

Customer Support Guide

This guide explains the steps involved in getting set up on our Business Borrowing Hub so that you can apply for new lending.



**Bank of
Ireland**

Step 1 | Welcome Email and Link to Business Borrowing Hub



Please **check your welcome email** and to click the 'Log in' text to complete steps for access to the Business Borrowing Hub (BBH).

Welcome to the Business Borrowing Hub

Customer Portal
To

If there are problems with how this message is displayed, click here to view it in a web browser.
We could not verify the identity of the sender. Click here to learn more.

BOI Data Privacy Notice.pdf 240 KB
BOI Terms of Business.pdf 90 KB
Customer Support Guide.pdf 2 MB



Hello Christine,

It's time to log in to the Business Borrowing Hub.

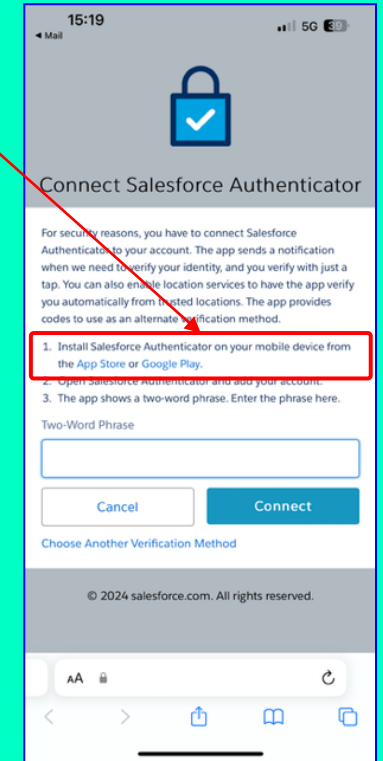
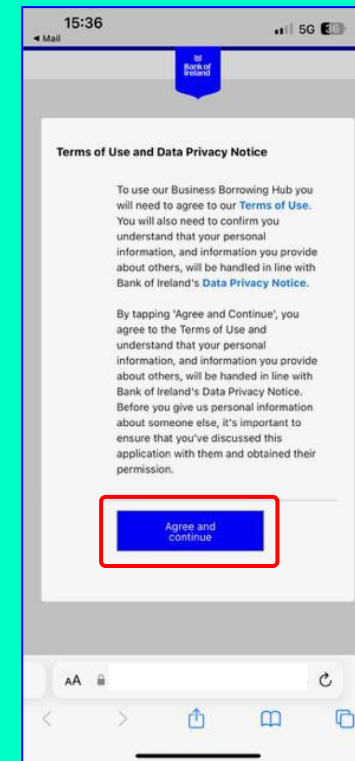
[Log in](#)

Remember, Bank of Ireland will never ask you for your online log on details such as username, passcodes or passwords, so please never share this information with anyone.

Bank of Ireland is regulated by the Central Bank of Ireland.

- An **internet browser screen** will open, if you are happy to proceed please click agree and continue
- You will be asked to **input a Two-Word Phrase** which comes from the Salesforce Authenticator App

Note: These screen are not in the Salesforce Authenticator App, you are in an internet browser on your device. You will need to either open the Salesforce Authenticator App or download it from where you normally get new apps if you haven't done so already. Instructions on how to do so are contained in this guide. You can also click on one of the blue hyperlinks, highlighted below, that appear on your device screen.

