type	Initiate	Upload
<input type="checkbox"/>	All existing accounts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	name_36007767 000-HUF HU96 1370 0016 6200 0569 0000 0000 / HUF INGBHJHB / Loro account	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Credit transfers <input checked="" type="checkbox"/> Direct debits <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	name_36007767 002-CZK CZ13 3500 0000 0090 0036 2002 / CZK INGBCZPP / Loro account	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Credit transfers <input checked="" type="checkbox"/> Direct debits <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### Services

Company	Initiate standard requests	Download transactional services reports	Download asset portfolio reports	<a href="#">Filter</a>
All existing companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
name_36007767 36007767 Australia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
name_36128223 36128223 Sweden	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

### Financial markets

Company	View confirmations	Single sign confirmations	First sign confirmations	Final sign confirmations	<a href="#">Filter</a>
All existing companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
name_36007767 36007767 Australia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 2.8

The final screen allows you to add or remove users from the user group. All users within the subscription are shown. Selecting or deselecting a user allows you to add or remove them from the user group.

Finish and click **Save**.



**Users** Filter

2 selected, displaying 1-14 of 14

<input type="checkbox"/>	Name	User ID	E-mail	Verification	Date of birth	Current user group
<input type="checkbox"/>	Ambani44 Mukesh	IB30529366	ambani.mukesh@test.com		02 October 1992	Standard
<input checked="" type="checkbox"/>	Anne Heineken	IB52492717	test.anneheineken@ing.com		08 September 1990	Standard Trade
<input checked="" type="checkbox"/>	Barbora Karbankova	WB86056919	barbora.karbankova@ing.com		01 January 1970	Standard + Admin
<input type="checkbox"/>	Debpriya Pal	IB11705241	test.debrijapal@ing.com		19 June 1992	Standard + Admin

**Success**

Please note that this admin change still needs to be signed.

**Finish**

### III. Assign and modify account permissions

Corporate Administrators can assign and modify account permissions in InsideBusiness for users created in [chapter 1](#). Before you start, check if you have access to all the necessary accounts.

#### 2.9

Check the box, in front of the account, to assign the account to the users in the user group.



The screenshot shows the 'Transaction management' interface. At the top, there are navigation links for 'Knowledge Centre', 'Inbox', and 'stoken@510051155 NewSub', along with a 'Logout' button. Below this is a 'Breadcrumbs' section with '+ Back' and 'Close'. The main heading is 'Transaction management'. There are several tabs: 'Account', 'View reporting', 'View payments', 'Payment type', 'Initiate', 'Upload', and 'Initiate'. A 'Filter' button is on the right. Below the tabs is a table of accounts. The first row is 'All existing accounts' with a 'Set default sign permissions' button. The table lists various accounts with checkboxes in the 'Account' column. For example, 'Cathay Pacific Airways 044-EUR-01 ruissorseo' has its checkbox checked. At the bottom, there are 'Credit transfers' and 'Direct debits' sections with checkboxes for 'Initiate' and 'Upload' permissions, and 'Unlimited' options for 'Single (S)', 'Jointly (A)', and 'Jointly (B)'.

#### 2.10

Select the boxes for the preferred permissions. Click **Save** to finish.



### IV. Sign permissions

#### 2.11

There are several options for signing permissions by account and creating the signing permissions applicable to your company.



The screenshot shows the 'Sign permissions' interface. At the top right, there is a 'Close' button. Below it is a 'Filter' button. The main heading is 'Sign permissions'. There are several tabs: 'Payment type', 'Initiate', 'Upload', 'Initiate', and 'Single (S) Jointly (A) Jointly (B)'. A 'Set default sign permissions' button is on the right. Below the tabs is a table of permissions. The first row is 'All existing accounts' with a 'Set default sign permissions' button. The table lists various accounts with checkboxes in the 'Payment type', 'Initiate', and 'Upload' columns. For example, 'Cathay Pacific Airways 044-EUR-01 ruissorseo' has its 'Initiate' checkbox checked. At the bottom, there are 'Credit transfers' and 'Direct debits' sections with checkboxes for 'Initiate' and 'Upload' permissions, and 'Unlimited' options for 'Single (S)', 'Jointly (A)', and 'Jointly (B)'. There is an 'Edit' button on the right.

### 2.13

Click on **Set default sign permissions** to apply the sign permissions to all selected accounts for the user group.

Payment type	Initiate	Upload	Initiate	Single (S)	Jointly (A)	Jointly (B)
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			

Credit transfers  Unlimited   Unlimited Unlimited

Direct debits  Unlimited   Unlimited Unlimited

### 2.12

Click on **Edit** to apply the sign permissions to a specific account for the user group.

### 2.14

Set the limit as necessary. Click **Apply**.

### Sign permissions

**Credit transfer**

Single (S)

No permission  
 Unlimited  
 Set limit

Jointly (A)

No permission  
 Unlimited  
 Set limit

Jointly (B)

No permission  
 Unlimited  
 Set limit

**Direct debits**

Single (S)

No permission  
 Unlimited  
 Set limit

Jointly (A)

No permission  
 Unlimited  
 Set limit

Jointly (B)

No permission  
 Unlimited  
 Set limit

### 2.15

The final screen allows you to add or remove users from the user group. Selecting or deselecting a user allows you to add or remove them from the user group.

### Users

4 selected, displaying 1-15 of 15

<input type="checkbox"/>	Name	User ID	E-mail	Verification	Date of birth	Current user group
<input type="checkbox"/>	Ambani44 Mukesh	IB30529366	ambani.mukesh@test.com	▲ Insufficient verification	02 October 1992	Standard
<input checked="" type="checkbox"/>	Anne Heineken	IB52492717	test.anneheineken@ing.com	▲ Insufficient verification	08 September 1990	Standard Trade
<input checked="" type="checkbox"/>	Barbara Karbankova	WB86056919	barbora.karbankova@ing.com		01 January 1970	Standard + Admin
<input checked="" type="checkbox"/>	Debpriya Pal	IB11705241	test.debpriyapal@ing.com		19 June 1992	Standard + Admin
<input type="checkbox"/>	Hermione Granger	IB43342179	test.hermione@ing.com	▲ Insufficient verification	14 October 2025	Standard

### 2.16

Click **Save** down below to complete.

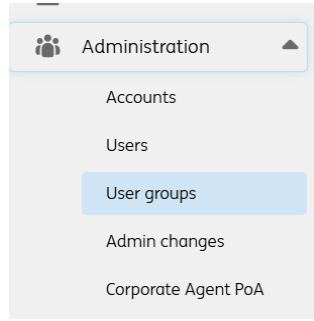
### 2.17

Sign to complete. To do so, [see chapter 9](#).

## V. Copy user group

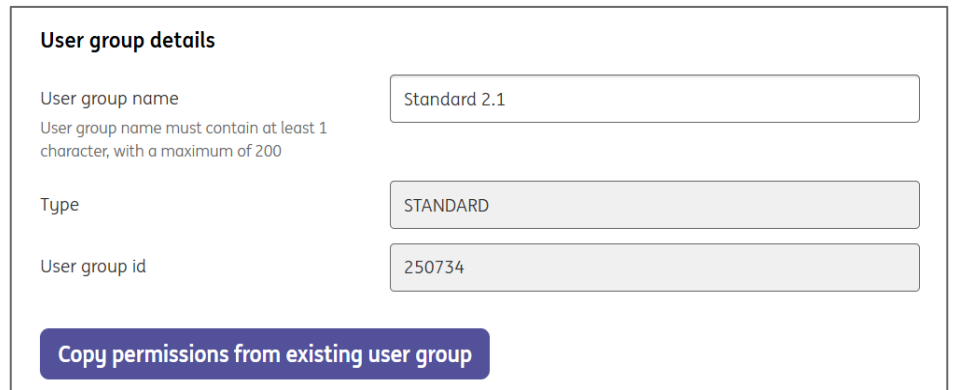
2.18

Click on the menu option **Administration** and then **Users groups**.



