

Getting Started	2
1.0 Steps to Unlock User ID (via WEB)	3
For Mobile Token	3
For SMS One-Time-Password (OTP)	4
For Hard Token (CR Token)	4
For Hard Token (TS Token)	5
2.0 Steps to Unlock User ID (via BizChannel@CIMB Mobile App)	6
3.0 Steps to Reset Password (via WEB)	7
For Mobile Token	7
For SMS One-Time-Password (OTP)	8
For Hard Token (CR Token)	8
For Hard Token (TS Token)	9

Getting Started

This guide will show you how to:

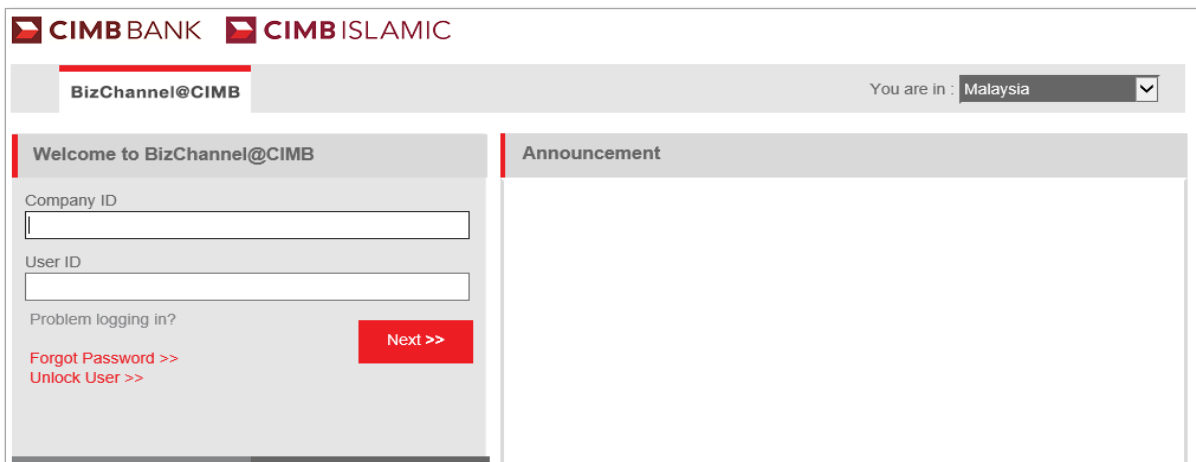
1. Unlock your User ID
2. Reset your password

You can do this via BizChannel Web and BizChannel Mobile App.

To begin the process for either one, login to BizChannel@CIMB on either web or app.

