

User Guide

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Mobile Token Users

2.0 Users

Getting Started:

- Ensure that you have your BizChannel@CIMB Company ID, User ID and password readily available.
- This Mobile app is available for iPhone that runs on iOS 10 and above or Android based smartphones and devices that runs on Android 7.0 and above. Do ensure the minimal requirements are updated as and when needed for software update.
- For security reasons, our Mobile Banking application is not compatible with devices that has been rooted or jailbroken.

2.1 Mobile Token Users

Downloading BizChannel@CIMB App on your device



Download and install the “**BizChannel@CIMB**” Mobile App from Google Play or App Store.



Mobile Token Users

3.1 Login using Mobile Token

3.1.1 Login using the Same Device for Mobile Token

- Same device is referring to the device that mobile token and BizChannel@CIMB mobile app is installed in.
- Difference device is when mobile token and BizChannel@CIMB mobile app is registered in different devices.

- Enter BizChannel@CIMB **Company ID** and **User ID**.
- Tap “**LOGIN**” to proceed with SecureWord verification.

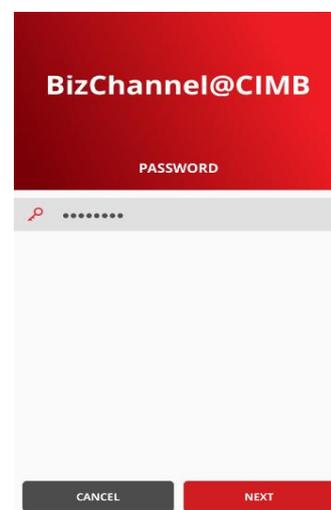
Note:

- Slide the “ > ” to view/add Mobile Token
- List for Mobile Token registered in the be displayed in Mobile Token screen.



account.
device will

- Verify SecureWord, tap “**YES**” to proceed. If incorrect, tap ‘**NO**’ to go back to Login screen.
- Enter Password tap ‘**NEXT**’.



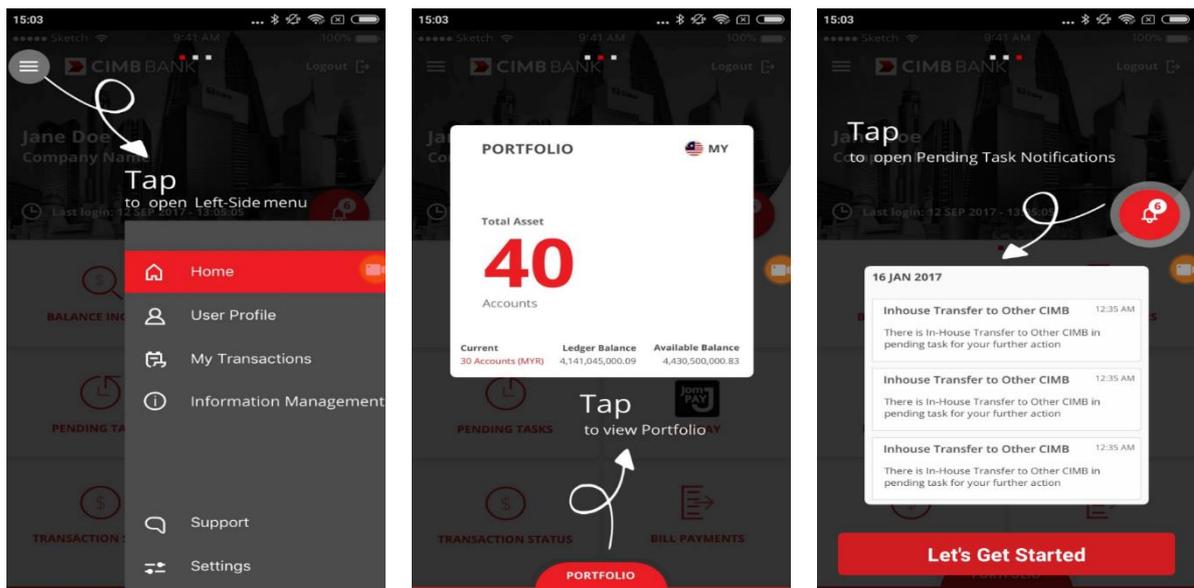
Tutorial Screens

- Tutorial Screens gives you quick walkthrough the functions available on Mobile App.
- It will show you how to access certain screens such as:

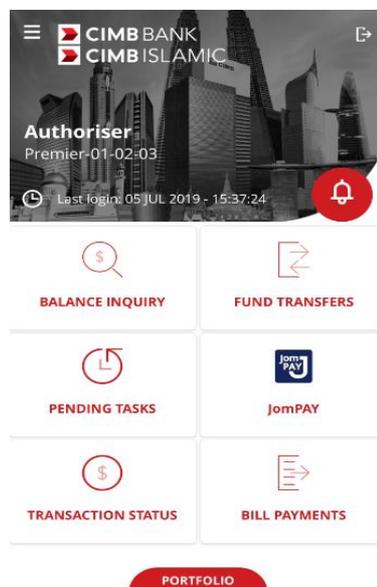
1. Tap to open Left-Side menu Screen.
2. Tap to view Portfolio Screen
3. Tap to open Pending Task Notifications

Note:

Tutorial Screens will be displayed during First Time Login.



- Tap “Let’s Get Started” to proceed to your online banking transactions.



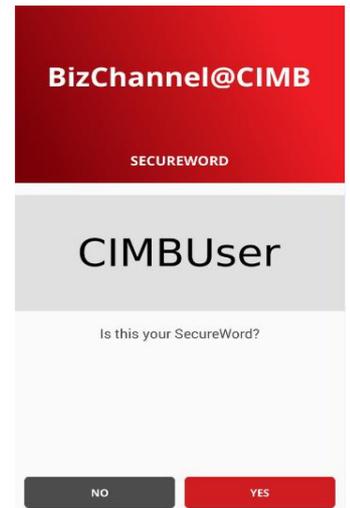
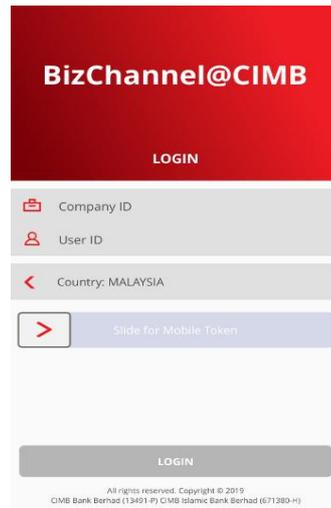
For further enquiries, please contact our Business Call Centre at **1300 888 828** between 8AM to 7PM from Monday to Friday or 8AM to 5PM on Saturday (excluding public holidays) or email to mybusinesscare@cimb.com.

3.1.2 Login with Registered Mobile Token on a Different Device**

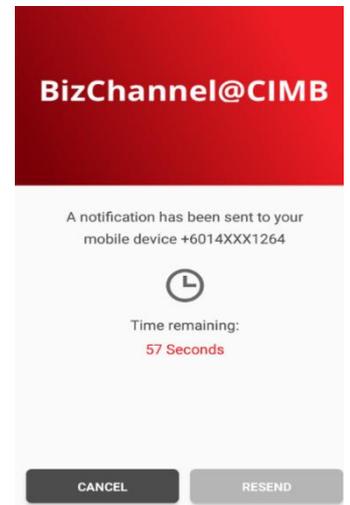
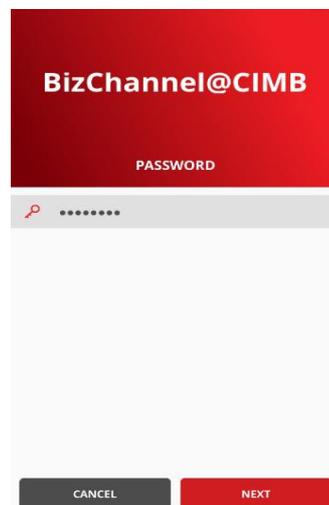
- Same device is referring to the device that mobile token and BizChannel@CIMB mobile app is installed in.
- Difference device is when mobile token and BizChannel@CIMB mobile app is registered in different devices.

