

# OCTO Biz User Guide

## Mobile First Time Login (ENG)

Ver 5.0 (June 2025)

MOVING FORWARD WITH YOU



# Preparations and Requirements

1. The First Time Login (FTL) Mobile process requires to use the **mobile app or Web and Mobile**. **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



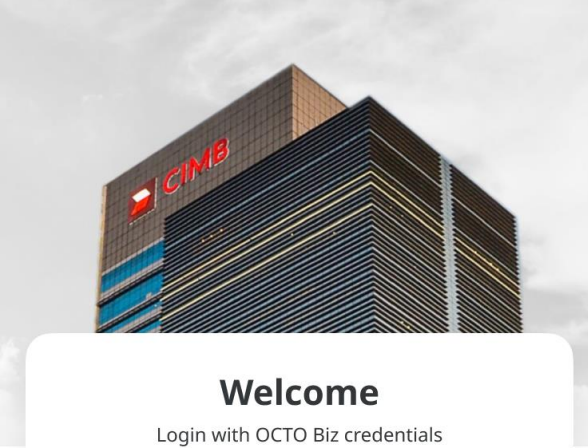
Safari (macOS)

- **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 15.0 and Huawei EMUI is 13.0)



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 7)



**Welcome**  
Login with OCTO Biz credentials

Country

Malaysia ▾

Company ID

CORPPT200092

User ID

AMANDA

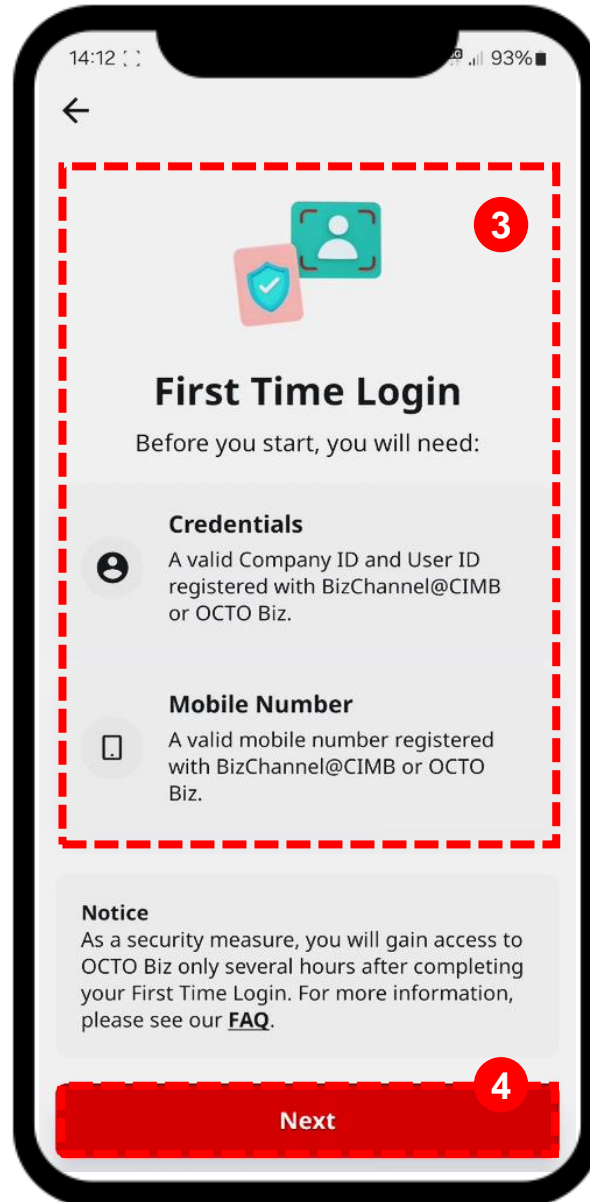
[Forgot Password/  
Unlock User](#) > | [Lost or Change  
Secure Token](#) >

**Secure Token** **Next**

## STEPS

- 1 Download and launch the **OCTO Biz Mobile Application**.
- 2 From the login page, type in your **Company ID** and **User ID**.