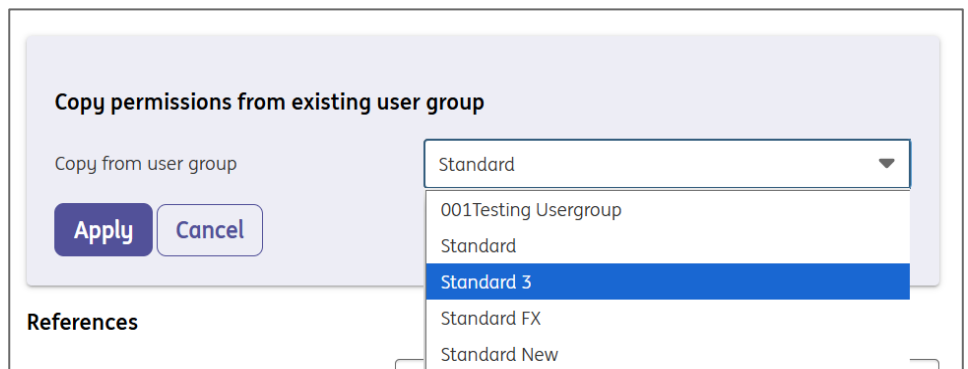
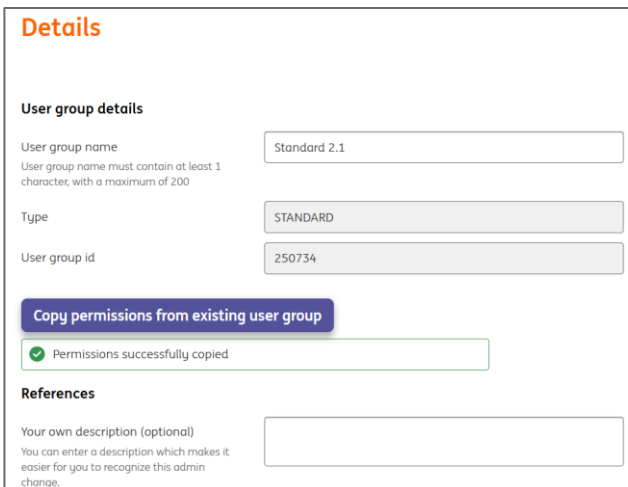
2.19

Click on create a new user group. Add the necessary details like User group name, type and reference. Save the User group. Then select the same user group and click on Edit user group. On this screen, select the Copy permissions from User group button

A screenshot of the 'User group details' form. It contains three input fields: 'User group name' with the value 'Standard 2.1' and a note 'User group name must contain at least 1 character, with a maximum of 200'; 'Type' with the value 'STANDARD'; and 'User group id' with the value '250734'. At the bottom, there is a prominent blue button labeled 'Copy permissions from existing user group'.

2.20

Then click Apply after selecting the user group from the dropdown list

A screenshot of a dialog box titled 'Copy permissions from existing user group'. It features a dropdown menu labeled 'Copy from user group' with 'Standard' selected. The dropdown list is open, showing several options: '001Testing Usergroup', 'Standard', 'Standard 3' (which is highlighted in blue), 'Standard FX', and 'Standard New'. Below the dropdown are 'Apply' and 'Cancel' buttons.A screenshot of the 'Details' form, which is a duplicate of the 'User group details' form from step 2.19. In this version, the blue button 'Copy permissions from existing user group' has been clicked, and a green checkmark icon is visible next to the text 'Permissions successfully copied'. The rest of the form fields remain the same.

2.21

Sign to complete. To do so, [see chapter 9](#).

## VI. Remove user group

### 2.3

To remove a User group, go to the user group details of the selected user group and select Deactivate user group



User group	
Name	Standard 2.1
Number of users	0
Status	Active
Type	Standard

Corporate Administrator can remove only Standard user group.

To remove Corporate Admin user group contact ING.

### Confirm deactivate user group

Name Standard 2.1

Type Standard

Your own description

Description added

Deactivate user group

Cancel

### 2.31

Click **Deactivate User group** to confirm.

## Administration

User groups / User group Standard 2.1

✔ User group deactivation Admin change added for signing

### 2.32

Sign to complete. To do so, [see chapter 9](#).

### 3. Provide access to InsideBusiness Payments CEE

If a new user needs access to one of the InsideBusiness Payments CEE modules, you can:

1. Create the new user in the admin module.
2. Add the user to a user group with the InsideBusiness Payments CEE country permission the user requires.
3. Ask your ING service desk to prepare a set-up form and arrange it to be signed by your company.
4. Inform your ING Service Desk about the pre-created user and their user ID.
5. ING will complete the access rights in InsideBusiness Payments CEE.
6. When the new user logs in, one or more InsideBusiness Payments CEE countries will appear in the user's menu.

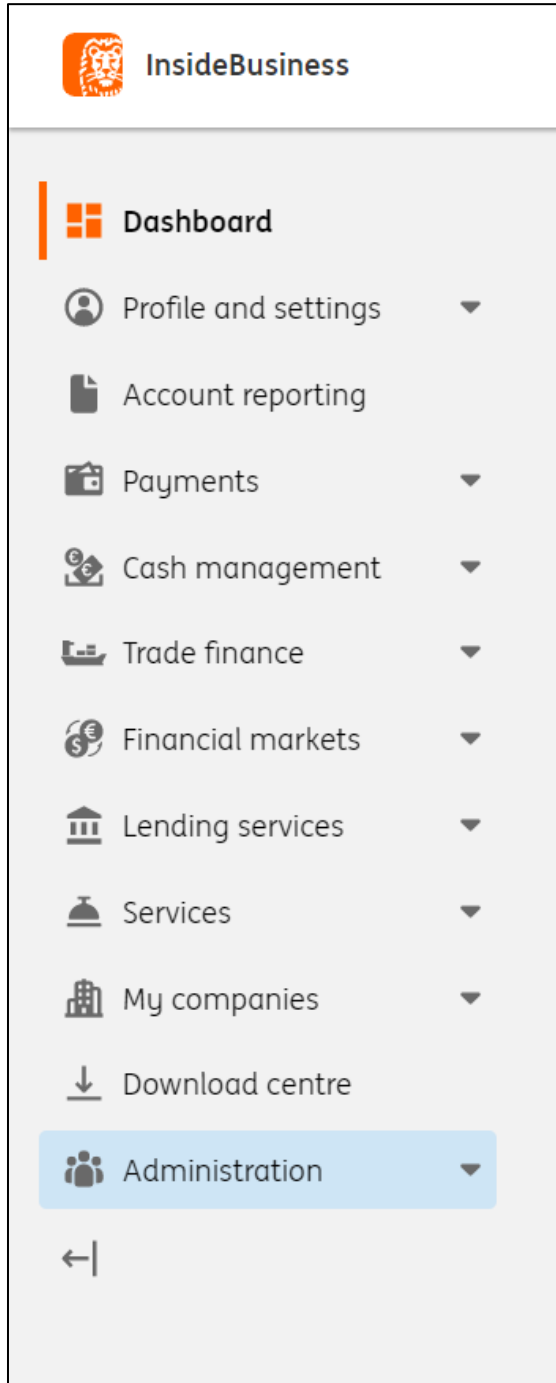
## 4. Provide access to ING Trade

If a new user needs access to ING Trade, you can:

1. Create the new user in the admin module.
2. Add the user to a user group with the ING Trade permission.
3. Ask your ING Financial Markets representative to provide all the required documentation and arrange them to be signed by your company.
4. Inform your ING Financial Markets representative about the pre-created user and their user ID.
5. ING will complete the access rights in ING Trade.
6. When the new user logs in, ING Trade will appear in the user's menu.

