

OCTO Biz User Guide

Web and Mobile First Time Login (ENG)

Ver 1.0 (June 2025)

MOVING FORWARD WITH YOU



Preparations and Requirements

1. The First Time Login (FTL) Mobile process requires to use the **mobile app ONLY or Web and Mobile**. **Please ensure that you have your mobile phone (with the mobile number registered with CIMB) with you for the FTL process:**

- **Web app:** <https://www.cimboctobiz.com.my>
- You can access the web app using either of the following web browser applications:



Microsoft Edge



Google Chrome



Safari (macOS)

- **Mobile app:** Google Play store, Apple AppStore or Huawei App Gallery search for OCTO Biz. (Ensure that your minimum Android version is 11.0 and Apple iOS is 15.0 and Huawei EMUI is 13.0)



2. The First Time Login registration process will begin from the mobile app.
3. Users will need to have the following details for the FTL (First Time Login) process to begin:
 - **Company ID (as per your Company ID in BizChannel@CIMB)**
 - **User ID (as per your User ID in BizChannel@CIMB)**
4. After completing the First Time Login Mobile process, there will be a **cooldown period of 12 hours**, after which you will be able to access the application.

First Time Login Web and Mobile

OCTO Biz 1

Important Notices | CIMB is available 7 days a week, from 12.15am to 12am

A fresh new look to your online banking with CIMB!

OCTO Biz has been designed to bring an enhanced and personalised banking experience, which addresses the feedback we have gathered from customers.

Discover OCTO Biz features and quickly set up your **First Time Login**.

Find Out More

Welcome

Select Your Country

Malaysia

Company ID

Enter your Company ID

User ID

Enter your User ID

Next

[Forgot Password/Unlock User](#) | [Lost or Change Secure Token](#)

Start your journey with OCTO Biz
Apply, Track, and Retrieve Your Application Easily

Get Started

Do not reveal any form of confidential information, be it personal or account related, via pop-up message or email link.

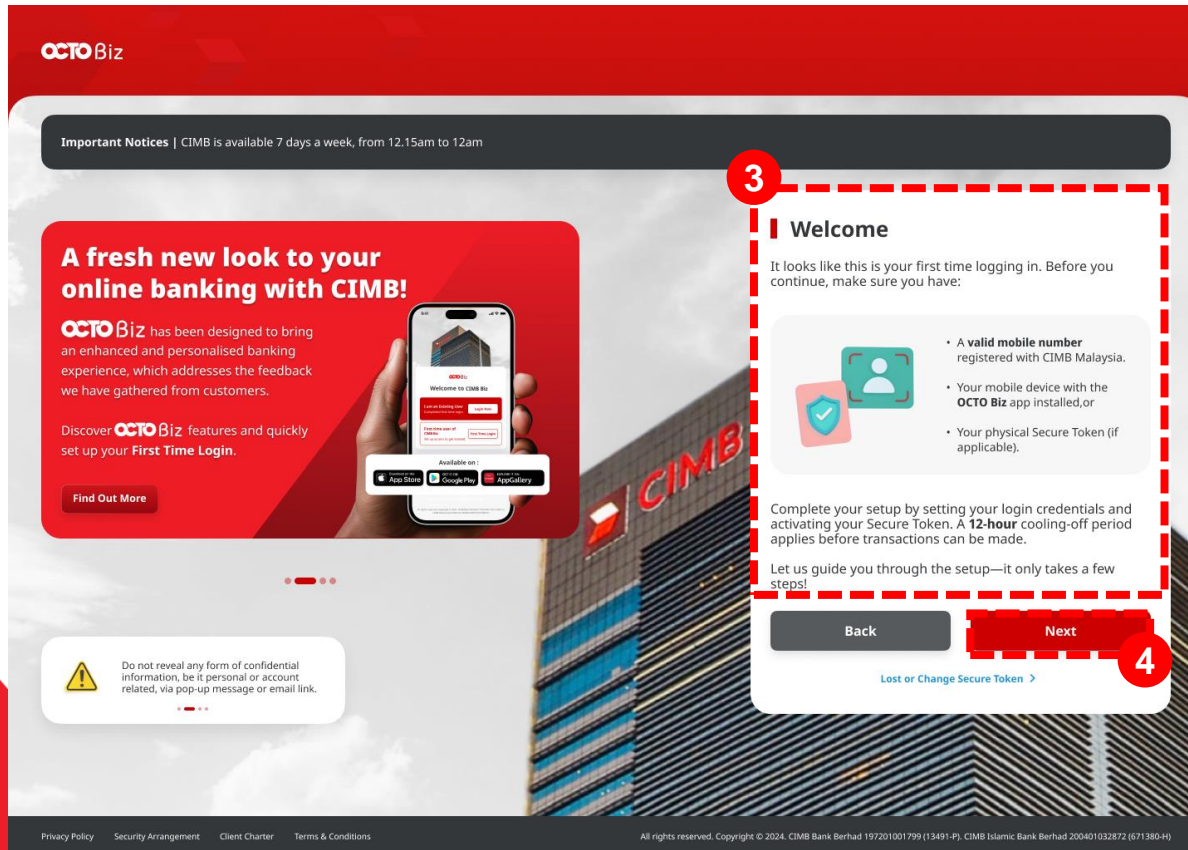
Privacy Policy | Security Arrangement | Client Charter | Terms & Conditions

