

# Wells Fargo Secure Message Center

## Using secure email

Wells Fargo's secure email tool helps to protect your personal and confidential information. To successfully read any of the secure emails that were sent to your attention, you will be asked to set up a new password to log in to the **Wells Fargo Secure Message Center**.

After successfully logging in with your password, you will be able to read the message, open/save attachments, and reply to the message. Emails in the Secure Messages Center expire 30 days after being sent or received.

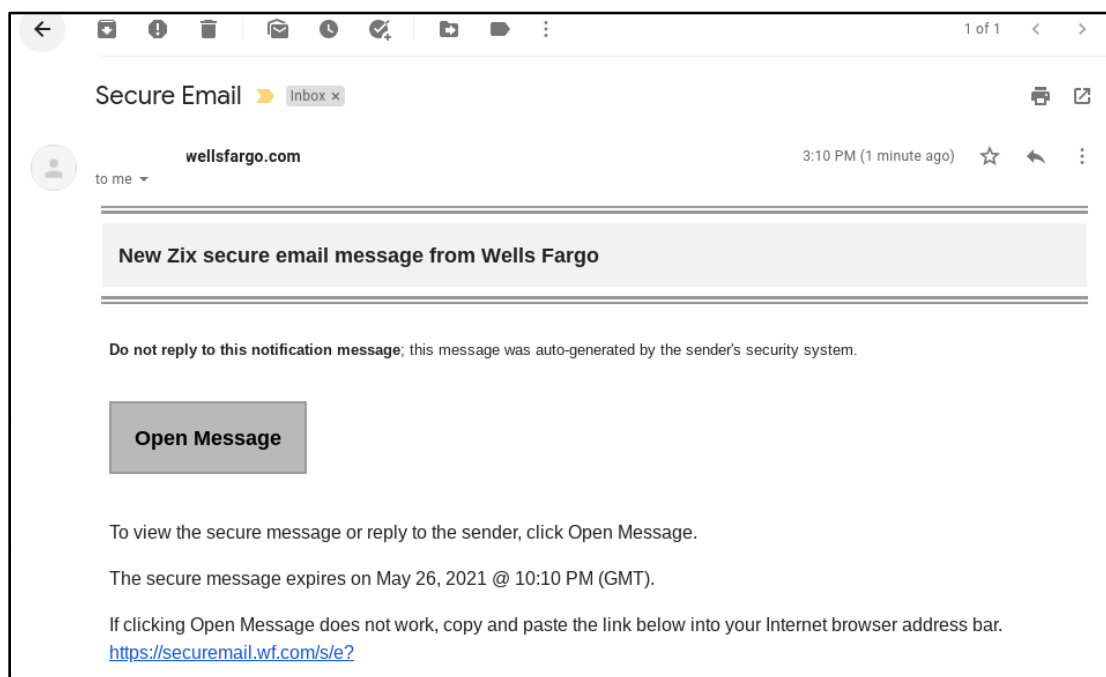
**Note:** To view a secure email from a mobile device or tablet, you do not need to install an additional application.

## First time accessing Wells Fargo Secure Message Center

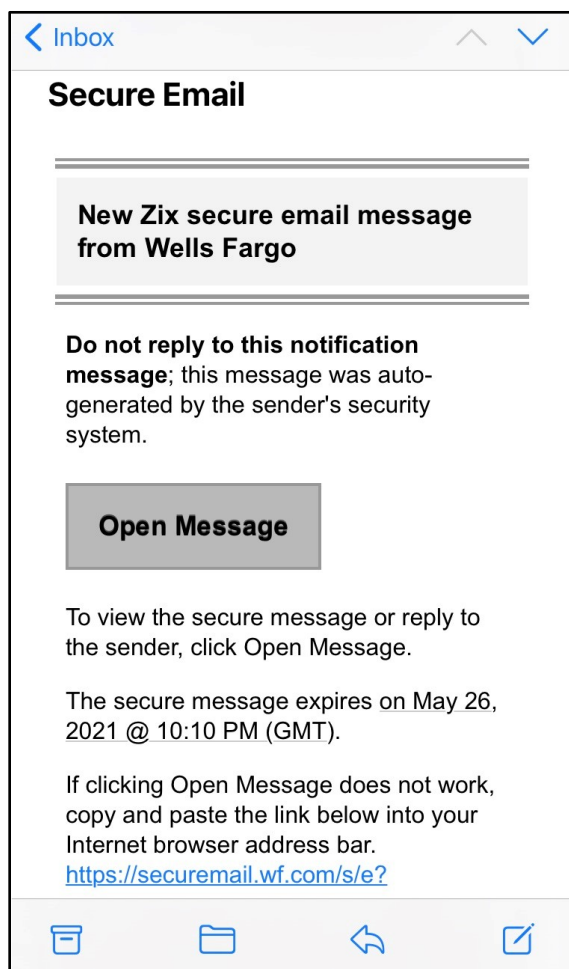
You must register an account before reading your secure message. The username for your account is your email address. If you have multiple email addresses, you will need to use the address to which the secure email was sent.

