smartlockr

Secure emailing in the background

User Manual

Introduction

If you are sending an email or attachment that include sensitive information, Smartlockr secures it without you having to lift a finger. In fact, in most cases you won't even notice Smartlockr at all.

How does it work?

Smartlockr recognizes when sensitive data is included in a message or an attachment. What kind of information is considered sensitive is decided by your organization. When data like this is included in an email/attachment, Smartlockr automatically applies the appropriate level of protection.

But I want to make SURE my email is sent securely

Sometimes you might want to send an email that you want to secure yourself. In most organizations a Smartlockr trigger word is set to guarantee that an email is secured. By including the trigger word in your email you are sure your data is protected. Ask your CISO/DPO to set up a trigger word or ask them for the existing trigger.

01. What happens when I send an email/file with sensitive data?

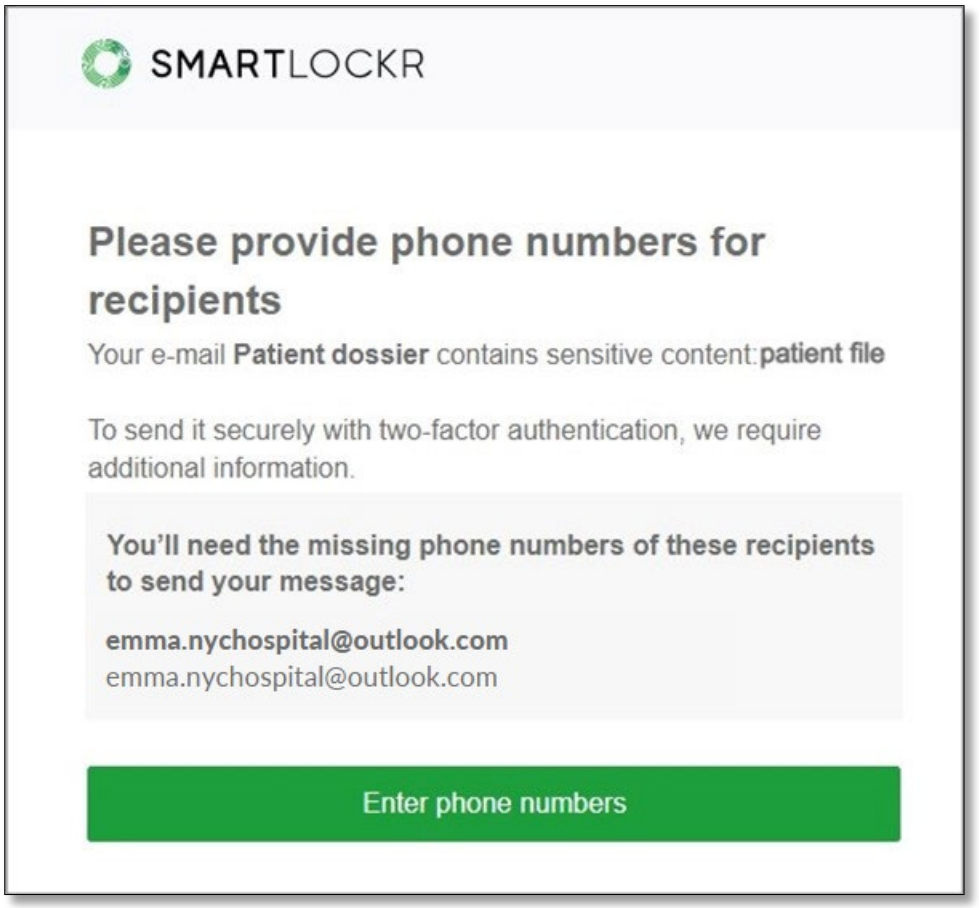
It depends on the nature of your email. Smartlockr offers two levels of security. Your CISO/DPO decides which level is needed for each kind of data your organization handles.

For the first level, you, as the sender, won't notice anything. Everything happens in the background. Only your recipient will be asked to go through a few extra, easy steps to open your email (see chapter three for a step-by-step guide).

