

Zix

Using secure email

Our secure email tool, Zix, helps us protect your personal and confidential information. You may receive various types of emails from us. The first time you receive a secure email from Wells Fargo Advisors, you will need to create a new password. After successfully logging in; you will be able to read the message, open and save attachments and reply to the message.

Note: To view a secure email from a mobile device or tablet, you do not need to install an additional application.

First time accessing a secure email

You must register an account before reading your secure message. The username for your account is your email address. If you have multiple email addresses, you will need to use the address to which the notification was sent.

From a computer, tablet, or mobile device:

1. Click on **Open Message** or navigate to <https://securemail.wfafinet.com>

The screenshot shows a notification window titled "New Zix secure email message from Wells Fargo Advisors Financial Network". It contains an "Open Message" button and the following text: "To view the secure message, click Open Message. The secure message expires on Oct 10, 2020 @ 02:49 PM (GMT). Do not reply to this notification message; this message was auto-generated by the sender's security system. To reply to the sender, click Open Message. If clicking Open Message does not work, copy and paste the link below into your Internet browser address bar. <https://securemail.wfafinet.com/zix?> This email may be an advertisement or solicitation for products and services. [Unsubscribe from promotional emails.](#) Investment products and services are offered through Wells Fargo Advisors Financial Network, LLC (WFAFN), member FINRA/SIPC, a registered broker dealer and nonbank affiliate of Wells Fargo & Company, 1 North Jefferson, St. Louis, MO 63103. WFAFN uses the trade name Wells Fargo Advisors. Any other referenced entity is a separate entity from WFAFN. View our [Electronic communications guidelines](#)

2. From the "Register Account" page:
 - a. Enter your email address if not already shown.
 - b. Create a password for the secure email site and click **Register**.

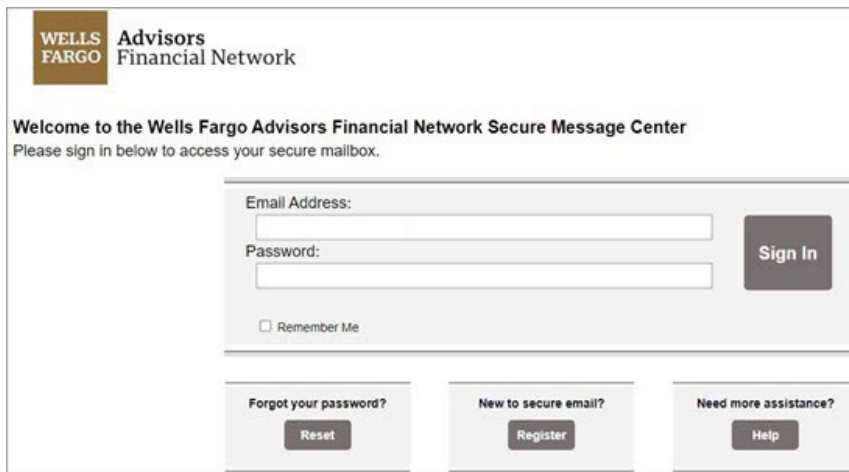
The screenshot shows the "Register Account" page. It includes the Wells Fargo Advisors Financial Network logo and the heading "Register Account". Below the heading is the instruction: "Enter your email address and a password to register and begin sending and receiving secure messages". The form contains three input fields: "Email Address:", "Password:", and "Re-enter Password:". Below these fields are "Password Rules" which state: "Passwords must be at least 8 characters in length, and meet all of the following conditions:" followed by a bulleted list: "Contain both alphabetic and numeric characters", "Contain both uppercase and lowercase characters", and "Contain at least one special character, such as: ~!@#%&". A final note states: "Passwords cannot match email address." At the bottom right of the form are "Cancel" and "Register" buttons.

3. A confirmation email from **Wells Fargo Advisors Financial Network Notification** (notification@securemail.wfafinet.com) will be sent to your email address that you are registering for use with the Secure Message Center.
 - a. Click the link and follow the instructions to activate your new Wells Fargo Advisors Financial Network Secure Message account.

