

# CIMB Biz User Guide

## Mobile First Time Login (EN)

Ver 1.1 (September 2024)

**MOVING FORWARD WITH YOU**



# Preparations and Requirements

1. The First Time Login (FTL) Mobile process requires to use the **mobile app ONLY**.  
**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.cimbbiz.com.my/digital/web/gl/bfo/login>
- 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 or Apple AppStore search for CIMB Biz. (Ensure that your minimum Android version is 10.0 and Apple iOS is 14.0)



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.

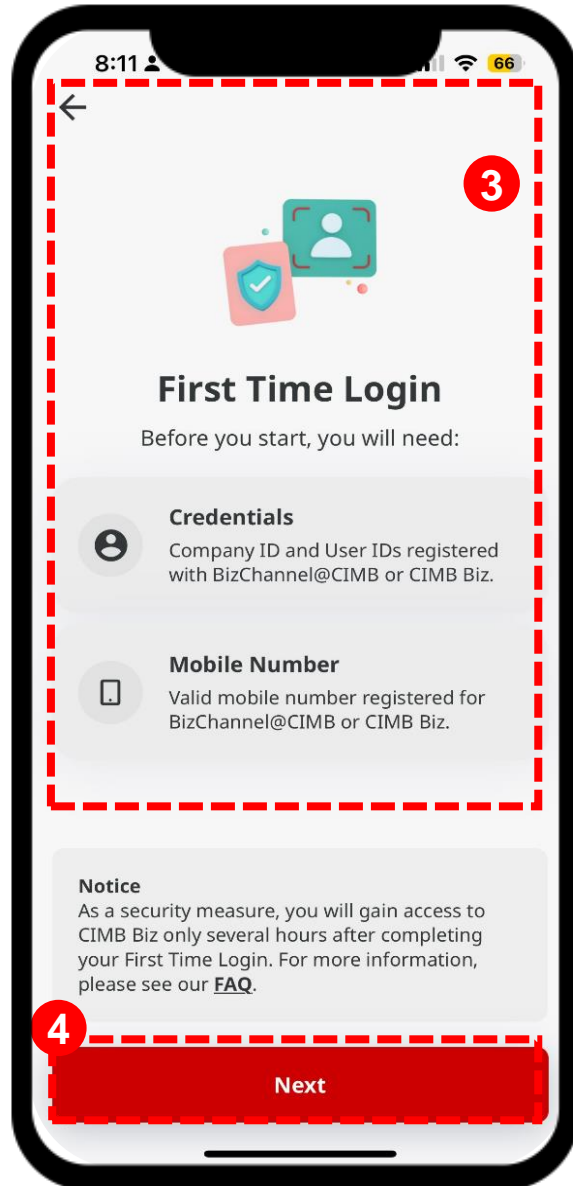
# First Time Login Mobile (1 of 8)



## STEPS

- 1 Download and launch the **CIMB Biz Mobile Application**.
- 2 From the login page, click on the **First Time Login** button.

