

## CTSLink Direct Digital Certificates Request – External Customers

**External customers** will follow these instructions when requesting a Digital Certificate from Wells Fargo.

- 1) Navigate to <https://direct.ctslink.com> and complete the sign on process. If you do not have a user account, click on the 'Register' button to establish an account.
- 2) Navigate to your secure library. If you are a newly registered user, you will need to work with your Wells Fargo business partner to establish access to the appropriate library.
- 3) Once you are in your secure library, attempt to download a document. The page below will be displayed.
- 4) Click on the "Certificate Request Page" link.



**Certificate Required**

The function on our site that you just attempted to use requires the use of a "Client Certificate". A Client Certificate is a secure piece of data that is issued by a Trusted Certificate Authority and implies trust. For you to continue to use this function, you will need to request a certificate from Wells Fargo. Click on the link to go the [Certificate Request Page](#). If you have already requested and installed a certificate, the information on your account may not match the values in your certificate. You can diagnose this problem by going to the [List Certificates Page](#).

If you have any questions about Client Certificates, you can contact CTSLink Customer Service.

- 5) Input your company name in the 'Your Department Name' field.
- 6) Input your Wells Fargo business partners correct email address.
- 7) Input the business reason for making the request.
- 8) Read the certification statement, check the box and click submit.



**Wells Fargo Certificate Request**

This screen will allow you to request a Client Certificate for your web browser. Certificates are a small piece of data that is installed in your browser that is sent to the server when you sign in to the system for authentication.

To request a certificate, you must contact the Wells Fargo person who coordinates your access to the system and request their user Id and Email address to be supplied below.

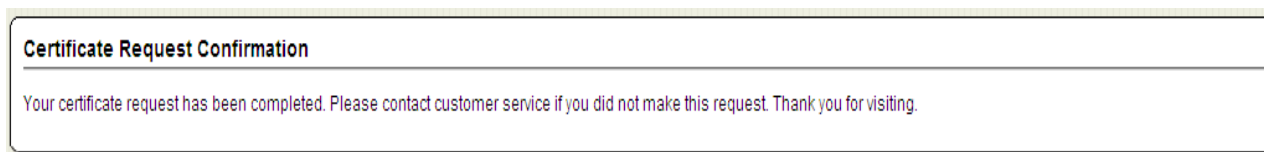
Your Department Name:

Wells Fargo Partner Email:

Reason for Request:

I certify that I have a legitimate business relationship with Wells Fargo requiring me to access potentially sensitive information that can affect customers and other users if used improperly. I hereby guarantee that I will use this information carefully.

- 9) The 'Certificate Request Confirmation' screen will be displayed. No further action is required. You will be contacted by Wells Fargo once your Digital Certificate is available.



**Certificate Request Confirmation**

Your certificate request has been completed. Please contact customer service if you did not make this request. Thank you for visiting.

### **External business partners may contact PKI directly for support**

Please refer external business partners to [pkisupport@wellsfargo.com](mailto:pkisupport@wellsfargo.com) if they need technical support for installing digital certificates or you can contact **Technology Connection** on their behalf.