



FLEET ONE

eManager Quick Reference Guide

First-Time Users – Upgraded Users

November 2017

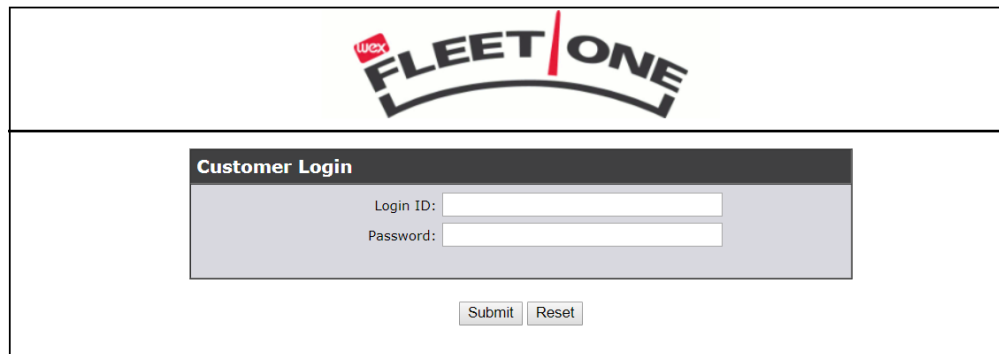
If you currently log in with your Email Address use EMAIL USER INSTRUCTIONS

If you currently log in using your Fleet Number use FLEET NUMBER USER INSTRUCTIONS

FLEET NUMBER USER INSTRUCTIONS

Log In

Enter Login ID and Password



The screenshot shows the Fleet One Customer Login interface. At the top is the Fleet One logo, which includes the Wex logo. Below the logo is a dark grey header for the 'Customer Login' section. Underneath, there are two white input fields labeled 'Login ID:' and 'Password:'. At the bottom of the login section are two buttons: 'Submit' and 'Reset'.

Account upgrade notification page will appear

Welcome, 123456 - 123456 ABC Company

Account Upgrade Notice

Important Update: Your Fleet One account and online access is being upgraded to Fleet One eManager effective 11/28/2017.

Important! You will need to set up your new online login access in eManager before **11/28/2017**. As of the effective date, account requests by phone will require your new Account Number/Carrier ID with your existing employee number and security code.

[For important account and login information, click here](#)

[Click here to retrieve your new Account # and eManager login information](#)

[Already Registered? Click here to return to eManager](#)

Please take a moment to login and become familiar with eManager. We are excited to bring you a new and improved way to manage your account along with enhanced features and new product solutions for your Fleet One account. [Click here to learn more about the eManager upgrade.](#)

As always, if you have any questions please contact us at 800-359-7587 or by email at customersupport@fleetone.com.

[For Help and Support documentation click here](#)
[For Video Tutorials click here](#)

For all Other Help Documentation, please log in to eManager!

To Retrieve your new Account # and eManger login information, select the link on the Account Upgrade Notice page

[Click here to retrieve your new Account # and eManager login information](#)

Security Information Screen will appear

Security Information

Employee #:

Security Code:

Submit

Reset

- Enter Employee #
- Enter Security Code
- Select Submit

Account Upgrade Details page will appear

Account Upgrade Details

Your account # will change as of **11/28/2017**. All company account users will need the new Account #/Carrier ID with their current Employee ID and Security Code when making changes to your account by phone.

Carrier ID:	123456
New Site Login ID:	987654
New Site Login:	https://manage.fleetone.com

New eManager User ID

Effective **11/28/2017**, all online account and card maintenance will need to be completed in eManager. Please establish your new user account on eManager in advance of the effective date.

eManager Registration

Post registration, you may use your email address as your User ID.

[Click here to begin your registration in eManager](#)

As always, if you have any questions please contact us at 800-359-7587 or by email at customersupport@fleetone.com. [Click here to learn more about the eManager upgrade.](#)

Return to the Home Page

Mark Your Calendar


Bookmark this Page for future reference <https://manage.fleetone.com>

The first item informs you of the date your account will officially be running on our upgraded system.

We are encouraging customers to Register in eManager prior to their upgrade date.

Selecting the link [Click here to begin your registration in eManager](#) on the Account Upgrade Details page will allow you to register in our upgraded system.