Logging in to Mobile App with Device A

- Enter BizChannel@CIMB **Company ID** and **User ID** where Mobile Token is registered in the other device i.e Device B.
- Tap **“LOGIN”** to proceed to SecureWord verification.
- Verify SecureWord, tap **“YES”** to proceed. If incorrect, tap **“NO”** to go back to Login screen.



- Enter password, a Push Notification request will be sent to registered mobile token device (Device B) once tapping on **“NEXT”** button.
- Tap **“RESEND”** when time remaining is at zero to resend push notification. Otherwise, tap **“CANCEL”**.
-



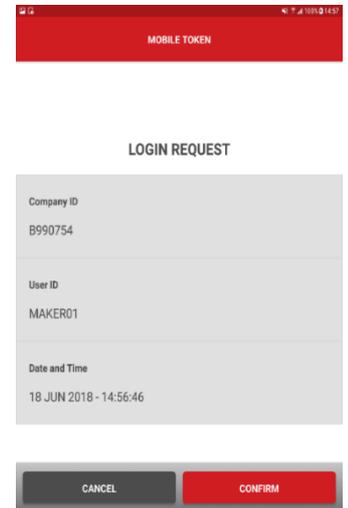
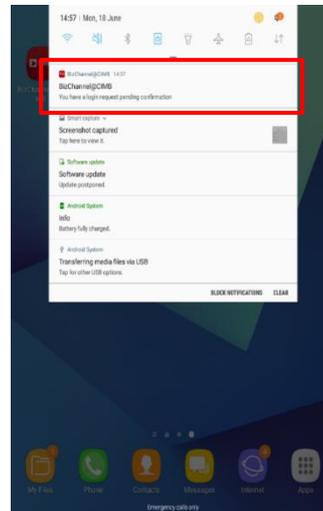
Note:

Push notification will expire in 60 seconds.

4

Registered Mobile Token (Device B)

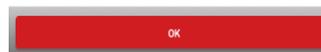
- Upon receiving notification on device B, tap to proceed for approval/cancellation of request.
- Verify and ensure login details are correct.
- Tap “**CONFIRM**” to approve the login request or “**CANCEL**” to cancel the login request.



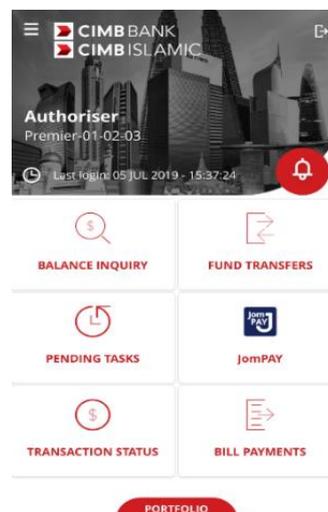
- Confirmation Message
“Your login request has been confirmed” will be displayed, ‘OK’ to proceed.



Your login request has been confirmed



- Upon successful confirmation on Device B, home screen will be displayed on Device A.



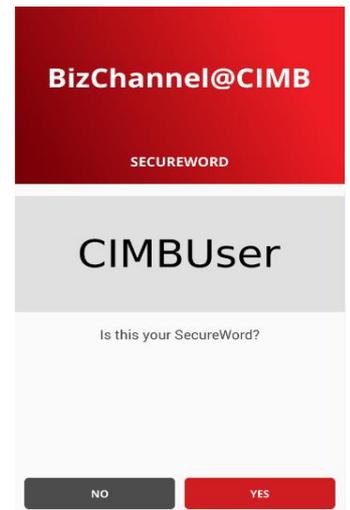
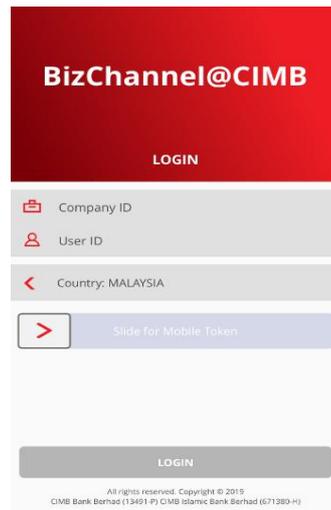
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3.1.3 Login Mobile App with Mobile Token via OTP

