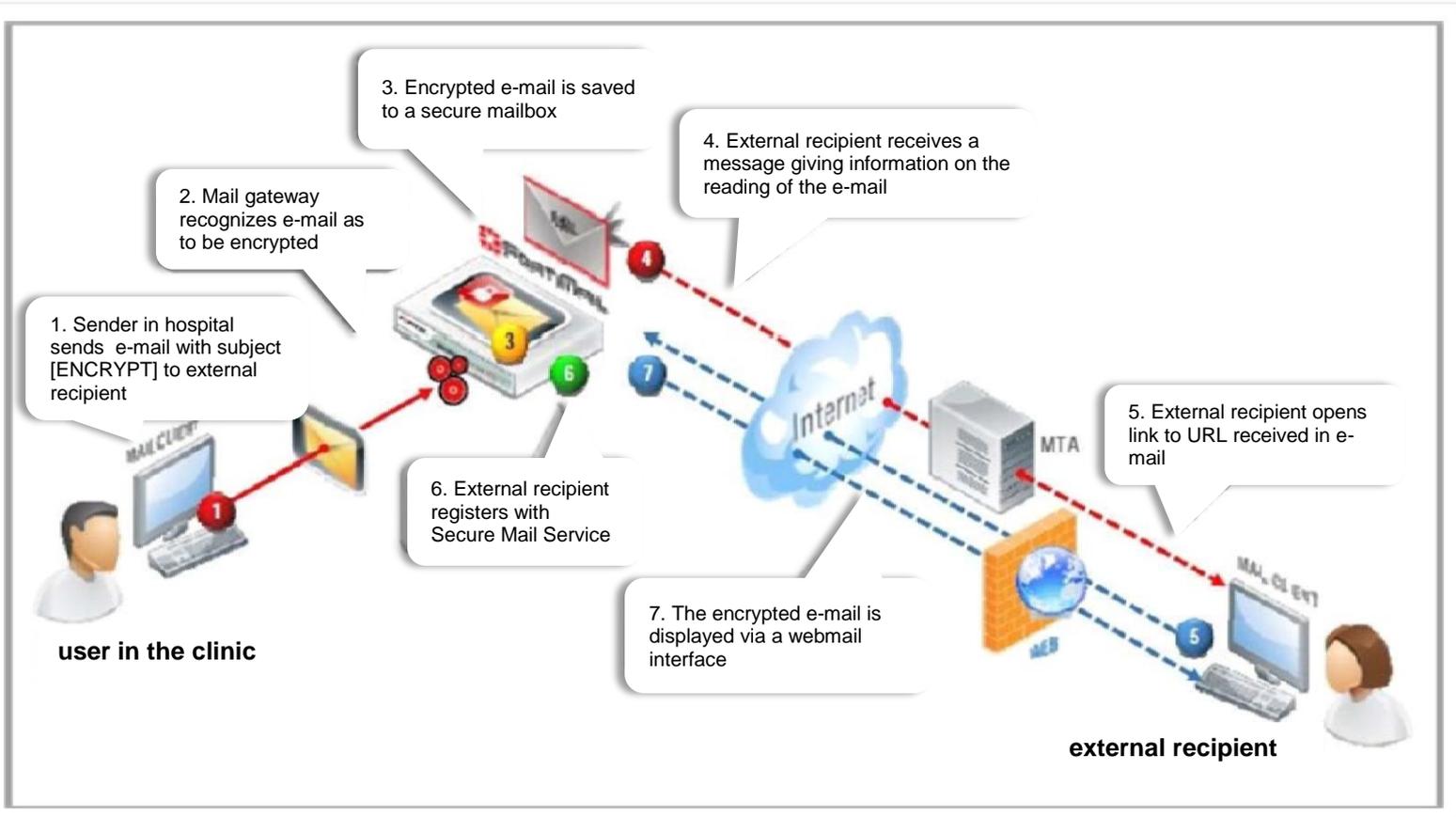


# E-mail Encryption at the Medical Center – University of Freiburg

## General Information

Emails can be encrypted in order to be sent to external recipients from within the hospital. In order to do so, emails which are to be encrypted bear the entry [ENCRYPT] in the subject line of the outgoing email. The recipient is then able to register with the webmail service of our email security gateway - see below for details.