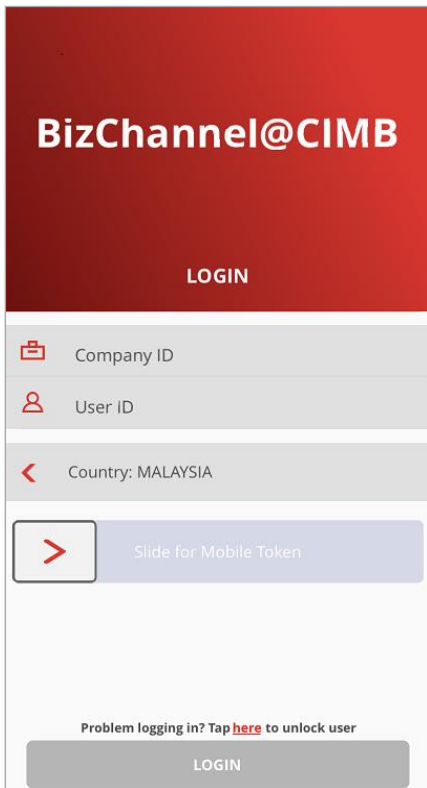
1

Via BizChannel@CIMB Web at <https://www.cimb-bizchannel.com.my/>



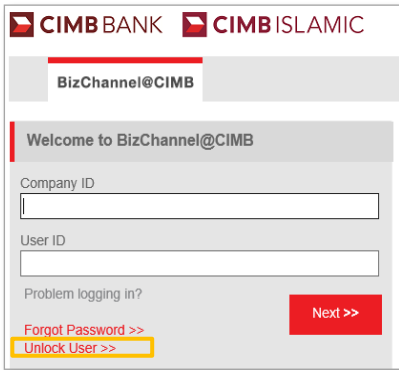
2

Via BizChannel@CIMB Mobile Application

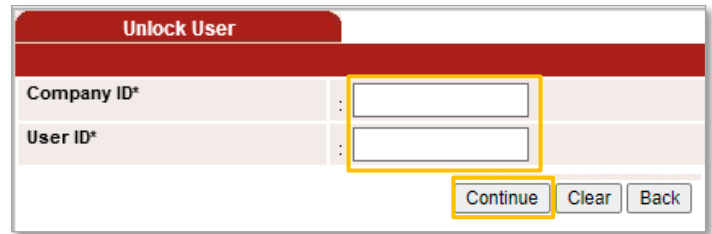


1.0 Steps to Unlock User ID (via WEB)

1 Click 'Unlock User>>'



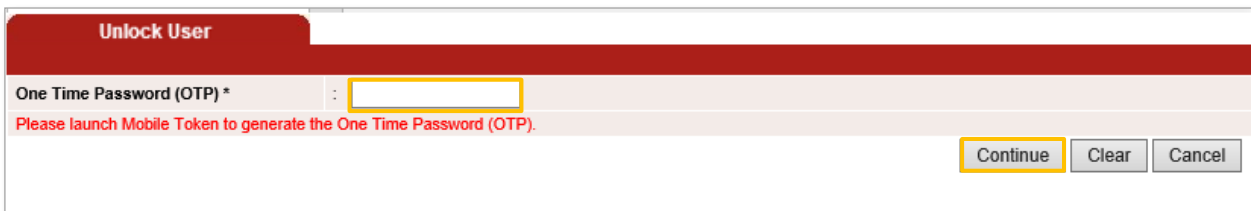
2 Key in 'Company ID' and 'User ID', then Click 'Continue'



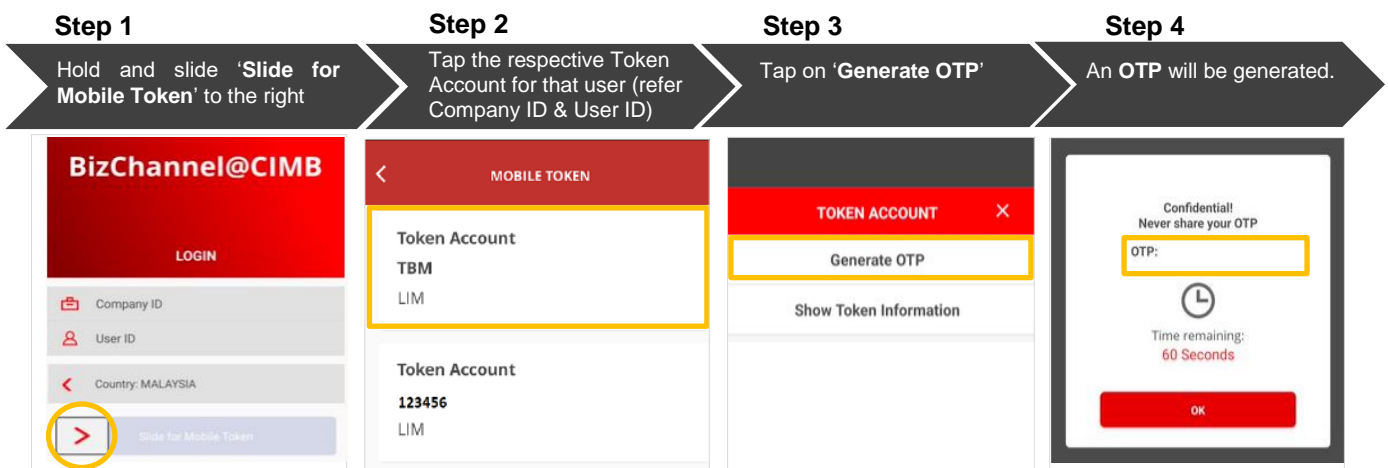
3 Generate and Input **OTP** based on your OTP generator. There are four types of OTP generators as listed below:

- For Mobile Token
- For SMS One-Time-Password (OTP)
- For Hard Token (CR Token)
- NEW** • For Hard Token (TS Token)

For Mobile Token



User is to launch BizChannel@CIMB Mobile App and follow the steps below:



Step 5: Key in the OTP on Web and click 'Continue'.

User will receive an SMS Notification if User ID unlock is **successful**.

For SMS One-Time-Password (OTP)

User will receive SMS OTP and follow the steps below:

Step 1 | An SMS with an OTP will be sent to the mobile number registered with the Bank.

Step 2 | Key in OTP on the Web and click 'Continue'

User will receive SMS Notification if **Successful**.

Sample SMS OTP

Wednesday, 11 May

RM0 RM0.00 BizChannel@CIMB. Your Unlock User PIN is: [888888](#). Expires by Wed May 11 11:11:11 MYT 2022. Call [1300 888 828](#) if you DID NOT perform this.

RM0 RM0.00 BizChannel@CIMB. Dear Customer, Your User ID has

Sample SMS Notification

RM0 RM0.00 BizChannel@CIMB. Dear Customer, Your User ID has been unlocked. Please login using existing User ID and password. 11/05/2022 12:12PM For enquiry, please call Business Call Center Number at [1300 888 828](#).

For Hard Token (CR Token)

User is to follow the steps below:

Step 1

Press & hold button and press to switch ON.

Step 2

Enter 6-digit PIN

Step 3

Press '1' (APPL1) when 'APPLI' display on the screen.

Step 4

An OTP will be generated.

