

Quick Reference Guide

External and Third Parties



Sending and receiving files securely

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1. Creating a LiquidFiles account

In order to send files via LiquidFiles you will need to set up an account.

Setting up an account that is connected to the SJGHC eco-system is easy and there are two main options.

Option 1: Open an email sent to you using LiquidFiles from a SJOG caregiver

- A. Open the email.
- B. Scroll to *Secure Message Info* section which will be included in the bottom of the email.
- C. Select Download Attached Files.



Secure Message Info

Message ID	
Message Expires	Friday, 16 February
Message URL	https://securefiles.sjog.org.au/
Permission	Only specified recipients can access the files attached to this message.

Files attached to this message

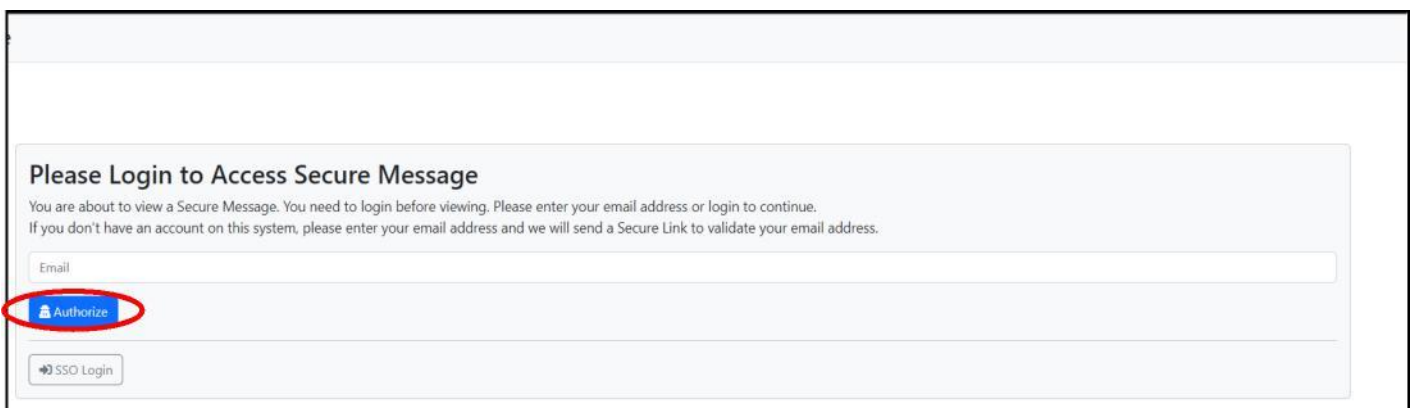
Filename	Size
41698.jpg	299 KB

Download Attached Files

Reply to this Secure Message

If you need assistance accessing or using this Secure Message System, please contact support at securefiles@sjog.org.au.

- D. You will then need to authorise your email address.
- E. Insert your email address and select **Authorise**. Note: You must use the email address that the original email was sent to.



Please Login to Access Secure Message

You are about to view a Secure Message. You need to login before viewing. Please enter your email address or login to continue.
If you don't have an account on this system, please enter your email address and we will send a Secure Link to validate your email address.

Email

Authorize

SSO Login

- F. You will then be asked to verify your email address.
- G. An email will be sent to your email address to validate.
- H. Copy the Secure Token from the verification email.

Validate Email

You are trying to access: <https://securefiles.sjog.org.au>. In order to verify your email please either enter the Secure Token below, or click on the Validate Email button/link.

Secure Token: xxxxxxxx

[Validate Email](#)

Secure Token Expires at: 16:16:51

If you need assistance accessing or using this system, please contact support at securefiles@sjog.org.au.

 **ST JOHN OF GOD**
Health Care

St John of God Healthcare — Secure File Transfer System: <https://securefiles.sjog.org.au>

- I. Paste this Token in the Validate Screen.
- J. Tick **Create Account** before selecting **Verify**.

