

Internal communication template

How do the internal communication templates work

The texts are written in general terms, with fields such as **Organization**, which you can change to the name of your own organization. Of course you can also further personalize the texts, for example with references to internal or external sources for your organization, as long as the meaning remains the same.

Email 1: “ORGANIZATION will start sending secure emails with Zivver”

x days before rollout

Dear colleague,

Starting [DATE], you'll see something new in Outlook. That's Zivver. Zivver allows you to securely send sensitive (personal) information to external parties. We do this to prevent data leaks. Zivver ensures that sensitive emails are sent securely, so that they can only be accessed by the intended recipient.

Why should we use secure mailing?

Sometimes, you need to send sensitive (personal) information via email to a client, or partner organization. This carries a risk, as regular emails are often poorly secured. The mail is sent out through an unsecured connection, meaning that everyone that sees the email can instantly see the sensitive information. You could make a mistake when typing the recipient's email address for example. That would mean that the information unintentionally ends up at the wrong person. A data leak would be the result.

Data leaks are mostly harmful for the persons involved, but can also lead to fines and reputational damage for ORGANIZATION. On top of having to meet the legal requirements (GDPR), it is also important from a professional point of view that we are aware of how we manage sensitive data. We need the data to perform our duties, but ultimately, the data belongs to our clients.

To prevent data leaks from happening, ORGANIZATION will soon start using Zivver. You can compare Zivver to a digital registered letter. Zivver messages are encrypted and sent securely. Only the intended recipient can open the email, as Zivver performs a check before the recipient opens the message. Zivver messages can be sent from and read in Outlook, and makes secure mailing as simple as possible.

See the Intranet for more information!

If you want to learn more and see how secure mailing works, go to [LINK], the Zivver page on the Intranet. This will help you prepare for secure mailing.

In the next few days, we will tell you more about Zivver via email. Thank you for your attention and good luck using secure email!

Kind regards

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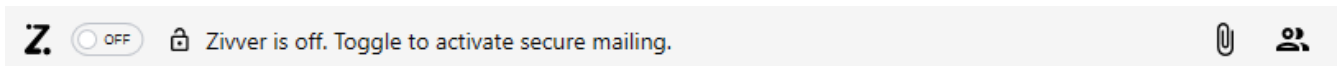
Email 2: “You can now use Zivver to send secure emails”

Day of the rollout

Dear colleague,

Starting today, you see a new functionality in Outlook. That's Zivver. Zivver allows you to securely send sensitive (personal) information to recipients outside **ORGANIZATION**. We do this to protect the data and prevent data leaks. Mails sent via Zivver can only be opened by the intended recipient.

When drafting a new email, you see an extra bar. That is the Secure Mailing bar. The toggle allows you to turn secure mailing on or off. Zivver can at times advise you to toggle secure mailing on. That is a tool to help you. It is important that you keep considering whether to turn on secure mailing yourself and do so when it is necessary.



How can you send secure emails from Outlook?

[LINK] Watch this 5-minute video to see how you can send secure emails with Zivver. Read **[LINK]** too, the user guide with all information about Zivver.

Take the video training course!

To prepare yourself before getting to work with Zivver, we recommend the video training course. You'll learn when to use Zivver, how it works, and what the recipient sees. You can take this course at any time you want through this link. **[LINK]**

Do you currently have any question? Check out the Intranet!

On **[LINK]** the Intranet, you can find many answers to your questions. Such as:

- **[LINK]** When should I send an email securely?
- **[LINK]** When do I *not* have to send an email securely?
- **[LINK]** What does the recipient notice of secure emails?
- **[LINK]** What should I do if a recipient indicates that they cannot open the email?
- **[LINK]** How can I revoke access to a securely sent email?
- **[LINK]** Why does the Secure Mailing Bar sometimes show warnings?

Of course, the help desk is ready to help you with your questions and problems as well. Send an email to **xxxx** or call **xxxxx** (internal) or **xxx - xxx xxxx** (external).

We will send you more tips about using Zivver over the next few days. Good luck using secure email!