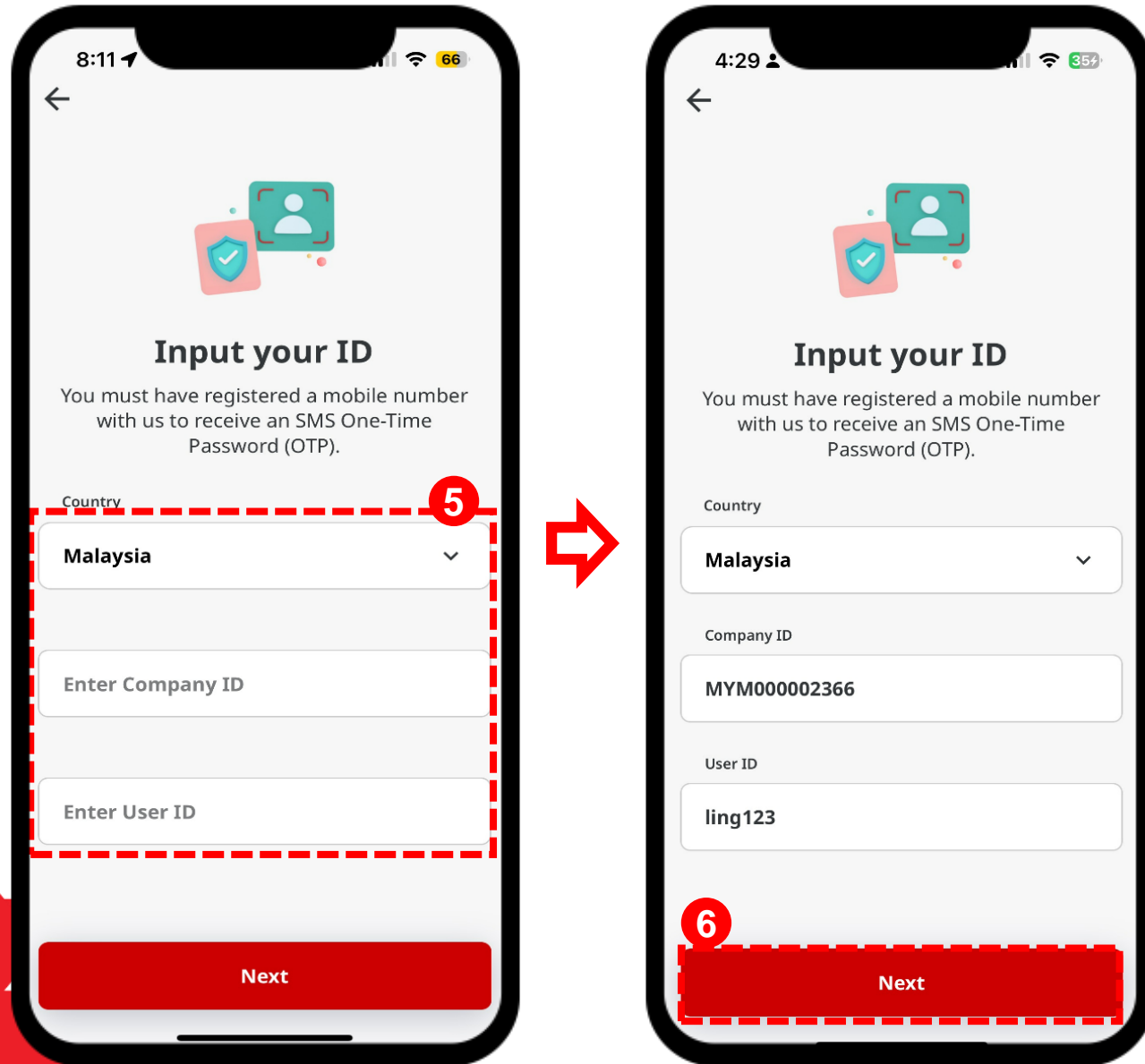
# First Time Login Mobile (2 of 8)



## STEPS

- 3 Instructions will be provided before performing the First Time Login process.
- 4 Then, click on **Next**.

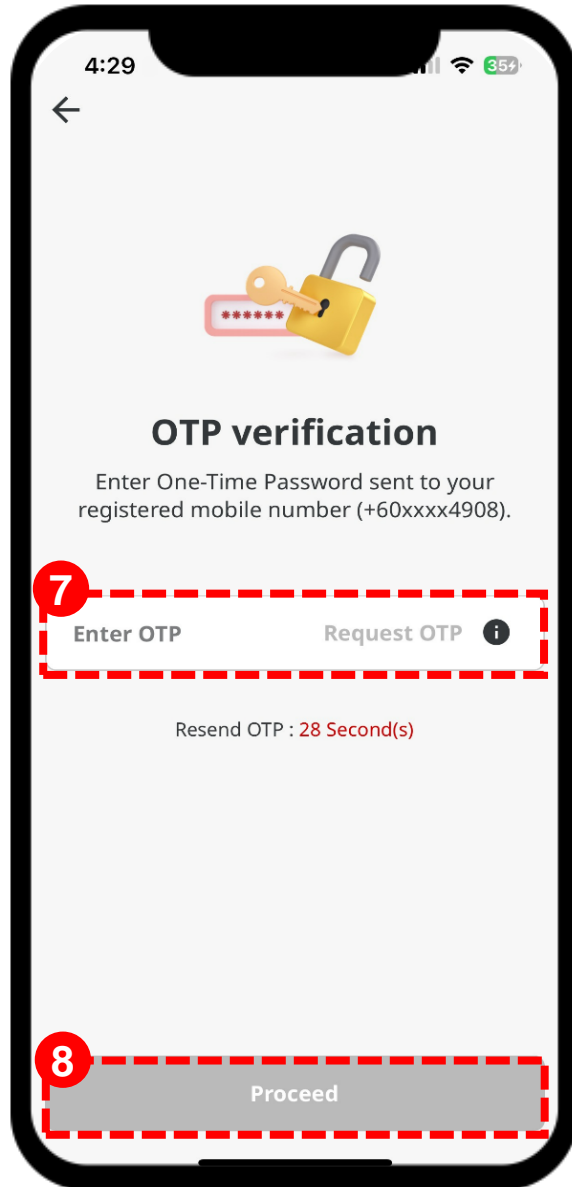
# First Time Login Mobile (3 of 8)



