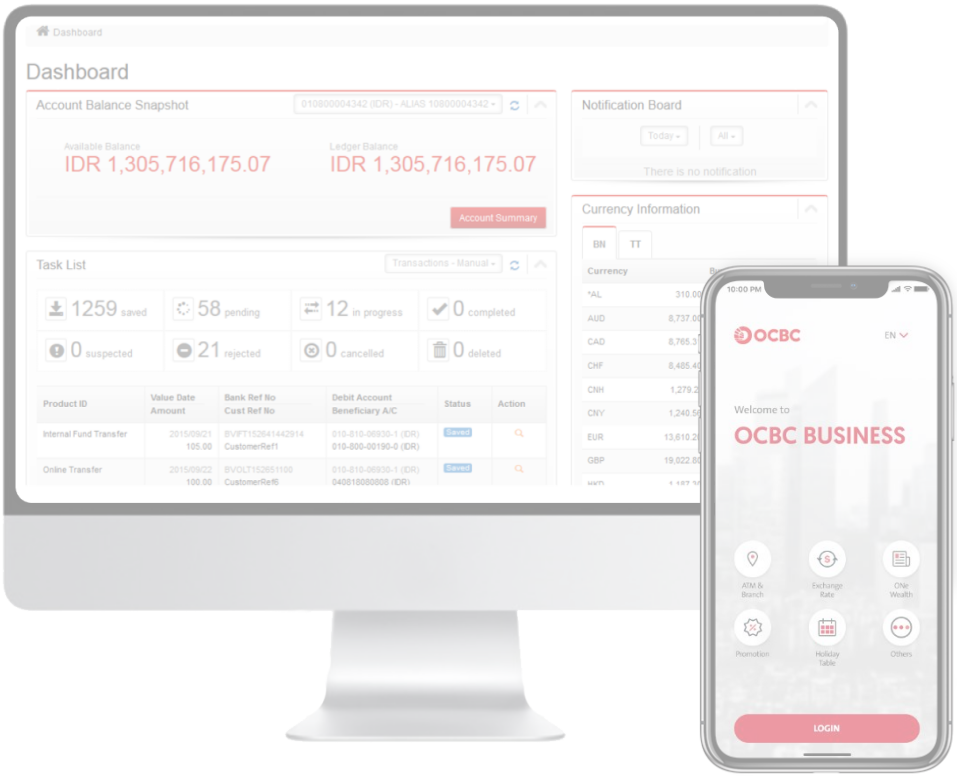
November 2023

OCBC BUSINESS

Panduan Singkat Penggunaan | *Quick Start Guide*



Bantuan dan Dukungan | *Help and Support*

TANYA OCBC 1500-999 or +62-21-26506300 (from overseas) – Business Banking Services
Monday to Friday 08.00 – 19.00 (West Indonesia Time Zone)
Saturday 08.00 – 12.00 (West Indonesia Time Zone)
Whatsapp +62-812-1500999
Monday to Friday 08.00 – 17.00 (West Indonesia Time Zone)
Public Holiday | Closed
clientservices@ocbc.id

OCBC Information Classification: Public

1 Masuk | *Logging in*

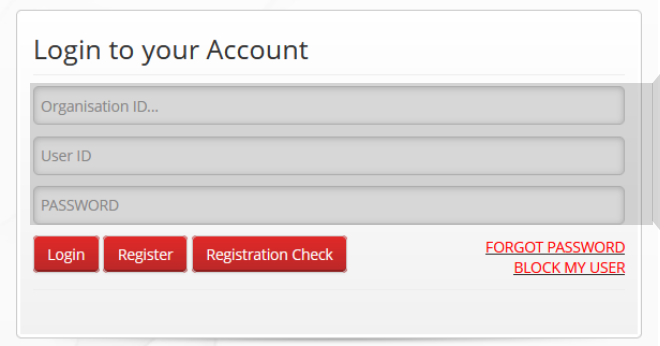
Cek kotak masuk surat elektronik pengguna anda untuk 2 (dua) pesan PIN Mailer. Klik link pada pesan PIN Mailer 2, yang akan membuka halaman Verifikasi Akun pada *browser* anda, dan masukkan informasi yang ada dalam pesan PIN Mailer 1.

