

# LiquidFiles - Frequently Asked Questions for doctors/ practice staff/ key service providers

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## What is LiquidFiles?

LiquidFiles is a tool to easily and securely send and receive documents that contain sensitive information. LiquidFiles ensures all information shared using the tool is encrypted, authenticated, virus scanned and logged.

St John of God Health Care (SJGHC) caregivers are required to use LiquidFiles when sending information externally to doctors, practices and other third parties.

## Do I need to use LiquidFiles to receive information from caregivers?

Doctors/practices/key service providers will need to use LiquidFiles when opening information sent by SJGHC caregivers.

Opening a file sent to you using LiquidFiles is easy and takes approximately 20 seconds. We have developed user instructions and tips to support you with accessing information shared by LiquidFiles, as well FAQs. This information is available on a dedicated site which you can access [here](#).

## Do I need to use LiquidFiles to send information?

SJGHC strongly recommends you use LiquidFiles or an alternative secure tool when sending sensitive information. However, it is not mandatory and is the decision of each doctor/practice/key service provider.

## What are your options for sending information?

### 1. Continue to use LiquidFiles

LiquidFiles is a secure, encrypted and free platform for external parties to send information to our caregivers. We recommend that doctors/practices/key service providers use this tool when sending SJGHC sensitive information, although we recognise there may be some challenges adapting the tool to suit your practice/organisation's dynamics.

A limitation of LiquidFiles is that you are only able to use SJGHC's LiquidFiles license to send information to caregivers. We understand you may need to include external parties in messages when sending information. You may wish to consider purchasing your own LiquidFiles license. This will allow you to share information securely with any recipient in your network. Pricing starts at \$125 per year and will also enable the easy-to-use Outlook plug in that appears every time you compose an email, which makes the sending process very simple and fast. We are unable to assist you with the



purchase and installation of your own license, however you can find out more information [here](#).

## 2. Email and attachments

Our caregivers will accept email and attachments from doctors, practices and key service providers as usual.

Whilst this is not our preference, we recognise that the risks, and therefore the decision for how you share sensitive information resides with you as the sender.

## 3. Use an alternative secure tool

If your practice/organisation already uses an alternative, encrypted and secure tool for information transfer, or would like to start doing so, SJGHC is supportive of this approach.

### Can I receive files from SJGHC caregivers without setting up an account?

Yes, you can receive information from SJGHC caregivers without setting up an account.

If you are not using LiquidFiles to send files, then **we recommend you do not create an account**. By not creating an account, you will only be required to verify your email address, rather than Multi Factor Authenticate via your mobile device (which is required if you set up an account).

If you have already set up an account, you can request this is deleted by contacting your local hospital key contact directly.



## **The below Q&As relate to sending information using LiquidFiles**

If you elect to use an alternative secure tool, or insecure email to send sensitive information to SJGHC caregivers, then the below will not be applicable.

### **If I want a LiquidFiles account, how do I set it up?**

The process for setting up your account does not take long and we have created a user guide which can support you through necessary steps.

Before you begin, you will need a SJGHC employee to send you an attachment via LiquidFiles or an individual invitation request to join the application. Please contact your hospital key contact to arrange this.

### **Once a doctor/practice staff member/ key service provider is invited to LiquidFiles, how long does the invitation last?**

The invitation will last two weeks.

### **Can an account be set up using a generic email?**

Yes, a generic email address can be used to set up an account.

### **When setting up an account, do users need to provide a mobile phone number?**

Yes, a mobile is required to enable Multi-Factor Authentication (MFA).

### **Can multiple mobile phones be linked to one account to authenticate?**

No, only one mobile phone can be linked to an account.

### **Can one mobile phone number be used to authenticate multiple accounts?**

Yes. For example, there are five practice staff with their own individual email accounts. Each practice staff member can create their own unique LiquidFiles account using their individual email address and all five practice staff can use the same mobile phone number to authenticate.

