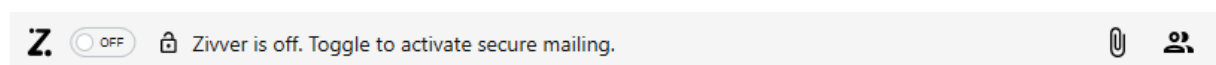




## Meet Zivver, the new and simple way to send secure emails!



You'll notice something new when sending an email. If you start writing a new email, you'll see an additional ribbon on screen. That's **Zivver**. This new tool will give you the possibility to send personal data and other sensitive information in an extra-secured manner. This way, you know for certain that only the correct recipient can open the information.

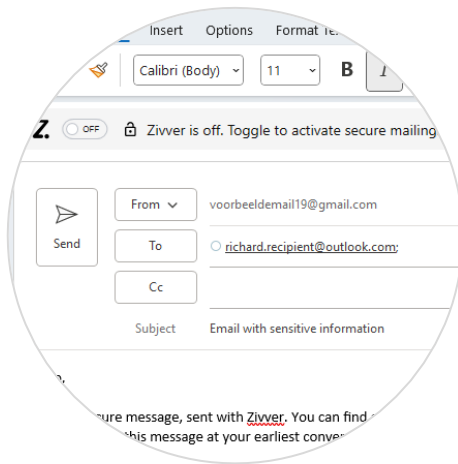
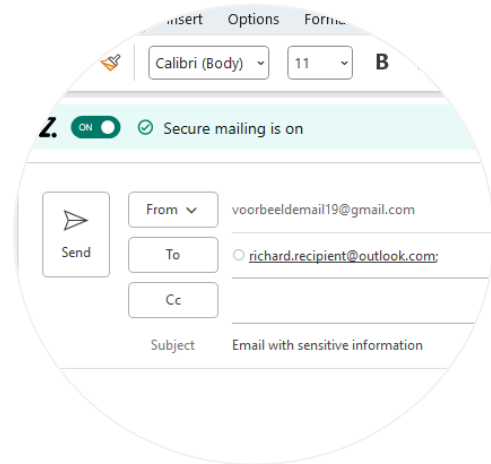
In this short user guide, we'll explain how you can quickly get to work using Zivver.

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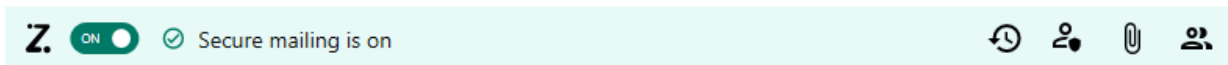
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# When does Zivver activate?

In most cases, Zivver becomes active when you're writing an email with **sensitive information** to an **external recipient**. If Zivver activates, the gray ribbon in the email turns blue.



If Zivver doesn't become active, despite the fact that you're sending an email that contains personal data to an external recipient, you can **manually** turn on Zivver by clicking the toggle on the left-hand side of the ribbon. If you expect personal data to be included in the **reply** to your email, you also have to secure your message with Zivver. However, if you send an email to a **colleague**, you don't have to send the message via Zivver.



# Zivver is active, now what?


If Zivver activated automatically or manually by you, you'll see a number of features in the Zivver ribbon. What exactly do these buttons mean?

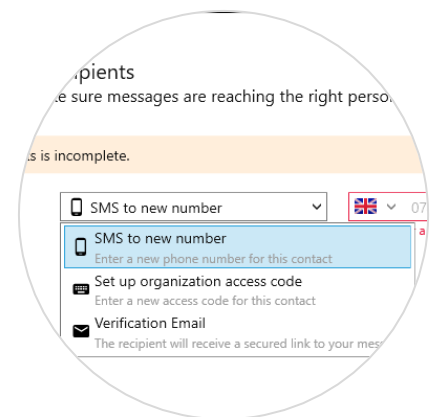


## Recipients

To prevent data leaks, it's important that only the **right recipient** can open the Zivver message. The recipient doesn't need a Zivver account, but has to be able to identify themselves with additional security. This is either an SMS code, an access code you've agreed upon beforehand, or a verification email.

## New recipients

If the button is blue, as can be seen here, the recipient has already been verified. There's **nothing else** you have to do. If an exclamation mark appears on the button, you need to set the **identity check** for this new recipient. To do so, click the  button and select one of the options in the menu.



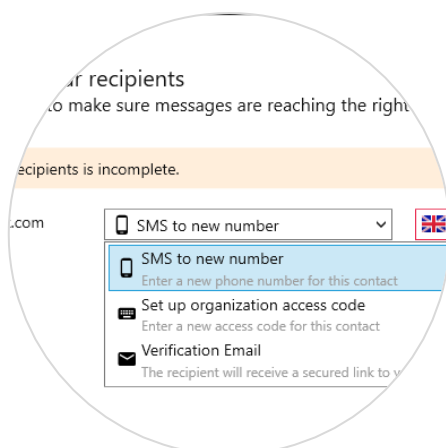
## Options for the identity check

You select one of the following options for the identity check:

- **SMS to new number:** use this option if you've got your recipient's mobile phone number (such as with clients or direct contacts).
- **Set up organization access code:** if there's no mobile phone number available, or if you're sending an email to a shared inbox, set up an access code (of at least 6 characters). **Note:** discuss this beforehand with the recipient!
- **Verification Email:** use this option only if you don't have the recipient's phone number, and if there's no way to agree on an access code!

