

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.

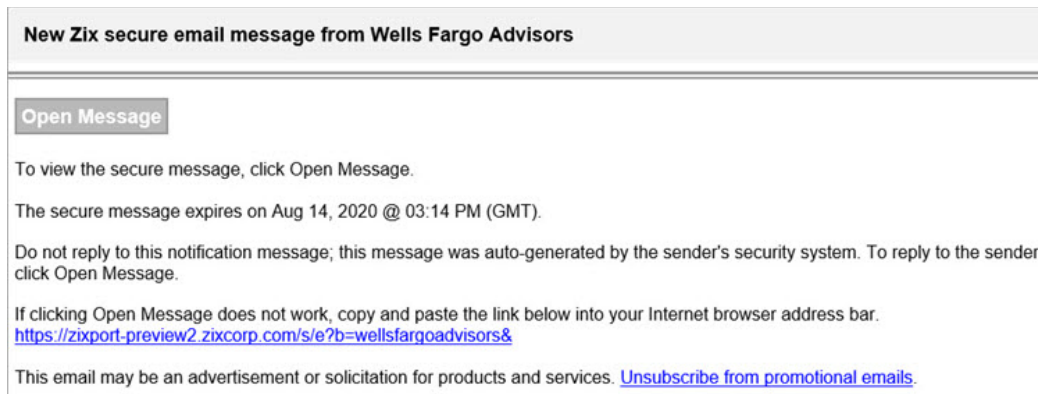
**Note:** To view a secure email from a mobile device or tablet, you do not need to install an additional application.

## First time accessing a secure email

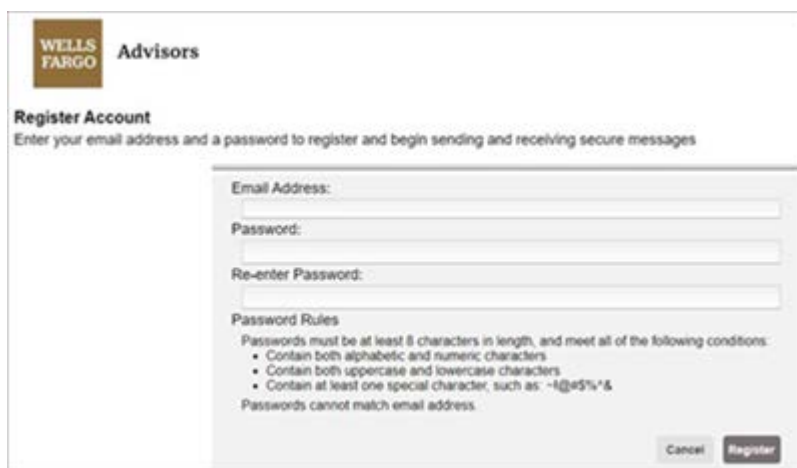
You must register an account before reading your secure message. The username for your account is your email address. If you have multiple email addresses, you will need to use the address to which the notification was sent.

From a computer, tablet, or mobile device:

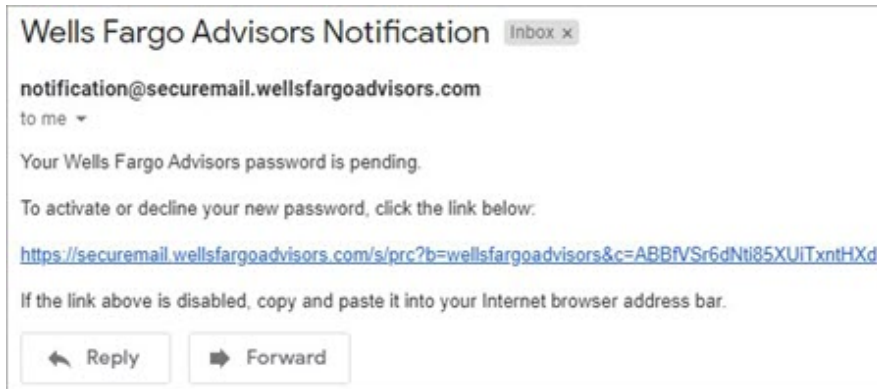
1. Click on **Open Message** or navigate to <https://securemail.wellsfargoadvisors.com>