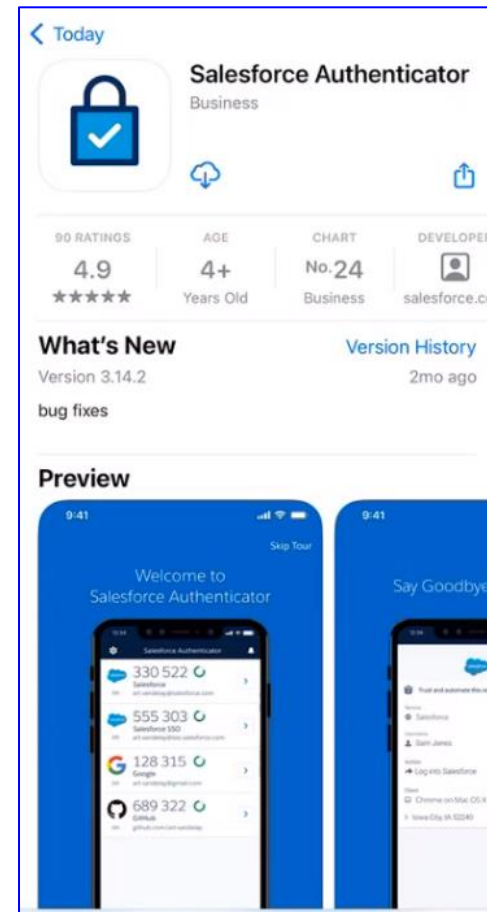
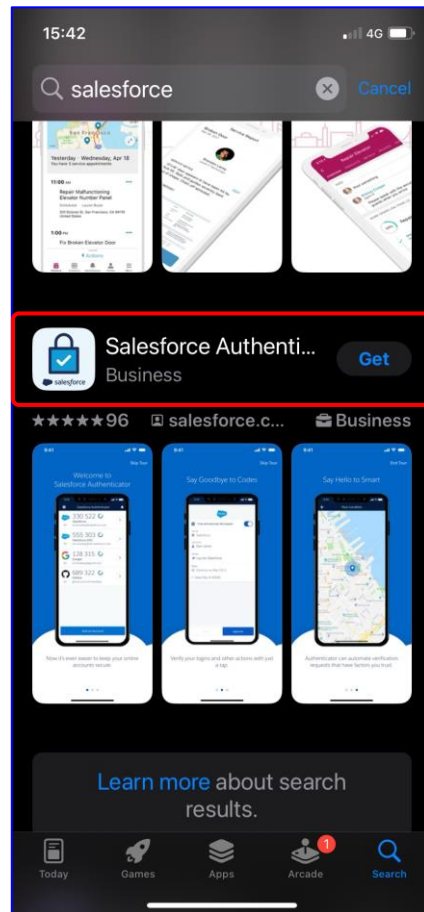


Step 2 | Download 2FA App



If you have not downloaded the app already, please do so now.

