How to access a secure message sent to you as encrypted PDF file (KickMail PDF)

Content:

## First time

First time you receive a secure e-mail from Boehringer Ingelheim you have to activate your account. Therefore you receive a notification in your mailbox with the subject "**[Boehringer Ingelheim Secure Messaging System] Activate Your Account"** Please follow the embedded link for activation. Enter a self-created password, choose and answer a security question, select your preferred delivery type (default type is KickMail PDF) and accept the "Terms of Use". When your account is activated properly you will receive the secure messages in your regular mailbox.

How a message appears in your mailbox

Once your account is activated properly you will receive only a notification of a new secure message in your regular mailbox. The notification contains a secure attachment in the format **SecureMail_20xxxxxx.pdf** .
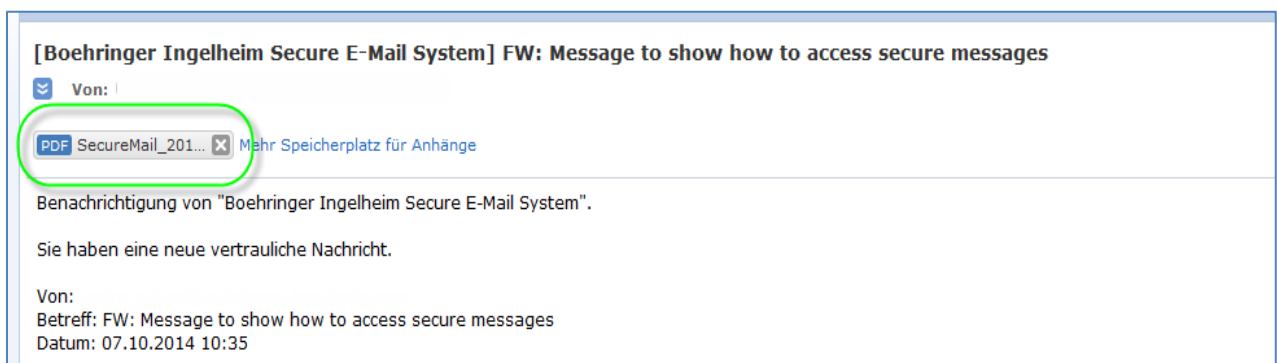
Save this attachment on your computer.

Open the Secure Mail

Navigate to the destination where the file is located and open it by double click.

SecureMail_201409131859.pdf	13.09.2014 18:59	Adobe Acrobat Doc...	2.251 KB
SecureMail_201409131902.pdf	13.09.2014 19:03	Adobe Acrobat Doc...	184 KB
SecureMail_201409131908.pdf	13.09.2014 19:09	Adobe Acrobat Doc...	1.189 KB
SecureMail_201409261501.pdf	26.09.2014 15:03	Adobe Acrobat Doc...	806 KB
SecureMail_201410012132.pdf	01.10.2014 21:34	Adobe Acrobat Doc...	347 KB

It is recommended to use the ADOBE READER to open the PDF file. This reader provides all features you might need to proceed with the message.

