


The **co-operative** bank

How to add access for a
Third Party Provider (TPP)
to your Business Online
Banking account

Validating the TPP ID

Step 1 – Log into Business Online Banking

- You will need to validate that the TPP ID is working correctly. This has been sent to you by secure message in your online banking and also via email from 'Digital Business Banking'. If you are unable to locate the email, please log into your Co-operative Bank online banking to retrieve the secure message.
- Ensure you're on our business website www.co-operativebank.co.uk/business and 'Log in to Business Online Banking'

The image shows a screenshot of the Co-operative Bank's business online banking login page. The page has a dark blue background with the text 'The co-operative bank' at the top. Below this is a white box titled 'Log in to Business Online Banking'. Inside this box, there are two input fields: 'Customer ID' and 'User ID'. Below the input fields is a green button labeled 'Continue'. At the bottom of the white box, there is a small text block that reads: 'If you've forgotten your Customer ID or User ID, please contact customer services for help logging in.' and a link that says 'Register for online banking'. At the very bottom of the page, there are three small links: 'Contact us', 'Accessibility', and 'Online banking terms and conditions'.

- Enter your Customer ID and your unique User ID in the boxes provided.
Please note: The Customer ID and User ID fields are NOT case sensitive.
- Click on the continue button.

Step 2 – Using your secure token

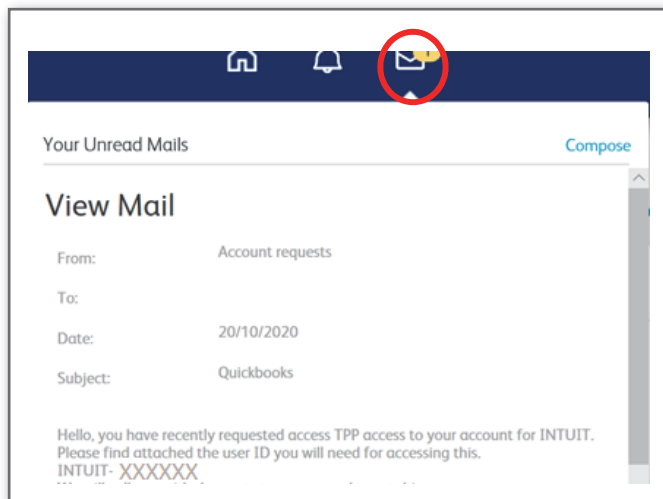
- Press the OK button to turn on your secure token.
- Enter your four-digit PIN and press OK

Step 3 – Using your secure token to log into the Bank website

- Enter the 10-digit passcode displayed on your secure token into the box on screen and click log in.
- You are now logged in to Business Online Banking

Step 4 - (Locate your Secure Message & TPP ID) - If you have the TPP ID go to Step 5

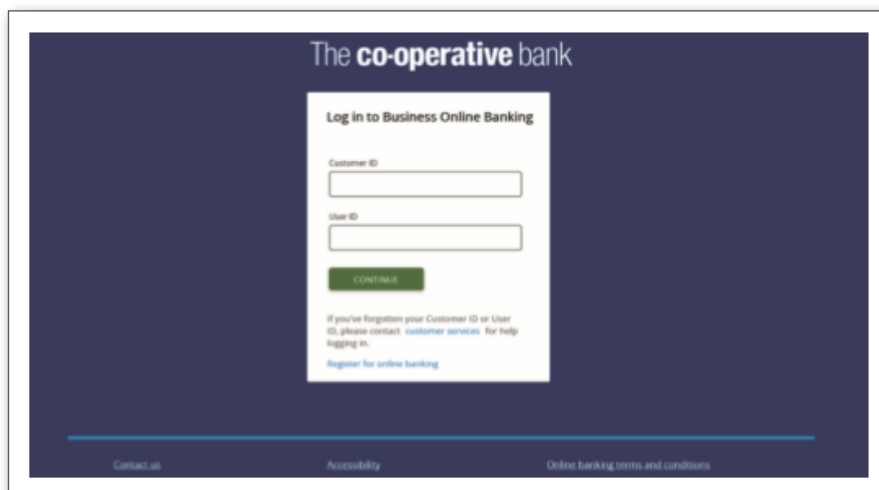
- If you are unable to retrieve the email sent from 'Digital Business Banking' that details the TPP ID, you can also find it in your secure messages within Business Online Banking.
- Click on the envelope icon at the top of the page and you will see a notification
- The message will open and the TPP ID is displayed in the message for example TPP Name-PERSON1 (INTUIT in this example is the TPP name)



