

CORPORATE CONNECT

User Guide

2025

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How to get started!

In this guide, you will find two ways to register your user in our new portal solution:

1. If you currently use BankID to log onto Kundeportal, you will use the URL link from your bank to log in.
2. If you use a username and password to access Kundeportal today, you will receive an email invitation to register. After that, you will start using BankID to logon.

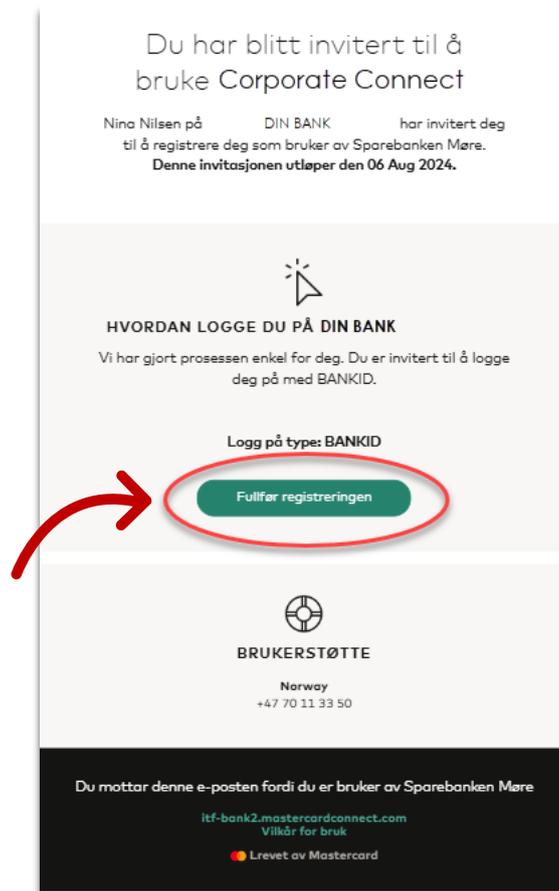
Note! Use the table of contents for an overview and click directly to the correct registration process for you.

User activation for users without BankID login in Kundeportal

You will receive an email invitation from **noreplymastercardconnect@mastercard.com**. This email contains a link that will direct you to complete the activation of your user account.

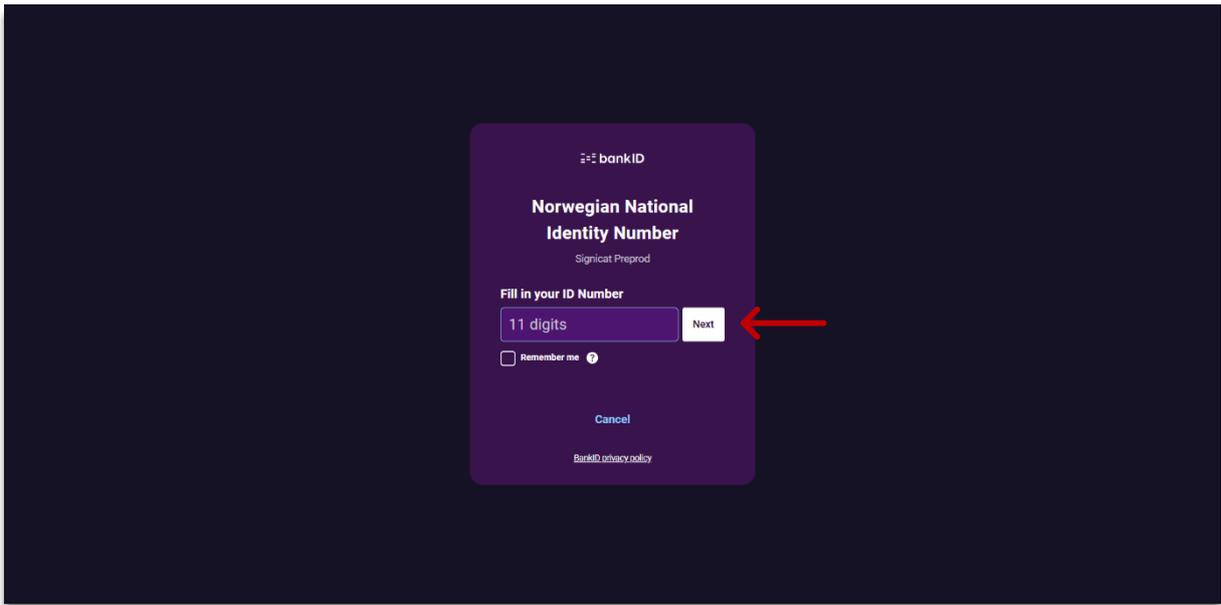
Important! Before you click on the link, always check that the sender's address matches the one provided above. This is to ensure that the email is not a phishing attempt. Always be vigilant against fraud and make sure you only click on links from trusted sources.

The email you will receive will appear as follows:



Click on "Fullfør registreringen"

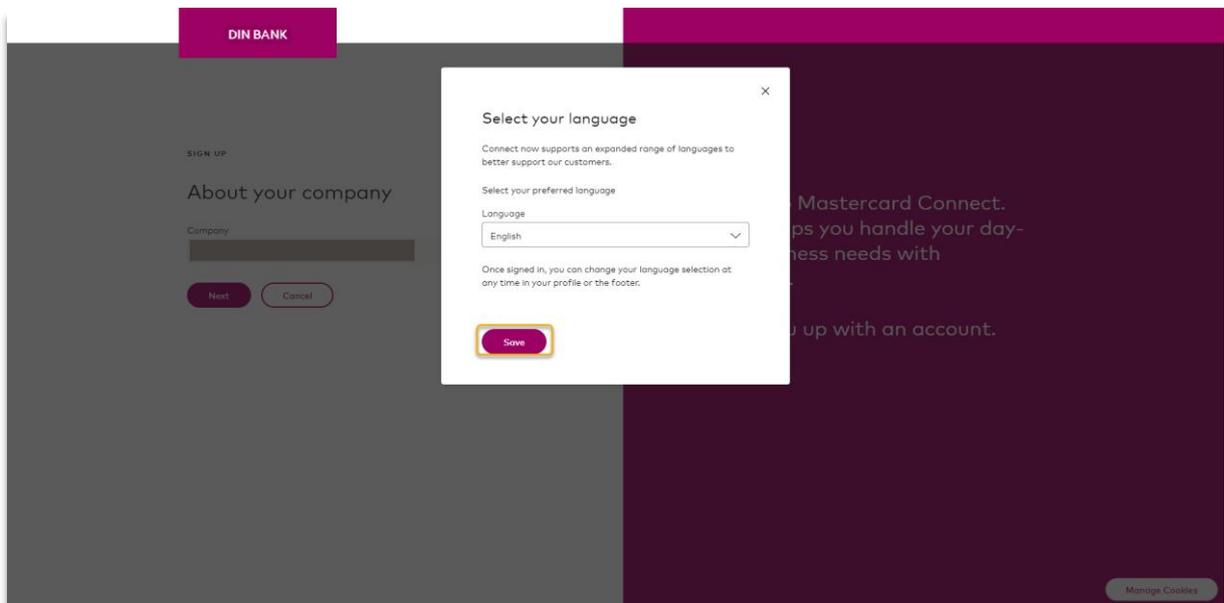
You will see a new page that appears as follows:



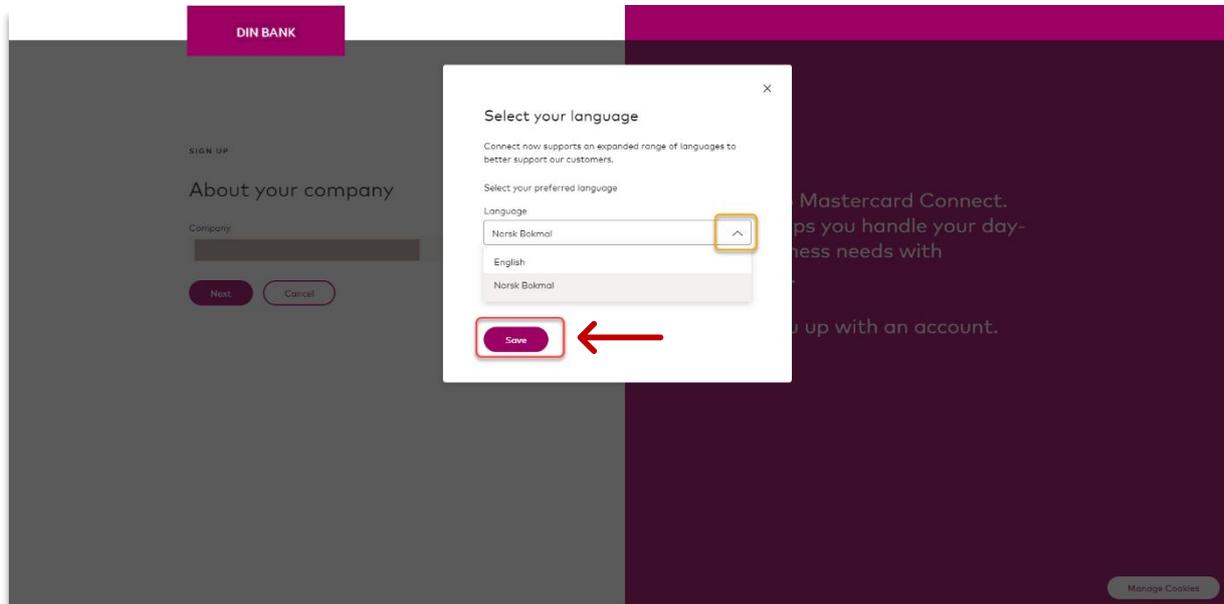
Enter your birth number (11 digits) and click on “Next.”

