CEO® New User Sign On and Token Authentication

Wholesale Customer Training

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New User Sign On / Token Authentication

Sequence of steps

- Sign on to the Commercial Electronic Office® (CEO®) using your temporary password
- Change your password
- Set up your secret questions
- Read and accept the CEO Terms of Use
- Confirm your profile information
- If applicable, set up your RSA SecurID® token
Wells Fargo home page
wellsfargo.com
CEO portal sign-on website
https://wellsoffice.wellsfargo.com

After entering your **Company ID** and **User ID**, then enter your temporary password in the **Password** field
Change your password

1. Enter your temporary password in the Current Password field
2. Create a new *CEO* password
3. Click the Create button

**Password Requirements**

**Must Contain:**
- 8 to 14 characters
- At least one letter
- At least one number
- At least one of the following special characters: ! @ # $ % & * ( )

**Cannot Contain:**
- Your first or last name, company name, company ID, user ID
- Your previous six passwords
- Names of months (ex. march123)
- Three or more repeating characters (ex. XYZ000)
Set up your secret questions

Prior to selecting and answering two Secret Questions, make note of your new Password's expiration date...

New User Setup

Password Changed. Your password will be valid for 120 days and will expire on 09/17/20xx.

* All fields required

Secret Question 1: What was your first pet's name?
Answer 1: Baron

Secret Question 2: What was the model of your first car?
Answer 2: SL2

Answers Guidelines
- Answers are not case sensitive
- Use only letters, numbers, apostrophes, hyphens, or spaces
- Capitalize proper names only
- Create simple but meaningful answers

Continue
Read and accept the CEO Terms of Use

CEO Portal Terms of Use

You have now entered the Commercial Electronic Office (CEO®) business portal at the website for Wells Fargo Bank, N.A. ("Wells Fargo"). Through the CEO portal you will be able to use certain financial services (the "Services") of Wells Fargo or its affiliates (the "Affiliates"). The term "Affiliate" means the parent company of Wells Fargo, Wells Fargo & Company, and any present or future company that controls, is controlled by, or is under common control with Wells Fargo Bank N.A.

A Service may be used through the CEO portal only after: (a) you agree to these Terms of Use, (b) you or your company accepts an online access agreement and/or other agreement(s) required to receive the Service, and (c) you or your company accepts the application forms, instruments, rules, standards, policies, instructions, and other documents and forms required to receive and use the Services (the "Service Forms").

YOU MUST AGREE TO THESE TERMS OF USE BEFORE USING THE CEO PORTAL. To agree to these Terms of Use, you must, using your mouse, keyboard, or other device, select the I Accept button at the end of these Terms of Use. Selecting I Accept will be deemed the legal equivalent of your handwritten signature and will constitute your agreement with Wells Fargo and its Affiliates to these Terms of Use, to any other terms and conditions appearing on any screen on this website when enrolling for or using any of the Services, and to the rules, policies, procedures, and notices that apply to this.
Confirm your profile Contact Information

Enter your email and phone information; **Save**, then **Continue**...
Click your own Name link to access a menu of profile-management options. Access an individual CEO service from here by clicking on its respective Service Name link.
Help and training resources within CEO

CEO® Home page – click the Support button, then select Help

Use the Online Training Classes link to register for free online CEO product training classes.

Use the My Help section to access User Guides and other resources specific to your various CEO services.
The token is required to access CEO services requiring strong authentication:

- Self Administration
- Wire transfer services
- ACH transaction services
- Other services related to payments or administration

When you access such services from your CEO® Home menu, you'll be prompted to enter your Token Passcode to proceed.
Preparing to use your Token for the first time...

- Countdown bars are displayed to the left of the six-digit **Token Code** – each bar represents ten seconds
  - If less than two bars remain for the current Token Code, it is advisable to wait for the new Token Code to use
  - Never use the same Token Code more than once

The first time you access a service requiring strong authentication from your **CEO® Home** menu (such as **Wires**), you'll use the following steps to set up your new Token – this one-time setup takes just a few moments to complete...
First-time Token use: Step One
Whenever you click to access a token-required service from **CEO® Home**, you'll next see a **Token Validation** prompt...

Enter **only** the current six-digit **Token Code** in the **Passcode** field.
First-time Token use: Step Two
Create a PIN for your Token

1. Create a Token PIN (between 4-8 alphanumeric characters)
2. Enter your desired PIN twice, then enter your current Token Code to finalize the PIN association

The PIN you establish here is your **permanent** Token PIN

If you need assistance resetting or changing your Token PIN in the future, contact the Wells Fargo Client Services team at 1-800-289-3557
First-time Token use: Step Three
Verify the Token setup to next access the desired service

Passcode = PIN + Token Code
(no actual + or space in between)
Token Passcode – review

- In the future, you will enter the token Passcode when accessing any services requiring strong authentication.

- The token Passcode is your Token PIN immediately followed by the 6-digit Token Code currently displayed on your Token.
  - No actual spaces or symbols in between the two entries.

- For example, if your PIN is 1fargo and your Token Code is currently 234836, then the token Passcode would be 1fargo234836.
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Post class resources

- **Access credential questions?**
  - Contact your company's CEO portal Administrator for assistance

- **CEO portal service questions?**
  - *CEO* portal online help resources
  - Contact your Relationship Management team, or Customer Service Officer
  - Contact the Treasury Management Client Services team: **1-800-AT-WELLS (1-800-289-3557)**