Kind regards,

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Intranet template

On this page, you can read everything about secure mailing with Zivver. It explains why secure mailing is necessary, how you send secure emails, and when its necessary to use Zivver and when it is not.

Contents:

- Why do we use Zivver for secure mailing?
- When is it necessary to use Zivver?
- When is it not necessary to use Zivver?
- How can you use Zivver to send secure emails?
- How do you change the language in the recipient email?
- What does the recipient see when you send them a secure email?
- What should you do if a recipient indicates that they cannot open the email?
- How do you know for certain that the recipient received the email?
- How long does a securely sent message remain visible?
- Can you revoke access to a sent email?
- Warnings with secure mailing
- How do you copy an email's contents to archive it?
- More information and manuals

Why do we use Zivver for secure mailing?

Sometimes, you need to send sensitive (personal) information via email to a client, or partner organization. This carries a risk, as regular emails are often poorly secured. The mail is sent out through an unsecured connection, meaning that everyone that sees the email can instantly see the sensitive information. You could make a mistake when typing the recipient's email address for example. That would mean that the information unintentionally ends up at the wrong person. A data leak would be the result.

Data leaks are mostly harmful for the persons involved, but can also lead to fines and reputational damage for [ORGANIZATION]. On top of having to meet the legal requirements (GDPR), it is also important from a professional point of view that we are aware that we manage data. We need the data for our work, but it ultimately remains the data of our customers.

To prevent data leaks from happening, [ORGANIZATION] uses Zivver. You can compare Zivver to a digital registered letter. The sensitive information the message in encrypted and send securely. Only the intended recipient can open the email. Zivver can be used in Outlook and makes secure mailing as simple as possible.

When is it necessary to use Zivver?

1. If you write an email that contains **sensitive personal data** to **recipients outside [ORGANIZATION]** (such as a client or partner organization).
2. If you send an email to **recipients outside [ORGANIZATION]** and you expect that the reply to the email will contain **personal data**. Because you send the first email securely, you provide the recipient with the possibility to securely send a reply.

How do I recognize sensitive personal data?

All personal data that can be traced back to a specific individual are considered sensitive personal data.

When is it not necessary to use Zivver?

1. If you send an email to colleagues within **[ORGANIZATION]** at their official email address Internal email is already secure.
2. If your email or attachments and the expected reply do not contain sensitive (personal) data. Such as when you write about process information.

How do you use Zivver?

[EMBEDDED VIDEO]

If the video does not work, or if you would rather read about how Zivver works, click [here](#).

Which identity check do you use?

You want to know for certain that only the right recipient can open the information. The identity check is an additional security measure that ensures that only the intended recipient can open the email. There are several options to choose from.

 z. zivver ×

Set verification method for your recipients

[Read more](#)

Verification methods are necessary to make sure messages are reaching the right person.

 Verification method for some recipients is incomplete.

 richard.recipient@outlook.com
English

SMS to new number

SMS to new number
Enter a new phone number for this contact

Set up organization access code
Enter a new access code for this contact

Verification Email
The recipient will receive a secured link to your message

 07400 123456

a phone number

1. Does the recipient use Zivver themselves? If so, there is nothing you need to do. Zivver will automatically be chosen.
2. Do you have the recipient's mobile phone number? In that case, you choose SMS to new number and fill out the phone number with the corresponding country code.

3. Are you sending an email to a group mailbox, such as info@example.com? If so, choose Set up organization access code. You will need to contact them in advance via phone or regular mail to agree on a code. This code should at least contain 6 letters/numbers/symbols.
4. If you do not have the recipients phone number and cannot agree on an access code, you can consider using the option Verification email. Note: this option is less safe, because this is not a proper form of two-factor authentication!

Tip: If you insert a mobile phone number for the email address, Zivver will remember this for future instances. If you or a colleague inside [ORGANIZATION] sends another email to the email address, the code will already be filled out. That way, you only have to set an access code or add a mobile phone number once.

How do you change a recipient's identity check?

