SecureSend
Information Guide

SecureSend Fact sheet

1. What is SecureSend?

SecureSend is a web based system using a complex encryption methodology which allows information to be sent via a link to a specified and confirmed email address/es. The receiver will then be able to click on the link contained in the email and access the information.

For security reasons the information must be downloaded within 30 days of receipt. Once the message is greater than 30 days old the content will be inaccessible. If required, the information may be resent via SecureSend. It must be noted that SecureSend is a web-based system which is maintained by the Lifeblood and is therefore a one way service from the Lifeblood to you, our customers.

2. Why we are using the SecureSend system?

SecureSend improves data security and allows for the receipt of pathology and clinical reports in a shorter timeframe than other methods, such as fax or post. The new process will also allow for better traceability and mitigate risk of reports going missing.

3. What do I need to do to get reports via SecureSend?

To receive reports via SecureSend you will need to provide your local Lifeblood testing laboratory with one or more email addresses where the reports should be sent. Where appropriate, these email addresses can be provided on the testing request form. It is preferred that a minimum of two individual email addresses, or a group email address or distribution list, are supplied to ensure access to the reports if one person is on leave or unavailable.

Please note that we will ONLY send results/reports to recipients as listed on the test request form, or via the initial testing agreement. Any changes to the report recipients must be received as a written notification from the requester.

Each report recipient will receive an email containing a link where you can click to then download the attachments.

When accessing SecureSend for the first time, each user will be asked to login before viewing the message or reports.

4. What if I have limited internet access or our laboratory blocks the site?

Please contact your laboratory's onsite IT department in the first instance. If you are unable to resolve the issue please let us know and we will work with you to find a suitable alternative arrangement.

5. Who do I contact for help regarding SecureSend?

Please contact your local Lifeblood testing laboratory or your Customer Relationship Manager.

SecureSend
How to register for secure send

Dear Secure Send User,

Thank you for showing your interest in using the SecureSend system for receiving your results and reports securely.

To ensure your nominated email address/es are registered in the system and to complete a test run, please click on the link below and follow the prompts.

Please go to the SecureSend website: https://SecureSend.redcrossblood.org.au

When you are on the Australian Red Cross Lifeblood SecureSend login page you will see a button at the bottom "Register" please click on this and follow the prompts.

You will be asked to set up a password. Please note the complexities:

- At least 8 characters
- At least one upper and lower case letter
- At least one digit (0-9)
- At least one of: !,@,#,$,%,^,&,*,?,_,~,-,(,)

Step by step instructions of the process are also attached for your reference.

Once you register your email address/es, please ensure you can access the SecureSend inbox to open and download the attachment that you have been sent. If you are registering a group email or distribution list please ensure all members are able to log in and access the system and download the attachment.

If you have any queries regarding this process or come across any issues please don't hesitate to contact your local Lifeblood testing laboratory or our Customer Relationship Team via email at *services@redcrossblood.org.au* or on 03 9252 0111.

Thank you.

SecureSend
How to register for SecureSend

An email will be sent to you that will look like the following.

Click on the attached link.

Message subject here
username@redcrossblood.org.au
Sent: Tue 14/05/2013 2:58 PM
To: IS Solution Design (AUS)

Accompanying message text here

Files attached to this message

Filename	**Size**

ARCBS stack 2010.jpg   122kb

Please click on the following link to downlaod the attachments:
https://SecureSend.redcrossblood.org.au/message/qxoVYhzItlAH0fDpXzHe9B

The attachments are available until **Thursday, 16 May.**

Message ID: qxoVYhz

LiquidFiles Appliance: https://SecureSend.redcrossblood.org.au

---

After clicking on the link from the email you will see this prompt.

You should now enter your email address (which matches the address the email was received in) and click 'Authorise'.

Login
You are about to view a secure message. You need to login before viewing.

recipientname@theirdomain.com| Authorise

If you have not logged into SecureSend before you will get the following login request.

Login
You are about to view a secure message. You need to login before viewing.

@   .com

Thank you. As you don't have an account on this system, an email has been sent to verify that this is your email address. When you click on the link in this email you will be prompted to create an account. Then you will be taken to the message.

SecureSend
How to register for SecureSend

SecureSend will then send you another email with a validation link.

Click on the link to validate your account.

[SecureSend.redcrossblood.org.au] Validate Email

securesend@redcrossblood.org.au Add to contact 4:44 PM
To: @   .com

Email validation to donwload secure attachment at SecureSend.redcrossblood.org,au.

Please click on the following url to view the message:
https://SecureSend.redcrossblood.org.au/validate/6FnMuSFf21PZhceUDnfZ60/DES1hJKYC12y6cuc5NN89i

This link is valid until 16:34. Please click oin the link in the message email if the link has expire to request a new validation email.

LiquidFiles Appliance: https://SecureSend.redcrossblood.org.au

You will then have the ability to register a SecureSend account.

Register

Name   Username
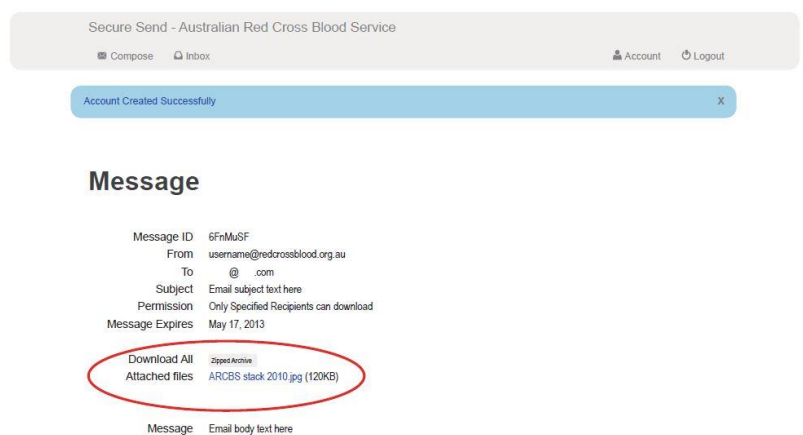Email   @   .com
Password   ••••••••
Password
Confirmation   •••••• |

Save

SecureSend
How to register for SecureSend

Once registered, you can now download the file, either as the direct file or as a zipped archive.

The next time you try to access a SecureSend file received in an email you can login with your registered email address and password