



ZORGMAIL SECURE E-MAIL VIEWER

Manual - For recipients of Secure e-mail

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1 OPEN A RECEIVED SECURE MESSAGE

1.1 General

E-mail is an important part of communication between organizations/people and the outside world. Many e-mails are sent unsafe via the public internet.

With ZorgMail Secure e-mail, a sender can send and deliver an e-mail with privacy-sensitive information in a secure manner. As a recipient of a securely sent message, you are not a participant of the ZorgMail Community, therefore you will receive this message with privacy-sensitive information, securely, in the ZorgMail Viewer.

Because the ZorgMail Viewer works with a web browser, you can also use this on a Mobile Device with iOS or Android.

This document describes the following components of the ZorgMail Viewer:

- E-mail notification;
- Receive an access code;
- The use of the access code;
- Send a reply to an e-mail.

1.2 Notification e-mail

A notification e-mail is a message with a notice. You have received a notification e-mail indicating that you have received a secure message.

This may be a notification that, for example, a healthcare provider has sent you a message that contains confidential information. This message is ready for you in the ZorgMail Viewer.

In this notification e-mail, you can see who this message is from. Furthermore, this e-mail contains a green button with the text '**Read message**'.

In the e-mail, you click on the green '**Read message**' button, after which the ZorgMail Viewer will be displayed in the browser.

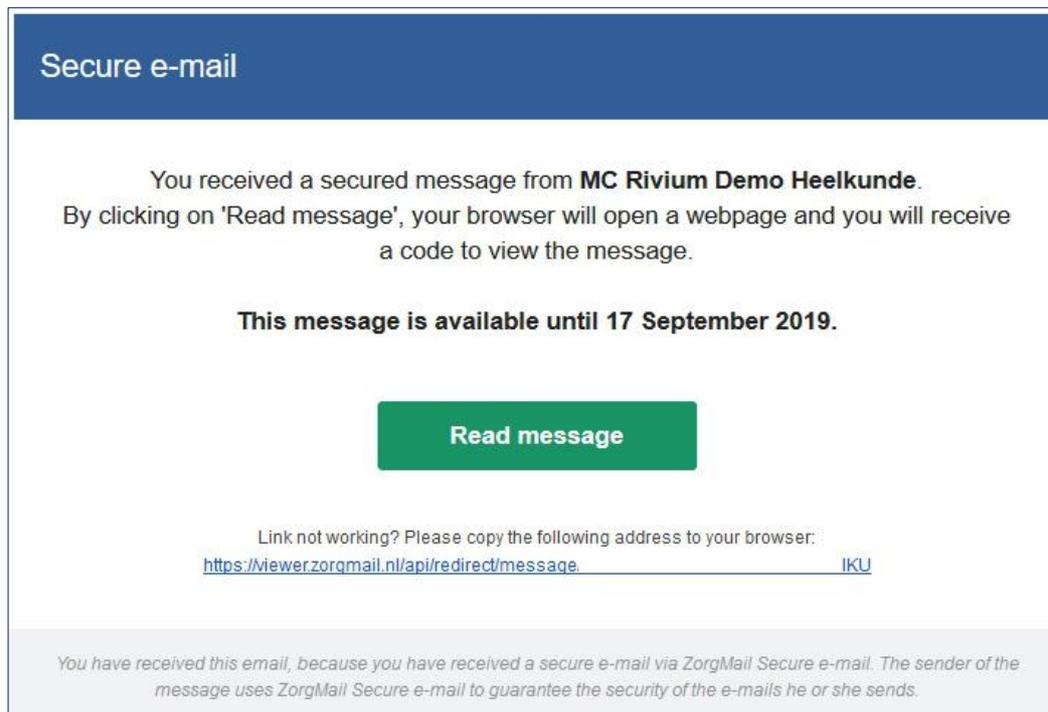


Figure 1. Secure e-mail notification e-mail

The message that you have received in the Viewer will remain available for 90 days. The message is then deleted. If you click in the notification e-mail on '**Read message**' after 90 days, the message will no longer be available and a message will be displayed.