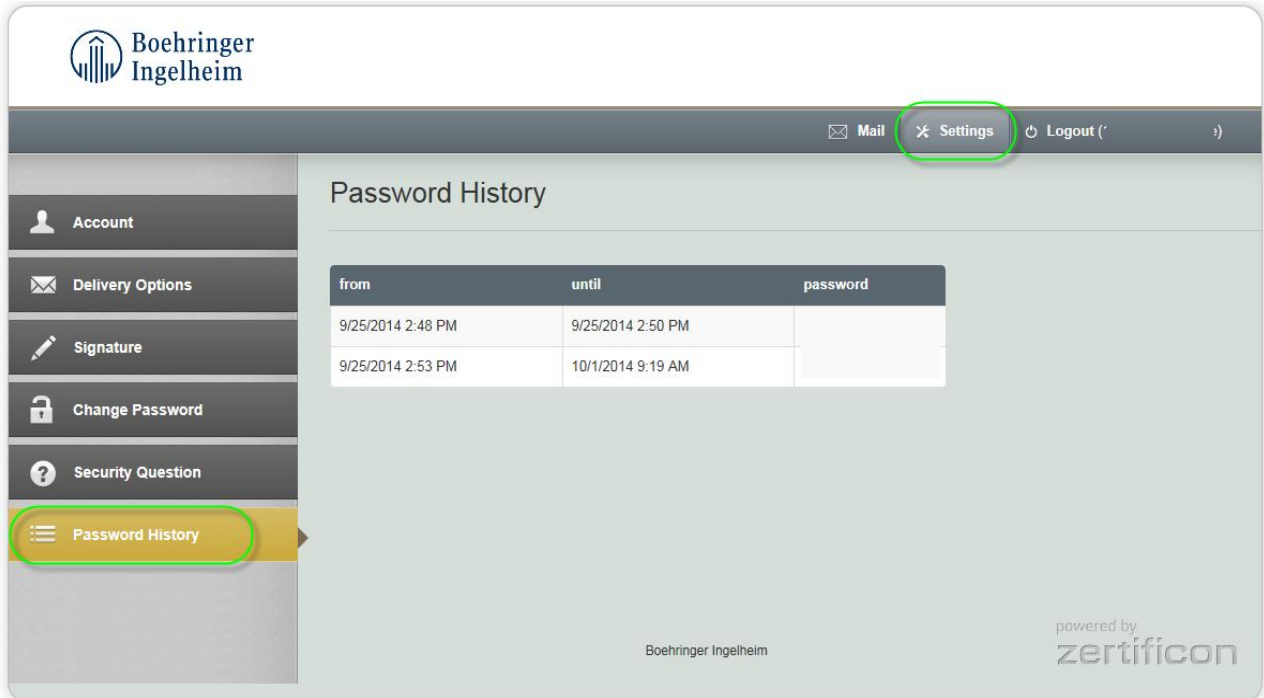You will be prompted to enter your password:
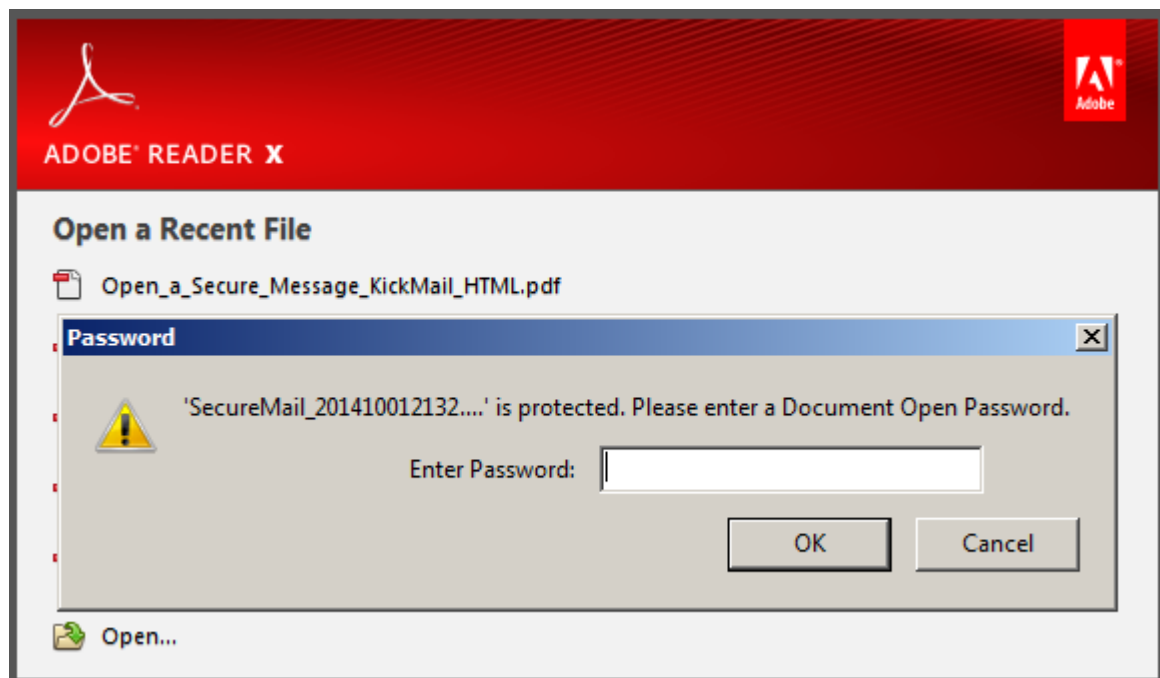
Enter Password and click **OK**. In case it fails please consider the next topic. You have to use the password which was valid at the creation point of the message. See the next section to find information about your Password History.

