


First Time Login Guide

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1.0 Getting Started

- For your first time login to BizChannel@CIMB, please ensure you have received the following information and items:

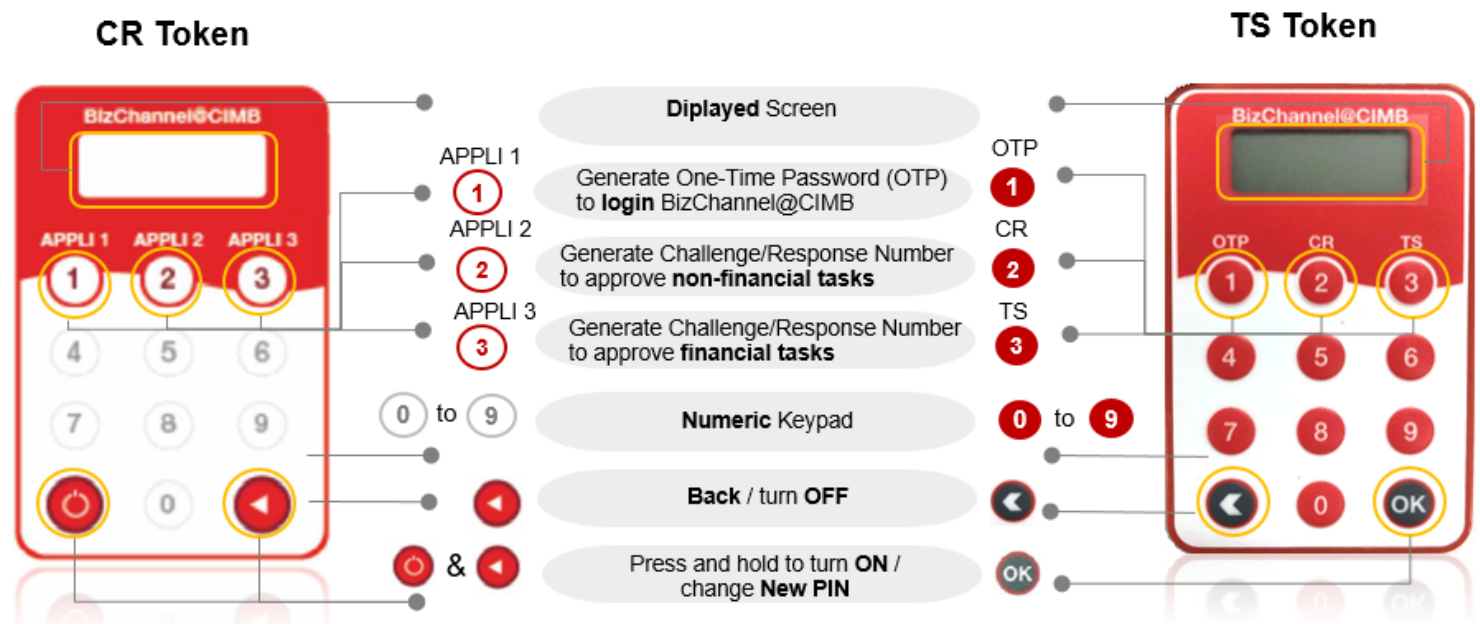
NO.	TYPE OF PACKAGE	ITEM REQUIRED	INFORMATION INCLUDED / ACTION REQUIRED
1.	LITE/Standard/Customised	1 st email 'BizChannel@CIMB Login Details' from mybusinesscare@cimb.com	Company ID and User ID
2.	LITE/Standard/Customised	2 nd email 'BizChannel@CIMB Password' from mybusinesscare@cimb.com	Password-protected file containing User Password
3.	LITE/Standard/Customised	SMS from CIMB	PIN to open the password-protected file attached in the 2 nd email
4.	Only for Standard/Customised	Security device <i>(Only for System Administrators and/or Authorisers only. The device will be delivered to the registered mailing address in our system*)</i>	Set up PIN in your security device by following instructions provided in the device box

If you have not received the above information or item, please contact our Business Call Centre at 1300 888 828 or send an email to mybusinesscare@cimb.com stating the information that is required or missing.