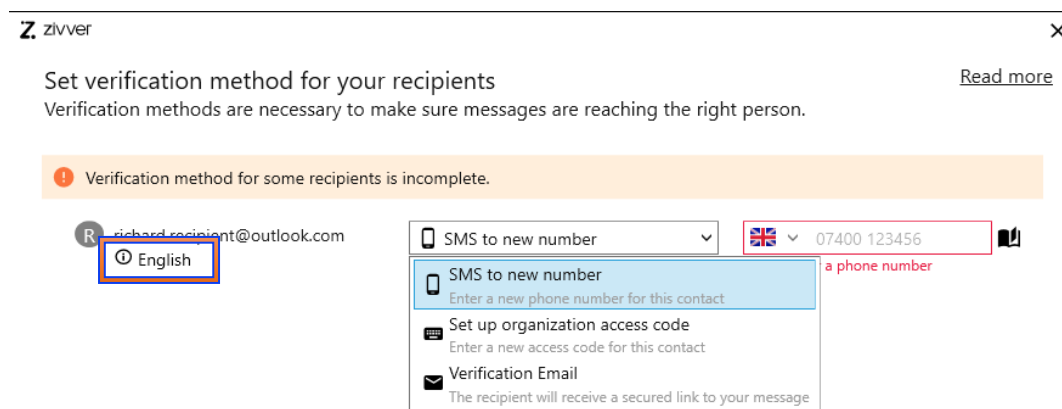
If a recipient's phone number has changed, choose **SMS to new number** as identity check. Insert the recipient's new phone number.

If you want to use a different access code for a personal recipient, choose **Access code** and insert the new code. Do not forget to inform the recipient of this new code.

How do you change the language in the recipient email?

Are you emailing to an international recipient? If so, you change the language of the notification message to English or German. You can do so as follows:

1. Click the 'Identity check'  button.
2. Open the drop-down menu under 'Language for notifications'.



3. Select the desired language from the list.

z. zivver ×

Contact information

R

richard.recipient@outlook.com

✉ richard.recipient@outlook.com

⚠ This contact does not have a Zivver account

Additional information

Name:

Notification language: English ▼

Phone number: 🇬🇧 ▼ 07400 123456

Personal access code:

Save

4. Click Save.

What does the recipient see when you send them a secure email?

The messages that are sent from our organization can be recognized by our own corporate branding elements.

The recipient sees with the received message:

- that the message was sent by **[ORGANIZATION]**;
- the sender's email address;
- the subject of the message.

It is important that you do not place any sensitive information in the subject. If you do not want the recipient to know what your own email address is, send the email from a group mailbox.

This video shows you how a recipient opens a secure email:

[EMBEDDED VIDEO]

If the video does not work, or if you would rather read what Zivver looks like to the recipient, click the following link: **[Link to the Zivver User Guide]**

What should you do if the recipient indicates that they cannot open the email?

If so, contact the recipient. Verify that the person you are in contact with really is the intended person. Did you verify their identity? If so, you can proceed with the following steps: Draft a new email and insert the recipients email address in the address bar. Turn on secure mailing. Click the 'Identity check' button (the figure with the check mark in the light green bar).

Has the identity check been set to SMS?

In that case, the recipient can open the message with a code that is sent as an SMS to their mobile phone. Is the phone number incorrect? If so, you first verify the recipient's identity. Once you have done that, you can change the phone number by clicking the option **SMS to new number**. Insert the recipient's new phone number and send the email again.

Has a standard access code been set for the recipient?

In that case, you can give them the code again. Ask the recipient to carefully keep the code and share it with colleagues that also have to access the mailbox.

How do you know for certain that the recipient received the email?

If you have sent an email securely, you can see whether the recipient has opened it. You can do so as follows:

1. Open the email in your Sent folder.
2. Look at the bottom-right corner in the message for the envelope icon.
3. Is the envelope **closed and gray**? If so, the message **has not been opened yet**.
4. Is the envelope **open and gray**? That means that **some recipients did open the message**, but not everyone has yet.
5. Is the envelope **open and green**? That means the message **was opened by all recipients**.
6. By clicking the envelope, you can see who has and has not yet opened the email. This comes in handy if you have sent the email to multiple recipients.

