



HOW TO CHANGE MOBILE PHONE NUMBER IN ING BUSINESSONLINE FOR ANOTHER USER?

Use the manual if you want to enter or change mobile phone number of another ING BusinessOnLine system user.

For the change to be approved it is indispensable to sign an application in line with the approval scheme for system applications adopted in the company.

STEP 1

After logging into ING BusinessOnLine system select **Administration** in the upper menu.



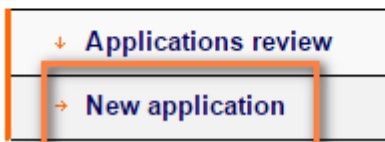
Portal | Administration | Tools | Notifications | Communications | **Applications** | PL | EN

STEP 2

Select **User details** from the side menu.

Portal | Administration | Tools | Notifications | Communications | **Applications** | PL | EN

Accounts | **Order management** | **Transfers** | **Settlements** | **Deposits** | **Loans**



Applications review

STEP 3

Under system applications select **Change of address data**.

☐ **System applications**

[New user application](#)

[Application for change of account for fees and commissions](#)

[Application of unblocking of the User](#)

[Order of equipment](#)

[Order of envelopes](#)


[Change of address data](#)

[Application for company's data sharing consent](#)

STEP 4

Select from the list the surname and first name of the user whose data you want to change. Apart from mobile phone number change you can also change user mailing address and e-mail address.

Change in address details

Company	<input type="text" value="MID TEST"/>
Address	<input type="text" value="UL.ROŹDZIENSKA 41 KATOWICE 40-382"/>
Surname and name	<input type="text" value="choose"/> 
PESEL / ID number	<input type="text"/>
Correspondence delivery company	<input type="text"/>
Street	<input type="text"/>
Town	<input type="text"/>
Postal code	<input type="text"/>
Country	<input type="text"/>
Phone number	<input type="text"/>
E-mail	<input type="text"/>

[Attach file from your phone](#) [Add attachment](#)

[Back](#) [Save working copy](#) [Approve](#)

STEP 5

Upon introduction of current data click **Approve**,

Phone number	<input type="text" value="+48987654321"/>
E-mail	<input type="text" value="e-mail@adress.com"/>

[Attach file from your phone](#) [Add attachment](#)

[Back](#) [Save working copy](#) [Approve](#)

and then **Sign and Send**.

Phone number	+48987654321
E-mail	e-mail@adress.com

[Back](#) [Save](#) [Sign](#) [Sign and send](#)

STEP 6

You will receive a text message on your mobile phone number indicated in the user system. The authorisation code consists of eight digits. Copy the text message code in the field on the bottom of the form. Approve entered text message code by clicking **Sign and Send**.

Please, provide SMS code No.: [Cancel SMS code](#)

[Back](#)

[Sign](#)

[Sign and send](#)

STEP 7

If the above communication is displayed the mobile phone number has been changed.

Thank you, your application has been sent.

If the following communication is displayed:

The application has been signed, but failed to be sent. It is necessary to sign the application accordingly to Client representation

it means that your signature does not suffice to change the phone number. The request to change address data that you prepared is in the tab **Applications – Applications review**. Such a request should be signed in line with the approval scheme for system applications effective at the company where you developed the application.

If you have any questions or doubts, we invite you to contact **ING Business Centre** at the number **32 357 00 24** or **801 242 242** or send an e-mail to the address **bc@ingbank.pl**. The Hotline is open Monday to Friday, from **8:00 a.m. to 6:00 p.m.**