ACE Log On User Guide

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ACE Sign in screen functionality allows users to log into ACE, reset passwords if needed and to reset passwords if forgotten.

To see additional user guides click on the User guide link.
For further assistance please click on the Contact us link.

How to Log On to ACE

1. Enter the link below in your **Google Chrome browser** click on search, to open the ACE **Sign in** screen.

https://cs-selfserve.exxonmobil.com/ ①

2. Enter your user name, password and click on **Sign In**.
3. From the Sign In screen, your password can be changed or reset if forgotten.
4. Language preferences can be changed if needed.

Select Language

④

Sign in

Welcome. Please sign in below.

②

User name

Password

☐ Remember my user name

[Sign In]

③

Change password   Forgot password?

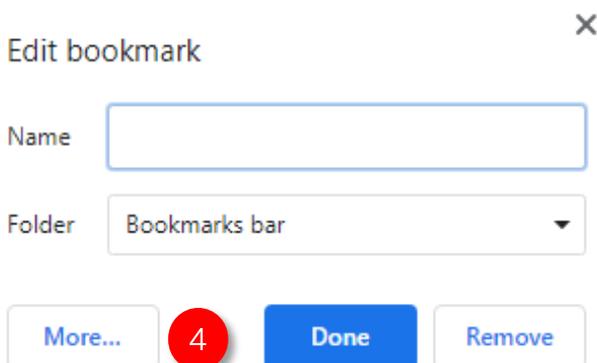By using our site, you confirm that you accept these terms of use and that you agree to abide and comply by them.

How to create a bookmark

Note: Log into ACE first before creating a bookmark.

1. Click on the **Customize and Control Google Chrome** option**.**
2. Click on the **Bookmarks** option.
3. Click on the **Bookmark this tab** option.

4. Click on the **More** option.

5. In the **Name** field enter ACE.
6. In the **URL** field enter https://cs-selfserve.exxonmobil.com
7. Click on **Save**.

Edit bookmark

5 Name | ACE

6 URL | https://cs-selfserve.exxonmobil.com

📁 Bookmarks bar
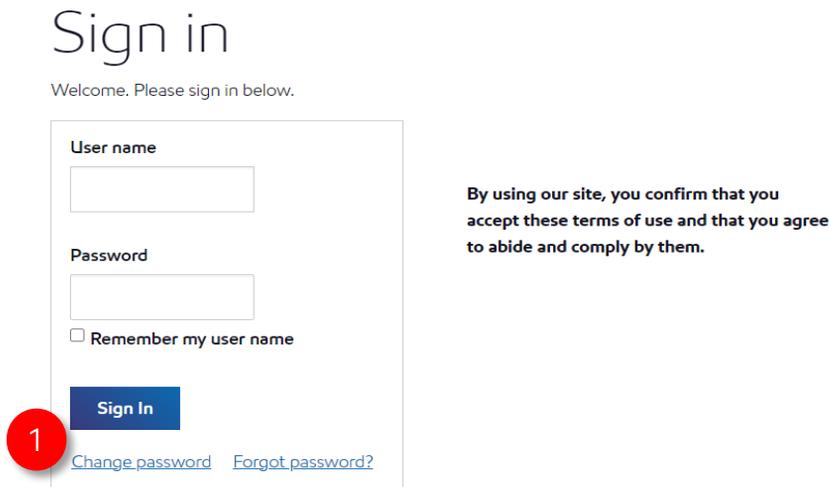📁 Other bookmarks

New folder   **7** Save   Cancel

ACE Password Change

How to change your ACE password from the ACE Sign in Screen:

1. On the ACE Sign In Screen, click on **Change Password**.

Sign in

Welcome. Please sign in below.

