

How to create a secure file transfer (SFT) email account

The following instructional document details how to set up a secure file transfer (SFT) email account to submit notification to the Department of Health, Pool Immersion Incident Notification System.

Request to create an account

1. To set up an SFT email account, email pool_incidents@health.qld.gov.au to advise you wish to set up an SFT email account.

Note: Please ensure you provide the email address you will be using to submit notifications.

Activating an account

2. You will receive an email from SFT advising you have received a message from pool_incidents@health.qld.gov.au click View in Secure File Transfer

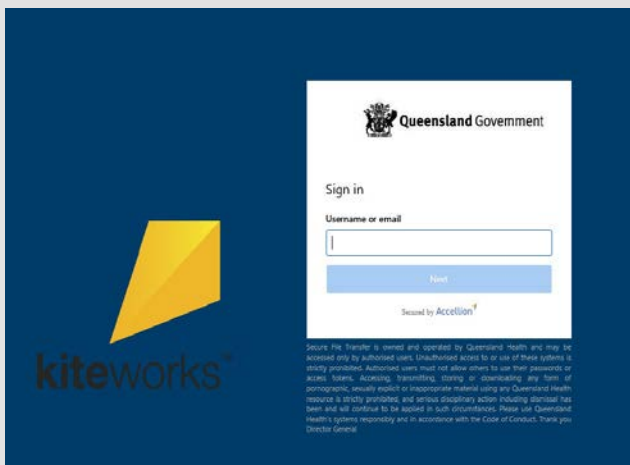
You received a [secure message](#) from ndldregister@health.qld.gov.au via Secure File Transfer.

This message was sent with extra security settings and requires authentication in order to view the body of the message and any file attachments.

[View in Secure File Transfer](#)

New to Secure File Transfer? You will need to [create an account](#) in order to view the message.

3. A browser window will open displaying the Sign in screen for Secure file transfer. Enter the email address you provided to set up the SFT account then click Next.



4. A prompt to set a password will appear, please create a password ensuring that the password has:

- 8 characters minimum
- 1 number(s)
- 1 lowercase character(s)
- 1 uppercase character(s)
- 1 special character(s) (e.g. @ % \$)

Click Create account

Create account

Already a kiteworks user? [Sign in](#)

Email

Password

Confirm Password

- ☐ 1 number(s)
- ☐ 1 lowercase character(s)
- ☐ 1 uppercase character(s)
- ☐ 1 special character(s)
- ☐ 8 character(s) minimum

Create account

5. An activation email will be sent to your email account. Close the web browser and open your email.

One more step!

We've sent a message to [your email address]
Check your email and click on the button to activate your account.

[Return to sign in](#)

6. Open the email and select **Activate account**

A window will display and automatically log you into Secure File Transfer

Hi

Your Secure File Transfer account has been created. To begin using the system, please activate your account.

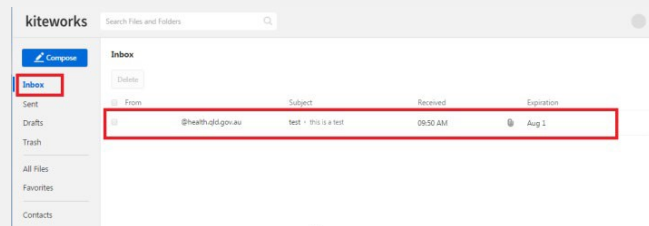
Activate account

If you do not wish to create an account, or have received this message in error, please disregard this message.

Opening an email

7. Select Inbox

Emails from the Pool Immersion Incident Notification System can be found here.



8. To download attached files, select the file and download

The web browser's default options will display for downloading a file.