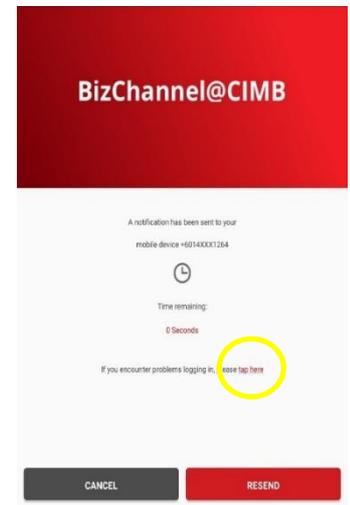
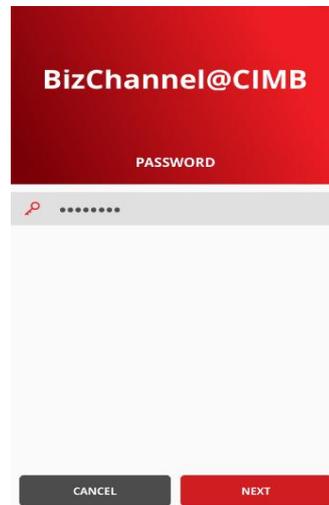
- Same device is referring to the device that mobile token and BizChannel@CIMB mobile app is installed in.
- Difference device is when mobile token and BizChannel@CIMB mobile app is registered in different devices.

Logging in to Mobile App with Device A

- Enter BizChannel@CIMB **Company ID** and **User ID** where Mobile Token is registered in the other device i.e Device B.
- Tap “**LOGIN**” to proceed to SecureWord verification and ensure it is correct.
- Tap “**YES**” to proceed. If incorrect, tap “**NO**” to go back to Login screen.



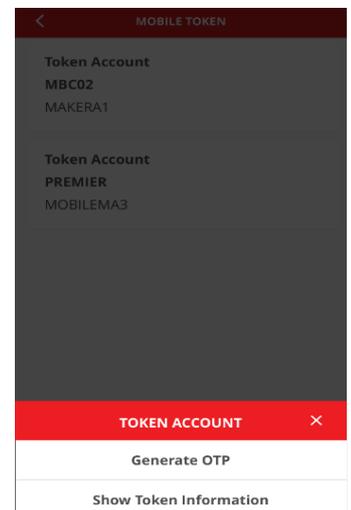
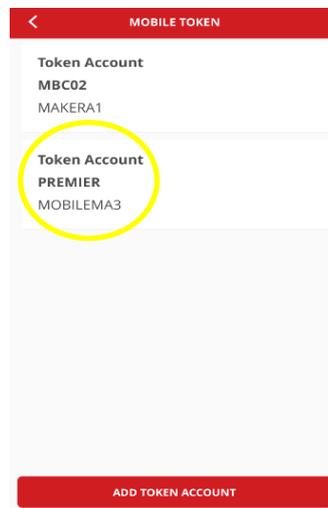
- Enter password, a Push Notification request will be sent to registered mobile token device (Device B) once tapping on “**NEXT**” button.
- Tap “**RESEND**” when time remaining is at zero to resend push notification. Otherwise, tap “**CANCEL**”.
- *Note:*
Push notification will expire in 60 seconds.



