

## Secure e-mail - information to contacts

The Swedish Courts regularly use e-mail as a compliment to traditional mail correspondence. In compliance with the Swedish Personal Data Act all electronic court communications containing sensitive information are required to be encrypted in order to ensure privacy.

The encryption method used by the courts provides a secure method of accessing and replying to e-mail. As a recipient of secure e-mail, you are not required to install additional software or encryption keys on your electronic device. However, there are some important differences which you should be aware of.

Please take a moment to read the following instruction on how to access and reply to secure e-mail communications from the court. If you have any questions regarding secure e-mail, please feel free to contact the court.

## How does secure e-mail work?

The purpose of secure e-mail is to ensure that a court message addressed to your e-mail account cannot be accessed by anyone other than you. This is achieved by not transmitting the actual court message over the internet as a traditional e-mail.

Instead, you will receive an e-mail notification containing a secure link to the court message. Clicking on the link provided in the e-mail notification will direct you to a secure internet site where the court message can be accessed. As a result, you will not read the message in your regular e-mail program, but rather in your standard web-browser. Since the message is never actually stored on your e-mail account, the size of the message will not affect the storage space in your mailbox.

### Messages can be sent in two different ways

- **Without a PIN code:** You will receive an e-mail notification containing a link. When you click on the link, a secure connection between your device and the secure e-mail server will be established in your web-browser. You will then be given access to the message from the court.



- **With a PIN code:** Certain messages can only be accessed with a PIN code. The PIN code will be transmitted as a text message to your mobile telephone the instant you click on the link given in the e-mail notification. To access the message you must enter the PIN code.



## Receiving an e-mail

Receive notification

### The notification

An e-mail notification message similar to the example below will be sent to your mailbox.

When the blue “Open message” link is clicked, a secure connection will be established between your device and the server on which the court message is stored.



SVERIGES DOMSTOLAR

#### Skyddat meddelande / Encrypted message

Ämne / Subject  
Test med bilaga

#### Viktigt – läs detta innan du öppnar meddelandet:

Om du vill kunna öppna meddelandet fler gånger **måste** det stängas med knappen "logga ut".

För att öppna eventuella bilagor klicka på öppna/spara-ikonen i fönstret.

Klicka på svara i meddelandet för att skicka svar genom en skyddad förbindelse.

Meddelandet raderas efter 30 dagar. Om du vill läsa meddelandet därefter måste det antingen skrivas ut eller sparas på din dator.

Detta aviseringsmeddelande kan inte besvaras.

#### Öppna meddelandet / Open message

#### Important information - please observe this before opening the message:

You **must** use the "log out" button when closing the message to be able to access it again.

Click the **open/save** icon to access attachments.

If you **reply** to the message, the reply will be sent through a secure connection.

The message will be deleted after **30 days**. If you wish to keep the message after the period of 30 days, it must either be printed or downloaded to your computer.

This notification cannot be replied to.

Click link in notification

## Reading the message

After the blue “Open message” link in the e-mail notification is clicked, the screen below will open in your standard web-browser.

The red border shows where the attached files can be found. The attachments are opened by clicking the icon.

Read message

				<b>KONFIDENTIELLT MEDDELANDE</b> - Läs Meddelande Säkerhetsnivå: 256-bit kryptering	<a href="#">Hjälp</a>	
<a href="#">Svara</a>		<a href="#">Svara alla</a>		<a href="#">Radera</a>		<a href="#">Logga ut</a>
Avsändare	handenstr.avd1@dom.se					
Mottagare	dommall@gmail.com					
Ämne	Testmejl					
Datum	Mon, 22.07.2013 09:14:11					
Bilagor	<div style="border: 2px solid red; padding: 2px;">           54262011_Beslut_signerat.pdf [1.5 MB]            </div>					
<p>Hej,</p> <p>I bifogad fil tisdagens dom i mål 5509-12.</p> <p>Med vänliga hälsningar</p> <p>Expeditionen Handens tingsrätt</p>						
Av säkerhetsskäl kan meddelandet läsas i 30 dagar.				Meddelandet och bilagor (zip)		<a href="#">Spara</a>

## How to open a message with a PIN code

Receive  
text  
message

After the blue “Open message” link in the e-mail notification is clicked, the screen below will open in your web-browser. At this time, a PIN code will be sent as a text message to your mobile phone. To access the court message you must enter the PIN code.

