

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	fZ5NuCNPRJ6egLQVTzqpFL
Message Expires	Friday, 16 February
Message URL	https://securefiles.sjog.org.au/message/fZ5NuCNPRJ6egLQVTzqpFL
Permission	Only specified recipients can access the files attached to this message.

Files attached to this message

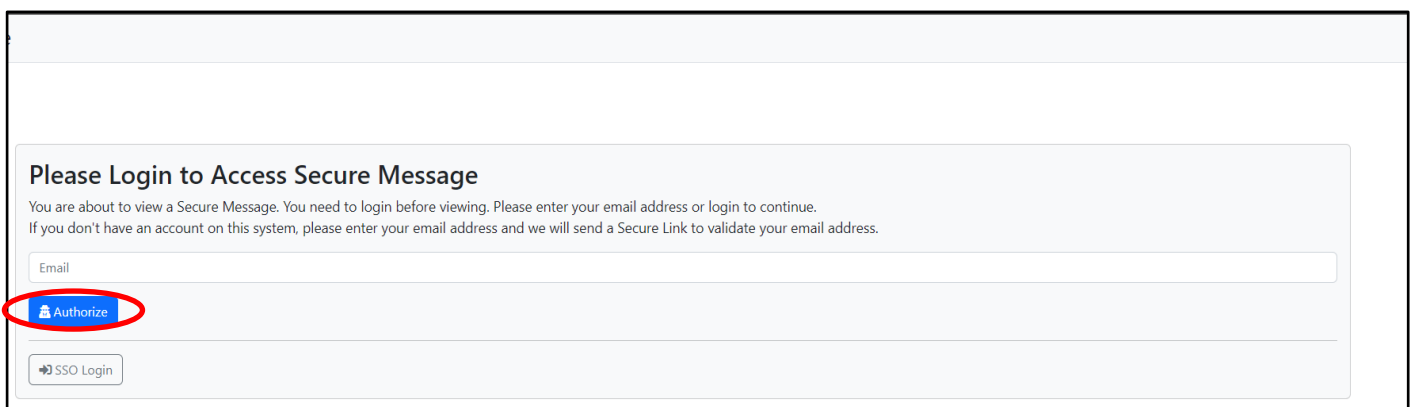
Filename	Size
41698.jpg	299 KB

[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: jV7n-3NrV

[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.

jV7n-3NrV [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](#)

Password Complexity

Your Password **cannot be based on a dictionary word** and you need at least 3 out of

- At least 8 characters
- At least 11 characters
- At least 15 characters
- At least 1 lower case and 1 upper case character
- At least 1 digit (0-9)
- At least one out of: !@#%&*^?_~.-,;()

- 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.

- 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: **+61448932495**

Code

- 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: Auwq1Ba0ng3rgeegyEPLj

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

Attached Files

41698.jpg 300 KB

1 File 299 KB

Message

[Redacted]

Level 1, 556 Wellington Street, Perth WA 6000 | PO Box 5753, St Georges Terrace Perth WA 6831
www.sjog.org.au | [Twitter](#) | [LinkedIn](#) | [Facebook](#)

We acknowledge the Traditional Owners of Country throughout Australia and recognise their continuing connection to land, waters and community. We pay our respect to them and their cultures and to Elders past and present.

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**.

Create Account

This is an invitation to join LiquidFiles.

An account has been created for you at: <https://securefiles.sjog.org.au>.


This Secure File Transfer system will enable you to:

- Send & Receive Much Larger Files than what you can send with email.
- Send & Receive Sensitive and Secure files that you wouldn't trust to send with email.
- Receive Confirmation when someone downloads a file you've sent.
- Please see the [User Guide \(https://securefiles.sjog.org.au/help\)](https://securefiles.sjog.org.au/help) for further information.

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.


ST JOHN OF GOD
Health Care

St John of God Healthcare — Secure File Transfer System: <https://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](#)

Password Complexity

Your Password **cannot be based on a dictionary word** and you need at least 3 out of

- At least 8 characters
- At least 11 characters
- At least 15 characters
- At least 1 lower case and 1 upper case character
- At least 1 digit (0-9)
- At least one out of: !@#\$%^&*?_~.-:()

- 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: **+61448932495**

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	fZ5NuCNPRJ6egLQVTzqpFL
Message Expires	Friday, 16 February
Message URL	https://securefiles.sjog.org.au/message/fZ5NuCNPRJ6egLQVTzqpFL
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 **Authorize**.

