

OCTO Biz User Guide

Mobile First Time Login (ENG)

Ver 3.0 (March 2025)

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.cimboctobiz.com.my>
- You can access the web app using either of the following web browser applications:



Microsoft Edge



Google Chrome



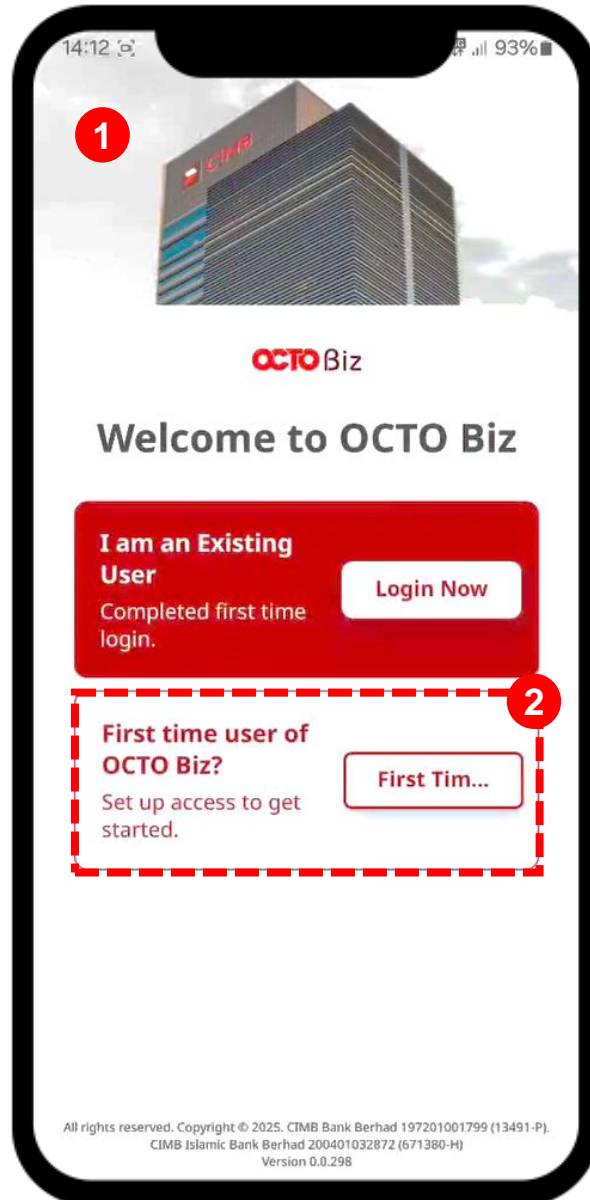
Safari (macOS)

- **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 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.

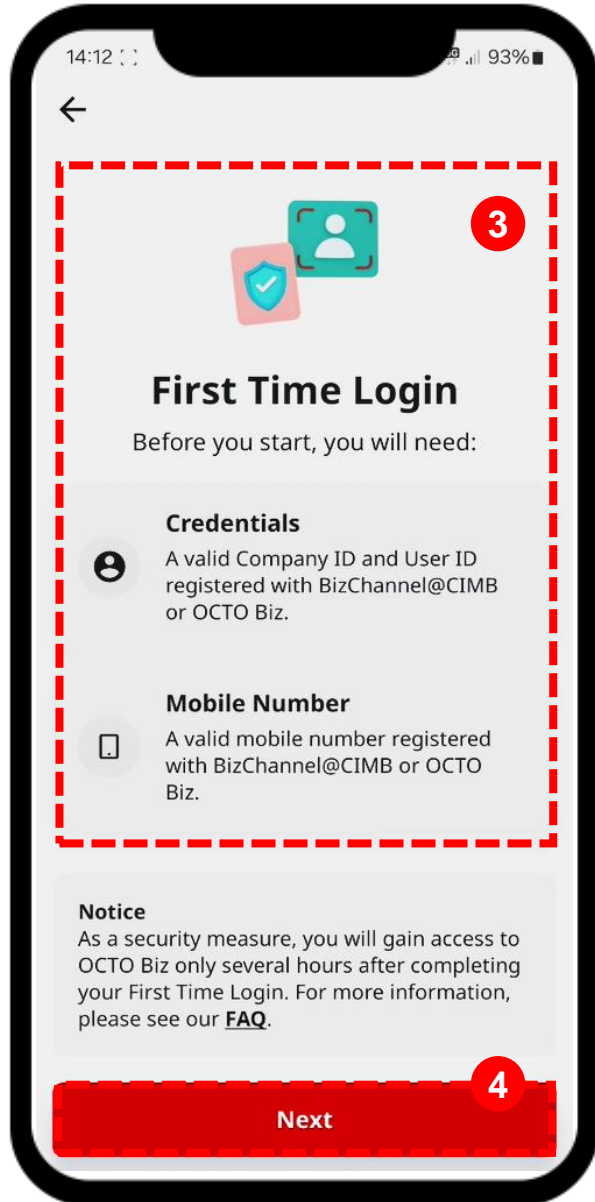
First Time Login Mobile (1 of 8)



