SMARTLOCKR

SmartLockr

User Manual

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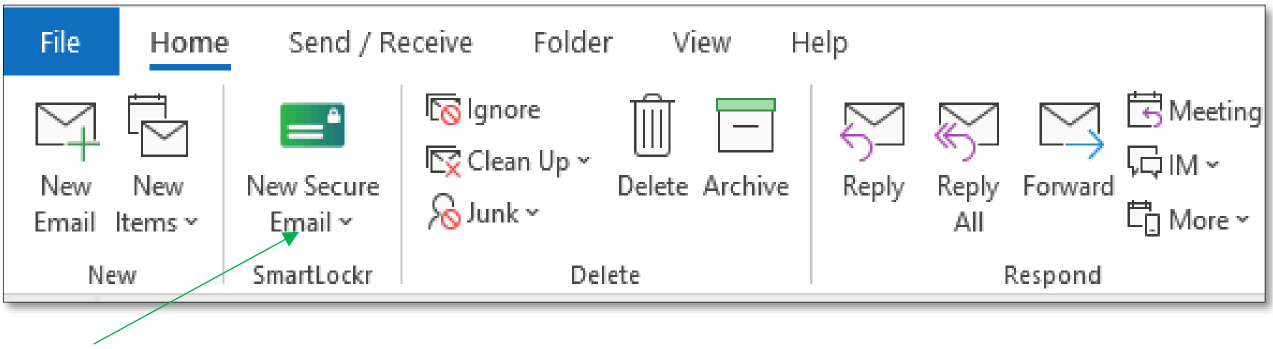
Introduction

Starting today, you and your data can count on the best possible security, because after reading this manual:

- you no longer have to worry about your data being compromised;
- you can safely send and receive files of any size;
- you will automatically comply with all rules and regulations concerning data and privacy.

All of this is possible through the *SmartLockr Intelligent Data Protection Platform*, which you can (or soon will) recognize by this new green button in your Outlook:



This user manual shows you how the SmartLockr plug-in for Outlook works. After reading this document, you will know how to use all the different functions, as well as what secure messages from SmartLockr looks like for the recipient.

Welcome to SmartLockr!

Our purpose is to create a carefree worklife for you and everyone around you. We do this by making safe emailing as easy as possible, so you can focus on your job!

We hope this manual shows you how easy it can be to protect your data. Should you have any questions though, you can always ask them to the system administrator within your organisation, the IT-department or have them reach out to our support team.

01. Using the SmartLockr Plug-in

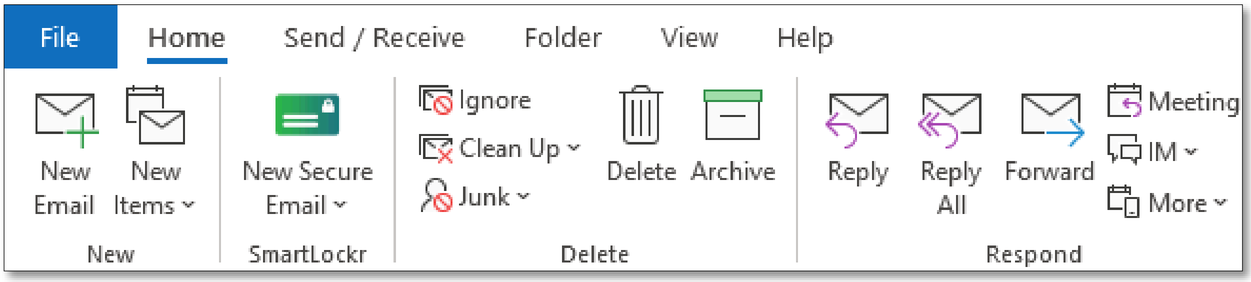
After installing the plug-in, you will notice the green SmartLockr button in the Outlook toolbar. There are two different ways of using SmartLockr: the manual or the automatic way.

1. Using SmartLockr manually means clicking the SmartLockr button and choosing which type of security you want to apply to your email.
2. Using SmartLockr automatically lets us take care of the security for you, with the help of a content filter and automatic notifications! Nice, right?

1.1 Using SmartLockr the manual way

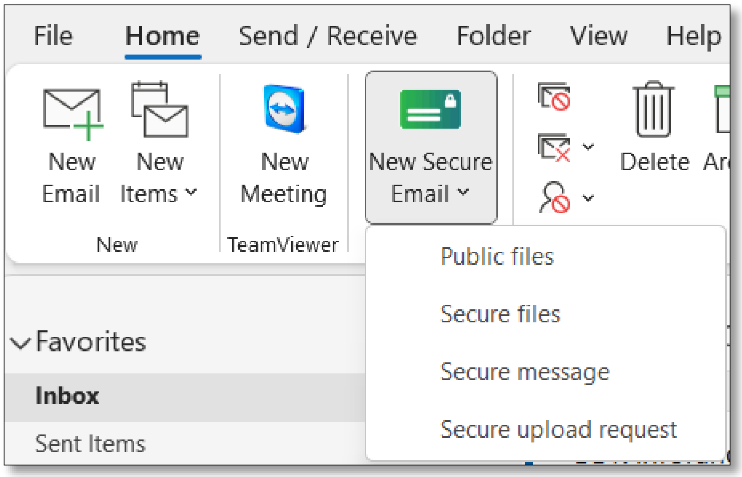
Using SmartLockr manually is easy. Simply click the green button in Outlook and choose the option that fits your needs. You can also turn SmartLockr on manually while writing an email. Below you can see what this looks like in Outlook.

SmartLockr button in the Outlook toolbar:



1.1.1 Choose your message type via the SmartLockr button

Step 1: Click on the SmartLockr button and select the message type you would like (please see 'Chapter 2: Sending messages and files securely' for an explanation of the different types).

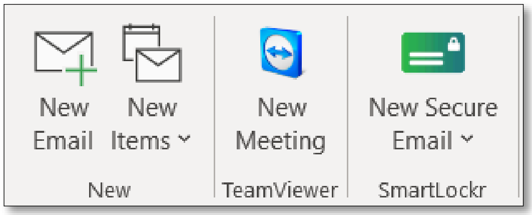


Step 2: Write your email and/or attach your file.

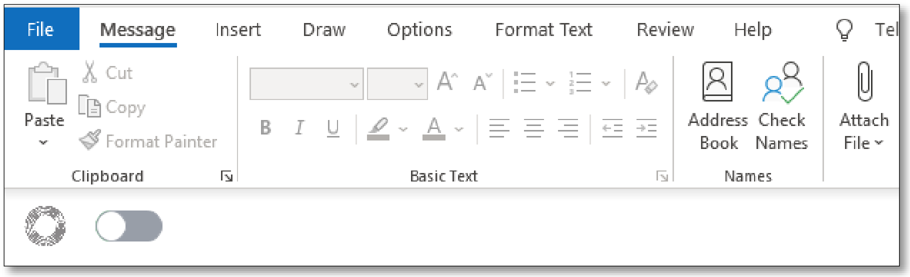
1.1.2 Using the SmartLockr slider button

You can also turn on SmartLockr at any time when writing an email, without preselecting your preferred option.

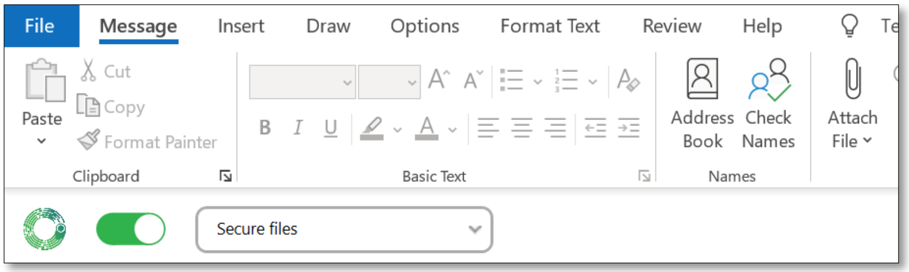
Step 1: Click on 'New email' in the Outlook toolbar.



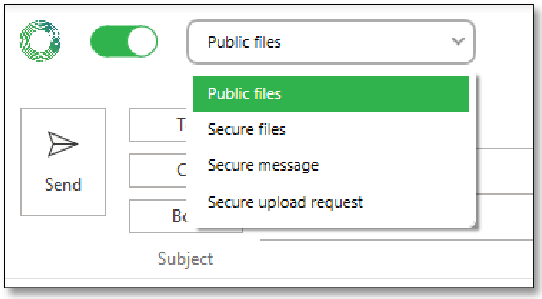
Step 2: In the top left corner you will see a SmartLockr logo with a slider button in grey. To activate SmartLockr simply slide the button to the right.



Step 3: When SmartLockr is activated, the color will change to green.



Step 4: You can also select the message type and security level before sending your email. Please see '*Chapter 2: Sending messages and files securely*' for an explanation of each option.



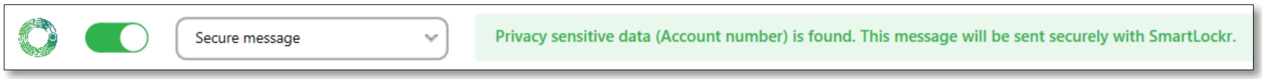
1.2 Using SmartLockr the automatic way

Using SmartLockr automatically helps you protect sensitive data and catch small mistakes that could easily be missed. When installing SmartLockr, your administrator can choose to apply a content filter. This content filter includes trigger words meant to scope out sensitive data like ‘social security number’ or ‘address’. With a content filter, SmartLockr will recognize the trigger words in your emails or attachments and apply the right security automatically. Based on your organization’s configurations, one of three things will happen:

1. You will get a message, notifying you that sensitive information has been found and that it is recommended to send your email with SmartLockr. SmartLockr can also notify you if you have added a recipient that does not belong to your organization and recommend that you send the email securely.
2. SmartLockr will turn itself on, but you have the option to turn it off. The user can also change security level and change between one-factor authentication (1FA) and two-factor authentication (2FA).
3. SmartLockr will turn itself on and you will be required to send your message securely.

Below you can see examples of what this looks like in Outlook.

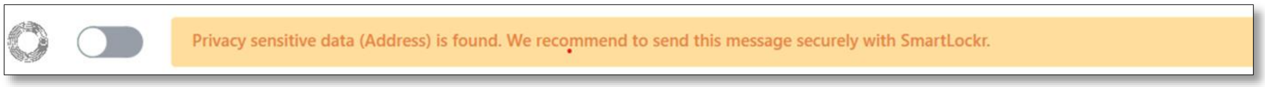
Privacy sensitive data found with forced or automatic security settings.



Secure message

Privacy sensitive data (Account number) is found. This message will be sent securely with SmartLockr.

Privacy sensitive data found with notification settings on.

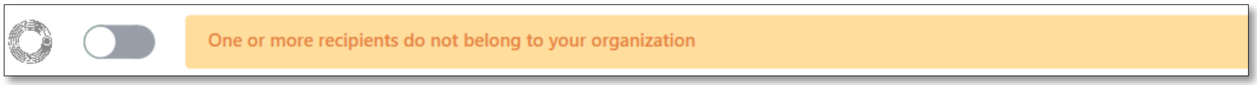


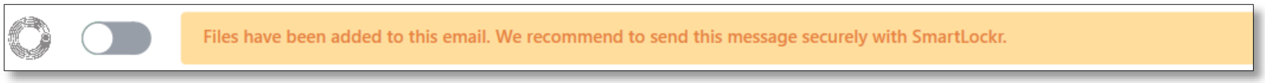
Privacy sensitive data (Address) is found. We recommend to send this message securely with SmartLockr.

1.3 Notifications

Now for the amazing part: even when you do not turn SmartLockr on, or use one of the trigger words set up by your system administrator, you are still protected. SmartLockr is always working in the background and sends you notifications when you need to be extra careful. For example, when you are sending an email outside of your organization or attaching documents.

This way you are always aware of security threats and stay in control of your data!


One or more recipients do not belong to your organization

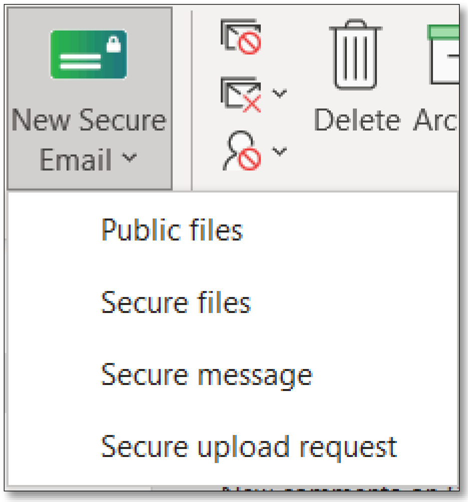

Files have been added to this email. We recommend to send this message securely with SmartLockr.

02. Sending files and messages securely

There are four different options for sending secure emails via SmartLockr. Below we will show you how to send files and messages with our plug-in, using three of these options. We will also give you a small explanation of what each option does.

For an explanation and step-by-step guide on how to use the secure upload request, please see '*Chapter 6: Requesting files*'.

First, choose which type of email you would like to send by clicking on the SmartLockr button and click on any of the alternatives in the drop-down menu, as shown below.