Setelah anda klik *submit*, halaman akan menampilkan ID Pengguna serta Kata Sandi awal. Buka *browser tab* baru, dan ketik alamat ini pada *address bar*:

Check your registered user's email inbox for 2 (two) PIN Mailer messages. Click on the link in PIN Mailer 2, which will direct you to the Account Verification page in a browser window, and enter the information provided in PIN Mailer 1.

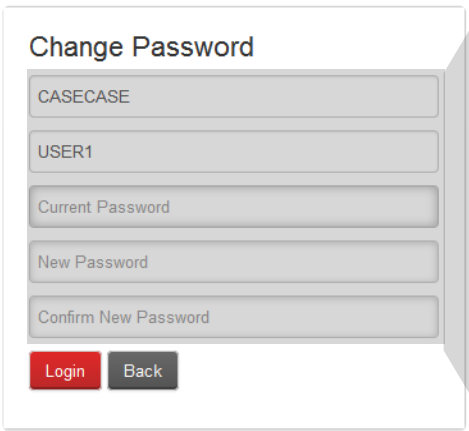
After clicking submit, the page will then generate your User ID and an initial Password. Open a new browser, and type this URL into the address bar:

https://business.ocbc.id



Masukkan informasi login anda: **ID Organisasi** (dari PIN Mailer 1), **ID Pengguna** dan **Kata Sandi** (dari halaman Verifikasi Akun).

Enter your login credentials: ***Organization ID*** *(from PIN Mailer 1),* ***User ID and Password*** *(from Account Verification page, password is case sensitive).*



Anda akan diminta untuk mengganti Kata Sandi awal anda:

- Masukkan **Kata Sandi** anda **saat ini** (dari halaman Verifikasi Akun).
- Buat **Kata Sandi baru** anda dan ketik ulang Kata Sandi tersebut (8-12 karakter, kombinasi dari minimal 1 huruf kapital, 1 huruf kecil, serta angka).

Kata sandi baru anda berhasil dibuat untuk login berikutnya.