1.3 Read message with a verification code

To read the message in the Viewer, a verification code must be entered. Depending on the method of sending you will receive the verification code via SMS (two-factor-authentication) or e-mail. This verification code is valid for 15 minutes. After a click on '**Read message**', your web browser will open and you can follow the steps in the screens.

1.3.1 Verification code via SMS (Two-factor-authentication)

Before receiving a verification code a control question is asked regarding the telephone number. When using the verification code via SMS, it can occur that an incorrect mobile number of the addressee is used, this can have several causes. The recipient has a different mobile number and has not informed the sender about this. It is also possible that the sender has used an incorrect mobile number. This ensures that the recipient does not receive a code by SMS and does not have access to the message. In addition, the wrong person receives a code via SMS that obviously cannot do anything with this.

When the sender of the message has chosen to send the access code via SMS, you will see the screen below after a click on '**Read message**'.

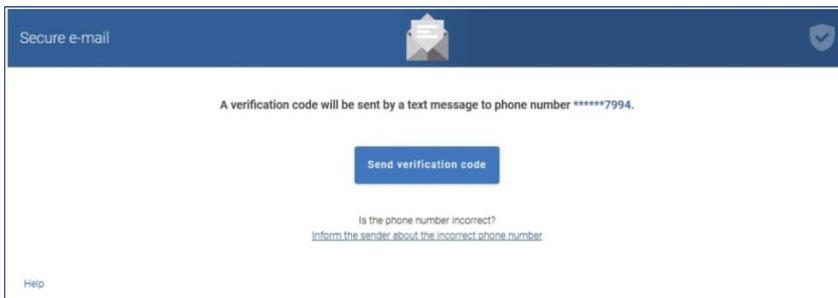


Figure 2. Receiving verification code by SMS

Before you receive the access code by SMS, your telephone number must be verified with the telephone number shown on the screen. If the telephone number matches, click on "**Send verification code**". You will receive a SMS with a verification code.

1.3.2 Telephone number does not match

If the telephone number does not match, you can inform the sender of the message that an incorrect number is used. Click on the "**Inform the sender about the incorrect phone number**" link. The sender of the message is informed that the used telephone number is incorrect. The sender must take action and resend the message with the correct telephone number.

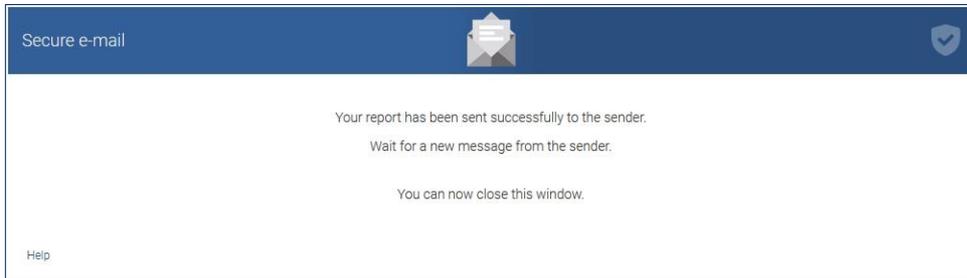


Figure 3. Reporting an incorrect phone number

1.3.3 Verification code via e-mail

If the verification code is sent via e-mail, you will see a screen with which the verification code can be requested. By clicking on **"Send verification code"** you will receive an e-mail with a verification code with which the message can be opened.

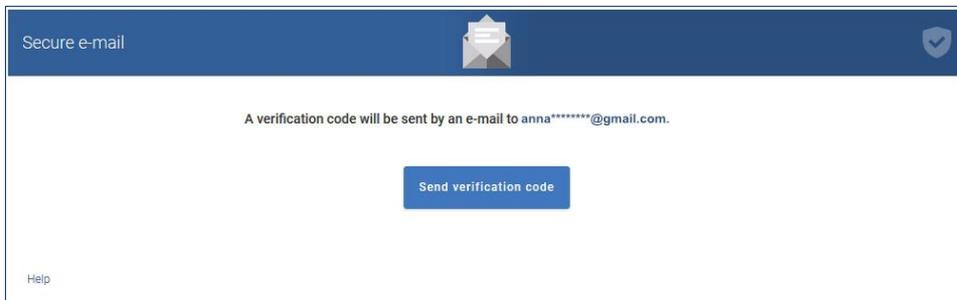


Figure 4. Receiving verification code by e-mail

1.4 Enter verification code

Depending on the method of sending you will receive the verification code via SMS or e-mail.

