



Zivver in a nutshell

Secure Email

A quick start guide



Getting started with Zivver



Zivver in Outlook

You can use Zivver directly in Outlook. The plug-in is usually installed by your IT department.

Email securely via your email address

You can use Zivver with your personal email address. Your organization will notify you once you can start emailing securely.

Logging into Zivver

In most cases, starting Outlook will automatically log you into Zivver. If that doesn't happen, contact your organization's helpdesk.

Robust account security

Logging in with a user name and password is not always secure enough, so we might ask you to provide additional security for your account. This depends on your organization and workplace.

Shared mailboxes

You can also email securely from shared mailboxes (functional accounts). Once you have logged into your personal Zivver account, you can also access your shared mailboxes. You don't have to log in separately. If you can't find your shared mailbox, contact your organization's helpdesk.

Why choose Zivver?

Your organization is using Zivver to make sure that you can send emails securely and protect sensitive personal or company information. This way, you prevent data from ending up in the wrong hands and potentially causing a data breach.

What is a data breach?

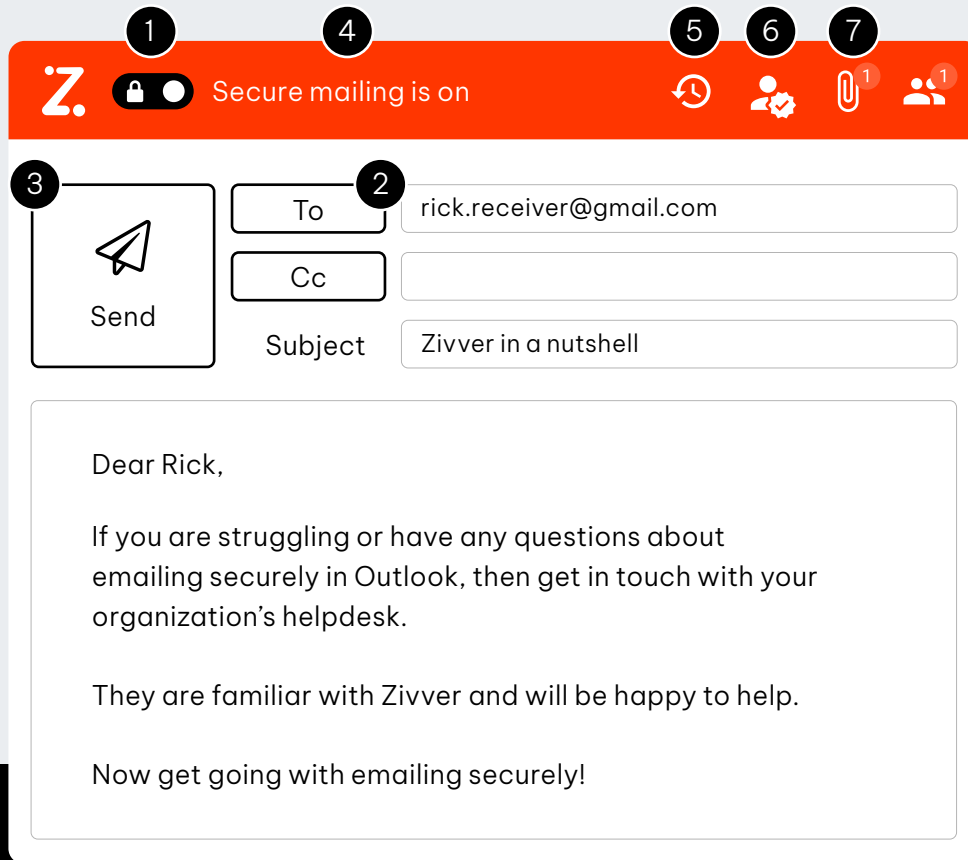
A data breach occurs when sensitive personal or company information ends up in the wrong hands. Data breaches can be caused by sending an email to the wrong address or by losing a USB stick containing sensitive information, for example.

When should you use Zivver to email securely?

Turn Zivver on if you are sending an email or attachment containing personal data or other sensitive information. Your organization will tell you about what is considered sensitive information. Zivver will also notify you if it's recommended that certain information should be emailed securely.



Getting started with the Zivver Outlook plug-in!



1

When you compose a new email in Outlook, you will see the Zivver bar at the top of the message. This bar provides information about how secure the message is.

2

Add the recipient as you normally would.

3

Click 'Send' to send the message, just like you normally do in Outlook.

4

Sometimes you will see a message in the bar. Follow the instructions to send the message securely.

5

If you are sending time-sensitive information, you can use the clock to set an expiration date for the email.

6

This shows you whether secure delivery has been set up correctly for all recipients or if this still needs to be done.

7

You can use the paperclip to add large and very large attachments.



If you want access to your secure emails whenever and wherever, then download the Zivver app from the Apple App Store and Google Play.

Oops... made a mistake?

Recalling a Zivver message is easy, so that the recipient can no longer access the information. First click on the three dots and then on the "Revoke access" option.



What does the recipient get?

The recipient can click on the button in the notification and respond to the secure email in our secure online environment. This is what the notification looks like.

New secure message from Sam Sender (4Instance Inc.) with the subject: Yearly report

Sent to rick.receiver@gmail.com and 2 others from the email address sam.sender@4instance.com

Open message

or click [this link](#) to open the message

Tips & tricks for using Zivver

- As well as individual files, you can also attach a folder containing several files to a Zivver message in Outlook.
- If you secure a message with an access code, DO NOT send the access code via email. Provide the code in a phone call, for example.
- When you reply to a Zivver message, secure emailing is always on. If you forward a Zivver message, you can also turn off safe emailing.
- Recipients of your secure emails do not need a Zivver account. But they can still create a free account at app.zivver.com/signup.
- Visit docs.zivver.com/en for articles and videos to help you.

 How can I ensure that my email always reaches the right person?	 Does the recipient have Zivver? NO YES	 Do you recognize the recipient's mobile number? NO YES	 Can you provide an access code? NO YES	 Do you want to keep control over the message? NO YES	 Send the message without Zivver
How do I send this type of email?	Turn on 'Secure emailing'  Send the email as you would normally	Turn on 'Secure emailing' and set the recipient check to 'Text message code'  Send the email as you would normally	Turn on 'Secure emailing' and set the recipient check to (shared) 'access code'  Send the email as you would normally	Turn on 'Secure emailing' and set the recipient check to 'verification email'  Send the email as you would normally	Turn off 'Secure emailing'  Send the email as you would normally
What does the recipient get if they don't have a Zivver account?	Not applicable, the recipient has Zivver	Notification; when the recipient opens it, they are texted a code	Notification; when the recipient opens it, they enter the access code (so don't forget to share it!)	Notification; when the recipient opens it, they are sent an email giving them access Each email gives one-time access	Ordinary email without security

How can I be sure that Zivver is secure?

Zivver is a Dutch company that complies with the most important security standards and certifications:

ISO 27001, NTA 7516, NEN 7510 and Privacy Verified. Zivver also routinely commissions leading ethical hackers to objectively determine how secure our service is.

Zivver

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