2.1 Public files

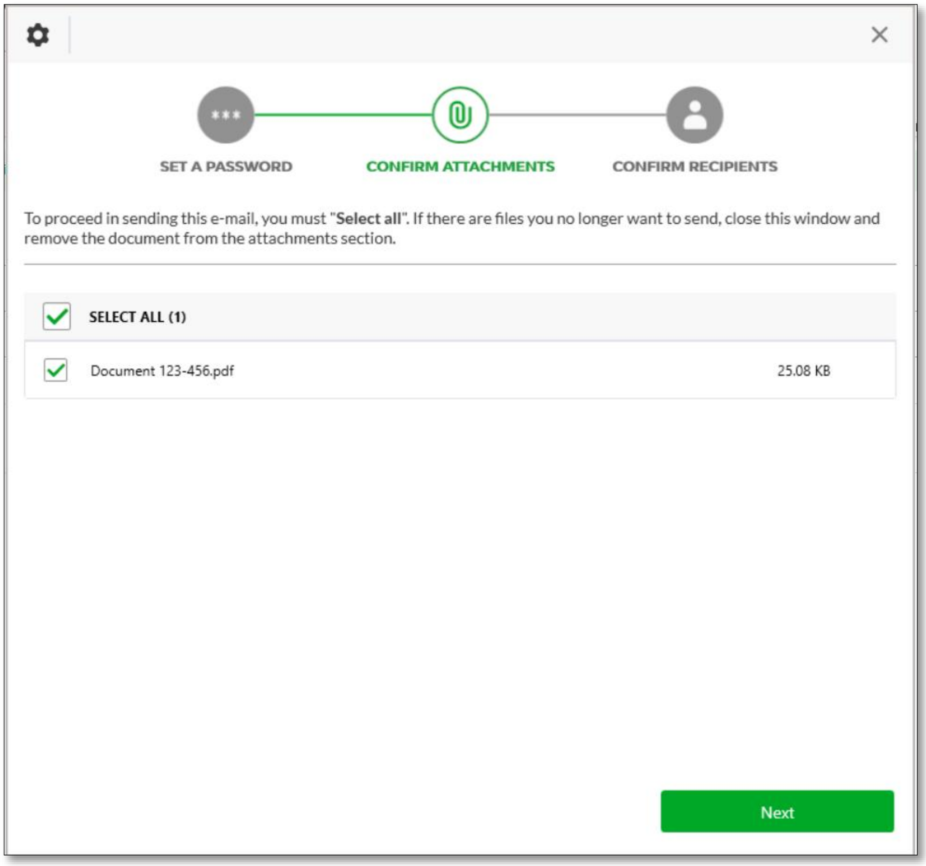
When choosing the option ‘Public files’, your files are sent with encryption, but there is no authentication. This means that anyone with access to the file link will be able to open it.

The message is also not encrypted when using the option ’Public files’ and will therefore be displayed in the initial email to the recipient, rather than in the secure channel.

Step 1: Write your email and attach files as you usually would, after choosing ‘Public files’ in the drop-down menu.

Step 2: Click ‘send’.

Step 3: This will take you the ‘Confirm Recipient and Files’ window. Confirm your attachments and click next.

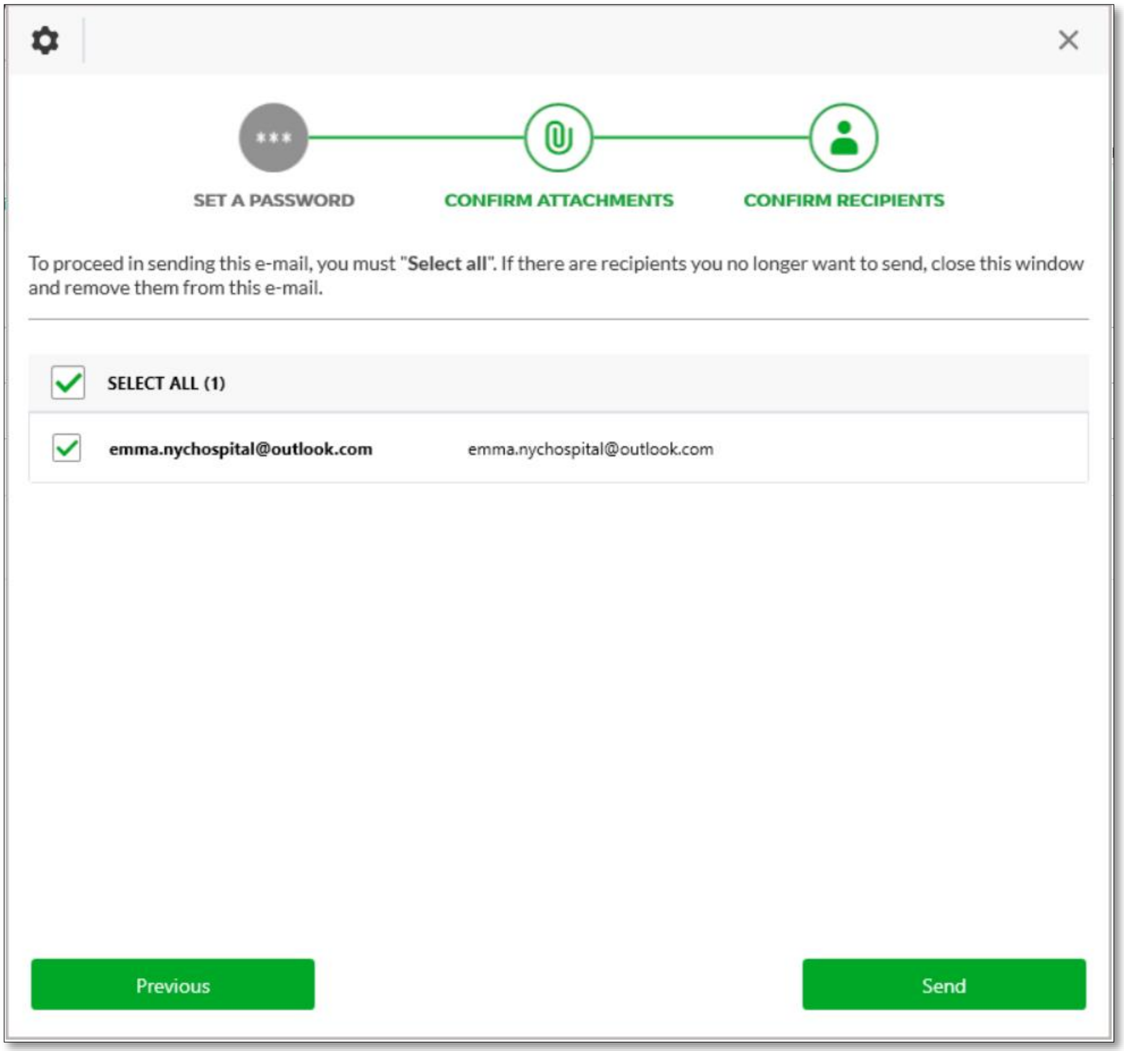


To proceed in sending this e-mail, you must "**Select all**". If there are files you no longer want to send, close this window and remove the document from the attachments section.

☑ SELECT ALL (1)

☑ Document 123-456.pdf 25.08 KB

Step 4: Confirm your recipients and click send. Your message has now been sent!



To proceed in sending this e-mail, you must "**Select all**". If there are recipients you no longer want to send, close this window and remove them from this e-mail.

☑ SELECT ALL (1)

☑ **emma.nychospital@outlook.com** emma.nychospital@outlook.com

2.2 Secure files

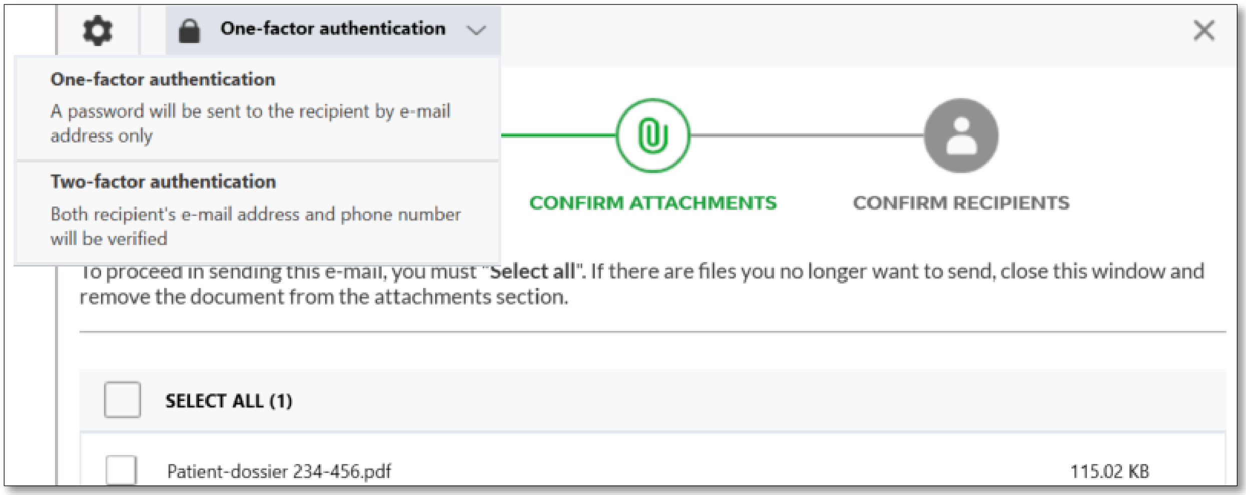
With this option, *only* your files will be encrypted. The message is not and will therefore be displayed in the initial email to the recipient, rather than in the secure channel.

This option requires authentication from the recipient.

Step 1: Write your email and attach files like you usually would, after choosing 'Secure files' in the drop-down menu.

Step 2: Click 'send'.

Step 3: This will take you to the 'Confirm Recipient and Files' window. Here you can select which authentication level you want. SmartLockr lets you choose between one-factor authentication (password) or two-factor authentication (text message) (please see '*Chapter 3: Multi-factor authentication'* for additional information). By clicking on the drop-down menu at the top of the confirmation screen you can choose the option that you want.



One-factor authentication
A password will be sent to the recipient by e-mail address only

Two-factor authentication
Both recipient's e-mail address and phone number will be verified

To proceed in sending this e-mail, you must "**Select all**". If there are files you no longer want to send, close this window and remove the document from the attachments section.

□ SELECT ALL (1)

□ Patient-dossier 234-456.pdf 115.02 KB

Step 4: After choosing the level of authentication; you will be asked to confirm your files and recipients. The next steps differ depending on your choice of authentication. You will either be asked to generate a password (for one-factor authentication) or fill in the recipient's phone number (two-factor authentication). Please see '*Chapter 4: Confirm attachments and recipients*' for more information on how to proceed.

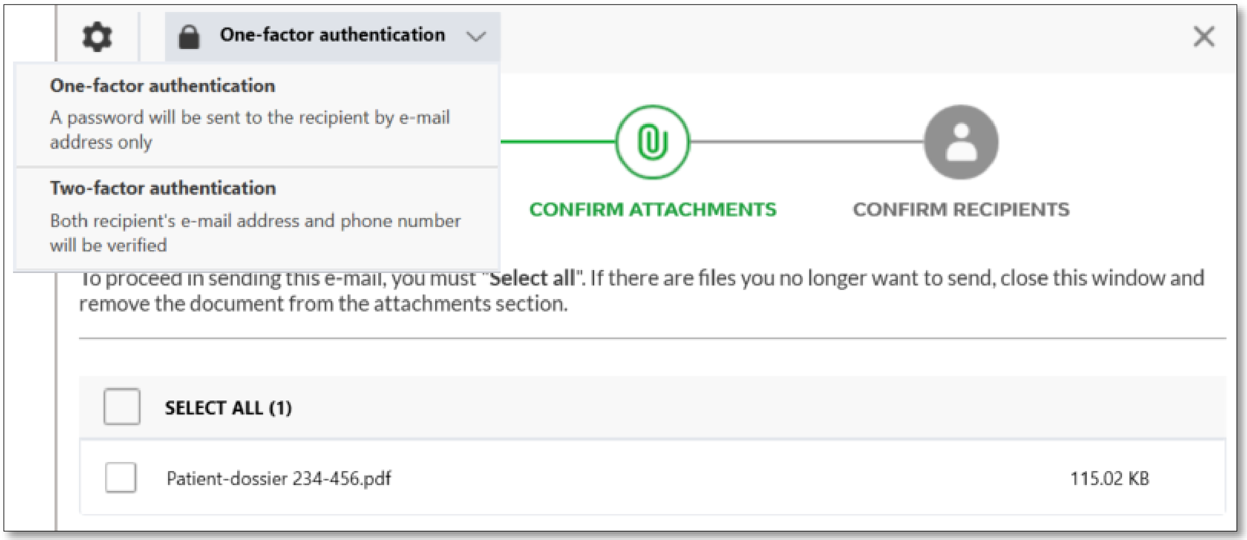
2.3 Secure message

The option ‘Secure message’ encrypts both your email body and attachments.

Step 1: Write your email and attach any files as you usually would, after choosing ‘Secure message’ in the drop-down menu.

Step 2: Click ‘send’.

Step 3: This will take you to the ‘Confirm Recipient and Files’ window. Here you can select which authentication level you want. SmartLockr lets you choose between one-factor authentication (password) or two-factor authentication (text message) (please see ‘*Chapter 3: Multi-factor authentication’ for additional information*). By clicking on the drop-down menu at the top of the confirmation screen you can choose the option that you want.



One-factor authentication
A password will be sent to the recipient by e-mail address only

Two-factor authentication
Both recipient's e-mail address and phone number will be verified

To proceed in sending this e-mail, you must "**Select all**". If there are files you no longer want to send, close this window and remove the document from the attachments section.

□ SELECT ALL (1)

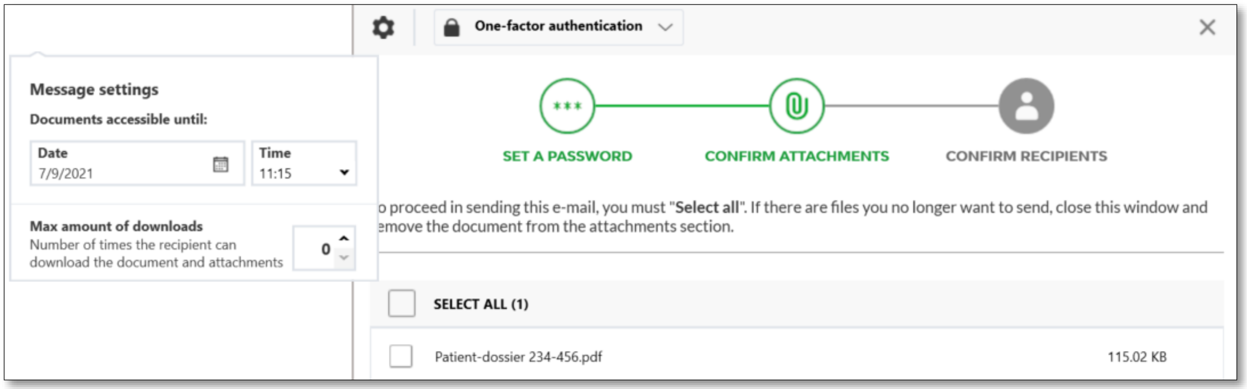
□ Patient-dossier 234-456.pdf 115.02 KB

Step 4: After choosing the level of authentication; you will be asked to confirm your files and recipients. The next steps differ depending on your choice of authentication. You will either be asked to generate a password (for one-factor authentication) or fill in the recipient’s phone number (two-factor authentication). Please see ‘*Chapter 4: Confirm attachments and recipients*’ for more information on how to proceed.

