



App Enrolment Manual



One-time Setup for the New
ING Commercial Card App & Portal.

A step-by-step guide for setting up your account in the ING Commercial Card App

In this manual we will take you through the process of setting up your account by using **the app**. Setting up your account takes just a few minutes.

Good to know: You only need to set up your account once. After choosing your new password in the app you are all set to use **the portal as well**.

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Let's get started!

Setting up your account in the app



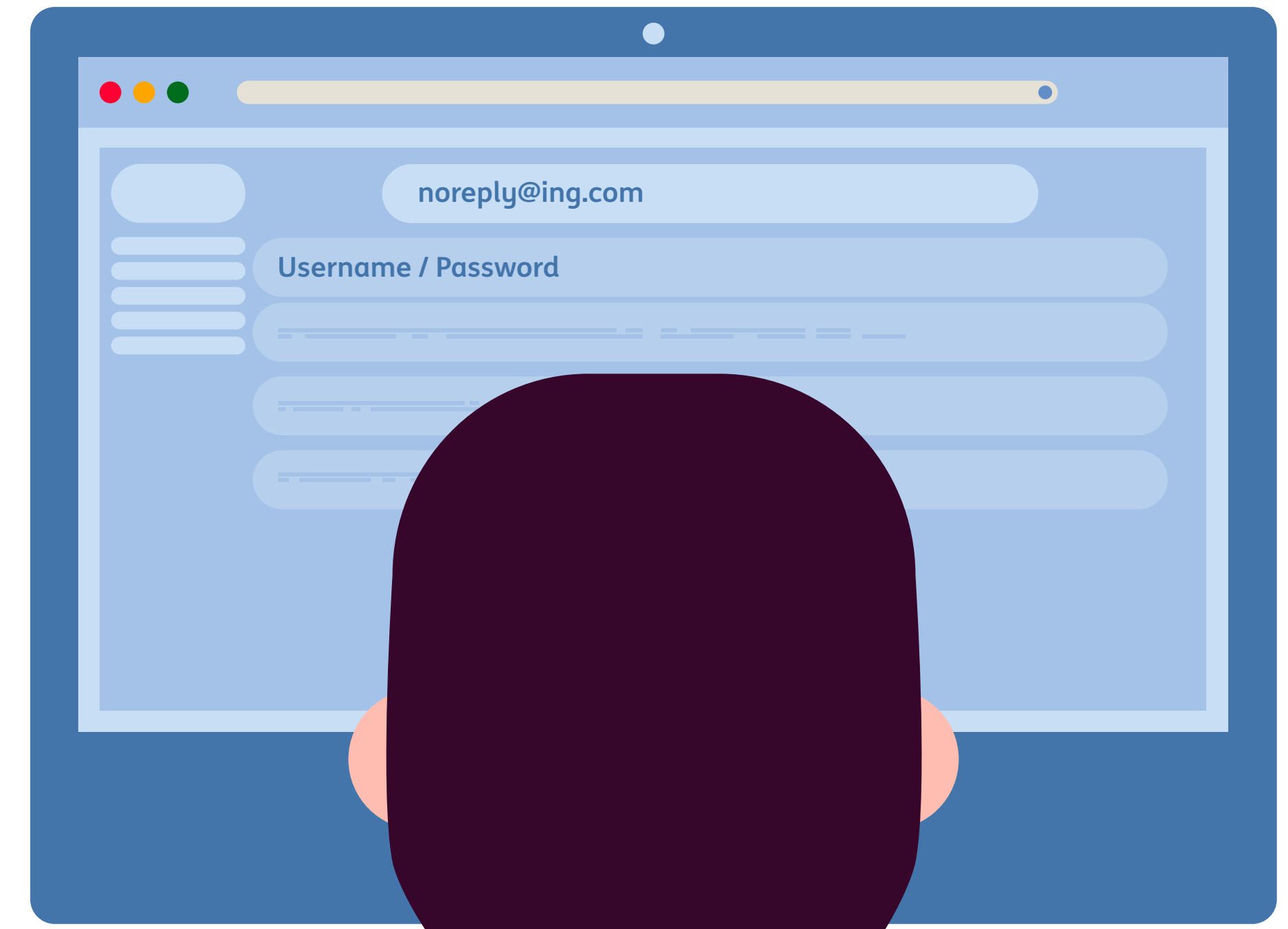
do your thing

Collecting your login details

To begin, find the two emails we have sent you earlier with your username and temporary password. You can search your inbox for emails from **noreply@ing.com**.