Then, follow the instructions from BankID as you usually do when using BankID.

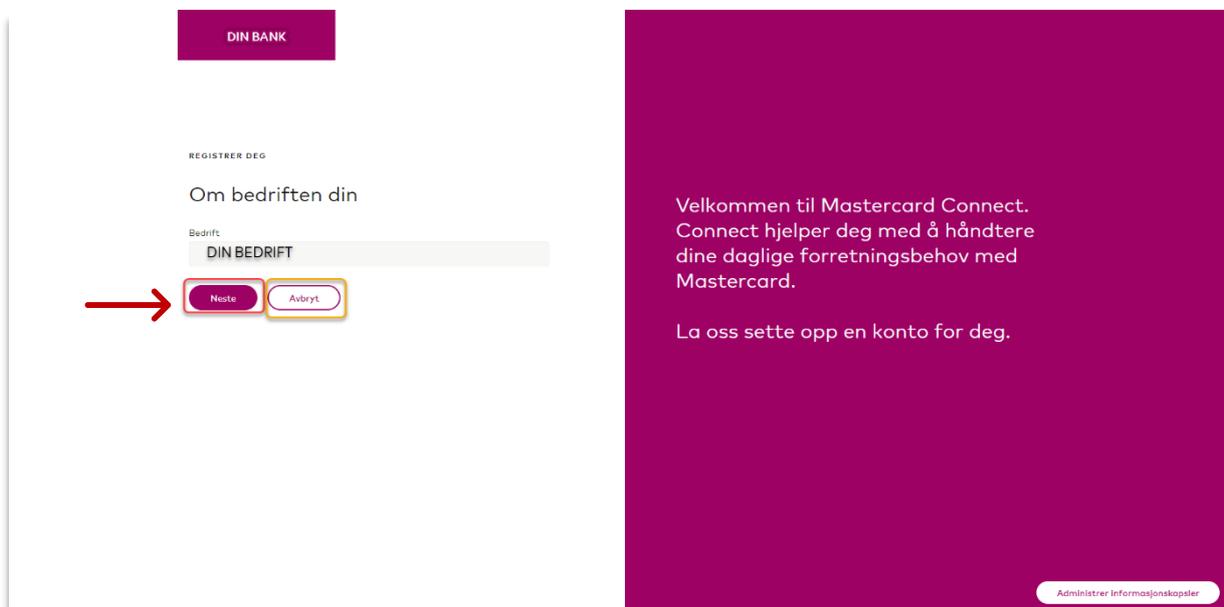
The user activation process will now appear. Begin by selecting your preferred language for the portal. If your preferred language is already selected, simply click “Save.” This option will display as either “Save” or “Lagre,” depending on your browser's language settings.



To change the language, click on the language drop-down menu, select your preferred language, and then proceed by clicking "Save" as shown below:



You will now see information about your company. Please confirm this information by clicking "Next."



Note! If you click on "Cancel", you will have to repeat the process again. You must therefore find the invitation you have received via email and click on "Complete registration"

The next step is to enter or confirm your contact information, highlighted in yellow in the screenshot below. Once completed, click "Next."

Note: If you click on "Not now," you will need to repeat the process. This means you will have to locate the invitation email you received and click on "Complete registration/Fullfør registrering" again.

The screenshot shows the registration page for DIN BANK. The left side is a white form titled "REGISTRER DEG" with the sub-heading "Om deg". It asks to confirm contact information. Fields include "Fornavn" (Donald), "Etternavn" (Duck), "Jobbmåiladresse" (donald.duck@dinbedrift.no), and "Jobbtelefon" (98765432). A red arrow points to the email field. Below are "Neste" and "Ikke nå" buttons. The right side is a purple confirmation message: "Takk for at du bekreftet kontaklinformasjonen din. Dette hjelper oss å sikre at din DIN BANK B2B-plattformkontoen er satt opp riktig." A footer link "Administrer Informasjonskapsler" is visible.

In the final step, enter answers to two security questions of your choice. Be sure to check the box to confirm acceptance of the Terms of Use.

The screenshot shows the registration page for DIN BANK. The left side is a white form titled "REGISTRER DEG" with the sub-heading "Se gjennom kontoen din". It asks to answer two security questions. The first question is "Sikkerhets spørsmål 1" with a dropdown menu and a text input field. The second question is "Sikkerhets spørsmål 2" with a dropdown menu and a text input field. A red arrow points to a checkbox with the text: "Jeg bekrefter at jeg har lest og godtar Mastercard Connect Nordics Villkår for bruk. Jeg Forstår også at min personlige informasjon vil bli behandlet av Mastercard International Inc. og dets tilknyttede selskaper i sammenheng med Mastercard Connect Nordics-plattformen, som beskrevet i Mastercard Global Personvernerklæring." Below are "Fullfør" and "Forrige steg" buttons. The right side is a purple confirmation message: "Disse sikkerhets spørsmålene vil hjelpe oss med å få deg tilbake til DIN BANK i tilfelle du noen gang blir utestengt fra kontoen din." A footer link "Administrer Informasjonskapsler" is visible.

Below is an example of selected questions with completed answers:

The screenshot shows the 'DIN BANK' registration interface. At the top, there is a purple header with 'DIN BANK'. Below it, the text 'REGISTRER DEG' is followed by 'Se gjennom kontoen din' and 'Vi er nesten ferdige. Velg og svar på noen sikkerhets spørsmål.' There are two security questions: 'Sikkerhets spørsmål 1' with the question 'What is your favorite color?' and answer 'Yellow', and 'Sikkerhets spørsmål 2' with the question 'What is the name of your first pet?' and answer 'Donald Duck'. A checkbox is checked, indicating agreement with the terms. At the bottom, a red arrow points to a purple 'Fullfør' button with the text 'Fullfør' and 'Førrige steg' next to it. On the right side, there is a large purple box with white text: 'Disse sikkerhets spørsmålene vil hjelpe oss med å få deg tilbake til DIN BANK i tilfelle du noen gang blir utestengt fra kontoen din'. At the bottom right, there is a link 'Administrer Informasjonskapsler'.

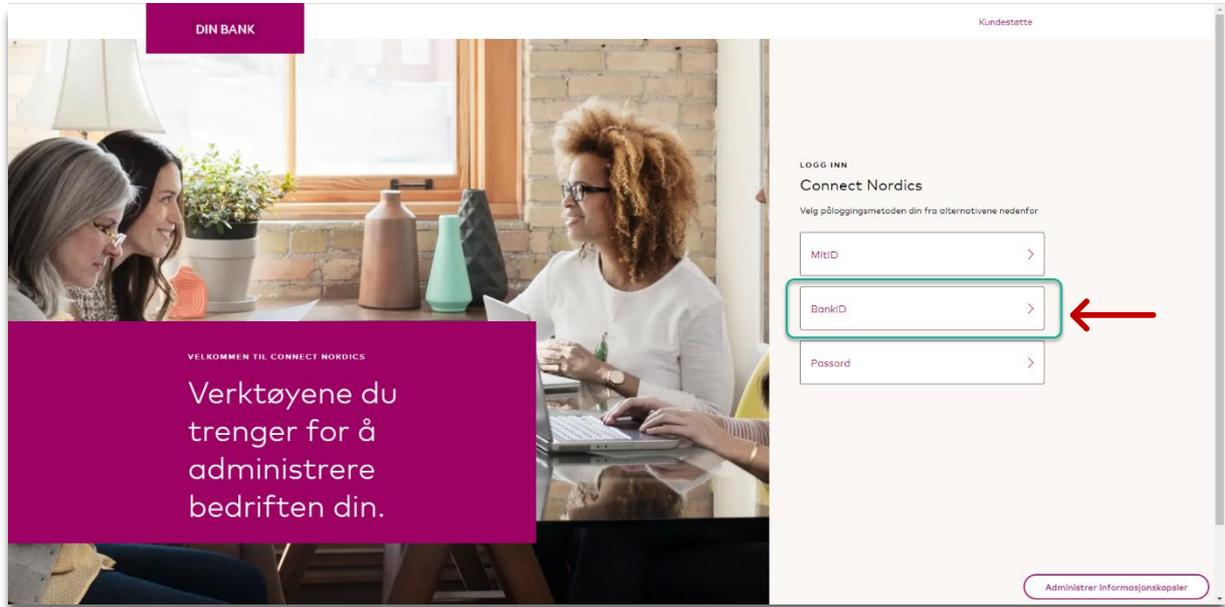
When you are ready, click "Complete" to finish the process.