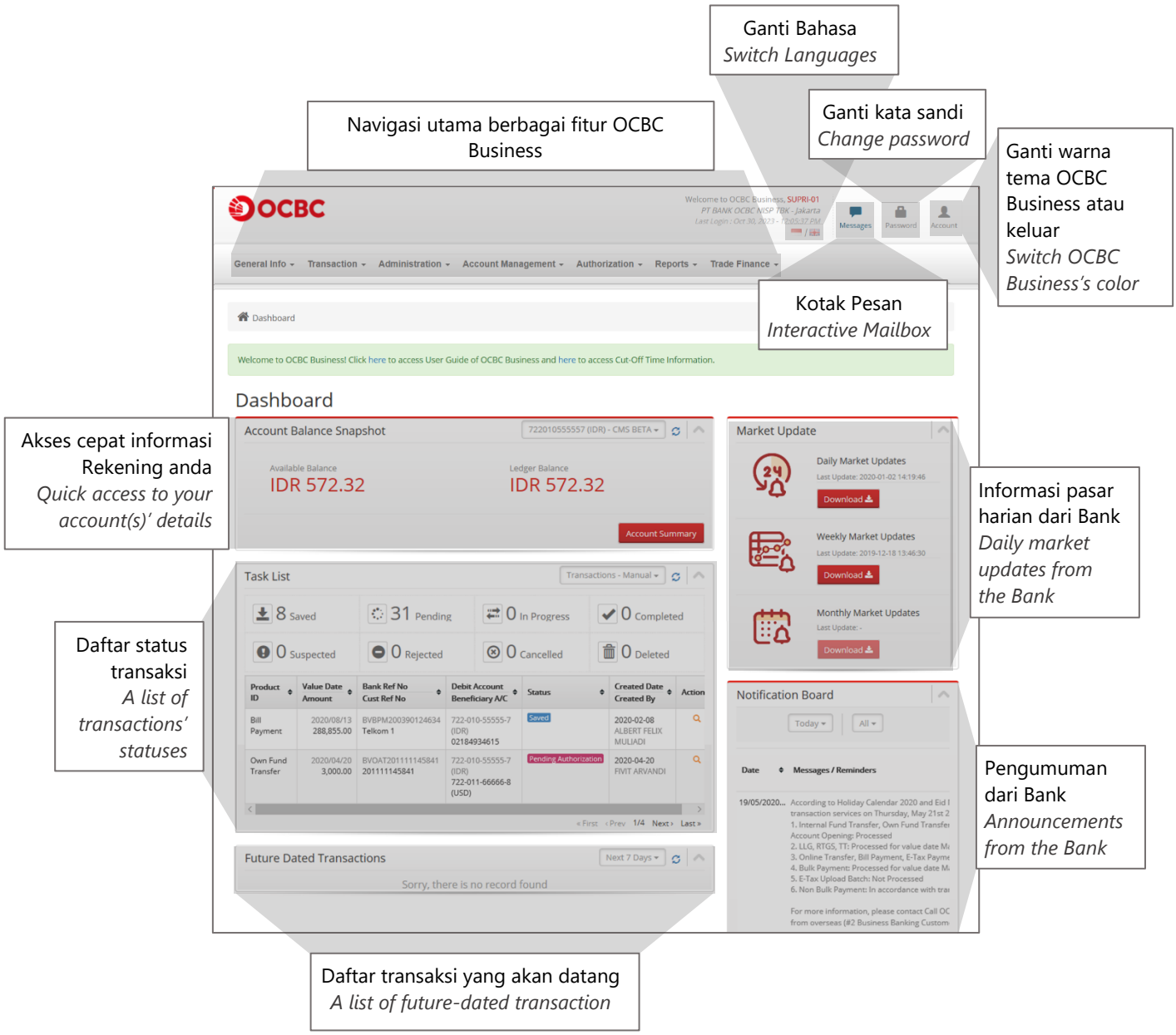
You will be requested to change your initial password:

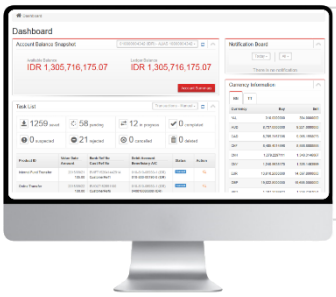
- *Enter your* ***Current Password*** *(from the Account Verification page).*
- *Create your* ***New Password*** *and re-enter your New Password (8-12 karakter, contains a minimum of 1 uppercase, 1 lowercase, and numbers).*

Your new password is set for subsequent logins.