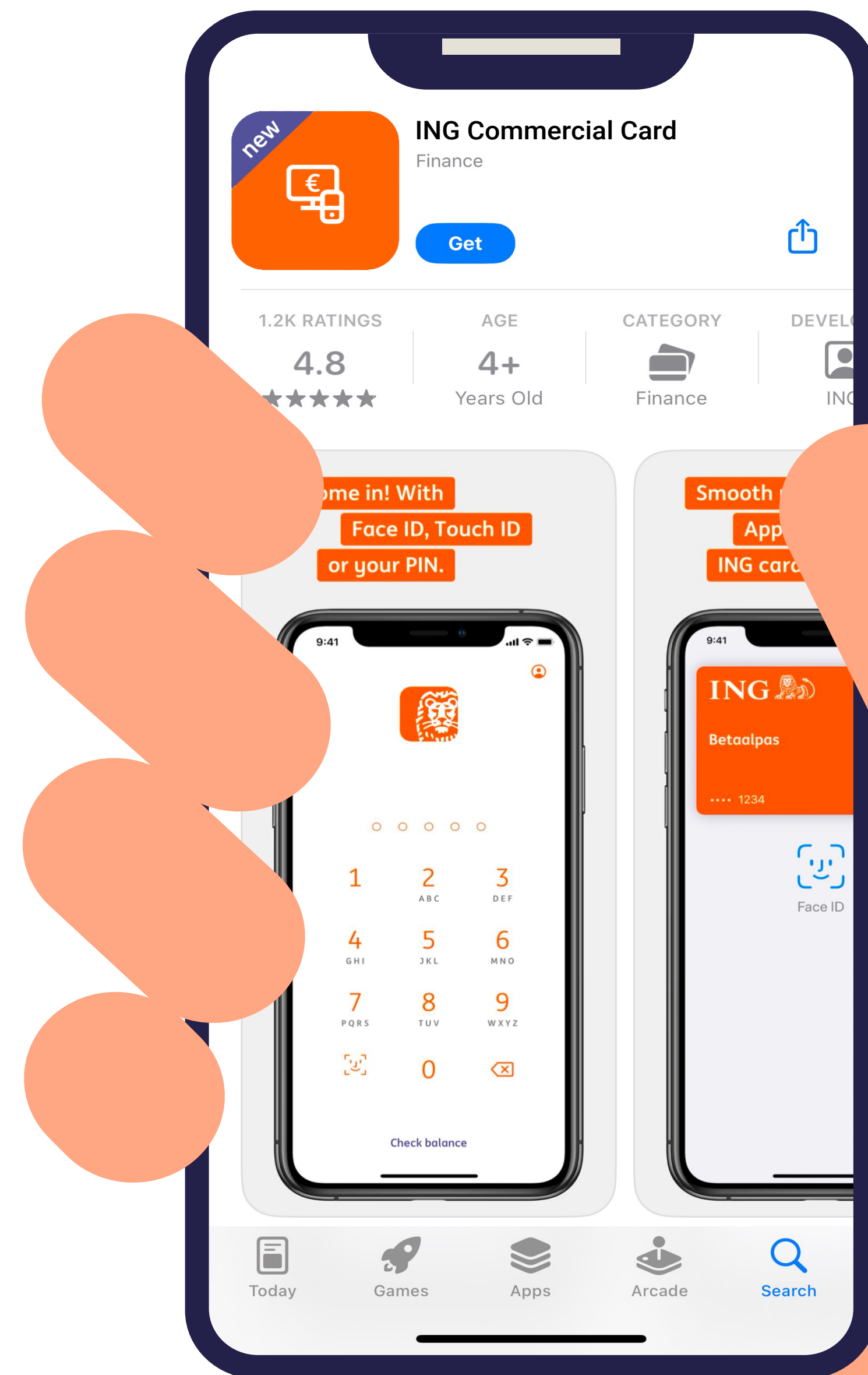


do your thing



Downloading the new app

We have also updated the ING Commercial Card App.
You can download the new app in the **Google Play** or **App Store**.