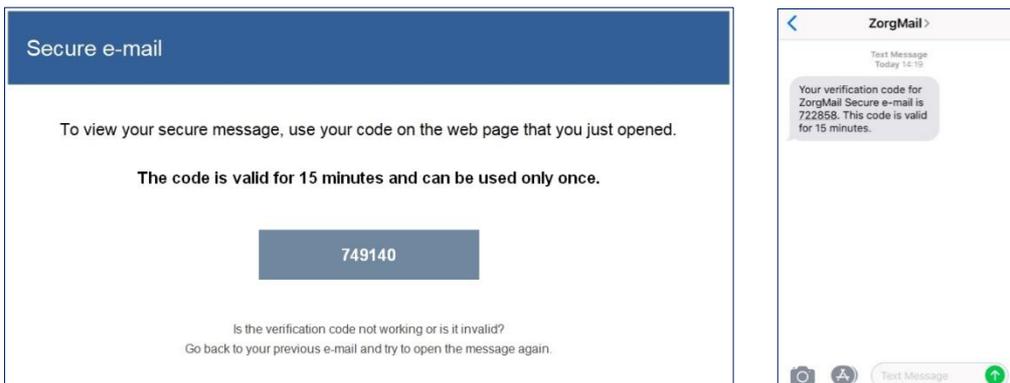


Figure 5. Receiving verification code by e-mail and SMS

The verification code is entered in the screen below. After entering the verification code, the message is displayed and you can read it and answer it securely.

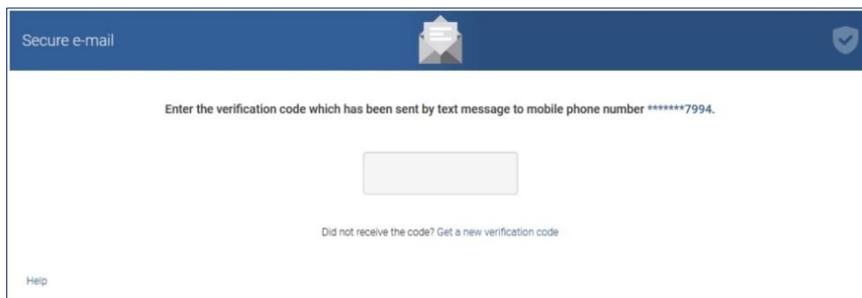


Figure 6. Enter verification code

If the verification code is entered incorrectly, a message will be shown.

If a wrong verification code is entered repeatedly, the verification code will expire and a new verification code must be requested with the link **“Get a new verification code”**.

When the correct verification code is entered, the message is opened and you can read the message. If the message contains an attachment, click on the file to download the attachment.

If you want to read the message again at a later time, a new one-time verification code is sent.

2 READING A RECEIVED SECURE MESSAGE

In the screenshot below an example of a received message is shown. In this screen you can do multiple actions, like saving the received message, saving the received attachments, answer the received message.