Validate Your Email:

A Secure Token has been sent to your email address: . Please either click on the link or enter the Secure Token here to verify your email address and continue.

xxxxxxx

[✓ Verify](#)

☒ Create Account

Create an account on this system so you can authenticate with your email and password instead of using Strong Token authentication.

[Resend Validation Email](#)

- K. You will asked to register your account. Input your name and select a password.
- L. Select **Save**.

Register

Thank you! In order to continue, please enter your details to create an account.
Next time, you can authenticate with your email address and password.

Name

Email

Password

Password Confirmation

[Save](#) [Cancel](#) [Cancel and don't ask again](#)

- M. Enter your phone number to enable two factor authentication.
- N. Select Send Verification Token.

SMS Two Factor Authentication Signup

In order to continue, you need to sign up for SMS Two Factor Authentication. Please enter your phone number below to continue.

Phone Number

Please enter your phone number with country code and without leading zeros. A verification token will be sent to this phone number.

[Send Verification Token](#)

- O. You will receive a **Secure Token** via SMS.
P. Enter the token and select **Verify**.

SMS Two Factor Authentication Signup

Please enter the token that's been sent to your mobile phone: **+614**

Code

[Verify](#)

[Resend Token](#) [Change Phone Number](#)

- Q. You will then be brought to a screen which will include the details of the secure email, including the secure files for download.

Message

Message Header

Message ID: [REDACTED]

From: [REDACTED]

To: [REDACTED]

Subject: Test

Authorization: Only Specified Recipients can access

Message Sent: January 17, 2024 17:35

Message Expires: February 16, 2024

Message Expires After: 2 Downloads per Recipient

[Reply](#)

Attached Files

41695J.jpg 300 KB [Download](#)

1 File 299 KB

[Download Attachment Details \(new\)](#)

Message

[REDACTED]

Option 2: Request an invite to join LiquidFiles

- A. Contact your hospital's Health Information Manager and request an invite to join LiquidFiles.
- B. Your local Health Information Manager will email you an invitation to join.
- C. Open the invitation email, and Select **Verify Account**.

Please verify your account details by clicking on the button below:

[Verify Account](#)

If you need assistance accessing or using this system, please contact support at securefiles@sjog.org.au.



- D. You will asked to register your account. Input your name and select a password.
- E. Select **Save**.

Register

Thank you! In order to continue, please enter your details to create an account.
Next time, you can authenticate with your email address and password.

Name

Email

Password

Password Confirmation

[Save](#) [Cancel](#) [Cancel and don't ask again](#)

- F. Enter your phone number to enable two factor authentication.
- G. Select **Send Verification Token**.

SMS Two Factor Authentication Signup

In order to continue, you need to sign up for SMS Two Factor Authentication. Please enter your phone number below to continue.

Phone Number

Please enter your phone number with country code and without leading zeros. A verification token will be sent to this phone number.

- H. You will receive a **Secure Token** via SMS.
- I. Enter the token and select **Verify**.

SMS Two Factor Authentication Signup

Please enter the token that's been sent to your mobile phone: +614

Code

2. Accessing files sent via LiquidFiles

- A. Open the email you have been sent.
- B. Scroll to the *Secure Message Info* section at the bottom of the email.
- C. Select Download Attached Files.

Secure Message Info

Message ID	
Message Expires	Friday, 16 February
Message URL	https://securefiles.sjog.org.au
Permission	Only specified recipients can access the files attached to this message.

Files attached to this message

Filename	Size
41698.jpg	299 KB

Download Attached Files

Reply to this Secure Message

If you need assistance accessing or using this Secure Message System, please contact support at securefiles@sjog.org.au.

- D. Then enter your email address.
- E. Select **Authorise**.

Please Login to Access Secure Message

You are about to view a Secure Message. You need to login before viewing. Please enter your email address or login to continue.
If you don't have an account on this system, please enter your email address and we will send a Secure Link to validate your email address.

