

To maintain the security and privacy of your information, all correspondence from Carer Gateway will be sent to you via an encryption program called SendSafely. The system will send a notification to your email address, and will require you to do the following to access any communication you have been sent:

1. You will receive an email from **'noreply@carergatewayvictoria.org.au'**
2. Click on **'Send Safely Secure Link'** in the email:

[Send Safely Secure Link](#)

3. Web browser will open:

The screenshot shows a form titled "Identification Required". It contains a text input field with the placeholder text "Please enter your email address:". Below the input field is a green "Submit" button. Two callout boxes point to the form: one points to the input field with the text "1) Type in Email Address", and the other points to the "Submit" button with the text "2) Click Submit".

4. A verification code will be sent to the email you entered above

5. In the web browser:

The screenshot shows a form titled "Email Verification Code Required". It contains a "Your Email Address" field with "xxx@gmail.com" entered, and an "Email Verification Code:" field. Below these fields is a green "Submit" button. There are two checkboxes: "I agree to the Terms of Service and Privacy Policy" (unchecked) and "Remember me on this device for up to 30 days" (checked). Three callout boxes point to the form: one points to the "Email Verification Code:" field with the text "1) Enter code just received in second email", one points to the "Submit" button with the text "3) Click Submit", and one points to the "I agree to the Terms of Service and Privacy Policy" checkbox with the text "2) Click Agree to Terms".

6. Open files:

The screenshot shows an email interface. At the top, there is a "Secure File Transfer" header with a sub-header "Secure File Transfer from supplier@carergatewayvictoria.org.au" and a note "You can click each file name to download and decrypt the file." Below this, it says "The following files are attached:" and lists a file named "Invoices_11db740e-42ce-4270-aa41-7461119ae339 (1).pdf" with a size of "884.1 KB". To the right of the file name are two icons: an eye icon and a download icon. A callout box points to the eye icon with the text "View File". Below the file list is a "Reply" button and a "Download File" button. A callout box points to the "Download File" button with the text "Download File".

If you have any questions, please call the Alfred Health team on 1800 51 21 21 for assistance.