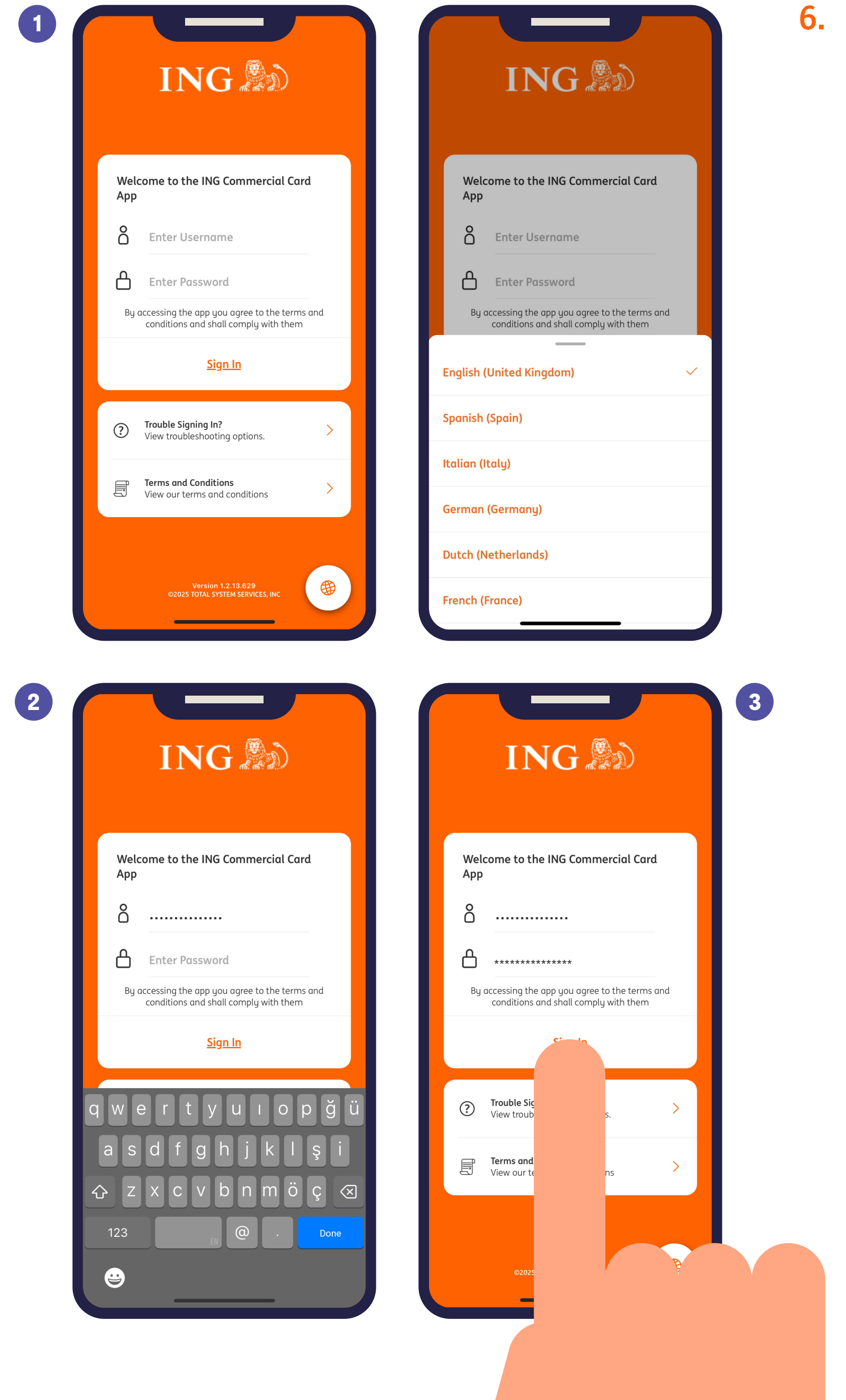


Logging in

1. Choose your preferred language by tapping on the **globe** in the bottom right of the screen.
2. Log in with the **username** and **temporary password** from the emails.
3. Tap **Sign In**.



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Choosing a new password

4. Enter the **one-time passcode** that is sent to you by text.
5. Choose a **new password and a hint**, in case you forget your password in the future.
6. Tap **Submit**.



4


ING

Your verification code is: *****



Enter Passcode

A one-time passcode has been sent to your email address or phone number. Please enter passcode below.

[Re-send Passcode](#)

Passcode*

5

6

Cancel

Change Password



Go ahead and create your new password below.