The Edit User Profile Screen will appear



Edit User Profile

This page will timeout in 15 minutes.

Please complete this registration in the next 15 minutes.

User ID: 123456

First Name: *

John

Last Name: *

Doe

Call-In ID/Employee #: *

0001

Call-In Pin/Security Code: *

*** Call-In Pin/Security Code must be 4 to 12 digits long. They may not be sequential(ex.1234) or repeated(ex.1111)

Why are we asking you this?

Question #1: Which city were you born?

Answer #1: *

Question #2: In which state/province were you born?

Answer #2: *

Question #3: What is the name of your favorite cousin?

Answer #3: *

Why are we asking you this?

Email Address: *

john@ABCCCompany.com

Cell #: *

Cell Network: Select

Preferred Contact Method: Email

(Format 5554442323)

E-manager Password: *

Retype E-manager Password: *

Submit Query

Cancel

*** Password must have a minimum of seven characters, three of which must be distinct, and at least one digit. Avoid using special characters (e.g. ; ?)

Your User ID is a new login ID that can be used on the upgrade system ****(You can also log in to the upgrade system with your email address used in setting up your profile

Your First Name, Last Name and Call-In/Employee # from the legacy system will auto populate

You will be REQUIRED to enter your Call-In Pin/Security Code

You will be REQUIRED to set up Security Questions

You are REQUIRED to enter your email address

You are given the option of entering in a Cell #

If you enter a cell number, you are REQUIRED to select a Cell Network

You are given an option to enter a Preferred Contact Method

You will be REQUIRED to enter an eManager Password(Please make note of this)

You will be REQUIRED TO re-type the eManager Password

Selecting SUBMIT will take you to the Fleet One Portal Login in Screen where your

User ID/Email Address and newly created password will be REQUIRED to log into the new system

Log In

Enter User ID and Password



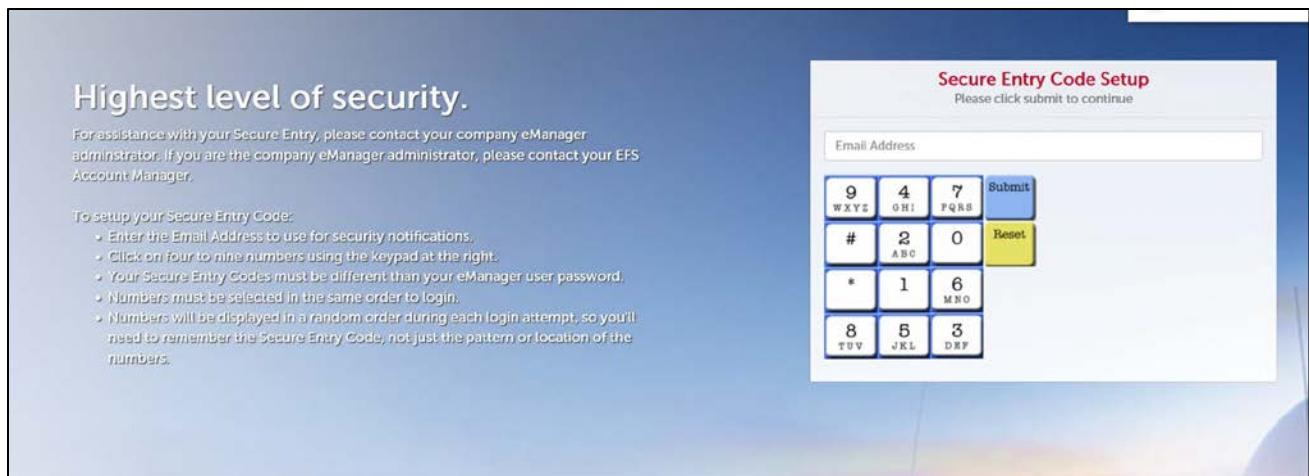
Enter **Secure Entry Code** (see below)

You will be prompted to enter your email address and create a Secure Entry Code.

