

# PayeeWeb user guide – logging in for the first time

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

You should have received a Login ID letter in the mail 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](https://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.



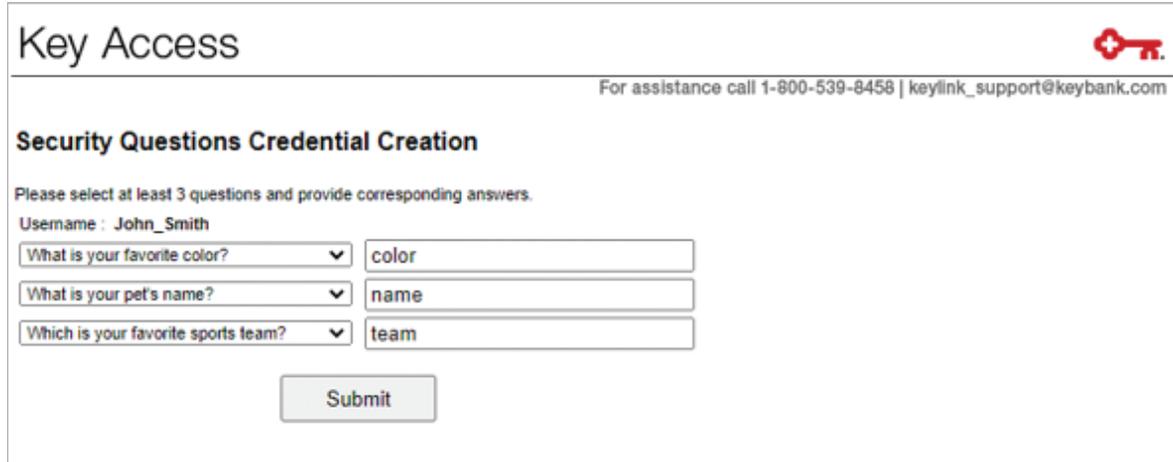
The screenshot shows the Key Access login page. At the top left, it says "Key Access" and at the top right is the KeyBank logo. Below the logo, there is a contact number and email: "For assistance call 1-800-539-8458 | [keylink\\_support@keybank.com](mailto:keylink_support@keybank.com)". The main content area features a large, light gray key graphic with the word "Login" in a bold, sans-serif font to its right. Below the key graphic, there are two input fields: "Login ID: John\_Smith" and "Password: \*\*\*\*\*". Below these fields is a "LOGIN" button and a blue link for "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.

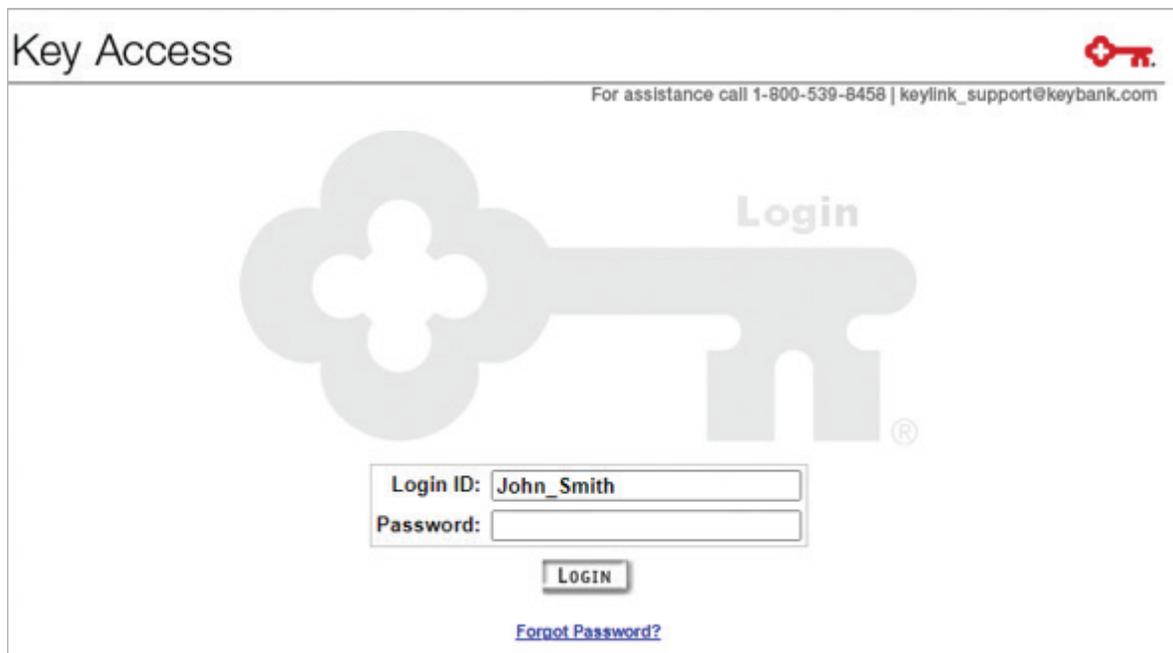


The screenshot shows the 'Key Access' header with a red key logo and the text 'For assistance call 1-800-539-8458 | keylink\_support@keybank.com'. Below the header is the title 'Security Questions Credential Creation' and the instruction 'Please select at least 3 questions and provide corresponding answers.' The 'Username' is listed as 'John\_Smith'. There are three rows of questions, each with a dropdown menu and a text input field: '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 located at the bottom center.

### 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 and the text 'For assistance call 1-800-539-8458 | keylink\_support@keybank.com'. The main content area features a large, light gray key graphic with the word 'Login' in a light gray font. Below the graphic are two input fields: 'Login ID:' with 'John\_Smith' entered and 'Password:' with an empty field. A 'LOGIN' button is positioned below the password field. At the bottom center, there is a blue link labeled 'Forgot Password?'.

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### Key Access

For assistance call 1-800-539-8458 | [keylink\\_support@keybank.com](mailto: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 that 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

For assistance call 1-800-539-8458 | [keylink\\_support@keybank.com](mailto:keylink_support@keybank.com)

**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](mailto:keylink_support@keybank.com)

Login

Login ID:

Password:

[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.