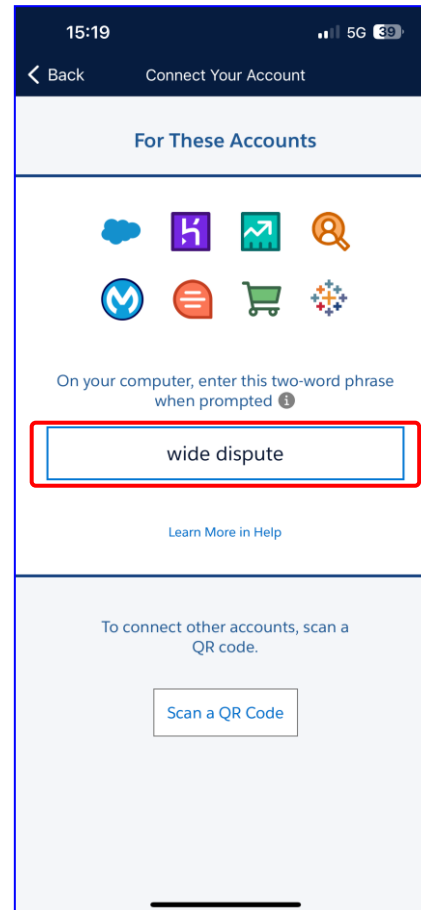
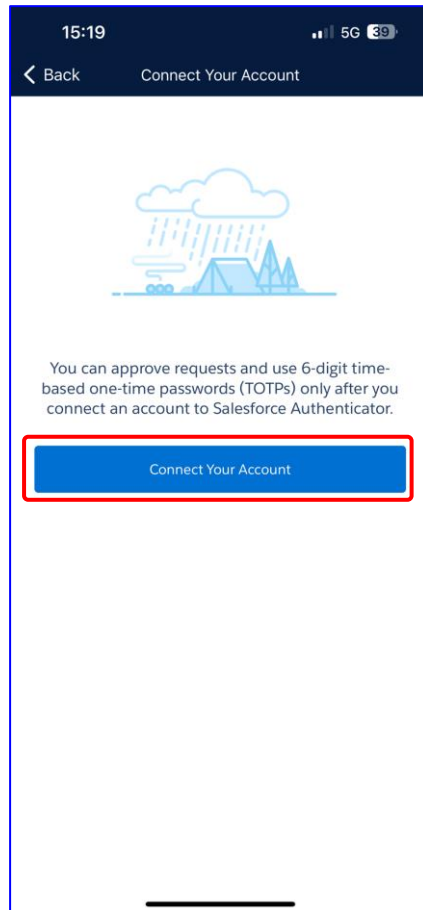
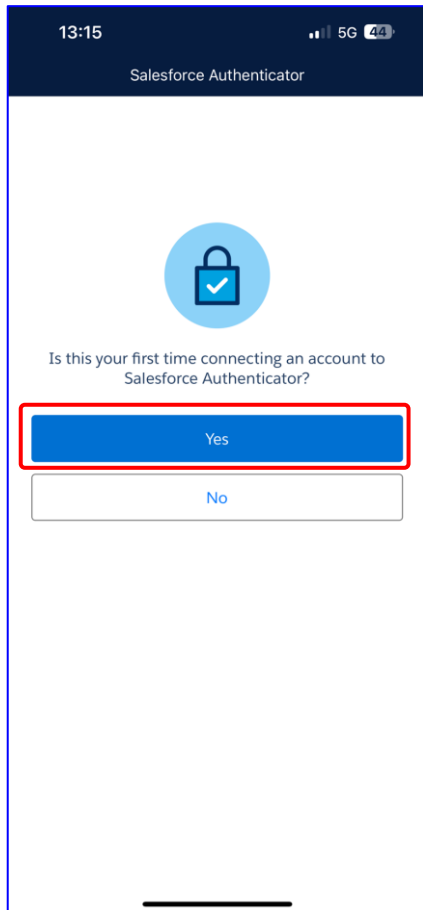
- The app is called **Salesforce Authenticator** (please note Bank of Ireland do not own the Salesforce Authenticator App)
