

Change the Delivery Option for a Boehringer Ingelheim Secure Mail account

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General information

The Boehringer Ingelheim Secure Mail System provides two options to deliver the secure e-mails to you. The default **Delivery type** is **KickMail PDF**. This delivery type includes all information (even password information) within the secured e-mail. It allows you to authenticate Offline and to read the message without Internet access.

This **Delivery type** was successfully tested on devices with non-Windows-Operating-Systems (e.g. Android, IOS, MAC OS).

To open the **SecureMail201.....pdf** files we recommend to use the **Adobe Reader**. This reader provides all options to access the content of the secure e-mail especially embedded attachments.

As option **KickMail HTML** is available. This delivery type uses Online authentication to access the message. It is equal from a security perspective. The advantage of this delivery type is that your current password works to open old secure messages too. Some users reported difficulties to access this message type on mobile devices with non-Windows-Operating-Systems (e.g. Android, IOS, MAC OS).

Please check if your current browser is supported by this delivery type. The system supports browser like Chrome, Firefox or Internet Explorer Ver.9 and higher.

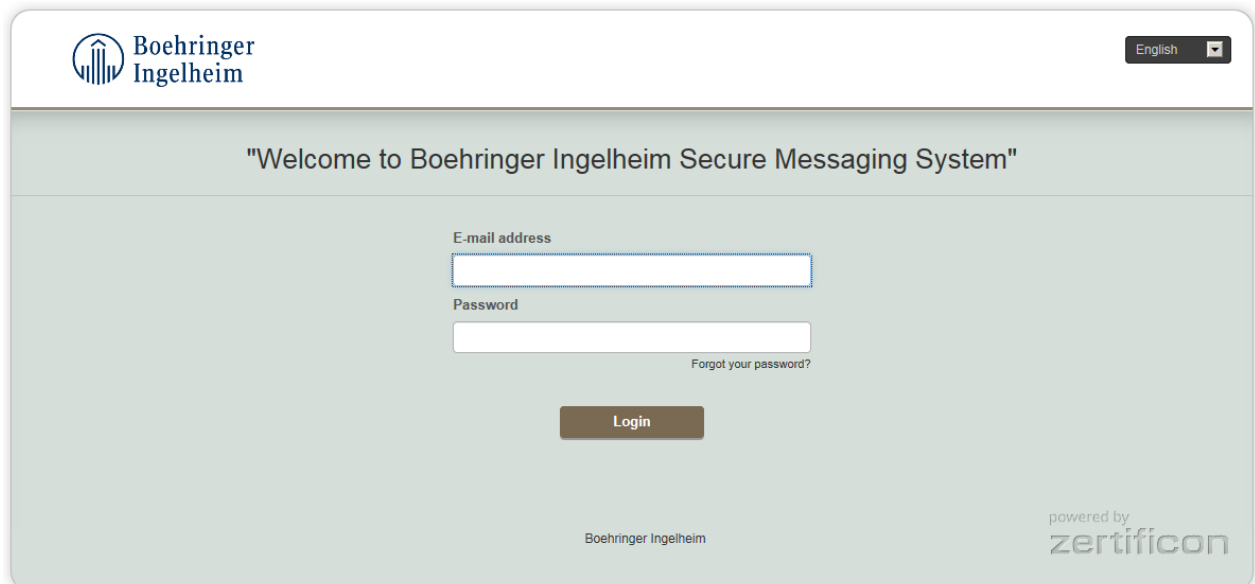
Please test the other delivery type if you experience issues to open the secure messages with your current delivery type. The change will have an effect first at the next secure message delivered to you.

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Instructions

Visit the website: <https://smail.boehringer-ingelheim.com>

Type in your **E-mail address** and enter your **Password**. Login to the customer portal.

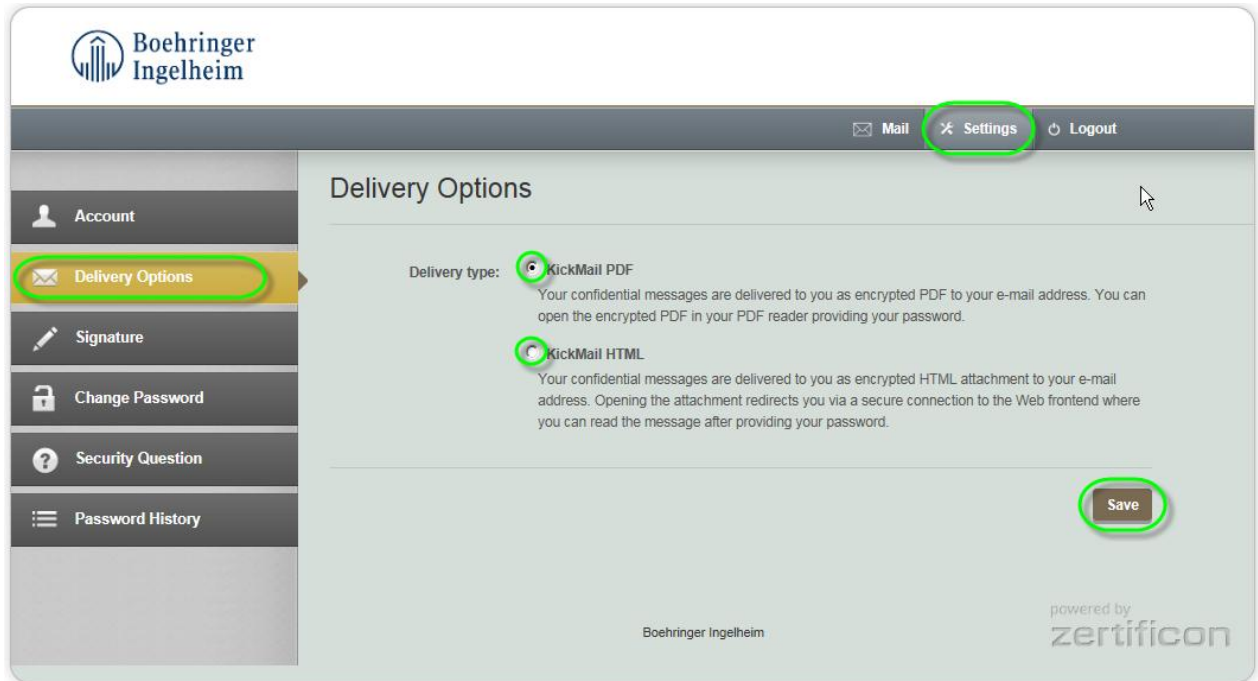


The **Delivery type** defines the method how the secure messages are delivered to you. The recommended and predefined **Delivery type** is **KickMail PDF**.

- **KickMail PDF**: The secure message will be delivered to your mailbox as a notification with an encrypted pdf file attached. You can open the attached pdf file using your password. Password information is included in the pdf file. This Delivery type works Offline (without active Internet access). This **Delivery type** is approved and released for mobile devices.
- **KickMail HTML**: The message will be delivered to your mailbox as a notification with an encrypted HTML file attached. You can open the attached HTML file by clicking on it. You will be forwarded to your Internet Browser for authentication. Use your self-created password if you are prompted for.

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Navigate to the “**Settings**” Tab and choose “**Delivery Options**”



Set the **Delivery type** to your preferred type and **Save** the new setting. Logout from portal. The next secure message will be delivered to your regular mailbox using the new delivery type.

Attention: older secure messages in your mailbox will not be affected by the Delivery type change! Use the former way to open the messages.

Please note: The system supports browser like Chrome, Firefox or Internet Explorer Ver.9 and higher.