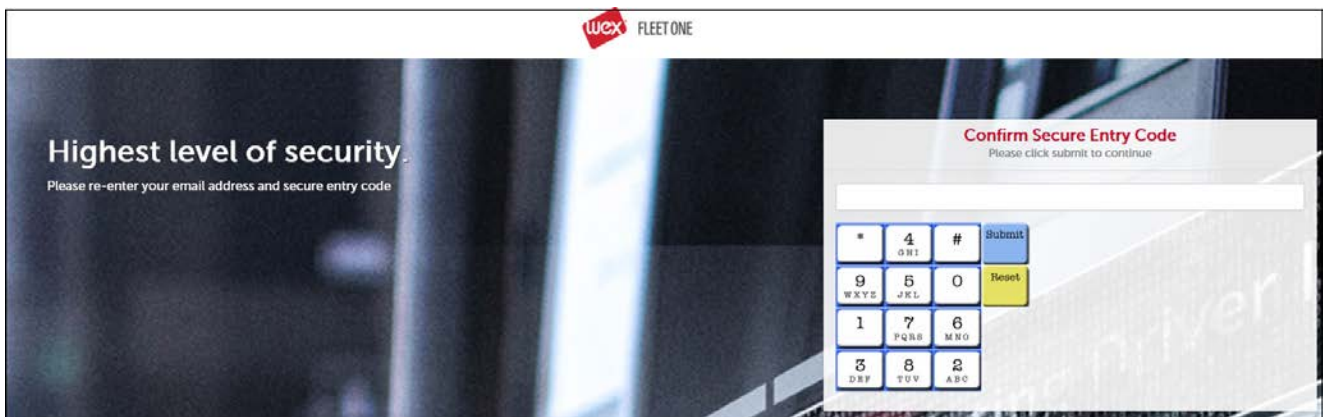
This Secure Entry Code will be required when you log into eManger. This is designed to help prevent unauthorized access to your account.

Secure Entry Code Set Up:

It's important you read the instructions on screen to properly set up your Secure Entry Code.



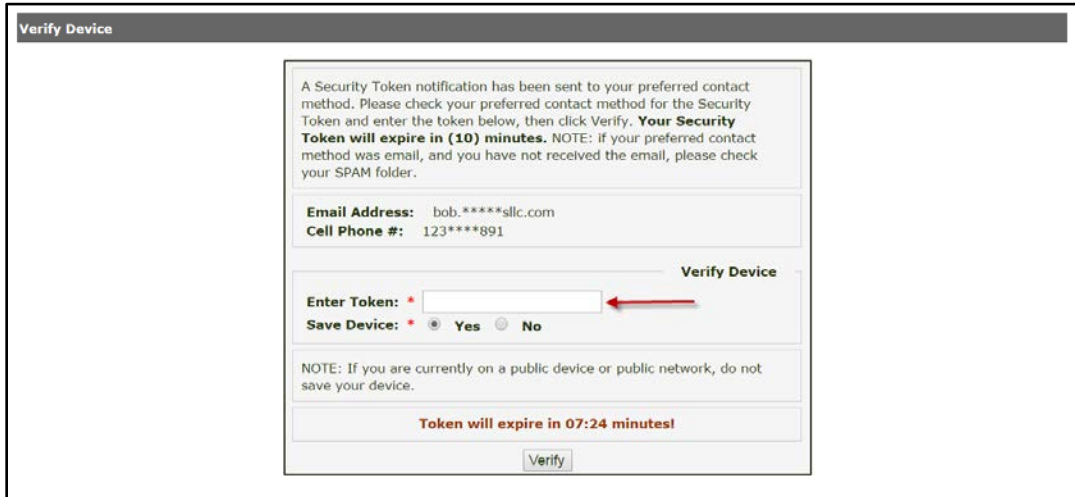
1. Enter your email address in the box under 'Email Address'
2. Click on 4-9 numbers using the keypad – *This will be your new Secure Entry Code that you will enter every time you log into eManager.*
3. Your Secure Entry Code cannot be the same as your Carrier ID
4. The keypad will randomly display numbers every time you log in (from a different computer) so you'll need to remember your Secure Entry Code – not just the pattern of the numbers on the keypad
5. Click 'Submit'