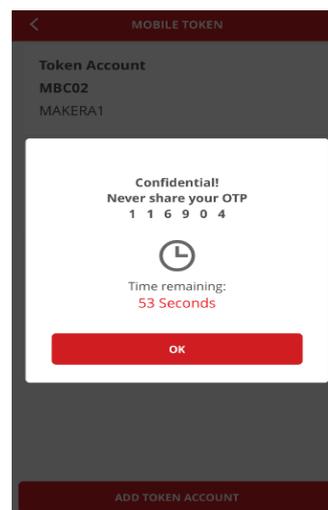
- If device B failed to receive the notification due to unforeseen situation (i.e device B has poor or limited internet connection). Click “[tap here](#)” to proceed with One Time Password Login

Registered Mobile Token (Device B)

- If Device B is registered with Mobile Token, tap Mobile Token Account to generate OTP to log in via Device A. **“Generate OTP”** to proceed with login.

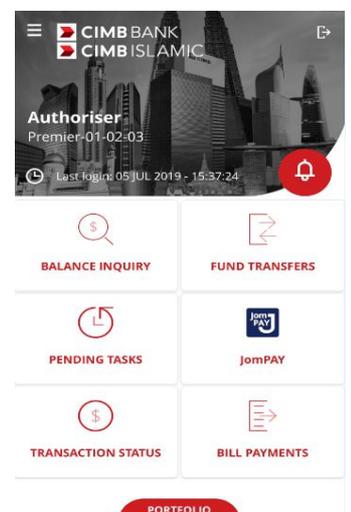
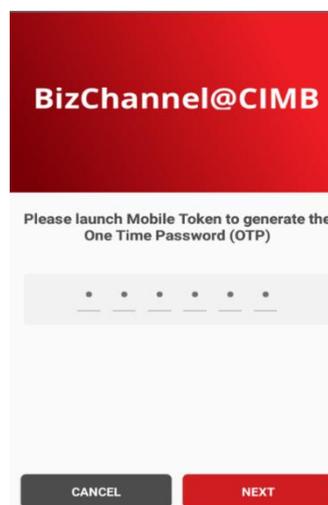


- 6-digit number OTP shown. Tap **“OK”** to proceed. 6-digit number OTP will expire in 60 seconds.



Mobile App with Device A

- Enter OTP in Device A, Home screen will be reflected on Device A upon successful login.



For further enquiries, please contact our Business Call Centre at **1300 888 828** between 8AM to 7PM from Monday to Friday or 8AM to 5PM on Saturday (excluding public holidays) or email to mybusinesscare@cimb.com.

3.1.4 Login BizChannel@CIMB Website with Mobile Token

- Enter BizChannel@CIMB Company ID and User ID.

- Verify SecureWord and ensure it is correct

- Enter Password

- A Push Notification request will be sent to registered mobile token device once tapping on "NEXT" button.

For further enquiries, please contact our Business Call Centre at **1300 888 828** between 8AM to 7PM from Monday to Friday or 8AM to 5PM on Saturday (excluding public holidays) or email to **mybusinesscare@cimb.com**.

- **Note:**
Push notification will expire in 60 seconds.

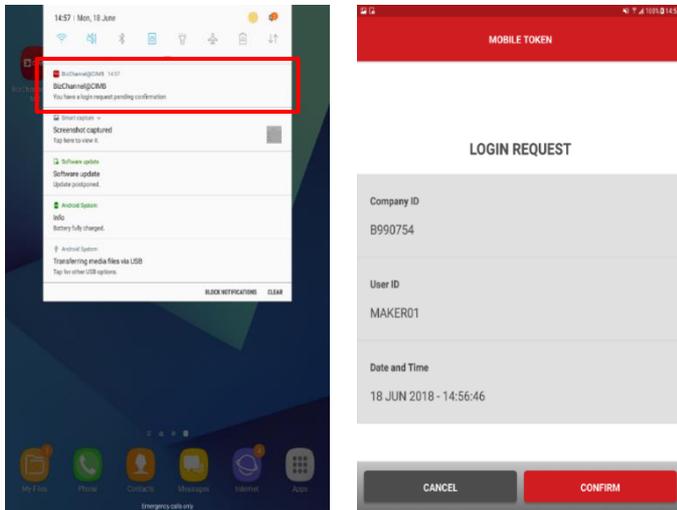
The screenshot shows the top navigation bar with the CIMB BANK and CIMB ISLAMIC logos. Below the navigation bar, the user is logged in as 'BizChannel@CIMB' and the location is set to 'Malaysia'. A 'Login Notification' box is displayed, containing the following text: 'A notification has been sent to your registered mobile device +6012XXX5832. Launch **BizChannel@CIMB** App to proceed with login. *Please do not close or refresh the browser until your mobile authentication has completed. Time Remaining : 53 Second(s)'. The notification box has a grey background and a red border on the left side.

