



Laboratory

Instructions on the use of secure e-mail for Finnish Food Authority laboratory customers

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The Finnish Food Authority's laboratory will send the results of the samples it has examined by secure e-mail from 1 January 2021. The use of the secure e-mail will not require the installation of any software to your terminal device. These instructions provide more detailed information on how to use secure e-mail (secure message). The Secure Messaging Service is produced by the Government ICT Centre Valtori.

Receiving and saving a secure e-mail message

1. You will receive a notification on the arrival of a secure e-mail message to your e-mail inbox. The notification will contain a link to the actual message that you can open by clicking the "Open Message" link. In order to read the message, you will need an internet connection and a www browser. The message can only be read in a browser that allows cookies.

In English / Confidential

You have received a confidential message. You can open the message and reply to it from the link below. The connection is protected with TLS encryption. Due to security reasons the message can be read for 30 days at most. Please note that you can only open this message on one device. We recommend that, instead of a smartphone, you open this message in your laptop or desktop computer.

[Open message](#)

2. After clicking on the "Open Message" link, you will be notified of the collection of your personal data. Click the "Continue" button to accept the collection of personal data and to read the message. You will not need to sign into the service separately to read the message.

Read Message

By clicking "Continue" you are aware and give permission to the Data Controller (service provider) to collect, save and store personal information. This information is needed and collected to ensure functionality of secure correspondence, and to verify correct sender(s) and recipient(s) when using this encryption solution with its related applications. Without providing all necessary personal data some applications may not function.

What information is being collected: Depending on the settings and what applications are used, saved information may consist of; names, username(s), phone numbers, personal ID:s, e-mail addresses of the sender(s) and the recipient(s), IP-addresses and location information.

For more information please contact the Data Controller.

Abort

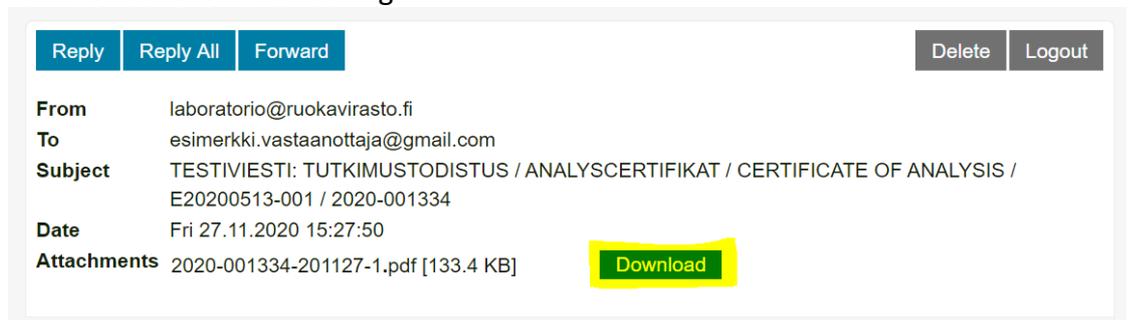
Continue



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3. **Save the message and its attachments to your device as soon as you have opened the secure e-mail message.** If the message contains an attachment, its file name will be listed on the "Attachments" line. To open and save an attachment, click the "Download" icon to the right of the attachment name. If you want to save the message and its attachments, you can do so by clicking the lower "Save" icon. The drop-down menu will allow you to select different saving options. After saving, the message will no longer be in encrypted format, so please ensure that the information is kept confidential even after saving.

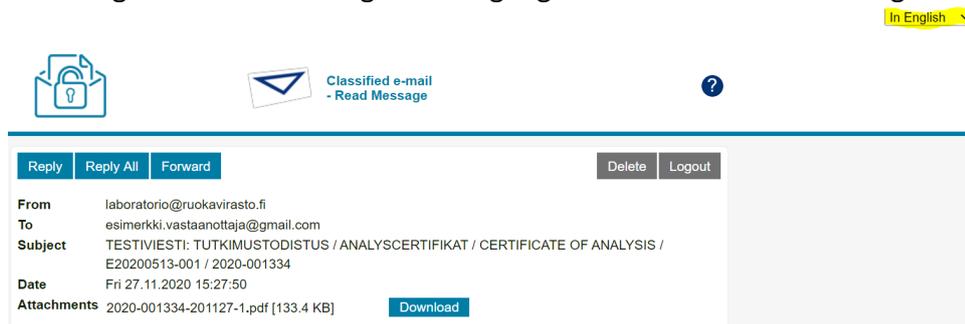


For security reasons, this message is readable for another 29 days 23 hours

Message and attachments (zip)

Save

4. If you have any questions related to the content of the inspection certificate you have received, you can find the contact information in the inspection certificate.
5. The user interface will use the language specified in the language settings of the browser. If your browser is set to English, the user interface for secure e-mails will also be in English. You can change the language from the menu on the right.



6. When you end a session by clicking "Logout" in the upper-right corner, the service will provide options for reopening the secure message. Opening of the message can be restricted in accordance with the cookie data of the browser in which the message was opened for the first time (this will require that cookies are allowed). **If you need to reopen the message later on using another browser or terminal device, or if more than one person needs to be able to open the message, for example from a joint e-mail account, you must use a password to lock the message.**



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Confirm logout

Reopening of message requires identification.
Choose a method of identification of the following:

Cookie: A cookie is saved to your browser and while opening the message you will be automatically identified with it. Message can be opened with the same browser.

Password: Define your own password that is required to reopen the message. Message can also be opened with another browser.

Password

Confirm password

Password must include:

- at least 6 characters
- lower-case letters
- upper-case letters
- numbers

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7. If you locked the message with a password and later want to reopen the message, click the link you received to the message, and the service will ask you to enter the password. If you enter the password incorrectly enough times, the message will be locked. If this happens, contact the message sender and ask that they resend the message.
8. The message will be stored on a server for a period of 30 days, after which it will be deleted. **You must download and save the message and its attachments for later use.**
9. If you use a public computer, be sure to clear the browser's cache and history before closing the browser.