

My Business

F.A.Q

General informations

What is My Business?

My Business is the new web version of UIB Internet Banking solution for companies offering an optimal customer experience with security in line with the latest international standards and access to new functional features that can be adapted according to the customer's choice, depending on the cash management package subscribed to: MyBusiness "Domestic Pack" or My Business "Currencies Pack".

Who can access to My Business ?

This solution is accessible to all UIB's Corporate clients. You must subscribe to "My Business" subscription contract with your account manager or customer advisor.

Should we subscribe to "My Business" if we are already subscribed to the old version of Internet Banking?

If you have already subscribed to the old web version of Internet Banking, no subscription procedure is required unless you wish to use one of the new features offered in the new version of My Business such as the new mobile application for secure authentication [UIB Secure Pass](#).

What services does My Business offer?

Subscribers to the UIB Cash management Pack (domestic and/or currencies) have access to the following features:

- Real-time consultation of your accounts or groups of accounts (Multi-company Vision),
- History of your transactions and movements over a previous period of 6 months,
- Multi-criteria entry search (by amount or period),
- Instant download of your statements or specific documents in different formats,
- Execution with digital signature and monitoring of your sensitive transactions,
- Declaration of beneficiaries (single or multiple),
- Tracking of your bills/checks to be paid or cashed, their status and reasons for rejection,
- Editing and sending RIB/IBAN to the email address of your choice,
- Request for checkbook(s) and bank check(s) with your order history,
- Opposition on lost or stolen check with history of your opposition requests,
- Password modification with history of requests,
- Alerts and notifications: An enriched alert service allowing better control of your cash flow,
- Access management of authorized users,
- Etc,...

What are the new features of "My Business"?

My Business offers you the following new features:

- A graphical dashboard that can be customized according to your organization's needs (new),
- A secure authentication system thanks to our new UIB Secure Pass mobile application that can be downloaded from App Store or Google Play,
- Advanced functionalities for the administration of employee authorizations and signatures (customizable signature matrix, etc.),
- And much more ...

What equipment do I need to access My Business?

You can access MYBUSINESS solution via the website www.mybusiness.uib.com.tn.

It requires the use of:

- A computer equipped with an operating system and connected to the Internet network
- Browsers compatible with the minimum security level recommended by UIB.

Access to MYBUSINESS is secured by an encryption which requires the use of an operating system and a suitable browser.

What is the cost of a subscription to My Business?

The cost of a My Business subscription depends on the Pack subscribed to and the options it includes. For more details, you can contact your account manager or your usual UIB contact who will tell you all the subscription modalities and the related costs.

Security

What security does My Business provide?

My Business ensures enhanced security and confidentiality of your data and banking transactions thanks to:

- A highly secure authentication device (either the Digipass or the UIB Secure Pass mobile application)
- A high-performance 128-bit SSL (Socket Secured Layer) encryption system.
- Your communications are encrypted to prevent a third party from learning your subscriber code or personal banking information. Therefore, the letter "s" appears permanently in the URL address bar after "http".
- Execution with digital signature and monitoring of your sensitive transactions.

What to do in case of access or usage problems?

If you encounter problems when connecting to "My Business", you can contact your usual UIB contact or the UIB support team by telephone on [71 219 725](tel:71219725) or [71 219 497](tel:71219497).

Connection

How to access My Business ?

To access your web portal "My Business", simply enter www.mybusiness.uib.com.tn in your browser and identify yourself with the login you received by email and according to the authentication method chosen when signing the contract (DIGIPASS or UIB Secure Pass New).

My Business is a responsive design solution, accessible from your computer, tablet or smartphone.

Which authentication device to use?

Access to My Business platform is possible by entering an identifier (sent by e-mail after the subscription procedure) and using a secure authentication and signature device:

- Either via the Secure Pass application that you can download via Google Play or App Store,
- Or the Digipass, which is delivered either by the Global transaction Banking manager or by the branch managing the relationship with the customer, against an acknowledgement of receipt.

However, it is not possible to combine the two.

How do I log in to My Business?

Depending on the chosen authentication device:

- If DIGIPASS: then you just need to enter your username and your single-use password, generated by your Digipass,
- If UIB Secure Pass (Soft Token): You must enter your username and password directly on the platform. You will then receive a push notification requesting an authentication on your UIB Secure Pass application (already installed and activated), and you click on "accept", to connect to "My Business".