- Tap “**Resend Notification**” when time remaining is at zero to resend push notification.

This screenshot is similar to the previous one, but the 'Time Remaining' is now '0 Second(s)'. A red button with a circular arrow icon and the text 'Resend Notification' is visible at the bottom of the notification box. Below the notification box, there is a link: 'If you encounter problem logging in, please click [here](#)'. The footer is identical to the previous screenshot.

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- Upon receiving notification on registered mobile token device, tap to proceed for approval/cancellation of request.
- Verify and ensure login details are correct.
- Tap **“CONFIRM”** to approve the login request or **“CANCEL”** to cancel the login request.



- Confirmation Message “Your login request has been confirmed” will be displayed, ‘OK’ to proceed.



- Home screen will be reflected upon successful login.

BizChannel@CIMB	Updates of Privacy Notice
Pending Tasks	Please be informed that the terms of our Privacy Notice have been amended and updated. The amended and updated Privacy Notice shall take effect and be binding upon you effective 10th January 2018.
Account Information	
Payments Management	
Bill Payments	
B2B Payments	
Government Payment Services	Please be informed on the following changes for BizChannel@CIMB:
Bulk Payments	
Statutory Payments	
Cheque Services	
Collections Management	
Petronas Merchant Services	For further enquiries, please contact our Business Call Centre at 1300 888 828 Monday to Friday from 7AM to 7PM and Saturday from 8AM to 5PM (excluding public holidays) or email to mybusinesscare@cimb.com
FX and Money Market	
Information Management	
Utilities	
Reports	Important Notice: Discontinuation of Bill Payment service to SYABAS
LMS Report	Effective from <u>26 Dec 2017</u> , all payments to SYARIKAT BEKALAN AIR SELANGOR SDN.BHD (SYABAS) shall be made via <u>JomPAY</u> in BizChannel@CIMB. The existing Bill Payment service to SYABAS in BizChannel@CIMB will be discontinued on the same date.
Payroll	3 simple steps to pay your SYABAS bills via JomPAY:
GST Manager	

For further enquiries, please contact our Business Call Centre at **1300 888 828** between 8AM to 7PM from Monday to Friday or 8AM to 5PM on Saturday (excluding public holidays) or email to **mybusinesscare@cimb.com**.

3.1.5 Login BizChannel@CIMB Website with Mobile Token through One Time Password (OTP)

- Enter BizChannel@CIMB Company ID and User ID.

