

CEO[®] New User Sign On and Token Authentication

Treasury Learning & Consulting

Together we'll go far



Wells Fargo home page

wellsfargo.com

The screenshot displays the Wells Fargo website's navigation and promotional content. At the top left is the Wells Fargo logo. The main navigation bar includes links for Personal, Small Business, and Commercial (highlighted with a green box), and an About Wells Fargo link on the right. A search bar is located in the top right corner. Below the navigation bar are links for Products and Services, Industry Expertise, and Insights. A prominent banner features a photograph of a woman and a man in business attire. On the left side of the banner, a box (also highlighted with a green box) contains the text "Commercial Electronic Office® Portal" and a blue "Sign On" button with a lock icon. Below this box are links for "Get CEO Mobile®" and "Fraud Protection". On the right side of the banner, the headline "Helping you stay competitive" is displayed, followed by the text "At Wells Fargo, we help businesses by really getting to know their people and their plans" and an orange "Learn More" button. Three small circles are visible in the bottom right corner of the banner area.

Customer Service Locations Search

WELLS FARGO

Personal Small Business **Commercial** About Wells Fargo

Products and Services Industry Expertise Insights

Commercial Electronic Office® Portal

Sign On

Get CEO Mobile®

Fraud Protection

Helping you stay competitive

At Wells Fargo, we help businesses by really getting to know their people and their plans

Learn More

CEO portal sign-on website

https://wellsoffice.wellsfargo.com

WELLS FARGO

Personal Small Business **Commercial**

Commercial Electronic Office®

Sign On

Company ID

User ID

Password

[Sign On](#)

[Forgot Password?](#)
[Password Reset Tutorial](#)
[Sign on Help](#)


Fight online and mobile fraud
Help keep your accounts secure
[Learn more](#)
Wells Fargo Bank, N.A.
Member FDIC.

CEO Mobile®
Submitting receipts just got easier
[Learn More](#)
Wells Fargo Bank, N.A.
Member FDIC.

Wells Fargo Commercial Services
Discover the power of the CEO® business portal today.
[View Our Online Solutions](#) | [Contact Us](#)

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

Change your password

**Commercial Electronic Office®**

New User Setup


1 Change Password 2 Secret Questions 3 Terms of Use 4 Profile

* All fields required

Current Password

New Password

Re-enter New Password



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)

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

Set up your secret questions

WELLS FARGO Commercial Electronic Office®

New User Setup

1 Change Password 2 Secret Questions 3 Terms of Use 4 Profile

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


*** All fields required**

Secret Question 1

Answer 1

Secret Question 2

Answer 2




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

Answers Guidelines


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


Read and accept the *CEO* Terms of Use

 **Commercial Electronic Office®**

New User Setup

- 1 Change Password
- 2 Secret Questions
- 3 Terms of Use
- 4 Profile

 Secret Questions saved.

 You must accept the Terms of Use to complete your New User Setup. To print the Terms of Use, select the Terms of Use link from the footer on the Sign on Page or the CEO Homepage.

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, keystroke, 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...**

WELLS FARGO Commercial Electronic Office®

New User Setup

1 Change Password 2 Secret Questions 3 Terms of Use 4 Profile

Enter your contact information in the fields below. * Required

Contact Information

Name Kilgore Trout

User ID KTROUT1

* Email

* Re-enter Email

Fax Country Code ? Fax Number

Phone Number 1

* Device Type

To receive text messages, you must have a U.S. mobile phone number and be enrolled in a text messaging plan.

* Country Code ? * Phone Number

Confirmation

✔ Your changes have been saved.

Contact Information

Name Kilgore Trout

User ID KTROUT1

Email k.trout@example.org

Fax

Phone Number 123-987-6540

Phone Number 123-456-7890

←

CEO[®] Home

CEO portal home page highlights

WELLS FARGO CEO[®] Home Support Sign Off

Welcome **KILGORE TROUT**, Widgets Inc. | You have 4 unread messages.