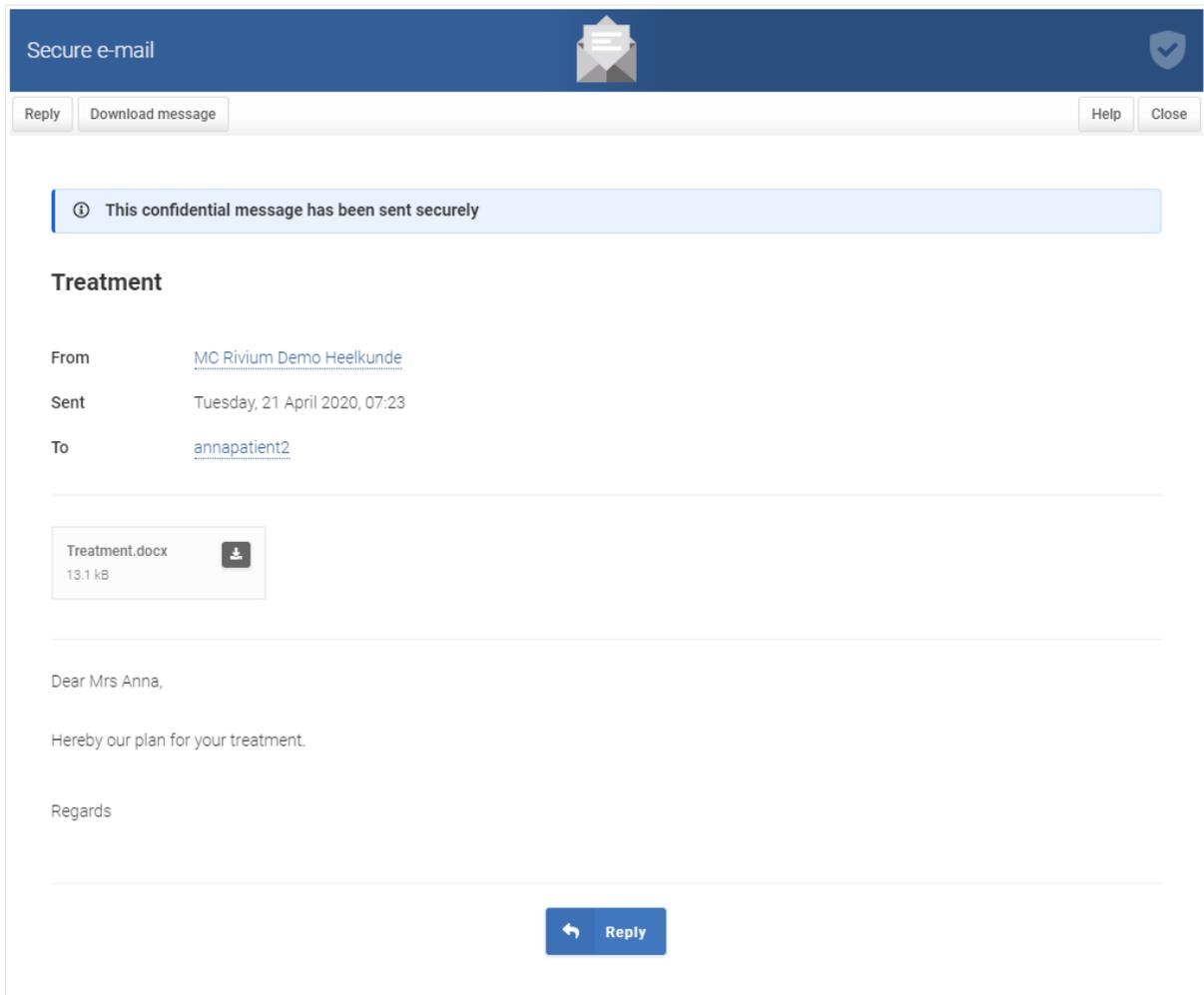


Figure 7. Received message in the ZorgMail Viewer

In the received message it is visible that the message is confidential and is sent securely.



Figure 8. Markering vertrouwelijk bericht

2.1 Download a received message

A received message can be download by clicking on top on 'Download message'. The received message is saved in PDF format in the default Download folder.



2.2 Read and download received message

If the received message contains one or more attachments, you can save them separately or all at once.

- Every attachment has a download icon. Clicking on this icon will save the specific file in the default Download folder.
- By clicking the link '**Download all attachments**' you can download all attachments at once. The attachments are saved in a ZIP file in the default Download folder.

2.3 Safe reply to a received message

A received message can be answered safely. You can answer 2 times. When answering, 10 attachments can be sent with a total of 36 MB. After compiling an answer, click on the "**Send**" button to send the answer securely.



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