If you have not received a PIN code within a few moments, please verify that the given telephone number is correct and press the button “Beställ PIN kod” to order it again. If you still do not receive a text message containing a PIN code and the given telephone number is correct, please contact the court for assistance.

Enter  
PIN code

The screenshot shows the header for a confidential message from Sveriges Domstolar. It includes the court's logo, the text "SVERIGES DOMSTOLAR", a "KONFIDENTIELLT MEDDELANDE" warning, and a link to "Anvisning". Below the header is a section titled "Autenticiteten" with an "Avsluta" button. The main content area contains a message: "Detta meddelande är skyddat med PIN kod som skickas automatiskt till din mobil (070 635 0000). Det kan ta en stund innan SMS meddelandet kommer." There is a PIN code input field with four dots and a "Fortsätt" button. Below this, there is a note to "Kontrollera telefonnumret om du inte får ett SMS." and a list of instructions: "Om numret är korrekt, vänta några minuter och beställ ny PIN kod." and "Om numret är fel, meddela avsändaren." At the bottom, there are two buttons: "Beställ PIN kod" and "Sänd meddelande".

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## Logging out

Once you have accessed a message sent without a PIN code you **must** log out to be able to reopen the message, see the picture below. If you close the browser window instead of logging out the message cannot be reopened.

Log out

The screenshot shows the message viewing interface. The header is identical to the previous screen, but with a "Hjälp" link instead of "Anvisning". Below the header is a metadata section with buttons for "Svara", "Svara alla", "Radera", and "Logga ut". The "Logga ut" button is highlighted with a red box. The message content includes: "Avsändare: handenstr.avd1@dom.se", "Mottagare: dommall@gmail.com", "Ämne: Testmejl", "Datum: Mon, 22.07.2013 09:14:11", and "Bilagor: 54262011\_Beslut\_signerat.pdf [1.5 MB]". The main body of the message starts with "Hej," followed by "I bifogad fil tisdagens dom i mål 5509-12." and "Med vänliga hälsningar Expeditionen Handens tingsrätt". At the bottom, there is a security notice: "Av säkerhetsskäl kan meddelandet läsas i 30 dagar." and a "Spara" button.

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When you have clicked the log out button you must choose between storing a cookie or creating a password to reopen the message, see the picture on next page.

If the message was sent with a PIN code it can be reopened with the same PIN code after logging out. If you have erased the PIN code from your mobile telephone you can have it sent to you again by clicking the button “Beställ PIN-kod”

## Choose how to reopen the message

When clicking on “Logga ut” you will be taken to the screen below. In this screen you must choose between creating a password and storing a cookie.

Choose password or cookie

**SVERIGES DOMSTOLAR** KONFIDENTIELLT MEDDELANDE - Logga ut Säkerhetsnivå: 256-bit kryptering **Anvisning**

**Bekräfta utloggning**

Återöppning av meddelandet förutsätter identifiering.  
Välj identifiering metod av följande:

Cookie: En cookie sparas på din webbläsare och med det du ska identifieras automatiskt samtidigt som du öppnar meddelandet. Meddelandet kan öppnas endast med samma webbläsare.

Lösenord: Ange ditt eget lösenord som krävs för att öppna meddelandet. Meddelandet kan också öppnas med andra webbläsare.

Lösenord

Bekräfta lösenord

Lösenord måste innehålla :

- minst 6 tecken
- små bokstäver
- stora bokstäver
- siffror

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- Storing a cookie – If this method is chosen the message can only be reopened with the **same device, using the same web-browser** as the first time the message was opened.
- Creating a password – Choosing the password method allows you to create a password that can be used for all subsequent messages sent from the court. Please be aware that it is wise to change the password at regular intervals.

If the message was sent with a PIN code, it can be reopened using the same code.

