



# Adding new users to Internet Banking for Business

This guide will help you add new users to an existing Internet Banking for Business site.

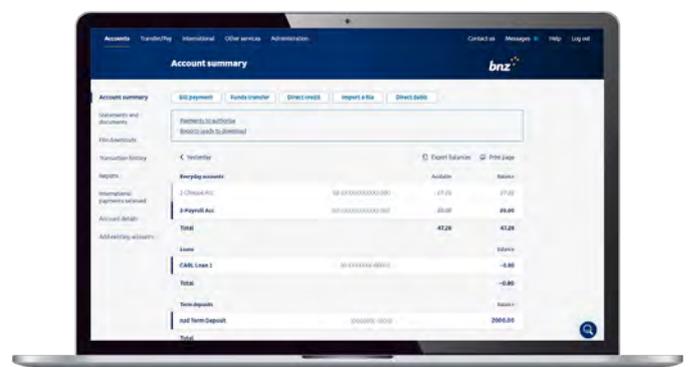
Any user with Manage Site Administration permission can add a new user.

Before you start, you'll need the new user's:

- first and last name
- email address
- mobile phone number

You'll also require [identification details](#) for all users with role type Manage Site Administration/Authorise Activity/Foreign Exchange Dealing, if they aren't known to BNZ as existing customers or account owners.

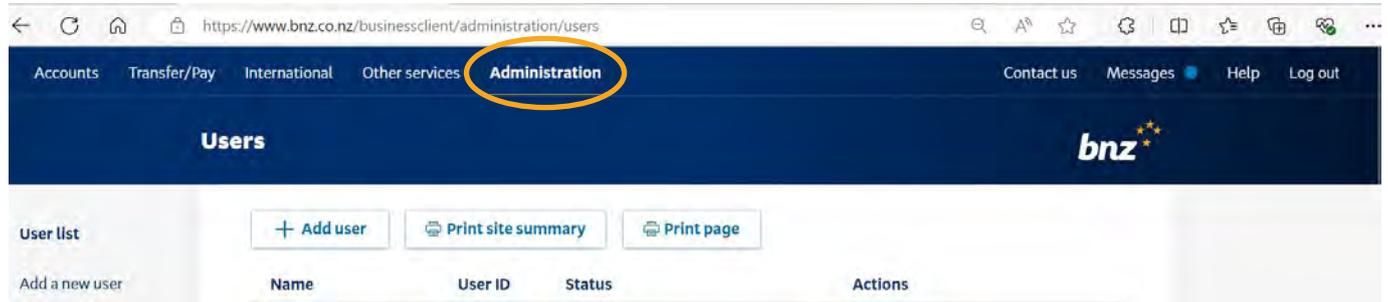
If you need help, you can call us Mon-Fri, 8:30am-5:30pm 0800 269 4242 or +64 4 931 8234 if you're outside New Zealand (international toll charges apply).



## Step 1.

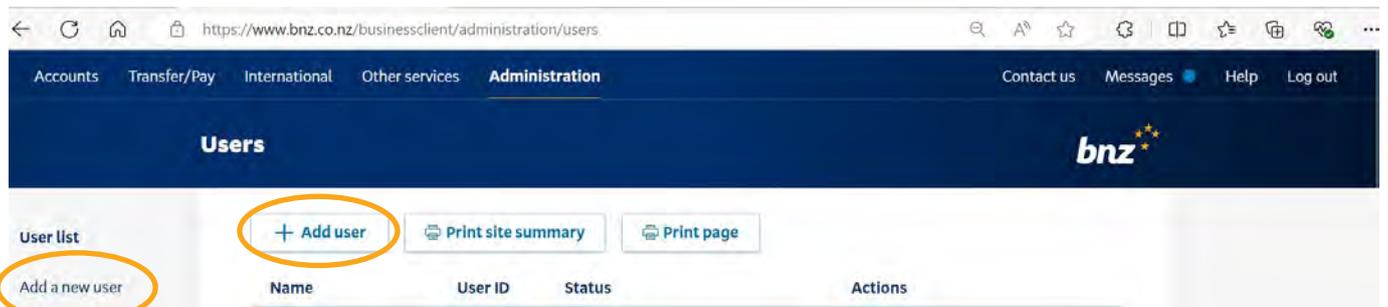
### Log into Internet Banking for Business

Click on Administration.