New Password*

Confirm New Password*

Password Hint*

[Submit](#)

7.

Setup completed!

Your account is all set up and ready to use with the new login details, both in the app and the portal.

Want to log in to the app even quicker?

Go to page 10 to set up logging in with biometrics.

Want to receive push notifications to confirm online payments?

Find more instructions on page 11.



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Extra features

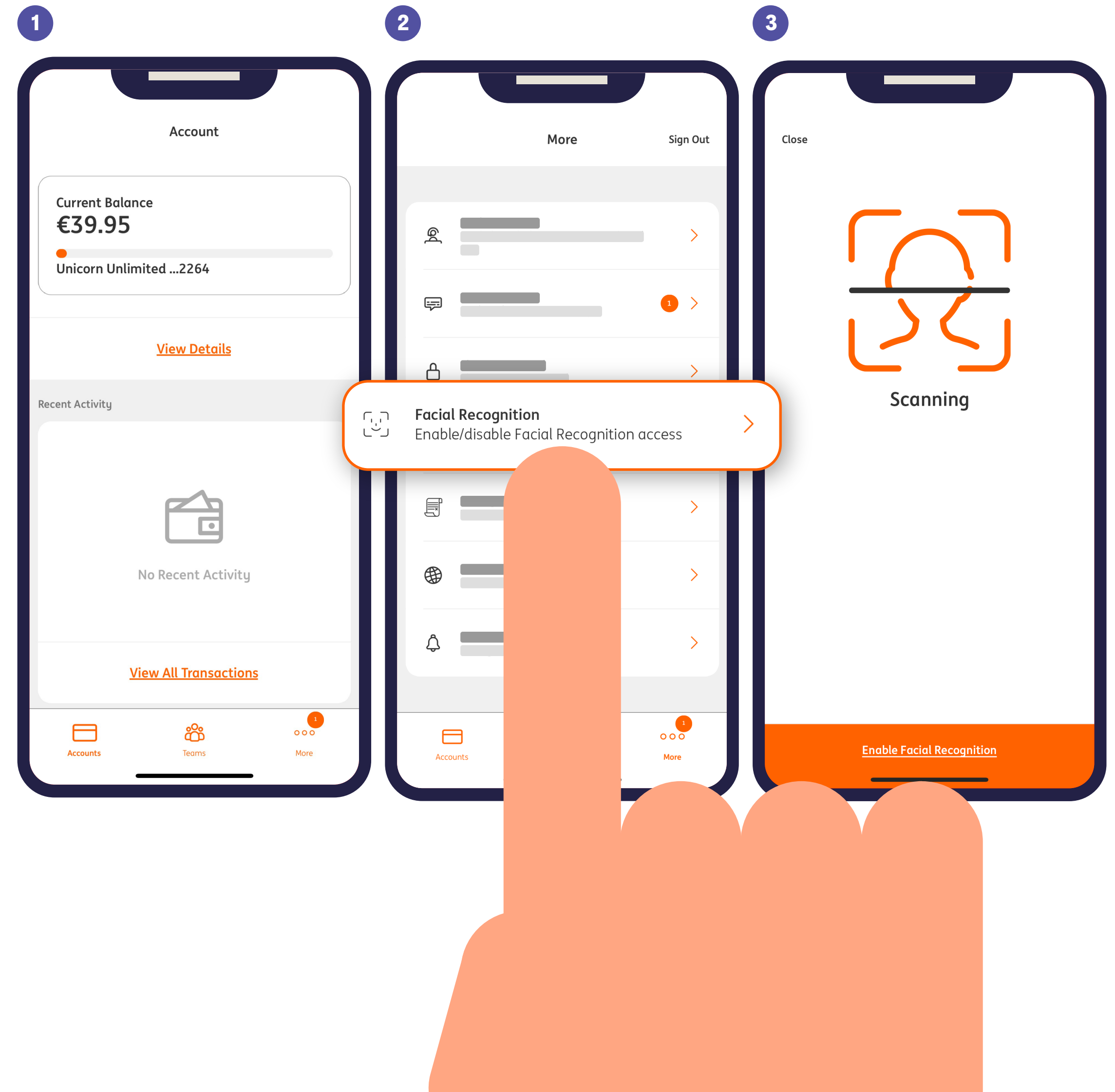
Logging in with biometrics and receiving push notifications



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Setting up logging in with biometrics

1. Tap on the **More** button in the bottom of the screen.
2. Depending on your device, tap on **Facial Recognition** in the menu.
3. Follow the steps requested by your device to complete the setup.



