

General SAFE QUESTIONS

1. What should I store in my SAFE?

This is really up to you. There are categories for files that include Legal Documents, Financial Documents, Real Estate Documents, etc. so your files are categorized within your SAFE. But the choice of what to put there is up to you. It is important to note that **the files stored in SAFE are not accessible via your DocuBank emergency Card.**



2. Should I store my Advance Directives in my SAFE?

You certainly can, but it will not make them available via your DocuBank emergency card. Healthcare Directives and other emergency documents must be submitted separately to DocuBank for storage with your card. There is a button in your SAFE to use to submit directives and other emergency information for storage as part of your Emergency Card.

3. How does DocuBank prevent unauthorized access?

Files stored in SAFE are encrypted using 3 DES, a 168-bit algorithm that is the standard for PCI compliance. This is the standard that banks and credit card companies comply with. Files are transmitted from your computer to the SAFE via secure SSL connections using 1024-bit keys.

4. What happens if the DocuBank server crashes - what happens to my data?

All of the files stored in SAFE are stored with Amazon S3 (the industry leader) storage. This means the files are mirrored on multiple servers in multiple locations. These redundancies ensure that all files are backed up and available when needed.

5. Can I choose who has access to what (are there multiple levels of access)?

For SAFE this answer is No. Anyone who has your SAFE password is able to access all of the files stored in your SAFE, so be careful with whom you share this password. There will be a premium service that allows this feature.

6. How do I upload a file?

Once you have logged in to your SAFE, simply follow the easy instructions at the top of the page. Or click [here](#) and click on "Setting up My SAFE" for a slide by slide instruction guide.

7. What types of files can be uploaded?

The SAFE service is designed to store PDF files only.

8. Why can't I upload my pictures?

The SAFE service is designed to store only PDF files because PDFs are the most secure and efficient way to ensure the safe storage of your documents. You can convert your pictures to pdf files if you would like to store them. There will be a premium product that allows more file types.

9. How do I convert my files to a .pdf?

There are many ways to convert a file to .pdf and most of them are free. If you have Adobe acrobat, you can do this using your existing software. If you are using Windows 7 or higher you can print your file to a .pdf using your printer options. If you do not have either of these, there are free tools you can find online to use. [Here's](#) one you can do online and [here's](#) another that allows you to download software for free*.

10. What if I delete a file – can DocuBank get it back for me?

Once you delete a file, DocuBank cannot recover it for you. If you have a copy on your hard drive, you can always upload it again.

11. What if I forget my SAFE password?

There is a “forgot password” feature for SAFE. Please make sure that the email on file for your DocuBank account is accurate as this is where the password reset information will be sent. DocuBank does not have access to your encrypted password.

13. Do I have to use my SAFE?

No. The SAFE service was created in response to a demand from both attorneys and their clients. DocuBank recognizes that the SAFE service is not for everyone. Your use of SAFE is completely optional and does not impact the efficacy of your Emergency Card in any way.

14. How much space do I get?

Every SAFE account includes 1GB of free storage, which should be ample for most users. Additional space may eventually be available for purchase.

15. Which browser should I use when using my SAFE?

Security settings and pop up allowances on any browser can affect the way your SAFE responds. We have found that SAFE responds best when using Google Chrome. You can download it for free [here](#)*.

16. What about if my DocuBank membership expires?

All SAFE files will be deleted 6 months after the membership lapses. You will receive a reminder about this with your renewal notification.

17. How do I close my SAFE?

If you wish to discontinue use of your SAFE, simply go in to your SAFE and delete any uploaded files. If your DocuBank membership expires, your SAFE files will be automatically deleted 6 months after expiration.



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