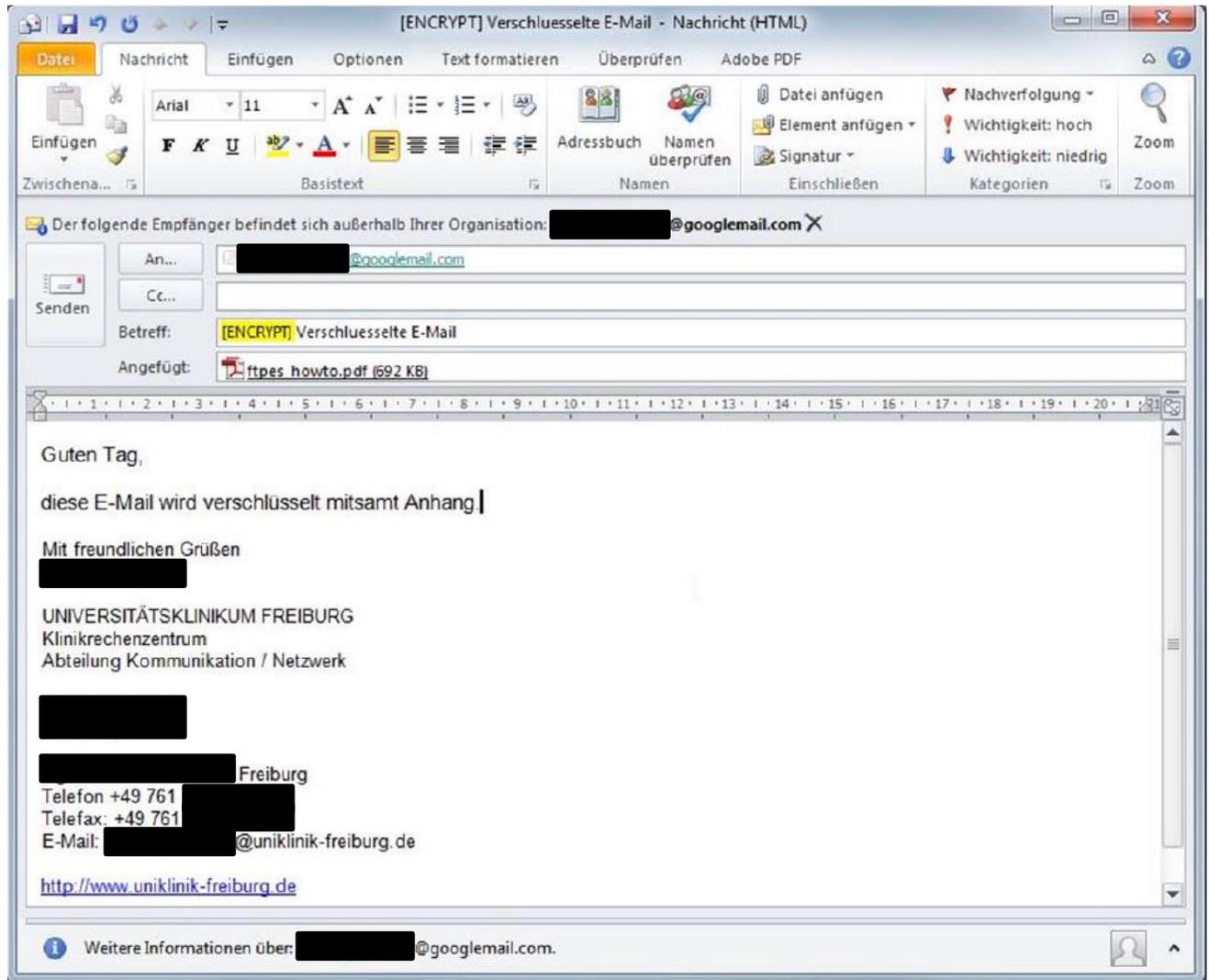
### Overview of the Used Method



## Sending encrypted email

Encrypted emails can only be sent from e-mail addresses of the Medical Center – University of Freiburg. The entry [ENCRYPT] has to be used in the subject line. The recipient's address has to be an external one to the clinic address.

example:



## Receiving encrypted emails

Receiving encrypted emails is only possible for registered external recipients. For registration, you will receive an email from the clinic staff:



In this email you will find a link referring to an encrypted email:

Sie haben eine verschluesselte Nachricht vom Universitaetsklinikum Freiburg erhalten (([ENCRYPT] versuch) 



Doris Haltmair <doris.haltmair@uniklinik-freiburg.de>

сегодня в 09:16

[подробнее](#) 

Язык письма — немецкий. Перевести на русский?   

**Sie haben eine gesicherte E-Mail erhalten / You have received a secure message**

The email is written in German and English and will look like this:

**Sie haben eine gesicherte E-Mail erhalten / You have received a secure message**

Diese Nachricht wird Ihnen vom Universitaetsklinikum Freiburg gesendet. Bei Fragen wenden Sie sich bitte direkt an den Absender dieser Nachricht. Sobald Sie sich bei uns über den Link unten einmalig registriert haben, können Sie Nachrichten von Absendern am Universitaetsklinikum Freiburg ueber diesen Service verschluesselt abrufen.

**Bitte lesen Sie Ihre gesicherte Nachricht / Read your secure message by clicking the link below,** Ihr Webbrowser wird geoeffnet, damit Sie sich dort anmelden koennen / The Web browser will be launched and prompt you to log in.

**[Hier klicken zum Oeffnen der gesicherten Nachricht / click this to open the secure message](#)**

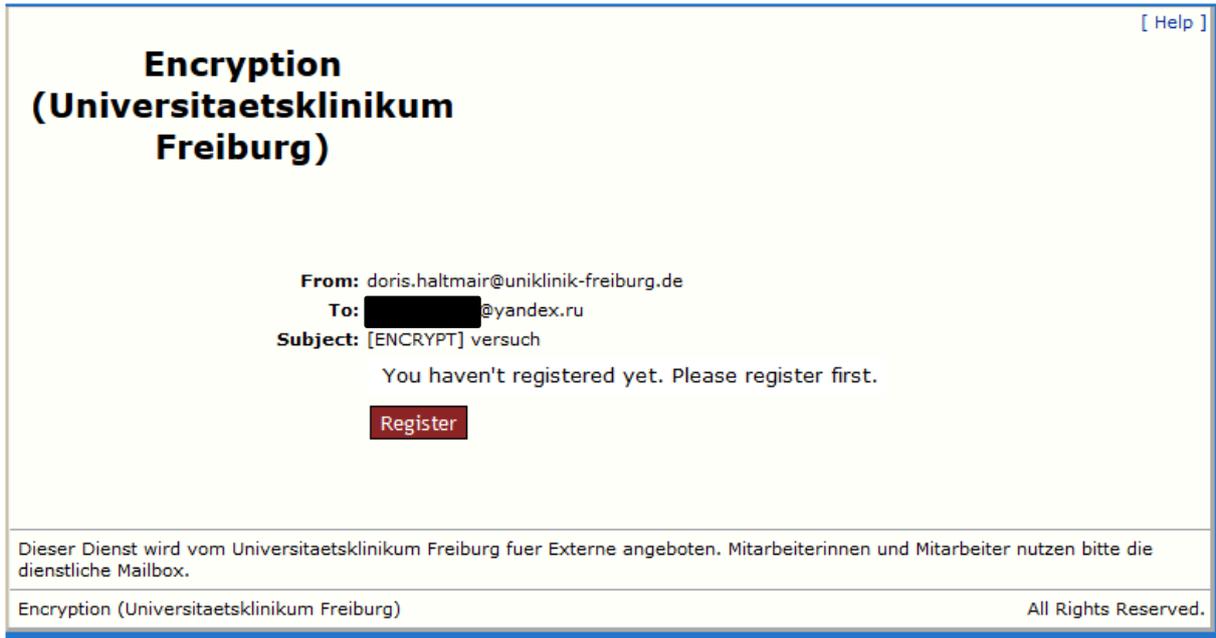
Bei Fragen zur Gueltigkeit dieser Nachricht kontaktieren Sie bitte direkt den Absender / If you have concerns about the validity of this message, contact directly.