Check your Password History

Please note: If you own older secure e-mails you have to use the password which was valid at the creation point of the message to open it.

To review your old passwords enter the website https://smail.boehringer-ingelheim.com .Put in your current credentials and login. Navigate to **Settings** tab and check your **Password History**.

Proceed the message

If your authentication was successful the message will open within the pdf reader application (e.g. ADOBE READER) in this style:
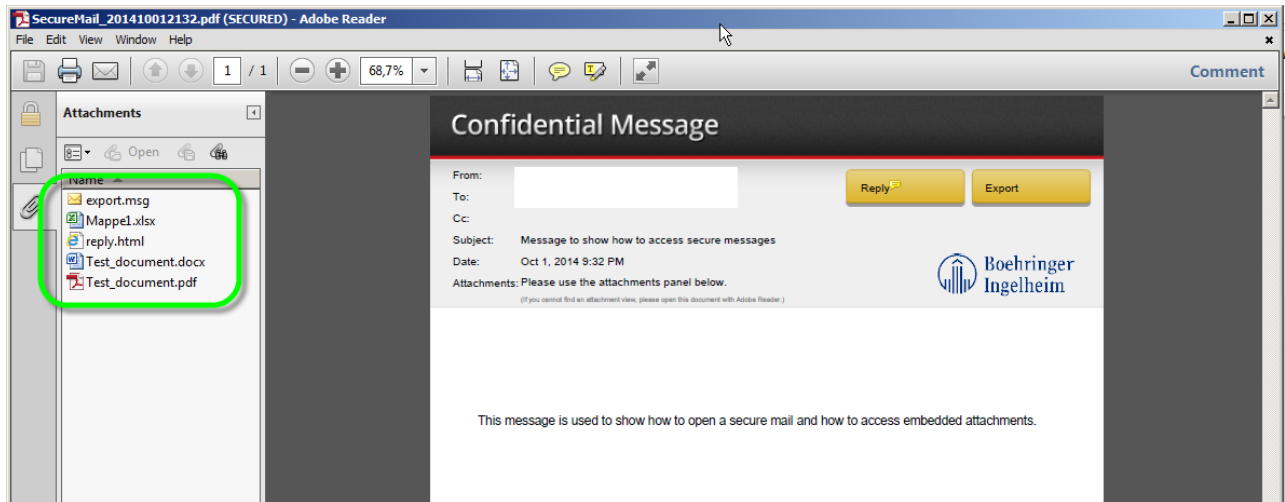
Within the **Attachments** panel you will find the embedded attachments of the message and some further options to proceed with this message. Other pdf file reader applications might appear in a different style. The way to proceed is similar.