OCBC Information Classification: Public

2 Mengenali Beranda Anda | *Getting to Know Your Dashboard*





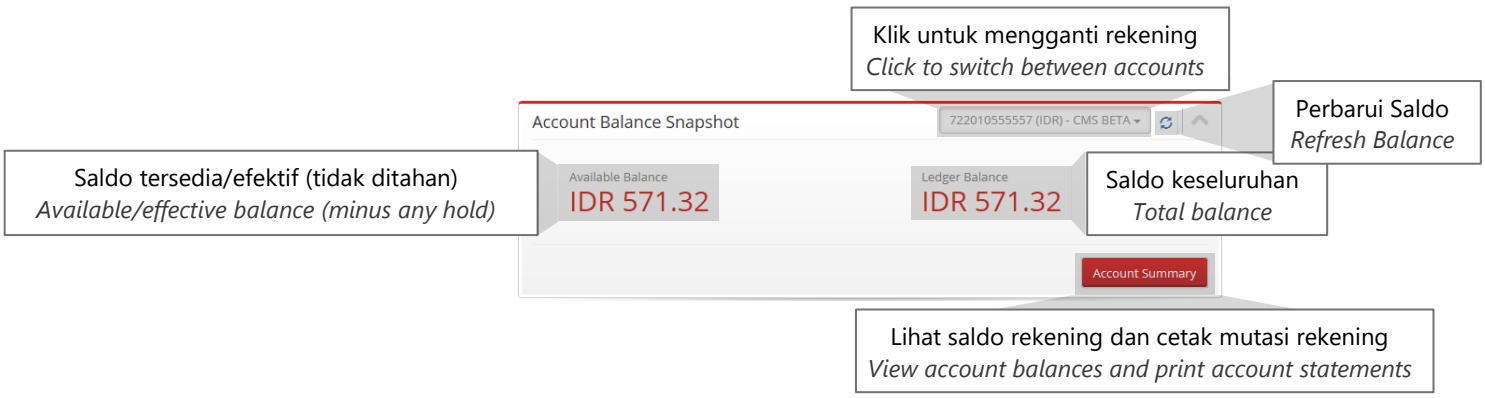
Ketentuan Sistem | *System Requirements*

