

USING WELLS FARGO SECURE E-MAIL

Customer and Client Quick Reference Guide

Use this Quick Reference Guide to read Secure E-mail from Wells Fargo.

Why is my Wells Fargo Representative sending me a Secure E-mail message?

A Secure E-mail is an E-mail where the contents of the message and any attachments are encrypted. Wells Fargo has implemented a secure messaging system that allows the encryption of sensitive or confidential text and attachments sent through E-mail. This new system allows Wells Fargo to communicate with customers while protecting information through encryption technology.

Do I need to install any software or plug-ins?

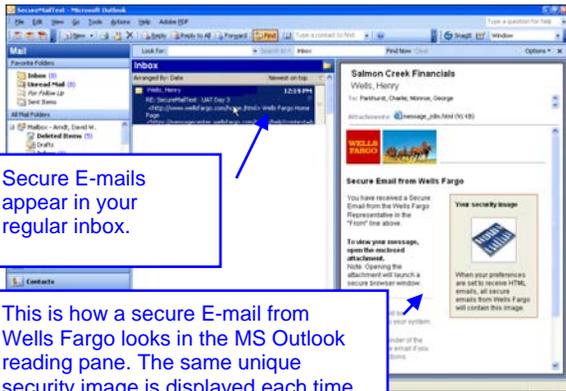
No software or plug-in is required for you to receive or reply to Secure E-mails. Each message is protected by Identity Based Encryption (IBE) and digitally signed to ensure the authenticity of the sender. You will use a web browser to read and reply to secure E-mail and your internet connection will be protected by SSL (Secure Socket Layer) technology.

Note: You must be connected to the Internet to read a Secure E-mail from Wells Fargo.

How do I read a Secure E-mail?

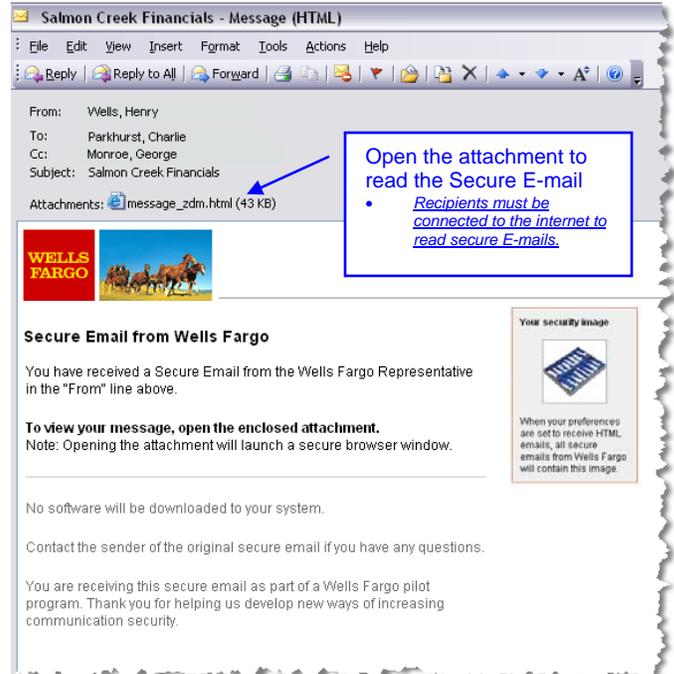
What do Secure E-mails look like?

You will receive Secure E-mails from Wells Fargo in your regular E-mail inbox. All E-mail clients are supported: Outlook, Lotus Notes, mozilla, Yahoo, AOL, etc.



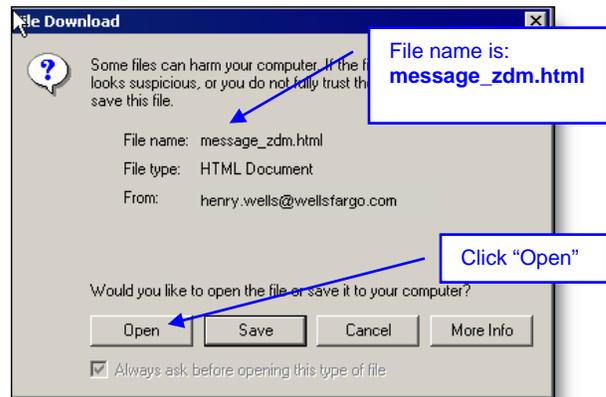
How do I open my first Secure E-mail?

No additional software or plug-in is required to read or reply to a Secure E-mail. Simply open the attachment and your web browser will launch.