You will receive a message confirming that your profile is activated. Click on "Log in" to proceed:

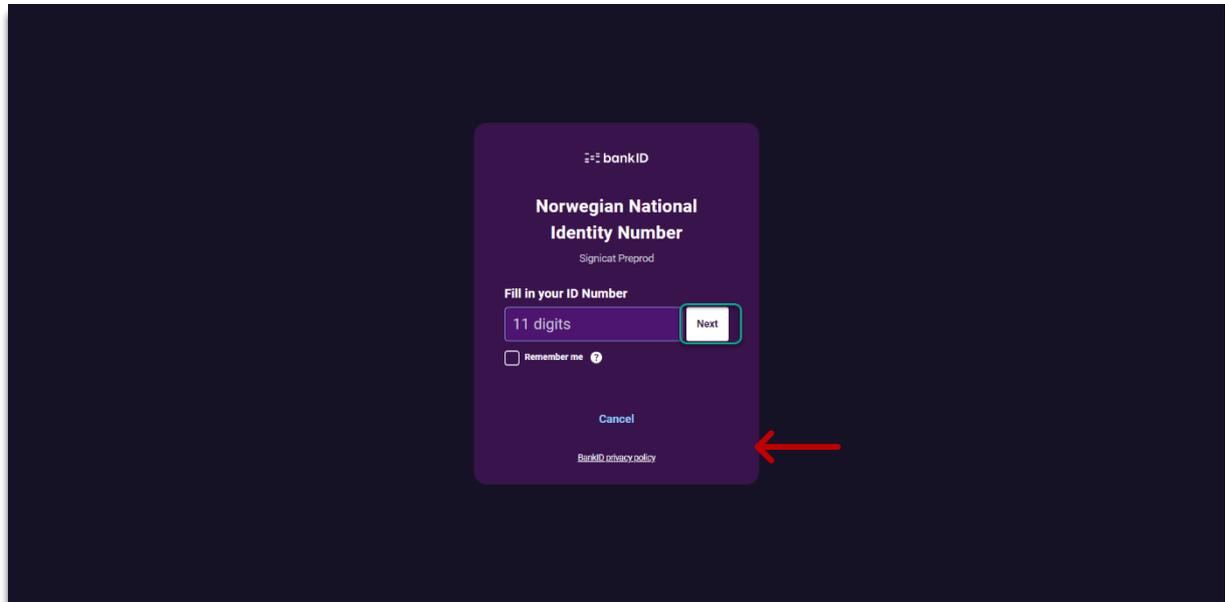
This screenshot shows the same registration page as above, but with a success message overlay. The message box is white with a purple border and contains the text 'Suksess!' and 'Du har registrert deg i Connect Nordics.' Below the message is a purple 'Logg inn' button with a red arrow pointing to it. The background of the registration page is dimmed. The 'DIN BANK' header and the security questions are still visible. The 'Logg inn' button is positioned over the 'Fullfør' button from the previous screenshot. The right-side purple box with the warning text is also visible. The 'Administrer Informasjonskapsler' link is at the bottom right.

Login with BankID

You will now see your new login page. Here you must choose BankID as the login method in the future:

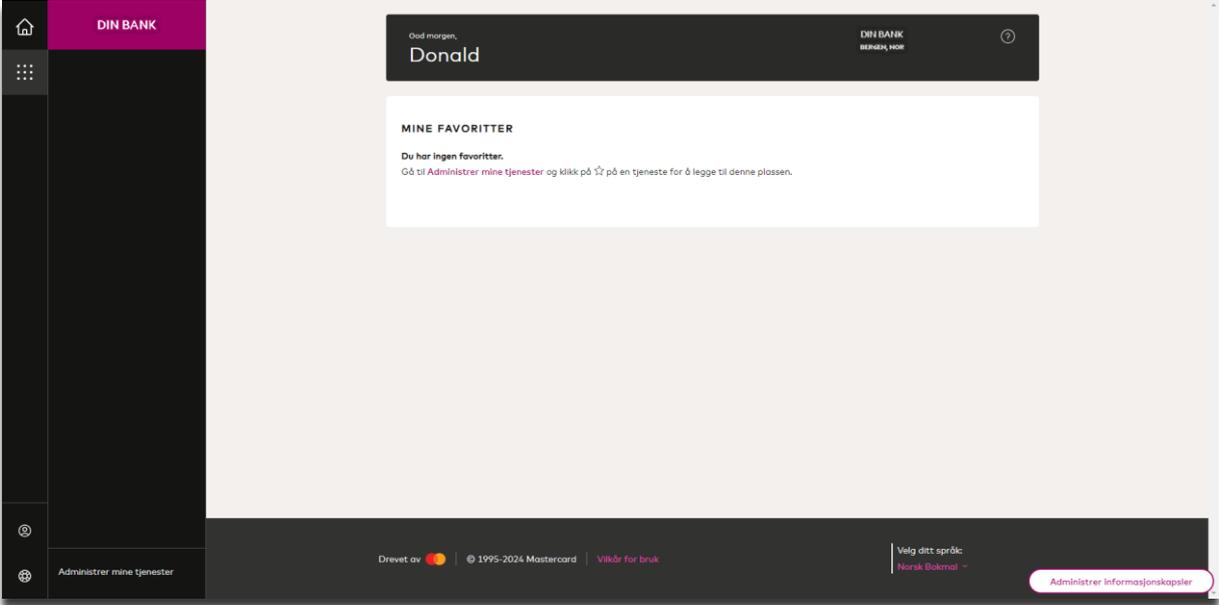


Enter your birth number (11 digits) and click on “Next.”



You will then follow the BankID instructions as you normally would when using BankID.

Finally, your portal homepage will appear as illustrated in the screenshot below:

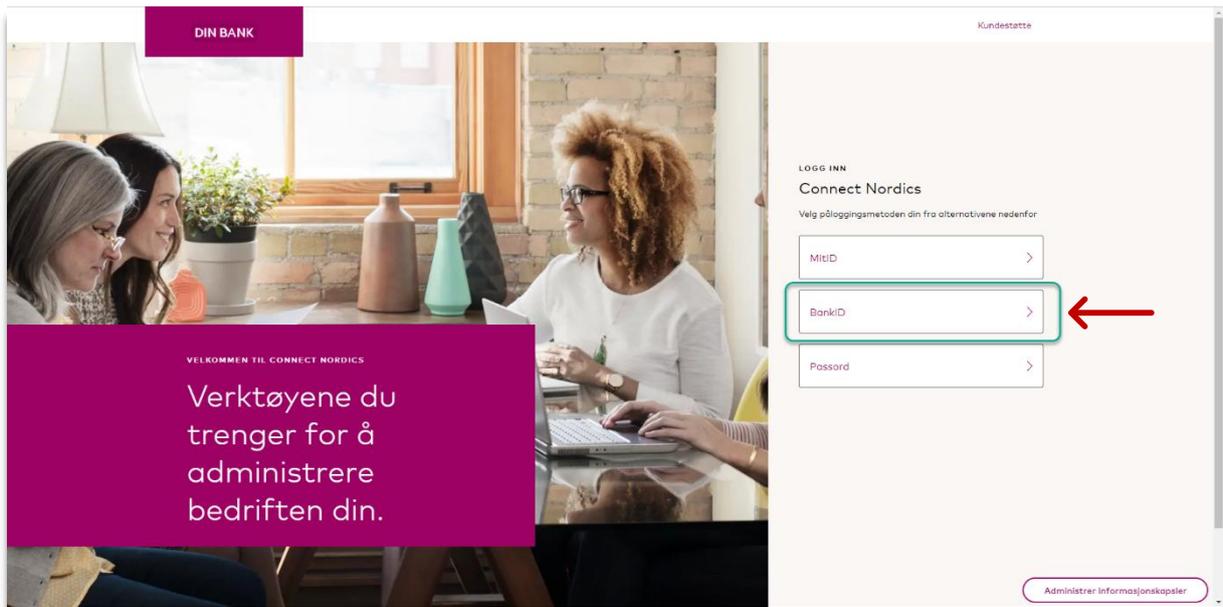


User activation for users with BankID login in Kundeportal

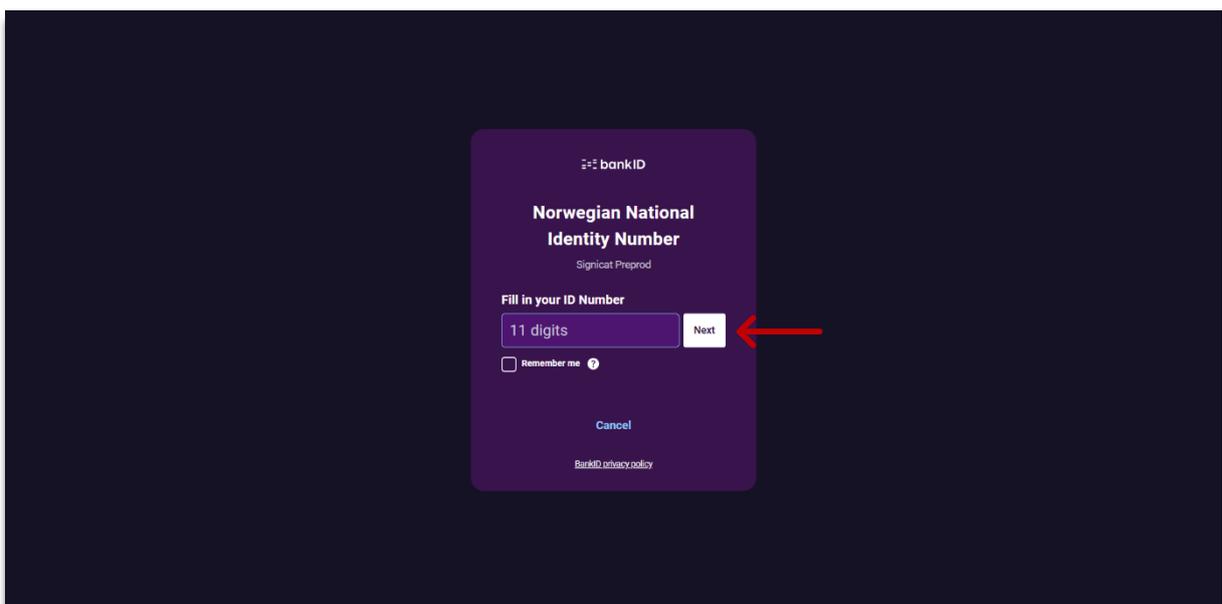
As previously mentioned in the guide, users who log in with a username and password in the Customer Portal will transition to BankID login.

You will receive a URL link from your bank to register your user account in the new portal. When you click on this link, the login page for your new portal solution will appear as illustrated below.

Click on "BankID" to log in:

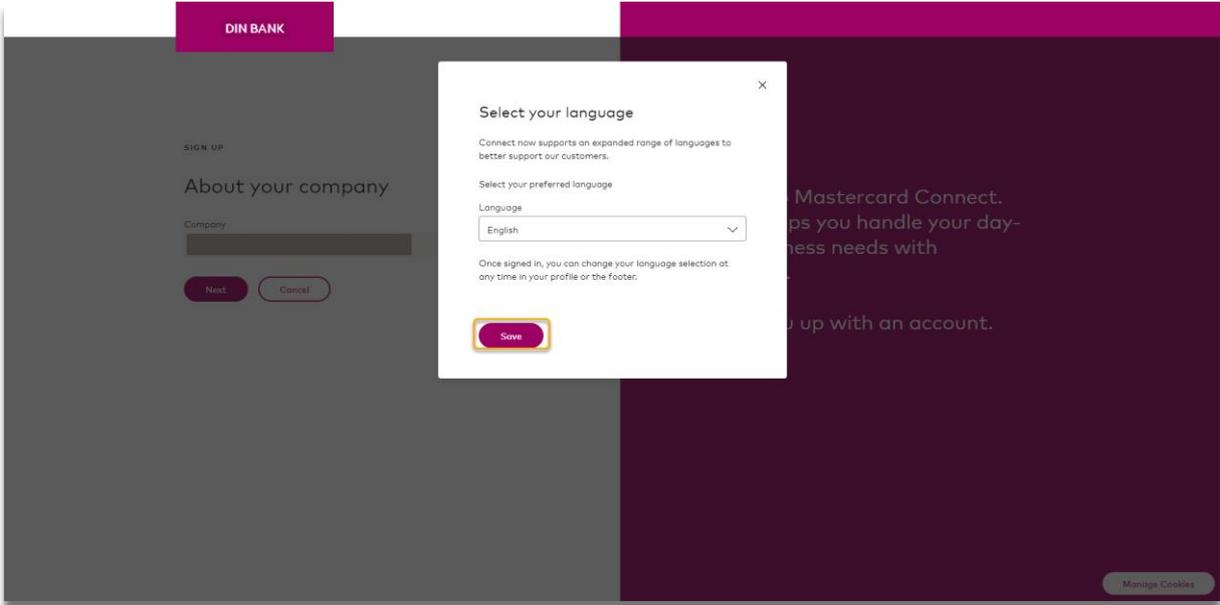


Enter your birth number (11 digits) and click on "Next."

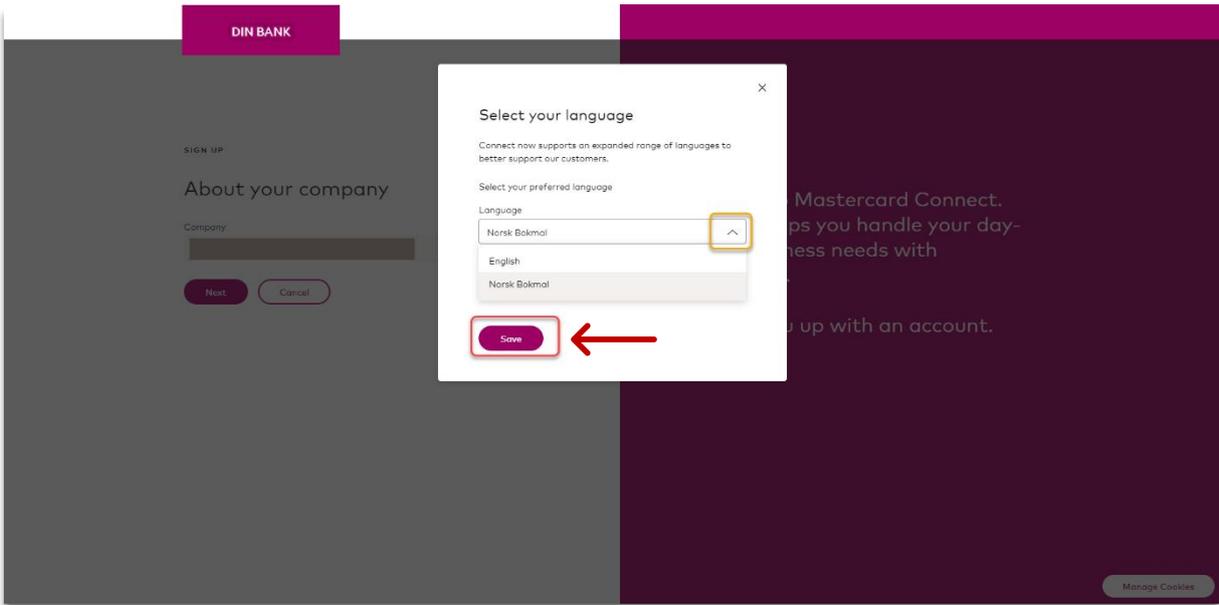


Then follow the instructions from BankID in the same way as you normally do when using the BankID.

The user activation process will now appear. Begin by selecting your preferred language for the portal. If your preferred language is already selected, simply click “Save.” This option will display as either “Save” or “Lagre,” depending on your browser's language settings.



To change the language, click on the language drop-down menu, select your preferred language, and then proceed by clicking "Save" as shown below:



You will now see information about your company. Please confirm this information by clicking “Next”.

DIN BANK

REGISTRER DEG

Om bedriften din

Bedrift

DIN BEDRIFT

Neste Avbryt

Velkommen til Mastercard Connect. Connect hjelper deg med å håndtere dine daglige forretningsbehov med Mastercard. La oss sette opp en konto for deg.

Administrer Informasjonskapsler

Note! If you click on "Cancel", you will have to repeat the process again. You must therefore find the invitation you have received via email and click on "Complete registration"

The next step is to enter or confirm your contact information, highlighted in yellow in the screenshot below. Once completed, click “Next”

DIN BANK

REGISTRER DEG

Om deg

La oss bekrefte at kontaktinformasjonen din er riktig

Fornavn Donald Etternavn Duck

Jobbmailadresse Jobbtelefon

donald.duck@dinbedrift.no 98765432

Neste Ikke nå

Takk for at du bekreftet kontaktinformasjonen din. Dette hjelper oss å sikre at din DIN BANK B2B-plattformkontoen er satt opp riktig.

Administrer Informasjonskapsler

Note: If you click on “Not now”, you will need to repeat the process. This means you will have to locate the invitation email you received and click on "Complete registration/Fullfør registrering" again.

In the final step, enter answers to two security questions of your choice. Be sure to check the box to confirm acceptance of the Terms of Use.