- Internet Explorer 11
- Mozilla Firefox 31.3
- Chrome 49
- Safari 7

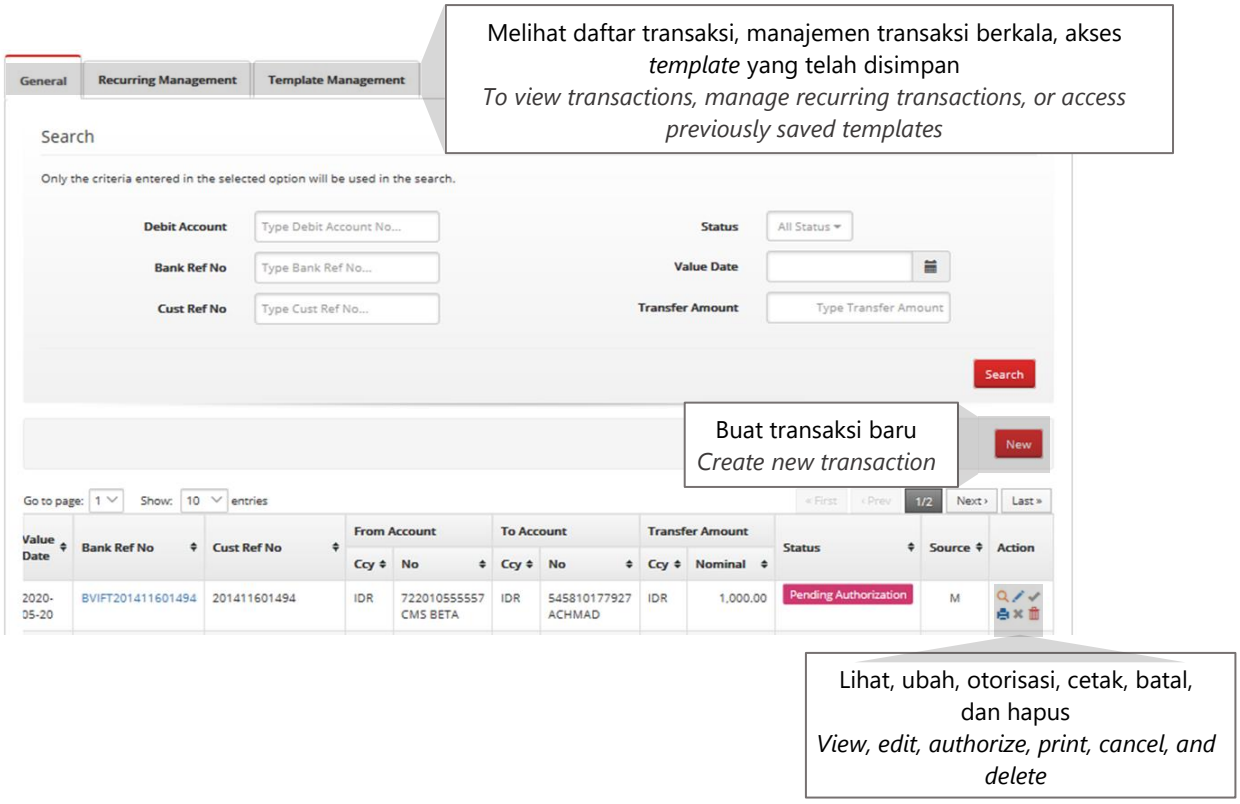
OCBC Information Classification: Public

3 Navigasi Dasar | *Basic Navigation*

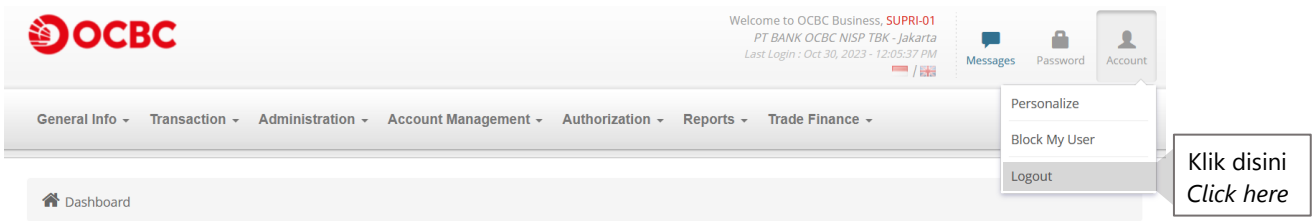
- Informasi Saldo Rekening | *Account Balance Snapshot*



- Membuat & Otorisasi Transaksi| *Creating & Authorizing Transactions*



- Keluar dari Akun Pengguna | *Logging Out from your User Account*



Untuk keamanan anda, jangan tinggalkan perangkat dalam keadaan terbuka dan akun dalam keadaan aktif, serta keluarlah setelah anda selesai.

For your security, do not leave your device unattended while logged in, and remember to log out when you're done.

OCBC Information Classification: Public

OCBC Business mobile | *OCBC Business mobile*

1 Daftar | *Register*

Pastikan anda sudah terdaftar layanan OCBC Business sebelumnya. Kemudian, daftarkan nomor ponsel anda (hanya penyedia jasa telekomunikasi lokal: Telkomsel, Indosat, IM3, Pro XL, 3/Three, Smartfren) kepada *relationship manager* anda, karena OCBC Business mobile menggunakan OTP (*one-time password*) yang dikirimkan ke nomor ponsel anda sebagai metode pengamanan.

Ensure that you are registered for OCBC Business services beforehand. Then, register your phone number (only local telecommunication provider: Telkomsel, Indosat, IM3, Pro XL, 3/Three, Smartfren) to your relationship manager, because OCBC Business mobile sends an OTP (one-time password) to your mobile number as a security measure.

2 Unduh | *Download*

Unduh aplikasi OCBC Business mobile pada Google Play Store/App Store resmi perangkat anda.

Download OCBC Business mobile application from your device's official Google Play Store/App Store.

Spesifikasi Minimum Perangkat | *Minimum Device Requirements*

- Android Nougat 7.0 (Also recommended to have a minimum of 4GB Memory and CPU 4 Core)
- iOS 12.1

3 Masuk | *Logging In*

Masuk ke dalam aplikasi menggunakan ID Organisasi, ID Pengguna, dan Kata Sandi yang sama dengan OCBC Business web. Untuk masuk pertama kali, anda akan diminta untuk menghubungkan perangkat dengan OTP. Satu pengguna dapat terhubung maksimal dengan 2 (dua) perangkat.

Log in the app using the same Organization ID, User ID, and Password as the OCBC Business web. For first-time logins, you will be prompted to bind your device with OTP. Each user can be bound to up to 2 (two) devices.

OCBC Information Classification: Public