# 5. Request ING Scanner

This sections shows how you can request ING Scanner for a user.



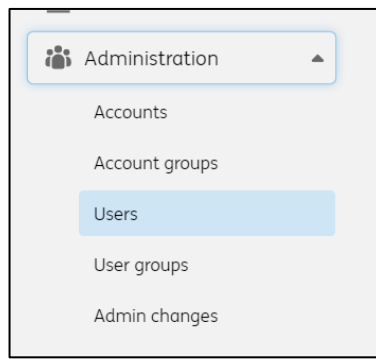
## 5.1

Log into InsideBusiness Portal and click **Administration**.



## 5.2

Select **Users**.



## 5.3

Click on the applicable user to see the user details.

The screenshot shows a table titled 'Users' with the following columns: Status, Admin change, Name, User group, Date of birth, and Last login. There are three rows of user data.

Status	Admin change	Name	User group	Date of birth	Last login
Active		Anne de Bakker test.annedebakker@ing.com	Standard	01/11/1996	>
Active		Hermione Granger test.hermione@ing.com	Standard	14/10/2025	>
Active		Lewis Hamilton test.lewishamilton@ing.com	Standard + Admin	06/09/1988	22-Oct-2025 06:28:59 >

The screenshot shows the 'User details' page for a user. It is divided into three sections: Subscription details, Personal details, and User verification.

Subscription details	
Status	Active
Subscription ID	2013 011
Subscription name	ABP DP 10
GRID ID	2400 8255
User group	Standard Trade
Primary subscription	Yes
Synchronization to InsideBusiness Payments	Yes, only to this subscription

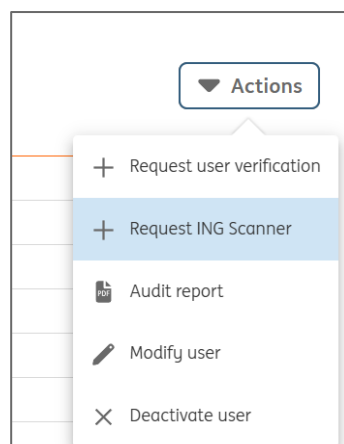
Personal details	
User ID	IB 5249 2717
First name	Anne
Surname	Heineken
Display name	Anne Heineken
Date of birth	08-Sep-1990
Email	test.anneheineken@ing.com
Phone	
Office phone	

User verification	
Verification level	No

## 5.4

Select **Actions** in the top right corner and click **Request ING Scanner**.



## 5.5

Complete the details in order to request ING Scanner.

**Note:** all details are mandatory, the optional fields are indicated with (optional).

Good to know:

- Choose between Company or Private Address.
- If Company Address is selected, fill also the name of the Company.
- If Private Address is selected, Company field will disappear.
- Email address will be used to receive Track&Trace number for the shipping of the package
- ING Scanner can be shipped only to the countries that can be selected from the dropdown list.
- For some countries, additional fields will appear for Tax Details .

The screenshot shows the 'Request ING Scanner' form. The 'Ship to' section has two tabs: 'Company Address' (selected) and 'Private Address'. Below the tabs are input fields for 'Company', 'Recipient', and 'Email address'. The 'Address' section includes a message: 'Delivery is not available to a P.O. box address.' followed by a 'Country' dropdown menu, 'Postal code', 'Address line 1', 'Address line 2 (optional)', 'City', and '(Mobile) phone number' (with a note: 'Always start with the country prefix. Only used for delivery purposes'). At the bottom are 'Request ING Scanner' and 'Cancel' buttons.

The screenshot shows the 'Tax details' section of the form. It includes a 'Tax type' input field with 'GST' entered, and a 'Tax number' input field with the note 'Provide your company's tax number' below it.

## 5.6

When you completed the data, click **Request ING Scanner**.

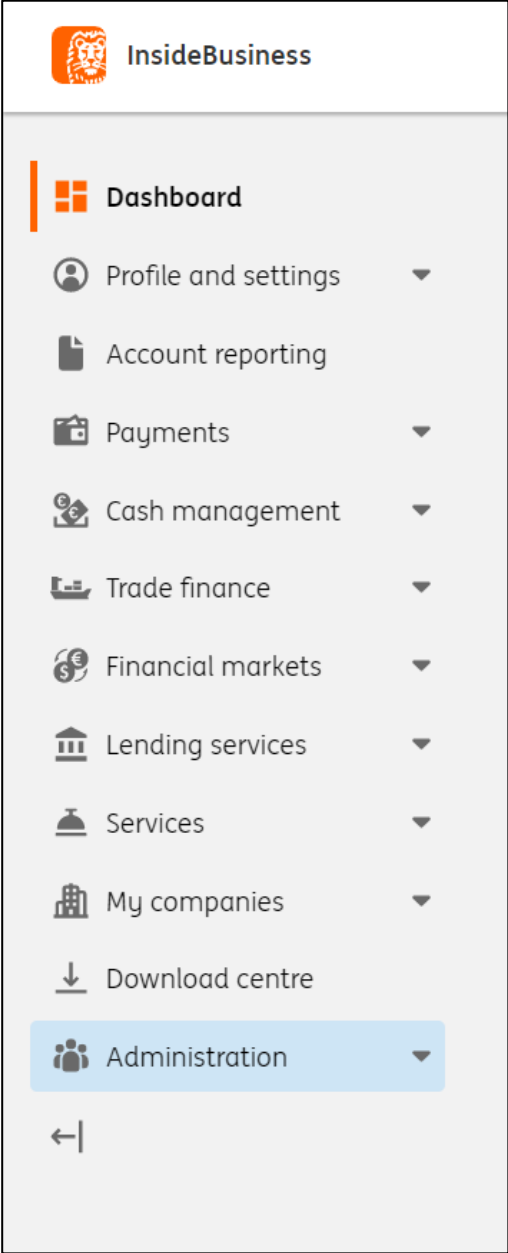
The screenshot shows the bottom of the form with the 'Request ING Scanner' and 'Cancel' buttons.

# 6. Activate access means

- In case of ING Scanner, user can activate it:
  - Via Self –Service activation in combination with one time password/ ID document number/ another access means.
  - Via Self-Service activation in combination with Corporate Administrator activation.
- In case of InsideBusiness App and mToken, user can activate it:
  - Via their ID Document number.
  - Via Corporate Administrator.