6. Re-enter your email address
7. Re-enter your Secure Entry Code
8. Click 'Submit'

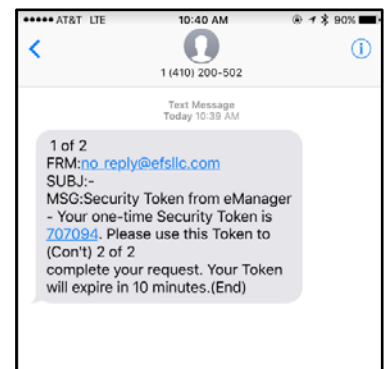
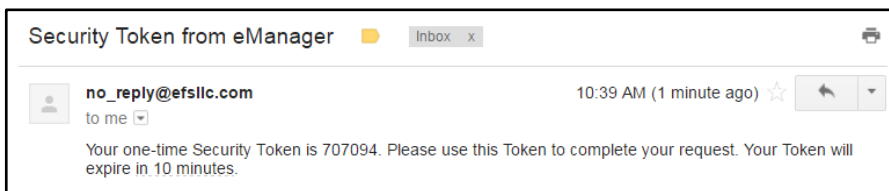
Verify Device:

1. The email address entered during the set up will automatically be populated on the Device Authentication screen



The 'Verify Device' screen has a dark header with the title 'Verify Device'. Below the header, a text box contains instructions: '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.' Below this, a form displays 'Email Address: bob.*****slc.com' and 'Cell Phone #: 123****891'. A 'Verify Device' button is to the right. Further down, there is an 'Enter Token: *' field with a red arrow pointing to it, and a 'Save Device: *' section with radio buttons for 'Yes' (selected) and 'No'. A note states: 'NOTE: If you are currently on a public device or public network, do not save your device.' At the bottom, a red warning bar says 'Token will expire in 07:24 minutes!' and a 'Verify' button is centered.

2. An email and/or text message – depending on your selections on the previous screen – will be sent from no_reply@efslc.com. If email is not received, check your SPAM/JUNK folder.



3. Fill in all required fields (marked with *)
4. Enter the token number you received. If device is not public (example: library) and user would like to save device, leave "Yes" selected. If the device is public or you want to authenticate device with every login, select 'No' next to 'Save Device'.
5. Click 'Verify'

You are now logged into eManager.

Once logged in, hover over 'SELECT PROGRAM' to see the menu of available options.

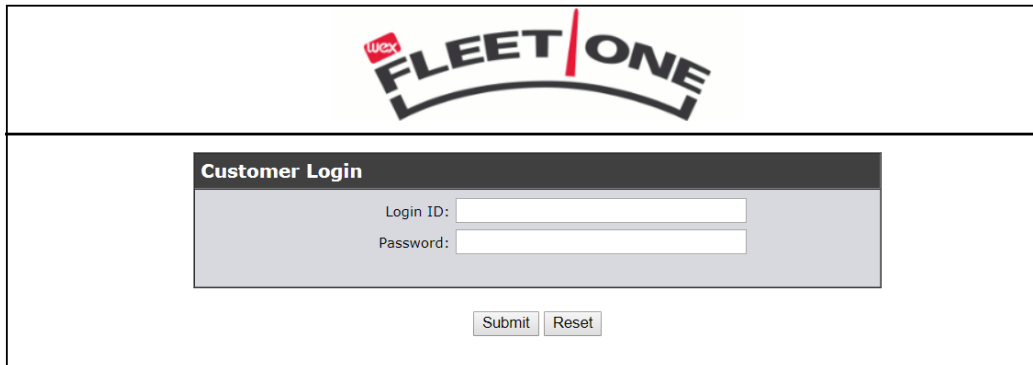
The screenshot displays the WEX FLEET ONE eManager interface. At the top, the header includes 'ABC Company', the date '2017-07-28 10:54 AM', and navigation links for 'Home', 'Help', 'Profile', and 'Logout'. Below the header, the 'wex FLEET ONE' logo is on the left, and a navigation bar contains links for 'Manage/Override Cards', 'Info Pools', 'Billing Statements', and 'Online Payments'. A 'Login' button is visible on the left side. The main content area is divided into several sections: 'Announcements' with a 'Give Your Fleet the EDGE' promotion, 'Statement Summary' for Customer Number 0001234567 showing credit limit and activity, 'Recent Transactions' with a table of fuel transactions, and 'Account Information' on the right. A 'SELECT PROGRAM' dropdown menu is open, showing options like 'Cash Advance', 'Contract Description', 'Make Payment', 'Manage Info Pool', 'Manage Policies', 'Merchant Locator', 'Scheduled Reports', 'Money Codes', 'Credit Management', 'Manage Cards', 'Reports/Exports', 'User Administration', and 'TrendSOURCE'. A mouse cursor is hovering over the 'SELECT PROGRAM' link in the navigation bar.