- The App is **free to download** so it might not always be the first to appear in the list
- The icon looks like a **padlock with a white tick**



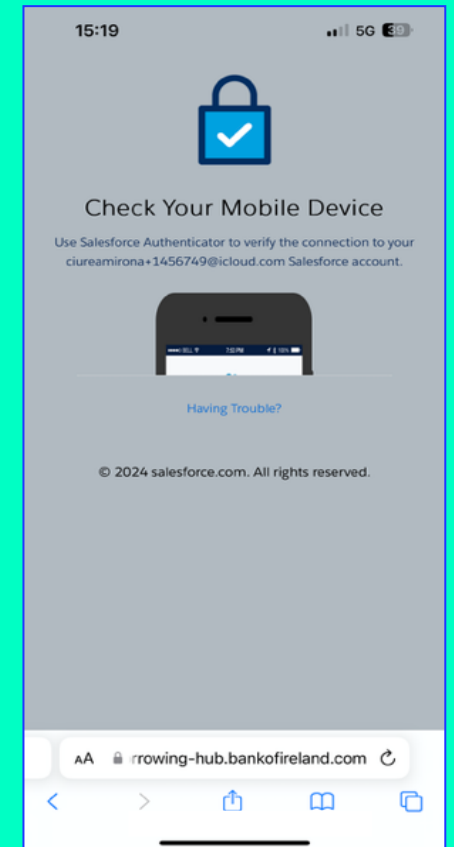
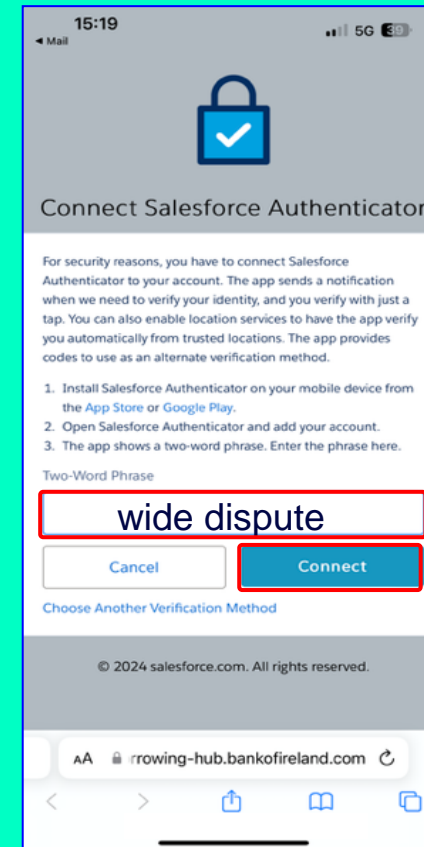
Step 3 | Setting Up the 2FA App