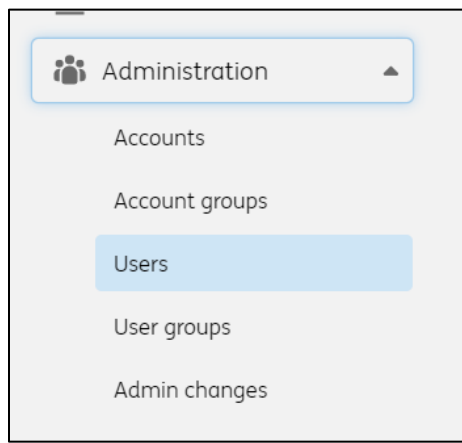
The Corporate Administrators will receive email notifications in case their intervention is required, proceed according to the instructions below.

**6.1**  
Log into InsideBusiness Portal and click **Administration**.



## 6.2

Select **Users**.



## 6.3

Select the user to activate the access means, then click on the name to see the user details.

Do not use the pencil icon.

The screenshot shows a table of users with columns for Status, Admin change, Name, User group, Date of birth, and Last login. Three users are listed: Anne de Bakker, Hermione Granger, and Lewis Hamilton.

Status	Admin change	Name	User group	Date of birth	Last login
Active		Anne de Bakker test.annedebakker@ing.com	Standard	01/11/1996	>
Active		Hermione Granger test.hermione@ing.com	Standard	14/10/2025	>
Active		Lewis Hamilton test.lewishamilton@ing.com	Standard + Admin	06/09/1988	22-Oct-2025 06:28:59 >

The screenshot shows the 'User details' page for Anne de Bakker. It is divided into three sections: Subscription details, Personal details, and User verification.

### Subscription details

Status	Active
Subscription ID	2013 011
Subscription name	ABP DP 10
GRID ID	2400 8255
User group	Standard Trade
Primary subscription	Yes
Synchronization to InsideBusiness Payments	Yes, only to this subscription

### Personal details

User ID	IB 5249 2717
First name	Anne
Surname	Heineken
Display name	Anne Heineken
Date of birth	08-Sep-1990
Email	test.anneheineken@ing.com
Phone	
Office phone	

### User verification

Verification level	No
--------------------	----

## 6.4

Click **Activate**. This request needs authorisation, see chapter 9.

The screenshot shows the 'Access means' page with a 'To be activated' section. It lists two mToken devices with their installation IDs and registration dates. Each device has 'Activate' and 'Deactivate' buttons.

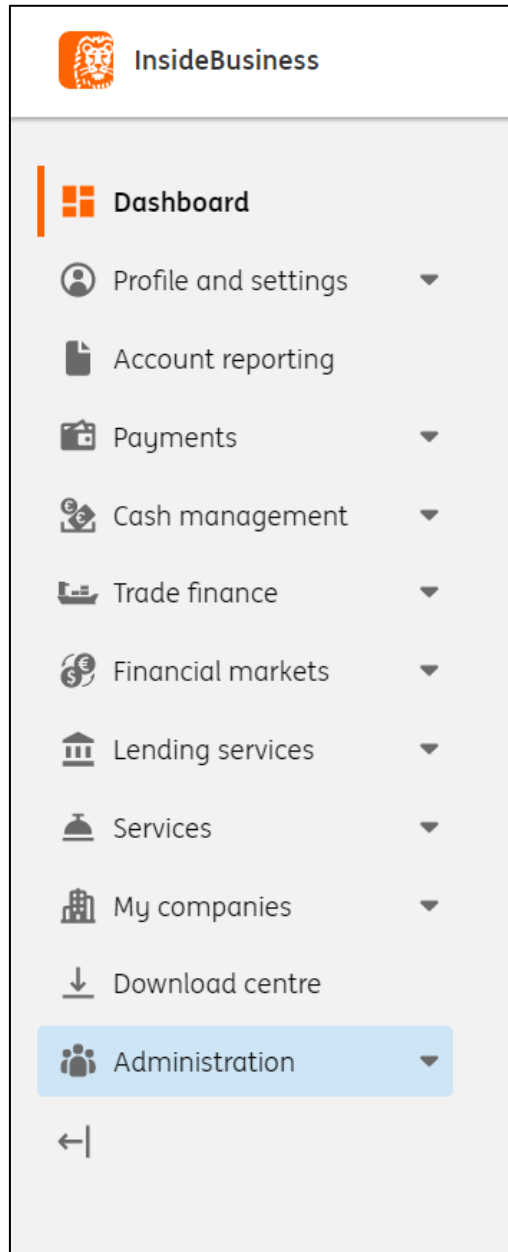
Installation ID	Device Type	Registered on	Activate	Deactivate
DE1C	mToken	14-May-2018 13:12:21	Activate	Deactivate
564C	mToken	20-Sep-2016 13:40:17	Activate	Deactivate

The screenshot shows the 'Access means' page with a 'To be activated' section. It lists one mToken device with its installation ID and registration date. It has 'Activate' and 'Deactivate' buttons.

Installation ID	Device Type	Registered on	Activate	Deactivate
564C	mToken	20-Sep-2016 13:40:17	Activate	Deactivate

# 7. Deactivate access means

Deactivate ING Scanner or mToken. For example, this is needed in case the access means device is stolen or lost, so it cannot be used by unauthorised people, or the user has left the company (in this case you also need to remove the user from user group and deactivate, as described in [chapter 8](#)).

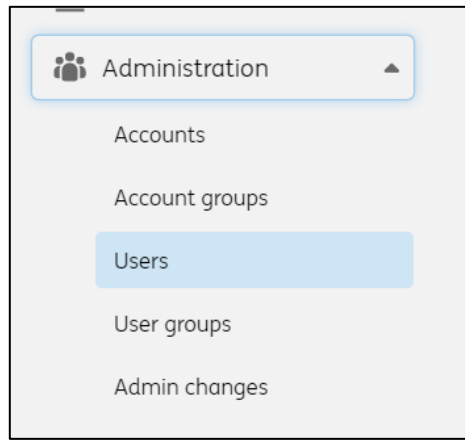


**7.1**  
Log into  
InsideBusiness  
Portal and click  
**Administration.**



## 7.2

Select **Users**.



## 7.3

Select the user to deactivate the access means, then click on the name.

Do not use the pencil icon.

The screenshot shows the 'Users' page with a table of users. The table has columns for Status, Admin change, Name, User group, Date of birth, and Last login. Three users are listed: Anne de Bakker, Hermione Granger, and Lewis Hamilton.

Status	Admin change	Name	User group	Date of birth	Last login
Active		Anne de Bakker test.lannedebakker@ing.com	Standard	01/11/1996	
Active		Hermione Granger test.hermione@ing.com	Standard	14/10/2025	
Active		Lewis Hamilton test.lewishamilton@ing.com	Standard + Admin	06/09/1988	22-Oct-2025 06:28:59

## User details

[Users](#) / User details

### Subscription details

Status	Active
Subscription ID	2013 011
Subscription name	ABP DP 10
GRID ID	2400 8255
User group	<a href="#">Standard Trade</a>
Primary subscription	Yes
Synchronization to InsideBusiness Payments	Yes, only to this subscription

### Personal details

User ID	IB 5249 2717
First name	Anne
Surname	Heineken
Display name	Anne Heineken
Date of birth	08-Sep-1990
Email	test.anneheineken@ing.com
Phone	
Office phone	

### User verification

Verification level	No
--------------------	----

## 7.4

Click **Deactivate** to deactivate the access means. This needs to be authorised, see [chapter 9](#).