Email

Authorize

SSO Login

- F. Then enter your password.
- G. Select **Authenticate**.

Please Login to Access Secure Message

You are about to view a Secure Message. You need to login before viewing. Please enter your email address or login to continue.
If you don't have an account on this system, please enter your email address and we will send a Secure Link to validate your email address.

@hotmail.com

Password

☐ Remember me for two weeks

Authenticate

SSO Login

Password Reset

- H. A token will send via SMS to your phone number linked to your account.
- I. Enter the **SMS token**.
- J. Select **Verify**.

Verify SMS Token

Please enter the token that's been sent to your mobile phone: +61

[✓ Verify](#)[Resend Token](#)

☐ Skip Two Factor Authentication in this browser for two weeks

K. You will then be brought to a screen which will include the details of the secure email, including the secure files for download.

Message

Message Header

Message ID

From

To

Subject

Authorization

Message Sent

Message Expires

Message Expires After

Test

Only Specified Recipients can access

January 17, 2024 17:35

February 16, 2024

2 Downloads per Recipient

[Reply](#)

Message

Attached Files

[#1000.jpg](#) 300 KB [Download](#)

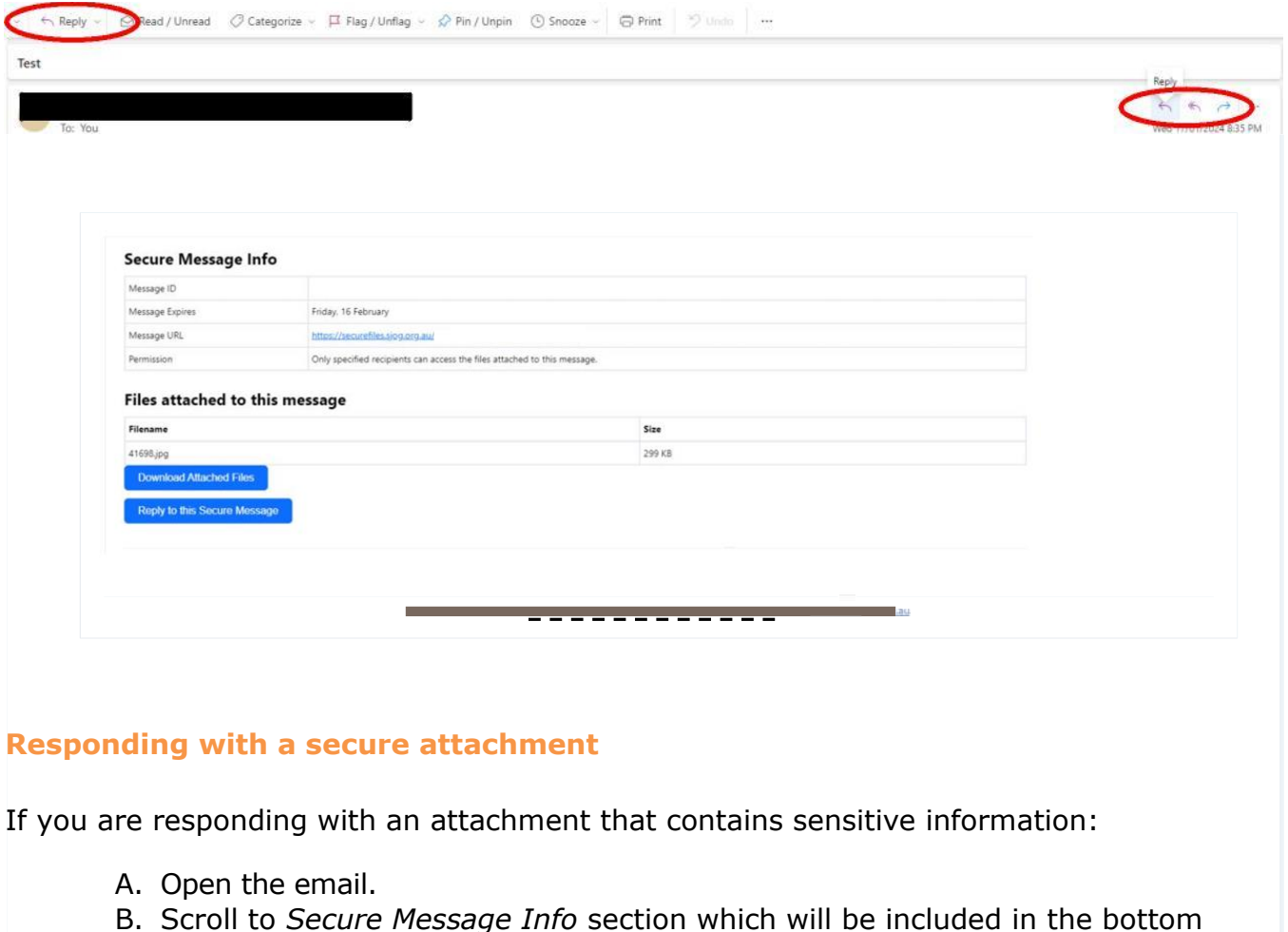
1 File 299 KB

[Download Attachment Details \(url\)](#)

3. Replying to emails sent via LiquidFiles

Responding with only non-sensitive information

If you would like to respond to an email sent via LiquidFiles, and do not wish to include sensitive information, simply reply via your email account as per normal.



The screenshot shows an email client interface. At the top, a toolbar contains several icons, with the 'Reply' icon circled in red. Below the toolbar, the email header shows 'Test' and a redacted 'To: You' field. On the right side, a 'Reply' button is also circled in red. The main body of the email contains a 'Secure Message Info' section with the following details:

Message ID	
Message Expires	Friday, 16 February
Message URL	https://securefiles.sjog.org.au/
Permission	Only specified recipients can access the files attached to this message.

Below this is a section titled 'Files attached to this message' with a table:

Filename	Size
41695.jpg	299 KB

At the bottom of the attachment section, there are two buttons: 'Download Attached Files' and 'Reply to this Secure Message'.

Responding with a secure attachment

If you are responding with an attachment that contains sensitive information:

- Open the email.
- Scroll to *Secure Message Info* section which will be included in the bottom of the email.
- Select Reply to this Secure Message.

If you need assistance accessing or using this Secure Message System, please contact support at securefiles@sjog.org.au

- E. When the email chain has opened within LiquidFiles, select **Reply**.

Message



- F. A reply window will open.

