

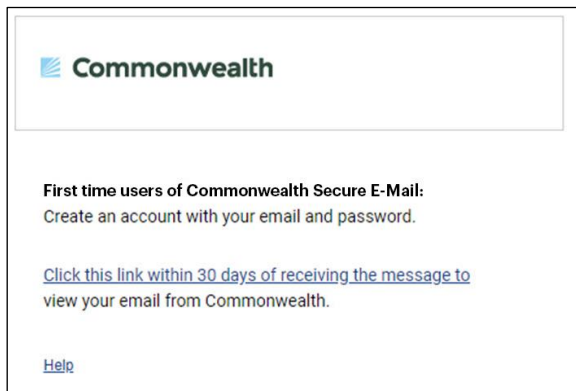
# Commonwealth Secure E-Mail

Your advisor partners with Commonwealth Financial Network® to utilize its suite of business solutions. That includes Commonwealth secure email, which allows your advisor to encrypt emails containing sensitive information (e.g., account numbers) before sending them to you. When an email is encrypted, no one can view that message but you.

## Accessing a Secure Email for the First Time

The first time you receive a secure email from your advisor, you will be prompted to register a user ID and password.

1. Within the email message, click the link to view the email from your advisor.



2. Complete the fields as follows:

First Name	Enter your first name.
Last Name	Enter your last name.
Password	Enter a password. We recommend a <i>strong</i> password containing at least 8 characters, including upper- and lowercase letters, numbers, and symbols.
Confirm Password	Enter your password again. This confirms that you entered your desired password. If the two fields don't match, you will need to reenter your password.
Question	Select a security question from the dropdown menu. If you forget your password, these security questions will be used to verify your account and allow you to reset your password.
Answer	Enter the answer to the security question you chose.
Question 2	Select a second security question from the dropdown menu.
Answer	Enter the answer to the security question you chose.
Validation Code	Enter the validation code that has just been sent to your email account.



**Registration**

✕

• Passwords must be 7-20 characters long.  
• Your username may not appear in the password.

Create your account to read secure email.

Email Address:

First Name:

Last Name:

Password:

Confirm Password:

Question :

Answer:

Question 2:

Answer:

We have sent a validation code to your email address.  
Please check your inbox for the code and enter it below. If  
you did not receive it and need another code: [Click here](#)

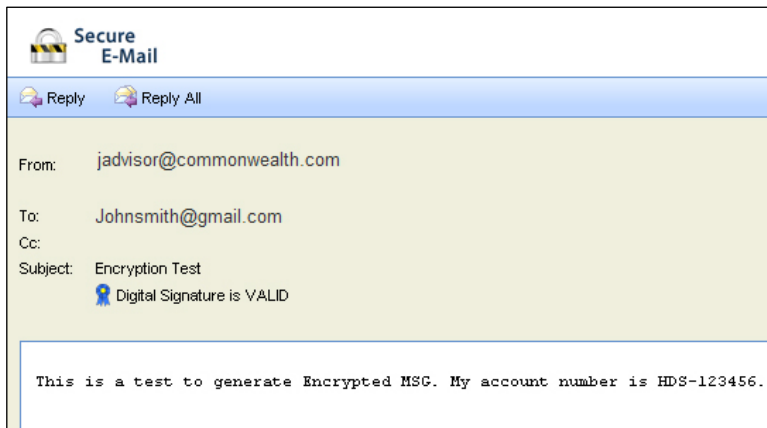
Validation Code:

**Continue**

3. Click **Continue**.

4. You can now read your message.

**Please note:** If you reply to your advisor via this email, your response will remain encrypted.  
You can add attachments (up to 20 MB) to your reply.



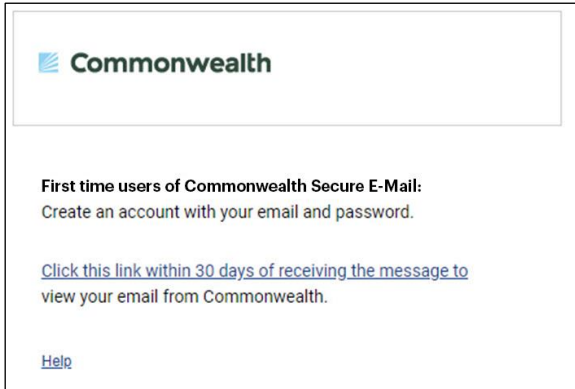
5. When you are finished, click **Logout**.



