CEO® New User Sign On
and Token Authentication

Treasury Learning & Consulting

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Wells Fargo home page
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...
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, 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**...
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

Help Center
CEO Services Help
- ACH Payments
- Basic Banking
- Event Messaging
- Fraud Manager
- Self Administration
- Treasury Information Reporting
- XYZ Service

CEO Help
- Resources
- Contact Us
- Locations
- Holiday Schedule

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)
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…

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**
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)