- The next time you log in to eManager you will be prompted to only enter your User ID/Email Address, Password and Secure Entry Code.
- If you log in from a new device (i.e. ipad, home computer, different computer in the office, etc.) you will be prompted to complete the device authentication process again.
- If your email or cell # changes, you must update this in eManager. Log in and select 'Profile' in the upper right corner of the screen (left of the 'Logout button'). Update the applicable information and click 'Update'. An email will be sent to your old and new email addresses indicating the change.

EMAIL USER INSTRUCTIONS

Log In

Enter Login ID and Password



Account upgrade notification page will appear

Welcome, john@ABCCompany.com - 123456:ABC Company

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Account Upgrade Details page will appear

Account Upgrade Details	
Your account # will change as of 11/28/2017 . All company account users will need the new Account #/Carrier ID with their current Employee ID and Security Code when making changes to your account by phone.	
Carrier ID:	123456
New Site Login ID:	987654
Alternate Site Login ID:	john@ABCCompany.com
New Site Login:	https://manage.fleetone.com
New eManager User ID	
Effective 11/28/2017 , all online account and card maintenance will need to be completed in eManager. Please establish your new user account on eManager in advance of the effective date.	
eManager Registration	
Post registration, you may use your email address as your User ID.	
Click here to begin your registration in eManager	
As always, if you have any questions please contact us at 800-359-7587 or by email at customersupport@fleetone.com . Click here to learn more about the eManager upgrade.	
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The Edit User Profile Screen will appear

Wex FLEET ONE

Edit User Profile
This page will timeout in 15 minutes.
Please complete this registration in the next 15 minutes.

User ID: 123456

First Name: * John

Last Name: * Doe

Call-In ID/Employee #: 0001

Call-In Pin/Security Code: *

** Call-In Pin/Security Code must be 4 to 12 digits long. They may not be sequential(ex.1234) or repeated(ex.1111)

Question #1: Why are we asking you this? Which city were you born? ▾

Answer #1: *

Question #2: In which state/province were you born? ▾

Answer #2: *

Question #3: What is the name of your favorite cousin? ▾

Answer #3: *

Email Address: * john@ABCCompany.com

Cell #: (Format 5554442323)

Cell Network: Select ▾

Preferred Contact Method: Email ▾

E-manager Password: *

Retype E-manager Password: *

Submit Query Cancel

** Password must have a minimum of seven characters, three of which must be distinct, and at least one digit. Avoid using special characters (e.g. ; ?)

Your User ID is a new login ID that can be used on the upgrade system ****(You can also log in to the upgrade system with your email address used in setting up your profile

Your First Name, Last Name and Call-In/Employee # from the legacy system will auto populate

You will be REQUIRED to enter your Call-In Pin/Security Code

You will be REQUIRED to set up Security Questions is not already populated from legacy system

Your email address from the legacy system will auto populate.

You are given the option of entering in a Cell #

You are given the option to enter Cell Network after entering your Cell #

You are given an option to enter a Preferred Contact Method

You will be REQUIRED to enter an eManager Password (Please make note of this)

You will be REQUIRED TO re-type the eManager Password

Selecting SUBMIT will take you to the eManager Login in Screen where your

User ID/Email address and Newly created password will be REQUIRED to log into the upgrade system

Log In

Enter User ID and Password

Enter **Secure Entry Code** (see below)

You will be prompted to enter your email address and create a Secure Entry Code.

This Secure Entry Code will be required when you log into eManager. This is designed to help prevent unauthorized access to your account.

Secure Entry Code Set Up:

It's important you read the instructions on screen to properly set up your Secure Entry Code.