- Note down the TPP ID

Step 5 - (Log into Online Banking using TPP ID)

- Open up another browser window and go to the Co-operative Bank website per the instructions in Step 1
- Enter your Customer ID as normal
- In the User ID box, enter the TPP ID and click Continue



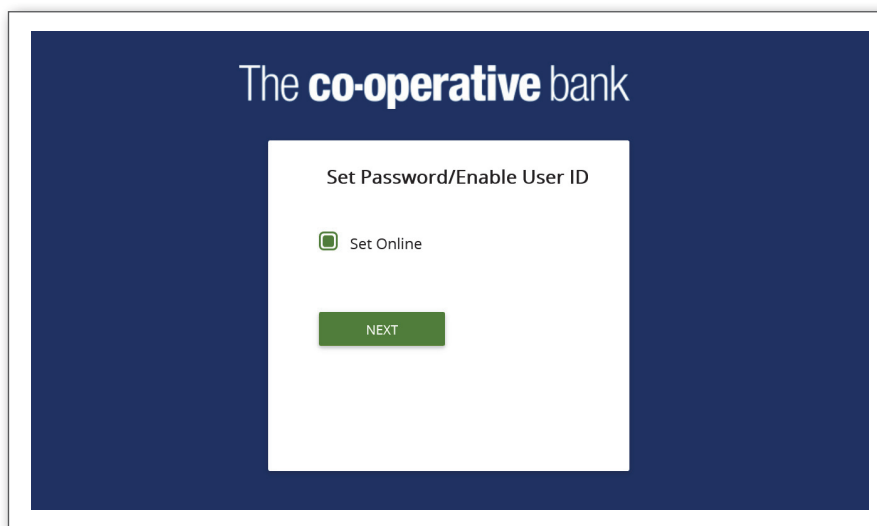
- Generate the security number as detailed in Steps 2 and 3

- The Terms and Conditions page will be presented. These are the same Terms and Conditions you will have seen and accepted when you originally registered for Business Online Banking. Click to accept the Terms and Conditions.
- Once you have clicked to accept the Terms and Conditions, you can log out of online banking.
- Reply back to the email you have received from bascomms@cooperativebank.co.uk to confirm that the TPP ID has been validated and await a further email to complete the TPP set up which will be received the next working day

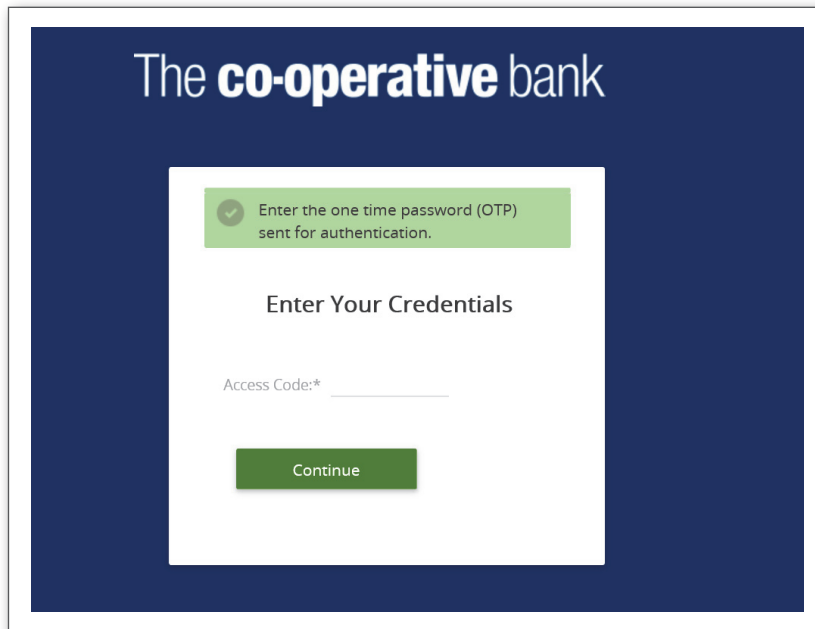
Stage 2 Process – Set up a Password for the TPP

