

CEO® Mobile Token

Quick Reference Guide

Get Secure Token Codes on Your Phone

CEO Mobile Token is secure token software installed on a mobile device as part of the CEO Mobile® app.

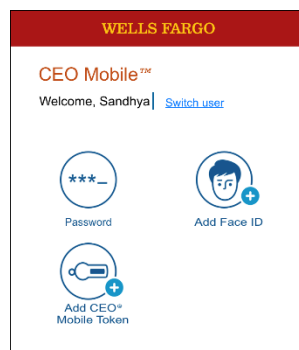
It uses *RSA SecurID*® technology and allows you to obtain a token code on your phone to access secure services.

You can still use your *RSA SecurID* token anytime you need a code, and you will need your *RSA SecurID* token to add CEO Mobile Token to the CEO Mobile app.

Note: After adding CEO Mobile Token to your CEO Mobile app, when accessing secure services in the app you need only the PIN you create during setup – no token code or passcode is required. CEO Mobile Token automatically creates a secure passcode for you so you can authenticate using only your PIN.

For the best experience, download the latest version of the CEO Mobile app available for your device from the Apple App Store® or Google Play™ store.*

Add CEO Mobile Token



To add CEO Mobile Token to the CEO Mobile app:

1. Locate your *RSA SecurID* token. You will need it for the set up process.
2. Open the CEO Mobile® app on your mobile device. When prompted, select **Let's get started**.
3. Enter your user name and password and select **Sign On**.
4. Select **Add CEO Mobile Token**.
5. Follow the installation instructions.
6. Alternately, navigate to your User Profile and select **Add Mobile Token**.

Note: Do not discard your *RSA SecurID* token – you will need it if you ever need to reinstall CEO Mobile Token.

Add CEO Mobile Token on Another Device

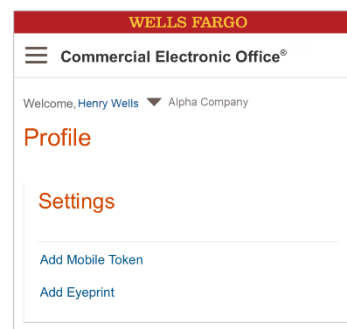
You can add CEO Mobile Token to the CEO Mobile app on another device, but it will disable it on the original device. Follow the same instructions in the **Add CEO Mobile Token** section to add CEO Mobile Token on another device

Note: The PIN you created when you first set up Mobile Token will still be on file.

Note: Do not discard your *RSA SecurID* token – you will need it if you ever need to reinstall CEO Mobile Token

Alternate Way to Setup CEO Mobile Token

1. Locate your *RSA SecurID* token. You will need it for the set up process
2. Sign on to the CEO Mobile app on your device.
3. Navigate to your User Profile, then select **Add Mobile Token**.



4. Select **OK** on the confirm overlay to continue with the set up.
5. Follow the installation instruction.

To review instructions for how to use mobile token, navigate to Help, then select **Tokens** from CEO Help.

Using CEO Mobile Token – Desktop

To get a token code on your mobile device to access secure services on your desktop:

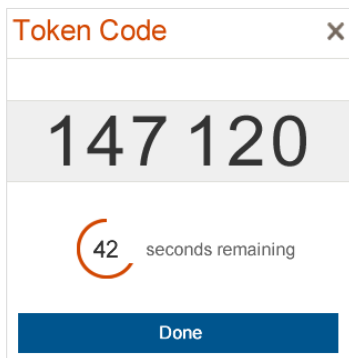
1. Open the CEO Mobile app on your mobile device.



- At the bottom of the Sign On screen, select **View Token Code**.

Note: You do not need to sign on to view a token code.

The secure token code displays.

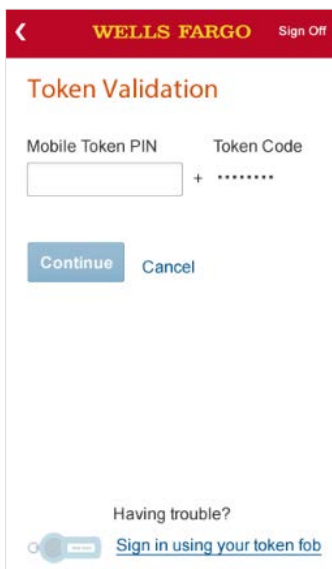


Use the token code with your PIN to create a unique passcode to access secure services on your desktop.

Using CEO Mobile Token – CEO Mobile App

To access secure services on the CEO Mobile app:

- When prompted, enter only the PIN you created during set up - no token code or passcode is required. CEO Mobile Token automatically creates a secure passcode for you.



Token Passcodes

To create a token passcode, you need:

- CEO Mobile Token on your mobile device or an *RSA SecurID* token (issued only to users who

access services that require secondary authentication).

- A PIN. (Your PIN is a permanent part of the token passcode.)

You created a PIN when you set up CEO Mobile Token on your mobile device or the first time you signed on with a *RSA SecurID* token.

However, if you have not yet created a PIN for your *RSA SecurID* token or your PIN has been reset, you will be prompted to create a new one when you sign on. Once you have a PIN, you can use it when authenticating for any service that requires a passcode; you do not need to create a new PIN for each CEO service.

A token passcode is your PIN combined with an eight-digit numeric token code displayed in the CEO Mobile app, or the six-digit numeric code displayed on your *RSA SecurID* token (no spaces). Because the token code changes every 60 seconds, the passcode will be different every time you use one.

Example: If your PIN is "1fargo" and the token code is "234836," your token passcode would be "1fargo234836." The next time you use a passcode, the token code may be "123456." Then you would enter "1fargo123456" as the token passcode.

Note: If the token code changes before you select **Continue**, wait for a new token code to appear and try again. Both CEO Mobile Token and the *RSA SecurID* token have a visual timer that will show you how long you have before the code changes.

For lost or damaged *RSA SecurID* tokens, contact your client service officer immediately or call toll free at 800-AT-WELLS (800-289-3557), option 2, Monday through Friday, 4:00 am to 7:00 pm, or Saturday, 6:00 am to 4:00 pm Pacific Time. Countries supporting Universal International Freephone Numbers (UIFN) may dial the international dialing code and 8000-AT-WELLS (8000-289-3557). See the [UIFN guide for country-specific numbers](#):

https://wellsoffice.wellsfargo.com/ceopub/assets/pdf/ceo/uifn_ceo_contact_us.pdf

If you lose or change your mobile device, follow the instructions to [Add CEO Mobile Token on Another Device](#).

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