How can I revoke access to a securely sent email?

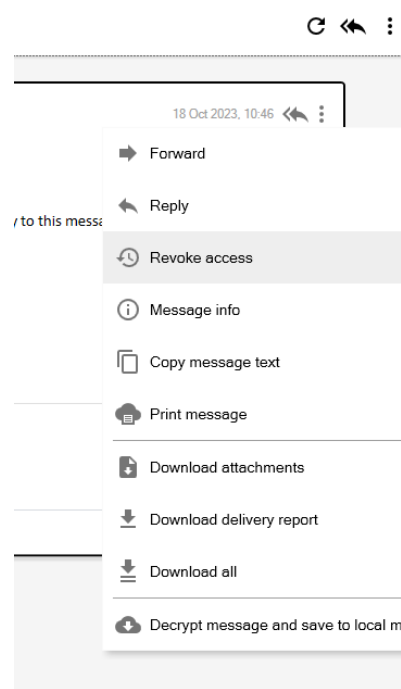
Did you send a secure email to the wrong recipient or with the wrong contents? No reason to panic. You can simply revoke access to the email, even after the email was read. By revoking access to the email, the recipient cannot open it anymore.

Only revoke access to messages to prevent or restore data leaks. If you made a typing error in your message, you can correct it with a second message. Revoking access to a message can lead to confusion and, as a result, is less customer friendly.

How to revoke access to a message:

1. Open the email in your Sent folder.
2. Click the three dots in the top-right corner of the message window.
3. Choose the **Revoke access** option.
4. You can choose whether you only want to revoke access for the **recipients** or for **everyone**. If you choose 'everyone', no one will be able to access the message anymore, including you.
5. If you want to immediately revoke access to the message, select the option **Now**.
6. Click **Save**.

The recipient will not be able to access the message anymore. If you want to undo this, you can select the option in the top-right corner of the message window. This is only possible if you revoked access for the recipient(s) only. You cannot do this if you revoked access for everyone.

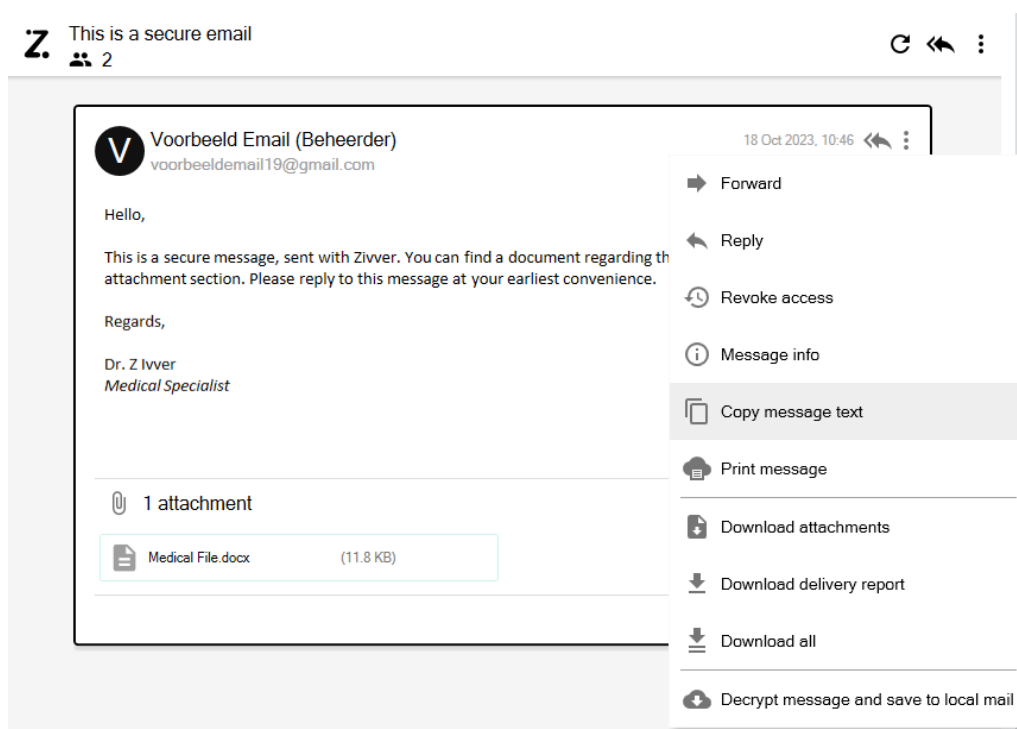


How long does a securely sent message remain available?