User name
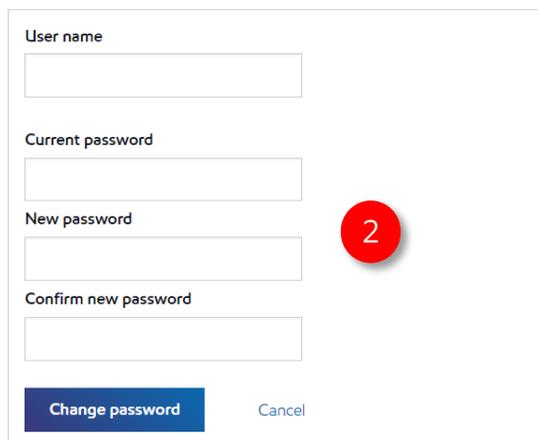
Password

☐ Remember my user name

Sign In

1 Change password   Forgot password?

By using our site, you confirm that you accept these terms of use and that you agree to abide and comply by them.

2. Enter the required information: **User name**, **Current password, New password** and click on **Change password.**

Change password

User name

Current password

New password

2

Confirm new password

Change password   Cancel

Please choose a new password that is at least 8 characters long and contains at least one capital letter and one number.

Enter your current password and verify your new password.

- Cannot contain user name
- Cannot contain the word 'password'
- Must be greater than 7 characters long
- Must be less than 19 characters long
- Must contain at least one upper and one lower case letter
- Must contain at least one number

3. Once the above actions are completed, you will receive the message below, click **Continue** to go back to the ACE Sign In screen in order to sign in with the new password.

Your password has been changed

Congratulations! You have successfully changed your password. Click the link below to continue.

Continue ③

You will also receive the email message below indicating the activity took place.

☐ PFPRD@exxonmobil.com
Password Change Notification
To
Retention Policy   All Other 13 Months (1 year, 1 month)   Expires   1/7/2021

Do not reply to this message – it was automatically generated

ExxonMobil 3rd Party User Password Reset Notification

Hello

Your account password has been changed.

If you didn't request this, please contact your system administrator immediately.

Best Regards,

ExxonMobil Third Party Technical Support Applications Team Administrator
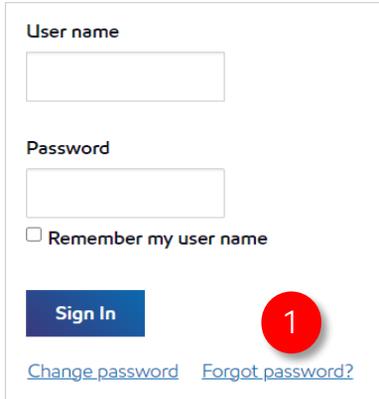
ACE Forgotten Password

How to change your ACE password if you have forgotten your ACE password:

1. On the ACE Sign In Screen, click on **Forgot Password**.

Sign in
Welcome. Please sign in below.
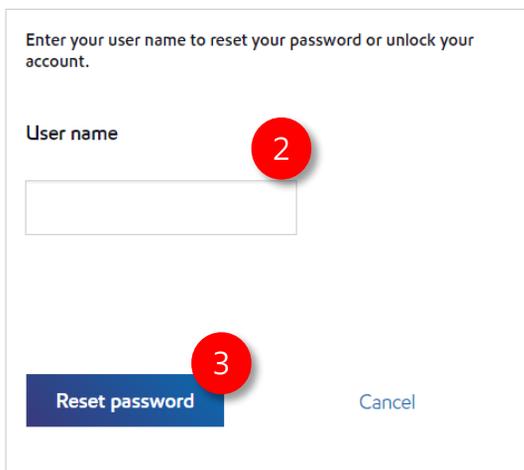
User name

Password

☐ Remember my user name

Sign In

(1)

Change password   Forgot password?

By using our site, you confirm that you accept these terms of use and that you agree to abide and comply by them.

2. Enter your current ACE User name

3. Click on Reset password, this will send an email with further instructions to the email address associated with your user name.

Forgot password

Enter your user name to reset your password or unlock your account.

User name (2)

(3)
Reset password   Cancel

- Enter your user name
- Click the 'Reset password' button
- An email will be sent to the email address associated with your user name.