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.

Password

Remember me for two weeks

[Authenticate](#)

[Password Reset](#)

[SSO Login](#)

- 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: **+61430974123**

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 AuwqjRa0gnp3rgeegvFol-3

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

d1688.jpg 300 KB [Download](#)

1 File 299 KB

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

Message

[Redacted]

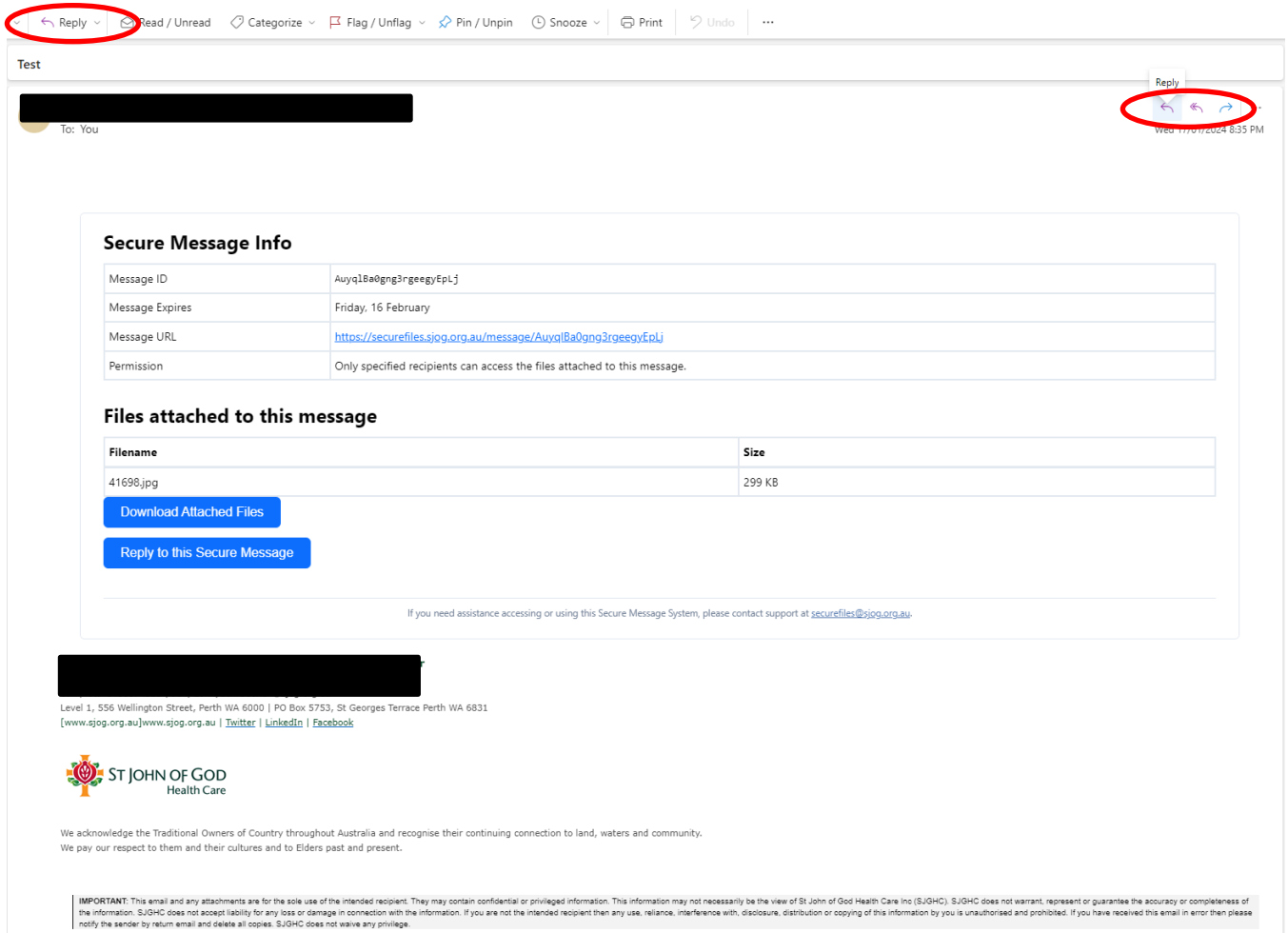
Level 1, 556 Wellington Street, Perth WA 6000 | PO Box 5733, St Georges Terrace Perth WA 6831
www.sjog.org.au | [Twitter](#) | [LinkedIn](#) | [Facebook](#)

