The new log-on procedure for the ING Commercial Card Portal

The log-on procedure for the ING Commercial Card Portal has changed. You still need to use your username and password, but you now also need an additional authentication code, which you receive in the ING Commercial Card App.

These instructions tell you:
- how to perform the one-off app activation, and
- how to log on to the portal from now on.

What you need
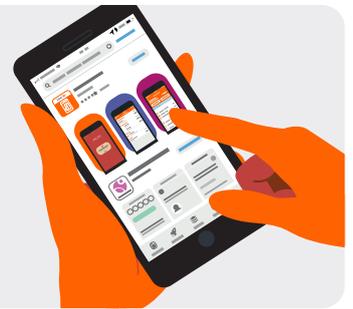- A mobile phone or tablet to install the app on.
- A computer or phone for logging on to the portal.
- The mobile phone with the number you've registered with ING Commercial Card. A one-off app activation code will be sent to this number.

Install the ING Commercial Card App

- Download the 'ING Commercial Card' app in the **App Store** or **Google Play**.

Wait for the installation to complete and tap '**Open**'.

Activate the app in 6 steps

Step 1

- Log on with your username (= email address) and the password that you also use for the portal.
- Tap '**Log In**'.
- You will now be sent a text message on the mobile number we have on record for you. The text message will contain an 8-digit code.
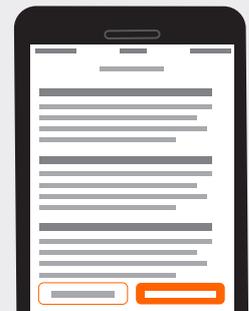
Step 2

- Enter the 8-digit code you received in a text message.
- Tap '**Continue**'.

Step 3

A screen showing the terms and conditions of use will appear.
- Read the terms and conditions carefully.
- Tap '**Accept**'.

Next steps >>

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Step 4

You can give your mobile or tablet a name.
- Enter a name or accept the suggested name.
- Tap '**Done**'.

Step 5

You can now use the app to log on to the portal.
- Tap '**Continue**'.

Step 6

If you like, you can create a PIN for the app. This will let you log on faster, as you can use it instead of your username and password. You can also create a PIN later.
Please note, you will always need your username and password to log on to the portal.

If you tap '**Not now**', you're done.

If you tap 'Create **PIN**':
- Enter a 5-digit code.
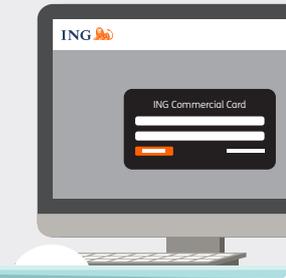- Enter the same 5-digit code again.

And that's it!

Logging on to the ING Commercial Card Portal

- Go to
  www.ingcommercialcard.com
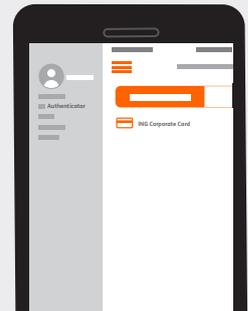- Enter your username and password.
- Click '**Sign up**'.

The portal will now show you a screen where you can enter the authentication code.

Step 1

Open the app.
- Tap '**Menu**'.
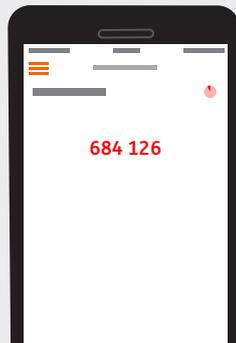- Tap '**Authenticator**'.

Step 2

A 6-digit code will now be displayed in the app for 30 seconds.
- Enter this code in the portal.
- Click '**Verify**'.
If you don't manage this within 30 seconds, a new code will automatically appear in the app and you can use this to log on to the portal.

You've logged on!

You are now logged on to the ING Commercial Card Portal.