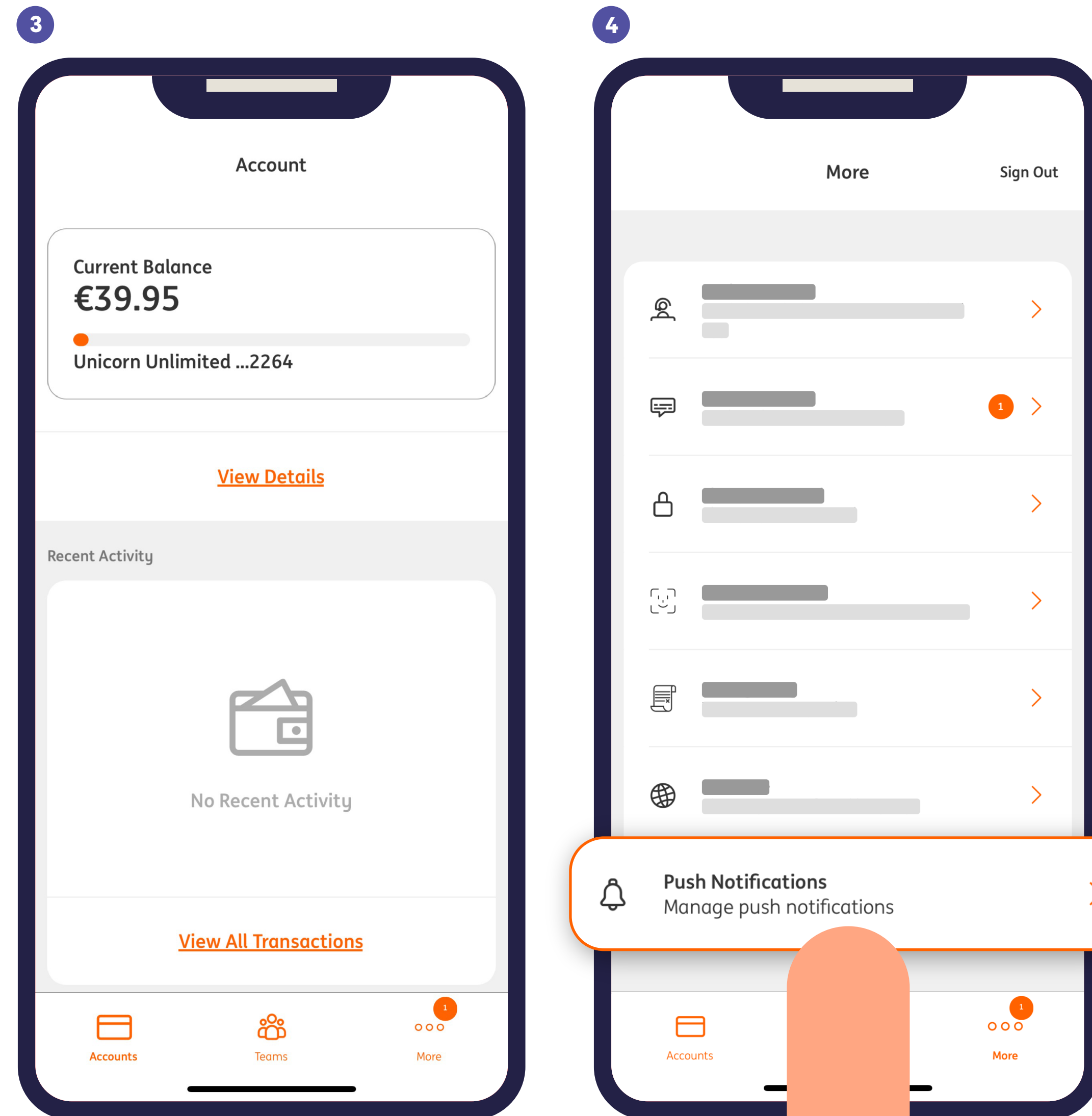
Setting up push notifications

1. Tap on the **More** button in the bottom of the screen.
2. Tap on **Push Notifications**.
3. Follow the steps requested by your device to complete the setup.



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11.



Troubleshooting



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Troubleshooting

Running into some issues during setup? No problem, we have listed the solutions for the most common issues for you here.