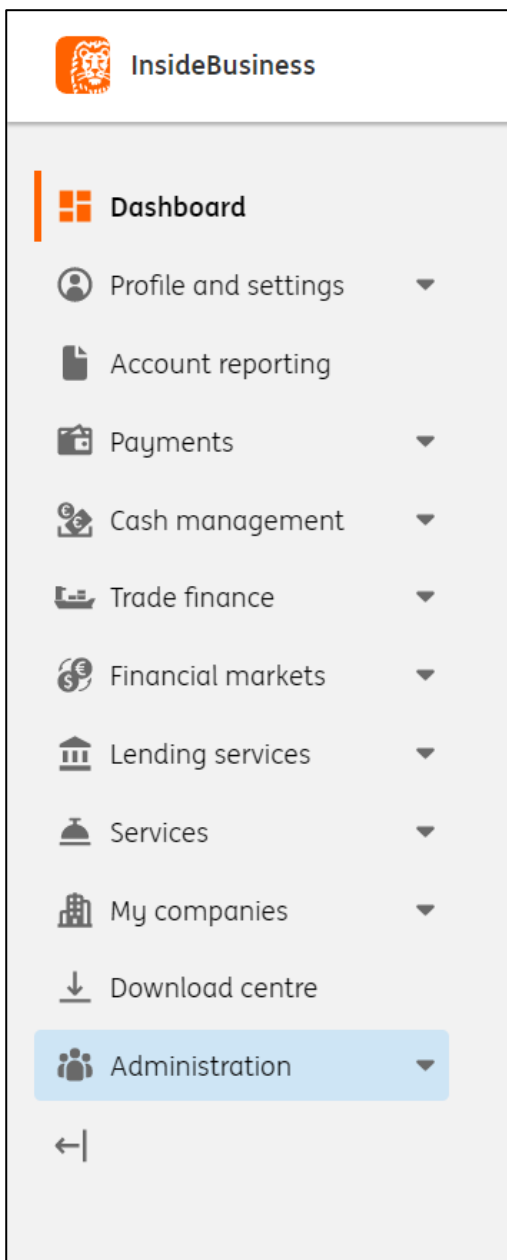
The screenshot shows the 'Access means' section with a list of active access means. Each entry includes an icon, a name, and a 'Deactivate' button.

Icon	Name	Active since	Action
Apple	mToken / IB App		Deactivate
Scanner	ING Scanner		Deactivate

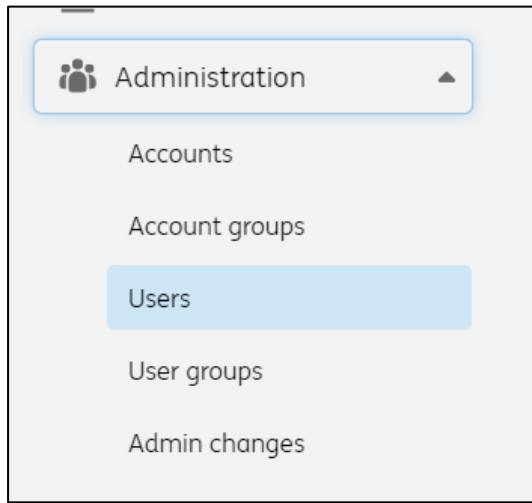
## 8. Deactivate user

If a user has left your company or no longer needs access to InsideBusiness Portal, you can deactivate the user in InsideBusiness Portal. Before you do so, first you need to make sure that the access means have been deactivated as in [chapter 7](#). This is because, once you have removed the user from the subscription, you will not be able to deactivate their access means.

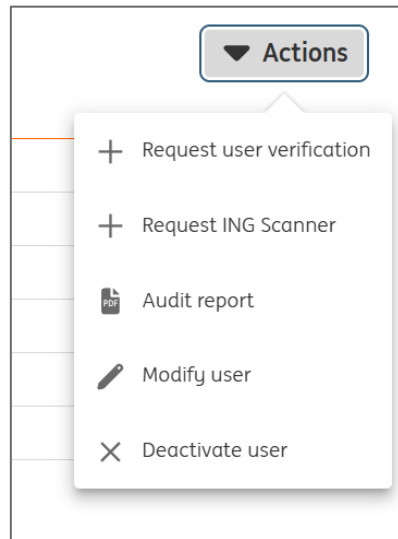
**8.1**  
Log into InsideBusiness Portal and click **Administration**.



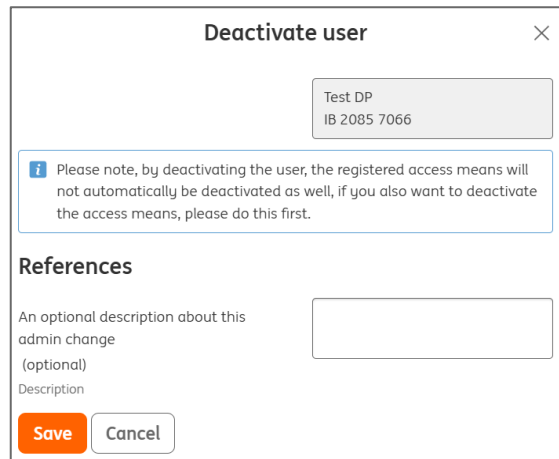
**8.2**  
Select **Users**.



**8.3**  
To deactivate a user, click on the User from the list and in the User details page, in the Actions menu select the Deactivate User option



**8.4**  
Click save to deactivate the user. This change has to be authorized, see chapter 9.

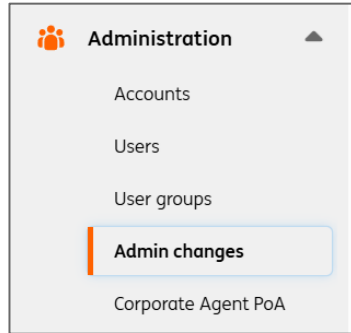


# 9. Authorise admin changes

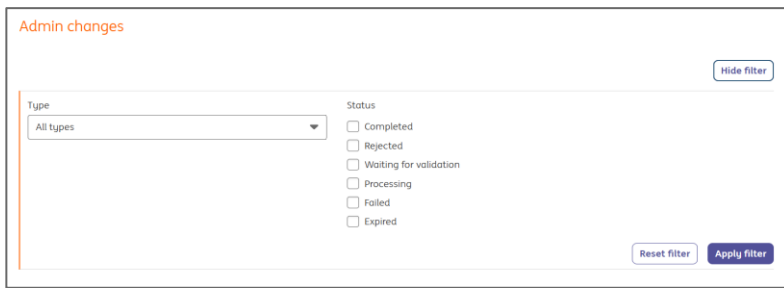
All changes that are initiated in the Administration module of InsideBusiness Portal must be authorised.

## 9.1

To authorise admin changes, click the fourth tab, **Admin changes**, in the Administration section. The most recent (initiated) admin changes will be displayed at the top.



Tip: Use the filter to search for specific changes. You can search by type (e.g. 'Add user') and/or status (e.g. 'waiting for validation').



## 9.2

Click on the admin change you (or another Corporate Administrator) have made. Review the details and, if everything is ok, click **Accept**.