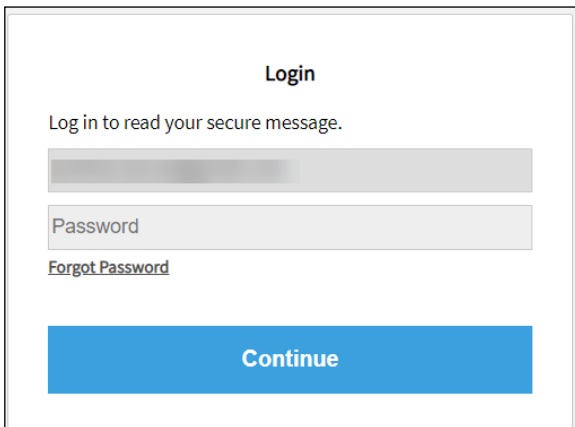
## Accessing a Secure E-Mail in the Future

Once you have registered for your Commonwealth Secure Email account, you will need only to enter your password to view encrypted emails.

1. Within the email message, click the link to view the email from your advisor.



2. Your email address is populated automatically. Simply enter the password you created when you registered the account.



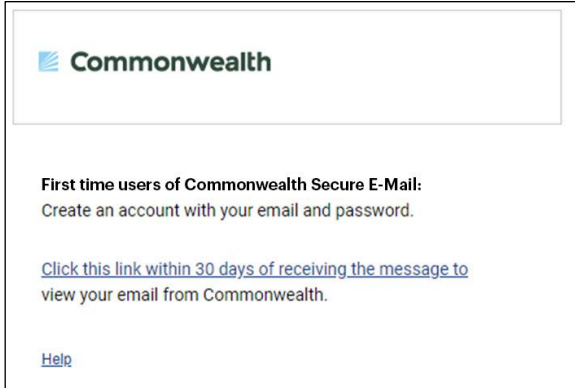
3. Click **Continue** to read your message.



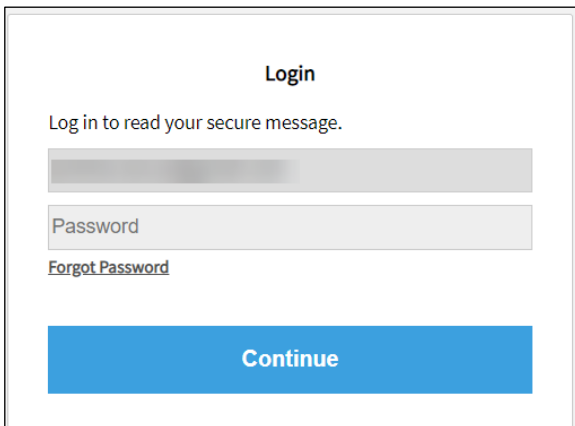
## Resetting Your Password

If you forget your password, you can manually reset it at any time.

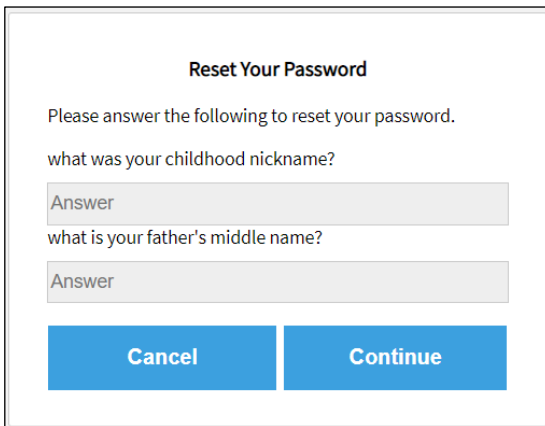
1. Within the email message, click the link to view the email from your advisor.



2. Click the **Forgot Password** link below the Password field.



3. Answer your security questions and click **Continue**.



4. Change your password.

If you have any questions about Commonwealth Secure E-Mail, please contact your advisor.