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STEPS

- 1 Launch the OCTO Biz Website (<https://www.cimboctobiz.com.my>)
- 2 From the login page, key in your **Company ID** and **User ID**.

First Time Login Web and Mobile



STEPS

3

Instructions will be provided before performing the First Time Login process.

4

Then, click on **Next**.

First Time Login Web and Mobile

The screenshot displays the OCTO Biz login interface. A modal window titled "SMS OTP verification" is centered on the screen, highlighted with a red dashed border and a red circle with the number 5. The modal contains an illustration of a padlock and a key, the title "SMS OTP verification", and the text "One-Time Password has been sent to your registered mobile number (+60xxxxx6789). Enter to proceed." Below this is an input field labeled "Enter TAC" with a "Resend OTP" button to its right. At the bottom of the modal are "Back" and "Proceed" buttons, with the "Proceed" button highlighted by a red dashed border and a red circle with the number 6. The background shows a "Welcome" section with a list of requirements for first-time login: a valid mobile number, the OCTO Biz app, and a physical Secure Token. It also includes a "Find Out More" button and a security warning at the bottom.

STEPS

- 5 Next, an **SMS OTP** will be sent to your registered mobile number. (Click on the Request OTP button if you are unable to receive the SMS)

Once received, please **key in the OTP number**.

- 6 Then, click on the **Proceed** button.

First Time Login Web and Mobile

STEPS

Next, enter and confirm the **Secure Word**.

7

Note:
Secure Word must contain **8 to 20 characters without space or any special characters**.

Enter and confirm a **New Password**.

8

Password must contain:

- Password must contain 5 to 13 characters
- Must not have 3 or more repetitive characters.
- Must contain 1 uppercase letter and 1 lowercase letter.
- Must contain 1 number and 1 special character.