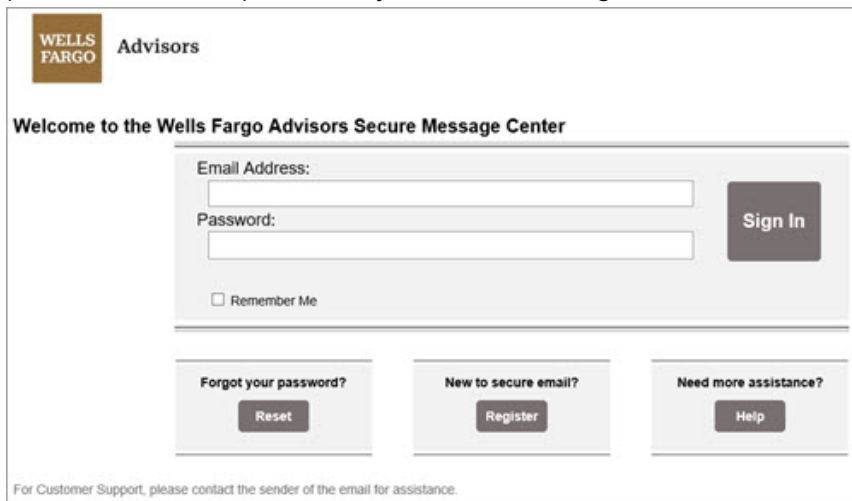
2. From the “Register Account” page:
  - a) Enter your email address if not already shown.
  - b) Create a password for the secure email site and click **Register**.



3. A confirmation email from **Wells Fargo Advisors Notification** ([notification@securemail.wellsfargo.com](mailto:notification@securemail.wellsfargo.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 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 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.



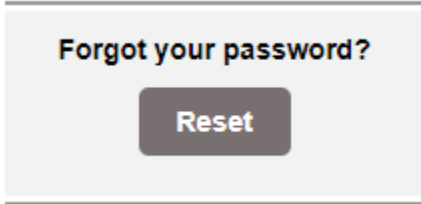
7. Welcome to Wells Fargo Advisors Secure Message Center:



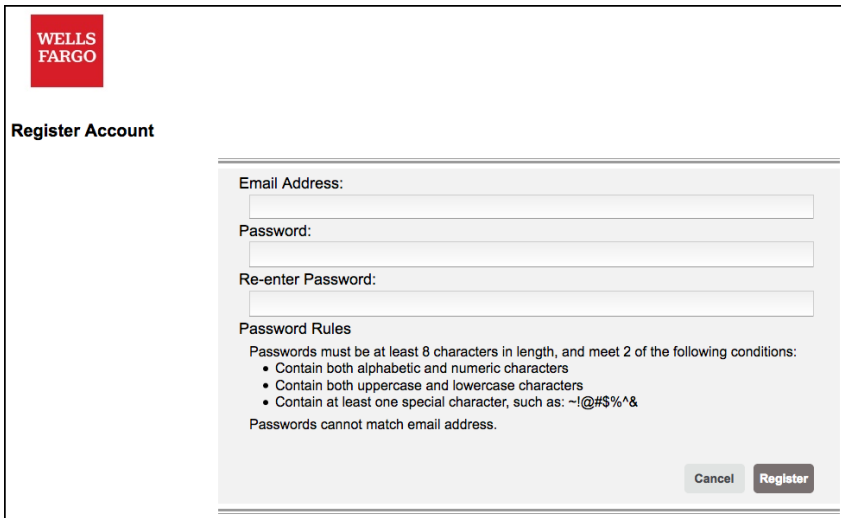
# Forgot your Zix password

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.wellsfargoadvisors.com>.
2. From the “Forgot your password” box, click **Reset**.



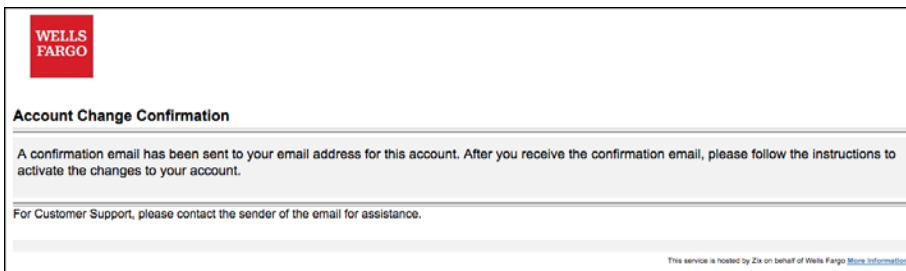
3. From the “Register Account” page enter the email address that received the secure message.
  - a) Enter a new password.
  - b) Re-enter the new password and click **Register**.

A screenshot of the "Register Account" form. The form includes the Wells Fargo logo in the top left corner. Below the logo, the text "Register Account" is displayed. The form contains three input fields: "Email Address:", "Password:", and "Re-enter Password:". Below these fields, there is a section titled "Password Rules" which lists the following conditions: "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: ~!@#%&". Below the rules, it states "Passwords cannot match email address." At the bottom right of the form, there 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.wellsfargoadvisors.com](mailto:notification@securemail.wellsfargoadvisors.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.

A screenshot of an email titled "Account Change Confirmation". The email content includes the Wells Fargo logo in the top left corner. Below the logo, the text "Account Change Confirmation" is displayed. The main body of the email states: "A confirmation email has been sent to your email address for this account. After you receive the confirmation email, please follow the instructions to activate the changes to your account." Below this, it says: "For Customer Support, please contact the sender of the email for assistance." At the bottom right of the email, there is a small line of text: "This service is hosted by Zix on behalf of Wells Fargo [View Information](#)".

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