## Reopening a message

When clicking the link in the notification message to reopen a message, the screen below will be shown in your browser if you have chosen a password.

**SVERIGES DOMSTOLAR** KONFIDENTIELLT MEDDELANDE - Läs Meddelande Säkerhetsnivå: 256-bit kryptering **Hjälp**

**Verifiering**

Du behöver lösenordet för att öppna meddelandet.

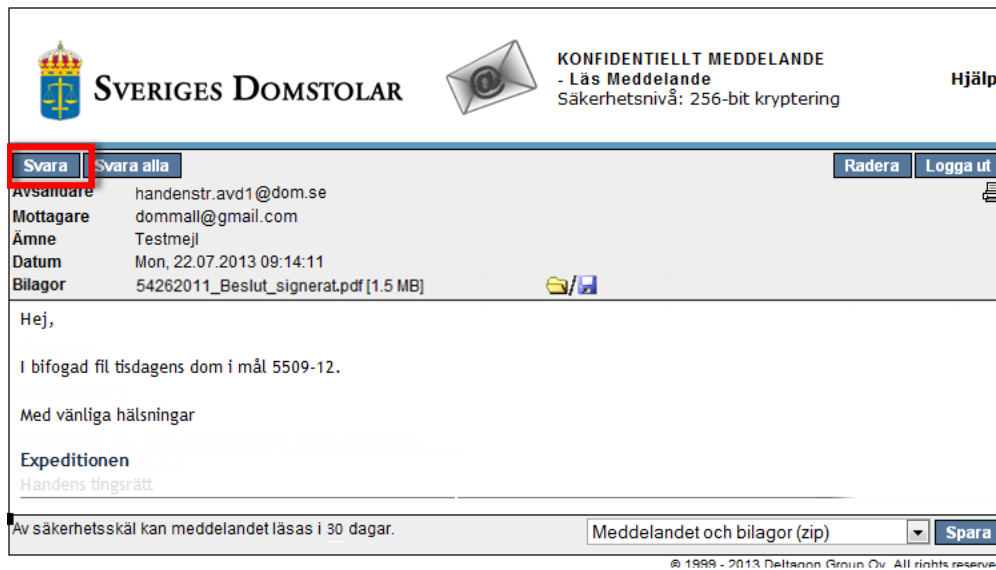
Lösenord



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If you have stored a cookie, the message will open immediately when clicking the link in the notification – provided you are using the same device and web-browser.



## Replying securely

Click the button in the red frame to send a reply to the court. Your reply will be sent through the same secure channel as the original message.



 **SVERIGES DOMSTOLAR**  **KONFIDENTIELLT MEDDELANDE**  
- Läs Meddelande  
Säkerhetsnivå: 256-bit kryptering Hjälp

**Svara** **Svara alla** **Radera** **Logga ut**

Avsändare: handenstr.avd1@dom.se  
Mottagare: dommall@gmail.com  
Ämne: Testmejl  
Datum: Mon, 22.07.2013 09:14:11  
Bilagor: 54262011\_Beslut\_signerat.pdf [1.5 MB]  

Hej,

I bifogad fil tisdagens dom i mål 5509-12.