STEPS

- 1** Download and launch the **OCTO 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)

14:12 93%

←

Input your ID

You must have registered a mobile number with us to receive an SMS One-Time Password (OTP).

Country

Malaysia

Enter Company ID

Enter User ID

Next



14:12 93%

←

Input your ID

You must have registered a mobile number with us to receive an SMS One-Time Password (OTP).

Country

Malaysia

Company ID

MYM030001010

User ID

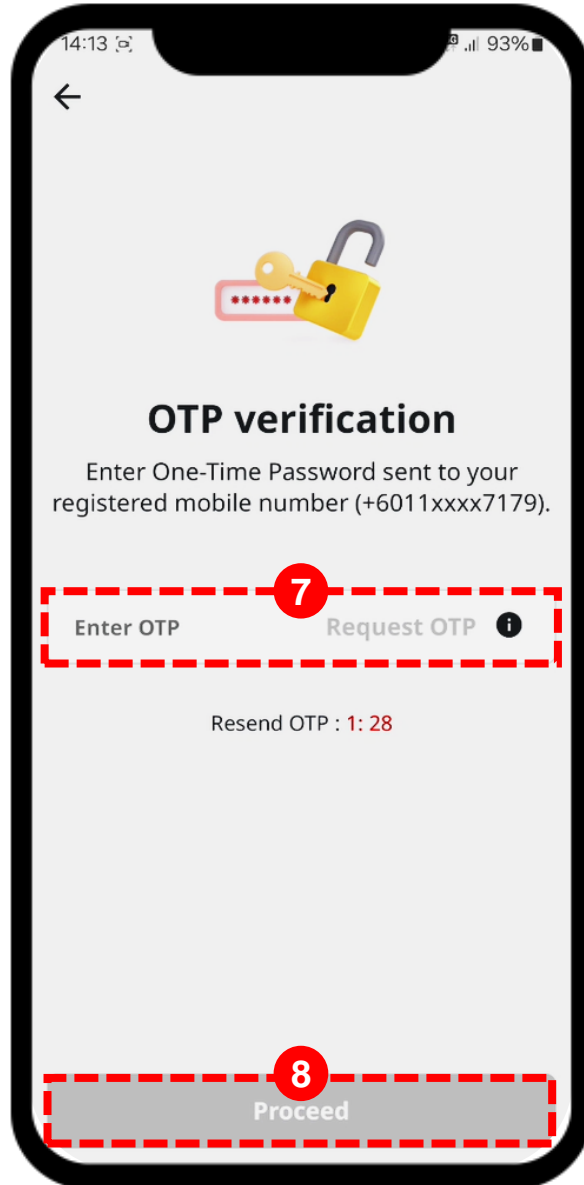
SHERMAN001

Next

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)

14:13 93%

First Time Login

9

Enter SecureWord

Confirm SecureWord

10

Enter New Password

- At least 3 characters and a maximum of 25 characters
- Password can't have 3 or more repetitive characters
- At least 1 uppercase letter and 1 lowercase letter
- At least 1 number and 1 special character
- Password must not match your User ID, Company ID, or the first 3 characters of your User ID

Confirm New Password

Note
Create a strong password by avoiding repetitive characters, personal information, or easily guessed details like names or birth

11

Agree and continue

STEPS

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

9

Note:

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

Enter and confirm a **New Password**.