How is the first connection to My Business via UIB Secure Pass made?

For your first connection to My Business through the UIB Secure Pass mobile application, you must first activate your user session. Indeed, once the subscription to the service is finalized, you will receive your activation codes by e-mail, namely a username and a temporary password that you can initialize with a personalized password of your choice. You can then authenticate yourself to "My Business" solution by entering your username and the password you have defined, directly on your platform.

Is it possible to change my password?

Yes, it is possible to change the password of your Secure Pass mobile application, via the "Settings" section. It is even recommended to do it regularly for better security.

Are there rules to follow when entering a new password?

Your password must meet the following requirements:

- It must contain at least 4 numeric characters (max length 16 characters),

- It should not be disclosed to anyone,
- It can be modified later at any time via the “Settings” section.

The main sections

What information is available in the "Home" section?

In this section, the subscriber has quick access to:

- A quick access toolbar to the following features:
 - Messaging,
 - Tasks,
 - Profile/Logout,
 - List of declared accounts,
- A customizable graphical dashboard,
- And a scrolling currency bar.

What information is available in the “Accounts” section?

The “Accounts” section allows you to:

- Consult the situation of bank accounts opened at the UIB (and/or in other sister banks connected to the SWIFT interbank network),
- Consult the global situation of the accounts (Multi-company vision),
- Search for multi-criteria entries (by amount and/or period) with access to the history over a previous period of 6 months:
 - Transaction history (including daily transactions)
 - History of movements (including accounting movements).
- Download bank statements and accounts in various possible formats.
- Edit and send the RIB/IBAN to a recipient
- Download specific documents (AFB 120, Interest scales, Debit and credit notices, SWIFT alerts issued or received, monthly statement, bank card statement, withholding tax certificate/Investment, Request for remote modification card ceilings or bank card stock, etc.).

What is a sensitive transaction?

A sensitive transaction is any banking transaction initiated on your Internet Banking web portal, and which requires a (single or joint) signature, in particular for the following transactions:

- Transfers (simple, permanent or multiple) in dinars or in foreign currencies,
- Direct debits (simple, permanent or multiple) in dinars or foreign currencies,
- The declaration of beneficiaries (single or in mass).

How to initiate a transfer via "My Business"?

In the "Payments" section, you can choose to initiate your remote transfers (single, permanent or multiple) in dinars and/or in foreign currencies from one account to another or to a beneficiary. Then, depending on the transfer you want to initiate, you click on "create transfer", and you fill in the data related to the transfer your form.

For example, to create a single domestic transfer, simply fill in the following fields: pour créer un virement domestique unitaire, il suffit de renseigner les champs suivants :

- The account to be credited,
- The account to be debited,
- The date of execution of the transfer, as well as the end date,
- The amount,

- The currency,
- The reference of the ordering party,
- The reason,
- Additional labels.

Are sensitive transactions initiated on My Business secure?

Yes, all sensitive transactions initiated on "My Business" portal are securely signed and validated via your UIB Secure Pass mobile application. Thanks to a push notification device, you receive a notification on your smartphone via your mobile application which asks you to choose to accept or refuse the signature of your transaction. Once accepted, the transaction is validated and securely signed.

How to declare a new beneficiary?

You go to the "payments" menu then click on the "Management of beneficiaries" section and choose the sub-section "Declaration of beneficiaries":

- Click on the "Add beneficiary" button
- Fill in the form with the data relating to the beneficiary (nature, type, name, address, bank, BIC code and RIB).
- Confirm.

Is it possible to request a checkbook on My Business?

Yes, it is possible to request a checkbook, simply go to the "Payment" section → Checks → Requests for a new checkbook, then enter the following data in the form:

- Select account
- Specify the number of checkbook
- Select the type of checkbook
- Select currency
- Select the issuing branch
- Confirm your request

Once the data is entered, a signature is required to confirm the request.

Can I contact my bank via My Business?

By clicking on the "Messaging" section, you can:

Receive messages from the Bank,

- Receive messages from the Bank,
- Send messages to the Bank with the possibility of attaching files
- Access the history of messages sent to the bank.

For any assistance, who should I contact?

You can contact your account manager or your customer advisor or your usual UIB contact person to assist you, guide you and answer all your questions.