Med vänliga hälsningar

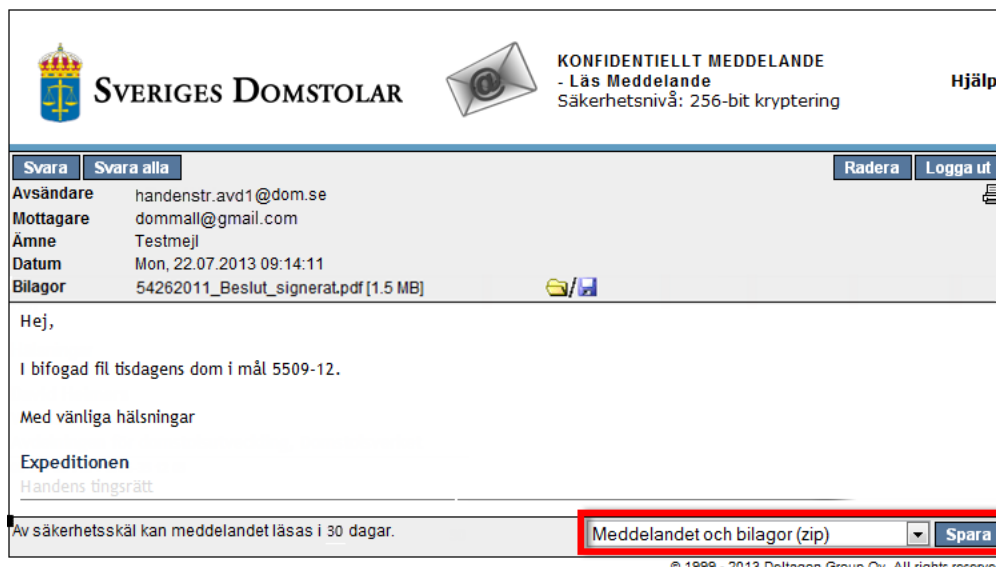
**Expeditionen**  
Handens tingsrätt



Av säkerhetsskäl kan meddelandet läsas i 30 dagar. Meddelandet och bilagor (zip) **Spara**

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## Saving a message

Messages are only stored on the secure e-mail server for 30 days. If you wish to save a message for a longer period of time you may do this by using the menu in the lower right hand corner.



 **SVERIGES DOMSTOLAR**  **KONFIDENTIELLT MEDDELANDE**  
- Läs Meddelande  
Säkerhetsnivå: 256-bit kryptering Hjälp

**Svara** **Svara alla** **Radera** **Logga ut**

Avsändare: handenstr.avd1@dom.se  
Mottagare: dommall@gmail.com  
Ämne: Testmejl  
Datum: Mon, 22.07.2013 09:14:11  
Bilagor: 54262011\_Beslut\_signerat.pdf [1.5 MB]  

Hej,

I bifogad fil tisdagens dom i mål 5509-12.

Med vänliga hälsningar

**Expeditionen**  
Handens tingsrätt

Av säkerhetsskäl kan meddelandet läsas i 30 dagar. **Meddelandet och bilagor (zip)** **Spara**

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- **Meddelandet och bilagor (zip)** - Saves the message and the attachments in a zip file.
- **Meddelandet i textform (txt)** - Saves the message, without any attachments, in txt-format.
- **Meddelandet i html form** - Saves the message, without any attachments, in html-format.
- **Meddelandet och bilagor som krypterad zip** - Identical with the first alternative, but you must choose a password to open the zip-file.

## **Please observe**

### **Log out to be able to reopen the message**

You must log out and choose a password or store a cookie in your browser to be able to reopen a message sent without a PIN code.

With a password the message can be reopened from any device. The same password can be used for several court messages; however, it is advisable to change your password regularly.

With a cookie the message can only be opened from the **same device using the same browser**.

### **Messages with a PIN code**

Messages sent with a PIN code can be reopened using the same code. If you have lost the code, it can be ordered again from the log in page. If you receive many messages with a PIN code it can be more convenient to store the messages on your device when you open them the first time.

### **Mailboxes used by several persons**

If several persons have access to a mailbox, e.g. a lawyer and a secretary, a common password can be used.

The person accessing the message the first time enters the common password when logging out. This way the second person can easily open the message too.

When using a common password it is advisable to exchange it regularly.

### **Storage time**

Messages are stored on the server for **30 days**. If you wish to keep a message longer than 30 days you must save it on your device.

### **Forwarding messages**

The best way to forward a message sent by secure e-mail is to first save it on your device, and then attaching the saved file to a new message.

### **Replying**

If you reply to a message sent by secure e-mail, the reply will be sent to the court through the same secure channel.

### **Limitations in the Android stock browser**

With the Android stock browser, used in telephones and tablets, you cannot open attached files. However the e-mail itself can be read using this browser.

If you are using the Android stock browser you will be given a warning that gives you the opportunity to cancel the opening and to open the message using another browser/device. If you have another browser installed on your device, e.g. Chrome, attachments can be opened from your telephone or tablet.

### **Attached files**

Attached files will not affect the storage space in your mailbox.