



QUICK REFERENCE GUIDE FOR EXTERNAL PARTNERS USING THE SECURE MAIL SERVICE

1 Prerequisites

External Users (Ivoclar Vivadent partners)

External Partners need to have one of the following:

- Adobe Acrobat Reader (Version 8 or higher) for SecurePDF (Secure Mail Portal registration)
- Own S/MIME certificate or PGP-key-pair in conjunction with compatible mail client. To bypass the registration process just answer to the registration e-mail with a digitally signature.

2 Enrollment and registration of external users

New external users can only be enrolled by receiving an encrypted e-mail from a Ivoclar Vivadent internal user.

3 Registration and delivery method external user

When a Ivoclar Vivadent User sends an encrypted e-mail to an external partner, the partner will receive a registration message and has two basic options to use Secure Mail:

1. Register at the Ivoclar Vivadent Secure Mail Portal manually and receive SecurePDF's that allow computer independent communication with little effort. For sending e-mail the Secure Mail Portal must be used.
2. Auto-Register by replying with his own personal digital identification (PGP or S/MIME). This allows full integration of Secure Mail into many mail clients.

Manual registration for SecurePDF (Option 1, default)

Using this manual registration mode with SecurePDF is easy to setup and basically computer independent (if you have web-mail access).



How it is working

A registration E-Mail is sent to the external recipient right, after a Ivoclar Vivadent employee sends an encrypted e-mail message.

<p>Information Services </p> <p>Register to Receive an Encrypted Email</p> <p>Hello christoph.kaiser@ivoclar.com Christoph Kaiser has sent you a secure Ivoclar Vivadent Secmail message.</p> <p>Please register to access the email. If you are reading this on a mobile device, you need to choose between the mobile versions of Ivoclar Vivadent Secmail WebMail and Ivoclar Vivadent Secmail PushedPDF.</p> <p>User ID: <input type="text" value="christoph.kaiser@ivoclar.com"/></p> <p>Password: <input type="text" value="mq8N7wK2"/></p> <p>Register Now</p> <p>A step-by-step guide can be found here.</p>	<p>Copy the Password into the clipboard.</p> <p>Press "Register Now"</p>
<p>Registration for: christoph.kaiser@ivoclar.com</p> <p>① Identification ② Personal Information ③ Channel</p> <p>Enter your one-time password.</p> <input type="password" value="....."/> <p>Cancel Confirm</p>	<p>Copy the one-time Password from the clipboard to the website</p> <p>Press Confirm</p>



Registration for: [jdoe@ivoclar.com](#)

1 Identification 2 Personal Information 3 Channel

First name ✓ Last name ✓

Set new password ✓ Password strength

Confirm password ✓

Preferred language

Fill out the required fields

Use a strong password. Green password strength indicates a strong password.

The Password must be min 8 characters long, need to have one uppercase letter and one number.

Confirm with Next

Registration for: [jdoe@ivoclar.com](#)

1 Identification 2 Personal Information 3 Channel

totemomail® WebMail

Select this option to read and write secure emails directly in your Web browser.

▶ More information

totemomail® PushedPDF

If you select this option, the message is sent to your mailbox as a secure PDF document.

▶ More information

Select totemo **PushedPDF** as the default method to read the encrypted e-mail

Successfully completed

You have successfully registered. From now on, you will receive secure messages as secure PDF attachments directly in your mailbox. You can now close this window.

The registration has successful finished. At this stage, a new e-mail has been delivered with the selected method. There is no need to login at this time.



Open the PDF Attachment from the e-mail you receive.

Enter the Password you selected in the registration.

Press submit.

Bypass Registration Process

 Please Note:

Don't want to register?

Alternatively, you can reply with a message signed with your S/MIME certificate or with your OpenPGP key attached.

To bypass the registration process, externals need to own a Private Key.

Just reply to the registration E-Mail digitally signed. Immediately the encrypted e-mail will be released and delivered.

4 How to send secure E-Mails

Secure Mail Web Portal (sending only)

The Secure Mail web portal solution allows secure mail exchange between Ivoclar Vivadent and external partners through a web interface. This is the only option to compose and send encrypted e-mails to Ivoclar Vivadent employees for external partners who registered for SecurePDF.

Note: The Secure Mail web portal does not store any e-mail exchanged between Ivoclar Vivadent and external partners. The Secure Mail web portal can be accessed through the login link on

<https://secmail.ivoclarvivadent.com/responsiveUI/>

External partners enter their **e-mail address** and the **password** chosen during the registration process.



After successful login, a new secure mail can be created and sent using the web interface.

New message Send message

To: Cc Bcc

Subject:



Note: External partners can only send encrypted e-mails to Ivoclar Vivadent employees. Once you address at least one Ivoclar Vivadent employee, you can also address other external registered partners.

Help

External partners need to contact their Ivoclar Vivadent contact as there is no direct support.