1. Enter your email address in the box under 'Email Address'
2. Click on 4-9 numbers using the keypad – *This will be your new Secure Entry Code that you will enter every time you log into eManager (from a different computer or IP address other than your initial set up)*
3. Your Secure Entry Code cannot be the same as your Carrier ID
4. The keypad will randomly display numbers every time you log in (from a different computer) so you'll need to remember your Secure Entry Code – not just the pattern of the numbers on the keypad
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6. Re-enter your email address
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Verify Device:

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

Verify Device

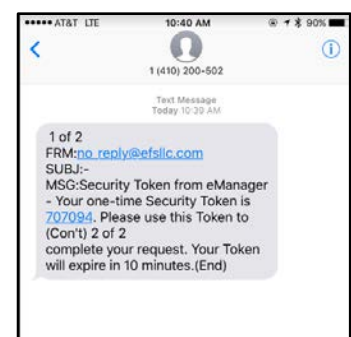
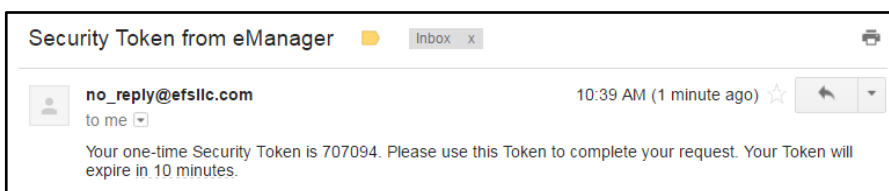
Enter Token: *

Save Device: * ☒ Yes ☐ No

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

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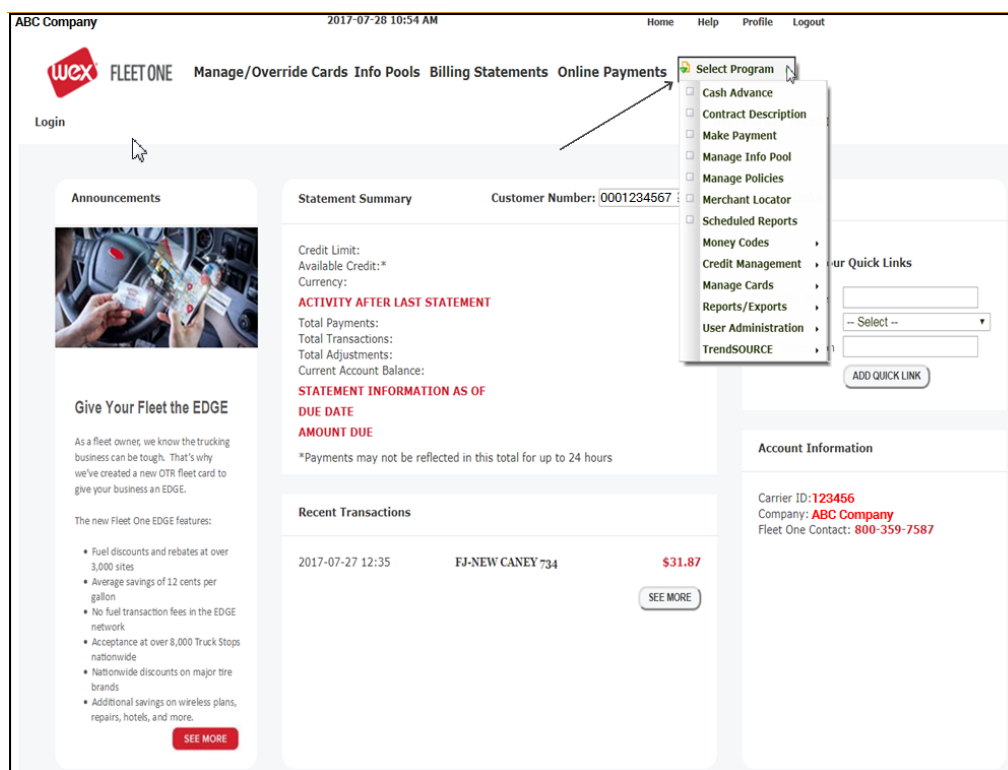


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REMEMBER:

- Passwords are Case Sensitive
- You have a Different Password when Calling WEX Fleet One vs. eManager
- When logging into eManager you need: UserID, Password and Secure Entry Code
- When calling **WEX Fleet One Customer Service** you need: **Carrier ID, Call In ID and Call In PIN**
- If you log into eManager from another device you will be prompted to authenticate the device

WEX Fleet One 24-Hour Customer Service: 800.359.7587