Please open the **Salesforce Authenticator App** and follow the steps on the screen. Once you select **Connect Your Account** it will create the Two-Word Phrase.



Toggle back to your internet **browser** and input the Two-Word Phrase and select **Connect**.

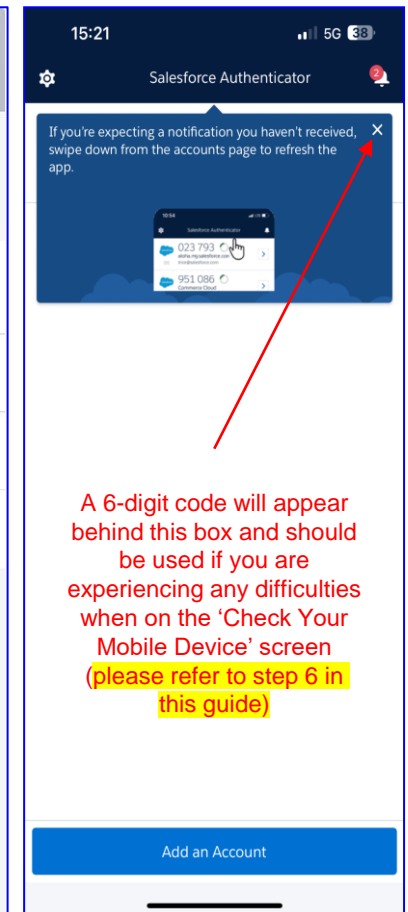
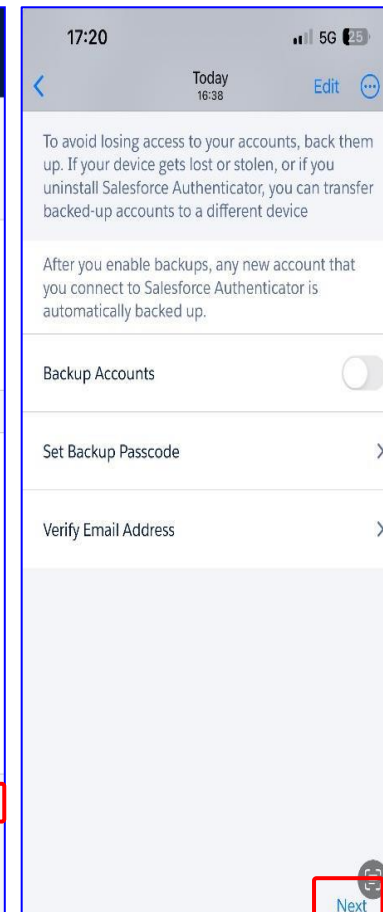
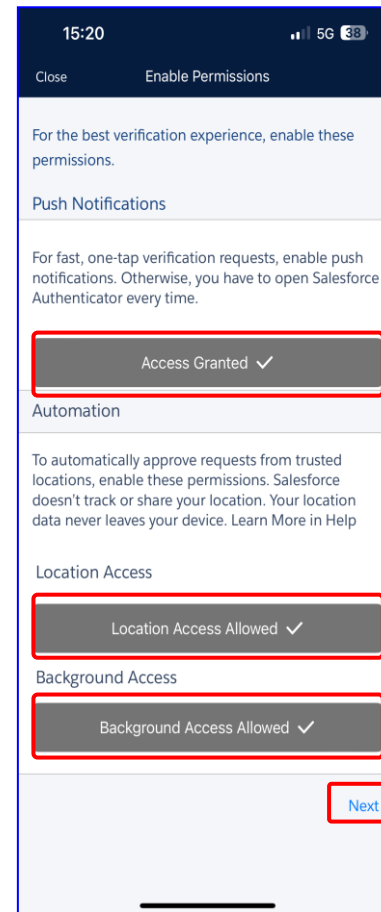
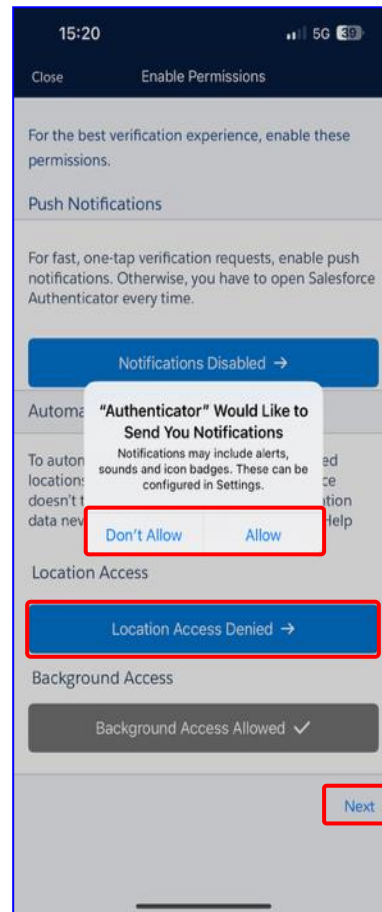