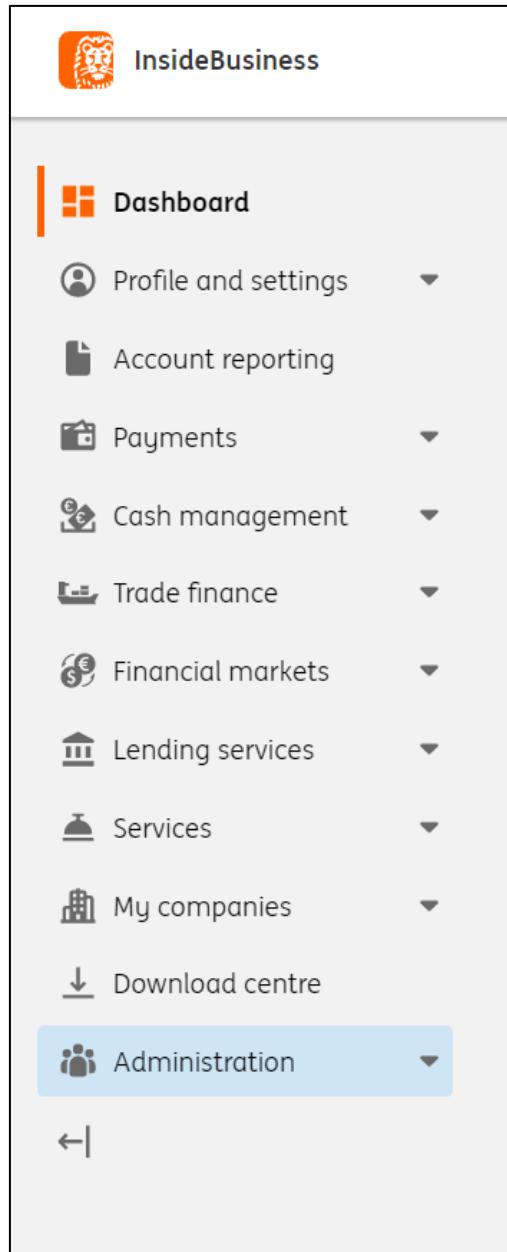
If not ok, click **Reject**.

You will have to sign this request with your access means. If applicable, a second person will need to log in and sign this request.



# 10. Download reports

InsideBusiness Portal offers two different types of reports you can download. The user audit report can be created on user level or for all users in the subscription and contains user details, access means and permissions. The download user group report contains information on user groups, users, companies, permissions and account permissions.



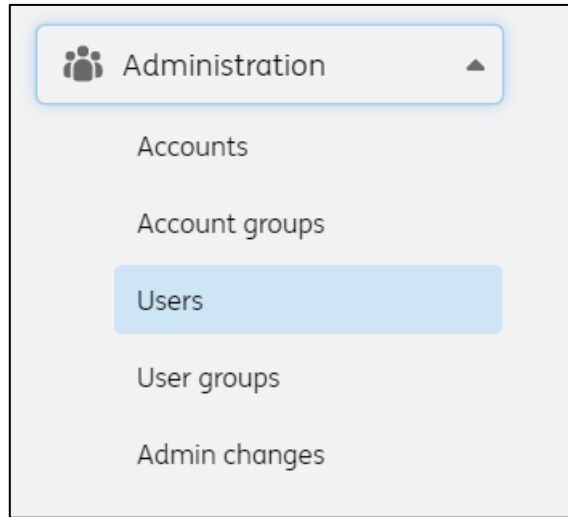
## 10.1

Log into InsideBusiness Portal and click **Administration**.



**10.2**

Select **Users**.



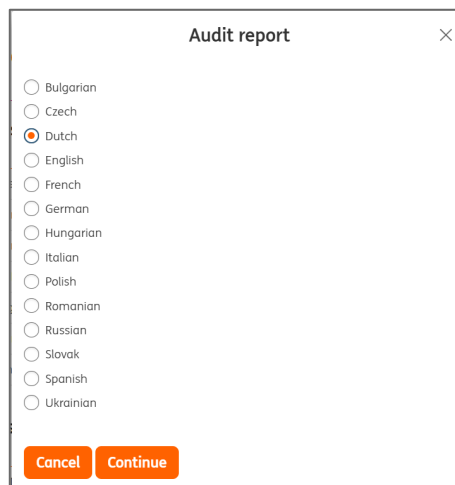
**10.3**

Select **Audit report** in the upper right corner for an audit report of all users in the subscription.



**10.4**

Select the language of the audit report.

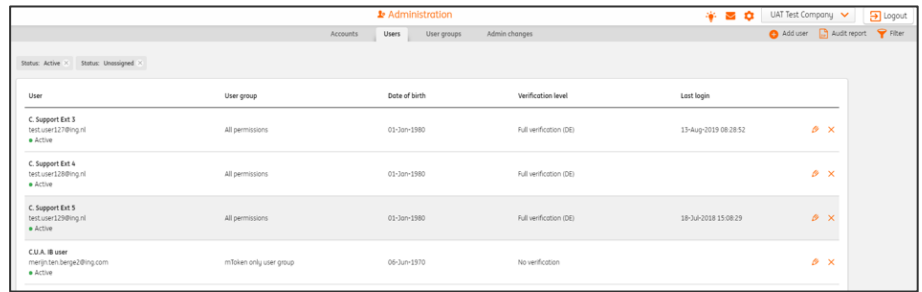


**10.5**

Once you click Continue a zip file will be created. This file contains a PDF user report per user in the subscription with user details, access means and permissions on account level for the user.

### 10.6

A user report can also be created at user level by first selecting the user in the user's screen.

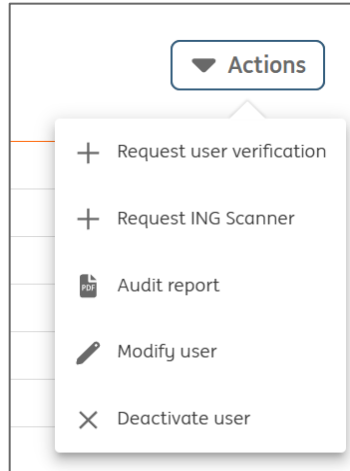


The screenshot shows the 'Administration' interface with the 'Users' tab selected. It displays a table of users with columns for User, User group, Date of birth, Verification level, and Last login. The table contains three rows for 'C. Support Ext' users and one row for a 'C.I.A. B user'.

User	User group	Date of birth	Verification level	Last login
C. Support Ext 3 test.user127@ing.nl Active	All permissions	01-Jan-1980	Full verification (DE)	13-Aug-2019 08:28:52
C. Support Ext 4 test.user128@ing.nl Active	All permissions	01-Jan-1980	Full verification (DE)	
C. Support Ext 5 test.user129@ing.nl Active	All permissions	01-Jan-1980	Full verification (DE)	18-Jul-2018 15:58:29
C.I.A. B user mer@1-test-berga2@ing.com Active	mToken only user group	06-Jun-1970	No verification	

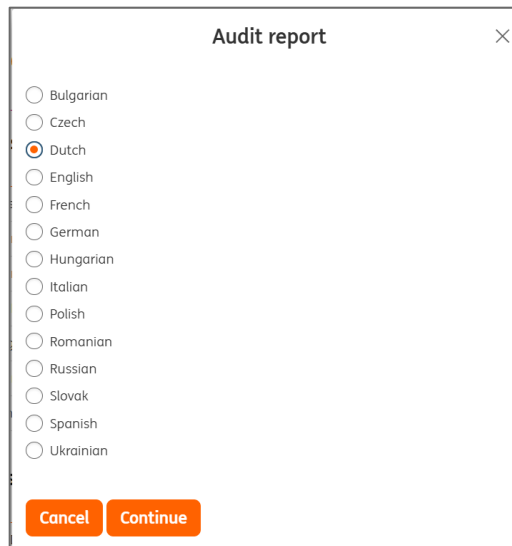
### 10.7

Select **Audit report** from the Actions menu in the upper right corner.