- **Can't find the emails with your username and temporary password?**
After downloading the app, simply tap **Trouble Signing In?** and follow the steps on page 14.
- **Can't login with your username and temporary password?**
Simply tap **Trouble Signing In?** and follow the steps on page 15.
- **Not receiving any emails after requesting your username and temporary password again?**
It may be that your registered email address needs to be updated in our cardholder system. Please go to page 16 to find the link to our FAQ to learn more.
- **Not receiving the one-time passcode?**
It may be that your registered mobile phone number is incorrect. Please go to page 16 to find the link to our FAQ to learn more.



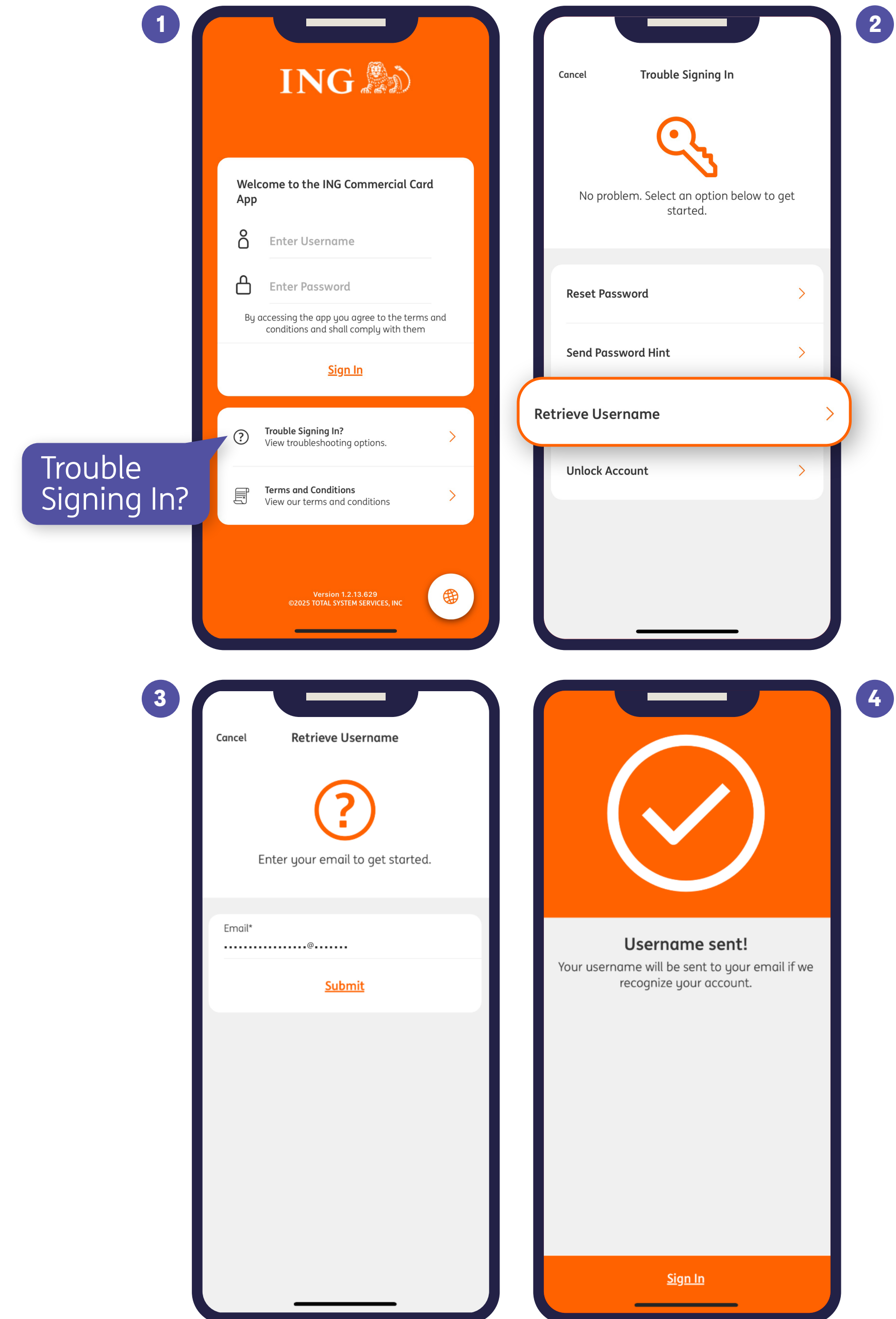


Can't find the emails with your username and temporary password?
No problem, simply start with the steps below to continue the setup process.