Basic Banking [View Account Details](#) [Transfer Funds](#)

Event Messaging [Preferences](#)

Self Administration

Statements & Notices

Stops-Images-Search [Initiate Stop Payment](#)

Treasury Information Reporting [Quick Reports](#)

Account Balances [Settings](#) [Refresh](#) [Help](#)

Current as of: 11/25/XX XX:XX am PST 3 Accounts

XXX123 ABC HOLDINGS (EUR)	
Opening Available Balance	849,339.02
Closing Collected Balance	775,029.42
XXX456 ACME LEASING	
Opening Available Balance	125,632.55
Closing Collected Balance	120,551.20
XXX789 GFI SUPPLY	
Opening Available Balance	1,125,653.00
Closing Collected Balance	1,090,237.40

[Edit List](#) [Open Express Balance Report](#)

About the new CEO Portal

Support

- [Help](#)
- [Resources](#)
- [Contact Us](#)
- [Locations](#)
- [Holiday Schedule](#)


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**

The screenshot displays the Wells Fargo CEO Home page. At the top left is the Wells Fargo logo. To its right is the text "CEO® Home" with a dropdown arrow. A green arrow points to this text. In the top right corner, there is a "Support" button and a "Sign Off" link. A green box highlights the "Support" button, and a larger black box highlights the "Help" option in the dropdown menu that appears below it. The "Help" menu also includes "Resources", "Contact Us", "Locations", and "Holiday Schedule".

WELLS FARGO CEO® Home  Support Sign Off

Help Center

CEO Services Help

- ACH Payments
 - [ACH Payments User Guide \(PDF\)†](#)
 - [ACH Payments Help](#)
- + Basic Banking
- + Event Messaging
- Fraud Manager
 - [Fraud Manager Help](#)
 - [Fraud Manager User Guide \(PDF\)†](#)
- + Self Administration
- + Treasury Information Reporting
- + XYZ Service

CEO Help

- [General](#)
- [Passwords](#)
- [Tokens](#)
- [Browser and System Requirements](#)
- [Service Descriptions](#)

Training

[CEO Demo](#)

[Online Training Classes](#) are instructor-led webinars or recorded classes.

Contact Us

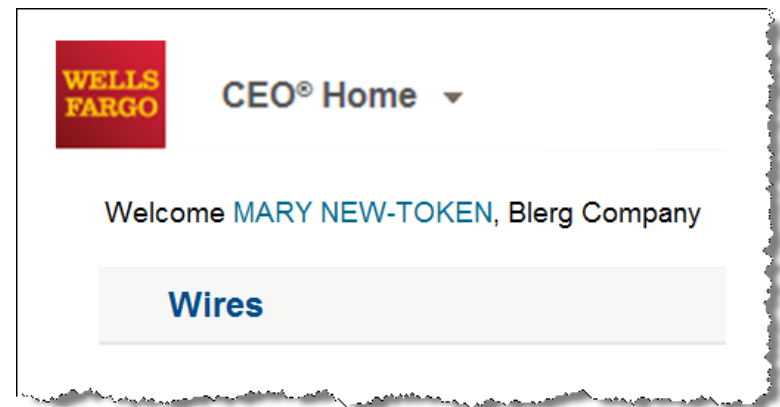
Website technical support
1-800-AT-WELLS (1-800-289-3557), option 5.

For customer support with enrolled services
call your client service officer.

U.S. or Canada 1-800-AT-WELLS (1-800-289-3557)

RSA SecurID® token – introduction

- The token is required to access *CEO* services requiring **strong authentication**:
 - *CEO* 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...