BizChannel@CIMB

APPLI 1 APPLI 2 APPLI 3

1 2 3

4 5 6

7 8 9

0

BizChannel@CIMB

8 8 8 8 8 8

APPLI 1 APPLI 2 APPLI 3

1 2 3

4 5 6

7 8 9

0

BizChannel@CIMB

APPLI

APPLI 1 APPLI 2 APPLI 3

1 2 3

4 5 6

7 8 9

0

BizChannel@CIMB

9 9 9 9 9 9

APPLI 1 APPLI 2 APPLI 3

1 2 3

4 5 6

7 8 9

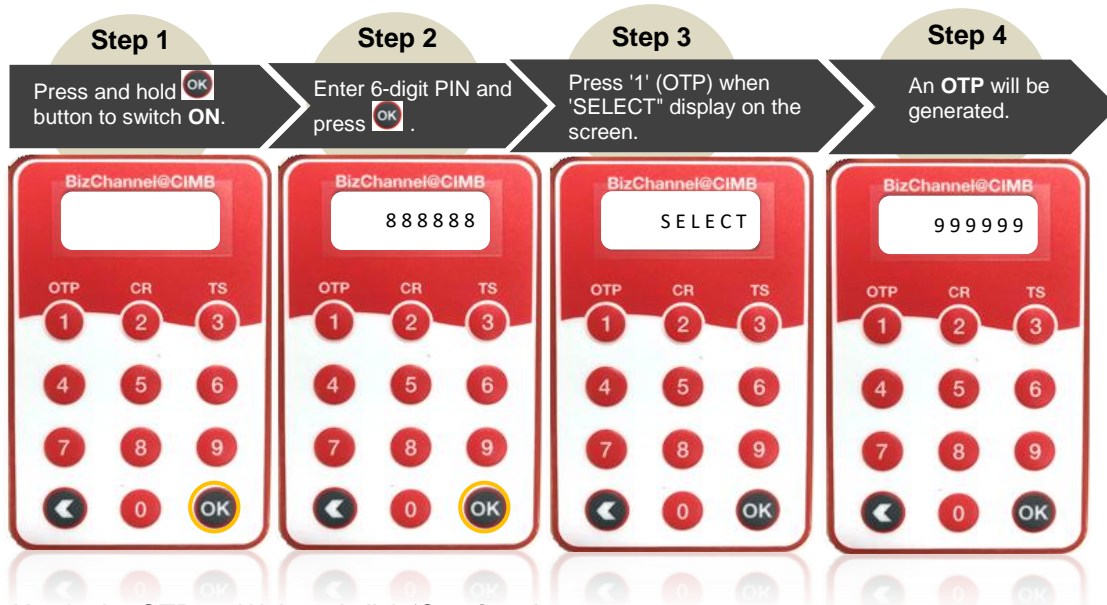
0

Step 5: Key in the OTP on Web and click 'Continue'.

User will receive SMS Notification if User ID unlock is **successful**. In the event that it was unsuccessful, repeat steps to try again and ensure that the 6-digit PIN entered into the device is accurate.

NEW For Hard Token (TS Token)

User is to follow the steps below:

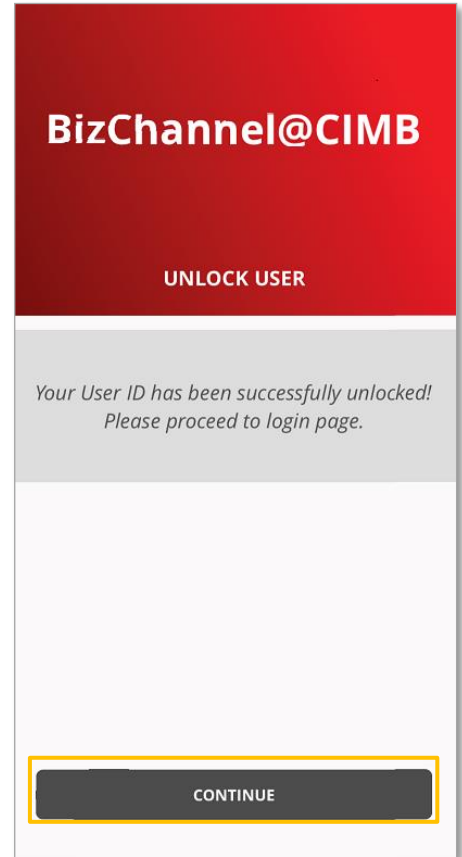
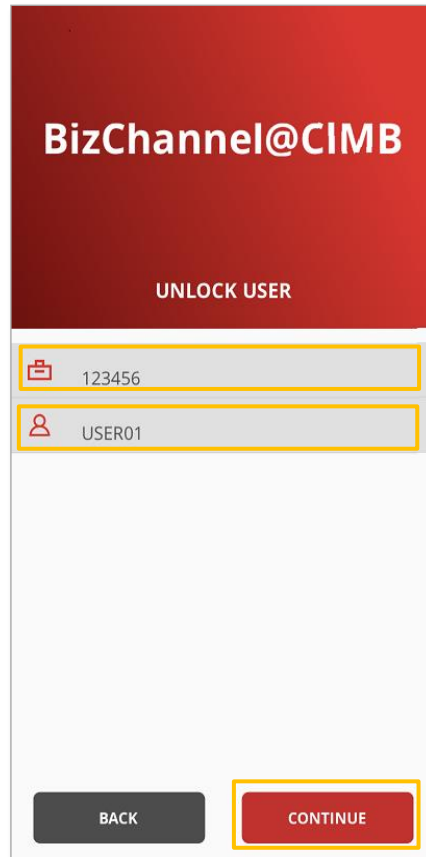
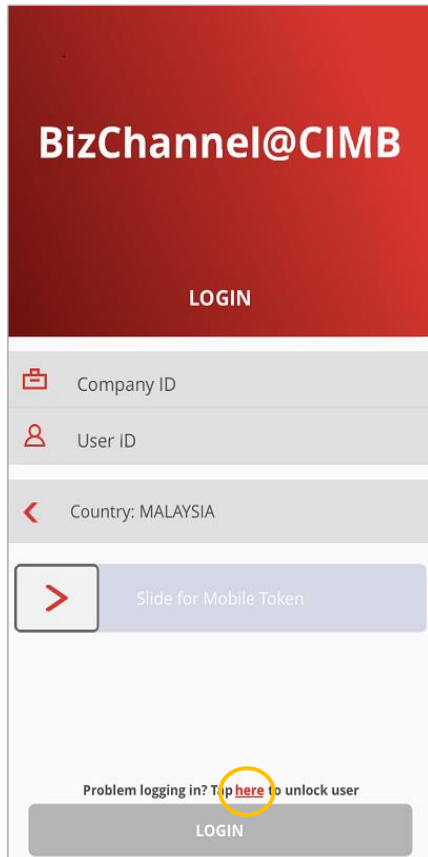