1. Tap **Trouble Signing In?**
2. Tap **Retrieve Username.**
3. Enter your email address in the Email field and tap **Submit.**
4. Your username will be sent to your email.
5. Tap on **Sign In.**
6. To retrieve your password, follow the steps on the next page and you are all set.



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14.



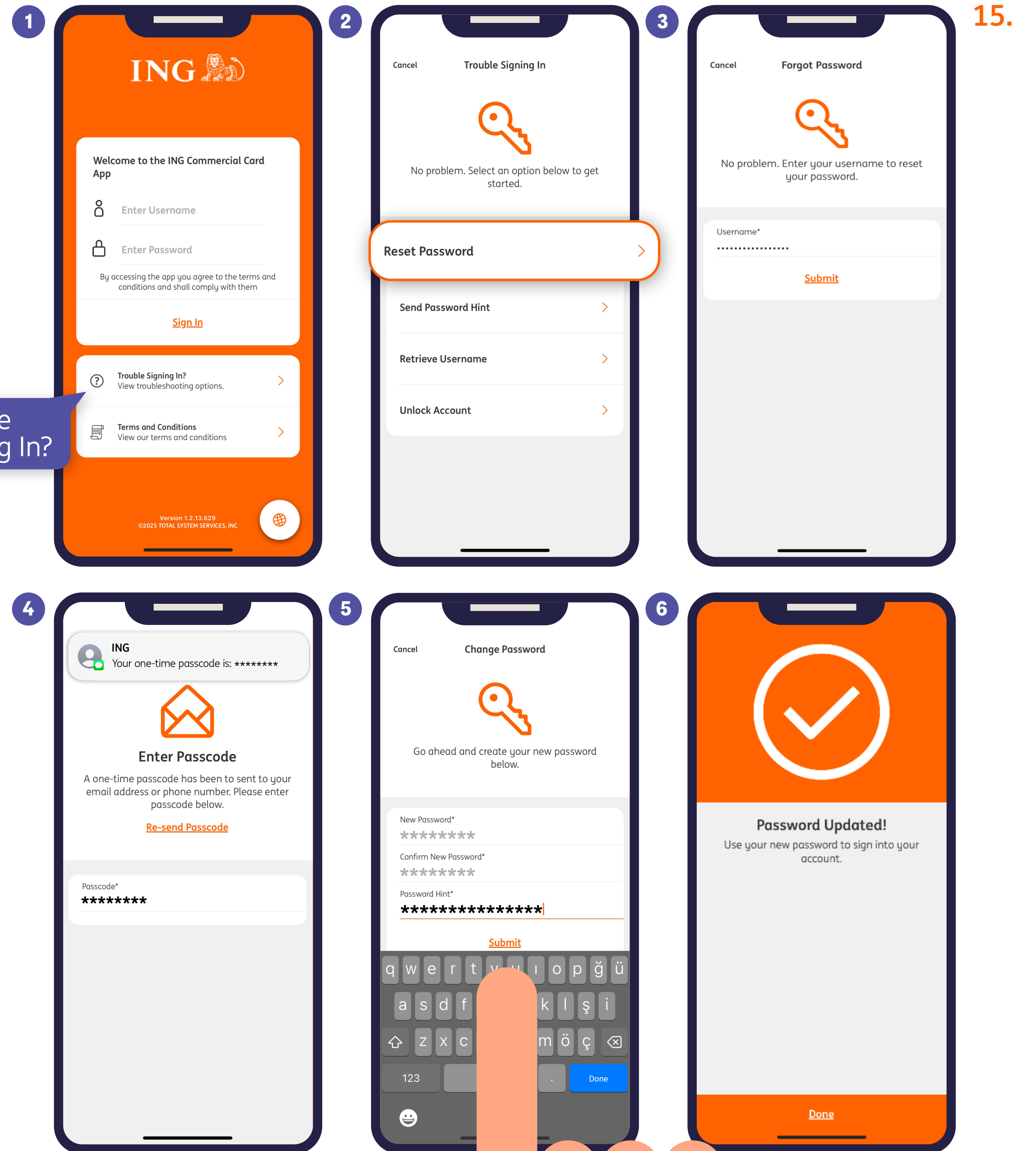
Can't login with your username and temporary password?
No problem, simply start with the steps below to continue the setup process.