If your email requires the second level of security, the recipient will be asked to fill in a SMS code to open it. To make this possible, you first need to fill in the recipient's mobile phone number, if it's not already in the system. This will only happen once. If you have entered a recipient's phone number previously, the system remembers it.

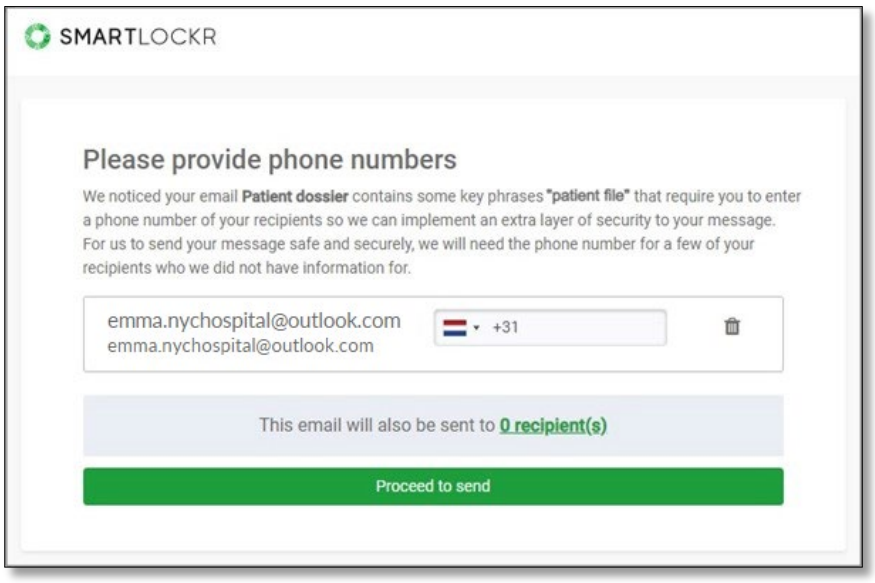
02. How to send a message with the higher (second) level of security

Every email you send is checked by Smartlockr. If there is sensitive information in your email which requires a higher level of security, you will receive a notification email:

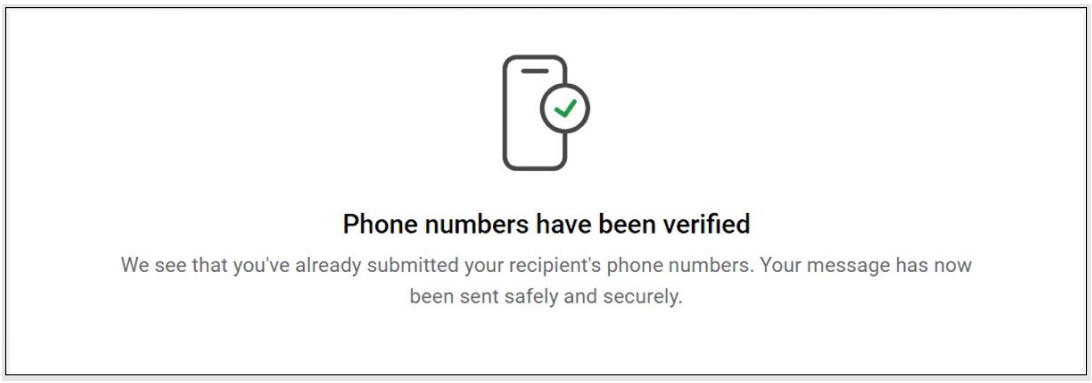


Here you can see which email requires your action ("Patient dossier") and what sensitive information has triggered the higher level of security ("patient file"). You can also see which recipient is missing a telephone number.