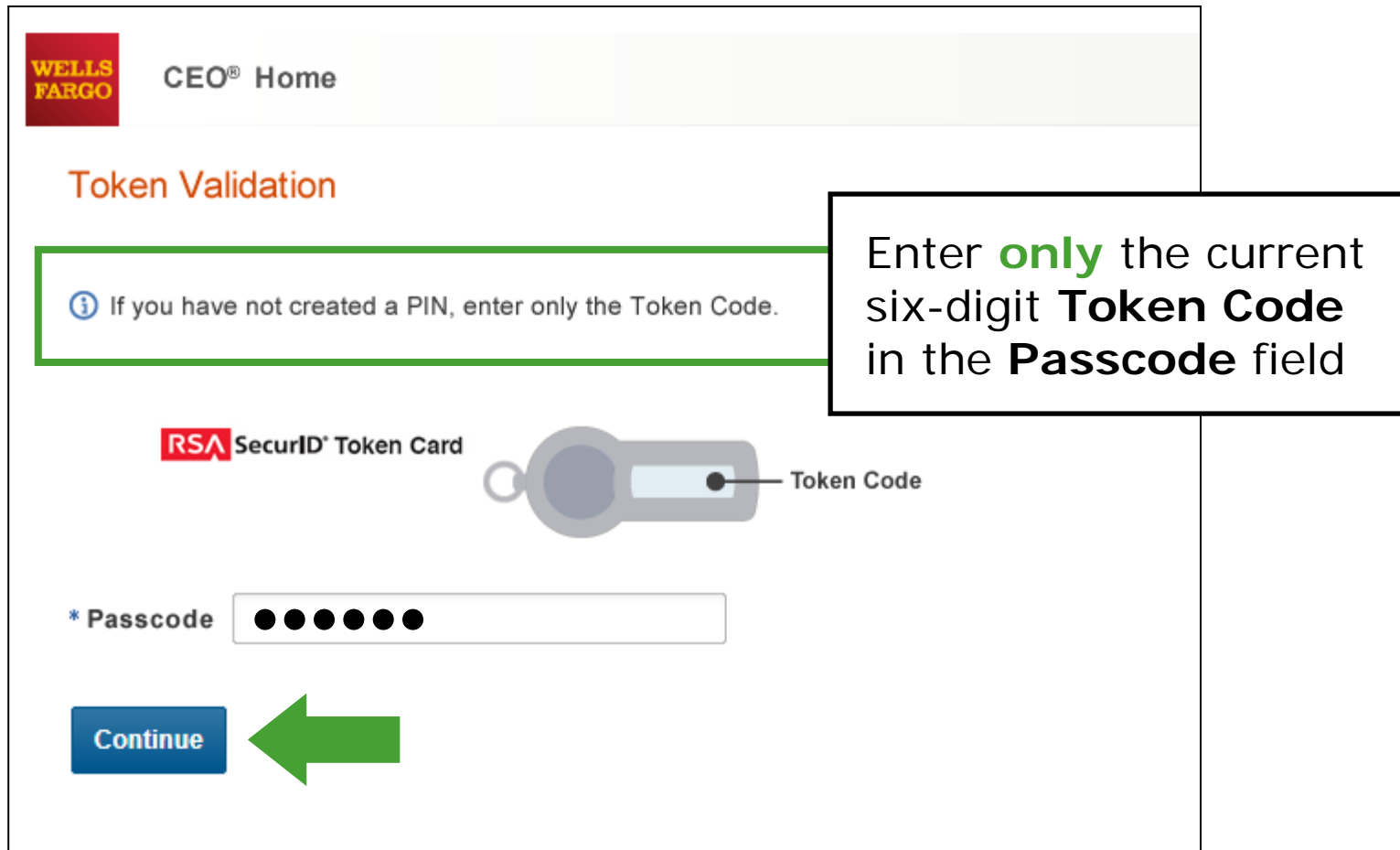
- Countdown bars are displayed to the left of the six-digit **Token Code** – each bar represents ten seconds
 - If less than two bars remain for the current Token Code, it is advisable to wait for the new Token Code to use
 - Never use the same Token Code more than once



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...



The screenshot shows the Wells Fargo CEO Home interface. At the top left is the Wells Fargo logo. To its right is the text "CEO® Home". Below this is the heading "Token Validation". A green-bordered box highlights an information icon and the text: "If you have not created a PIN, enter only the Token Code." To the right of this box is a callout box with a black border containing the text: "Enter **only** the current six-digit **Token Code** in the **Passcode** field". Below the information box is an illustration of an RSA SecurID Token Card, which is a grey, rectangular device with a circular lens and a small display area labeled "Token Code". Below the token card is a "Passcode" field, indicated by an asterisk, containing six black dots. At the bottom left is a blue "Continue" button with a large green arrow pointing to it from the right.

WELLS FARGO CEO® Home

Token Validation

ⓘ If you have not created a PIN, enter only the Token Code.

Enter **only** the current six-digit **Token Code** in the **Passcode** field

RSA SecurID® Token Card


Token Code

* Passcode [●●●●●●]

Continue

First-time Token use: Step Two


Create a PIN for your Token

CEO® Home

Create Personal Identification Number (PIN)

Your sign on requires a passcode that is a combination of your PIN and a Token Code generated from your *RSA SecurID®* token.

