

## CMSView Federated Authentication – Frequently Asked Questions (FAQ)

### General Information

#### 1. Why do I need to authenticate my CMSView access?

As part of [Trimont's acquisition of Wells Fargo's non-agency third-party Commercial Mortgage Servicing \(CMS\) business in 2025](#), CMSView has moved to Trimont's secure hosting environment on 23-February-2026. You will use your existing email credentials (either from your company or personal email account, depending on what you registered with CMSView) to access CMSView via Federated Authentication.

#### 2. What is Federated Authentication?

Federated Authentication is a secure login method that allows you to sign in to CMSView using your existing credentials—either your company-managed email or your personal email (such as Gmail, Yahoo, or Outlook.com in the event you do not have company email). Your identity is verified by your organization or email provider, and Trimont never sees or stores your password.

#### 3. Will my CMSView username and password stay the same?

No, you will use either your company-managed email credentials or your personal email credentials, depending on which email address is registered with CMSView. Your previous CMSView username and password will no longer be used to access CMSView.

#### 4. How do I authenticate my access?

- Go to [cmsview.trimont.com](https://cmsview.trimont.com).
- Sign in using your organization's or your personal email credentials, depending on which email address is registered with CMSView
  - Do not use your previous CMSView username and password (if applicable).
- Accept the permissions when prompted to enable secure access.
- Begin using CMSView or if you run into any issues, please contact [cmsview@trimont.com](mailto:cmsview@trimont.com). Please provide your name and a screenshot of the error message.

#### 5. What should I expect when authenticating with a personal email account (e.g., Gmail, Microsoft, Yahoo)?

When signing in with a personal email account, you will receive an authentication code via email. The number of characters in the code may vary depending on your email provider. Simply enter the code you receive to complete the authentication process.

If you need further assistance, please contact the CMSView team at [cmsview@trimont.com](mailto:cmsview@trimont.com)

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## 6. Does Trimont have access to my email or organization password?

No. Trimont does not access, see, or store your email or organization password at any point. The new sign-in process uses Federated Authentication, which is a secure method where your identity is verified by your organization or email provider. This is the same approach used by widely adopted authentication apps. Trimont only receives confirmation that your identity has been verified—your credentials remain private.

## 7. What happened to my previous CMSView Company ID and User ID?

Previously, CMSView was accessed through Wells Fargo's Vantage platform, which required a Company ID, User ID, and password. After Trimont's acquisition of Wells Fargo's CMS business in March 2025, CMSView continued to use Wells Fargo's network but required only your User ID and password. Now, with CMSView fully transitioned to Trimont's secure environment, you no longer need a Company ID or User ID. Access is managed through Federated Authentication using your registered email credentials.

If you still use Wells Fargo's Vantage platform to view bank account information, please note this is separate from accessing loan information on CMSView.

## 8. Will CMSView look or function differently after the transition?

No, the only change is the login method. The CMSView application itself will remain the same.

## 9. What page should I bookmark?

Please bookmark or replace any previous CMSView bookmarks with <https://cmsview.trimont.com/>. This is where you will sign in going forward.

## 10. Can I access CMSView from a mobile device or tablet? How does authentication work on these devices?

Yes, CMSView is mobile and tablet friendly. To ensure security, all devices must be registered with your organization prior to authentication. Once your device is registered, you will authenticate using your organization's or personal email credentials, as you would on a desktop.

## Troubleshooting and Support

### 1. I received an error message when trying to authenticate. What should I do?

If you cannot authenticate, please contact the CMSView team at [cmsview@trimont.com](mailto:cmsview@trimont.com) for assistance. Please provide your name and a screenshot of the error message.

If you need further assistance, please contact the CMSView team at [cmsview@trimont.com](mailto:cmsview@trimont.com)

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**2. I received a message that authentication was blocked because Trimont's TenantID needs to be whitelisted. What does this mean?**

Your IT department needs to whitelist Trimont's TenantID and Default Domain Name. Please have your IT contact [cmsview@trimont.com](mailto:cmsview@trimont.com) for this information.

**3. I received a 404 error message stating "The requested content does not exist" when trying to access CMSView. What should I do?**

This error often occurs if you are using an outdated or previously saved CMSView link. Please ensure you have updated your bookmark or saved URL to the new address: <https://cmsview.trimont.com/>.

**4. My IT department wants more technical information about Federated Authentication. Where can I direct them?**

Trimont follows the Federated Identity Pattern as outlined by Microsoft. Please share this article with your IT team: [Microsoft federated identity](#). For further questions, your IT team can contact [cmsview@trimont.com](mailto:cmsview@trimont.com).

**5. Who can help if I have trouble?**

Please contact the CMSView team at [cmsview@trimont.com](mailto:cmsview@trimont.com).

**6. What are the possible outcomes when I authenticate for the first time?**

- **Success:** You will automatically be logged into CMSView.
- **Error:** If you cannot authenticate, please contact the CMSView team at [cmsview@trimont.com](mailto:cmsview@trimont.com) for assistance. Please provide your name and a screenshot of the error message.

If you need further assistance, please contact the CMSView team at [cmsview@trimont.com](mailto:cmsview@trimont.com)