

Logging in to Business Online Banking for the first time with your physical token

The **co-operative** bank

To log in with your physical token

1. Go to our [Business Online Banking page](#) and click 'Log in to online banking.'
2. Click 'Registered user log in.'
3. Enter your customer ID and user ID that we gave to you when you registered for online banking. Then, select 'Continue.'
4. On your physical token, press 'OK.'
5. Enter your four digit PIN and press 'OK' again to generate a secure code.
6. In online banking, enter the secure code from the physical token and press 'Login.'
7. Click the box to accept the terms and conditions. Then, click 'Proceed.'
8. Click 'Proceed to login.'
9. Enter your customer ID and user ID that we gave to you when you registered for online banking. Then, select 'Continue.'
10. On your physical token, press 'OK.'
11. Enter your four digit PIN and press 'OK' again to generate a secure code.
12. In online banking, enter the secure code from the physical token and press 'Login.'
13. In online banking, check your details. If none are showing or they are incorrect, please enter your user name, email and mobile number. Then, select 'Continue.'
14. On your physical token, enter your four digit PIN. Do not press OK. Ignore the message 'CHAL – otP' if it appears.
15. Immediately enter the eight digit number from online banking. Then, press 'OK' to generate a secure code.
16. In online banking, enter the secure code from your physical token and click 'Confirm.'
17. In online banking, click 'Go to Accounts.'
18. You are now logged in to Business Online Banking.