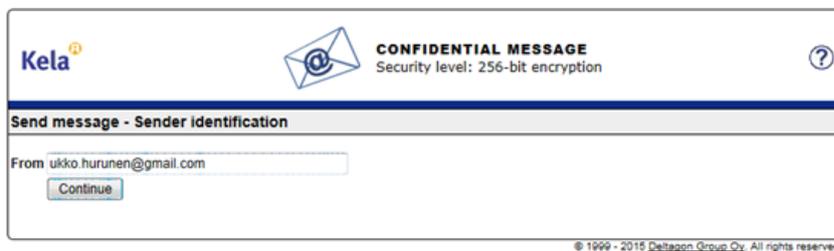


How to send encrypted e-mail to Kela

Notice to our customers: Please contact us preferably through our online customer service at (www.kela.fi). Log in to the online customer service using a **strong method of authentication** (online banking codes or mobile ID). If no method of strong authentication is available to you, you can **send encrypted e-mail by following these instructions**. Please note that the e-mail messages are encrypted only if they are sent via the address <https://securemail.kela.fi/posti>. Also note that the sender is not authenticated technically. The user interface language of the encrypted e-mail is the same as your browser's.

1

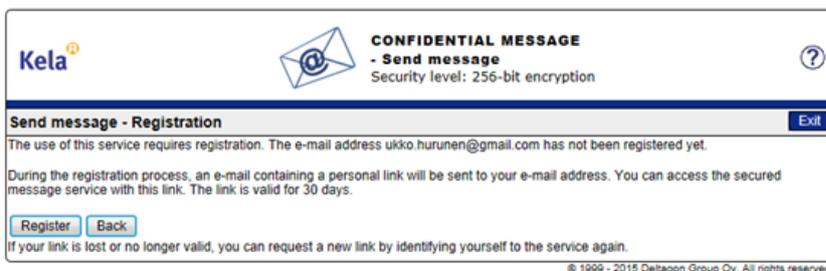
Open the link at <https://securemail.kela.fi/posti>
A window will open in the browser: Write your own e-mail address in the field *From*. Click *Continue*.



The screenshot shows a web browser window with the Kela logo and a "CONFIDENTIAL MESSAGE" header. Below the header, there is a section titled "Send message - Sender identification". A text input field contains the email address "ukko.hurunen@gmail.com". A "Continue" button is located below the input field. The footer of the page contains the copyright notice "© 1999 - 2015 Deltason Group Oy. All rights reserved."

2

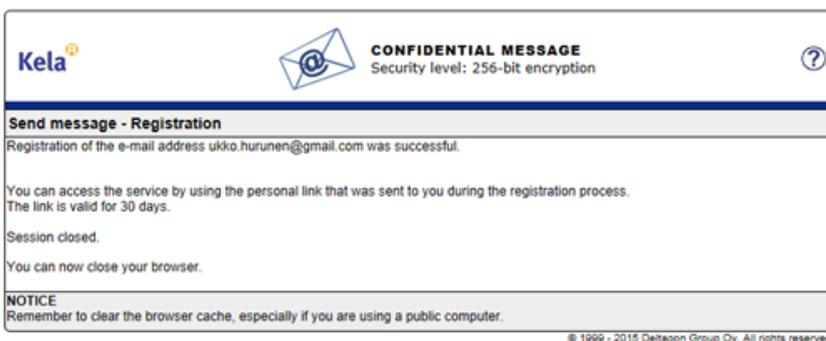
You will receive the following message. Click *Register*.



The screenshot shows a web browser window with the Kela logo and a "CONFIDENTIAL MESSAGE - Send message" header. Below the header, there is a section titled "Send message - Registration" with an "Exit" button. The text below the header states: "The use of this service requires registration. The e-mail address ukko.hurunen@gmail.com has not been registered yet. During the registration process, an e-mail containing a personal link will be sent to your e-mail address. You can access the secured message service with this link. The link is valid for 30 days." There are "Register" and "Back" buttons. The footer of the page contains the copyright notice "© 1999 - 2015 Deltason Group Oy. All rights reserved."

3

You will receive a message stating that the address was successfully registered.



The screenshot shows a web browser window with the Kela logo and a "CONFIDENTIAL MESSAGE" header. Below the header, there is a section titled "Send message - Registration". The text below the header states: "Registration of the e-mail address ukko.hurunen@gmail.com was successful. You can access the service by using the personal link that was sent to you during the registration process. The link is valid for 30 days. Session closed. You can now close your browser." There is a "NOTICE" section at the bottom: "Remember to clear the browser cache, especially if you are using a public computer." The footer of the page contains the copyright notice "© 1999 - 2015 Deltason Group Oy. All rights reserved."