### 10.8

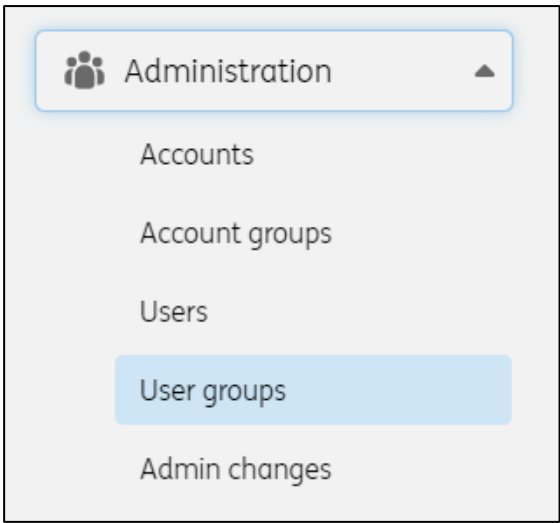
Select the language of the audit report.



### 10.9

Once you click Continue, a PDF user report for the selected user will be created. This report contains user details, access means and permissions at account level for the user.

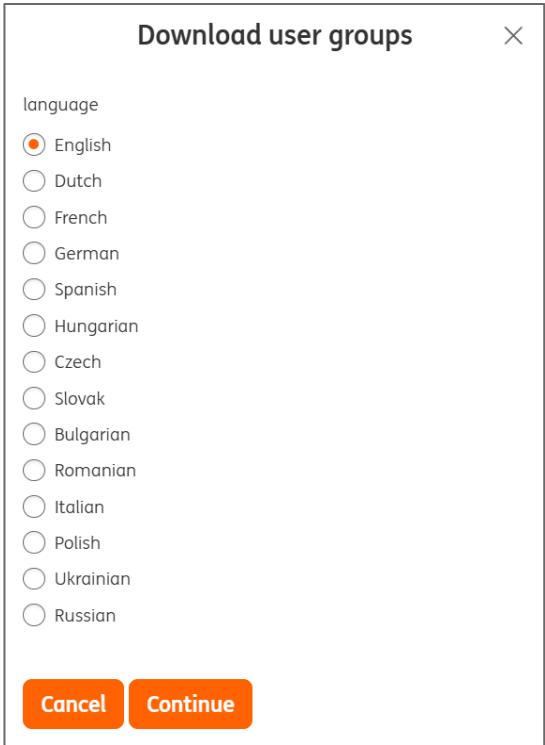
**10.10**  
Select **User groups**.



**10.11**  
For a user groups report, select **Download** in the upper right corner.

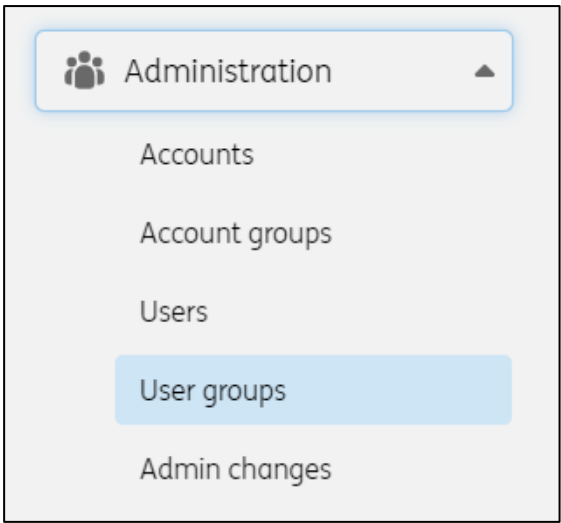


**10.12**  
Select the language of the report you want to download.



**10.13**  
An Excel report will be created. This report contains information on User groups, Users, Companies, Permissions and Account permissions.

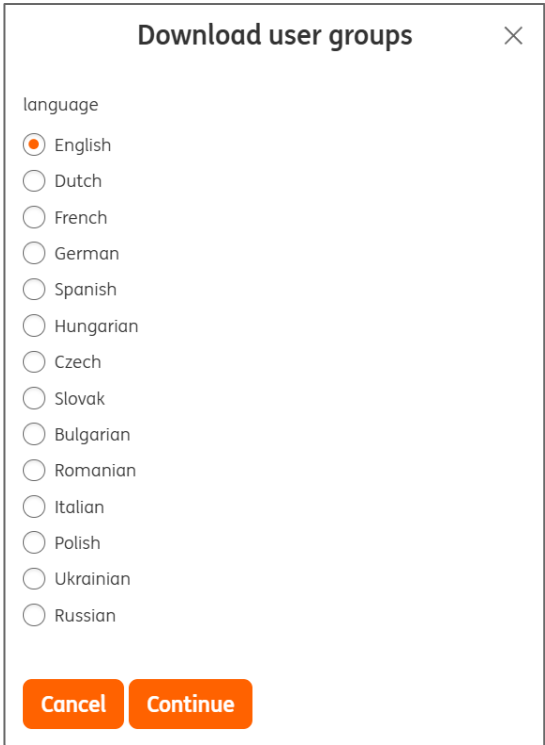
**10.10**  
Select **User groups**.



**10.11**  
For a user groups report, select **Download** in the upper right corner.



**10.12**  
Select the language of the report you want to download.

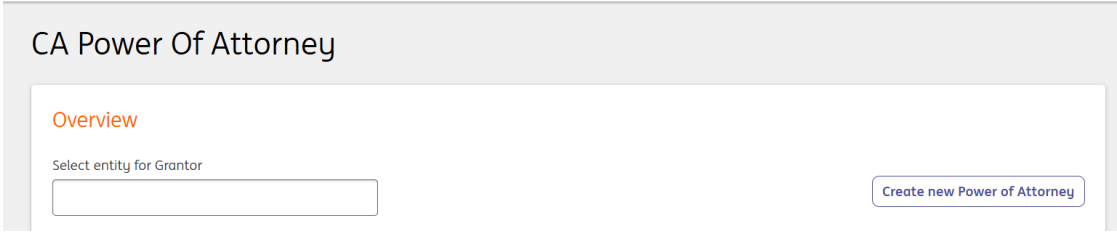
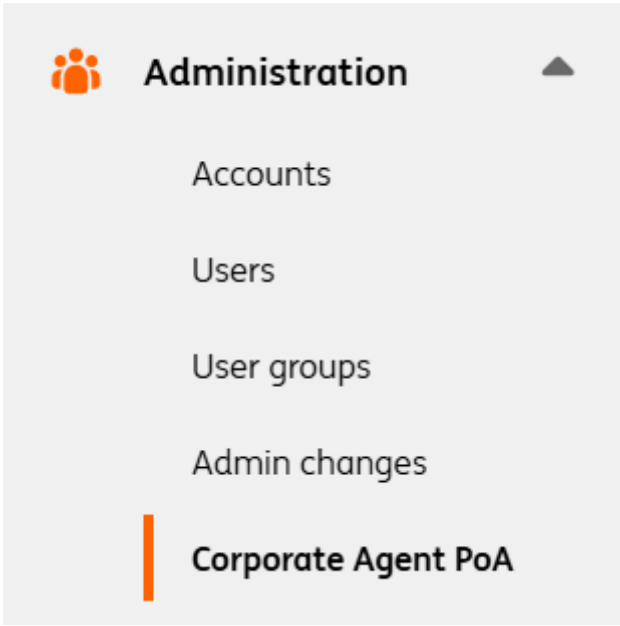


**10.13**  
An Excel report will be created. This report contains information on User groups, Users, Companies, Permissions and Account permissions.

