



eManager

Accessing Your 24/7 Secure Online Account & Card Management Portal

First-Time User Instructions

AUGUST 2019



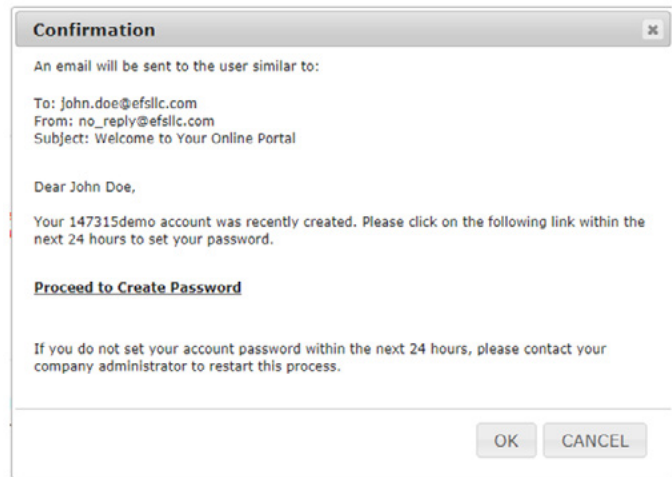
GETTING STARTED WITH eMANAGER

FIRST-TIME USER LOGIN

1. Access email with new user instructions:
 - Email will be sent from **no_reply@efsllc.com**
 - Email will have the Subject: **Welcome to Your Online Portal**
 - **Email will contain your User ID.** Be sure to remember or keep record of this as it will be used for all future logins.
2. Click link **Proceed to Create Password**
3. Enter password, confirm password, select **Change Password**
4. You will be directed to a login screen.
Enter User ID and Password
5. If not already filled in, enter your email address in the box under **Email Address**
6. Enter a Secure Entry Code on the keypad (4 - 9 digits) - Click **Submit**

This Secure Entry Code may not always be required when logging in after your initial login. Our system can recognize IP addresses and may not require it be entered again; however many computers have a rolling IP address and the Secure Entry Code may be required on all logins. This is designed to help prevent unauthorized access to your account.

7. Re-enter your email address
8. Re-enter the same Secure Entry Code.
Click **Submit**
9. Device Authentication Process – EFS will send a token to your email or cell phone depending on your selection in the “Preferred Contact Method” box. Follow instructions on screen to set up 3 Security Questions. Complete information on screen - Click **Save**

A screenshot of a device authentication form. It has fields for "Email" (nicole.olsen@wexinc.com), "Confirm Email", "Used to send text message (Format 5554442323)", "Cell #", "Confirm Cell #", "Cell Network" (a dropdown menu), and "Preferred Contact Method" (a dropdown menu with "Email" selected).

Security questions are one of the ways we help ensure only you can access your account information. You will need to answer these security questions whenever you forget or reset your password - or if we suspect that someone other than you is attempting to log into your account.

A screenshot of a "Setup Security Questions" form. It has three questions, each with a dropdown menu for the question and a text input field for the answer. The questions are: "Which city were you born?", "In which state/province were you born?", and "What is the name of your favorite cousin?". There is a "Save" button at the bottom.

10. An email and/or text will be sent depending on your selections on the previous screen. Enter the token – Click **Verify**

*If the device is public or you want to authenticate device with every login, select **No** after Save Device*

A Security Token notification has been sent to your preferred contact method. Please check your preferred contact method for the Security Token and enter the token below, then click Verify. **Your Security Token will expire in (10) minutes.** NOTE: If your preferred contact method was email, and you have not received the email, please check your SPAM folder.

Email Address: bob.*****@llc.com
Cell Phone #: 123****891

Verify Device

Enter Token: *

Save Device: * ☒ Yes ☐ No

NOTE: If you are currently on a public device or public network, do not save your device.

Token will expire in 07:24 minutes!

Verify

Important – change temporary call-in PIN within 24 hours. Select “Profile” in upper right hand corner of screen. Enter new PIN, then select “Update”.

******* You are now logged into eManager *******

- The next time you login to eManager you will be prompted for your new password. You will only need to enter your User ID and Secure Entry Code after the initial login. You will no longer be prompted for your email address.
- If you login from a new device (i.e. tablet, home computer, different computer in the office, etc.), you will be prompted to authenticate the device.
- If your email or phone number changes, you will need to login and select “Profile” in the upper right-hand corner of the screen. Change the applicable information and click ‘Update’. An email will be sent to you confirming the change(s).

REMEMBER:

- Passwords are case sensitive for eManager and calling EFS
- You have a different password when calling EFS vs. logging into eManager
 - *When logging into eManager you need: User Name, Password & PIN
 - *When calling EFS Customer Service you need: Carrier ID, Call-In ID, Call-In PIN

Contact Information

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