9

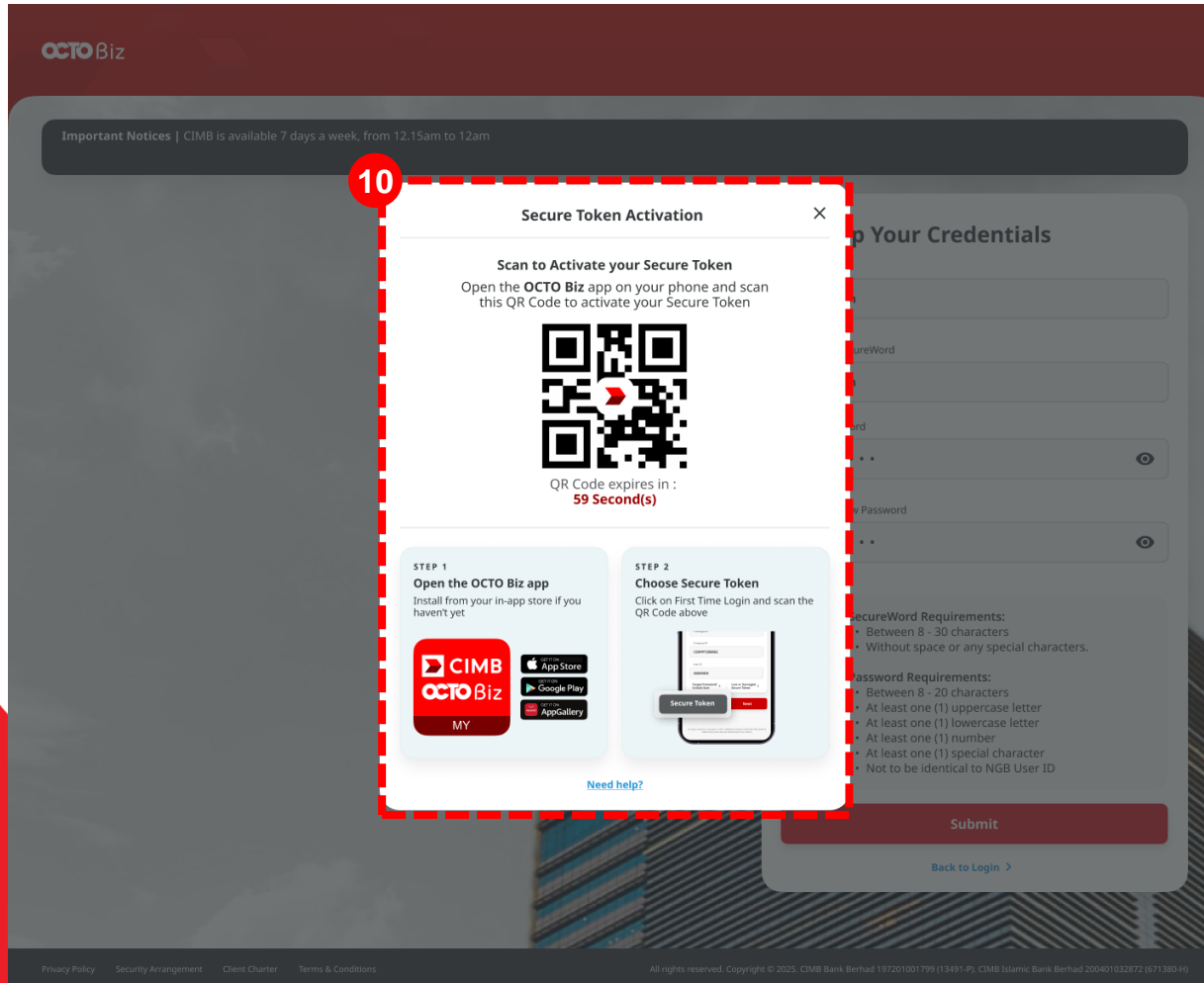
Once all the details has been filled up, click on the **Agree and continue** button.

First Time Login Web and Mobile

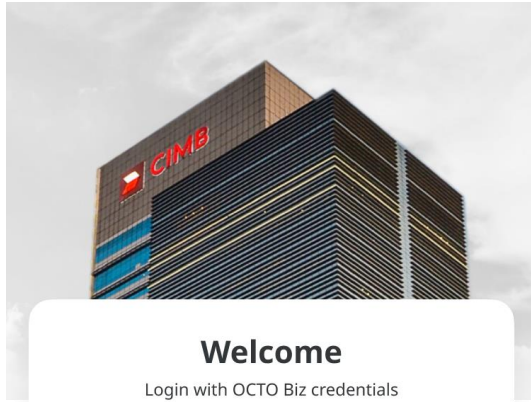
STEPS

10

A QR code will appear and instructions are displayed to scan the QR code by using the OCTO Biz Mobile Application.