2.4 File settings

In all the options mentioned above, you can also adjust the settings for your attachments. Via the gear icon in the top-left corner of your screen, you can see how long any attached documents will be accessible for, as well as the maximum number of times they can be downloaded.

In the image below, the number of downloads is 0, but of course you can change this number as you see fit.



Message settings

Documents accessible until:

Date 7/9/2021

Time 11:15

Max amount of downloads
Number of times the recipient can download the document and attachments 0

o proceed in sending this e-mail, you must "**Select all**". If there are files you no longer want to send, close this window and emove the document from the attachments section.

□ SELECT ALL (1)

□ Patient-dossier 234-456.pdf 115.02 KB

By default, the download link will expire after 14 days. However, this can be reduced to a shorter time limit if you like (14 days is the maximum, but a higher retention period can be added for an additional cost).

03. Multi-factor authentication

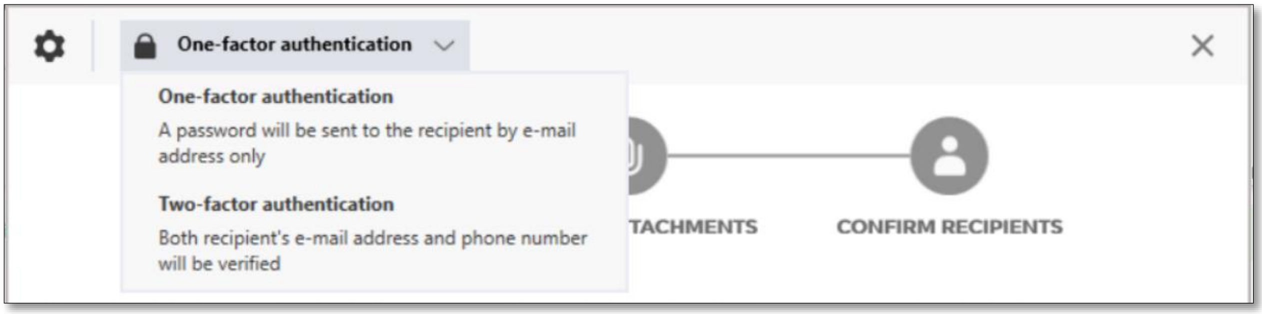
When you choose to send the email using ‘Secure files’ or ‘Secure message’ you can select the authentication level you prefer. SmartLockr lets you choose between one-factor or two-factor authentication. In this chapter we explain the difference between these two options and how to use them.

3.1 One-factor authentication

Choosing one-factor authentication means that the recipient will be sent a *password* before they can access their file(s). It offers an extra in-between step to ensure the right recipient has access to the file(s). If you want to be even more secure, please make sure to choose *two-factor authentication* (see *chapter 3.2*!).

When selecting ‘Secure message’ or ‘Secure file’, you can choose which authentication level you want after writing your message and attaching your files. When you hit ‘send’, a confirmation wizard will open with a dropdown menu at the top of the screen. Here you can choose between one-factor authentication or two-factor authentication.

Step 1: Select ‘one-factor authentication’ in the dropdown menu.



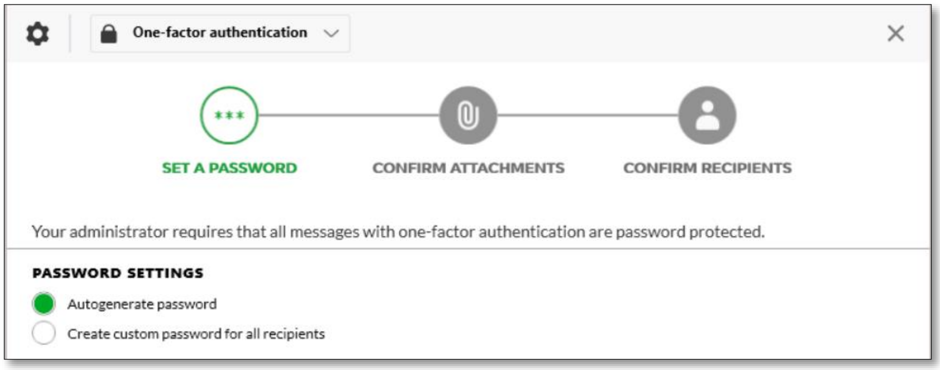
One-factor authentication

One-factor authentication
A password will be sent to the recipient by e-mail address only

Two-factor authentication
Both recipient's e-mail address and phone number will be verified

One-factor authentication enables you to set up a password which will be sent to the recipient's email. This password allows them to open the message and/or file(s).

Step 2: You can either autogenerate a password or create your own for your recipient. Choose autogenerate or create a custom password. *Please note that a SmartLockr administrator have the possibility to hide one or both options. If you cannot find 1FA or either alternatives, this is why.*



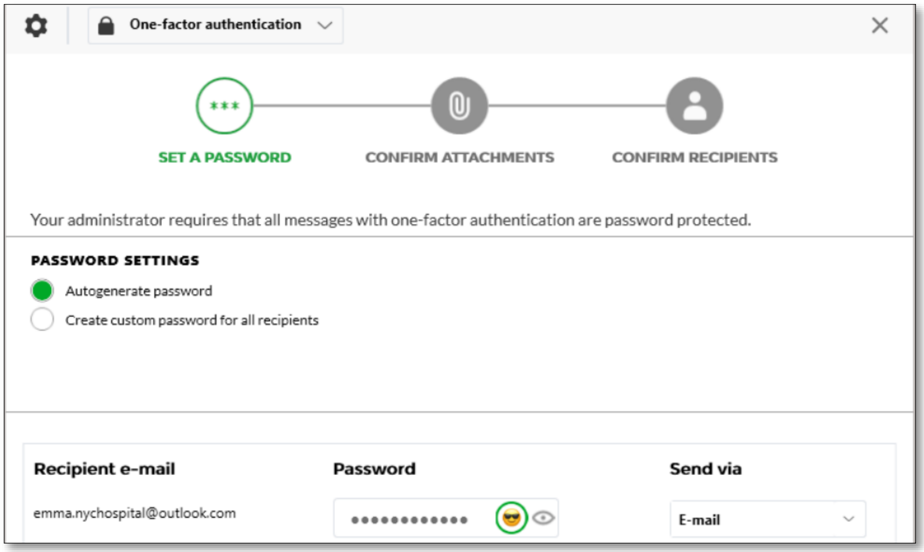
Your administrator requires that all messages with one-factor authentication are password protected.

PASSWORD SETTINGS

● Autogenerate password

○ Create custom password for all recipients

Step 2.1: You have selected 'Autogenerate password'.



Your administrator requires that all messages with one-factor authentication are password protected.

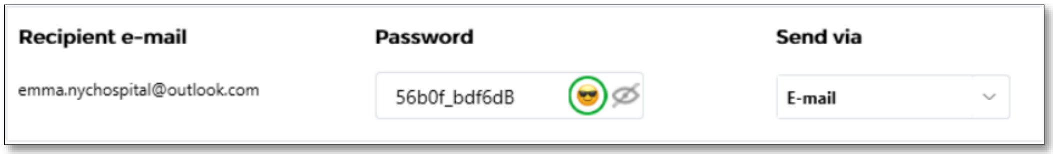
PASSWORD SETTINGS

● Autogenerate password

○ Create custom password for all recipients

Recipient e-mail	Password	Send via
emma.nychospital@outlook.com	●●●●●●●●●●●●	E-mail

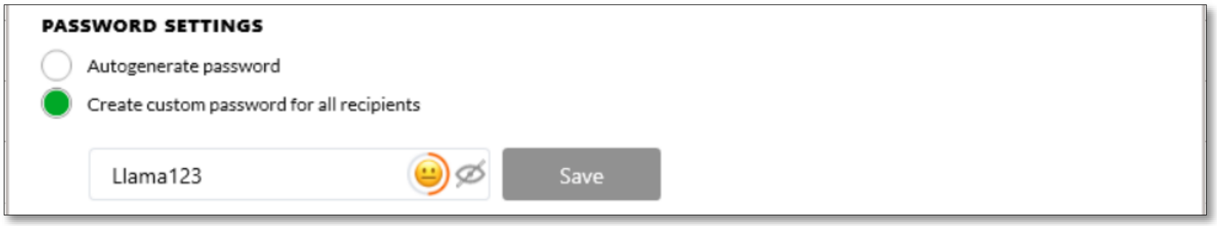
SmartLockr will then automatically create a safe password for you to use. By clicking the eye icon next to the password, it will become visible to you.



Recipient e-mail	Password	Send via
emma.nychospital@outlook.com	56b0f_bdf6dB	E-mail

Step 2.2: You have selected ‘Create custom password for all recipients’.

As soon as you fill out your password, SmartLockr will tell you whether this is a safe password to use. The emoji will be circled by a red or orange ring if it is not secure enough!



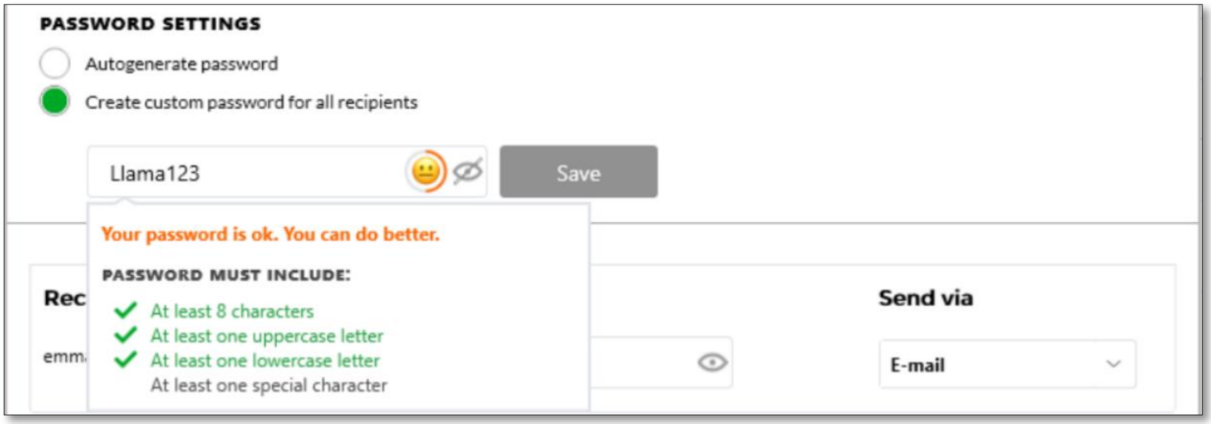
PASSWORD SETTINGS

○ Autogenerate password

● Create custom password for all recipients

Llama123

By hovering over the emoji, you can see what else your password needs before it's deemed safe. You will not be able to send your email without a safe password.



PASSWORD SETTINGS

○ Autogenerate password

● Create custom password for all recipients

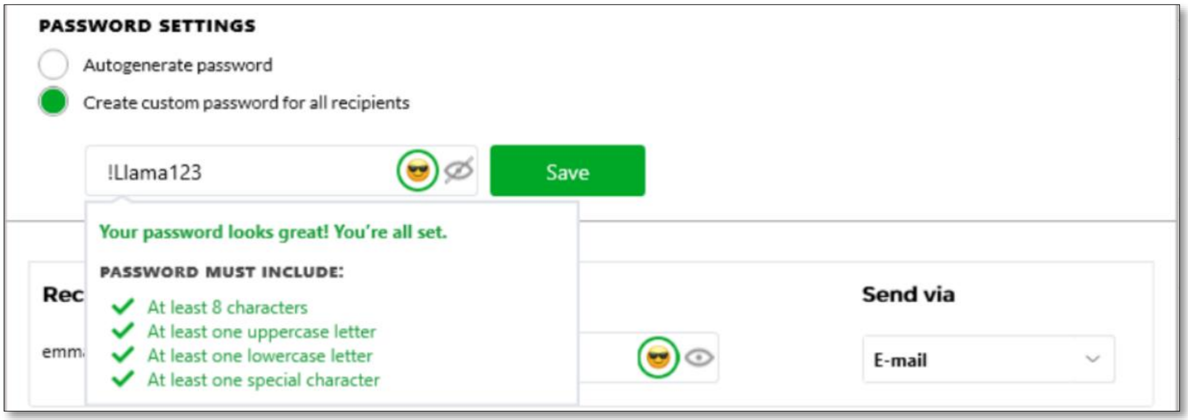
Llama123

Your password is ok. You can do better.

PASSWORD MUST INCLUDE:

- ✓ At least 8 characters
- ✓ At least one uppercase letter
- ✓ At least one lowercase letter
- At least one special character

The emoji will have a green ring sporting a chic pair of sunglasses if it is safe to use. You will also be able to send your email as the ‘next’ button will now be green.



PASSWORD SETTINGS

○ Autogenerate password

● Create custom password for all recipients

!Llama123

Your password looks great! You’re all set.

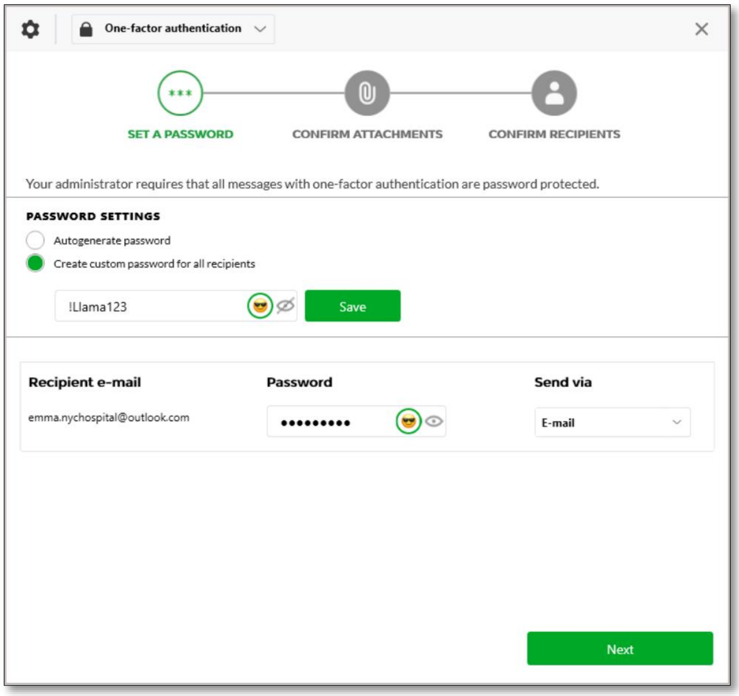
PASSWORD MUST INCLUDE:

- ✓ At least 8 characters
- ✓ At least one uppercase letter
- ✓ At least one lowercase letter
- ✓ At least one special character

Step 3: Choose how you want to send your email via the dropdown menu under 'Send via'. The two options are 'Email' or 'Other'.