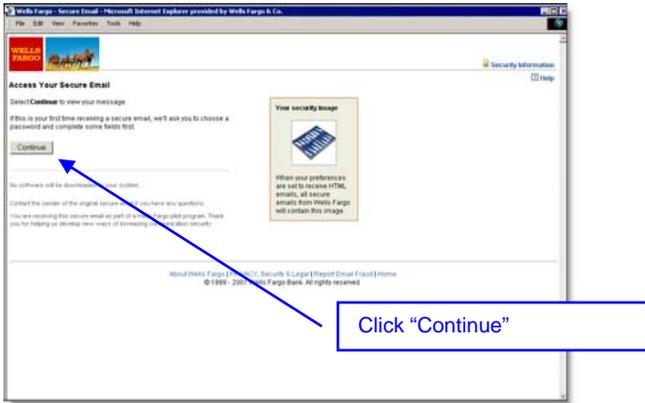


1) Open the attachment. *Result: With most browsers, a warning message appears.*

Note: Secure E-mail supports most popular internet browsers. For the optimal experience, use: Internet Explorer 6.0 or higher (PC), Firefox 2.0.03 (PC/Mac), Safari 2.0.4 (Mac).



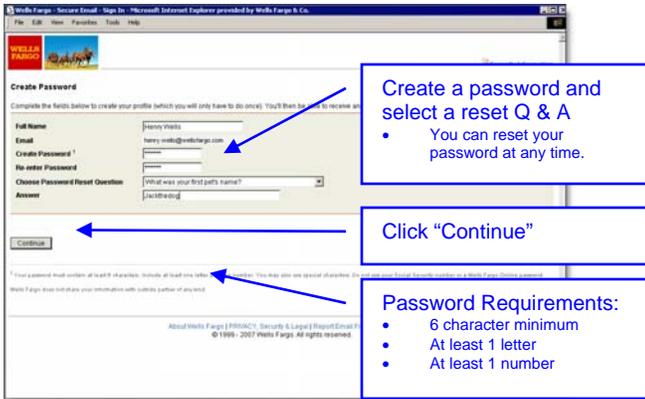
2) Click Open. *Result: your web browser will automatically open.*



3) Click Continue. *Result: The Create Password page appears.*

How do I create a password?

The first time you receive a secure E-mail you will need to register your E-mail address and create login credentials.



- 1) Create your login credentials.
- 2) Click Continue. *Result: The Secure E-mail is displayed.*

Now you can read your Secure E-mail and open any attachments.

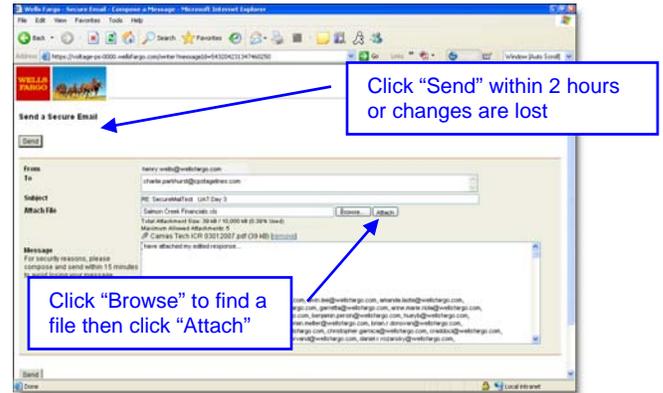


- 1) To open attached files click [\[View\]](#) next to the attachment. *Result: A new browser window opens, allowing you to access the attachment.*

Note: To save a copy of the attachment, use your browser's save function.

How do I Reply to a Secure E-mail?

Clicking either "Reply" or "Reply All" opens a new window where you can compose your reply. You have 2 hours to compose and send your reply or your changes will be lost.

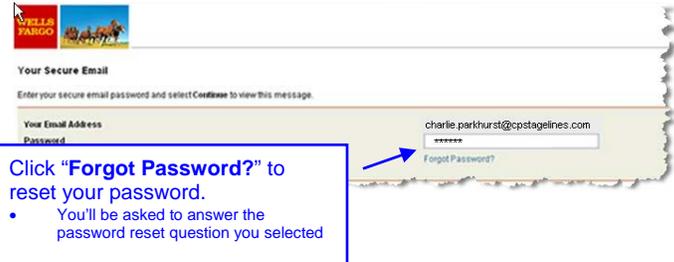


You can attach up to 5 files (<12MB total) to your reply. Replies and all attachments are encrypted.