First Time Login Web and Mobile



Welcome
Login with OCTO Biz credentials

Country
Malaysia

Company ID
CORPPT200092

User ID
AMANDA

[Forgot Password/
Unlock User](#) > [Lost or Change
Secure Token](#) >

11 Secure Token Next

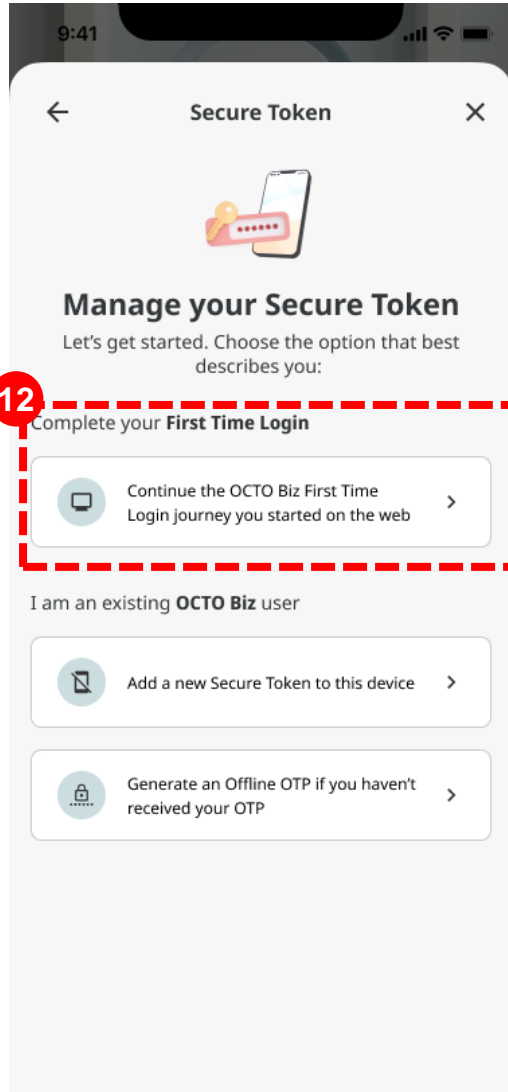
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CIMB Islamic Bank Berhad 200401032872 (671380-H)

STEPS

11

Download and launch the mobile app. Click on the **Secure Token** button.

