

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>

New Zix secure email message from Wells Fargo Advisors

Open Message

To view the secure message, click Open Message.

The secure message expires on Aug 14, 2020 @ 03:14 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://zixport-preview2.zixcorp.com/s/e?b=wellsfargoadvisors&>

This email may be an advertisement or solicitation for products and services. [Unsubscribe from promotional emails.](#)

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 a web form titled "Register Account" with the Wells Fargo Advisors logo in the top left. The form contains the following fields and text:

- Email Address:** cagate77@gmail.com
- Password:** [Text input field]
- Re-enter Password:** [Text input field]
- Password Rules:**
 - 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: ~!@#\$%^&
 - Passwords cannot match email address.

At the bottom of the form are two buttons: "Cancel" and "Register".

3. You will then be directed to your Zix Secure email.



The screenshot shows the Zix Secure email interface with the Wells Fargo Advisors logo. The interface includes a navigation bar with tabs for "Inbox", "Contacts", "Compose", "Sent Mail", "Recall", and "Drafts". Below the navigation bar are action buttons: "Reply", "Reply All", "Forward", "Delete", "More Actions" (dropdown), and "Sign Out".

The main content area displays a received message with the following details:

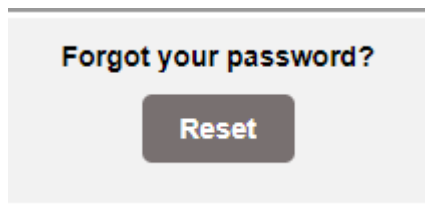
- Received:** Sep 10, 2020 8:16 AM
- Expires:** Oct 10, 2020 8:16 AM
- From:**
- To:**
- Cc:**
- Subject:**

At the bottom, the "Attachments" section shows two items: "image003.png" and "htmlBody.html".

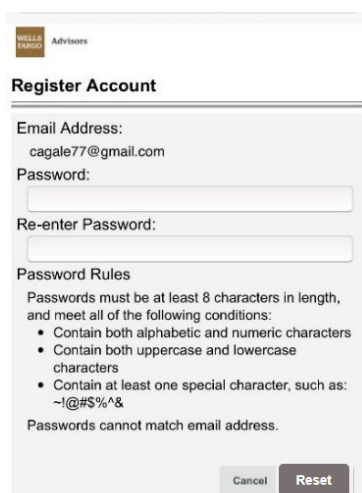
Forgot your Zix password

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. Click on the **More** button
3. From the “Forgot your password” box, click **Reset**.



3. From the “Register Account” page enter the email address (if it is not pre-populated) that received the secure message.
 - a. Enter a new password.
 - b. Re-enter the new password and click **Reset**.

A screenshot of the "Register Account" form. The form includes the following fields and text:

- Wells Fargo Advisors logo
- Register Account**
- Email Address: cagale77@gmail.com
- Password: [input field]
- Re-enter Password: [input field]
- Password Rules**
 - 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: ~!@#%&^&
 - Passwords cannot match email address.
- Buttons: Cancel, Reset

4. You will be presented with a Password Confirmation screen. An email has been sent to your email address containing a code to confirm your password update.
5. Enter the Passcode and click **Verify**
6. Click the **Continue** button to take you back to the login screen
7. Enter in your updated password
8. You will be presented with the secure message that was sent to you.

If you still need assistance after following our instructions, please call 888-576-4949 for help.