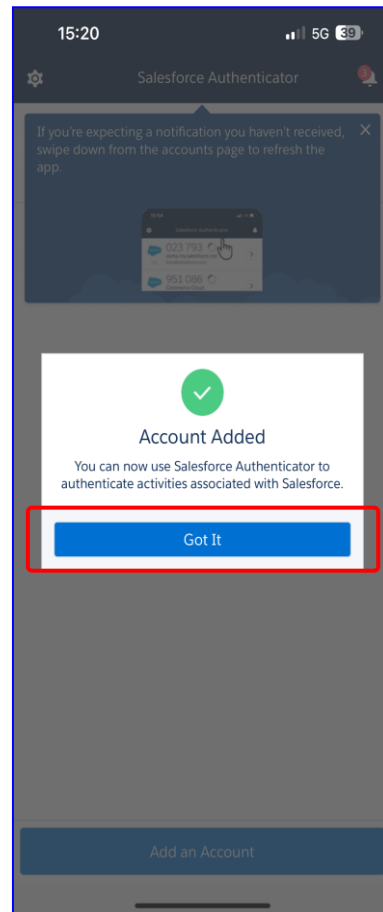
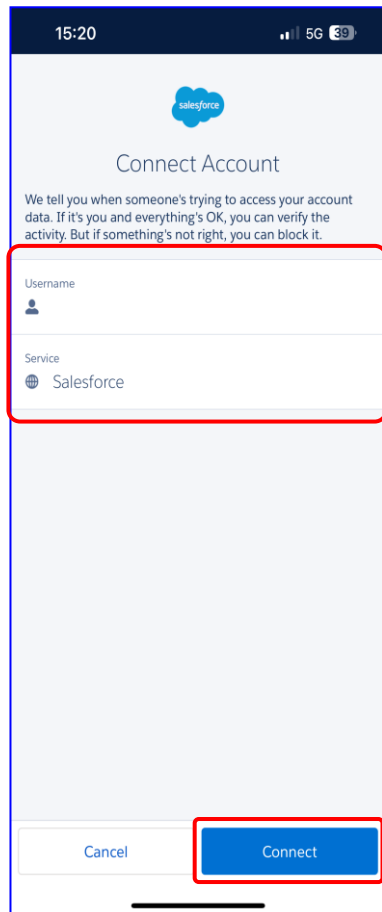


Please return to the **Salesforce Authenticator app**

Step 4 | Connect Your BBH Account to the 2FA App



Please toggle to the **Salesforce Authenticator App** and follow the steps on the screens below. Please read each step carefully, enter or choose the option that you are comfortable with to proceed to the next step.