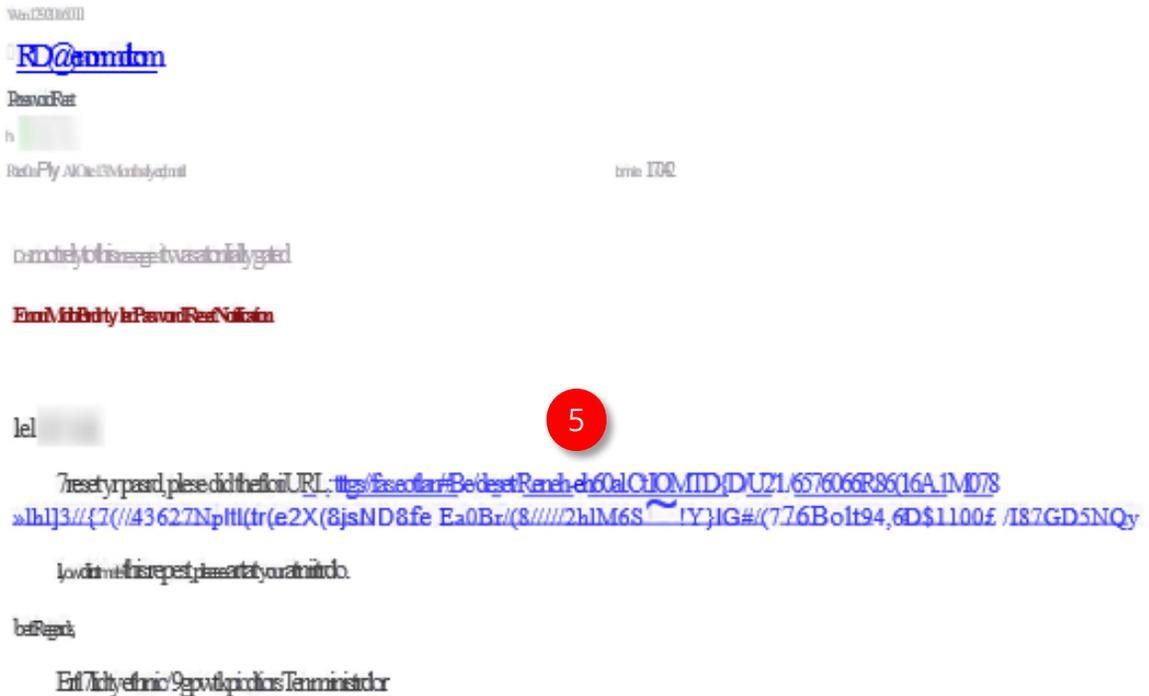**4.** Once the above actions are completed, you will receive the message below.
5. Check your email and click on the link provided to reset your ACE password.

(4) Check Your Email

You should receive an email shortly with information on how to recover your account. If you do not receive an email within a few minutes, please try again. You may now close this window.

Click on the link in the email to reset your password.

6. The ACE reset password option should open.

7. Enter your new password twice following the password requirements listed.

8. Click on Reset password.

Reset password

New Password

Confirm New Password

Reset password

Cancel

Password requirements

- Cannot contain user name
- Cannot contain the word 'password'
- Must be greater than 7 characters long
- Must be less than 19 characters long
- Must contain at least one upper and one lower case letter
- Must contain at least one number

9. You will receive the following message

Password Successfully Reset!

Your password has been reset. Please use your new password to sign on again.

10. Once the above actions are completed, you will receive an email advising that your ACE password has been reset.

10

PFPRD@exxonmobil.com

Password Reset

To

Retention Policy   All Other 13 Months (1 year, 1 month)

Do not reply to this message - it was automatically generated

ExxonMobil 3rd Party User Password Reset Notification

Hello

Your password has been reset. You can now use your new password to sign on.

If you didn't make this request, please contact your administrator.

Best Regards,

ExxonMobil Third Party Technical Support Applications Team Administrator

Support

To obtain additional support please refer to the Contact Us link in the Support tab

1. Click on the **Support** tab
2. Click on the **Contact Us** link to obtain a list of contact information