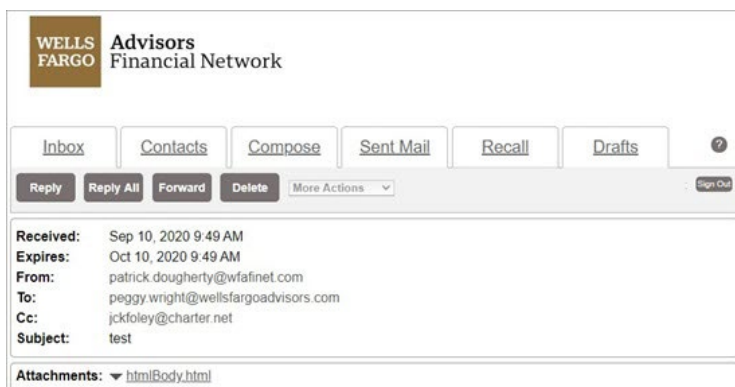


4. After you receive the “Change Password” page, click **Activate**.
5. Then on the “Activation Successful” page, click **Continue**.
6. Log into **Wells Fargo Advisors Financial Network Secure Message Center**.

Note: If you have already received a Zix secure email from us in the past, you will enter your email address and password at this step to access your Secure Message Center.



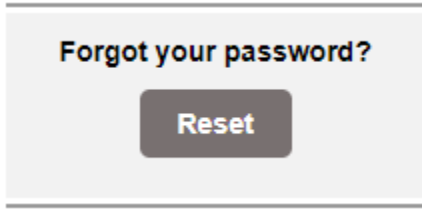
7. Welcome to Wells Fargo Advisors Financial Network Secure Message Center:



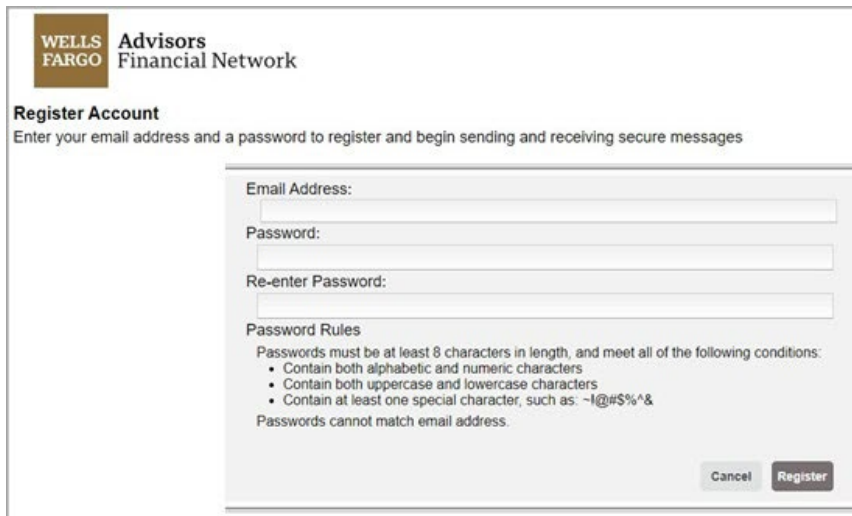
Forgot your Zix password

If you forgot your password, you can quickly reset it by following these steps. Once reset, you can log in to read and reply to your secure messages.

1. Click on **Open Message** or navigate to <https://securemail.wfafinet.com>.
2. From the “Forgot your password” box, click Reset.



3. From the “Register Account” page enter the email address that received the secure message.
 - a. Enter a new password.
 - b. Re-enter the new password and click Register.

A screenshot of a web form titled "Register Account" from Wells Fargo Advisors Financial Network. The form includes a header with the Wells Fargo logo and the text "Wells Fargo Advisors Financial Network". Below the header, the title "Register Account" is followed by the instruction "Enter your email address and a password to register and begin sending and receiving secure messages". The form contains three input fields: "Email Address:", "Password:", and "Re-enter Password:". Below these fields is a section titled "Password Rules" which lists the following conditions: "Passwords must be at least 8 characters in length, and meet all of the following conditions: • Contain both alphabetic and numeric characters • Contain both uppercase and lowercase characters • Contain at least one special character, such as: ~!@#%&". A note below the rules states "Passwords cannot match email address." At the bottom right of the form are two buttons: "Cancel" and "Register".

4. You will receive the “Account Change Confirmation” screen.
5. And your email account will receive a message from Wells Fargo Advisors Notification (notification@securemail.wfafinet.com). Please click the link and follow the instructions to activate your new secure email password.

If you still need assistance after following our instructions, please call 1-877-879-2495 for help.

Note: Non-US clients should call 1-866-314-1850 instead of the number listed above.