To send your message, simply click on the green button. A screen will open where you can enter the telephone number:'



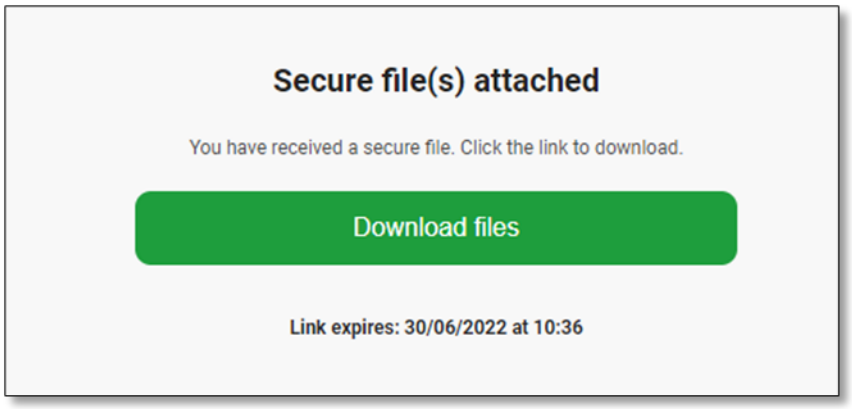
After the phone number is verified, your email will be sent:



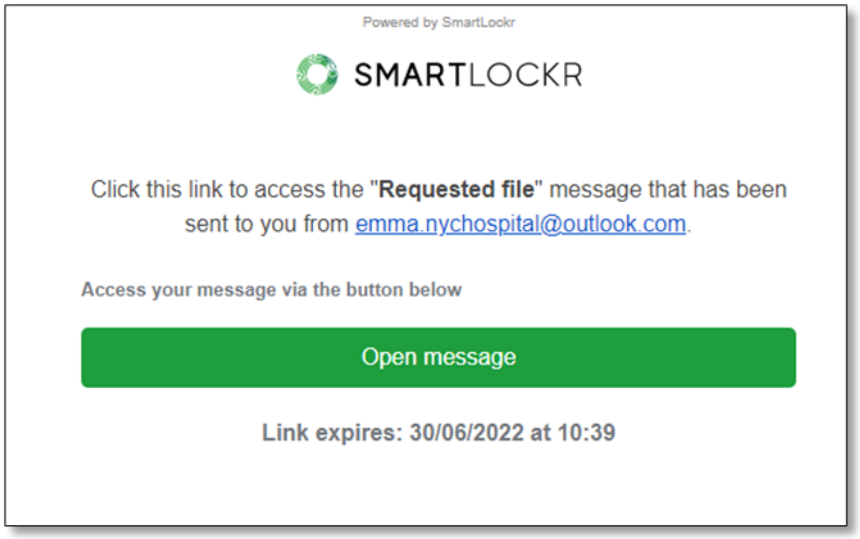
03. Receiving a Smartlockr email

3.1 First level of security

When you send an email with the first level of security, the recipient will receive two notification emails. They can look slightly different depending on if the sensitive data is found in an attachment or in the email itself. The procedure to gain access is the same. Please see screenshots below.