'Other' is used if you want to directly tell your recipient your password, by calling them for example, while 'Email' simply sends the password in an email.

Step 4: When you have generated a safe password and chosen how to send it, you can now send out your email. Click 'next'.



Your administrator requires that all messages with one-factor authentication are password protected.

PASSWORD SETTINGS

○ Autogenerate password

● Create custom password for all recipients

!Llama123

Recipient e-mail	Password	Send via
emma.nychospital@outlook.com	•••••••••	E-mail

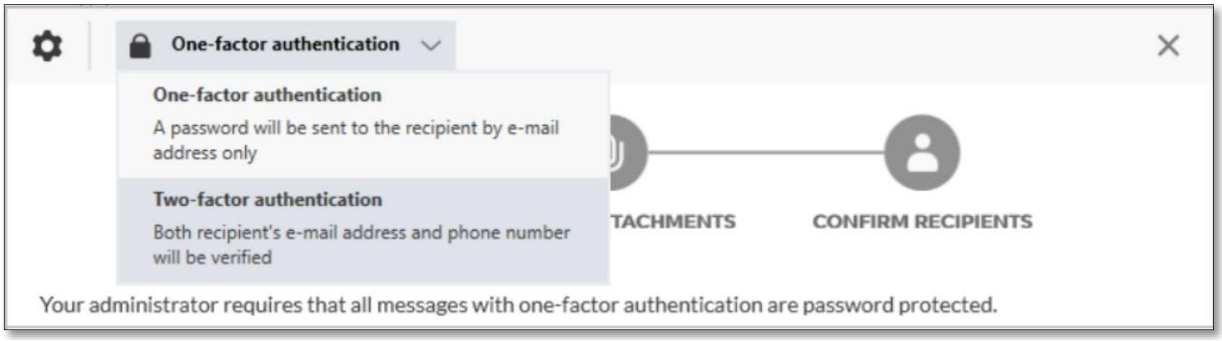
3.2 Two-factor authentication

Choosing two-factor authentication means that your recipient will receive a passcode on their mobile phone number before they can access the file(s). This authenticates your recipient in two steps:

1. By their personal log-in details for their email address.
2. By their phone number, which is given by the sender.

When selecting ‘Secure message’ or ‘Secure files’, you can choose which authentication level you want after writing your message and attaching your files. When you hit ‘send’, a confirmation wizard will open with a dropdown menu at the top of the screen. Here you can choose **two-factor authentication**.

Step 1: Select ‘two-factor authentication’ in the dropdown menu.



One-factor authentication

A password will be sent to the recipient by e-mail address only

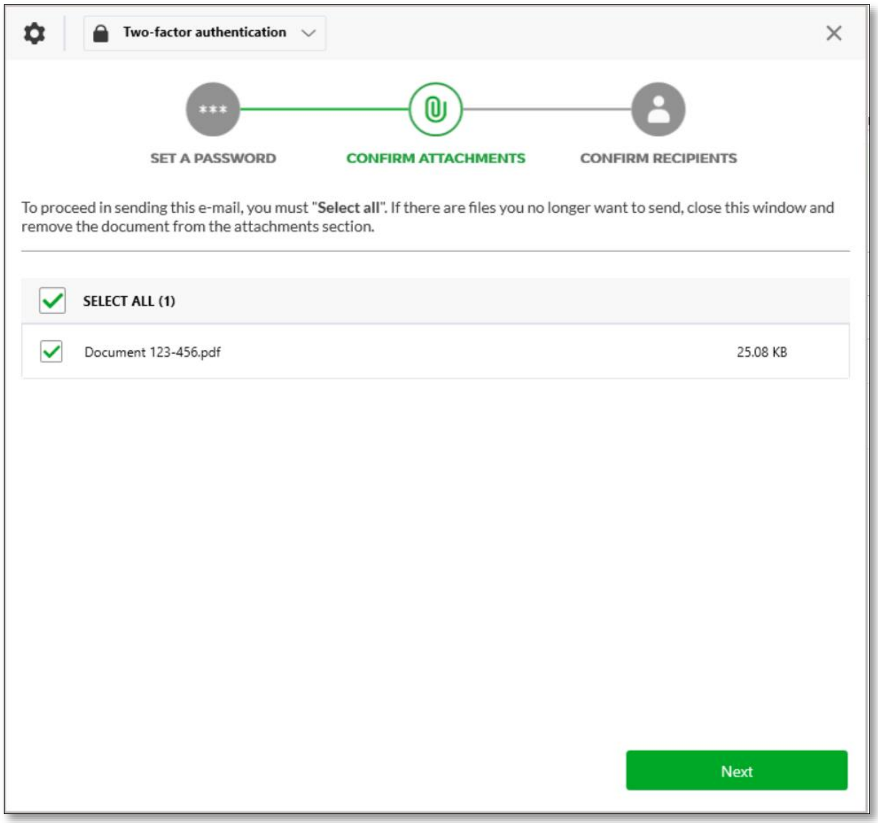
Two-factor authentication

Both recipient's e-mail address and phone number will be verified

Your administrator requires that all messages with one-factor authentication are password protected.

Two-factor authentication allows the system to send out a SMS-code to your recipient. They need this code to open your message and/or files.

Step 2: Confirm your attachments and click 'next'.

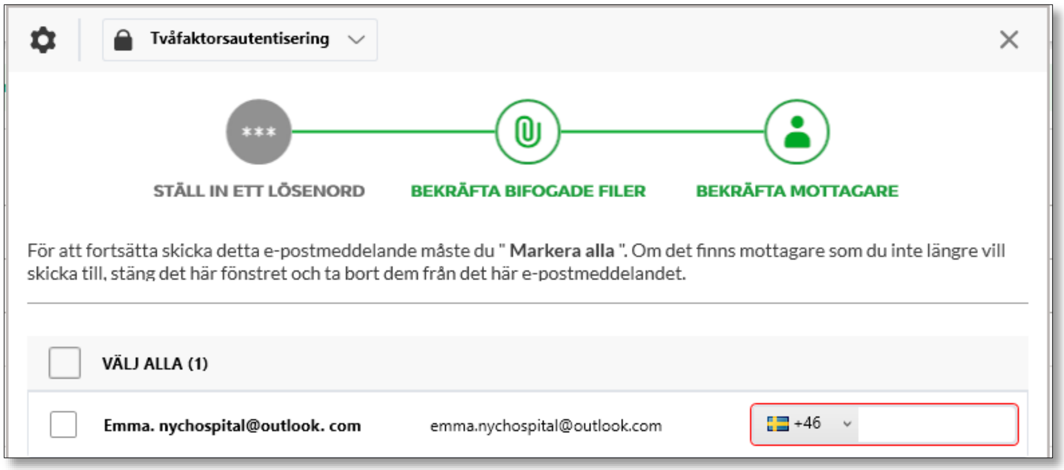


To proceed in sending this e-mail, you must "**Select all**". If there are files you no longer want to send, close this window and remove the document from the attachments section.

☑ SELECT ALL (1)

☑ Document 123-456.pdf 25.08 KB

Step 3: In the third step, you will need to fill out a phone number for your recipient. This is the number the SMS-code will be sent to.

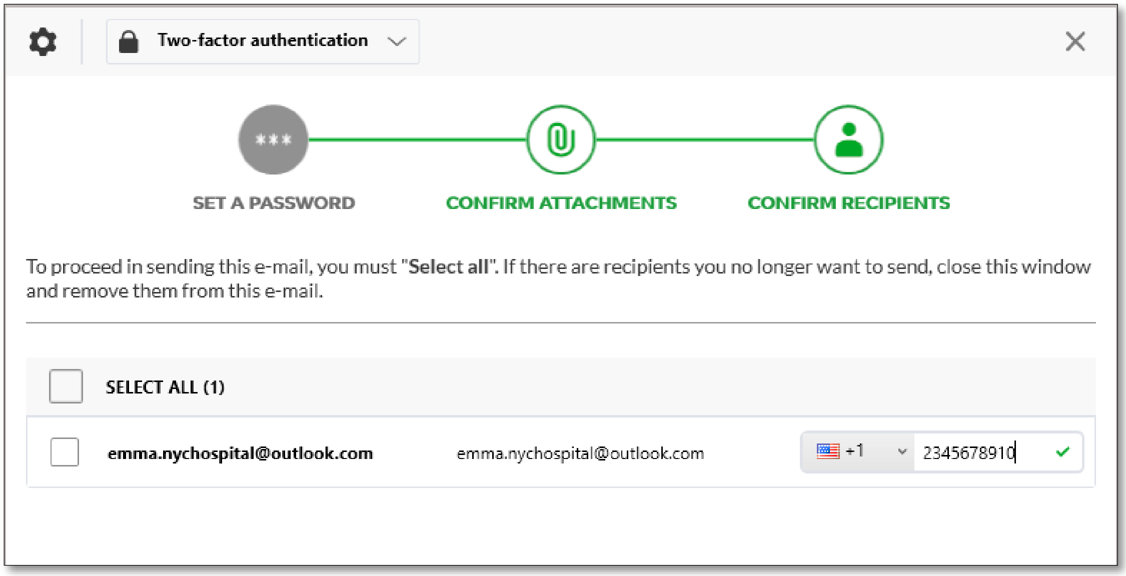


För att fortsätta skicka detta e-postmeddelande måste du " **Markera alla** ". Om det finns mottagare som du inte längre vill skicka till, stäng det här fönstret och ta bort dem från det här e-postmeddelandet.

☐ VÄLJ ALLA (1)

☐ **Emma. nychospital@outlook. com** emma.nychospital@outlook.com +46

After filling out the phone number(s), SmartLockr will show you a green checkmark. After selecting your recipient (see also chapter 4 on ‘*confirming attachments and recipients*’), you will be able to send your email.



To proceed in sending this e-mail, you must "**Select all**". If there are recipients you no longer want to send, close this window and remove them from this e-mail.

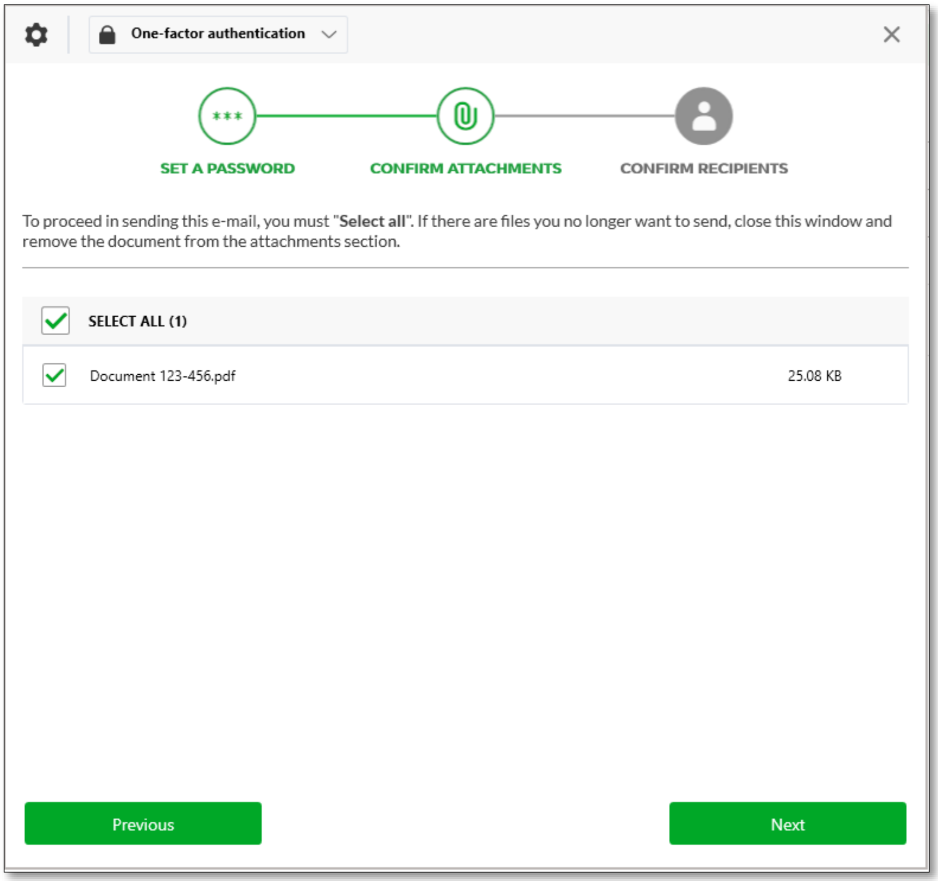
□ SELECT ALL (1)

□ **emma.nychospital@outlook.com** emma.nychospital@outlook.com +1 2345678910 ✓

04. Confirming attachments and recipients

After selecting one-factor or two-factor authentication, SmartLockr will ask you to confirm both the attachment and the recipient(s) email address. This is a built-in trigger that will prevent errors in sending sensitive data to the wrong person or giving out the wrong file(s).

Step 1: Confirm the file(s). Please check whether this is the correct file to send to your recipient.