Information Policy – Do not include confidential or restricted information in the subject line of e-mails. This includes primary account numbers for credit and debit cards as well as any loan numbers. If a reply is sent with this type of information in the subject line, edit the subject line before responding.

How do I read future Secure E-mails?

Once you have registered and created login credentials, you'll need your password to read future secure E-mails from Wells Fargo.



Note: After authenticating, you can access multiple secure E-mails for up to 2 hours without re-entering your password provided you don't sign out.

Can I read Secure E-mail on a wireless device?

You can access secure E-mail from a Windows Mobile® device. Follow the same steps that you would use with your desktop mailbox and browser.

Note: You cannot access Secure E-mail from your Blackberry®. The browser configured on Blackberry® devices does not support secure E-mail.

Can I forward a Secure E-mail?

For security reasons, Secure E-mails cannot be forwarded and the "To" and "CC" fields cannot be edited. You may copy and paste information from a Secure E-mail to another document or E-mail. If you send information in this manner, it will not be encrypted.

How do I receive a copy of the Secure E-mail that I send?

Replies *DO NOT* appear in your Sent Items folder. A copy of the Secure E-mail reply that you send is automatically sent to your E-mail account. The subject line includes the text **[Secure E-mail Copy]**.

Troubleshooting

If you can't open or read a secure E-mail from Wells Fargo, try some of these troubleshooting tips:

Validate Your Login Credentials

Make sure the E-mail address and the password to logon match what you created the first time you received a secure E-mail. These login credentials are unique and are not used to access any other Wells Fargo application.

Validate Your Internet Connection

You must have a live connection to the internet to open and read a secure E-mail from Wells Fargo. Wells Fargo uses the internet to validate your login ID and password every time you open a secure E-mail. If you are not connected to the internet:

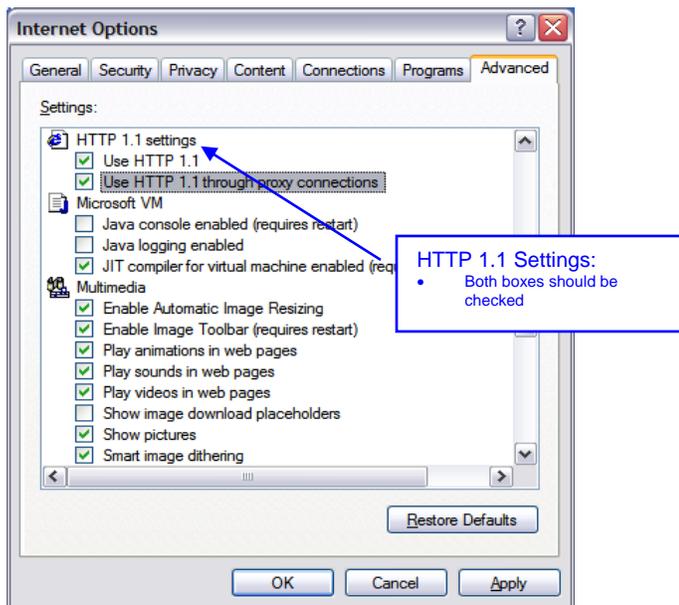
- 1) Establish a connection
- 2) Try to open the attachment, **message_zdm.html** again.

Adjust Your HTTP 1.1 Settings

If you see a "Page Cannot Be Displayed" error message when attempting to open a secure E-mail from Wells Fargo, your browser settings may need to be adjusted.

To make sure that HTTP 1.1 is enabled (both normal and proxy).

- 1) On your internet browser menu, go to **Tools > Internet Options** and select the **Advanced** tab.
- 2) Scroll down to **HTTP 1.1** settings and ensure both boxes **ARE CHECKED**.



- 3) Close all browser windows.
- 4) Try to re-open the secure E-mail message.

Clear Cookies and Temp Files

Clear Cookies and Temp files in your browser then try again to open the attachment **message_zdm.html**.

Check Your Name Field

If you have entered your name in the **Name** field but are still being prompted to complete this field:

- 1) Check that you have not exceeded 50 characters and that you have not used the **comma** character.
- 2) Remove any commas and ensure the total character count does not exceed 50.

Getting Help

For help **while reading** a Secure E-mail, click the  **Help** icon in the upper right corner of the page.

Passwords and Account Resets

If you forget the answer to your password reset question, or if you get locked out while trying to open a secure E-mail, **call the Wells Fargo team member who sent the E-mail to you**. They will be able to get your secure E-mail account reset if necessary.