

# CEO® Portal – Reset Password

## Quick Reference Guide

If you forget your *Commercial Electronic Office® (CEO)* password, you can create a new one. Or if your access is suspended, you may be able to restore access by resetting your password.

1. If you have forgotten your password, select **Forgot Password?** on the Sign On screen.

The Sign On screen includes fields for Company ID, User ID, and Password. Below the password field is a 'Remember Me' checkbox and a 'Sign On' button. The 'Forgot Password?' link is highlighted with a red rectangle. To the right, there are promotional banners for uploading expense receipts, fraud concerns, and Wells Fargo Commercial Services.

**Note:** Select **Remember Me** to save your Company ID and User ID. You will still need to enter your password each time you sign on.

2. If your access has been suspended, select **Reset Password** in the message that displays.

The 'Access Suspended' message states: 'Your access is temporarily suspended. You may be able to restore access by resetting your password.' A 'Reset Password' link is provided at the bottom.

3. On the Reset Password screen, enter your company ID and user ID, then select **Continue**.

The 'Reset Password' screen shows a progress bar with three steps: 1. Enter IDs, 2. Verify, and 3. Create New Password. Step 1 is active. Fields for Company ID and User ID are present, along with 'Continue' and 'Cancel' buttons. A 'Sign On Help' link is at the bottom. A note at the bottom states: 'Note: If your account has been inactive for more than 180 days, you will need to call your client service officer for assistance.'

4. Verify your identity by selecting a phone number and delivery method to receive a secure validation code, then select **Continue**.

A secure validation code will be sent to you.

The 'Secure Validation' screen prompts the user to verify their identity by selecting a phone number and delivery method. Options include 'XXX-XXX-4879; Voice' (selected) and 'XXX-XXX-4879; Text'. A 'Continue' button and a link 'I cannot access my phone' are at the bottom.

**Note:** If you do not have access to the phone numbers in your *CEO* profile, select **I cannot access my phone**, enter both answers for your secret questions, then select **Continue**. This option is not available if you are restoring access.

5. When you receive the validation code, enter it and select **Confirm**.

The 'Secure Validation' screen prompts the user to enter the validation code received. A 'Resend Code' link is available. The 'Phone Number' is displayed as 'XXX-XXX-1111; Voice'. A field for the 'Validation Code' is provided, along with a 'Continue' button.

**Note:** If you do not receive the code within two minutes, select **Resend Code**.

6. Enter and re-enter your new password then select **Create**.

The 'Reset Password' screen shows the progress bar with step 3, 'Create New Password', active. Fields for 'New Password' and 'Re-enter New Password' are present, along with 'Create' and 'Cancel' buttons. A 'Sign On Help' link is at the bottom. A 'Password Requirements' section lists rules: Must contain 8 to 14 characters, At least one letter, At least one number, and 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), and Three or more repeating characters (ex. XYZ000).

A confirmation of your password change displays.

7. Select **Sign On** to sign on with your new password.