1. Tap **Trouble Signing In?**
2. Tap **Reset Password.**
3. Enter your username in the username field and tap **Submit.**
4. Enter the one-time passcode that is sent to you by text.
5. Create your new password and a new password hint.
6. Tap **Submit.**



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Trouble
Signing In?



Need more help?

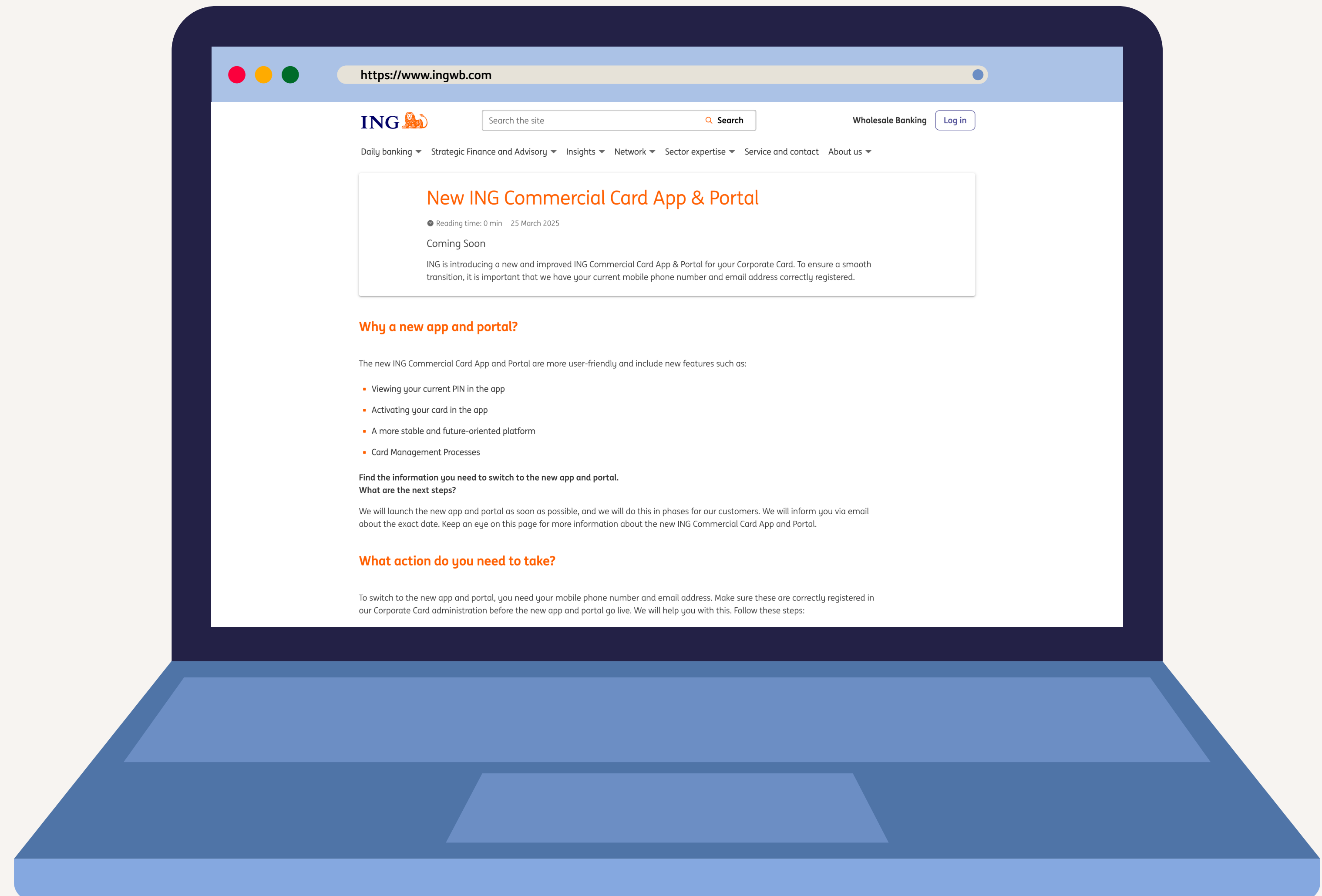
Please visit the FAQ on our website.

Businesscard Cardholders

Corporate Cardholders



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