### **What is MFA and why is it needed for accessing LiquidFiles?**

MFA requires a user to provide two verification factors to gain access to LiquidFiles (an email and a mobile number). This ensures that your account can only be accessed by you or your staff and is safe and protected from anyone trying to hack your account, or send or access files from your account. It is the key to contemporary online security and used widely.



### **Do doctors/ practice staff/key service providers need to authenticate with a mobile every time they login to send an email?**

If you have successfully set up an account, then you will be provided the option to "Do not authenticate again for two weeks" when signing in. You can tick this box before signing in. This means you will not be required to authenticate via your mobile again for two weeks.

**Tip:** if you have ticked this box, and are still being asked to authenticate with your mobile each time, then your account has not been set up correctly. Please contact your hospital's key contact for assistance. The internal team may be able to reset your account and make sure your information has been entered correctly for an easy login experience next time.

### **Can a doctor/practice/key service provider receive files from SJGHC caregivers without setting up an account?**

Yes, you can still access files without a LiquidFiles account. When accessing the files, the user will be asked to enter their email address. A token/code will then be sent to that email address to help authenticate the user. Once this token/code has been entered, the user will then be able to access the files shared.

This process will be required every time a user accesses files via LiquidFiles and takes around 20 seconds.

### **Can a doctor/practice/key service provider reply to a LiquidFiles email without setting up an account?**

Yes, you can reply to an email sent to you using LiquidFiles. Refer to the User guide for further support.

### **Can a doctor/practice/key service provider compose a new email in LiquidFiles without setting up an account?**

No, you need an account in order to send files to SJGHC caregivers (unless replying to an existing email chain in LiquidFiles). It is not mandated that doctors/practices/ key service providers use LiquidFiles to send information.

### **Is there an option for doctors/practices/key service providers to have the Outlook option installed?**

External users (anyone that is not a SJGHC caregiver with a SJGHC email address) can only access SJGHC's LiquidFiles through the web-based version.

### **Can a doctor/practice/key service provider purchase LiquidFiles for their business to ensure they can send information securely to everyone (not just SJGHC caregivers)?**

Yes, LiquidFiles can be purchased by any individual or business however this is not mandatory or required. The purchase and installation of LiquidFiles is at the discretion



of the doctor/practice and we recommend you engage your IT services to purchase and install. We are unable to assist you with the purchase and installation of your own license, however you can find out more information [here](#).

**If I send an email via LiquidFiles to a SJGHC caregiver, can other SJGHC caregivers access the sensitive information if they are forwarded the email?**

Yes, any SJGHC caregiver can open forwarded LiquidFiles links.

**Do doctors/practices/key service providers need to pay for LiquidFiles?**

No, LiquidFiles is free to use when receiving files from SJGHC caregivers or sending files to SJGHC caregivers.

**Can doctors/practices/key service providers send files from LiquidFiles to non SJGHC email addresses?**

When using SJGHC's LiquidFiles, doctors/practice can only send files to SJGHC caregivers (i.e. recipients with a sjog.org.au email domain).

**If a doctor/practice/key service provider previously would send sensitive information in an email addressed to both SJGHC caregivers and non SJGHC employees – do they now need to email the relevant recipients separately?**

When using SJGHC's LiquidFiles, doctors/practices/key service providers cannot send sensitive information to other external parties. Therefore, the information would need to be sent into two separate emails.

**Is there a downtime procedure if LiquidFiles is unavailable?**

It is expected that doctors/practices would revert to the most secure alternative option. As LiquidFiles is not mandated, the doctor/practice can choose the best alternative.

**How long do attachments remain active for?**

The default setting is for links to expire six months from the sent date, however the sender can change this in the settings before sending using LiquidFiles.

**How many times can I download an attachment from LiquidFiles?**

Each individual recipient can down an attachment a maximum of five times before the link will expire.



**I have not been able to resolve my issue using the FAQs or User Guide. How do I get support?**

Please contact your local hospital key contact directly.