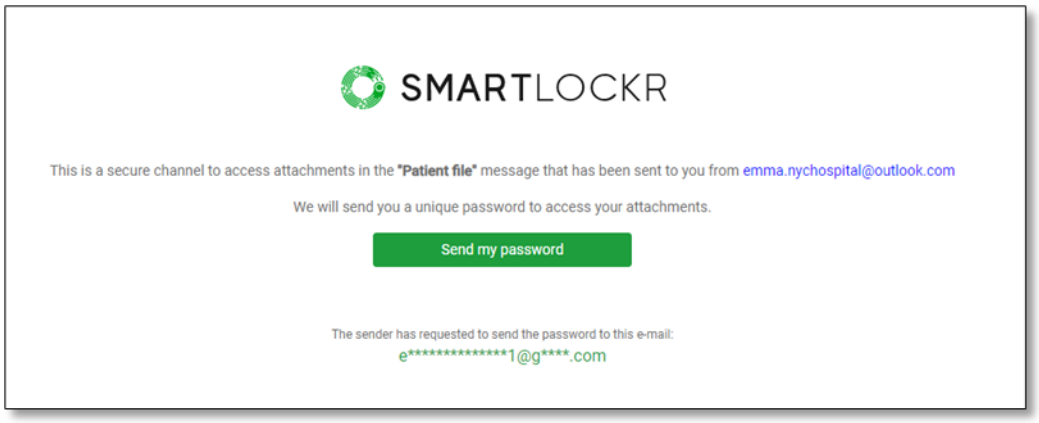


*Notification for a secure **file** above.*

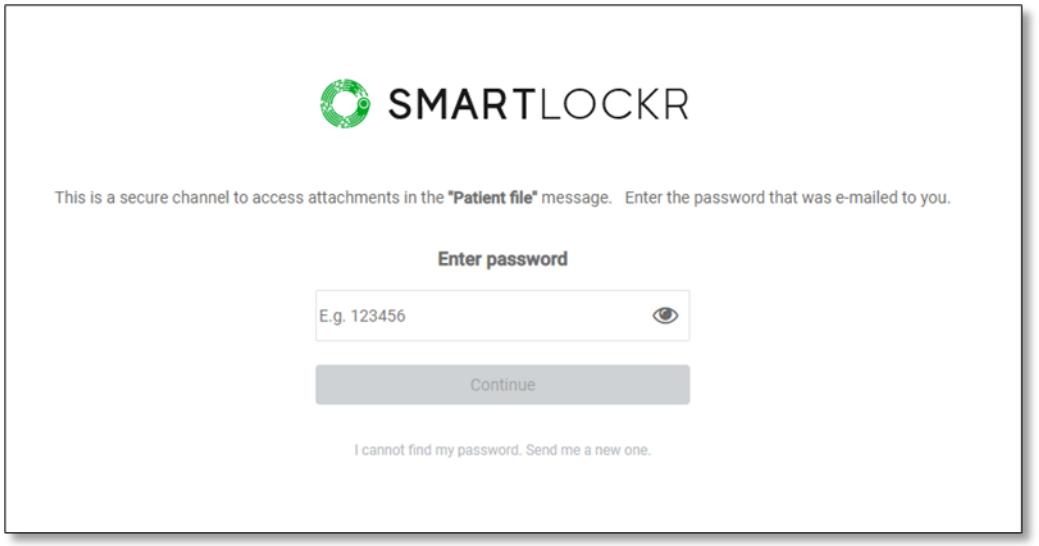


*Notification for a secure **message / email** above.*

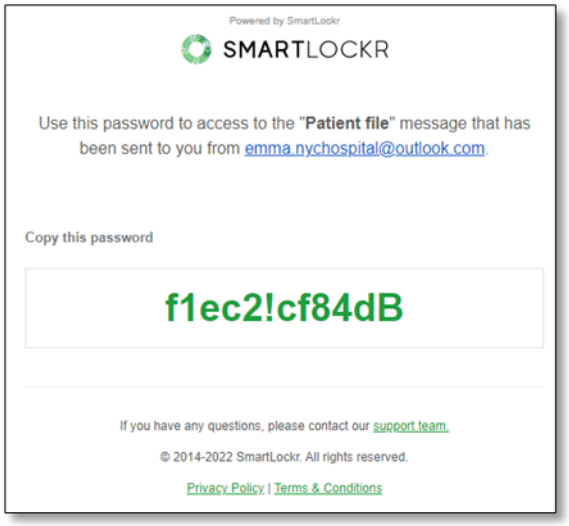
Step 1: Before getting access to the message/file(s), the recipient needs to fill in a password. When clicking 'Download files' or 'Open message' a new window will open. This is a secure, encrypted environment, that is only available to the recipient. Here they can request their password by clicking 'Send my password'.