We acknowledge the Traditional Owners of Country throughout Australia and recognise their continuing connection to land, waters and community. We pay our respect to them and their cultures and to Elders past and present.

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 interface with a top navigation bar containing buttons for Reply, Read / Unread, Categorize, Flag / Unflag, Pin / Unpin, Snooze, Print, and Undo. The 'Reply' button is circled in red. Below the navigation bar, the email content is displayed. The sender's name is redacted with a black box. The recipient is listed as 'To: You'. The email is titled 'Test'. In the top right corner, there is a 'Reply' button with a red circle around it, and a timestamp 'Wed 17/07/2024 8:35 PM'. The main content of the email is a 'Secure Message Info' section, which includes a table with the following information:

Message ID	Auyq18a0gng3rgeegyEplJ
Message Expires	Friday, 16 February
Message URL	https://securefiles.sjog.org.au/message/Auyq18a0gng3rgeegyEplJ
Permission	Only specified recipients can access the files attached to this message.

Below the 'Secure Message Info' section is a 'Files attached to this message' section, which includes a table with the following information:

Filename	Size
41698.jpg	299 KB

Below the table are two buttons: 'Download Attached Files' and 'Reply to this Secure Message'. At the bottom of the email content, there is a footer with contact information for St John of God Health Care, including the address, website, and social media links. There is also a disclaimer at the bottom of the email content.

Responding with a secure attachment

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

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

Secure Message Info

Message ID	fZ5NuCNPRJ6egLQVTzqpFL
Message Expires	Friday, 16 February
Message URL	https://securefiles.sjog.org.au/message/fZ5NuCNPRJ6egLQVTzqpFL
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. Log into LiquidFiles.

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

Message

Message Header

Message ID fZ5NuCNPRJ6egLQVTzqpFL

From [Redacted]

To [Redacted]

Bcc [Redacted]@sjog.org.au *(BCCs will not be shown to recipients)*

Subject Test

Authorization Only Specified Recipients can access

Message Sent January 17, 2024 16:08

Message Expires February 16, 2024

Message Expires After 2 Downloads per Recipient

Reply

Attached Files

41698.jpg 300 KB [Download](#)

1 File 299 KB

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

Message

F. A reply window will open.

Message

To user@example.com **1**

Subject Subject **2**

Message

Message **2**

Tip! Paste content with Control-Shift-V to remove formatting when pasting.

Access Restriction
Who can access this message?

6 Recipients Only

- Only Specified Recipients can access the message and download the files.
- Forwarding of the email or URL is not allowed to anyone.
- Recipients will be required to login to access the message and download files.
- A download receipt will be sent when each user downloads each file with detailed download information.

Message Expires 09/29/2023 **4**

Message Expires After **5**

Downloads per Recipient

Recipient Can Reply

Send a copy to myself

Private Message

Attached files

3 Drop Files Here

0 files (0 Bytes)

[+ Add Files...](#)

Limitations
Max size: 1000 MB (Limit per message)
[Blocked Extensions](#)

7 [Send](#)