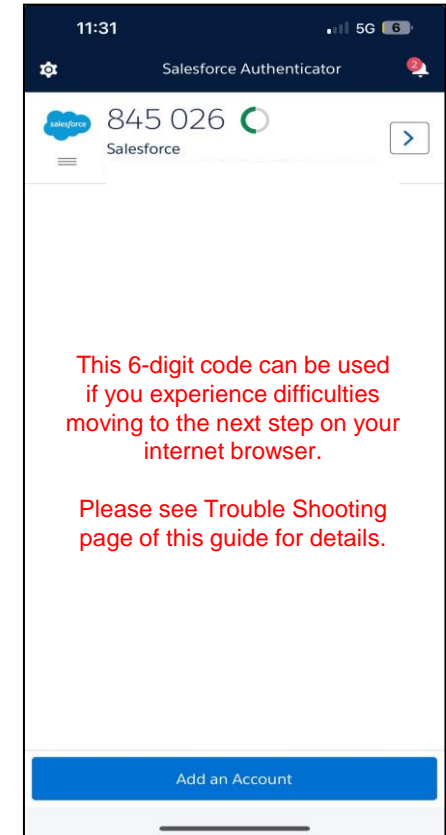
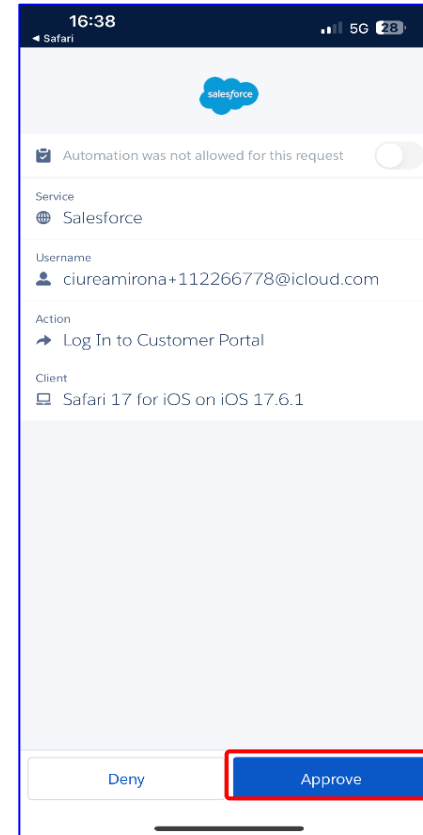
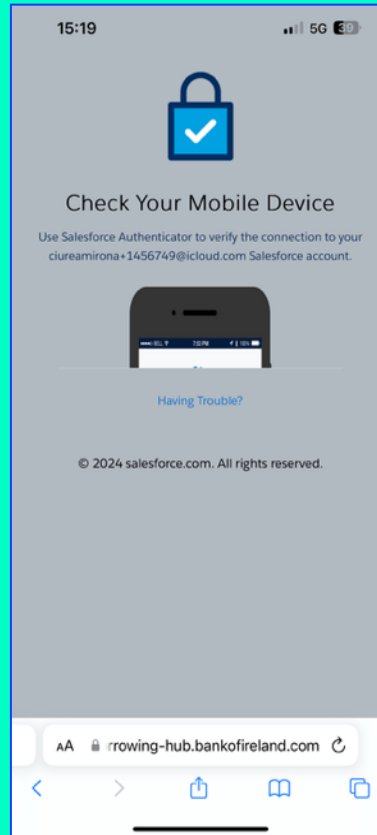
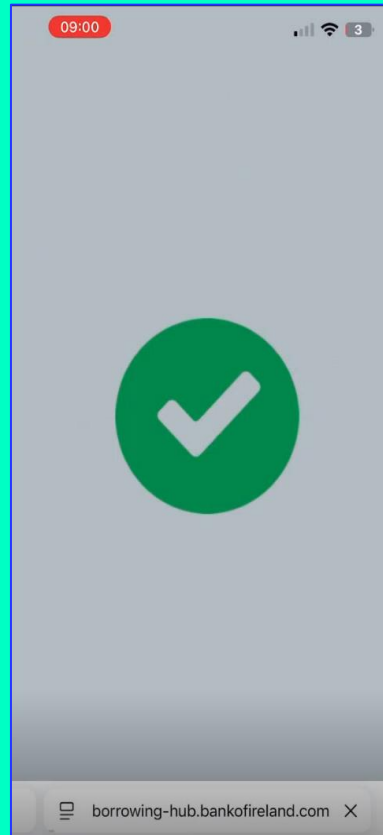
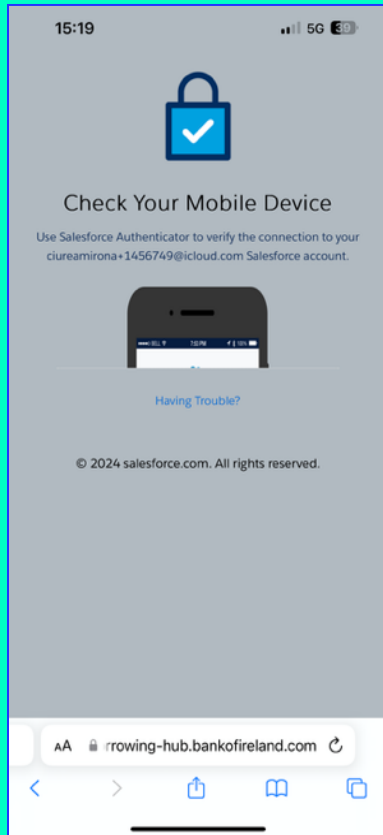