First Time Login Web and Mobile

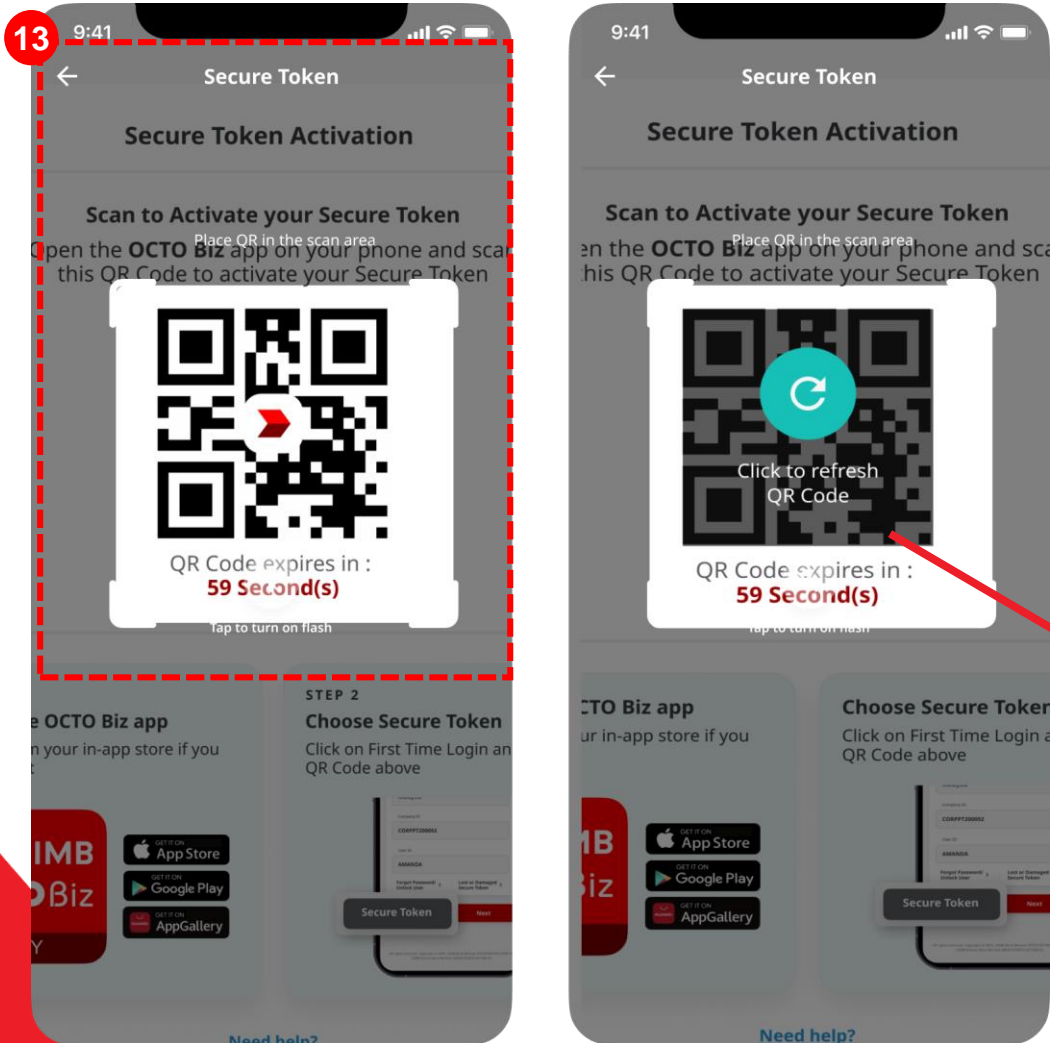


STEPS

12

Click on the button under the section "Complete your First Time Login".

First Time Login Web and Mobile



STEPS

13


Use your camera to scan the QR code from the OCTO Biz Website.

If the QR code has expired, click on the Refresh code.

First Time Login Web and Mobile

16:45 51%

14



Secure Token Activation

Secure Token allows you to login to OCTO Biz and authorise transactions securely via your mobile device.

Company ID

MYM000002724

User ID

JACKSUNDEV

Important Note
If you have deleted and reinstalled the OCTO Biz app, contact your System Admin or our Business Call Centre to reset your Secure Token before performing First Time