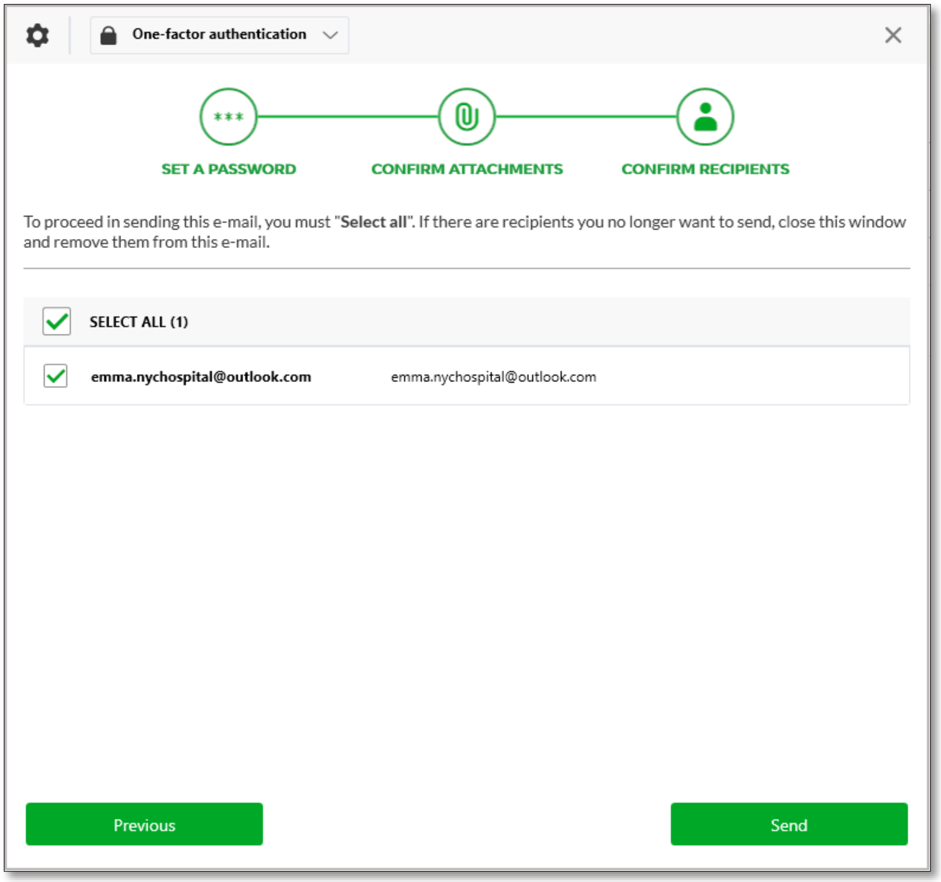
To proceed in sending this e-mail, you must "**Select all**". If there are files you no longer want to send, close this window and remove the document from the attachments section.

☑ SELECT ALL (1)

☑ Document 123-456.pdf 25.08 KB

Only when you have confirmed your attachment(s), will you be able to click ‘Next’ and proceed to the last step.

Step 2: Confirm your recipient(s) (and fill in their telephone numbers if you have chosen two-factor authentication. Please *'Chapter 3: Multi-factor authentication'* for more information).



To proceed in sending this e-mail, you must "**Select all**". If there are recipients you no longer want to send, close this window and remove them from this e-mail.

☑ SELECT ALL (1)

☑ **emma.nychospital@outlook.com** emma.nychospital@outlook.com

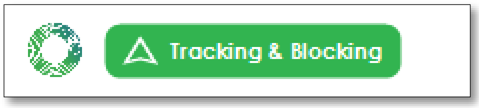
After confirming that this is the correct recipient, you can proceed to send your email.

05. Tracking and blocking

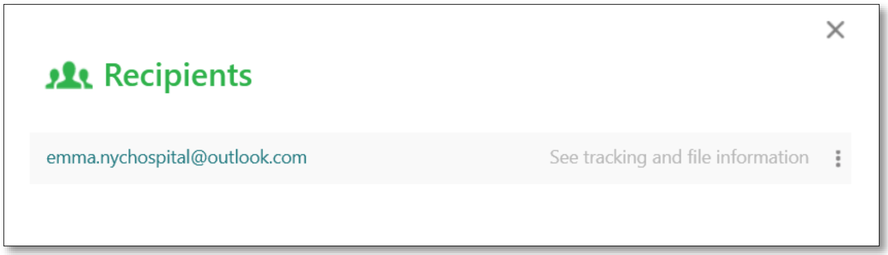
SmartLockr prevents data breaches also after an email has been sent. In this chapter we will explain how to track and block a sent email.

5.1 Tracking sent emails

Emails sent with SmartLockr can be found in the 'Sent items' folder of your Outlook. Select an email sent with SmartLockr and you will see a green button labelled 'Tracking & Blocking'.



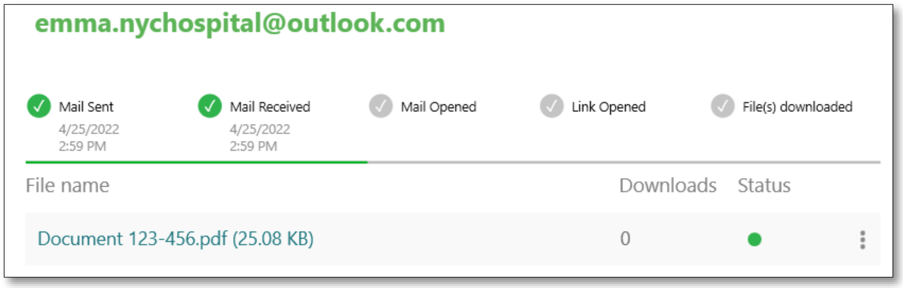
Step 1: Click the 'Tracking & Blocking' button. You will then see the following screen:



Recipients

emma.nychospital@outlook.com See tracking and file information

Step 2: Click on 'See tracking and file information'. Here you can see if your email has been received, whether it has been opened and if the file has already been downloaded. If you want to block a recipient or a file, please read on to '*Chapter 5.2: Blocking emails*'.



emma.nychospital@outlook.com

✓ Mail Sent 4/25/2022 2:59 PM
✓ Mail Received 4/25/2022 2:59 PM
✓ Mail Opened
✓ Link Opened
✓ File(s) downloaded

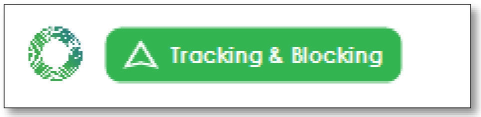
File name	Downloads	Status
Document 123-456.pdf (25.08 KB)	0	●

5.2 Blocking emails

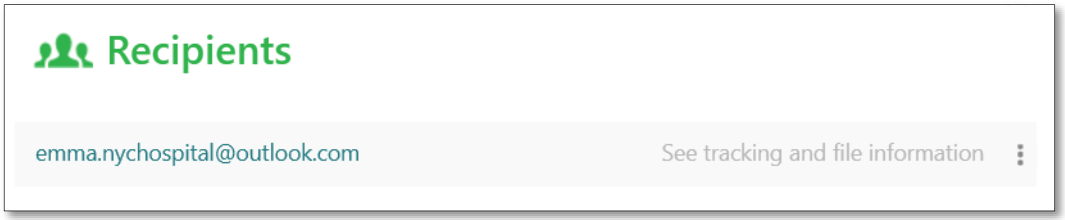
If you accidentally sent out the wrong information or chose the wrong recipient, you have the option to block an email, files, or recipients. If you have sent a 'Secure message' you can block both the email and the files as everything is encrypted, while the options 'Public file' and 'Secure file' only lets you block your attachments.

5.2.1 Blocking files

Step 1: Return to your sent emails in Outlook and click on the email you have sent out. Click on the 'Tracking & blocking' button.

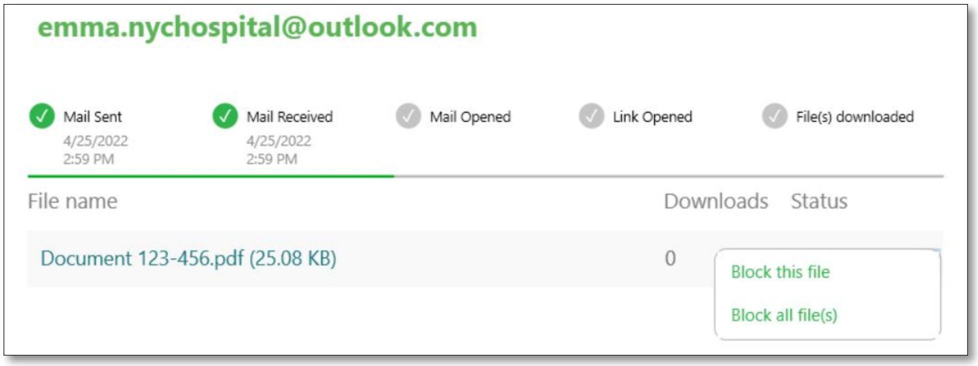


Step 2: Click 'See tracking and file information'.


Recipients
emma.nychospital@outlook.com
See tracking and file information

You will now see the status of your sent email. If the recipient has not yet downloaded the file or opened the link, it not too late to block your files and prevent them from being read.

Step 3: Click on the three dots next to the status. You can now block separate or all files.



emma.nychospital@outlook.com

✓ Mail Sent 4/25/2022 2:59 PM

✓ Mail Received 4/25/2022 2:59 PM

✓ Mail Opened

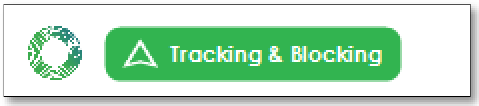
✓ Link Opened

✓ File(s) downloaded

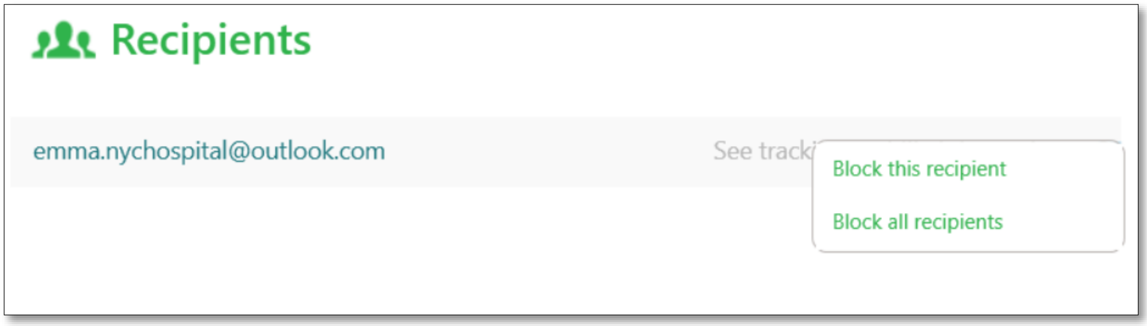
File name	Downloads	Status
Document 123-456.pdf (25.08 KB)	0	Block this file Block all file(s)

5.2.2 Blocking recipients

Step 1: Return to your sent emails in Outlook and click on the email you have sent out. Click on the 'Tracking & blocking' button.



Step 2: Click on the tree dots next to the recipient. You now have the option to block separate or all recipients.



Recipients

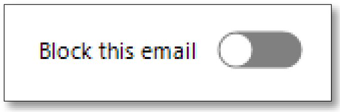
emma.nychospital@outlook.com See tracki

Block this recipient

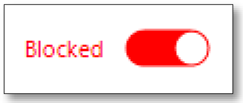
Block all recipients

5.2.3 Blocking an entire email

Blocking an entire email is possible by going to the 'sent' folder in Outlook. Once again you will see the 'Tracking & blocking' button and on the right side you will find a toggle that says 'Block this email'.



Clicking this button will turn it red and your entire email is now blocked. Keep in mind that this only works if your email has not already opened by the recipient.



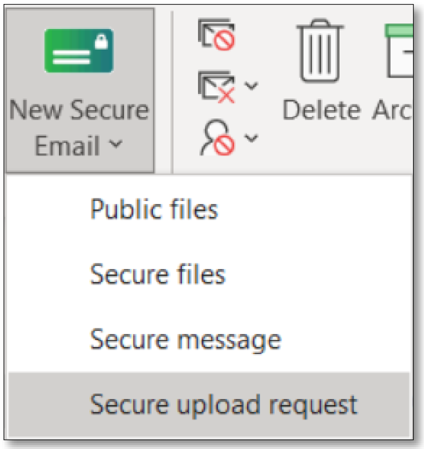
06. Requesting files

To ensure you always receive the correct attachments in a safe way, SmartLockr lets you request files. You can either do this by sending a secure upload request or asking to have files uploaded via an upload portal.

6.1 Secure upload request

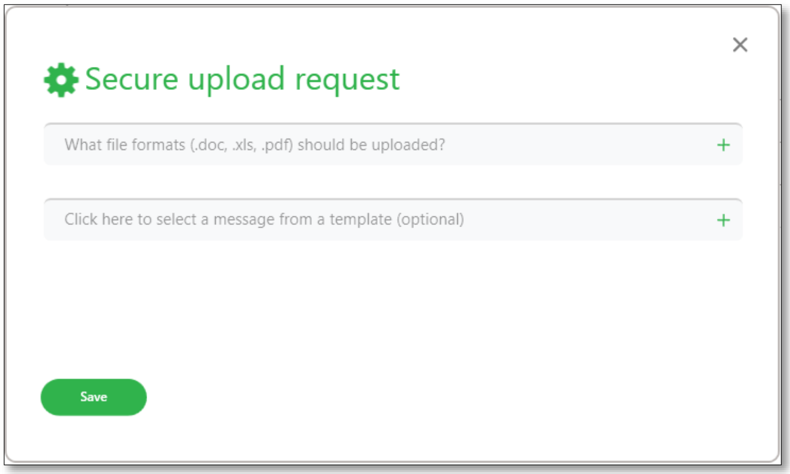
A secure upload request allows you to request files from anyone through a safe upload portal.

Step 1: Select your upload request by clicking the dropdown menu as you are creating a new email.



Step 2: You will now see a pop-up window as shown below. Here you can choose the file formats and/or select a template for explaining your request (if your administrator has added these templates). Click save when you are done.

If you want to fill out your own message, please continue by clicking save without making a choice in the dropdown menu. You will then be able to write your own message for the upload request and your recipient can decide on their file type.