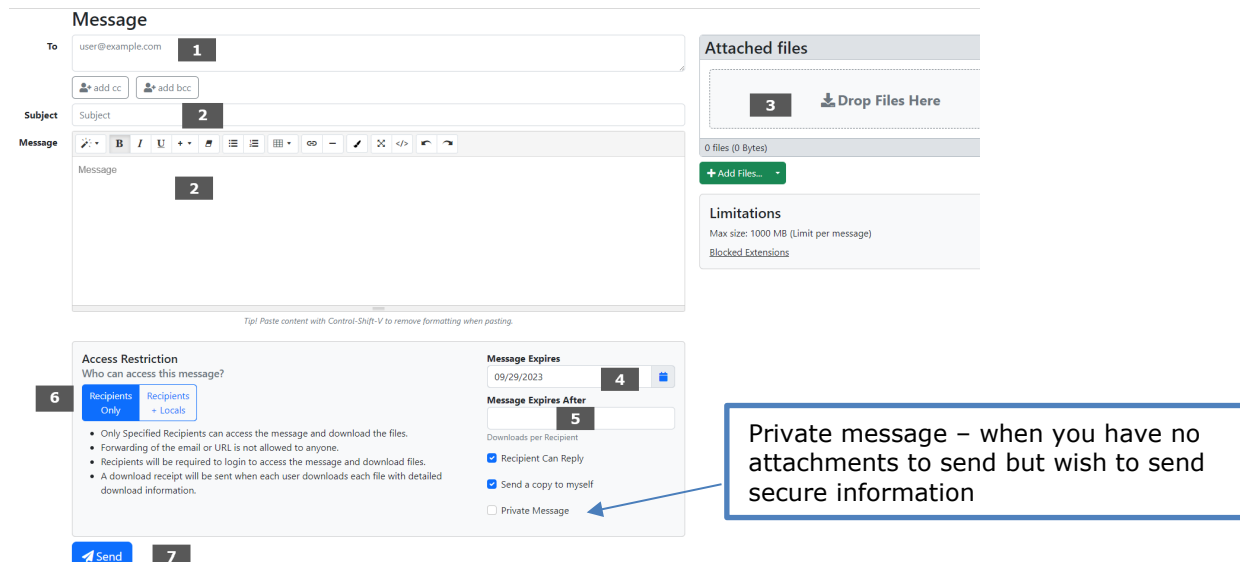
1.	Select recipients – type the recipients email addresses. Note: the web version is not tied to the SJGHC directory but will remember commonly used email addresses. You can only send email addresses that contain the sjog.org.au email domain.
2.	Type the subject and message
3.	You can add files up to 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**.




<p>1.</p>	<p>Select recipients – type the recipients email addresses.</p> <p>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.</p>
<p>2.</p>	<p>Type the subject and message</p>
<p>3.</p>	<p>You can add files up to the max size displayed</p>
<p>4.</p>	<p>Default is 30 days if left blank but can be changed</p>
<p>5.</p>	<p>How many downloads of files are allowed before expiring. Recommend 1-2 times only.</p>
<p>6.</p>	<p>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.</p> <p>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)</p>
<p>7.</p>	<p>Click send once all other information is complete</p>

5. Other information

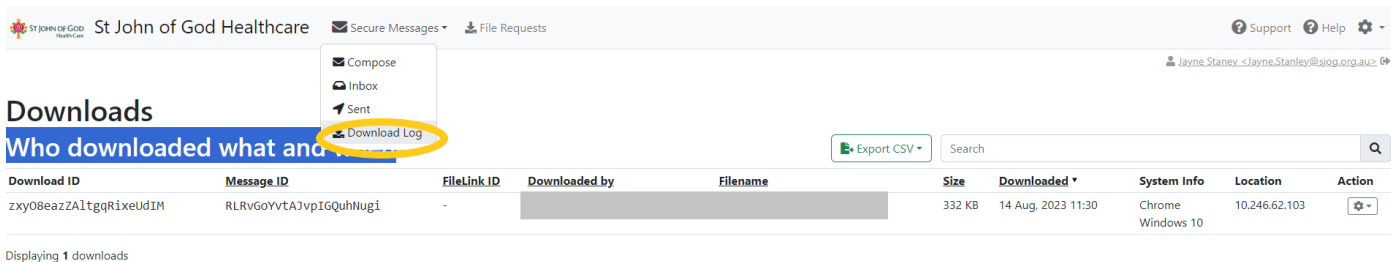
Adding your signature to files sent using web version

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**.




Download ID	Message ID	FileLink ID	Downloaded by	Filename	Size	Downloaded	System Info	Location	Action
zxy08eazZAltgrRixeUdIM	RLRVGOYvtAJvpIGQuhNugi	-	[REDACTED]	[REDACTED]	332 KB	14 Aug, 2023 11:30	Chrome Windows 10	10.246.62.103	[Action Icon]

Displaying 1 downloads

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.