1.1 BizChannel@CIMB Security Device Features

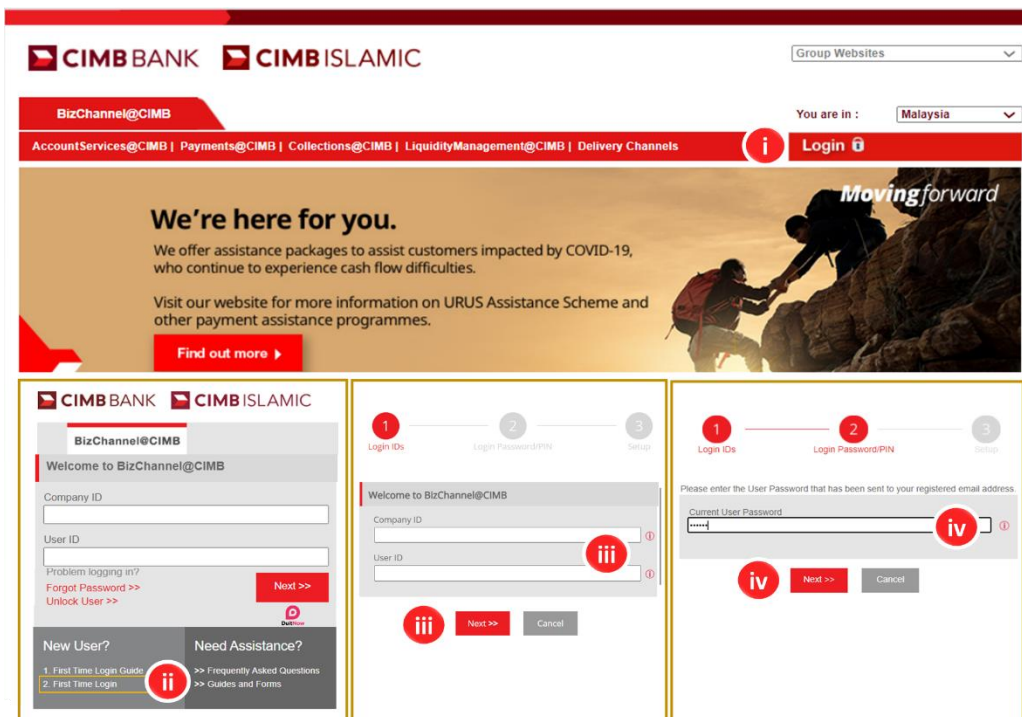
Challenge Response (CR) Token is a current BizChannel security device used to generate the OTP.

Transaction Signing (TS) Token is the updated version of the CR Token launched in November 2022. Customers who hold a CR Token can continue to use existing token until a replacement is required.



First Time Login Guide

Step 1: Login to BizChannel@CIMB for the first time with login details and password provided



The screenshot shows the BizChannel@CIMB login interface. It is divided into three main sections illustrating the steps:

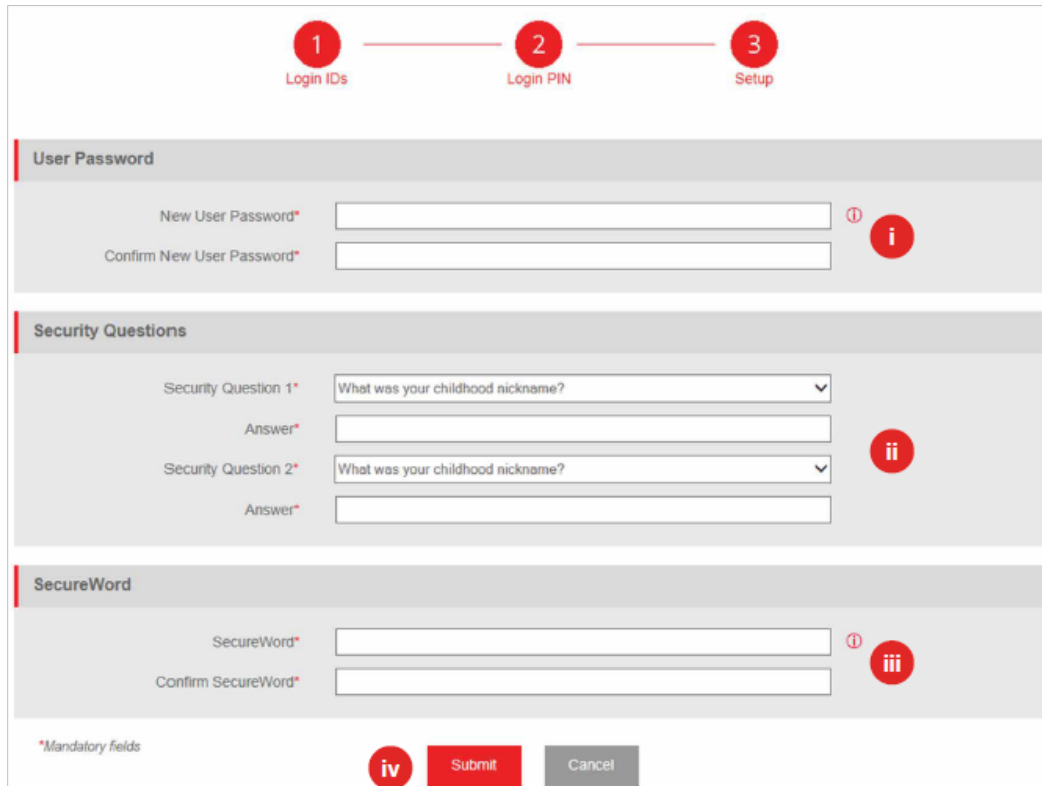
- Step 1 (Left):** The 'Welcome to BizChannel@CIMB' page. It features a 'Login' button and a 'Next >>' button. A red circle 'ii' is placed over the 'Next >>' button. Below the main content, there are links for 'New User?' and 'Need Assistance?'. A red circle 'ii' is also placed over the 'Need Assistance?' link.
- Step 2 (Middle):** The 'Login IDs' and 'Login Password/PIN' entry page. It has a progress indicator with '1' over 'Login IDs' and '2' over 'Login Password/PIN'. A red circle 'iii' is placed over the 'Next >>' button.
- Step 3 (Right):** The 'Current User Password' entry page. It has a progress indicator with '1' over 'Login IDs', '2' over 'Login Password/PIN', and '3' over 'Setup'. A red circle 'iv' is placed over the 'Current User Password' input field and another 'iv' is placed over the 'Next >>' button.