A message that you have sent via Zivver will be deleted by default after X weeks for both the recipient and you. The recipient will also see this if he has opened the message. Make sure to archive the recipient's information before then.

How do you archive a securely send or received message?

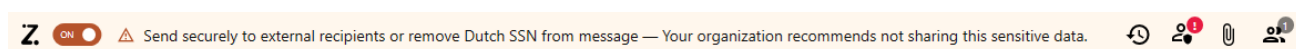
Open the secure mail in Outlook. Click the three dots in the top-right corner of the light green bar. Select the **Copy message** option. The content of the message and all message details (date, sender, recipient, and so on) are copied to the Clipboard. Next, you can paste this information in the archiving system.



Warnings with secure mailing

Zivver can also activate automatically when you are writing an email to an external recipient (such as a customer or employer) if this email contains words that often can be found in signatures, such as objection, medical, doctor, and so on. If Zivver scans for these terms, the Secure Mailing Bar in the email will automatically turn to the colour of warning level. That means it recommends sending this email securely.

Are you sure that the email and attachments do not contain personal data? If so, you can switch secure mailing off again by clicking the toggle on the left.



Zivver will occasionally give a warning for internal communication, for example when it cannot scan an attachment. Review per warning whether it is justified and if you want to follow the advice or can switch off secure mailing.

More information about manuals and training courses

Do you want to know more about secure email or are you running into problems? If so, have a look at the following manuals:

- Documents
- Training course information (refer to webinars)

Did this not give you the answer you seek and so you still need help? In that case, contact [ORGANIZATION]'s help desk via xxxxxx or call xxxx (internal) or xxxxxxxx (external).

Email 3: "Send your first secure email with Zivver"

3 days after rollout

Dear colleague,

Three days ago, we started using Zivver. Did you already see the Secure Mailing Bar in Outlook?

This helps us ensure that sensitive (personal) data does not end up in the wrong hands.

Have you sent a secure email yet? It is really easy, so give it a try. Follow these steps:

*** STEP 1 ***

Draft a new email and fill out the recipient(s).

To practice, you could send an email to your own private email address.



*** STEP 2 ***

Click the toggle in the Secure Mailing Bar. The bar will now turn light green.



*** STEP 3 ***

Do you see an exclamation mark next to the figure in the top right of the bar? If so, you have to set up the identity check. That way, you will know for certain that you are emailing to the right person.

Do you see a check mark instead of an exclamation mark? If so, the recipient has already had contact with **ORGANIZATION**, so there is nothing you need to do!



*** STEP 4 ***

Add any attachments if necessary. Want to send a very large file?

If so, click the paper clip in the Secure Mailing Bar.



*** STEP 5 ***

Send your email, just as you are used to.



It's as simple as that! Should you still have questions, have a look at the special Zivver page on **[LINK]** the Intranet. You can also contact your Service Desk via **xxxx** or the phone number **xxxxxx** (internal) or **xxxxxx** (external).

Take the video training course!

Did you already take the Zivver video training course? If not, click [\[LINK\]](#) to view the 20-minute instruction!

Good luck using secure email,

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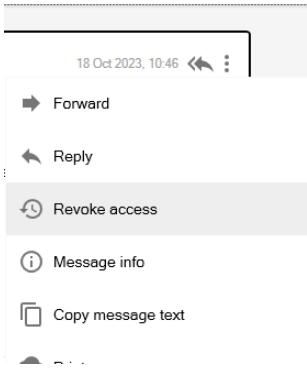
PS You can do much more with Zivver! Want to find out all the ins and outs? If so, check [\[LINK\]](#) on the Intranet!