# First Time Login Mobile (2 of 7)



## STEPS

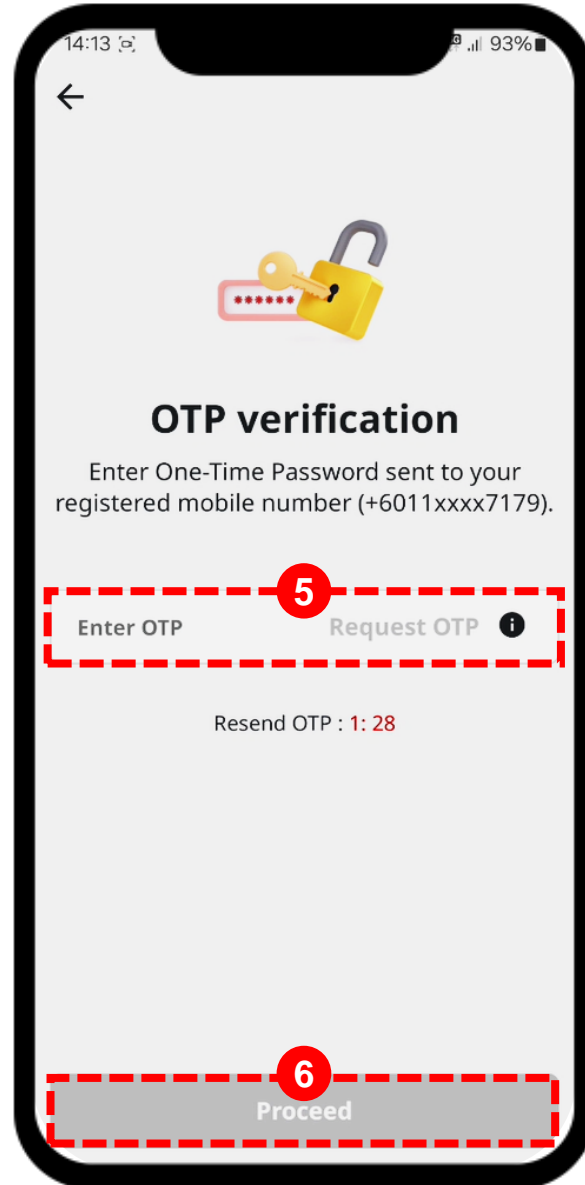
3

Instructions will be provided before performing the First Time Login process.

4

Then, click on **Next**.

# First Time Login Mobile (3 of 7)



## STEPS

5

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**.

6

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

# First Time Login Mobile (4 of 7)

9:41

First Time Login

SecureWord

SpaceMan

Confirm SecureWord

SpaceMan

New Password

• • • • •

- ✓ At least 5 characters and maximum of 13 characters
- ✓ Password can't have 3 or more repetitive characters
- ✓ At least 1 uppercase alphabet and 1 lowercase alphabet
- ✓ At least 1 number and 1 special characters
- ✓ 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 dates.

Next

## STEPS

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

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

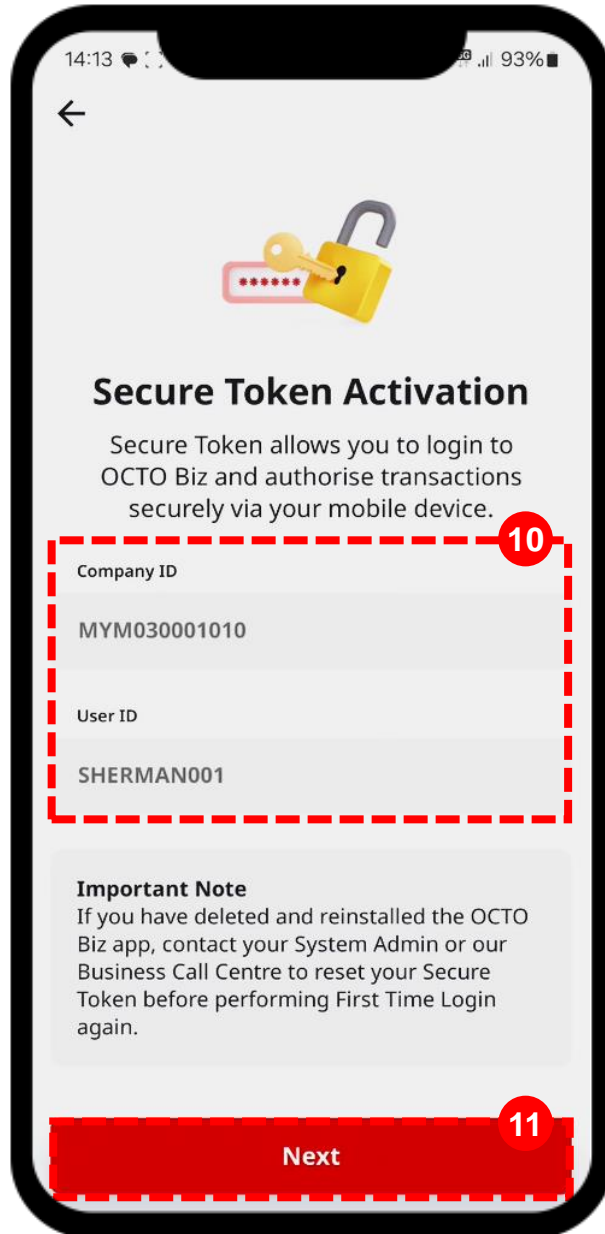
Enter and confirm a **New Password**.

Password must contain:

- Password must contain 5 to 13 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.


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

# First Time Login Mobile (5 of 7)



14:13 93%

←



### Secure Token Activation

Secure Token allows you to login to OCTO Biz and authorise transactions securely via your mobile device.

10

Company ID

MYM030001010

User ID

SHERMAN001

**Important Note**  
If you have deleted and reinstalled the OCTO Biz app, contact your System Admin or our Business Call Centre to reset your Secure Token before performing First Time Login again.