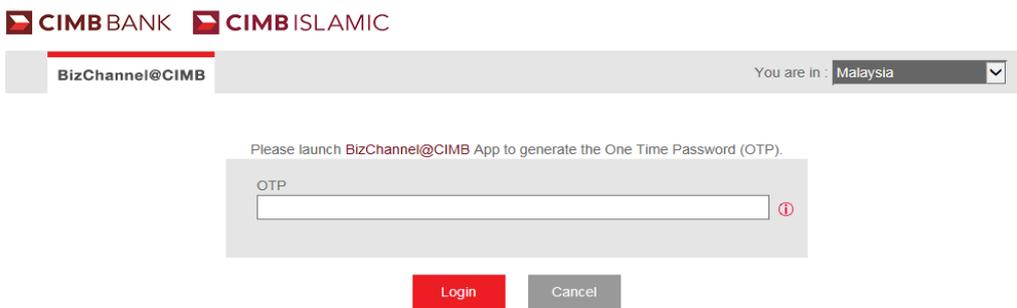
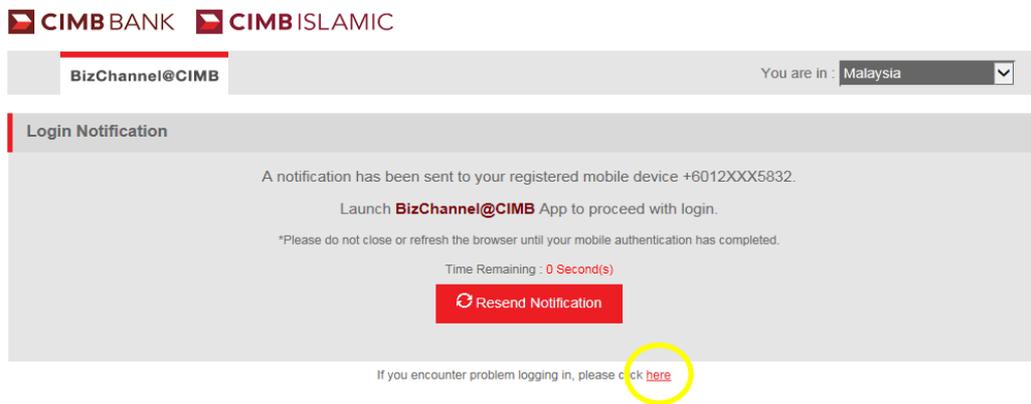
- Verify SecureWord and ensure it is correct

Effective Date	Services	Description of Changes
1 January 2018	Statutory Payments - LHDN	Please select "LHDNM" for the Region field. The "SEMENANJUNG", "SABAH" and "SARAWAK" options will no longer be applicable.

- Enter Password

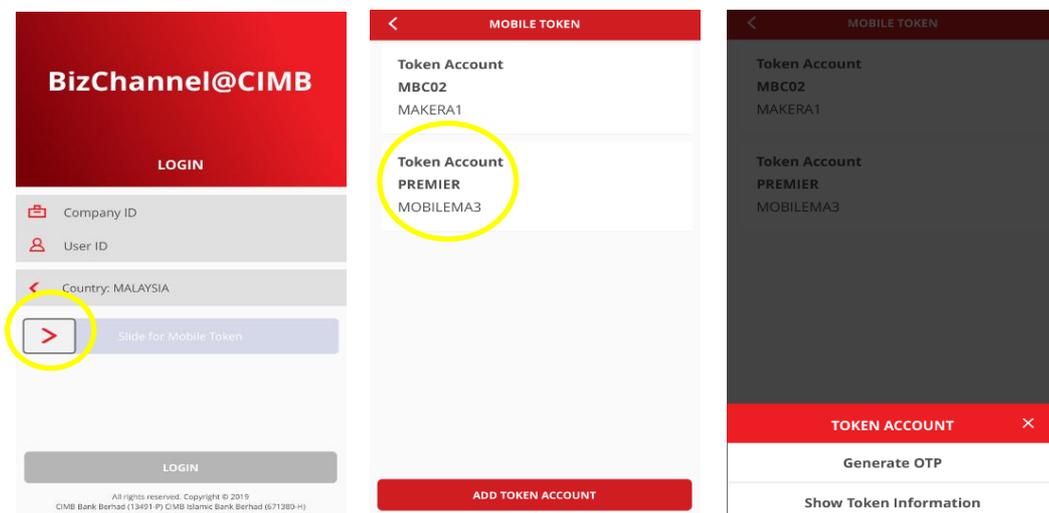
For further enquiries, please contact our Business Call Centre at **1300 888 828** between 8AM to 7PM from Monday to Friday or 8AM to 5PM on Saturday (excluding public holidays) or email to **mybusinesscare@cimb.com**.

- If Mobile device failed to receive the notification due to unforeseen situation (i.e Mobile device has poor or limited internet connection). Click [“here”](#) on www.cimb-bizchannel.com.my to generate with One-Time Password (OTP) through the Mobile Token on your registered mobile device.