Email 4: “Tips about secure mailing with Zivver”

One week after rollout

Dear colleague,

We have now been working with Zivver for a week to securely send sensitive (personal) data via email. You have already received a few emails about this. Did you miss those? If so, have a look at [\[LINK\]](#) the Intranet to quickly learn how to send secure emails with Zivver and when to use this. In this email, we will give you a few extra tips about Zivver that you possibly did not know yet.

- Are you emailing to an international recipient? If so, you change the language of the notification message to English or German. You can do so by clicking the recipient button in the Zivver bar (rightmost button). 
- Has the recipient opened the email? You can easily check this if you open the email in your Sent folder. If the envelope in the bottom-right corner is closed, the email has not yet been read. Is it open? In that case, someone has already opened the email. Click the envelope to see who has opened the email. 
- Did you send the wrong email to the right person or the right email to the wrong person? If so, you can always revoke access to the email. Open the email in your Sent folder. Click the three dots in the top-right corner and select **Revoke access**. If you do this, the recipient can no longer access the message. Even if they had already opened it.
- Did you agree on an access code as identity check and has the recipient forgotten what the code was? In that case, draft a new email. Insert the recipient's email address in the address bar. Click the 'Identity check' button in the Secure Mailing Bar. This will show you the recipient's access code, allowing you to pass this on to them again. 
- You can also send (very) large files with Zivver. Use the paper clip in the Secure Mailing Bar for this. You can even send an entire folder. 

Want to view a short refresher video?

In that case, we would like to ask you to watch this 5-minute video. [This short video](#) explains how you can easily send secure emails with Zivver.

Take the video training course!

We want to make sure that everyone at [ORGANIZATION](#) can send secure emails with Zivver. That is why we cordially invite you to take our 20-minute video training course. You can do so via [\[LINK\]](#).

Questions? Check out the Intranet!

You can find [\[LINK\]](#) all the answers to your questions there. Of course, the help desk is ready to help you with your questions and problems as well. Send an email to [xxxxx](#) or call [xxxxx \(internal\)](#) or [xxxxxxx \(external\)](#).

Kind regards,

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Email 5: “Frequently asked questions about secure mailing”

Two weeks after rollout for the entire group

Dear reader,

We have now been sending secure emails with Zivver for two weeks. Naturally, we also receive questions about this. Below, you will find a few of the frequently asked questions we received in the last two weeks, with an answer, of course.

1. Question 1:

Answer 1

2. Question 2:

Answer 2

3. Question 3:

Answer 3

And so on.

Is your question not on this list? If so, have a look at [\[LINK\]](#) the Intranet for more questions about secure mailing. You can also always contact the Service Desk through [\[EMAIL\]](#) or [\[PHONE\]](#).

Kind regards,

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Email 6: “Reactions from the recipients of secure emails”

Four weeks after rollout for the entire group

Dear colleague,

A month ago, we started sending secure emails via Zivver. We would like to share some experiences of the recipients with you. We will also give you a few tips for frequently heard responses from recipients.

[BELOW, A NUMBER OF RESPONSES FROM DIFFERENT TYPES OF RECIPIENTS]

1. [RESPONSE FROM A CLIENT]
2. [RESPONSE FROM AN ORGANIZATION]

And so on.

You want to make sure mailing as simple as possible for recipients, too. Think of the following tips:

1. Mention to clients/organizations during meetings that you use secure mailing with Zivver to provide the privacy of the client/organization with the best possible protection.
2. Inform them that they can create a free Zivver account at <https://app.zivver.com/signup>, so that they do not have to insert a code every time.
3. Does the recipient not use Zivver yet? If so, try to use the SMS as an identity check as much as possible. This is the easiest and most recognizable method for recipients.
4. Are you using an access code? In that case, choose a code that can easily be communicated and remembered. An access code consists of at least six symbols and contains letters, numbers, and punctuation marks.

Do you any other questions about Zivver or are you running into problems? If so, have a look at [LINK] the Intranet for more questions about secure mailing. You can also always contact your Service Desk via xxxx or the phone number xxxxx (internal) or xxxxxx (external).

Kind regards,

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