## STEPS

- 5 Key in your **Company and User ID**
- 6 Once the details has been keyed in, click on the **Next** button.

# First Time Login Mobile (4 of 8)



## STEPS

**7** 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**.

**8** Then, click on the **Proceed** button.

# First Time Login Mobile (5 of 8)

4:32

First Time Login

9

Enter SecureWord

Confirm SecureWord

10

Enter New Password

Confirm New Password

Note

Your SecureWord must contain:

- 8 to 20 characters without space or any special characters

Your Password must contain:

- 8 to 16 characters without space
- Alphabets with lower and uppercase
- Numbers

11

Next

## STEPS

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

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

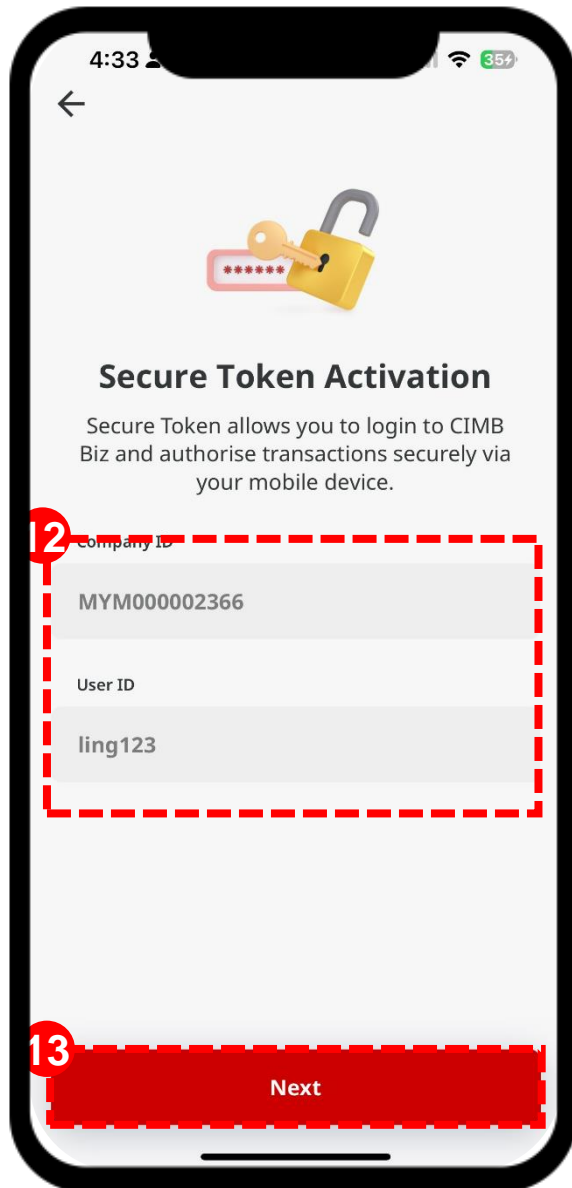
10 Enter and confirm a **New Password**.

Note:  
Password must contain:

- 8 to 16 characters without space
- Alphabets with lower and uppercase
- Numbers