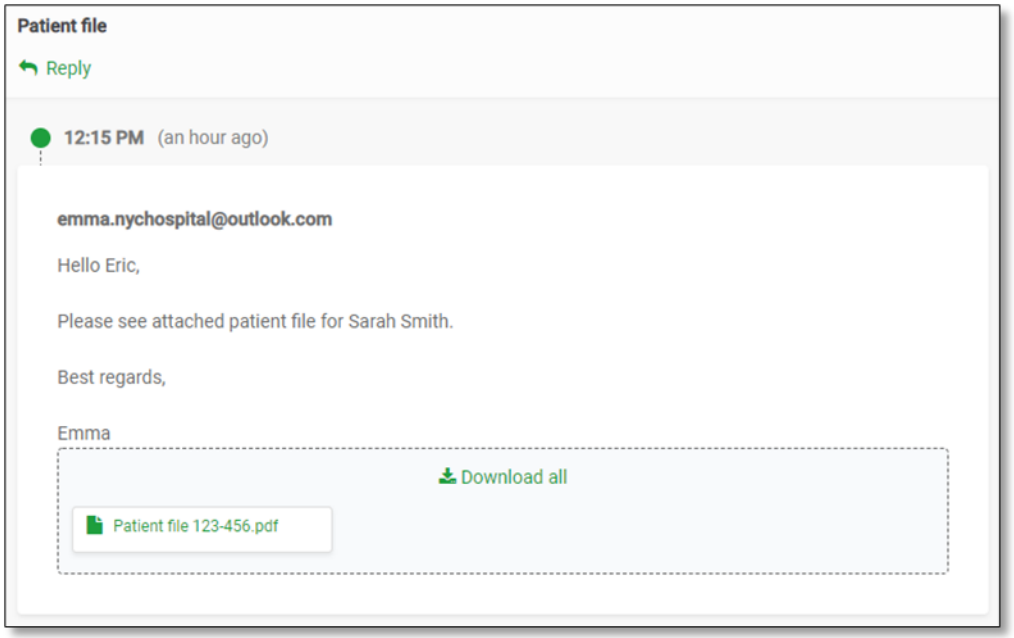
When this is done, a field to enter the password appears. The password is sent by e-mail.



Step 2: The recipient will now receive a second email with the password. They can copy and paste it into the secure channel to gain access to the message/files.

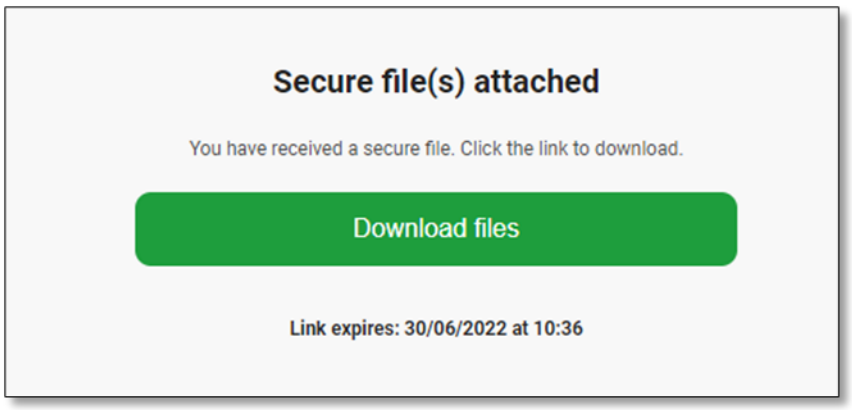


Step 3: After this has been done the recipient will have access to the message and/or file(s).