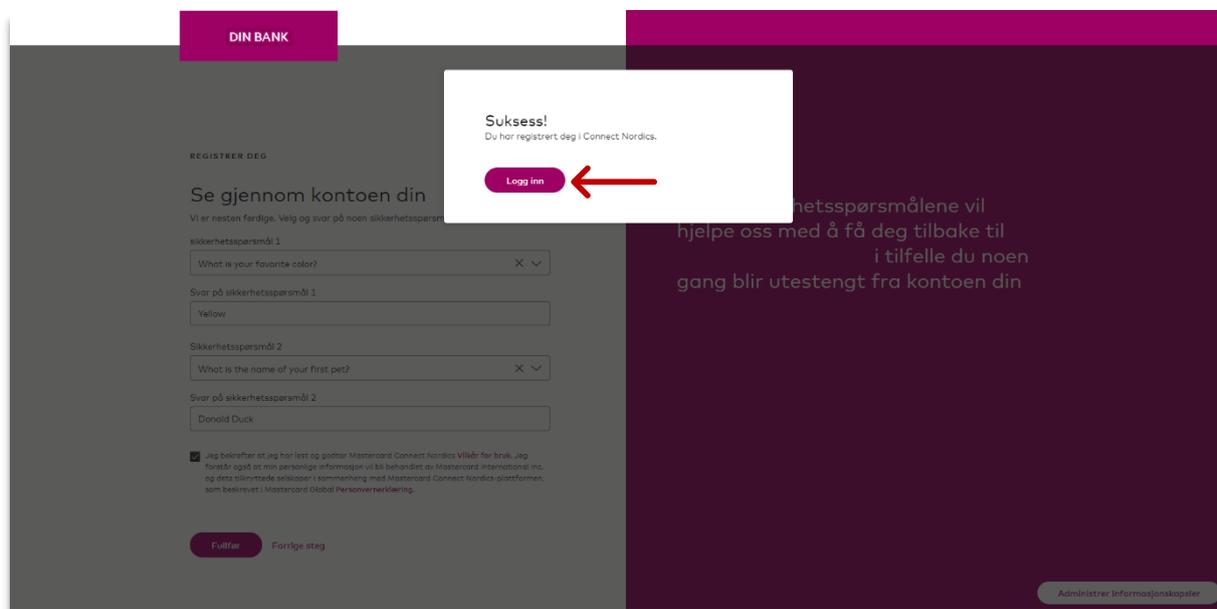
The screenshot shows the registration page for "DIN BANK". The page is titled "REGISTER DEG" and "Se gjennom kontoen din". It asks the user to answer two security questions. The first question is "Velg spørsmål 1" and the second is "Velg spørsmål 2". Below the questions, there are input fields for the answers. A red arrow points to a checkbox labeled "Jeg bekrefter at jeg har lest og godtar Mastercard Connect Nordics Villkår for bruk. Jeg forstår også at min personlige informasjon vil bli behandlet av Mastercard International Inc. og dets tilknyttede selskaper i sammenheng med Mastercard Connect Nordics-plattformen, som beskrevet i Mastercard Global Personvernerklæring." Below the checkbox, there are two buttons: "Fullfør" and "Førrige steg". On the right side of the page, there is a purple background with white text that reads: "Disse sikkerhetsspørsmålene vil hjelpe oss med å få deg tilbake til DIN BANK i tilfelle du noen gang blir utestengt fra kontoen din." At the bottom right, there is a button labeled "Administrer Informasjonskopster".

Below you can see an example of selected questions and completed answers:

The screenshot shows the registration page for "DIN BANK" with completed security questions. The first question is "What is your favorite color?" and the answer is "Yellow". The second question is "What is the name of your first pet?" and the answer is "Donald Duck". A red arrow points to the "Fullfør" button. The rest of the page is identical to the previous screenshot, including the purple background with white text and the "Administrer Informasjonskopster" button.

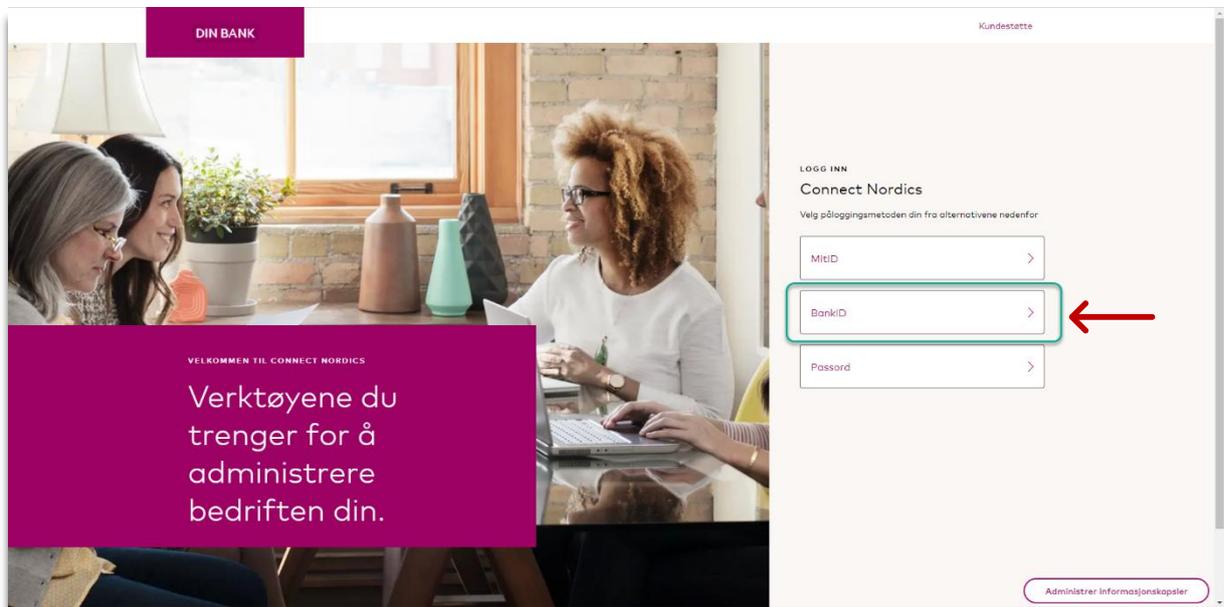
When you are ready, click "Complete" to finish the process.

You will receive a message confirming that your profile is activated. Click on "Log in" to proceed:

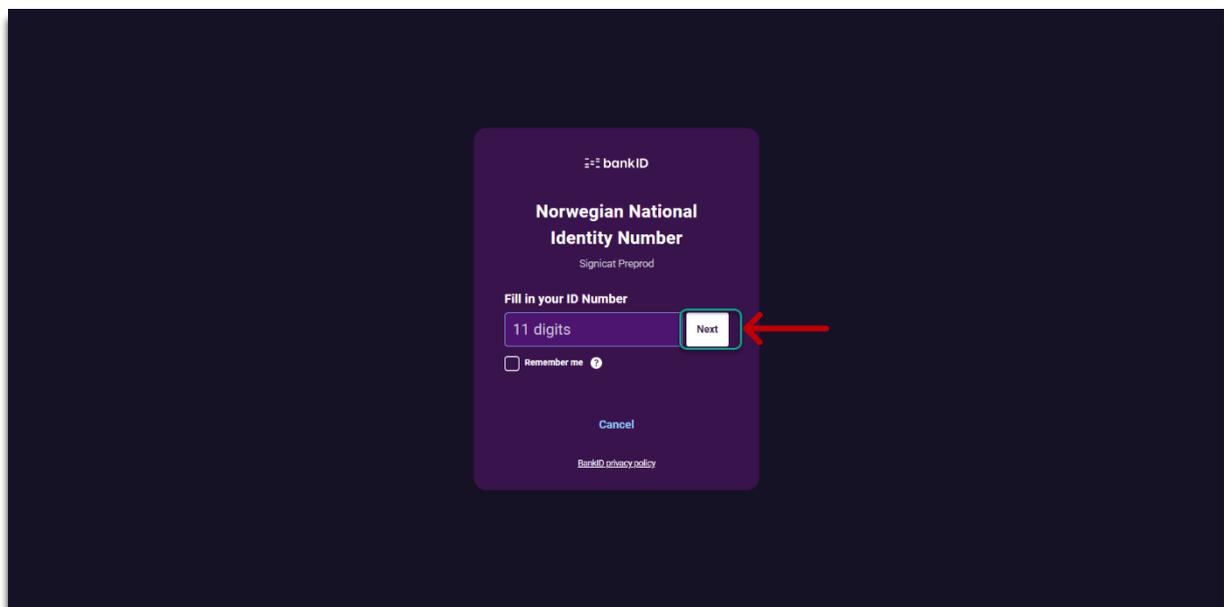


Login with BankID

You will now see your new login page. Here you must choose BankID as the login method in the future:

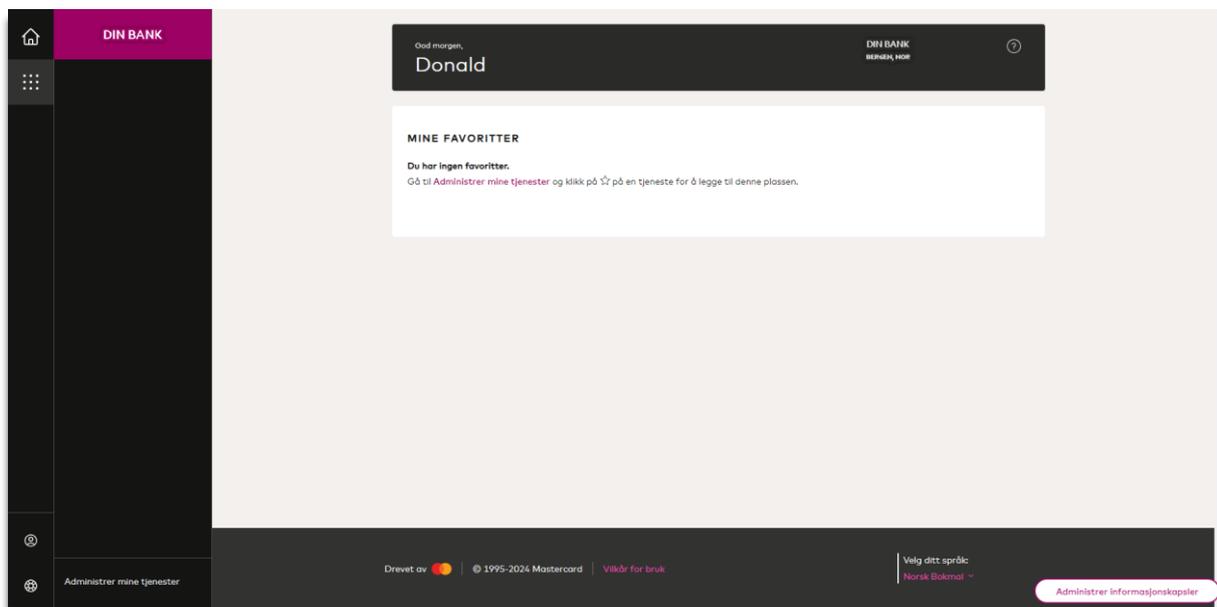


Enter your national identity number, 11 digits and click on "Next".

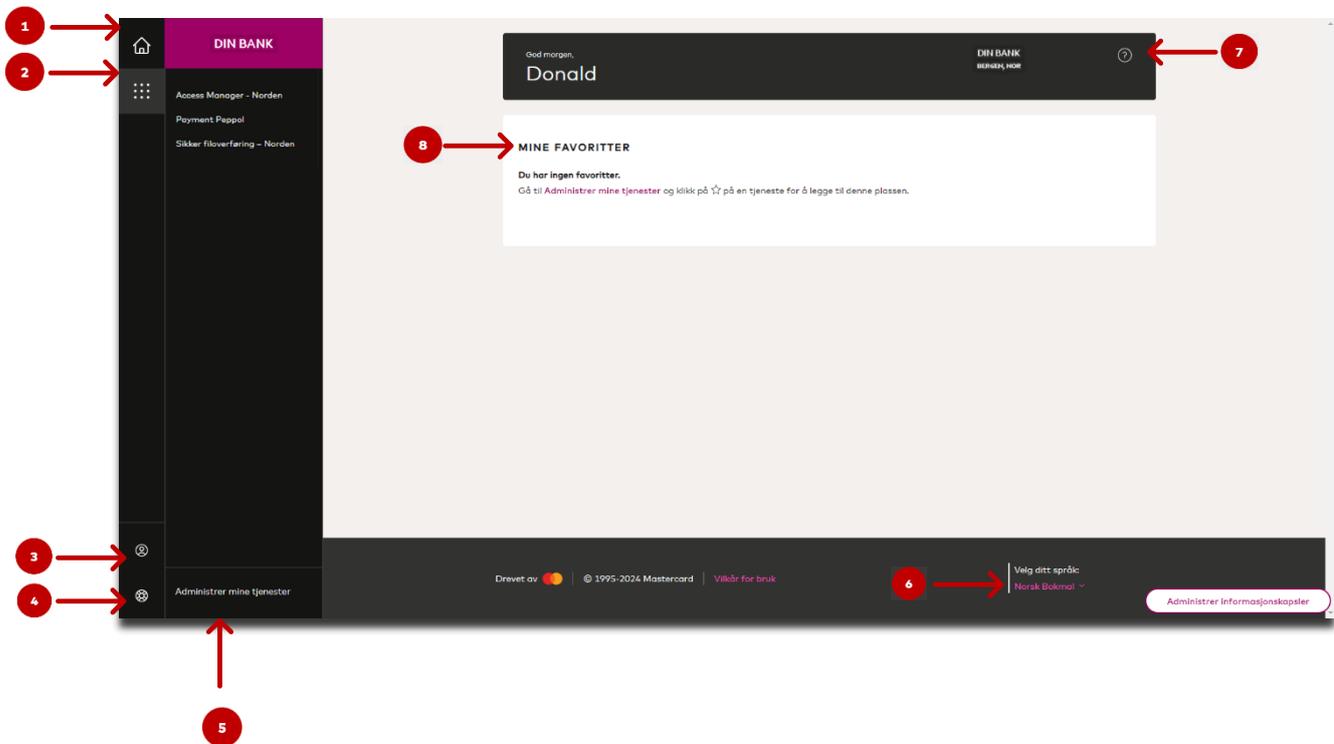


Then follow the instructions from BankID in the same way as you normally do when using the BankID.

You will finally access your homepage for the portal as illustrated in the screenshot below:



Features of the Portal



1. **Home:** Click on this to return to your front page.

2. **My Items:** Shows a simple overview of services you have access to.

3. **User menu:** Gives you an overview of your profile, as well as the option to log out of your account.

4. **Help:** Here you can find information about customer support if needed.

5. **Manage my items:** Overview of services you have access to and can manage when needed.

6. **Select your language:** Change the language as needed.

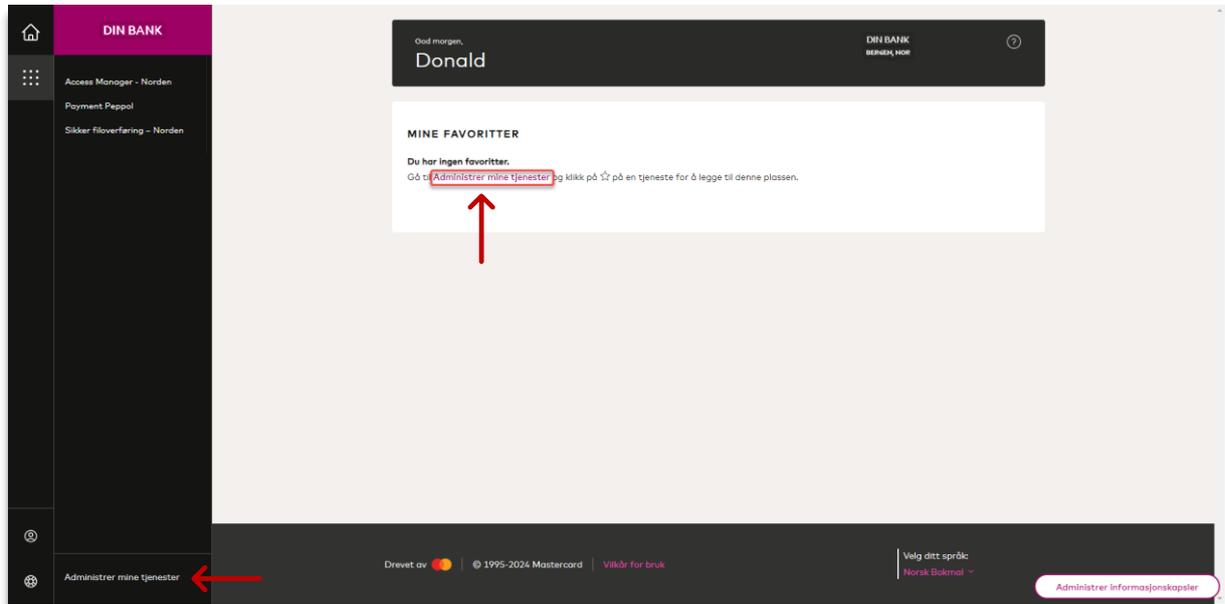
7. **Question icon:** Customer support contact information.

8. **My Favorites:** Here you can add services as favorites, so you can easily access your items as soon as you log in.