Step 1 – Access the email sent to the email address registered within online banking

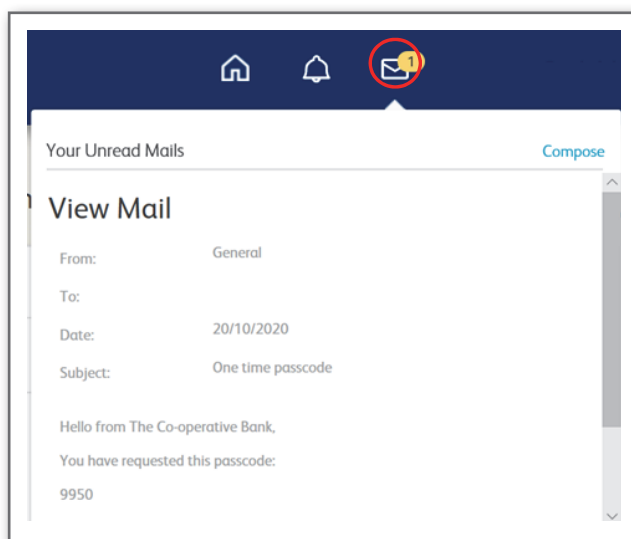
- Please ensure you have your TPP ID to hand
- We will also have sent you an email to the email address registered within online banking and this will contain further information that you will need to set up the password for the TPP
- Open the email and click on the link provided.
- You will be presented with the following screen - Set Password/Enable User ID screen below. Click on Next.



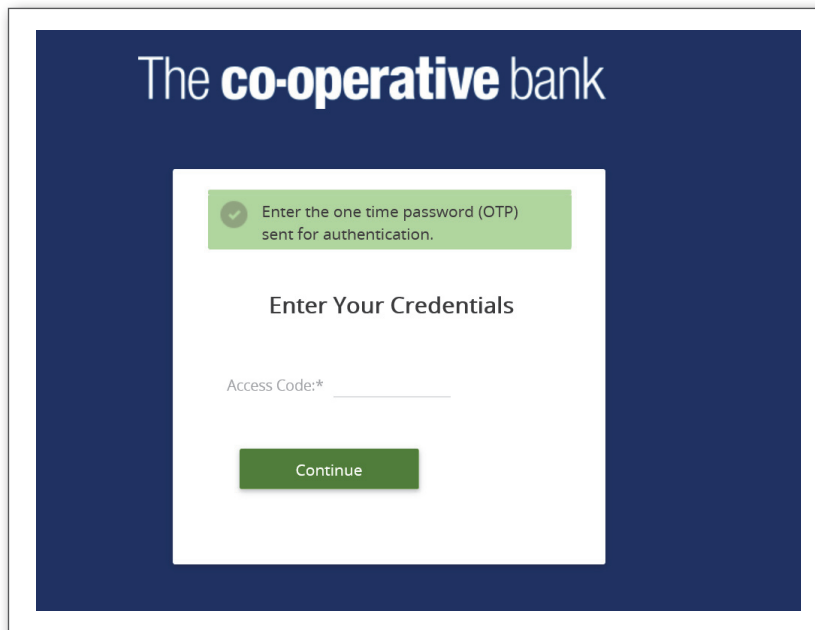
- Clicking Next presents an Access Code screen. A passcode has been generated which you will need to retrieve from your online banking secure messages