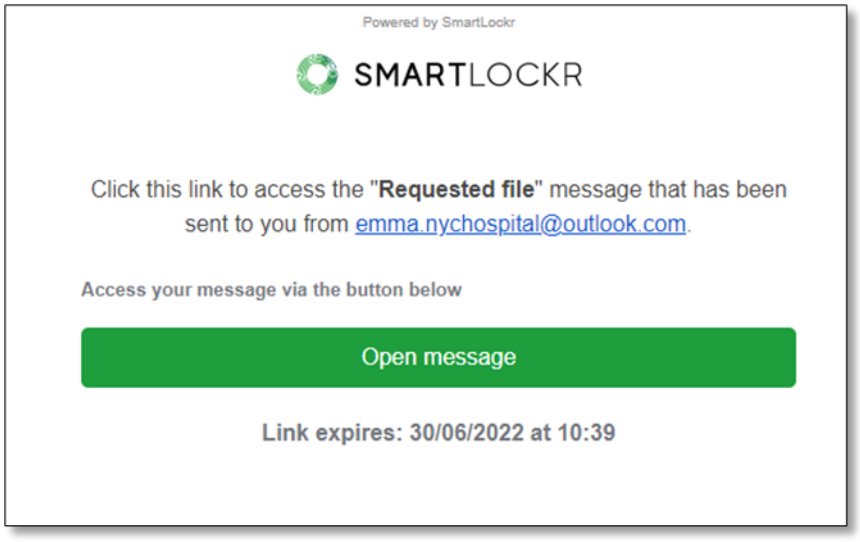


3.2 Second level of security

The second level of security is a bit higher. The recipient will receive a notification email and a text message on their mobile phone. The notification looks slightly different depending on whether sensitive data is found only in the attachment or within an entire email. The procedure to gain access is the same. Please see screenshots below.

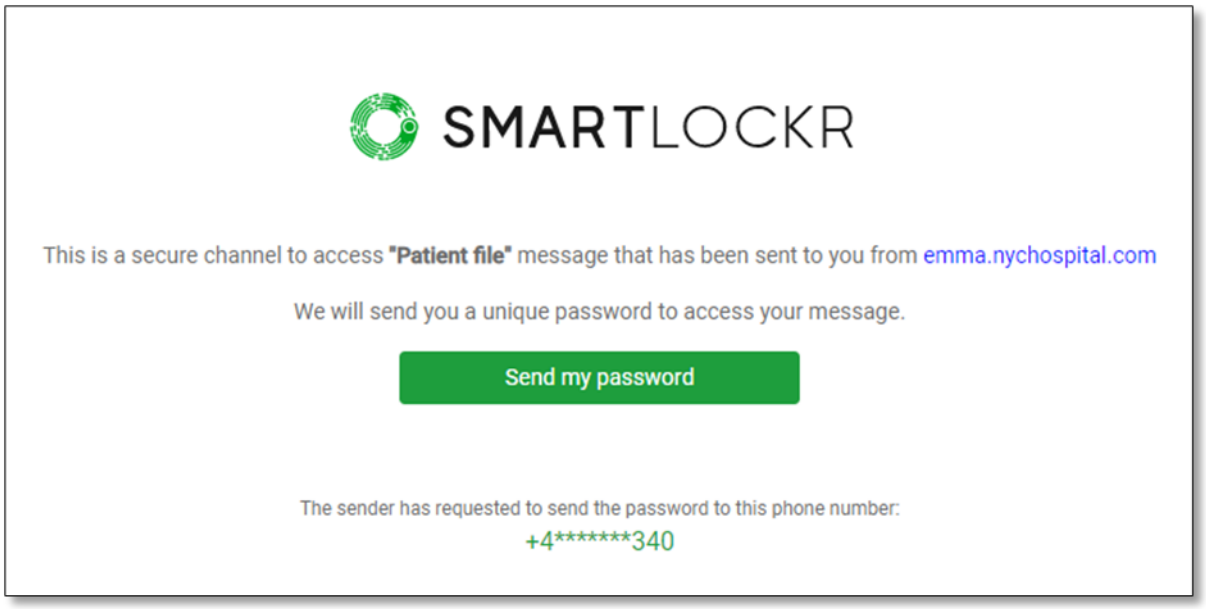


Notification for a secure file above.

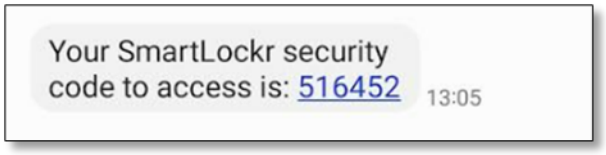


Notification for a secure message above.