Step 5: Key in the OTP on Web and click 'Continue'.

User will receive SMS Notification if User ID unlock is **successful**. In the event that it was unsuccessful, repeat steps to try again and ensure that the 6-digit PIN entered into the device is accurate.

2.0 Steps to Unlock User ID (via BizChannel@CIMB Mobile App)

- 1 Tap '**here**' to unlock user
- 2 Key in '**Company ID**' and '**User ID**', then Click '**Continue**'
- 3 User will see a successful message appear on the screen.

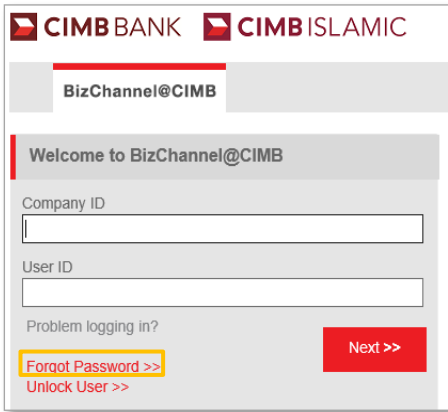


- 4 User will receive SMS Notification if **Successful**. Please proceed to perform login upon receive of SMS Notification.

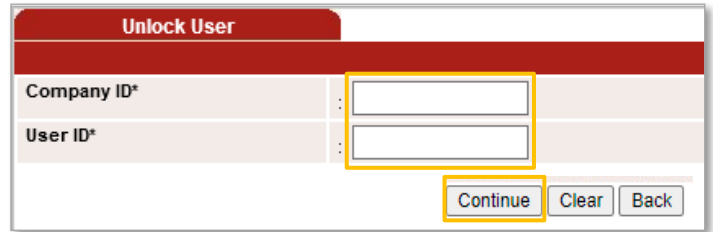


3.0 Steps to Reset Password (via WEB)

1 Click 'Forgot Password>>'.>



2 Key in 'Company ID' and 'User ID', then Click 'Continue'.>