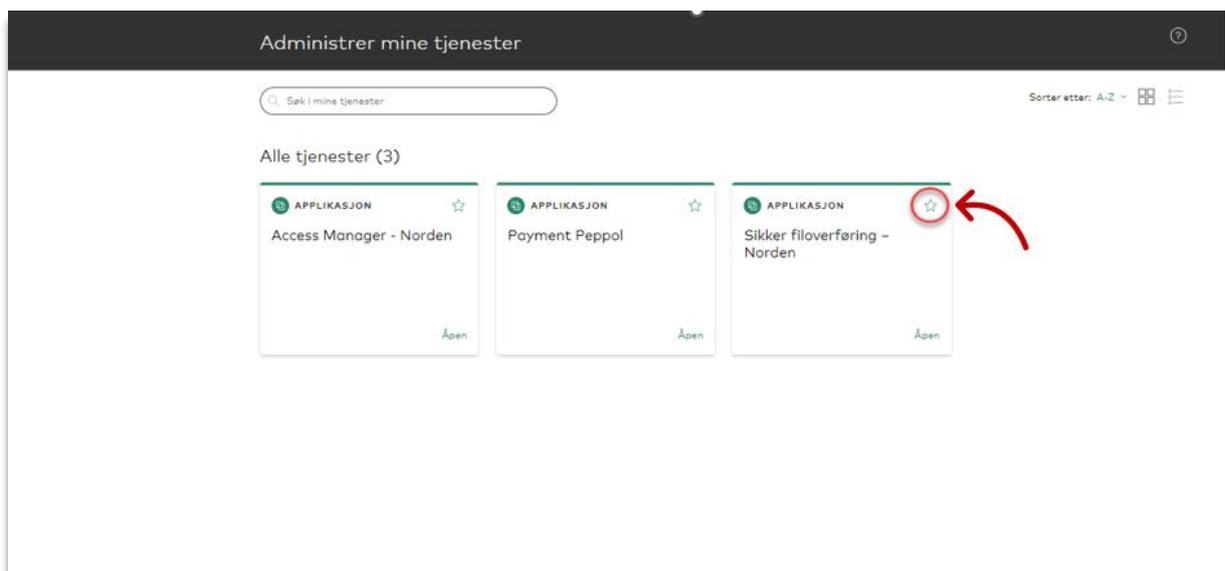
Add to favorite

On your front page, you will find an overview called "My Favorites." This feature makes it easier to access your services immediately. To add a service to your favorites, click on "Manage my items."

Choose one of the options indicated by the arrows below:

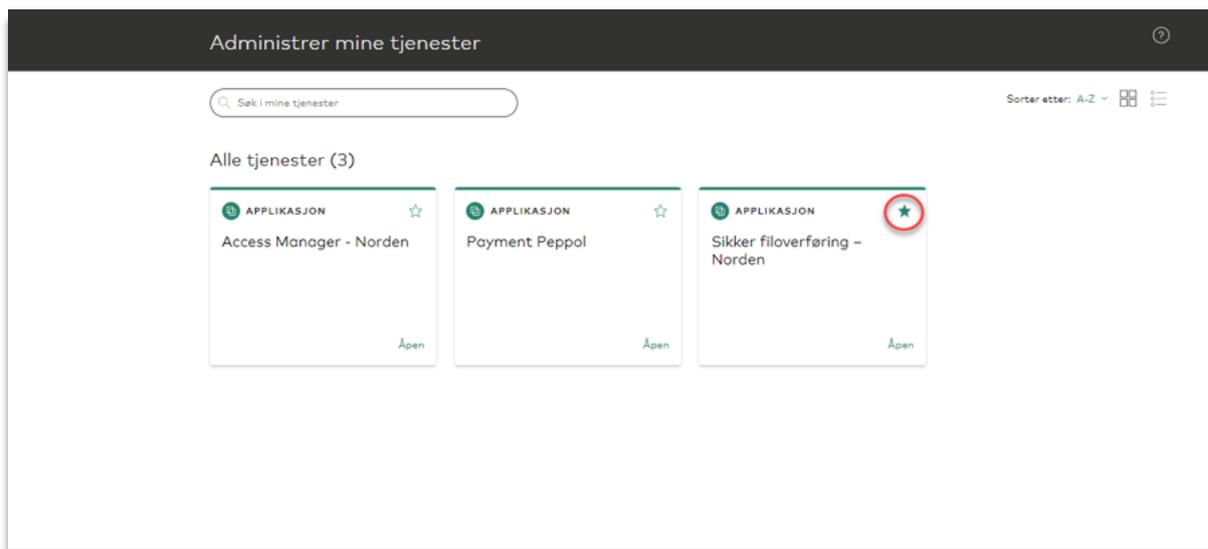


In the upper right corner of each service, you will find a small star. Click on the star associated with the item you wish to add to your favorites, as illustrated below:

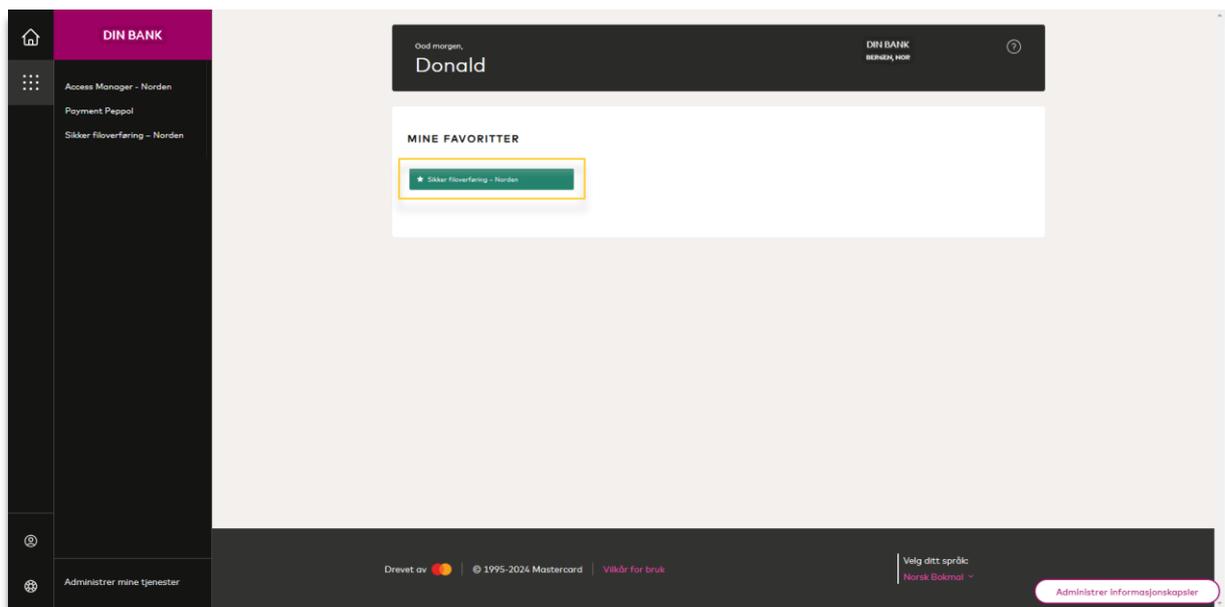


Note: Your item overview will vary depending on the services you have access to in the portal.

The star is now marked on the desired item as a favorite:



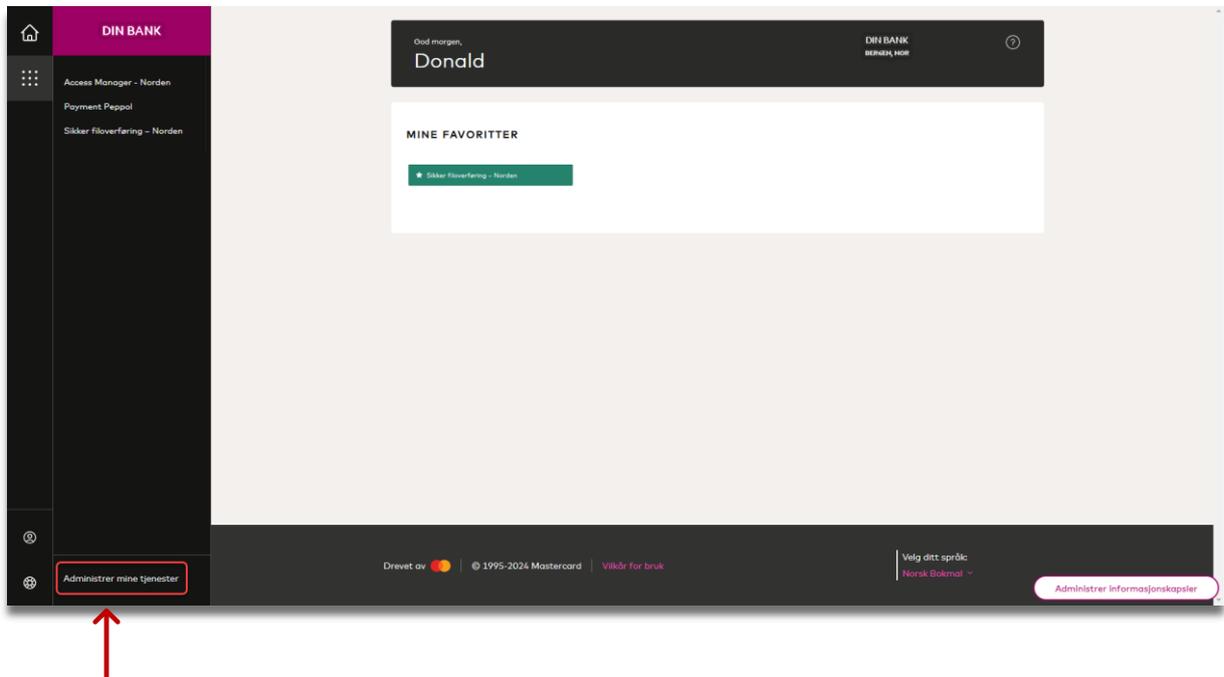
Click on the home icon/function in the upper left corner to return to the front page.