Bei Fragen können Sie sich gerne an den IT-Servicedesk des Klinikrechenzentrums, Tel. 0761 270 20120 wenden.

**Help - [Help](#)**

To register or read (if you have registered already at an earlier date) the encrypted email, please click on the link.

The registration website opens in English. In case you have registered at an earlier stage, the log in page will show directly.



Click the **Register** button. The registration site opens. Please select your language first:



To register, fill in the required form:

example Russian -

**РЕГИСТРАЦИЯ НОВОГО ПОЛЬЗОВАТЕЛЯ**

Адрес электронной почты: olgaistomina@yandex.ru

Язык: русский ▾

Часовой пояс: (GMT+1:00)Amsterdam,Berlin,Bern,Rome,Stockholm,Vienna ▾

Имя:

Фамилия:

Пароль:

Подтвердите пароль:

Секретный вопрос: Марка первого автомобиля? ▾

Ответ:

Секретный вопрос 2: Девичья фамилия матери? ▾

Ответ:

Секретный вопрос 3: Где вы познакомились с вашим супругом / супругой? (Введите название города) ▾

Ответ:

example German -

Click **Register** to submit the form.

You are now registered and will receive an email informing you about the successful registration. Click **Continue** next.



The message about successful registration in German and English looks as follows:



This message is only for information, please do not reply to it!

## Reading Encrypted E-mails

On successful registration, every time you are sent an encrypted e-mail you will receive a link (see above) to this log in site. Here you enter your password which you chose on registration:

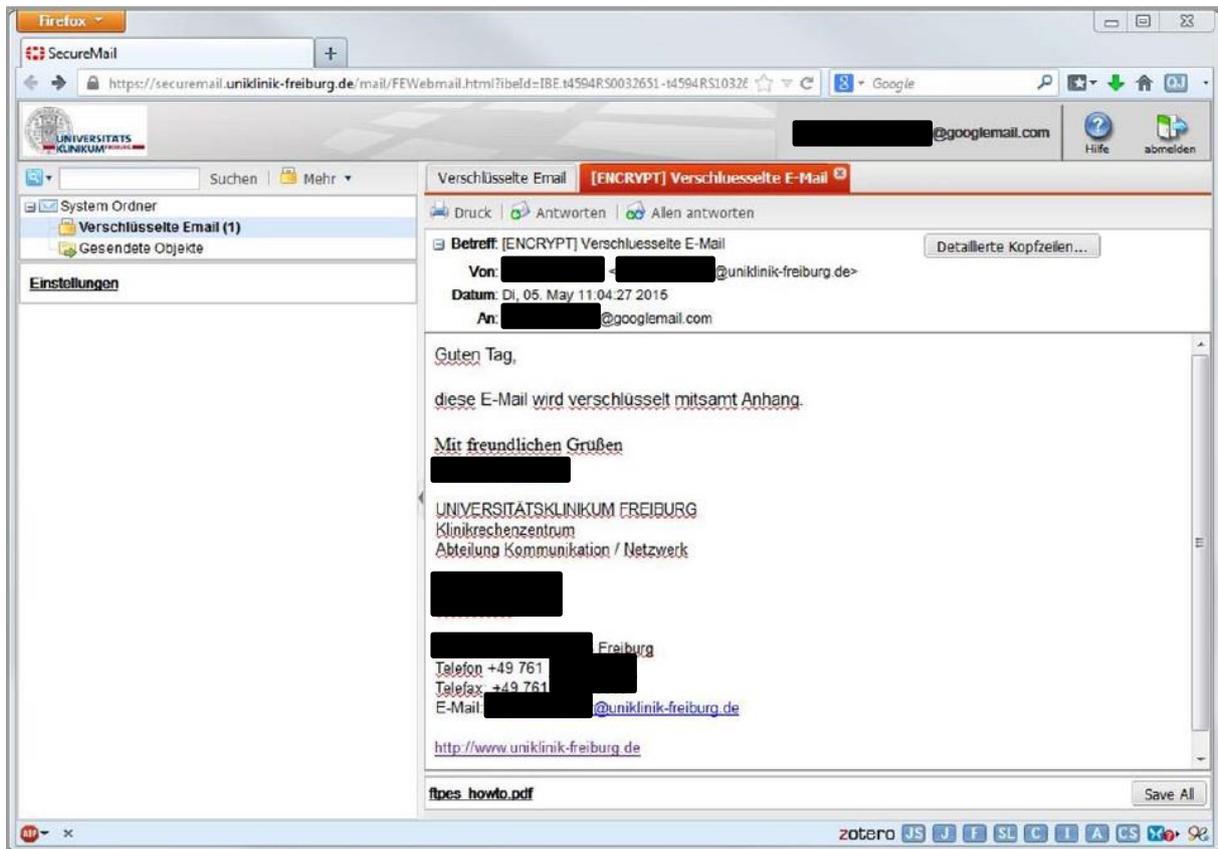


In case you forget your password you may request a new one by clicking the [Forgot password](#) button on this site:

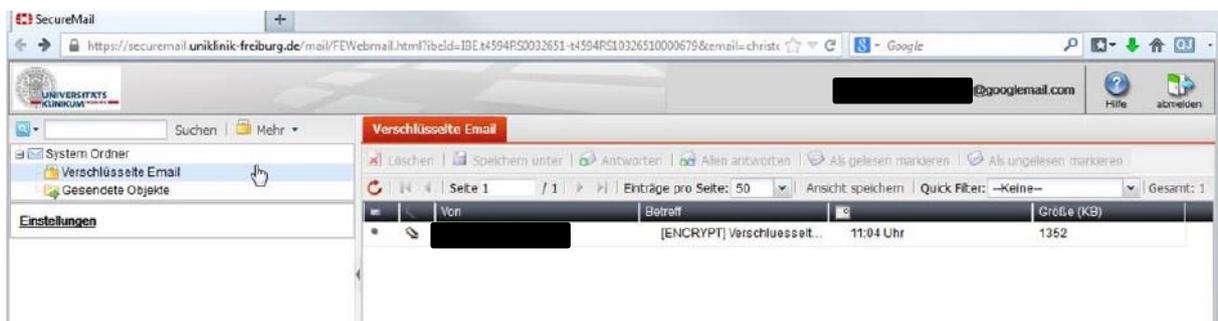


After you've answered one of your safety questions, an email is sent to you with a link. After clicking on this link you can define a new password only if you answer another one of the safety questions correctly.

After successful log in you will be taken directly to the encrypted email and its contents, including attachments:



There you will also find a summary of all your messages saved on the email security gateway:



## Terms of data retention and deletion

Terms for user registration:

- User registration has to be done within 30 days on reception of the encrypted email.
- Inactive users are blocked after 90 days. After that a new registration is necessary.
- The request for a new password has to be proceeded within 24 hours.

Stored encrypted e-mails will deleted after 180 days.