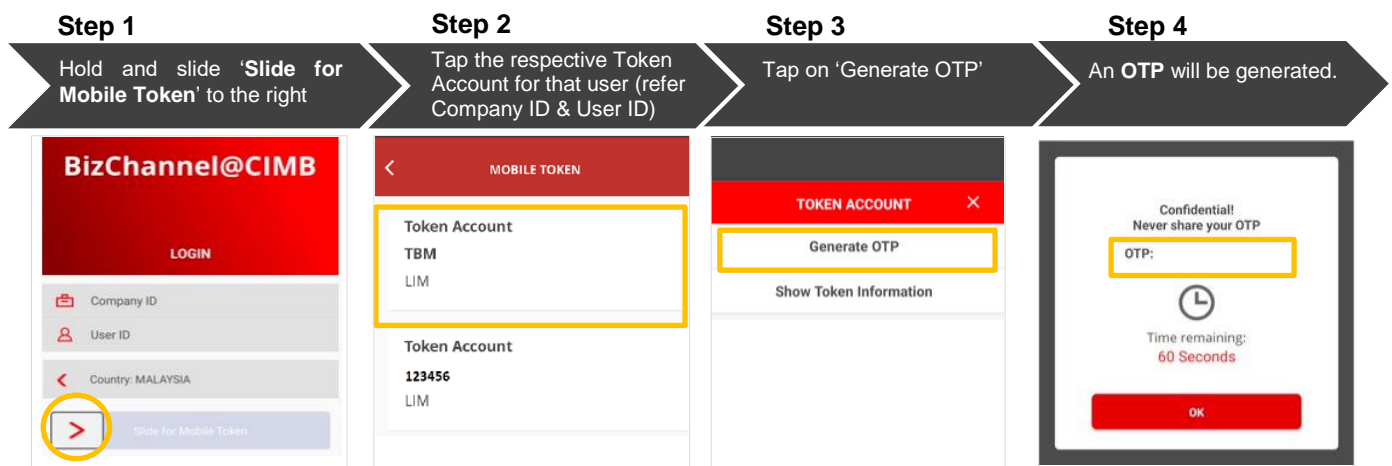
3 Generate and Input **OTP** based on your OTP generator. There are four types of OTP generators as listed below:

- For Mobile Token
- For SMS One-Time-Password (OTP)
- For Hard Token (CR Token)
- NEW • For Hard Token (TS Token)

For Mobile Token



Launch the BizChannel@CIMB Mobile App on your mobile phone and follow the steps below:



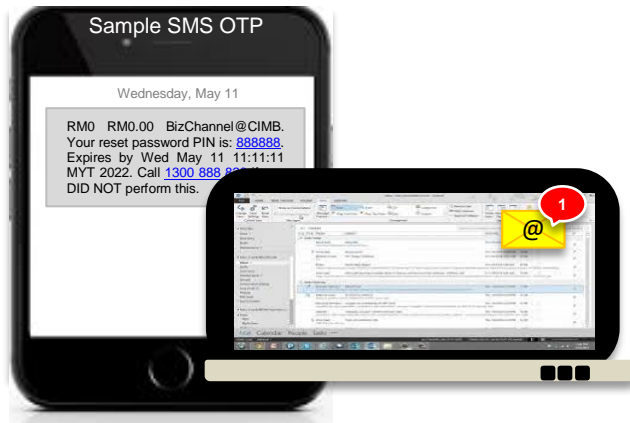
Step 5: Key in the OTP on the Web screen and click 'Continue'.

An Email Notification will be sent to user's email address that registered with the Bank to continue the password reset process. Follow instructions on the email.

For SMS One-Time-Password (OTP)

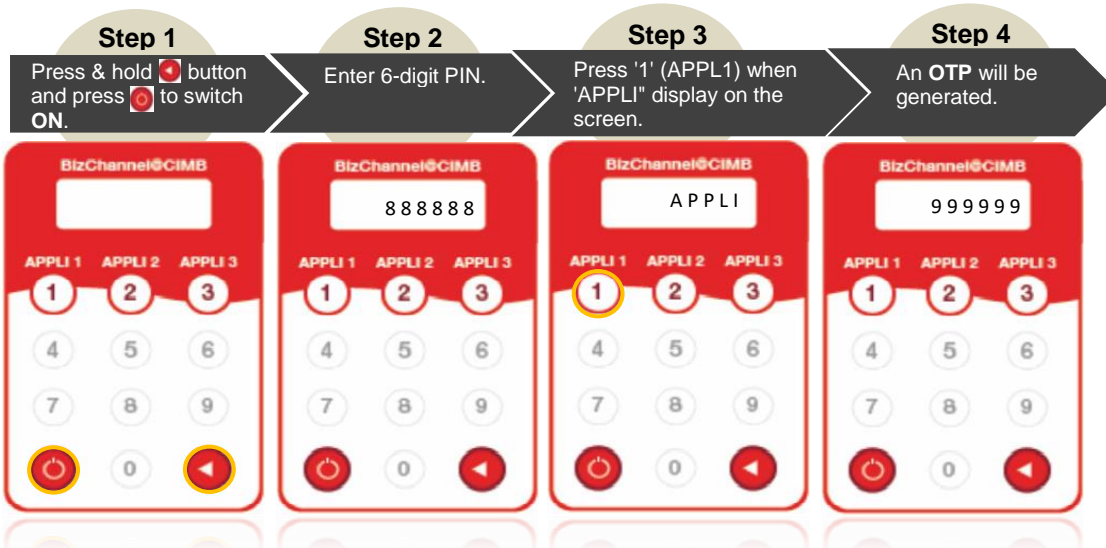
User will receive SMS OTP and follow the steps below:

- Step 1** | An SMS with an OTP will be sent to the mobile number registered with the Bank.
- Step 2** | Key in OTP on the Web and click 'Continue'
- An email notification will be sent to the email address registered with the Bank.



For Hard Token (CR Token)

User is to follow the steps below:

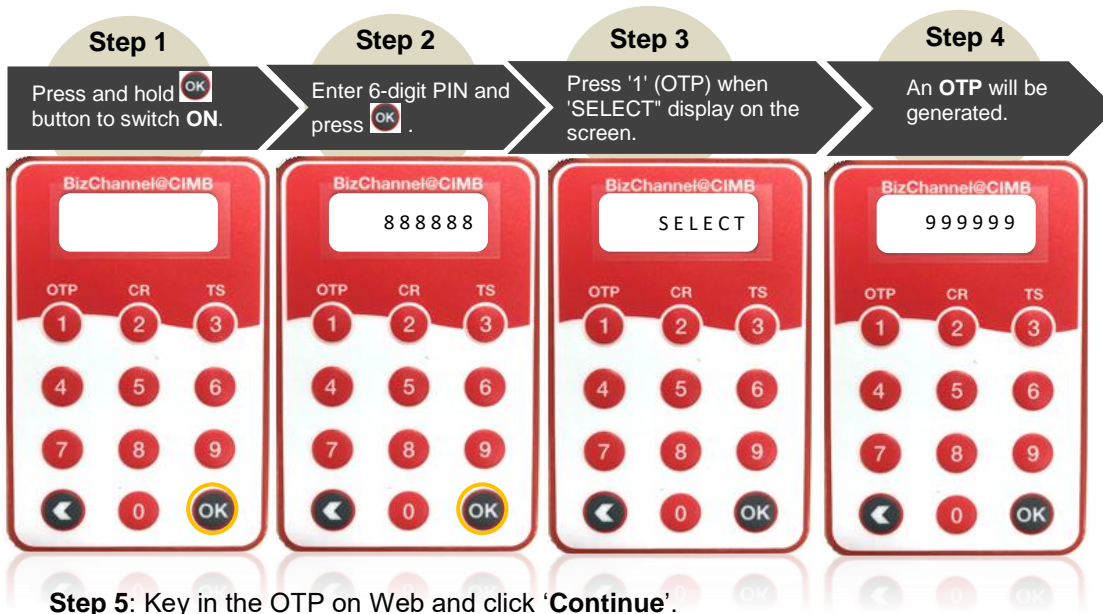


Step 5: Key in the OTP on Web and click 'Continue'.

An Email Notification will be sent to user's email address that registered with the Bank to continue the password reset process. Follow instructions on the email.

NEW For Hard Token (TS Token)

User is to follow the steps below:



Step 5: Key in the OTP on Web and click 'Continue'.

An Email Notification will be sent to user's email address that registered with the Bank to continue the password reset process. Follow instructions on the email.