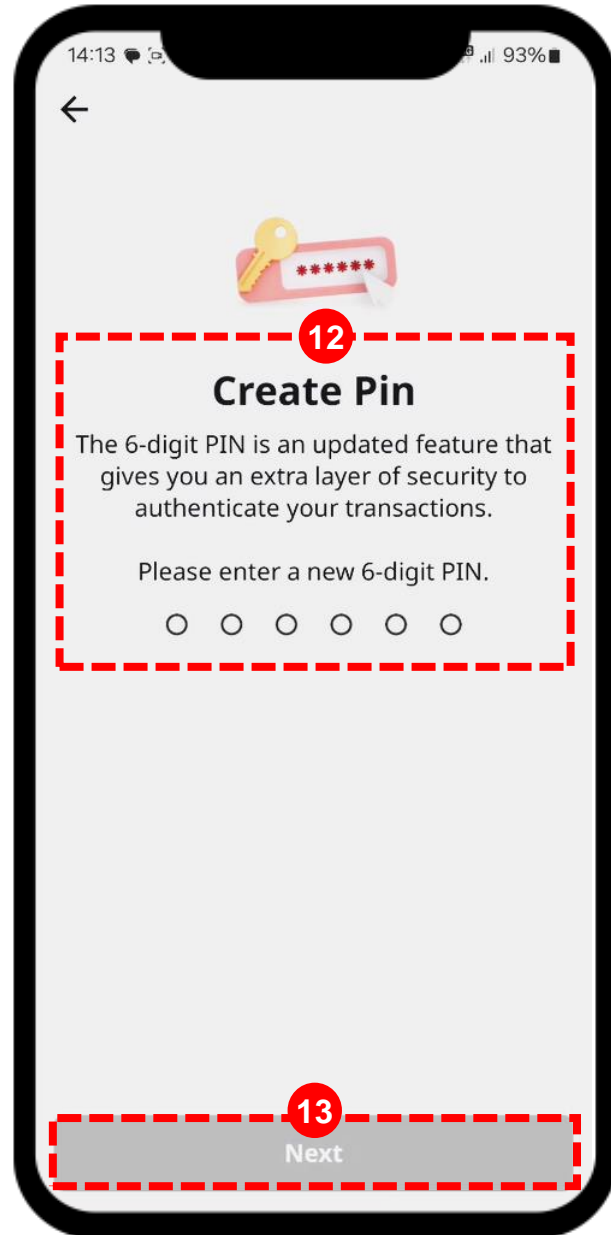
11

Next

## STEPS

- 10 **Reconfirm** on the displayed **Company and User ID**.
- 11 Then, click on **Next**.

# First Time Login Mobile (6 of 7)

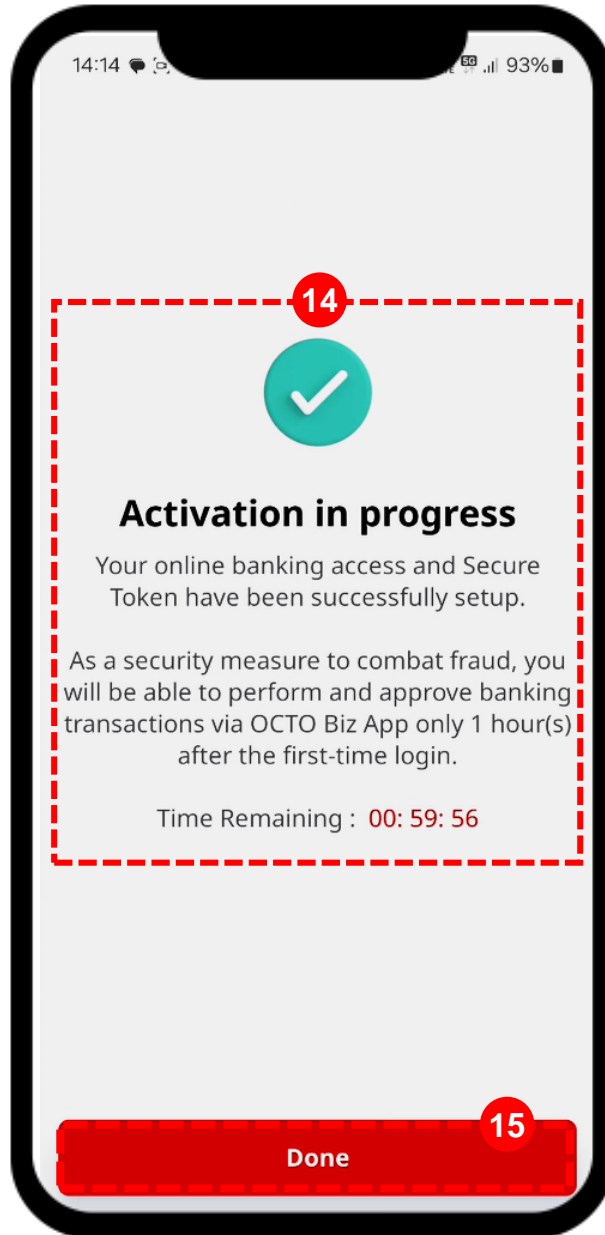


## STEPS

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



# First Time Login Mobile (7 of 7)



## STEPS

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

14

*(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.

15

# For more info:

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

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