- i** Enter the URL **www.cimb-bizchannel.com.my** into your browser and click 'Login'.
- ii** Click 'First Time Login'.
- iii** Enter in the **login details** sent via email from **mybusinesscare@cimb.com** with the subject '**BizChannel@CIMB Login Details**' and click 'Next'.
- iv** Enter '**Current User Password**' also sent via a separate email from **mybusinesscare@cimb.com** with the subject '**BizChannel@CIMB Password**' and click 'Next'.

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Step 2: Upon logging in, proceed to setup New User Password, Security Questions and SecureWord

For all LITE Package users and maker role of Standard/ Customised Package



The screenshot shows a three-step process: 1. Login IDs, 2. Login PIN, and 3. Setup. The Setup step includes three sections: User Password, Security Questions, and SecureWord. Each section has input fields and a callout icon (i, ii, iii, iv) pointing to specific instructions. At the bottom, there is a 'Submit' button and a 'Cancel' button, with a 'Mandatory fields' note.

i Enter and confirm 'New User Password'. Password must be 8 to 10 alphanumeric characters. No special characters.

ii Set up two security questions.

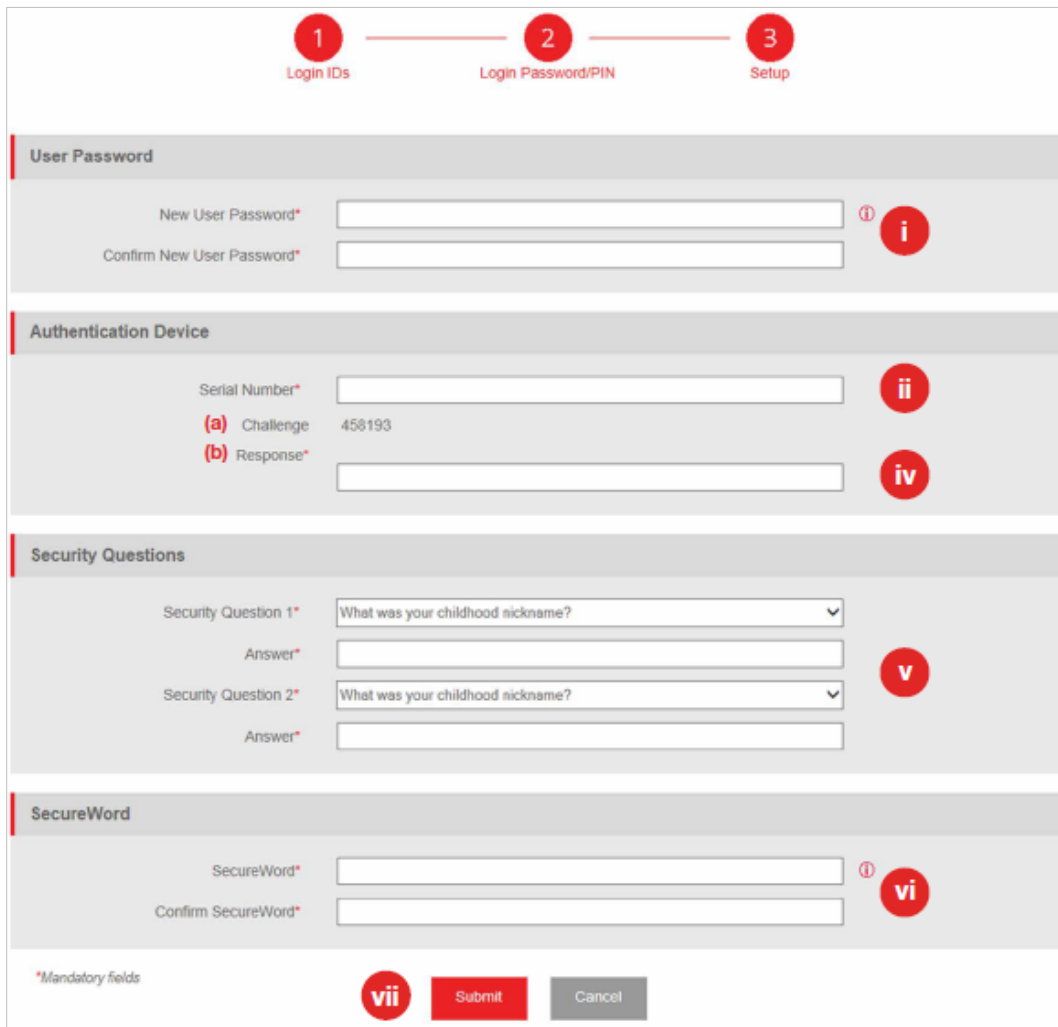
iii Enter and confirm a 'SecureWord'. SecureWord must be:

- Alphabets / numeric / combination of both.
- 4 to 10 characters without spaces or any special characters.

iv Click 'Submit' to complete setup.

Congratulations! You have performed your first time login successfully. You can now login to BizChannel using your new password.

For System Administrators/Authorisers of Standard/Customised Package with a CR Token



1 Login IDs — **2** Login Password/PIN — **3** Setup

User Password

New User Password* ⓘ **i**

Confirm New User Password*

Authentication Device

Serial Number* **ii**

(a) Challenge 458193

(b) Response* **iv**

Security Questions

Security Question 1* **v**

Answer*

Security Question 2*

Answer*

SecureWord

SecureWord* ⓘ **vi**

Confirm SecureWord*

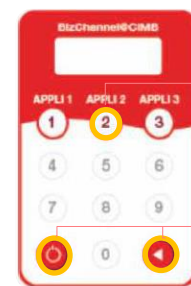
*Mandatory fields

vii

i Enter and confirm 'New User Password'. Password must be 8 to 10 alphanumeric characters. No special characters.

ii Enter the device 'Serial Number' without dash '-' (refer to the bottom left corner on the back of your security device).

iii To generate the Response Number on the device, follow these steps:



To generate 'Response Number'

Power On

- Press and hold **1** button followed by pressing **2** button to switch on the device.
- Enter the 6-digit PIN.
- Press '2' when 'APPLI' is displayed on screen.
- Enter the 'Challenge Number' **(a)** in your security device.

iv Enter the 'Response Number' displayed on the security device into the 'Response' field **(b)**.

v Setup two Security Questions.