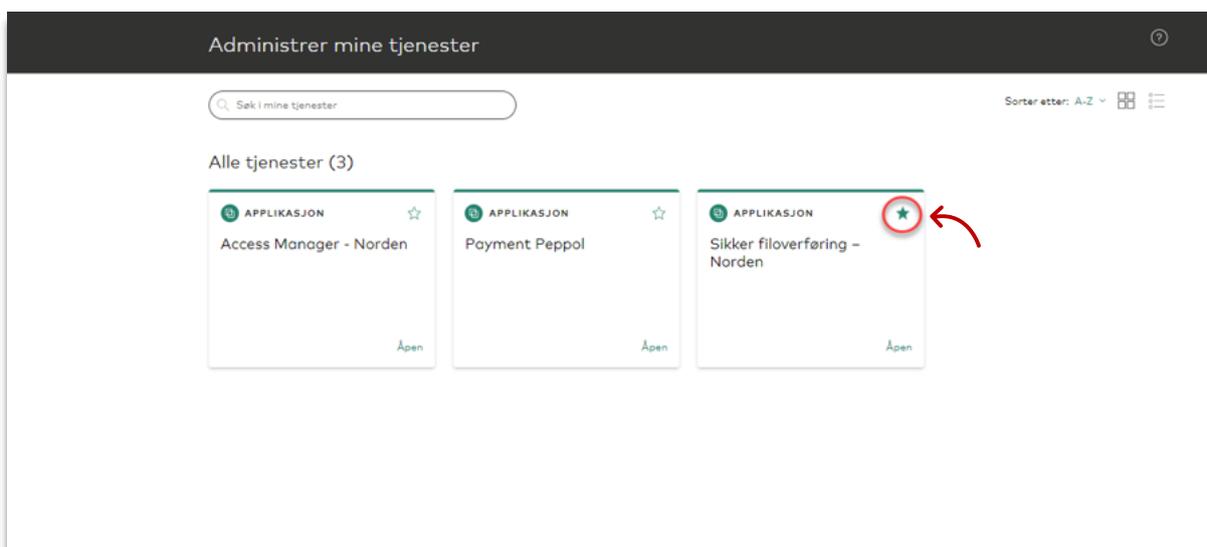
You will now find the selected item listed as a favorite, visible as a shortcut under "My Favorites" on your front page, as illustrated in the screenshot above. Service

Remote favorite

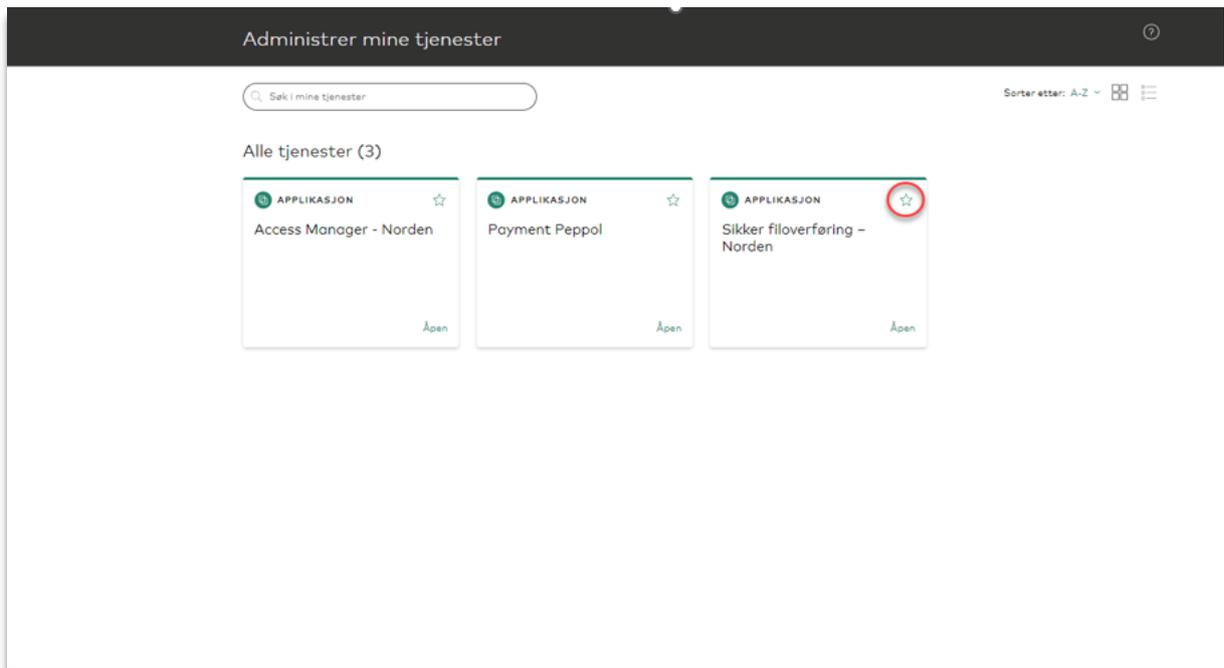
Remove an Item by clicking on "Manage my items"



Remove the star marking from the item you no longer wish to have visible in your favorites overview.

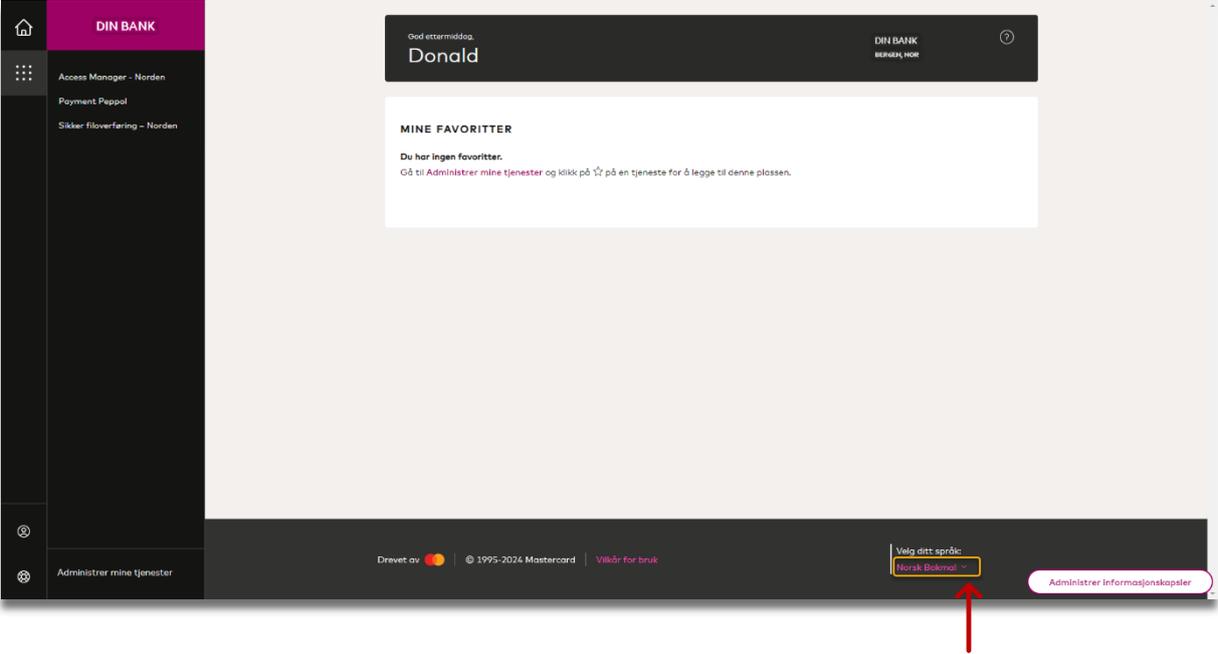


The star should now appear as follows, indicating that the item has been removed from your favorites overview:



Change language

Click on the currently selected language under "Select your language."



You will see a list of available languages. Simply click on your preferred language, and the change will take effect immediately.