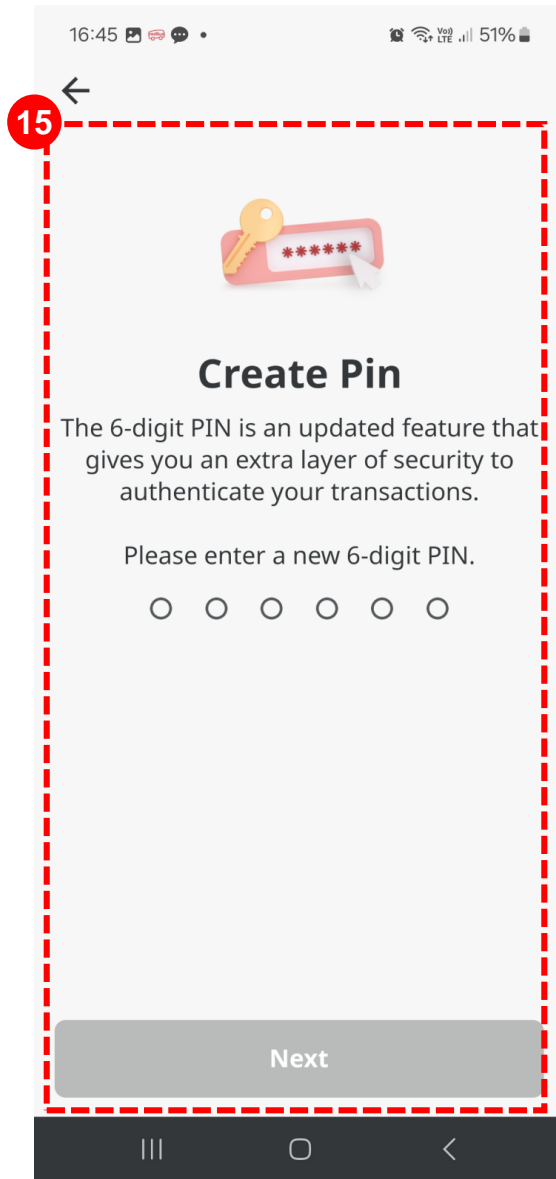
Next

STEPS

14

Confirm your Company and User ID and click on **Next**.

First Time Login Web and Mobile

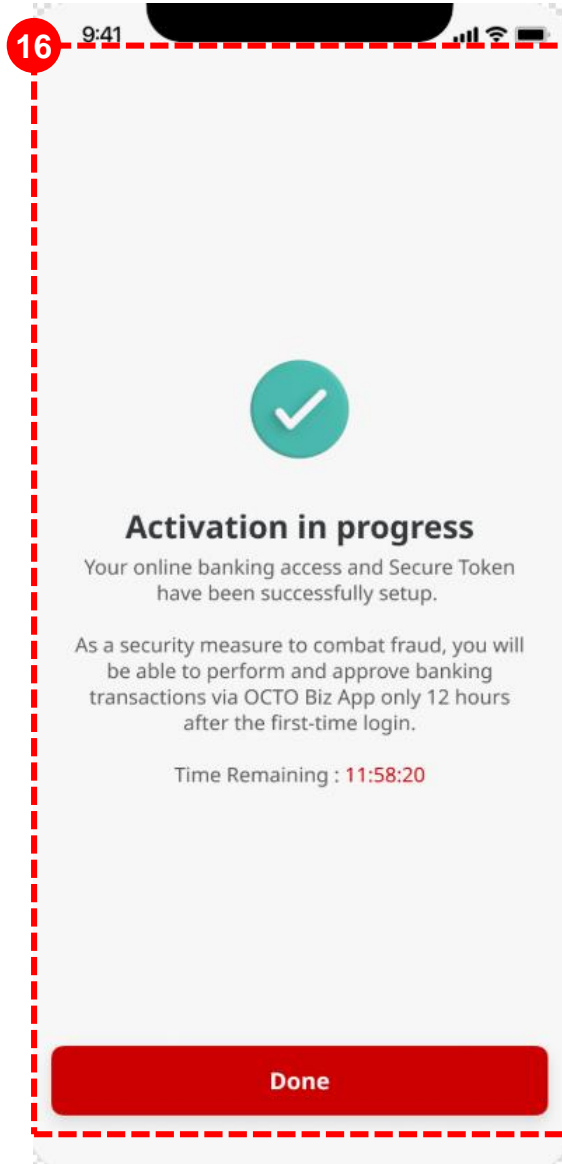


STEPS

15

Then, key in your default 6-Digit PIN number.

First Time Login Web and Mobile



STEPS

16

After that, a **12-hours cooling period** will be implemented.

(Only applied when performing FTL for the first time)

17

Once the cooling period has been passed, you may proceed to login to the OCTO Biz.

For more info:

➤ Please visit <https://www.cimb.com.my/octobiz>

LET'S MOVE FORWARD TOGETHER!