## Step 2.

### Click on Add a new user or + Add user



## Step 3.

### Enter the User Details

This includes the new user's:

- first and last name
- user ID - required when logging into Internet Banking for Business
- mobile phone number - we'll send a verification code to this number to complete the user setup
- email address - We'll send login details for the new user to this email address.

### User Details

Name	<input type="text"/>	<input type="text"/>
Choose a User ID	<input type="text"/>	Used for logging in. It should be 3-8 characters (e.g. JSMITH or JANE2)
Mobile phone number	<input type="text"/>	For example: 021234567 or 0061412 345678. We'll send a verification code to this number.
Email address	<input type="text"/>	We will send login details for this user to this email address.

## Step 4.

### Select User Permissions

#### Option 1:

You can **copy permissions** from another user. This option is helpful if you have users in the same department who require the same permissions.

#### Option 2:

You can add a user by selecting from one or more of the templated roles.

If you select Option 2, you can also select the accounts the new user will have access to. You can give them access to **All Accounts** or choose from **Selected Accounts**.

Click **Next**.

#### Tip

Click on **Customise Permissions** to further customise the new user's profile like accounts they can access and their transaction limits.

### User Permissions

Copy permissions from :

User's permissions : Based on creating a new user

- Manage Site Administration  
**FULL** - 15 of 15 actions selected
  - Authorise Activity
  - Manage Account Info and Services
  - Maintain Payees
  - Maintain Accounts Payable
  - Maintain Accounts Receivable
  - Audit Log ⓘ
  - Only View Activity
  - Foreign Exchange Dealing
- Select Customise Permissions to update

Select accounts that the new permissions will apply to. Note: Audit Log will apply to all accounts, regardless of what's selected below.

- Account Access :  All Accounts  
 Selected Accounts

Cancel

Customise Permissions

Next

## Step 5.

### User Identification

BNZ is required by law to formally identify all users within Internet Banking for Business who have an authorisation or administration capability.

Select if the new user is:

- **A current account owner or account signatory** – user must be a signatory on one or more of the accounts on Internet Banking for Business
- **A BNZ customer** – user must have an existing account with BNZ

Select the new user's **Relationship to customer**. This can be employee, professional, agent, family, friend or other.

Enter their account number or **ATM card number**. We will use this information to verify their signature on the user setup form with our records.

- **Non BNZ customer**

Select the new user's **Relationship to customer**. This can be employee, professional, agent, family, friend or other.

Enter their **date of birth** and **residential address**.

Select a form of **Primary ID**. Some Primary ID may require a **Secondary ID**. Click here to find out more about [Identification requirements](#).

Click Next.

**User identification for: Test User**

BNZ is required by law to formally identify all users within Internet Banking for Business that have an authorisation or administration capability. We do this using the Person Acting on Behalf form that will print out with this registration. When we have processed and approved your request, we will activate the new access to Internet Banking for Business.

This user is:

A current account owner or account signatory

A BNZ customer

Relationship to customer: ----- Select a relationship -----

Please provide one of the following so that we can identify this person:

Their account number: 02- [ ] [ ] [ ] or

Their ATM card number: [ ] [ ] [ ] [ ]

Non BNZ customer

Relationship to customer: ----- Select a relationship -----

Date of birth: [ ] [ ] [ ] [ ] (dd/mm/yyyy)

Their residential address: [ ] (Street address)

(Must not be a PO Box or Private Bag)

[ ] (Suburb)

[ ] (Town/City) [ ] (Postcode)

[ ] (Country)

Primary ID: ----- Select a primary ID -----

Primary ID Details: [ ]

Please see the Person Acting on Behalf form that will print out with this registration for further instructions.

