

Opening Zorgmail Secure e-mail

Radboud university medical center (Radboudumc) uses Zorgmail's Secure e-mail (SafeRelay) to safely send confidential messages to external persons. This means the email has been encrypted and you will have to take an additional verification step before you can open it. This manual is aimed towards persons outside of Radboudumc that (have) receive(d) a secure message from us via Zorgmail Secure e-mail.

Please note: *If your organization is part of the Zorgmail-community you receive the message like a regular e-mail without the additional verification step. This manual is not applicable in that case.*

If the user is acquainted with this option, you will receive an e-mail in English notifying you that you have received a secured message from our organization. By default our system sends this message in Dutch. That message translates as shown.

Secured messages are accessible for three months, after which they will be automatically deleted. By clicking on the green **Read message** button, your browser opens.

Secure e-mail

You have received a secured message from **Straatsma, Carlo (Radboudumc)**.
By clicking on 'Read message', your browser will open and you can get a verification code to view this message.

This message is available until 16 February 2023.

Read message

Does the link not work? Copy the link below to your browser:

The page that opens will use your system's language. Verify the method through which you will receive the 2FA-code is correct. By clicking on **Send verification code** you will receive the 2FA-code per phone or e-mail, depending on which method the sender has chosen.

Per mobile phone:

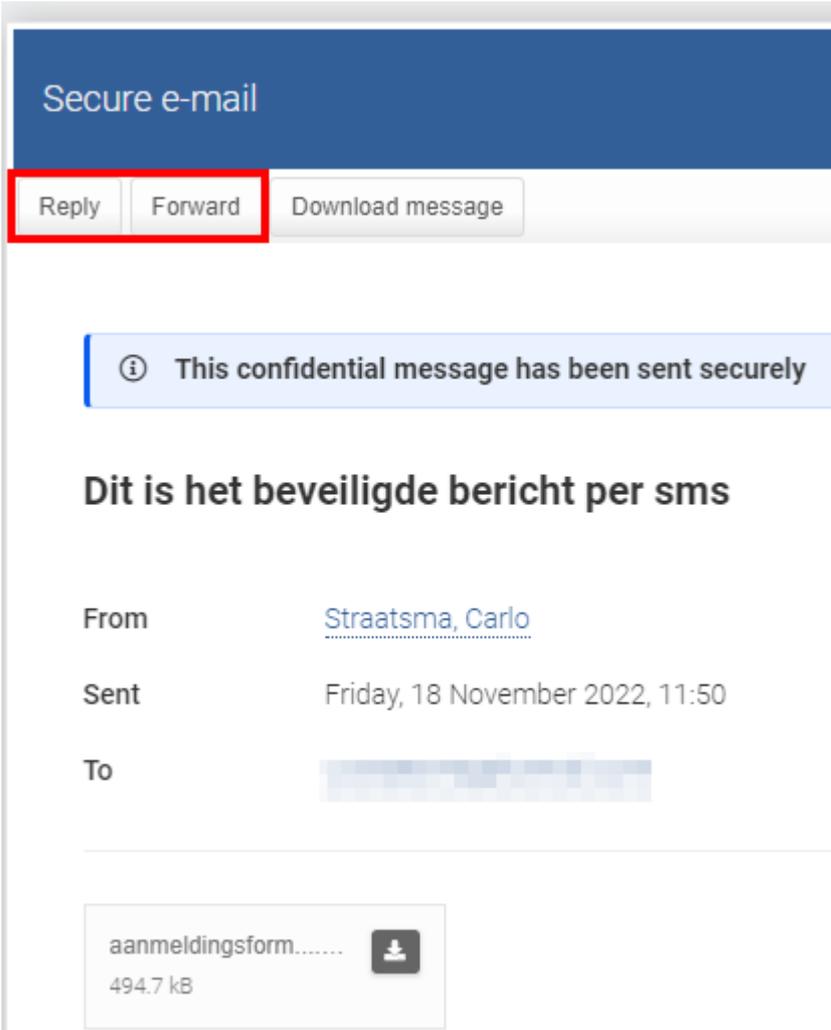


A verification code will be sent by a text message to phone number *****8989.

Send verification code

Is the phone number incorrect?

[Inform the sender about the incorrect phone number](#)

<p>Per e-mail:</p>	 <p>A verification code will be sent by an e-mail to [redacted].com.</p> <p>Send verification code</p>
<p>By entering this code in the input-field the message will open.</p> <p>It is possible to forward or reply to the message. The reply will be sent securely back to the original sender.</p> <p>Replying on a secured message can be done up to 3 times.</p>	<p>Enter the verification code which has been sent by a text message to phone number *****8989.</p> <input data-bbox="804 533 1059 604" type="text"/>  <p>The interface shows a 'Secure e-mail' header with three buttons: 'Reply', 'Forward', and 'Download message'. The 'Reply' and 'Forward' buttons are highlighted with a red box. Below this is a blue information bar stating: 'This confidential message has been sent securely'. The main content is in Dutch: 'Dit is het beveiligde bericht per sms'. The sender is 'Straatsma, Carlo', sent on 'Friday, 18 November 2022, 11:50'. The recipient is [redacted]. At the bottom, there is an attachment: 'aanmeldingsform.....' (494.7 kB) with a download icon.</p>

Questions?

Are you experiencing problems with the use of this functionality or do you have any questions? Please contact us via our ICT Servicedesk via servicedeskict@radboudumc.nl.