To register a new account from a computer, tablet, or mobile device:

1. Click on **Open Message** or navigate to <https://securemail.wf.com> (screen)



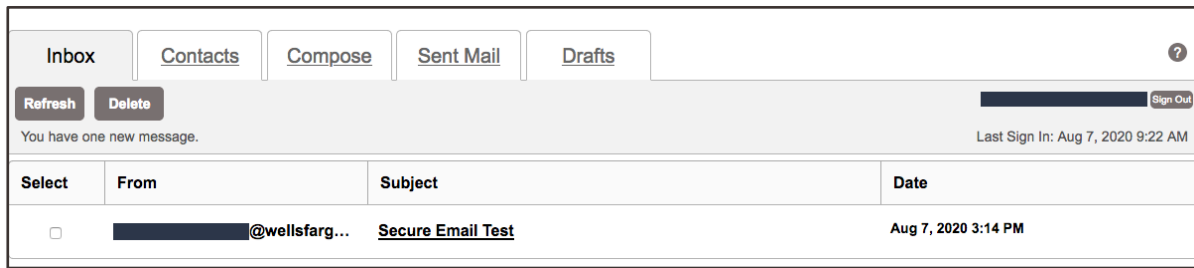
Mobile view (screen):



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

A screenshot of a 'Register Account' form. The title is 'Register Account' 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:' with a placeholder ending in '@gmail.com', 'Password:', and 'Re-enter Password:'. Below these is a 'Password Rules' section with a bulleted list: 'Passwords must be at least 8 characters in length, and meet 2 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 states 'Passwords cannot match email address.' At the bottom right are 'Cancel' and 'Register' buttons.

3. Welcome to Wells Fargo Secure Message Center (screen):



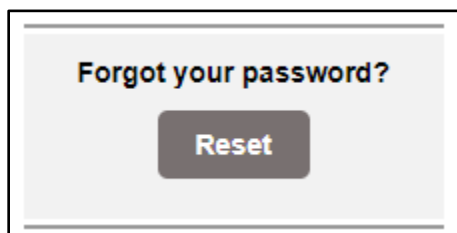
**List of features within the Wells Fargo Secure Message Center**

- Messages **expire 30 days** after being sent or received
- Allows read/reply from inside the Wells Fargo Secure Message Center website. Communications outside the Wells Fargo Secure Message Center are not encrypted and may not be secure
- Emails and attachments can be downloaded or printed
- Save addresses to your **Contacts** tab
- Save messages that you aren't ready to send in the **Drafts** folder
- **Compose** messages directly to anyone at Wells Fargo
- Review your **Sent** messages
- You will be automatically logged off your session after a period of inactivity

## Forgot or need to register your Wells Fargo Secure Message Center password

If you forgot your password or need to change it, you can quickly reset your password 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.wf.com>
2. From the **Forgot your password** box, click **Reset** (screen)



3. Enter the email address that received the secure message.
  - a) Enter a new password
  - b) Re-enter New Password
  - c) Click **Register** (screen)

**Register Account**

Email Address:

Password:

Re-enter Password:

**Password Rules**  
 Passwords must be at least 8 characters in length, and meet 2 of the following conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#\$\$%^&

Passwords cannot match email address.