Step 4 cont | Connect Your BBH Account to the 2FA App



Toggle back to your browser. If successfully connected, the **browser** screen will change to a green circle with a tick and you will be asked to check your Salesforce Authenticator app again.

- Toggle back to your **Salesforce Authenticator App.**
- Click Approve and toggle back to your internet browser.



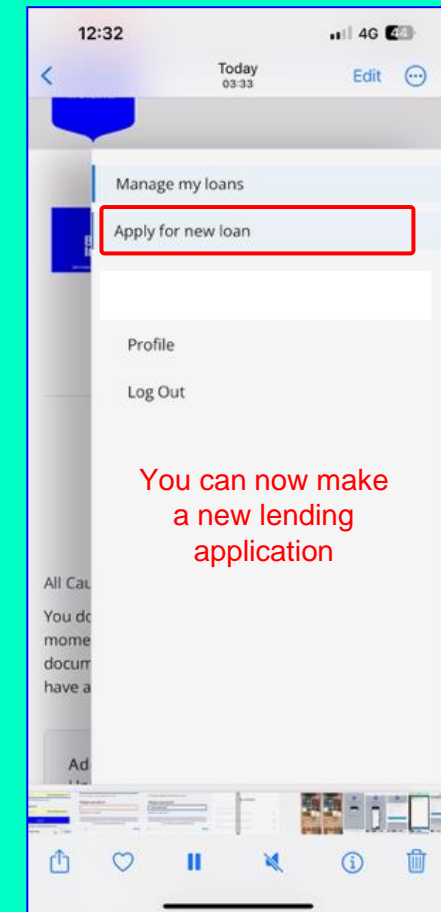
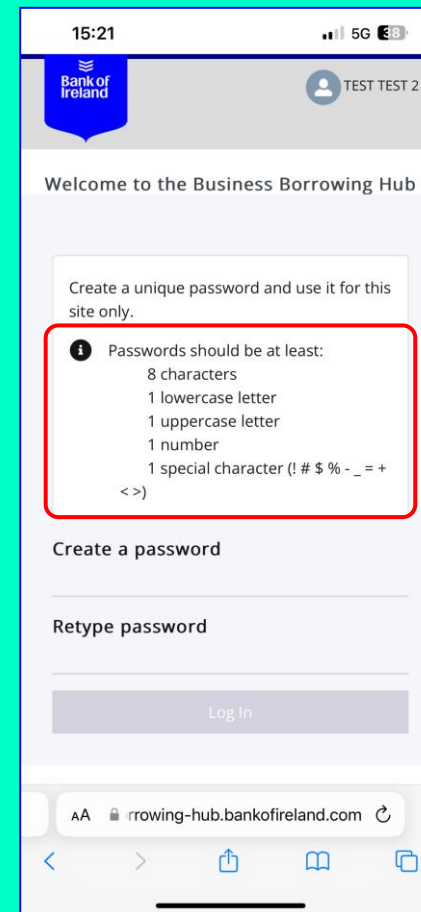
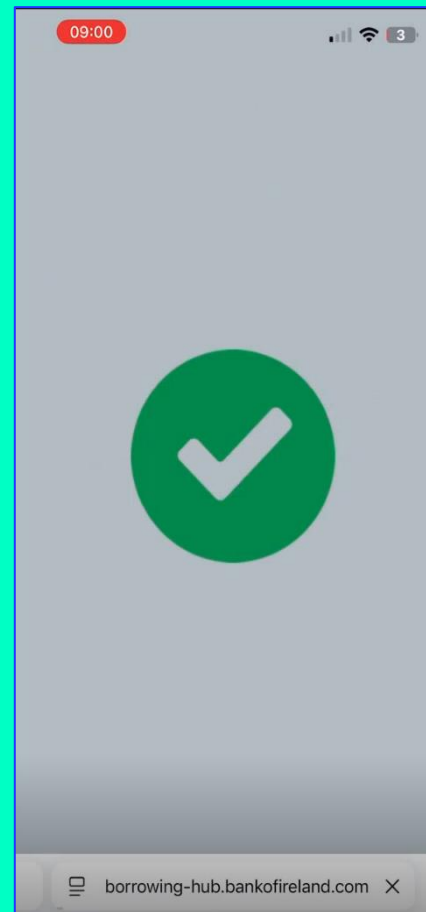
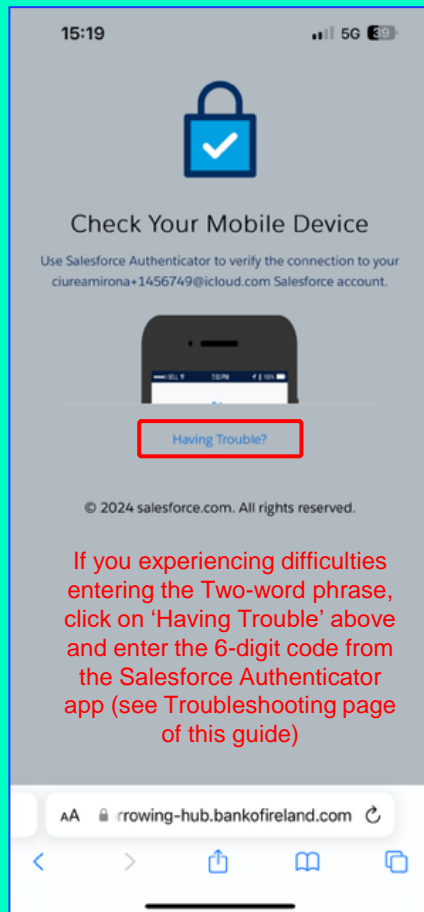
This 6-digit code can be used if you experience difficulties moving to the next step on your internet browser.

Please see Trouble Shooting page of this guide for details.

Step 5 | Finalising 2FA App and Creating BBH Password



- You are now in **your internet browser**.
- The screen will change to a green circle with a tick and you will be asked to create a new password using the structure guidance below.
- You have now completed the connection process and can make a lending application in the BBH.
- Please keep your password safe. You will need to enter your username and BBH password each time you log into the BBH.



Trouble Shooting



If the screen on your internet **browser** is not moving from the **Check Your Mobile Device** screen, click the **Having Trouble?** Link. This will direct you to a new screen where you are asked to input a 6-digit code from the Salesforce Authenticator App. Once you input the code – click **Verify** and you will be directed to set up your password.