### Tip!

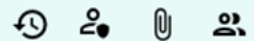
If you choose an identity check via **SMS** or **shared access code**, this method will be remembered for next time... for everyone sending an email to that recipient!



## Expiration date

All messages you send via Zivver **expire within x weeks** and can't be opened after this time. That's why it's important to archive all conversations according to the guidelines for external communication. This has all been set by your Zivver administrator, meaning that you won't have to use this button. The recipient is also unable to access the messages after x weeks. You can download and store messages and attachments in order to maintain access to them.

Z.  Secure mailing is on

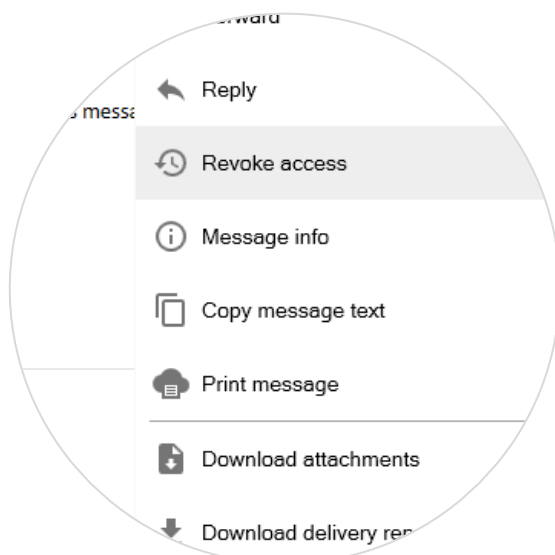



## Send attachments

Zivver allows you to transfer **large files**. Click this button to upload an attachment. It's also possible to add attachments with the Outlook button, but attachments that are larger than 10MB have to be added via the Zivver button.

The recipient will receive a download link for the attachment(s), rather than receiving the attachment(s) directly in their mailbox. This saves storage in your recipient's inbox.

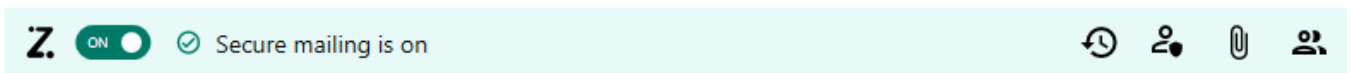
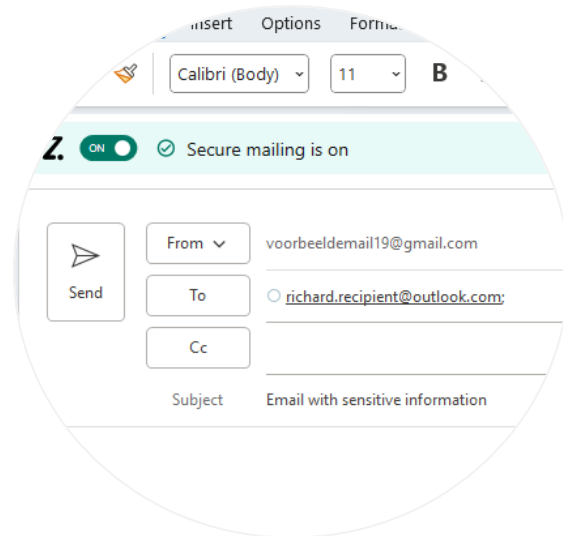
## Sent an email by mistake?



Did you send an email to an incorrect recipient, or did you add the wrong attachment? No problem, because it's also possible to **immediately revoke access to a message**. To do so, you find the message in your 'Sent' folder, click  the three dots in the top-right corner of the email, and select 'Revoke access'.

# Send and receive email in a shared mailbox

Sending messages from and receiving message in a **shared mailbox** works in the exact same way as your own mailbox. You can see which employee sent a message from a shared mailbox, but the recipient can't. The recipient only sees the shared mailbox's email address.



## What does Zivver look like to the recipient?

The recipient of a Zivver message receives a notification email with the organization logo and the sender's name (or the name of the shared mailbox). By clicking the black button in this email, the recipient automatically opens the recipient portal.

**Z. zivver**

New secure message from **justin** (Zivver (demo RC)) with the subject: Check information

Sent to **peet.patient@outlook.com** from the email address **justin.beheerder@gmail.com**

**Open message**

or click [this link](#) to open the message

By opening the message, you agree to Zivver's [User Terms](#) and [Privacy Policy](#).

To unlock the message, the recipient has to click the 'SEND SMS' button. With the SMS code they receive, the recipient can open and read your secure message, and reply to it. If your recipient has replied to your email, you'll receive their reply in your inbox and can instantly read the message, without having to take additional steps.

## Request SMS code

A 6-digit code to open the secure message will be sent by SMS to +31649\*\*\*\*25.

**Request code**

[Already have a code? - Click to continue](#)  
[Number not correct? - Notify the sender](#)

## Why do I need an SMS code to open my message?

This check keeps access to the contents of a message or file restricted to the intended recipient(s). It also helps the sender comply with privacy laws and improve data security.