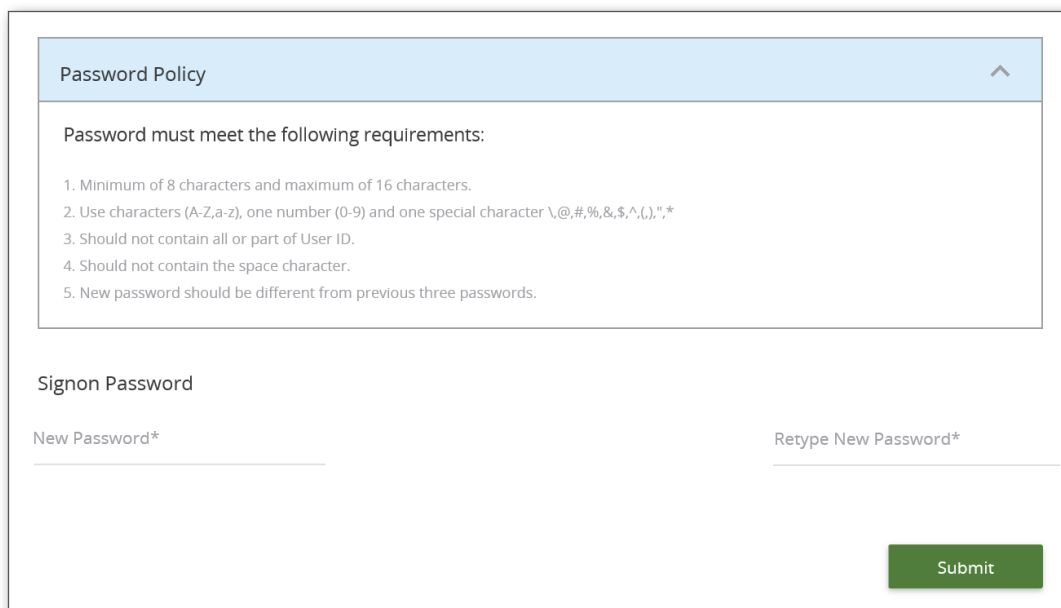
- Open a separate browser window and enter: <https://www.co-operativebank.co.uk/business>
- Log into online Banking in the usual way with your Customer ID and User ID
- Click on the mail icon and view your secure message for the one time passcode as shown below



- Log out of online banking and close the browser window
- Go back to the other browser window that opened when you clicked the link in the email
- The enter Your Credentials page will be showing. Enter the passcode you have been provided with and click continue.



- The Password Policy screen will be presented to create a new password. Follow the password rules in point 2 and only use the listed special characters.
- Enter the password in the Signon Password field and then re-enter in the Retype New Password field and click submit



- The online banking dashboard will be presented. The password has been successfully created and the TPP has been fully registered to access online banking.
- The Customer ID, TPP ID and password can now be used within the TPP package. Please refer to your TPP provider for any guidance in using their service.

Please call 03457 213 213* (lines open 8am to 8pm Monday to Friday and 9am to 12 noon Saturday) if you would like to receive this information in an alternative format such as large print, audio or Braille.

The Co-operative Bank p.l.c. is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (No.121885). The Co-operative Bank, Platform, smile and Britannia are trading names of The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No.990937. Credit facilities are provided by The Co-operative Bank p.l.c. and are subject to status and our lending policy. The Bank reserves the right to decline any application for an account or credit facility. The Co-operative Bank p.l.c. subscribes to the Standards of Lending Practice which are monitored by the Lending Standards Board.

*Lines open 8am to 8pm Monday to Friday and 9am to 12 noon Saturday. Calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. Calls may be monitored or recorded for security and training purposes.

Information correct as at 03/2021.

co-operativebank.co.uk