10

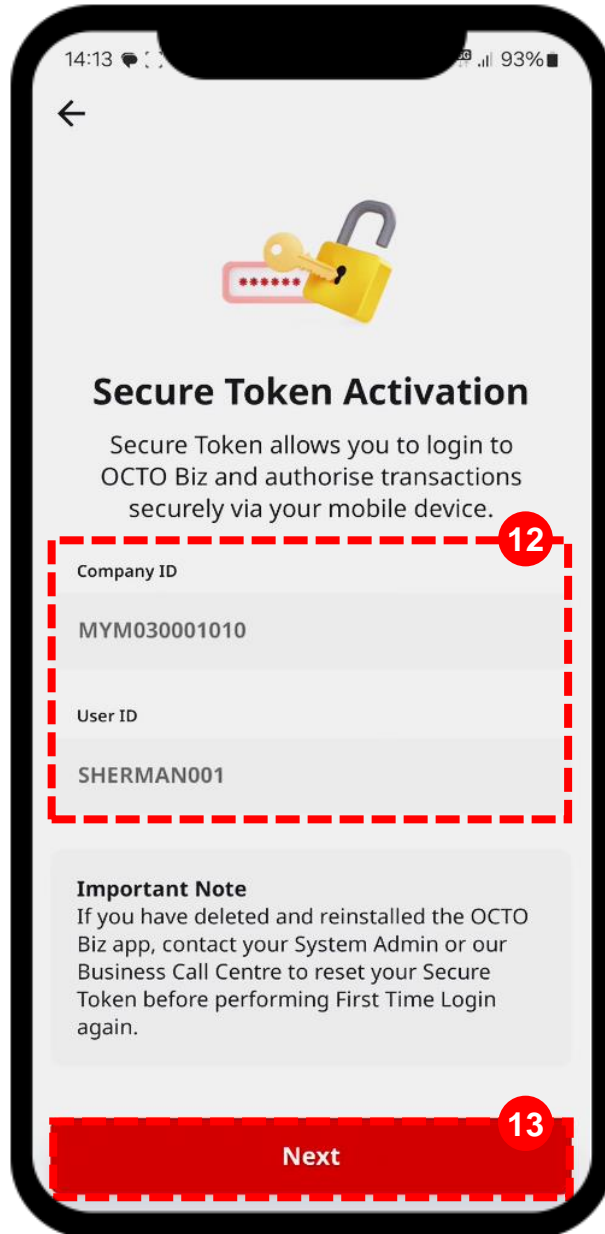
Password must contain:

- Password must contain 3 to 25 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.