6

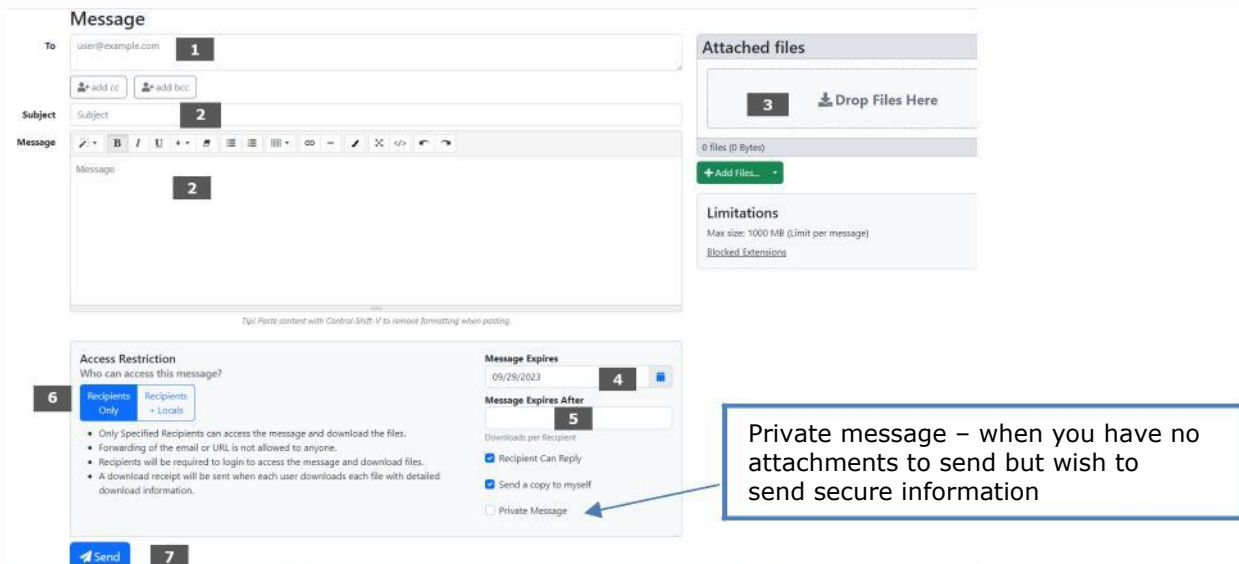
1.	Select recipients – type the recipients email addresses. Note: the web version is not tied to the SJGHC directory but will remember commonly used email addresses. You can only send email addresses that contain the sjog.org.au email domain.
2.	Type the subject and message
3.	You can add files up to the max size displayed
4.	Default is 30 days if left blank but can be changed
5.	How many downloads of files are allowed before expiring. Recommend 1-2 times only.
6.	Access restrictions: Recipients only – only specified recipients can access the message and download the files. Forwarding is allowed but the ability to download the attachments will be not be permitted. Recipients + Locals – only specified recipients and local users can download the files. Forwarding of the email or URL is allowed to local users only (must have a .sjog.org.au email)
7.	Click send once all other information is complete

4. Sending files via Liquid Files

You will only be able to send files to SJGHC caregivers with a SJGHC domain email address.

Once you are logged in:

A. Select **Secure Messages** from the toolbar and select **Compose**.



1.	Select recipients – type the recipients email addresses. Note: the web version is not tied to the SJGHC directory but will remember commonly used email addresses. You can only send email addresses that contain the sjog.org.au email domain.
2.	Type the subject and message
3.	You can add files up to the max size displayed
4.	Default is 30 days if left blank but can be changed
5.	How many downloads of files are allowed before expiring. Recommend 1-2 times only.
6.	Access restrictions: Recipients only – only specified recipients can access the message and download the files. Forwarding is allowed but the ability to download the attachments will not be permitted. Recipients + Locals – only specified recipients and local users can download the files. Forwarding of the email or URL is allowed to local users only (must have a sjog.org.au email)
7.	Click send once all other information is complete

5. Other information

Adding your signature to files sent using web version

It is recommended if using the web version of LiquidFiles to create a default signature that will be included on any secure transfer emails.

- A. Select the  icon from the top toolbar.
- B. Select Account Settings
- C. Click in the **Signature** box and **press enter** (to give a line space above signature for typing of text).
- D. Copy or create your signature text and paste into the signature box in LiquidFiles.
- E. Click **Save**

Download log – who downloaded what and when

- If you want to see if your file has been downloaded, by who and when, go to the web version of LiquidFiles <https://securefiles.sjog.org.au/> and enter your credentials.
- Select **Secure Messages** from the toolbar and select **Download Log**.



Removing or deleting attachments/messages

This can be used if the wrong attachment was sent or the wrong email address was used.

- F. Navigate to <https://securefiles.sjog.org.au/> and enter your credentials
- G. Click **Secure Messages** from the top tool bar and select **Sent** from the drop-down menu
- H. Locate the message with the attachment to be deleted and select  from the action column, click **Delete Attachments**

Recipients will still receive the email advising of a secure transfer but will not be able to view the file attachments or any private messages associated with the transfer.