Secure upload request

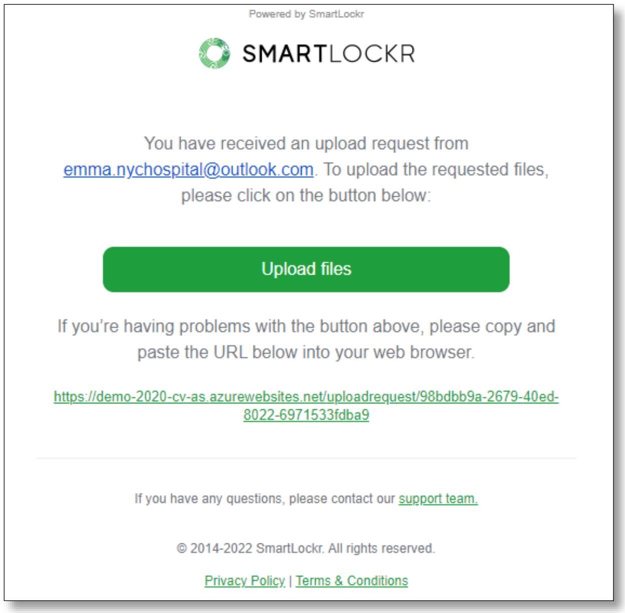
What file formats (.doc, .xls, .pdf) should be uploaded? +

Click here to select a message from a template (optional) +

Step 3: Click 'Send' and confirm that you have added the correct recipients. Click 'Send' again. Read more about this in *'Chapter 4: Confirm attachments and recipients'.*

6.1.1 Secure upload request for the recipient

Step 1: Open the email. Your recipient will receive an email like the one shown below:



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SMARTLOCKR

You have received an upload request from emma.nychospital@outlook.com. To upload the requested files, please click on the button below:

If you're having problems with the button above, please copy and paste the URL below into your web browser.

https://demo-2020-cv-as.azurewebsites.net/uploadrequest/98bdbb9a-2679-40ed-8022-6971533fdba9

If you have any questions, please contact our support team.

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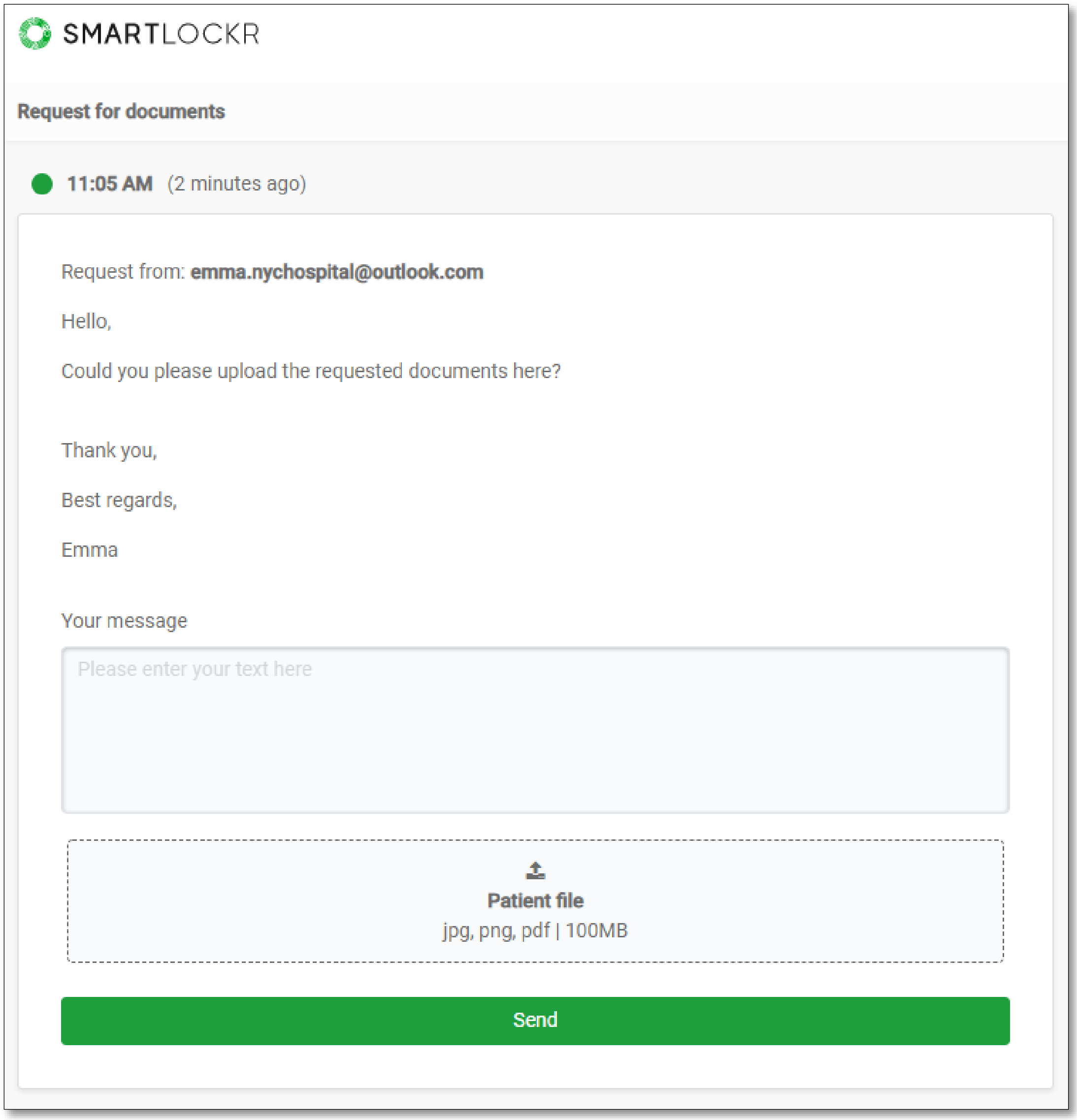
Step 2: Click the 'Upload files' button. Your recipient will be forwarded to an upload page that includes your personal message (if you have written one):



Request for documents

● 11:05 AM (2 minutes ago)

Request from: **emma.nychospital@outlook.com**

Hello,

Could you please upload the requested documents here?

Thank you,

Best regards,

Emma

Your message

Please enter your text here

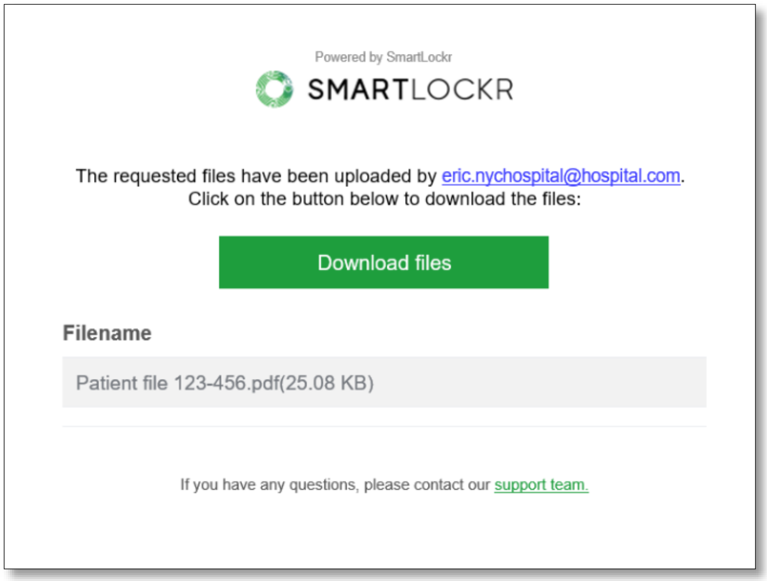
Patient file

jpg, png, pdf | 100MB

Step 3: Here your recipient can upload the files before hitting 'send'. Their file has now been sent.

6.1.2 After your recipient has uploaded the file

Step 1: Once your recipient has uploaded their files, you will receive a notification email as shown below:



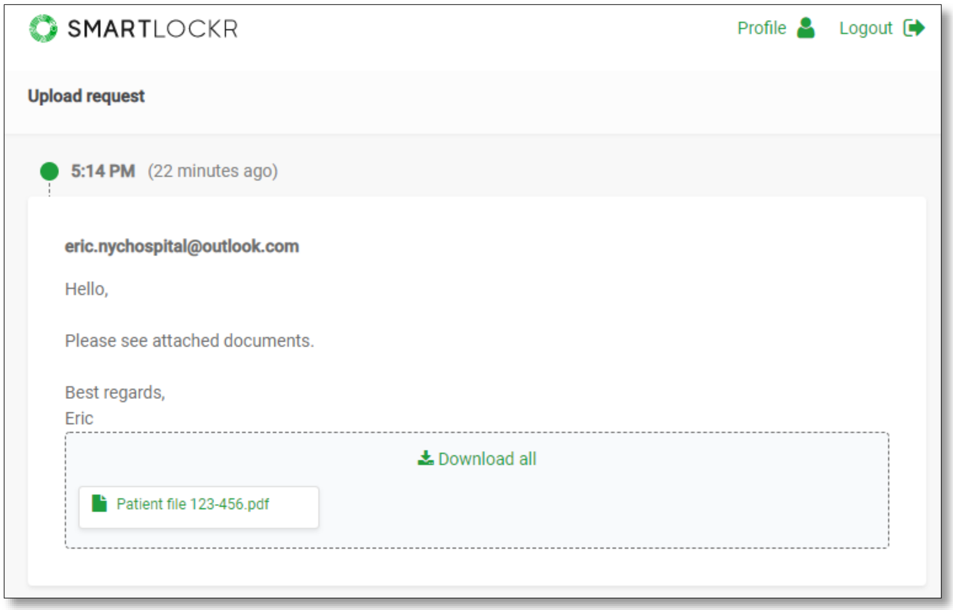
The requested files have been uploaded by eric.nychospital@hospital.com.
Click on the button below to download the files:

Filename

Patient file 123-456.pdf(25.08 KB)

If you have any questions, please contact our support team.

Step 2: Click on 'Download files' to access your file(s). If you click on 'Download all' in the next screen (as shown below), you will receive the documents as a ZIP file. You can also download them one by one, by clicking on the file names:



5:14 PM (22 minutes ago)

eric.nychospital@outlook.com

Hello,

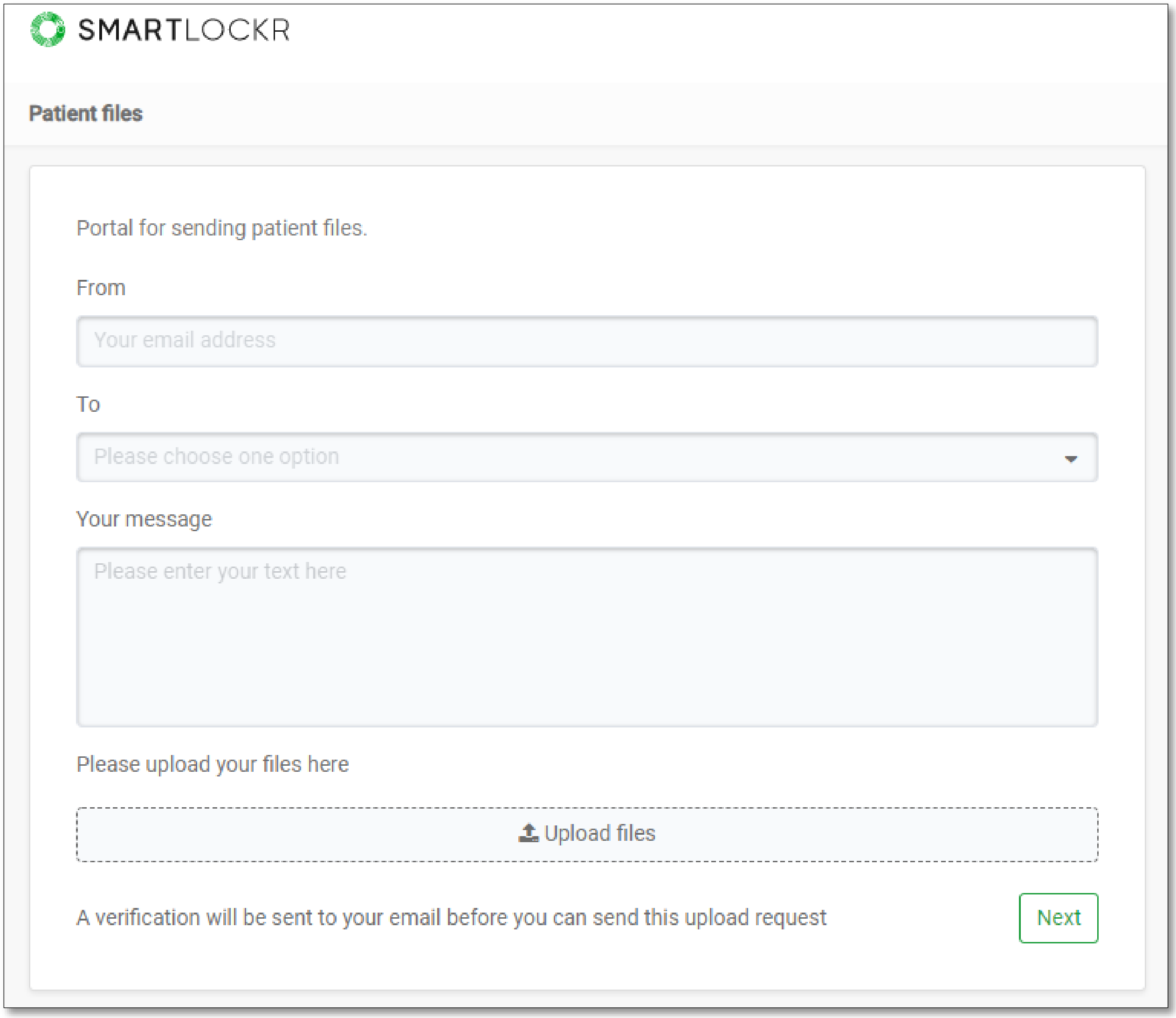
Please see attached documents.

Best regards,
Eric

6.2 Secure upload portals

An Upload Portal is a portal where external relations can go online at any time to send their files securely and directly to your organization. These can be set up and created by your system administrator in the admin portal. Here they can also decide which kind of files and document types that can be sent via the upload portal.

Below you can see an image of what an upload portal could look like.



Patient files

Portal for sending patient files.

From

Your email address

To

Please choose one option

Your message

Please enter your text here

Please upload your files here

A verification will be sent to your email before you can send this upload request

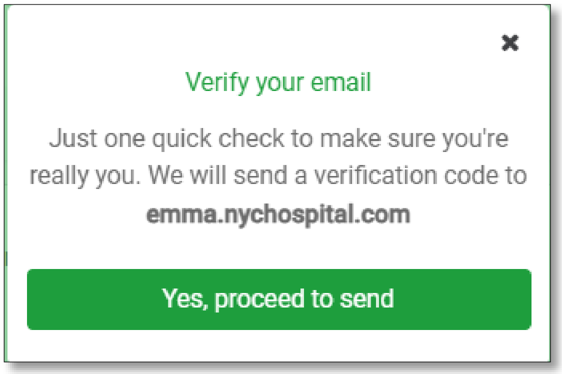
6.2.1 To send a file via an upload portal

Step 1: When adding a file to an upload portal, you start with writing your email address in the field marked ‘From’.