4

Open your own e-mail (e-mail address that you stated in the field From). You will have received a message in your e-mail stating that you have registered as a sender of encrypted e-mail.

noreply Date: Fri, 10 Jul 2015 11:37:24 +0300 - FI / SV / EN Osoitteesi on rekisteröity palvelimelle securemail.kela.fi salatun postin lähettäjäksi.

5

Via the link in the message you can send **encrypted e-mail** to Kela. **Click the link at the bottom of the message.** (You can send encrypted e-mail via the link for 30 days).

noreply@kela.fi
-> minä ▾
FI / SV / EN

Osoitteesi on rekisteröity palvelimelle securemail.kela.fi salatun postin lähettäjäksi. Rekisteröinti on voimassa 30 päivää. Käytä alla olevaa linkkiä salatun postin lähettämiseen.

Din e-postadress har registrerats på servern securemail.kela.fi för att skicka meddelanden. Registreringen är giltig i 30 dagar. Använd länken för att skicka krypterade meddelanden.

Your address is registered on server securemail.kela.fi as a sender of secured mail. The registration is active for 30 days. Use the link below to send secured messages.

<https://securemail.kela.fi/posti?6rLpI9DOGVESX2ptYUS7QFGrqRr0xBPp>

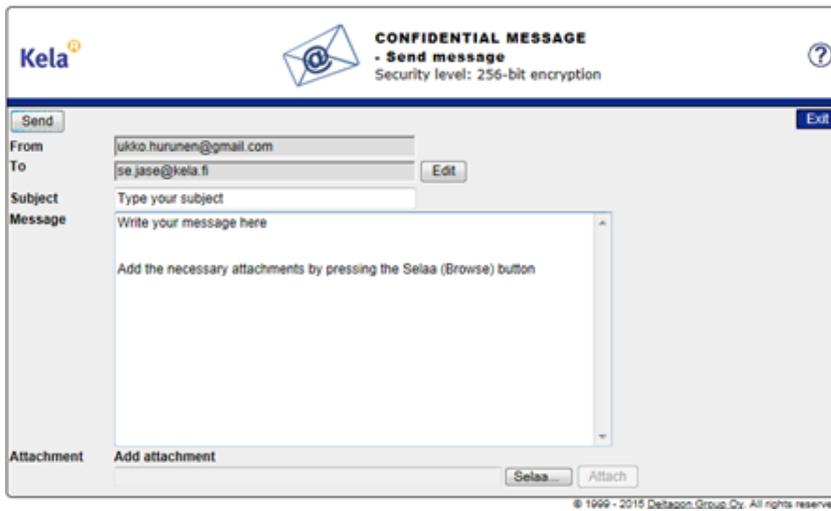
6

You will get a message template with your e-mail address stated in the field *From*. Write the **Kela e-mail address** to which you want to send e-mail in the field *To*. Kela's e-mail address can be found on our website **www.kela.fi**. Accept the e-mail address of the recipient by clicking *Done*.

The screenshot shows a web interface for sending a confidential message. At the top, it says 'Kela' with a registered trademark symbol, followed by 'CONFIDENTIAL MESSAGE - Send message' and 'Security level: 256-bit encryption'. There is a 'Send' button and an 'Exit' button. The 'From' field contains 'jukko.hurunen@gmail.com'. The 'To' field contains 'se.jase@kela.fi' with a 'Done' button next to it. Below the 'To' field is a large empty text area for the message body. At the bottom, there is an 'Attachment' section with 'Add attachment' and buttons for 'Selaa...' and 'Attach'. A small copyright notice at the bottom reads '© 1999 - 2015 Deltason Group Oy. All rights reserved.'