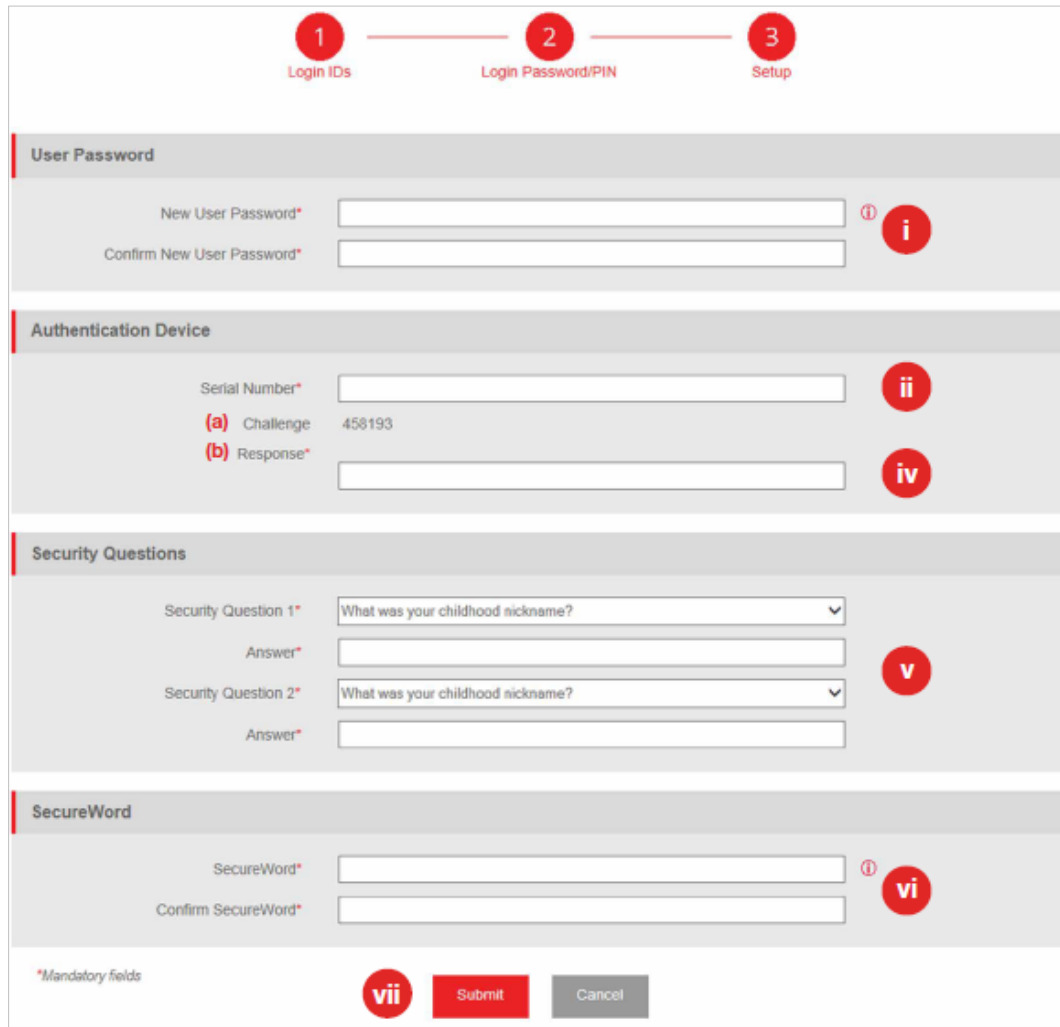
vi Enter and confirm a 'SecureWord'. A SecureWord must be:

- Alphabets / numeric / combination of both.
- 4 to 10 characters without space or any special character.

vii Click 'Submit' to complete the setup.

Congratulations! You have performed your first time login successfully.

For **System Administrators/Authorisers** of **Standard/Customised Package** with a **TS Token** 



1 Login IDs

2 Login Password/PIN

3 Setup

User Password

New User Password* ⓘ **i**

Confirm New User Password*

Authentication Device

Serial Number* ⓘ **ii**

(a) Challenge 458193

(b) Response* ⓘ **iv**

Security Questions

Security Question 1* ⓘ **v**

Answer*

Security Question 2* ⓘ **v**

Answer*

SecureWord

SecureWord* ⓘ **vi**

Confirm SecureWord*

*Mandatory fields

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i Enter and confirm **'New User Password'**. Password must be 8 to 10 alphanumeric characters. No special characters.

ii Enter the device **'Serial Number'** without dash '-' (refer to the bottom left corner on the back of your security device).

iii To generate the Response Number on the device, follow these steps:



To generate **'Response Number'**

Power On

- Press and hold **OK** button to switch on the device.
- Enter the 6-digit PIN.
- Press **OK**
- Press '2' when 'SELECT' is displayed on screen.
- Enter the 'Challenge Number' (a) in your security device and wait for the 'Response Number' to appear.

iv Enter the **'Response Number'** displayed on the security device into the 'Response' field (b).

v Setup two Security Questions.

vi Enter and confirm **'SecureWord'** SecureWord must be:

- Alphabets / numeric / combination of both.
- 4 to 10 characters without spaces or special characters.

vii Click **'Submit'** to complete setup.

Congratulations! You have performed your first time login successfully.