export.msg

Double click this option will export the secure message to a Windows.msg file like Outlook. It will open automatically if an appropriate application is available on your computer. The message will appear as an unsecured plain message which contains all attachments.
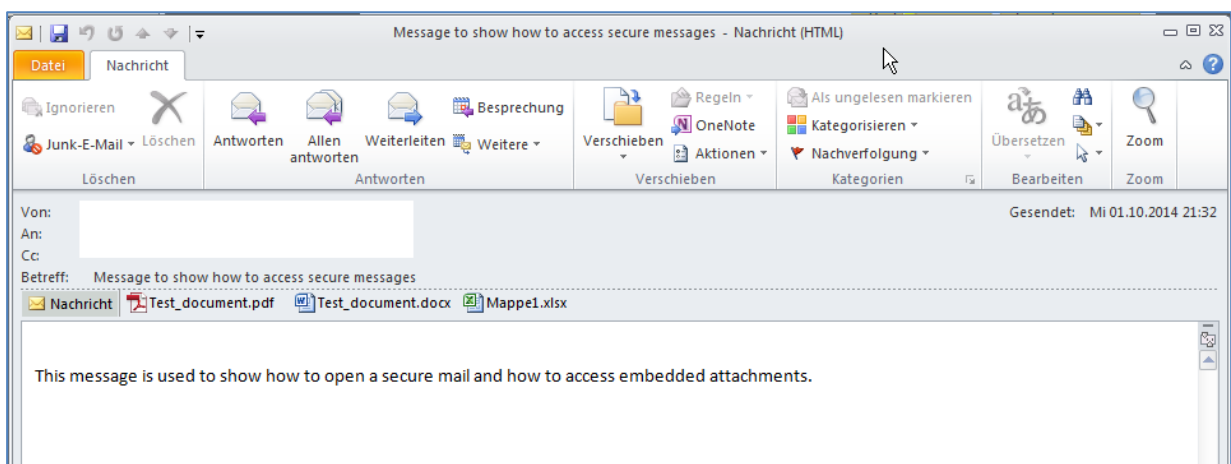
reply.html

Double click this option forwards you to the customer portal with the ability to **Reply** to the sender or to **Reply to all**. You can compose your reply and send it in a secured way to the recipients.

You can add additional recipients (**1**). Separate the e-mail addresses by semicolon < ; > or comma < , >. Only BI recipients or registered Boehringer Ingelheim secure mail system users are allowed.
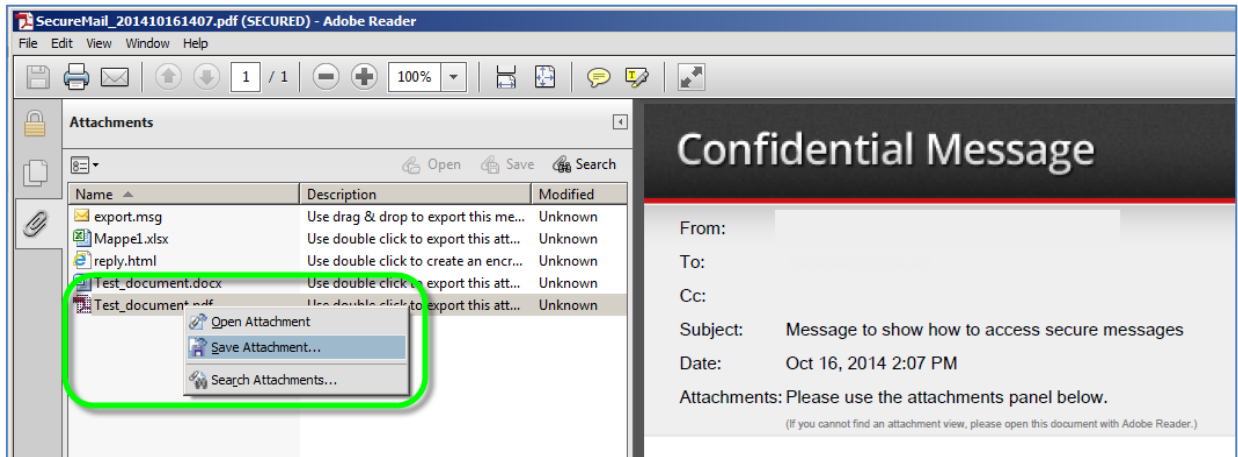

If you like to add a permanent signature (**2**), navigate to the **Settings** tab and enter the **Signature** section. Here you can add your personal signature. It will automatically appear in all your composed messages.

To add attachments (**3**) browse your computer and attach the files.

Embedded Attachments (in this example **Mappe1.xlsx, Test_document.docx, Test_document.pdf**)

Click right mouse on the attachment and save it on your computer. Navigate to the saved attachment and open it with an appropriate application.

Please be aware that other pdf reader applications might appear in a different style. The behavior of the attachments will be kept unchanged. Please refer to your application how to proceed in this case.