How to open a file or message using LiquidFiles

If you have received an email including a LiquidFiles link, here is how to access your secure attachment or message.

Step 1. Open the email and click '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.

Step 2. Enter your email

Enter the email address that you received the email on. Then click '**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]

Step 3. Validate your email

You will then be sent an email to authorise your email. Simply open the email, and click '**Validate**'.

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: **sH3s-GS2Y**

[Validate Email]

Secure Token Expires at: 16:31:41

If you need assistance accessing or using this system, please contact support at https://servicedesk.sjog.org.au/.

ST JOHN OF GOD
Health Care

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

What is LiquidFiles?

LiquidFiles is a tool that St John of God Health Care uses to easily and securely send and receive documents that contain sensitive information. LiquidFiles ensures all information shared using the tool is encrypted, authenticated and virus scanned.

Why are we sending you information via LiquidFiles?

Protecting the privacy of our patient is of paramount importance to St John of God Health Care.

Sending sensitive information to you via LiquidFiles helps to ensure that our patients' information is safe and secure. It also helps to ensure that any other important and sensitive information related to our organisation is protected.

All St John of God Health Care caregivers are required to use LiquidFiles when sending information externally to patients, VMOs, practices and other third parties.

Do I need to use LiquidFiles to send information?

St John of God Health Care strongly recommends you use LiquidFiles or an alternative secure tool when sending sensitive information. However, it is not mandatory and is the decision of the sender.