11

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

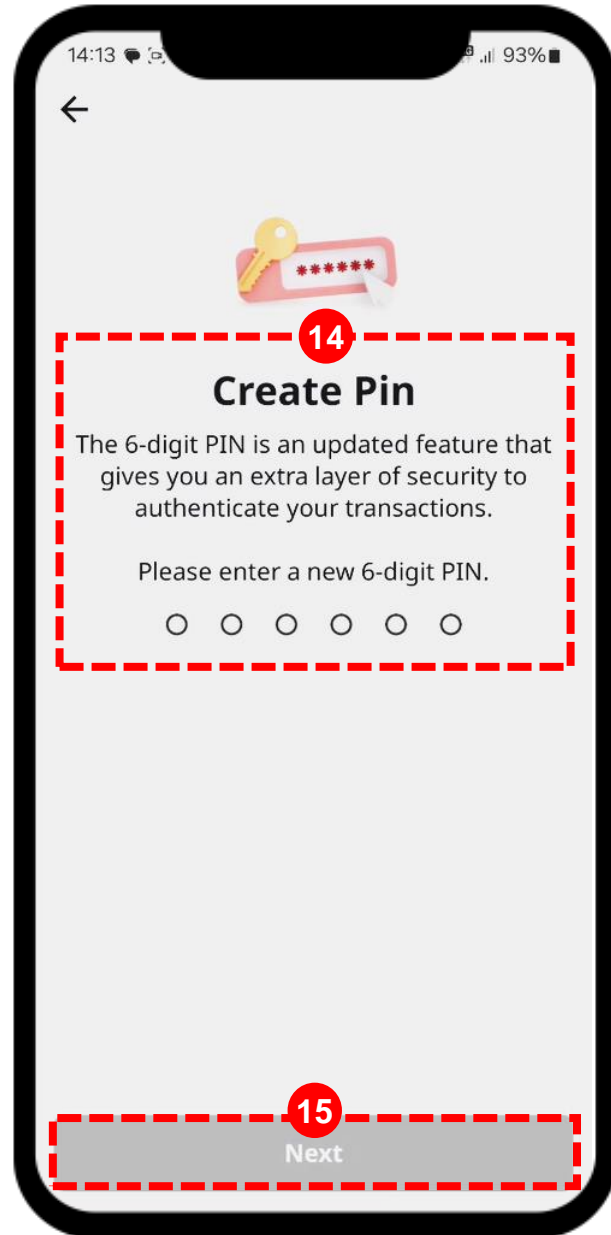
First Time Login Mobile (6 of 8)



STEPS

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

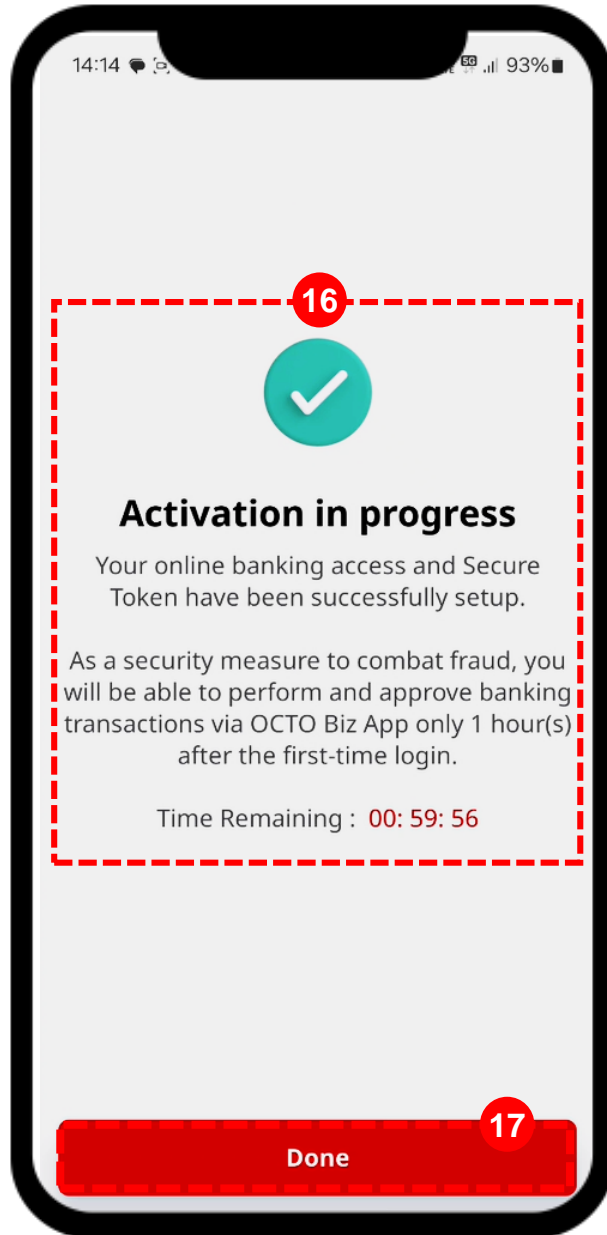
First Time Login Mobile (7 of 8)



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

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

(Only applied when performing FTL for the first time)

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>

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