11 Once all the details has been filled up, click on the **Next** button.

# First Time Login Mobile (6 of 8)

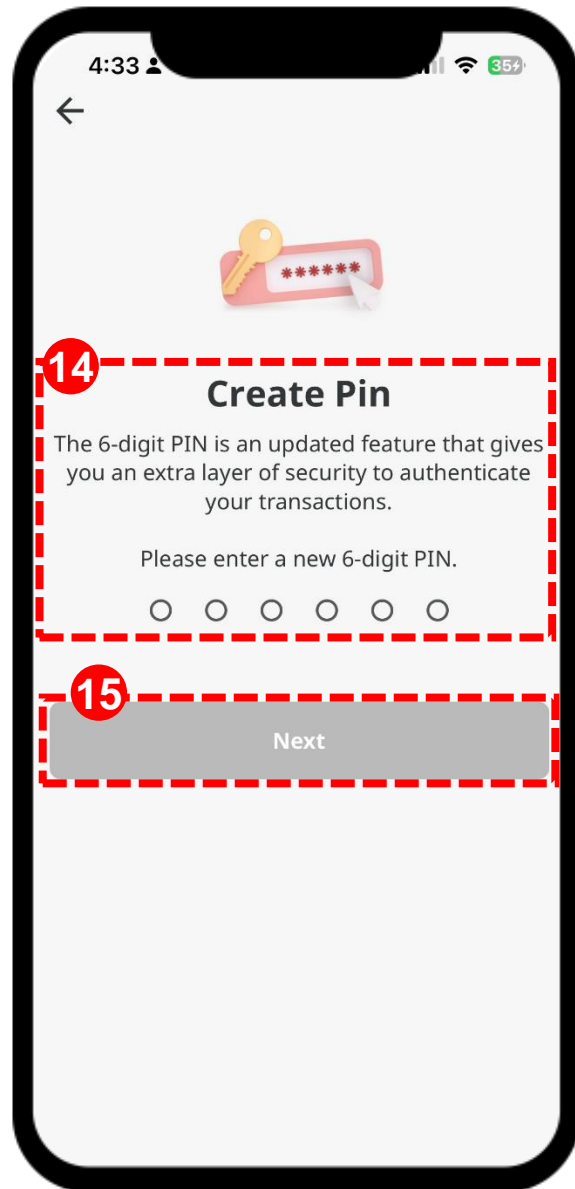


## STEPS

- 12** **Reconfirm** on the displayed **Company and User ID**.
- 13** Then, click on **Next**.



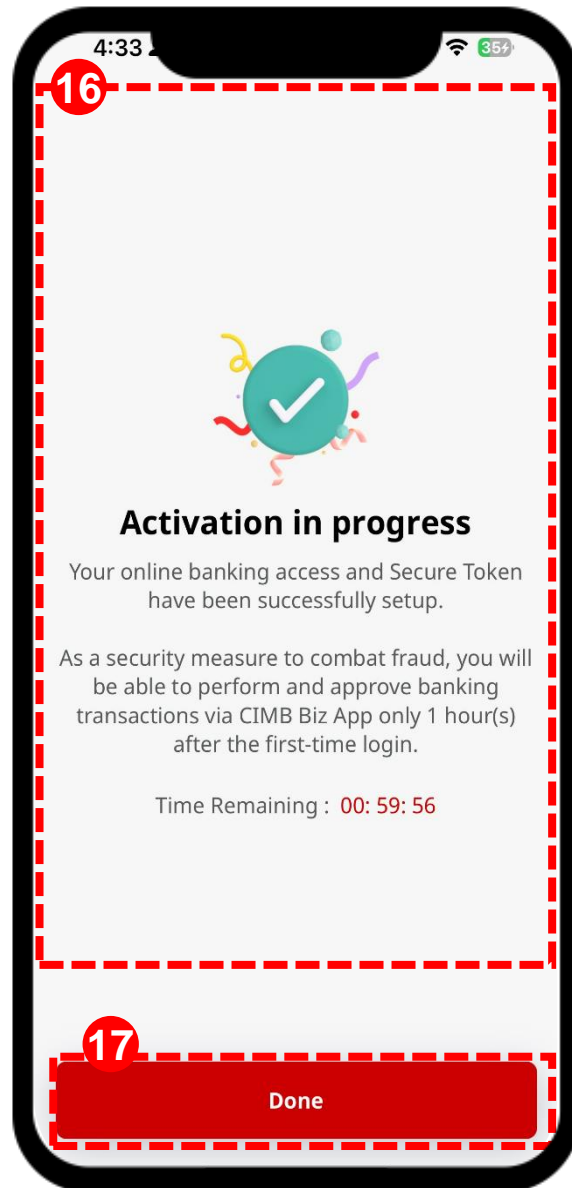
# First Time Login Mobile (7 of 8)



## STEPS

- 14 Type in a **new 6-digit PIN number**.
- 15 Once done, click on the **Next** button.

# First Time Login Mobile (8 of 8)



## 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 CIMB Biz.

# For more info:

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

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