

CLIENT INSTRUCTIONS FOR FIEBIGER, SWANSON, WEST & CO. SECURE FILE EXCHANGE (FSWSFE) & FILE PORTAL

Fiebiger, Swanson, West & Co. has a new solution for sharing files securely with our clients. This solution allows clients to securely send attachments to Fiebiger, Swanson, West & Co. staff, and likewise, for Fiebiger, Swanson, West & Co. staff to send attachments securely to clients. This document provides the instructions needed to successfully use this service. If you need further assistance, please contact our office at (701)280-2100 in Fargo or (218)236-8100 in Moorhead and let them know you are using the Fiebiger, Swanson, West & Co. Secure File Exchange solution.

Sending files to a Fiebiger, Swanson, West & Co. Staff Member

Clients and other authorized parties can use our service to transfer files to a Fiebiger, Swanson, West & Co. staff member. ***Clients do not need a FSWSFE account to send files.***

It is a good idea to let the Fiebiger, Swanson, West & Co. staff member you are sending the files to know, so that they can expect the files and retrieve them timely. To send files do the following:

1. Go to <http://www.fsw-co.com> and in the top right of the page click on the link entitled Client Login. Alternatively you can access the following URL: <http://fsw-co.leapfile.com>
2. Access the Secure Upload section of the site
3. Select the Fiebiger, Swanson, West & Co. staff member from the list that should receive the file
4. Follow the on-screen instructions

Note: The subject line and body of the message are not encrypted. Please make sure that confidential information is not included in either of these areas.

Receiving files from a Fiebiger, Swanson, West & Co. Staff Member

The Fiebiger, Swanson, West & Co. staff member will prepare the file(s) for transfer. Once the transfer is posted to the secure site, you will be notified via e-mail that a file is available for you. The e-mail will contain instructions for you to follow to access the file transfer.

File Deletion

Files are permanently deleted from the site eight hours after they have been downloaded, or fourteen days after they have been sent to the site if they are not retrieved. If you have not downloaded the files within the fourteen day timeframe, you will need to contact the Fiebiger, Swanson, West & Co. staff member and have them resend the file.

FILE PORTAL

The File Portal provides Fiebiger, Swanson, West & Co. a secure one way path to safely provide valuable information to our clients.

You must have a Login ID & Password to access the File Portal site. Your unique ID & Password will be assigned to you by Fiebiger, Swanson, West & Co. You may download and view the files on your Portal as often as you would like. Files on the Portal will remain for 7 years or until you request that they be removed.

YOU SHOULD NOT GIVE OUT YOUR ID OR PASSWORD TO ANYONE. Fiebiger, Swanson, West & Co. will never ask you for this information.

To access your personal File Portal:

1. Go to <http://www.fsw-co.com> and in the top right of the page click on the link entitled Client Login. Alternatively you can access the following URL: <http://fsw-co.leapfile.com>
2. Access the File Portal section of the site
3. Enter your Login ID & Password

If at any time you forget your ID or Password, please call (701)280-2100 in Fargo or (218)236-8100 in Moorhead and someone will assist you. If at any time you wish for your password to be changed, simply contact Fiebiger, Swanson, West & Co. and we can do so for you.