7

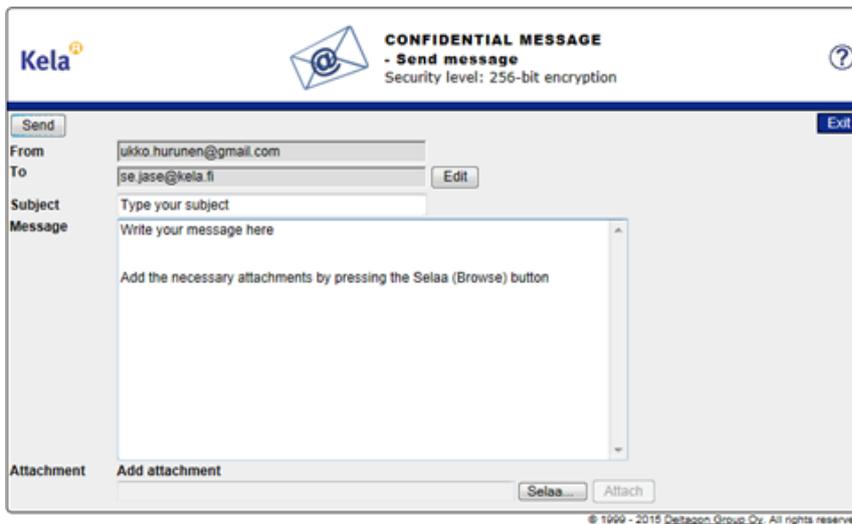
Type the subject of the message and the actual message.



The screenshot shows the 'Send message' interface in Kela. At the top, it says 'Kela' with a logo, 'CONFIDENTIAL MESSAGE - Send message', and 'Security level: 256-bit encryption'. There is a 'Send' button on the left and an 'Exit' button on the right. The 'From' field is 'jukko.hurunen@gmail.com' and the 'To' field is 'se.jase@kela.fi' with an 'Edit' button. The 'Subject' field contains 'Type your subject'. The 'Message' field contains 'Write your message here' and 'Add the necessary attachments by pressing the Selaa (Browse) button'. At the bottom, there is an 'Attachment' section with 'Add attachment' and 'Selaa' and 'Attach' buttons. A copyright notice '© 1999 - 2015 Deltason Group Oy. All rights reserved.' is at the bottom right.

8

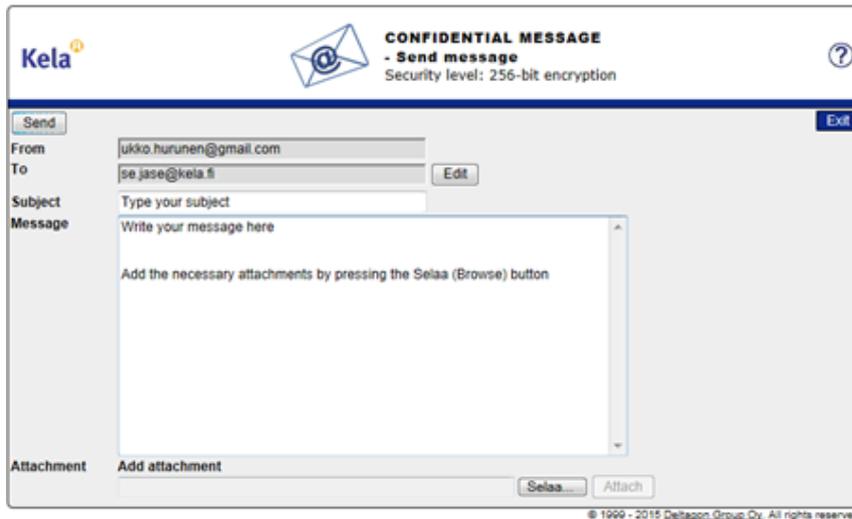
Add attachments as needed by clicking *Selaa* (browse) › select the required attachment. Click *Attach* › the attachment is added to your message.



This screenshot is identical to the one above, showing the 'Send message' interface. The 'Selaa' button is highlighted with a blue border, indicating it is the focus of the current step. The rest of the interface, including the 'From', 'To', 'Subject', and 'Message' fields, remains the same. The copyright notice '© 1999 - 2015 Deltason Group Oy. All rights reserved.' is visible at the bottom right.

9

The added attachment is shown at the bottom of the message field. You can remove or add attachments. When the message and the attachments are ready, click *Send* in the upper left-hand corner.



10

You will receive a **confirmation** that the message was successfully sent. Your message will be sent to Kela in encrypted form. You can save the message, for instance, on your computer by clicking *Save*.



11

The message will be transferred to Kela via a secure connection.



12

Wait for a reply from Kela. Kela will reply with an encrypted message.

The link in the encrypted message can be used from your e-mail for 30 days.

By clicking the link you can during this time send encrypted e-mail to Kela starting directly from step 5.

Note that you can only read encrypted e-mail messages from Kela on the device on which you first open the message.