Step 2: Under ‘To’ you can either choose between pre-determined recipients that were added by the system administrator or enter an email address manually. *Please note that the SmartLockr administrator has the option to remove the ‘To’ field. In this case, the visitor can only use the upload portal to send attachments to a pre-decided email address.*

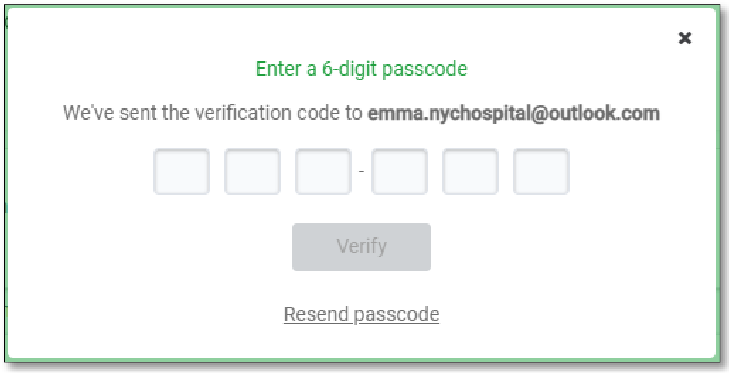
Step 3: If you wish, you can add a message before uploading the files. Then click ‘Next’.

Step 4: A pop-up window will open asking you to verify your email. Check that you have entered the correct address and then click ‘Yes, proceed to send’.


Verify your email

Just one quick check to make sure you're really you. We will send a verification code to **emma.nychospital.com**

Step 5: A verification code will be sent to your email address to verify that you are who you say you are. A pop-up window will appear where you can enter the code that has been sent to you.

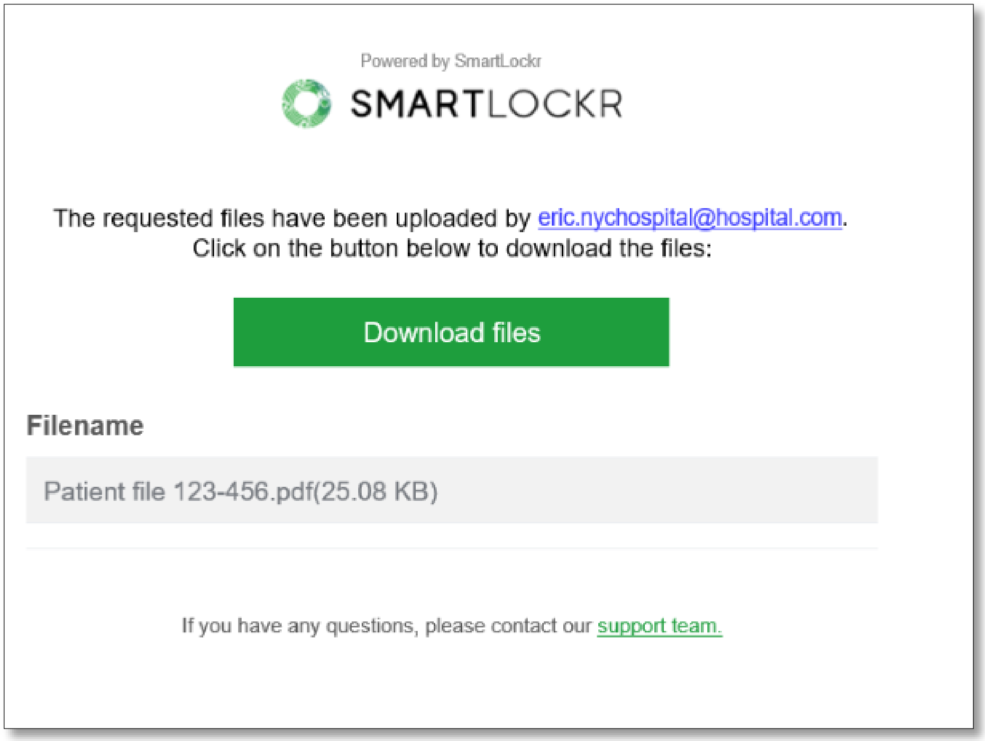

Enter a 6-digit passcode

We've sent the verification code to **emma.nychospital@outlook.com**

After this, your files will be sent to the recipient, and you will get a notification email that your files were successfully sent.

6.2.2 Secure upload portals for the recipient

When someone sends a file to you via an upload portal, a notification is sent to your email address, as shown in the image below.



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SMARTLOCKR

The requested files have been uploaded by eric.nychospital@hospital.com.
Click on the button below to download the files:

Filename

Patient file 123-456.pdf(25.08 KB)

If you have any questions, please contact our support team.

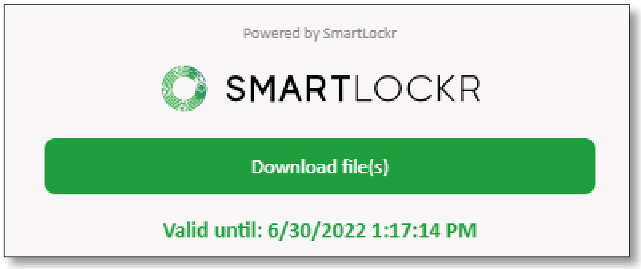
To download the files, simply click the button that says, ‘Download files’.

07. What SmartLockr looks like for your recipient

When you use SmartLockr to send a secure email, the recipient will also use SmartLockr to receive emails and attachments. That is why we included a chapter on what SmartLockr looks like for a recipient, so using SmartLockr will be as easy for them as it is for you!

7.1 Receiving a Public file through SmartLockr

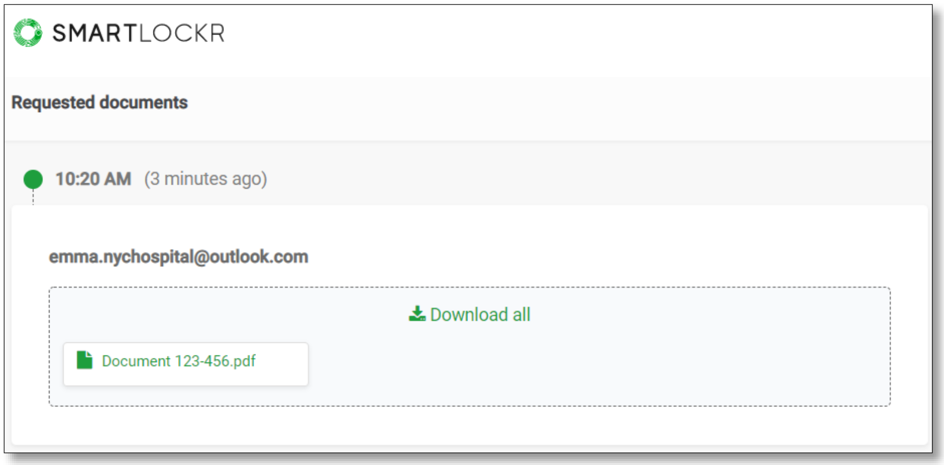
When you send a message and/or attachment using the 'public file' option, the recipient will receive an email that looks like this:



Valid until: 6/30/2022 1:17:14 PM

Step 1: To access the file, the recipient simply clicks on the green button.

Step 2: This takes them to a channel where they can download their files by either clicking 'Download all', and receive the documents as a ZIP file, or download them one by one, by clicking on the file names:



10:20 AM (3 minutes ago)

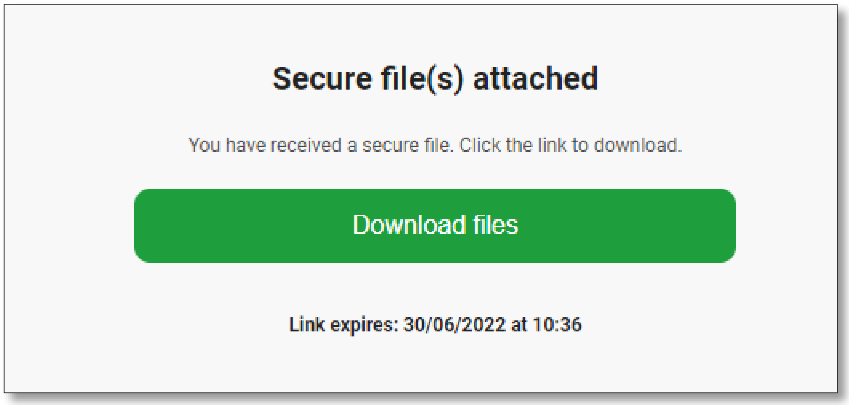
emma.nychospital@outlook.com

Document 123-456.pdf

7.2 Receiving Secure files and Secure messages through SmartLockr

When you send a Secure file or a Secure message through SmartLockr, you can choose between using one-factor authentication and two-factor authentication.

Using one-factor authentication when sending a Secure file or Secure message through SmartLockr, the recipient will receive two emails. The first one grants access to the sent files/message. The notifications look slightly different but the procedure to gain access are the same. Please see screenshots below.

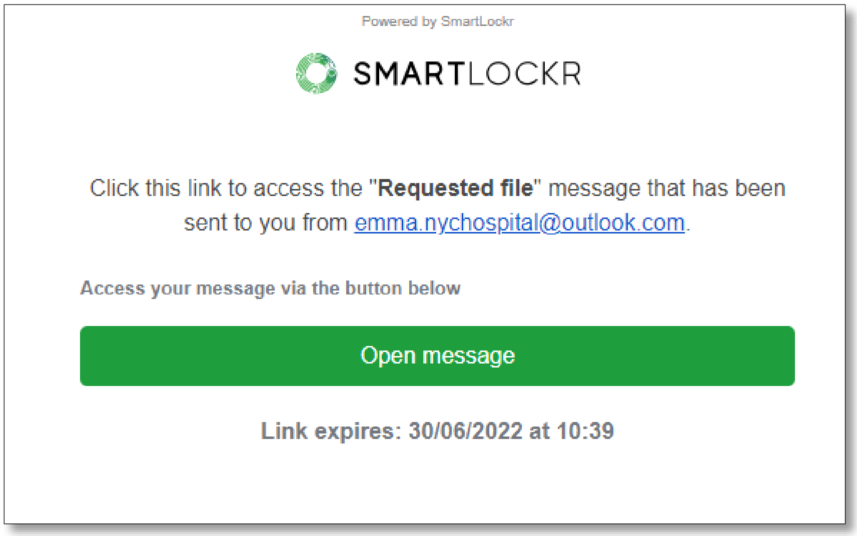


Secure file(s) attached

You have received a secure file. Click the link to download.

Link expires: 30/06/2022 at 10:36

Notification for a secure file above.



Powered by SmartLockr

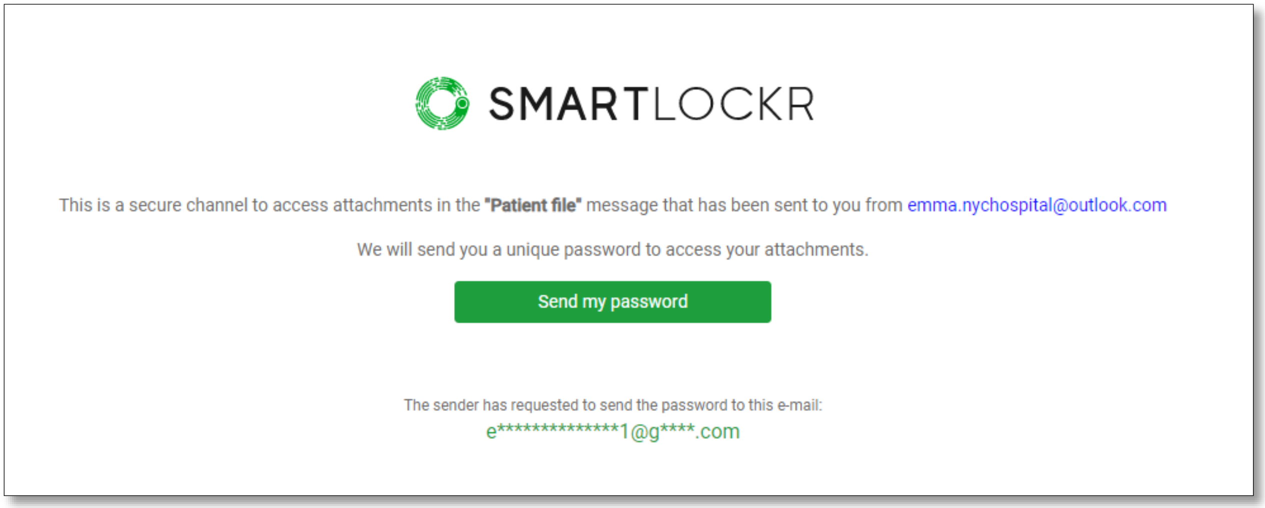
Click this link to access the "**Requested file**" message that has been sent to you from emma.nychospital@outlook.com.

Access your message via the button below

Link expires: 30/06/2022 at 10:39

Notification for a secure message above.

Before getting access to the secure channel with the message/file(s), the recipients must fill in their password. When clicking 'Download files' and 'Open message' the channel opens and the recipient can receive their password by clicking 'Send my password'.