4. Password Confirmation (screen)

**Password Confirmation**  
 Your password is pending.

Enter the code sent to your email address to confirm your password.

Passcode:

5. Your email account will receive a message from [notification@securemail.wellsfargo.com](mailto:notification@securemail.wellsfargo.com). Please open the email (screen) and follow the instructions to activate your secure email password.

☐ ☆ 🔔 notification **WFBTest Passcode** - Enter your One Time Passcode to verify your password. You ...

6. Return to the Password Confirmation (screen) and enter your one-time passcode within the time allotted
7. Click **Verify**
8. Activation Successful (screen)

**Activation Successful**

You have successfully activated your new password. Click Continue to return to the Sign In page.

Note: Your password is important. Please store it in a safe place.

- a. Click **Continue**
9. Enter your email address, new password and click **Sign In** (screen)

The image shows a web form titled "Welcome to the Wells Fargo Secure Message Center". It contains two input fields: "Email Address:" and "Password:". To the right of these fields is a "Sign In" button. Below the password field is a checkbox labeled "Remember Me". At the bottom of the form, there are three links: "Forgot your password?" with a "Reset" button, "New to secure email?" with a "Register" button, and "Need more assistance?" with a "Help" button.

## Common issues and questions

### How long are messages held in the Secure Message Center?

The message expiration period is 30 days. Once a secure message has expired, it is permanently deleted and cannot be recovered. If you need a copy of an expired message, contact the original sender and request that they resend the information.

### How do I unlock my account?

Your account has been temporarily locked for 30 minutes.

Please try again later, or to unlock your account immediately, return to the Sign In page and follow the links to change your password.

### I replied to a Secure Message Center Notification email and not from the Secure Message Center. What happened to the reply I sent?

If you reply to the Secure Message Center notification email, the reply is discarded. The original sender is not notified, and the reply message cannot be recovered. In order to reply to the sender, you must first access the message from within the Secure Message Center. From there, you can reply to the email.

### Can I save or download my Secure Messages before they expire?

You can download or print any secure message or attachment from the Secure Message Center. This includes emails in your Sent Mail folder.

#### To download the message:

1. Open the message you want to download.
2. Expand the **More Actions** drop down menu and select **Save Message** to download the message body.
3. Select **Save Attachments** if available to download the message body and all attachments as a ZIP file. Ensure you store any downloaded messages or attachments in a secure location.

#### To print message

1. Open the message you want to print.
2. Use your browser's print features to print message.

### I am not receiving Secure Message notification in my email inbox.

The secure message notification email may be blocked by your anti-spam software. Work with your local email administrator or internet service provider to check your email filter settings. The secure message notification email may have also been delivered to your junk folder. If this is the case, you can retrieve the message from the junk folder and add

the Secure Message domain (<https://securemail.wf.com/> and [notification@securemail.wellsfargo.com](mailto:notification@securemail.wellsfargo.com)) to your safe sender list so that any future notification will get routed to your Inbox.

**I click the link to read my secure message, but nothing happens.**

You will need to copy and paste the entire URL, located at the bottom of the email, into the browser window. Additionally, if you already had a browser window open, it is possible the browser did display correctly, and the window is behind another open application.

**Are there any special browser settings required to use Secure Message Center?**

To open and reply to messages, the Secure Sockets Layer (SSL/TLS) 1.2 must be enabled. Cookies must be enabled in your browser privacy settings. Additionally, JavaScript must be enabled, and pop-ups cannot be blocked for the web address.

If you are continuing to have issues, try a different supported browser (Microsoft Edge, Mozilla Firefox, Apple Safari, and Google Chrome).

**What privacy or cookie settings are needed for my browser to access Secure Message Center?**

Your browser must allow cookies in order to access the portal.

## Need assistance?

If you need assistance with secure email, please call Zix Support: 888-576-4949. If you have questions about the content within the Secure Email, please reach out to your Wells Fargo point of contact for assistance.

Wells Fargo will automatically log off your secure email session after a period of inactivity. This reduces the risk of others accessing your information from an unattended computer or mobile device. For your security, always log off manually when leaving your device unattended.