* Required




RSA SecurID® Token Card Token Code

* **Create PIN**

* **Verify PIN**

* **Token Code**



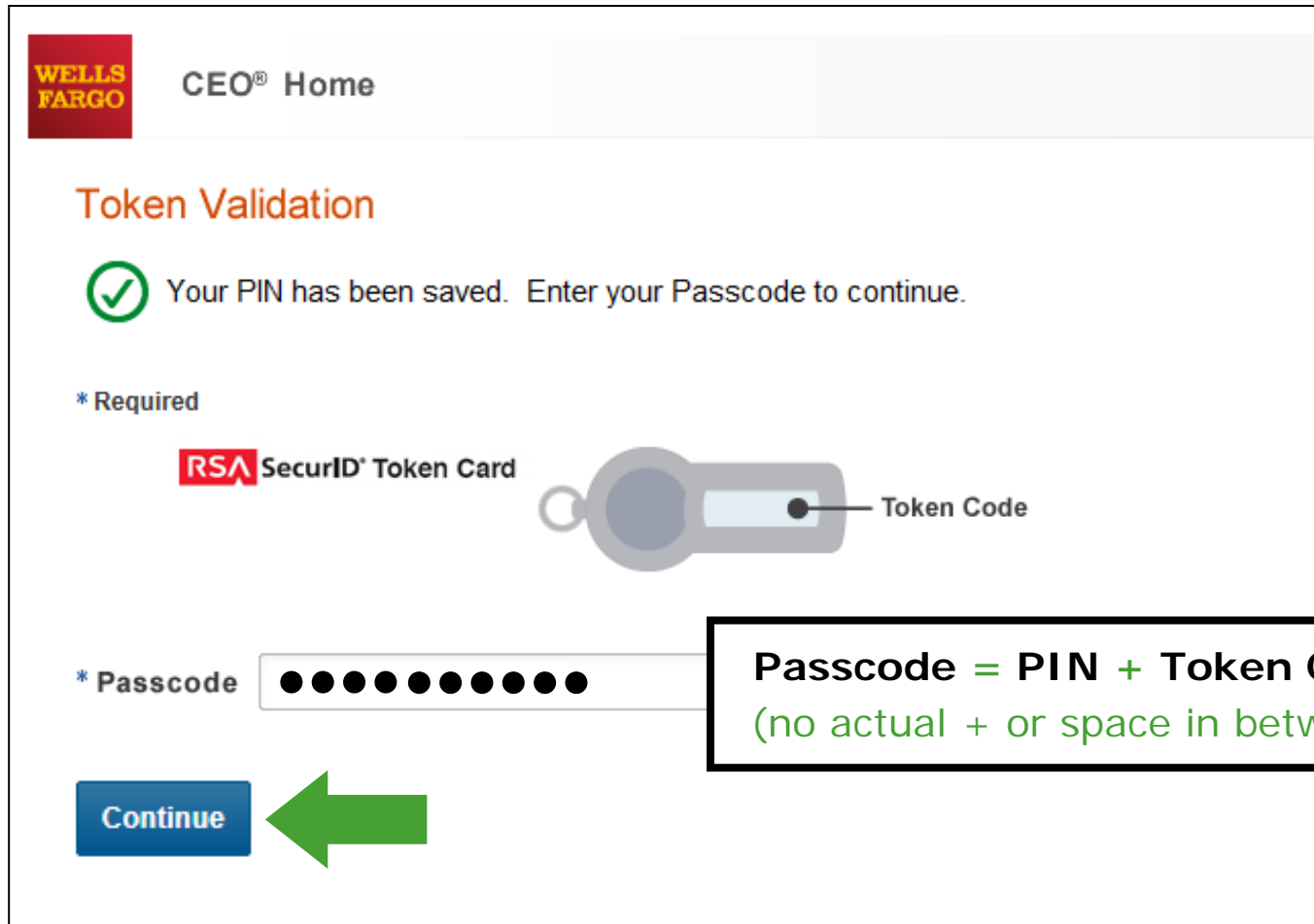
1. Create a Token PIN (between 4-8 alphanumeric characters)
2. Enter your desired PIN twice, then enter your current Token Code to finalize the PIN association

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



The image shows a screenshot of the Wells Fargo CEO Home interface during a token validation step. At the top left is the Wells Fargo logo, and next to it is the text "CEO® Home". Below this is the heading "Token Validation" in orange. A green checkmark icon is followed by the text "Your PIN has been saved. Enter your Passcode to continue." Below this is a note "* Required". To the right of the text is an illustration of an RSA SecurID Token Card, which is a grey rectangular device with a circular lens on the left and a small display on the right. A line points from the display to the text "Token Code". Below the token card is a text input field labeled "* Passcode" containing ten black dots. To the right of the input field is a black-bordered box containing the text "Passcode = PIN + Token Code" in black, with "(no actual + or space in between)" in green below it. At the bottom left is a blue "Continue" button with a large green arrow pointing to it from the right.

WELLS FARGO CEO® Home

Token Validation

✓ Your PIN has been saved. Enter your Passcode to continue.

* Required

RSA SecurID® Token Card

Token Code

* Passcode

Continue

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**

New User Sign On / Token Authentication

Conclusion

- 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)