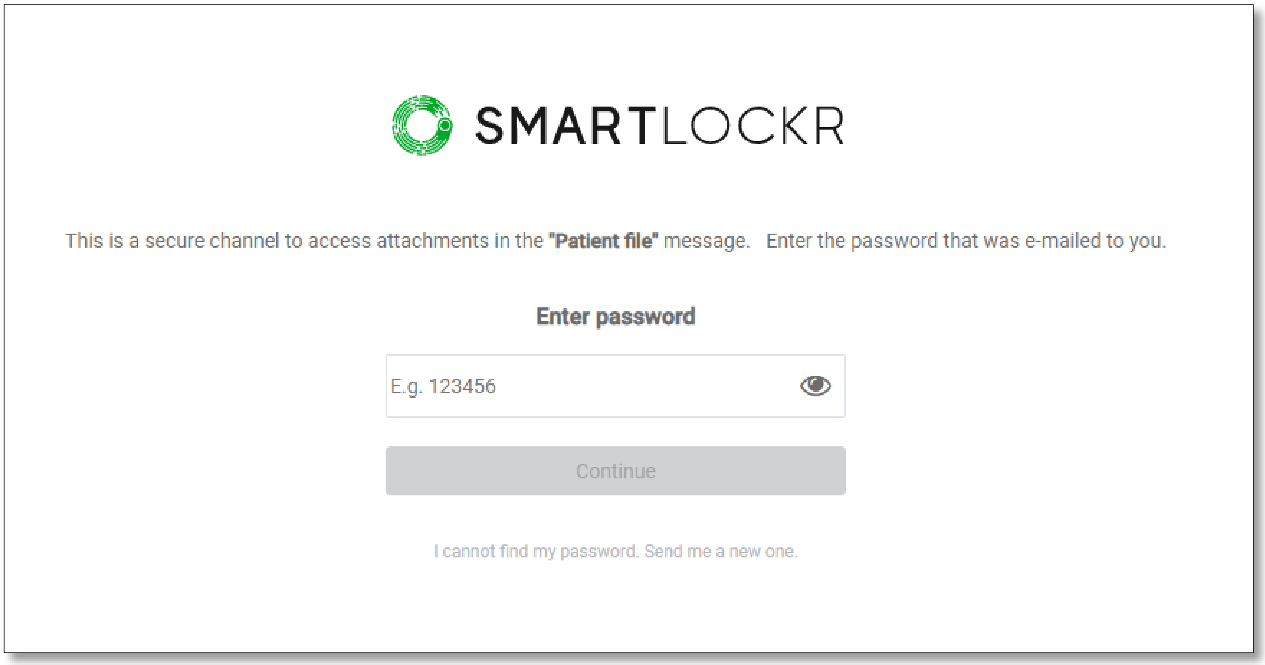


This is a secure channel to access attachments in the **"Patient file"** message that has been sent to you from emma.nychospital@outlook.com

We will send you a unique password to access your attachments.

The sender has requested to send the password to this e-mail:
e**************1@g****.com

When this is done, a field where the password can be entered appears.



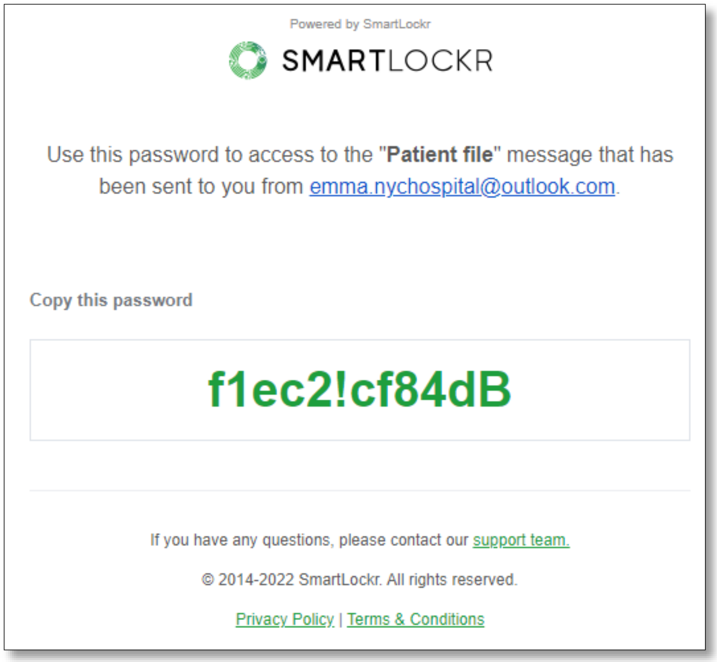
This is a secure channel to access attachments in the **"Patient file"** message.   Enter the password that was e-mailed to you.

Enter password

E.g. 123456

I cannot find my password. Send me a new one.

The recipient will also receive another email which contains the password. The recipient copies this password and enters it into the secure channel to get access to the message/files.



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SMARTLOCKR

Use this password to access to the "**Patient file**" message that has been sent to you from emma.nychospital@outlook.com.

Copy this password

f1ec2!cf84dB

If you have any questions, please contact our support team.

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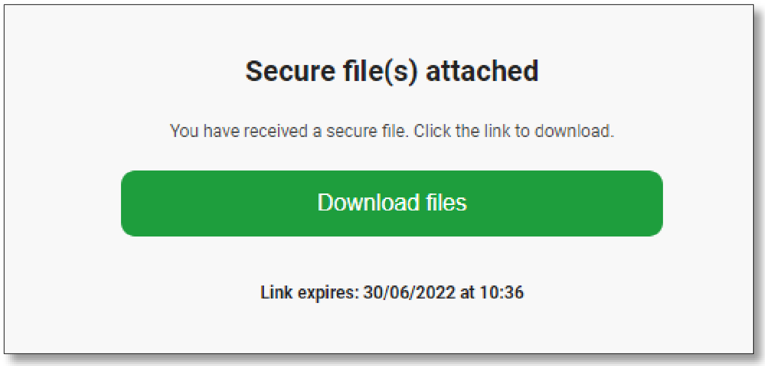
Using two-factor authentication when sending a Secure files or Secure message through SmartLockr, the recipient will receive one email and one text message on their phone. The first email looks the same as for one-factor authentication.

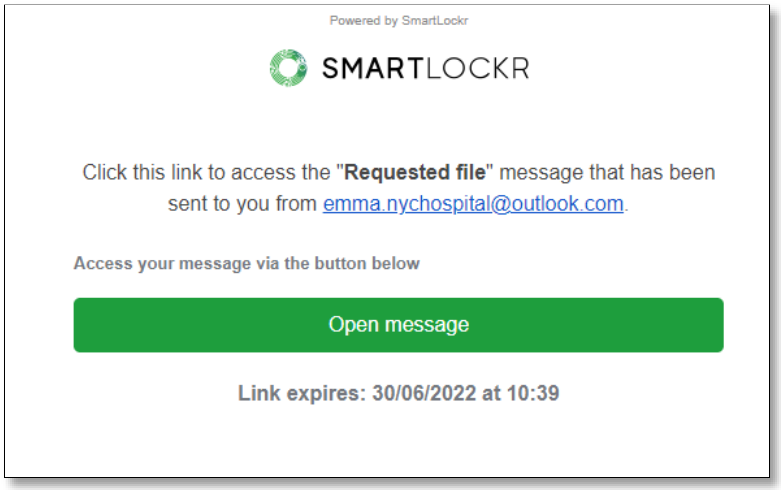


Secure file(s) attached

You have received a secure file. Click the link to download.

Link expires: 30/06/2022 at 10:36

Notification for a secure file above.



Powered by SmartLockr

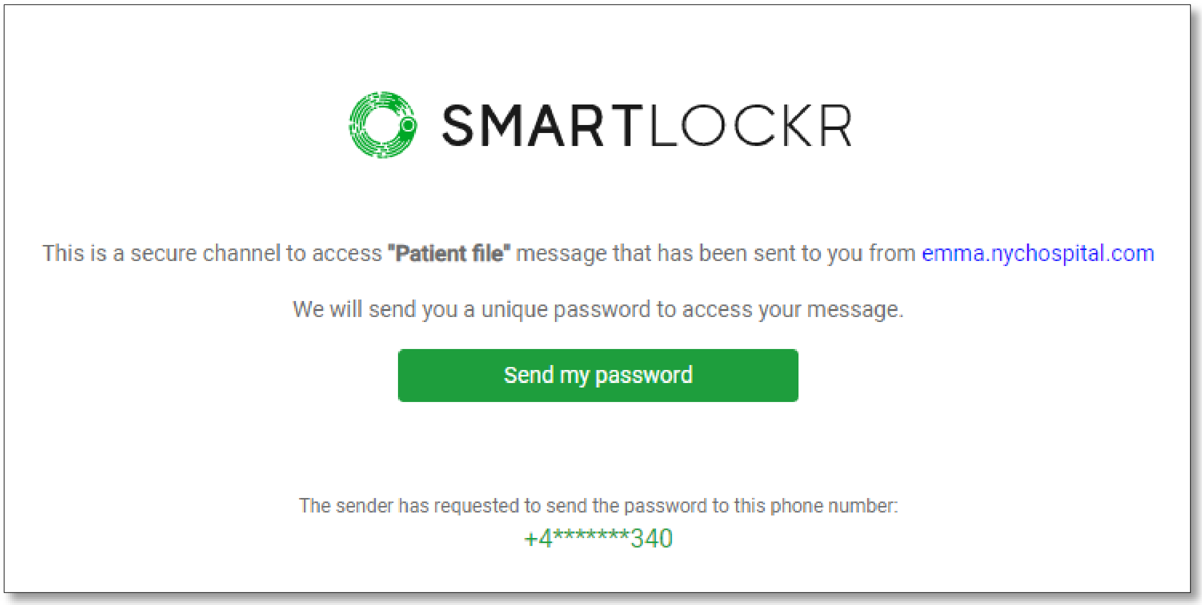
Click this link to access the "**Requested file**" message that has been sent to you from emma.nychospital@outlook.com.

Access your message via the button below

Link expires: 30/06/2022 at 10:39

Notification for a secure message above.

When clicking ‘Download files’ or ‘Open message’, the secure channel opens and the recipient can get their code by clicking ‘Send my password’.

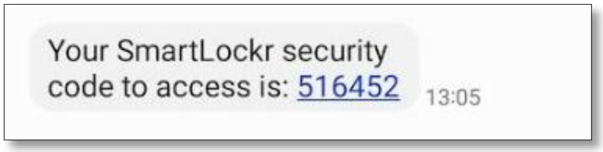


This is a secure channel to access **"Patient file"** message that has been sent to you from emma.nychospital.com

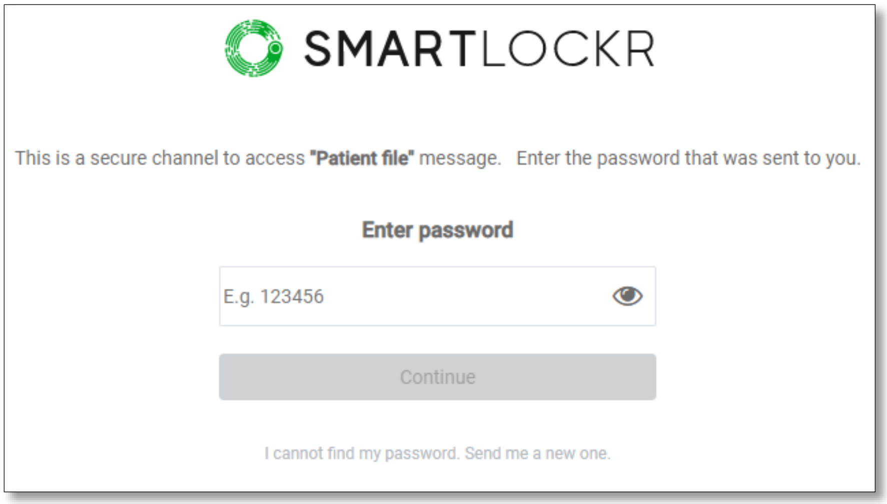
We will send you a unique password to access your message.

The sender has requested to send the password to this phone number:
+4*******340

After this a code will be sent to the recipient's phone number and a field where it can be entered will appear on the secure channel.

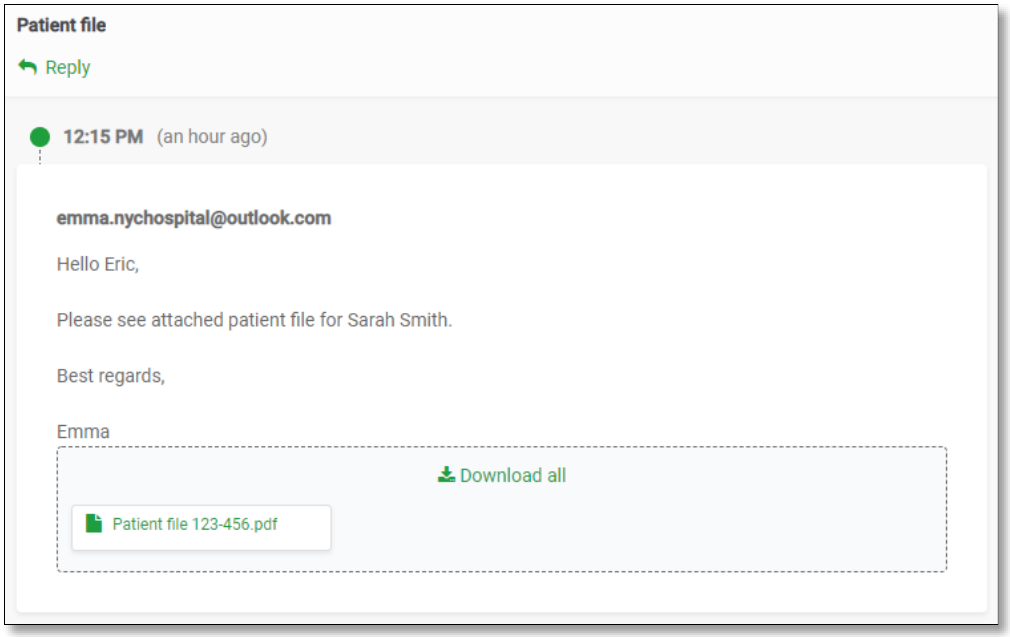


Your SmartLockr security code to access is: 516452 13:05



This is a secure channel to access **"Patient file"** message. Enter the password that was sent to you.

After this has been done the recipient will have access to the message and/or file(s).



12:15 PM (an hour ago)

emma.nychospital@outlook.com

Hello Eric,

Please see attached patient file for Sarah Smith.

Best regards,

Emma

08. You made it!

Congratulations, you now know how to use the SmartLockr Intelligent Data Protection Platform to easily send and receive emails with the optimal security.

Because we strive for SmartLockr to closely fit the needs of your organization, we have granted your administrator the ability to customize the plug-in accordingly. As a result, your SmartLockr experience could differ slightly from the examples presented in this manual.

Should you have any questions about using SmartLockr, we would heartily recommend you contact the administrator of your organization or your IT department. If they happen to have any questions themselves, or need additional help, they are also more than welcome to reach out to SmartLockr's support team.

We hope you will enjoy using SmartLockr and enjoy the peace of mind that comes with knowing your data is always protected!