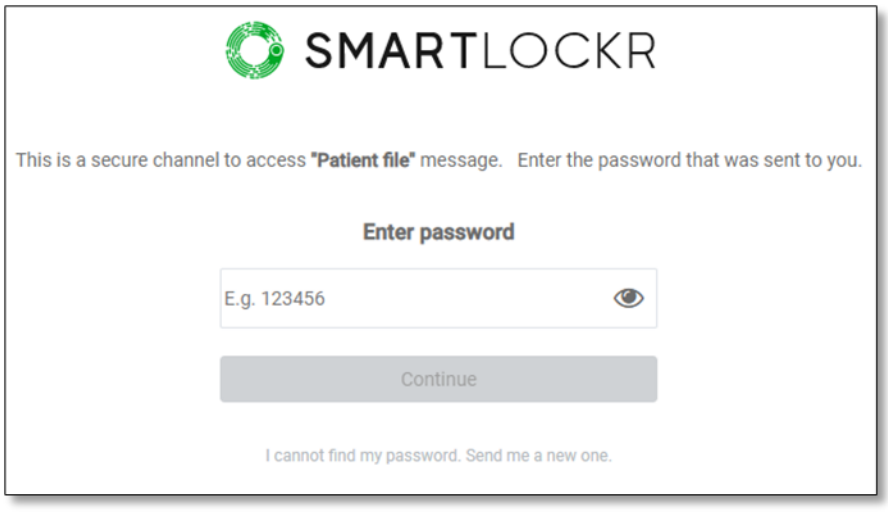
Step 1: Before getting access to the message/file(s), the recipient needs to fill in a text message / SMS code. When clicking 'Download files' or 'Open message' a new window will open. This is a secure, encrypted environment that is only available to the recipient. Here they can request their code by clicking 'Send my SMS code'.



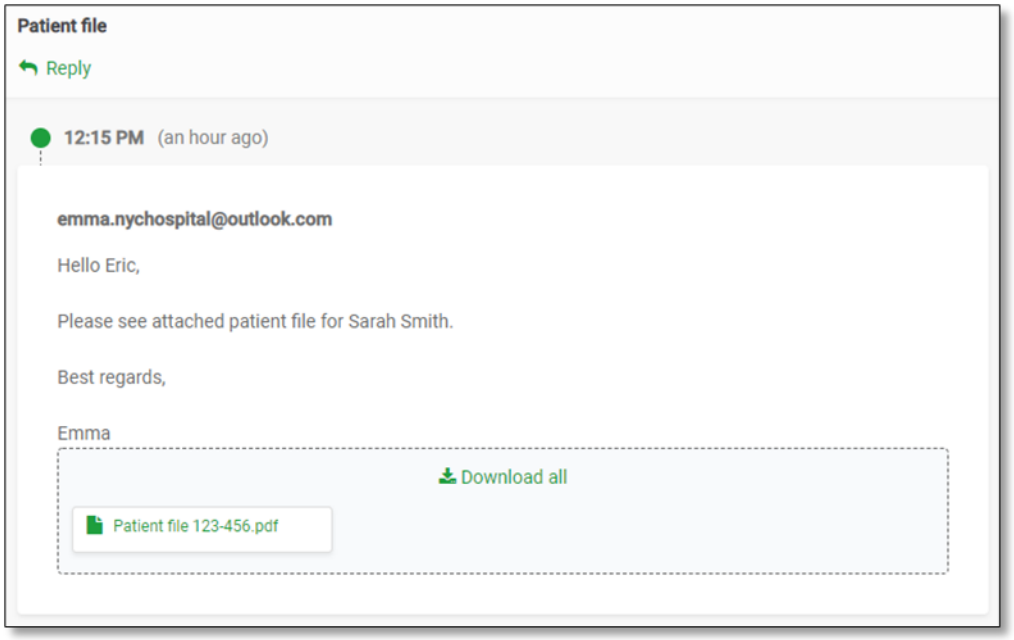
Step 2: After this, a code will be sent to the recipient's phone number. A field where it must be entered will open in the secure environment.



A field where it must be entered will open in the secure environment.



Step 3: After entering the code the recipient has access to the message and/or file(s).



04. Get mailing!

Congrats, you are now ready to start sending secure messages.

Should you have any questions about using Smartlockr, we recommend that you contact your IT department.

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