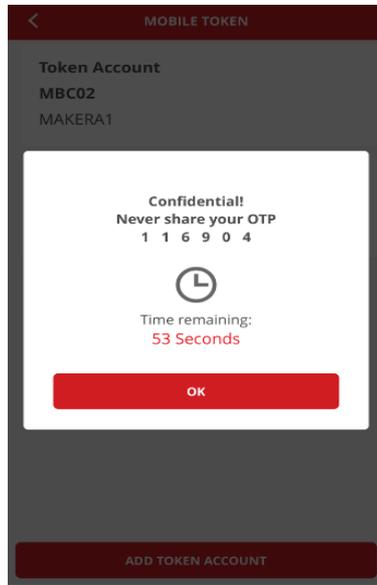
Registered Mobile Token

- Step 1: Launch BizChannel@CIMB Mobile App that registered mobile token
Note:
 - Slide the “ > ” to view/add Mobile Token account.
 - List for Mobile Token registered in the device will be displayed in Mobile Token screen
- Step 2: Select Mobile Token Account (BizChannel@CIMB Company ID and User ID) that you wish to login.
- Step 3: Tap “Generate OTP” via registered Mobile Token to generate OTP to login BizChannel@CIMB Website.



For further enquiries, please contact our Business Call Centre at **1300 888 828** between 8AM to 7PM from Monday to Friday or 8AM to 5PM on Saturday (excluding public holidays) or email to mybusinesscare@cimb.com.

- Step 4: 6-digit number OTP shown.
Note:
 6-digit number OTP will expire in 60 seconds



BizChannel@CIMB Website

- Step 5: Enter OTP into BizChannel@CIMB Website to proceed with Login



BizChannel@CIMB You are in : Malaysia ▼

Please launch BizChannel@CIMB App to generate the One Time Password (OTP).

OTP

 ⓘ

Login
Cancel

- Home screen will be reflected upon login successful login.

BizChannel@CIMB Pending Tasks Account Information Payments Management Bill Payments B2B Payments Government Payment Services Bulk Payments Statutory Payments Cheque Services Collections Management Petronas Merchant Services FX and Money Market Information Management Utilities Reports LMS Report Payroll GST Manager	<p>Updates of Privacy Notice</p> <p>Please be informed that the terms of our Privacy Notice have been amended and updated. The amended and updated Privacy Notice shall take effect and be binding upon you effective 10th January 2018.</p> <hr/> <p>Please be informed on the following changes for BizChannel@CIMB:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 5px 0;"> <thead> <tr> <th style="text-align: left;">Effective Date</th> <th style="text-align: left;">Services</th> <th style="text-align: left;">Description of Changes</th> </tr> </thead> <tbody> <tr> <td>1 January 2018</td> <td>Statutory Payments - LHDN</td> <td>Please select "LHDNM" for the Region field. The "SEMENANJUNG", "SABAH" and "SARAWAK" options will no longer be applicable.</td> </tr> </tbody> </table> <p>For further enquiries, please contact our Business Call Centre at 1300 888 828 Monday to Friday from 7AM to 7PM and Saturday from 8AM to 5PM (excluding public holidays) or email to mybusinesscare@cimb.com</p> <hr/> <p>Important Notice: Discontinuation of Bill Payment service to SYABAS</p> <p>Effective from <u>26 Dec 2017</u>, all payments to SYARIKAT BEKALAN AIR SELANGOR SDN.BHD (SYABAS) shall be made via <u>JomPAY</u> in BizChannel@CIMB. The existing Bill Payment service to SYABAS in BizChannel@CIMB will be discontinued on the same date.</p> <p>3 simple steps to pay your SYABAS bills via JomPAY:</p>	Effective Date	Services	Description of Changes	1 January 2018	Statutory Payments - LHDN	Please select "LHDNM" for the Region field. The "SEMENANJUNG", "SABAH" and "SARAWAK" options will no longer be applicable.
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