# 11. Create a Corporate Agent PoA (Power of Attorney)

InsideBusiness Portal offers the Corporate Agent Power of Attorney, a mandatory document that authorizes a corporate agent to access a client's products and services. It is required whenever a company other than the channel holder is added to an InsideBusiness channel, even if the corporate agent owns the client.

**11.1**  
Log into InsideBusiness Portal and click **Administration – Corporate Agent Power of Attorney**



**11.2**  
Click on **Create new Power of Attorney**.  
**Note:** The request is not considered final until the customer reaches the final page, as illustrated in section 11.10

### 11.3

Follow the steps of adding a corporate agent Power of Attorney

## New Corporate Agent Power of Attorney

### 1 Provide entities

#### 2 Corporate Agent Power of Attorney

Corporate Agent Power of Attorney Scope

Account Scope

### 3 Summary

### 4 Documents

### 11.4

Provide entity details for the Grantor in the corporate agent Power of Attorney.

## Provide entities

You will be creating a Corporate Agent Power of Attorney for the following parties:

### Grantor

Provide the details for the entity that will be acting as Grantor in this Power of Attorney.

Legal entity name As registered at chamber of commerce	<input type="text"/>
Country of registration	<input type="text" value="- Please select -"/>
Address	<input type="text"/>
Postal code	<input type="text"/>
City	<input type="text"/>
Trade register registration number (optional)	<input type="text"/>
Additional information (optional)	<input type="text"/>

# Corporate Agent Power of Attorney Scope

Grantor Heiniken BV  
Corporate Agent name\_24008255

- Financial markets**
  - Receive statements, reports and information with respect to financial markets products;
  - Initiate financial markets transactions that are available through an ING channel including amendment and termination thereof;
  - Confirm and/or dispute financial markets transactions.
- Lending services**
  - Receive statements, reports and information with respect to lending products;
  - Initiate transactions with respect to lending products and/or services, including, but not limited to repricing, make drawdowns and prepayment.
- Trade finance**
  - Receive and request reports and information and request or initiate transactions with respect to trade finance products and/or services, including, but not limited to documentary collections, letters of credit, guarantees and receivables finance.
- Services regarding new bank accounts, products and services**
  - Perform all acts to prepare the ING agreement(s) required for the Client to open, amend and terminate bank accounts and/or to obtain, amend and terminate other products and/or services.
- Services regarding viewing and updating Client information contained in ING's records**
  - View and request updates on the Client's company data and relevant personal data of authorised representatives or other persons associated with the clients in ING's records (which includes first name, surname, date of birth, contact details as well as other personal data required in accordance with local legislation), which data may also have been made available by third parties (such as information from the trade register).
- Services regarding communications from ING to Client**
  - Receive communications with respect to products, services, agreements and/or terms and conditions on behalf of the Client and to accept amendments thereto to the extent required.

Save and continue

Save and exit

## Account Scope

Grantor Heiniken BV  
Corporate Agent name\_24008255

### Account reporting and payments

The following powers can be granted:

- **View reporting**  
Receive statements, reports and information with respect to the account(s) and other payment products and services.
- **Credit transfers**  
Initiate payment transactions (with the exclusion of (SEPA) direct debit collections) with respect to the account(s), including amendment and revocation thereof and refusal and/or request of a recall or refund of direct debit collections initiated by a creditor of the Client.
- **Direct debits**  
Initiate (SEPA) direct debit collection transactions with respect to the account(s), including amendment and revocation thereof.

### Accounts

The powers granted to the Corporate Agent pursuant to this POA shall apply to the Client's following accounts:

- All of the Client's present and future account(s), including, but not limited to, payment/current accounts, fixed term deposits and saving accounts in whatever currency.
- The Client's following account(s):
- No accounts

Save and continue

Save and exit

## 11.5

Select the scope of the Power of Attorney that allows the Grantee to access permissions for the modules listed at the Grantor level

## 11.6

Select the Account level scope and permissions

### 11.6.1

Select All Current and future accounts with indicated powers as shown

#### Accounts

The powers granted to the Corporate Agent pursuant to this POA shall apply to the Client's following accounts:

- All of the Client's present and future account(s), including, but not limited to, payment/current accounts, fixed term deposits and saving accounts in whatever currency.
- The Client's following account(s):
- No accounts

Indicated powers

View reporting

Credit transfers

Direct debits

### 11.6.2

Select the client's accounts with the designated powers to configure granular permissions at the individual account level

#### Accounts

The powers granted to the Corporate Agent pursuant to this POA shall apply to the Client's following accounts:

- All of the Client's present and future account(s), including, but not limited to, payment/current accounts, fixed term deposits and saving accounts in whatever currency.
- The Client's following account(s):
- No accounts

Account	View Reporting	Credit transfers	Direct debits
---------	----------------	------------------	---------------

**i** The table content is empty

[Add account](#)

The powers granted to the Corporate Agent pursuant to this POA shall apply to the Client's following accounts:

- All of the Client's present and future account(s), including, but not limited to, payment/current accounts, fixed term deposits and saving accounts in whatever currency.
- The Client's following account(s):
- No accounts

Account	View Reporting	Credit transfers	Direct debits
---------	----------------	------------------	---------------

**i** The table content is empty

### 11.6.2

Enter details of the Client account in the form as shown

#### Add account

Account number type

- IBAN
- Local account number

IBAN

BIC

Indicated powers

- Select all
  - View reporting
  - Credit transfers
  - Direct debits

[Submit](#)

[Cancel](#)

### 11.7

Add **Your Reference** details if needed and select the checkbox to confirm the details have been verified by you



#### Your reference

Reference (optional)

If desired you can reference your request with a short description

#### Submission

I confirm that the details of my request are correct and accurate.

Save and continue

Save and exit

[× Cancel](#)

### 11.8

**Download** the generated Corporate Agent Power of Attorney document generated and verify the details. Once verified, print it and sign it in wet ink.



#### Sign Corporate Agent Power of Attorney

Make sure to use the Corporate Agent Power of Attorney which is provided below and have it signed by the correct legal representatives.

Download Corporate Agent Power of Attorney

Download document

Make sure to use this specific document for signing.

Signing method

We ask this for administration purposes.

Wet ink signature

Upload signed Corporate Agent Power of Attorney

Drag and drop your files here or

Select file

### 11.9

Upload the scanned document of the signed PoA and click on Save and Continue



Save and continue

Save and exit

**Note:** Although the details are confirmed at this step, the process is not yet complete. If there is no pre-signed Power of Attorney (POA), the generated POA must be signed in the next step

### 11.10

Once the Power of Attorney document is submitted, a Case Number will be provided for tracking fulfilment.

At this point, the request is officially submitted for ING to process.

## Thank you, we will take up your request

**Case number : POA-554**

The Customer Loyalty Team will assess your request. You can follow your request by accessing it from the request overview.

🕒 **In 4 business days your request will be processed\***

\* Your request will be handled within 4 business days under the condition that all documentation and evidences are meeting ING's verification requirements. If the documentation is not in order, we will reach out to you.

