SAFE Transmission service new user sign on

Quick reference guide

Overview

The SAFE Transmission service allows you to transfer large volumes of data securely to meet your business needs. Follow these instructions to sign on and begin using the SAFE Transmission service today.

Sign on to SAFE Transmission as a new user


2. Enter your:
   - Company ID
   - User ID
   - Password

   Note: Your IDs and RSA SecurID® token device (if required) are available from your company administrator. Your temporary password is included in your welcome letter.

3. Click Sign On.

   The New User Setup page displays.

4. Complete all the fields:
   a. Enter your temporary password in the Current Password field.
   b. Enter your new password in the New Password field. Passwords must contain the following:
      • 6 to 12 characters
      • At least one number
      • At least one letter

5. Complete all the fields:
   a. Select your Secret Question 1 from the drop-down menu.
   b. Enter your Answer 1.
   c. Select your Secret Question 2 from the drop-down menu.
   d. Enter your Answer 2.
   e. Click Continue to confirm your selections and answers.

Note: To bookmark the page, click on Bookmark this page for further instructions.

Sign on to SAFE Transmission as a new user, cont.

Passwords cannot include:
• Your first name
• Your last name
• Company name
• Company ID
• User ID
• Previous six passwords
• Names of months (Example march123)
• The same character repeated three or more times in a row (Example 2kaaa5)

c. Re-enter your new password in the Re-enter New Password field.

d. Click Continue.

The New User Setup Secret Questions page displays. Secret questions and answers provide an additional level of online security.
Sign on to SAFE Transmission as a new user, cont.

The Terms of Use page displays.

6. Read the Terms of Use agreement, and click Accept.

The New User Setup Profile page displays.

7. Enter your profile information, and click Save.

Sign on to SAFE Transmission as a new user, cont.

The New User Setup page displays with a confirmation message that your profile has been updated.

8. Click OK.

After successfully logging in to the SAFE Transmission service, the home page displays.
Creating your personal identification number (PIN)

If this is your first time accessing a CEO service that requires you to use an RSA SecurID token, you will need to create a PIN to use with your token code. The Token Authentication page displays after you first log on to the service requiring strong identification.

1. In the Token Passcode field, enter the six-digit numeric code displayed on your RSA SecurID token.
   
   Note: Your token displays a new code every 60 seconds; the bars next to the numeric code count down the time. If the time for the token code runs out while you are entering it, click Clear and enter the new code.

2. Click Continue.

The New User Setup page displays.

3. In the New PIN field, create a PIN. Your PIN must:
   - Be 4-8 characters.
   - Consist of letters and numbers only. Do not include spaces, punctuation, or other special characters.

   Note: Any letters you use in your PIN are case-sensitive.

4. In the Verify PIN field, re-enter the PIN you entered in the New PIN field.


6. Click Continue.

The PIN Accepted page displays.

Note: The PIN you establish is your permanent PIN for all of your services that require secondary authentication.

7. Click Continue. Your RSA SecurID token authentication is complete.

   Note: Each time you access a service requiring secondary authentication, you will be prompted to enter your token passcode, which is your newly created PIN plus your token code.

Logging on using your token passcode

1. From the Token Authentication page, enter your token passcode in the Token Passcode field. Your token passcode is your PIN plus (without a space) your RSA SecurID token code.

   Example: If your PIN is “1fargo” and the token code is “234836,” the token passcode would be “1fargo234836.”

2. Click Continue.

You have successfully signed on to the SAFE Transmission service.
Resetting your password

1. From the SAFE Transmission log-in page, click **Forgot Password?**

The **Change Your Password** page displays.

**Note:** If you failed to enter the correct password two times, the **Change Your Password** page automatically displays.

For your security, you have three minutes to reset your password, or the system locks you out.

You can change your password only once in a 24-hour period unless you are an authorized company administrator. If you need to change your password more than once in a 24-hour period, contact your company administrator or a Wells Fargo customer service representative.

2. Enter your **Company ID** and **User ID** in the required fields, and click **Continue**.

3. Type the answer to your first secret question in the **Answer 1** field, and click **Continue**.

4. Type the answer to your second secret question in the **Answer 2** field, and click **Continue**.

5. In the **New Password** field, enter your new password.

   **Note:** For guidelines on how to create a password, see **Sign on to the SAFE Transmission as a new user**, step 4.

6. Re-enter your new password in the **Re-enter New Password** field, and click **Continue**.

A confirmation message displays.

7. Click **Continue** to access the **SAFE Transmission** home page.

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Sign off the SAFE Transmission service

1. From the SAFE Transmission service main page, click **Sign Off** in the upper right-hand corner.

The system returns to the SAFE Transmission log-in page.

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Credential protection

As a reminder, Wells Fargo never requests that you send confidential information (IDs, passwords, and PINs) through emails, websites, pop-up windows, or unsolicited telephone calls.

You should consider these attempts as potentially fraudulent and report them immediately, without responding to them, to **ReportPhish@wellsfargo.com**. If you do disclose confidential information to a suspicious or fraudulent source, you should immediately call your relationship manager, customer service contact, or 1-800-289-3557.