

Institutional Advisors

PayeeWeb User Guide — Logging in for the First Time

This quick reference guide is designed to walk you through the initial setup of your login ID and password.

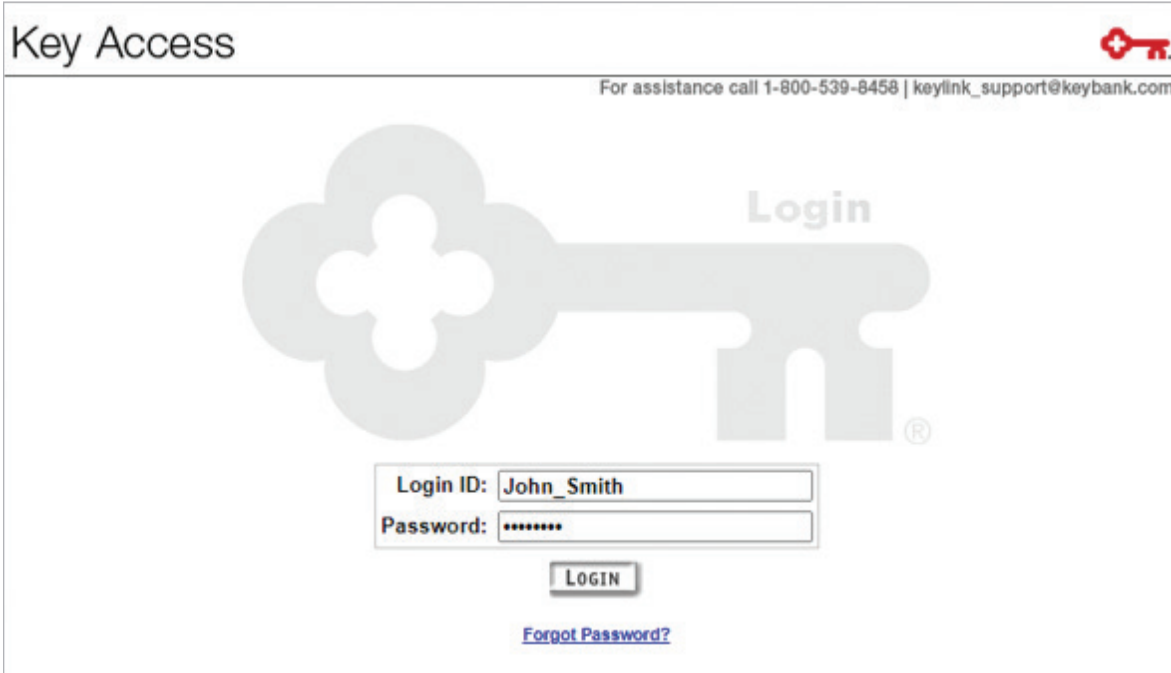
You should have received a mailed Login ID letter from KeyBank, followed by a Password letter a few days later. Please have these on hand for login to the portal.

1. Visit key.com/payeeweb

Use the PayeeWeb credentials provided in the **New Payee Access** letter from KeyBank.

Make sure to write down your login ID, as you will always need this when you log in to PayeeWeb.

Click the **Login** button.




The screenshot shows the 'Key Access' login page. At the top left is the text 'Key Access' and at the top right is the KeyBank logo. Below the logo is a line of text: 'For assistance call 1-800-539-8458 | keylink_support@keybank.com'. The main area features a large, light gray key graphic with the word 'Login' in a large, light gray font to its right. Below the key graphic are two input fields: 'Login ID: John_Smith' and 'Password: *****'. Below these fields is a 'LOGIN' button. At the bottom of the form is a link that says 'Forgot Password?'.

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2. Select and answer your security questions.

On the Security Questions Credential Creation screen, use the drop-down menus to select three security questions, then enter your answers to the security questions. Make sure to remember the answers to the questions you selected, as these may be used in future logins or when you change your password.

Click the **Submit** button. You will be taken back to the initial login screen.



The screenshot shows the 'Key Access' header with a red key logo. Below the header, it says 'For assistance call 1-800-539-8458 | keylink_support@keybank.com'. The main heading is 'Security Questions Credential Creation'. Below this, it says 'Please select at least 3 questions and provide corresponding answers.' The 'Username' is 'John_Smith'. There are three rows of questions with drop-down menus and text input fields: 'What is your favorite color?' with 'color' entered, 'What is your pet's name?' with 'name' entered, and 'Which is your favorite sports team?' with 'team' entered. A 'Submit' button is at the bottom.

3. Change your password.

To change the password from the temporary password provided by KeyBank to a password you will remember, you should now enter your Login ID and then click the **Forgot Password** link.


You will need to answer the security questions and then click the **Submit** button.



The screenshot shows the 'Key Access' header with a red key logo. Below the header, it says 'For assistance call 1-800-539-8458 | keylink_support@keybank.com'. The main heading is 'Login'. Below this, there is a large, faint key logo. There are two input fields: 'Login ID:' with 'John_Smith' entered and 'Password:' with an empty field. A 'LOGIN' button is below the fields. At the bottom, there is a link that says 'Forgot Password?'.



Key Access



For assistance call 1-800-539-8458 | keylink_support@keybank.com

Security Questions Authentication for Password Reset

Please review your Personal Assurance details, then answer the questions displayed below.

Username: John_Smith

What is your favorite color? [unmask entries](#)

Which is your favorite sports team?

What is your pet's name?

4. Select a new password.


On the Password Reset screen, enter your new password, following the password requirements displayed on the screen.

Note: Please be sure to select a new password, as this is an essential step for your account's security. Ensure you select a password you can remember for future use when you login.

Click the **Submit** button.

You will now be taken back to the initial login screen, where you enter your login ID and your new password to enter the PayeeWeb portal.

Key Access



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Password Reset

Please provide the New Password and Confirm Password.

Username: John_Smith

Password*

Confirm Password*

Password Requirements :

- Must be atleast 8 characters in length
- Must include both alpha and numeric characters
- Must contain at least one of these special characters @.#.\$
- Not more than two identical characters can be next to each other
- Cannot be the same as the Login ID
- Cannot contain any spaces
- Cannot be the same as a previous password

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5. Log in to the PayeeWeb Portal.

Enter your login ID and updated password to log in to the PayeeWeb portal.

Key Access

For assistance call 1-800-539-8458 | keylink_support@keybank.com

Login

Login ID: John_Smith

Password: *****

LOGIN

[Forgot Password?](#)

For more assistance in navigating the PayeeWeb Portal, or for help with accessing or changing your information, [visit key.com/payeewebtraining](https://key.com/payeewebtraining), or contact our Pensioner Information Line at 1-800-962-2149.

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