Back Cancel **Next**

## Step 6.

### Online Security

Confirm the new user's mobile number.

We'll send a verification code to this number to complete the new user setup. The user will also need to download the BNZ Business app to authenticate their log into Internet Banking for Business.

Click Next.

#### Tip

By downloading the BNZ Business app a user can do Internet Banking for Business using the BNZ Business app. You can switch the app to **Authentication only mode** which only allows the app to be used for login authentication purposes only.

### Online Security for: Test User

The screenshot shows a web interface for setting up a new user. On the left is a navigation menu with options like 'User List', 'Add a New User', 'Change Password', etc. The main content area has sections for 'Authentication', 'Setting up the app', and 'Your new user'. The 'Your new user' section contains a table with columns for Name, User ID, Roles, and Authentication option. The 'Authentication option' column has a text input field containing '0211234567' and a note 'For example: 021234567 or 0061412 345678'. At the bottom of the main content area are three buttons: 'Back', 'Cancel', and 'Next'. The 'Next' button is highlighted with an orange circle.

Name	User ID	Roles	Authentication option
Test User	TEST	• Manage Site Administration	<input type="text" value="0211234567"/> For example: 021234567 or 0061412 345678

## Step 7.

### Confirm user details

Check that all details are correct. You can use the Back button to make any changes.

Click Submit.

The screenshot shows a web interface for confirming user details. On the left is a navigation menu. The main content area has a heading 'Confirm user details' and a sub-heading 'User details'. Below this is a list of user details: Name (Test User), User ID (TEST), Roles (Manage Site Administration), Mobile number (0211234567), Email address (komal\_morari@bnz.co.nz), and Status (Temporary). There is a link 'View Detailed Permissions'. Below the user details is a section 'Identification type - Account Owner or Signatory' with a note: 'As this user is an account owner or account signatory they have already provided the Bank with identification. We do not require this information again.' Below that is a section 'Authentication option' with the text 'Mobile authentication'. At the bottom of the main content area are three buttons: 'Back', 'Cancel', and 'Submit'. The 'Submit' button is highlighted with an orange circle.

## Step 8.

### Acknowledgement details for new user

Click [Print Request documents](#) to open the Request to activate a new user form.

You can download this form, edit, and sign digitally, or print, sign, and scan, and return as a PDF to [onlinerequests@bnz.co.nz](mailto:onlinerequests@bnz.co.nz)

Include identification and proof of address documents and Person Acting on Behalf of forms for users who aren't known to BNZ as existing customers or account owners.

Click **Finish**.

#### Person Acting on Behalf requirements:

- If the Person Acting on Behalf form is generated as part of the new user setup it indicates that the user isn't an existing BNZ customer or an account owner. This form needs to be signed by the new users.
- To avoid processing delays, this form is best submitted along with the Request to activate new user form.

#### Identification of user role type Administrator/Authoriser/Foreign currency dealing, who are not BNZ customers:

- The individual(s) will need to identify themselves in a BNZ branch with photo ID and a proof of address – we'll verify the documents and take copies.
- **We will also set the new user up as a non-customer in our systems.**
- Alternatively, the individual(s) can get their ID documents certified by a trusted referee (e.g., Justice of Peace, a Notary Public, Chartered Accountant, Lawyer etc). Scan and email documents to BNZ at [onlinerequests@bnz.co.nz](mailto:onlinerequests@bnz.co.nz).

**Acknowledgement details for: Test User**

User List  
Add a New User  
Change Password  
Account Nicknames  
Transaction History Options  
Internet Banking Fee Account  
Authorisations and Limits  
Connections  
Notifications  
Add Existing Accounts  
Audit Log  
File Download Settings

The following user has been added to your user list:

**Test User**

**What's next?**

1. Print and sign the documents
2. Get the identification process completed for this user, if it's necessary
3. Return the documents to us

If you don't have Adobe Reader® installed on your computer, download it for free.

[Print Request documents](#) [Finish](#)



For more help and support, visit Internet Banking for Business - Business Help and support at [bnz.co.nz](https://www.bnz.co.nz)