
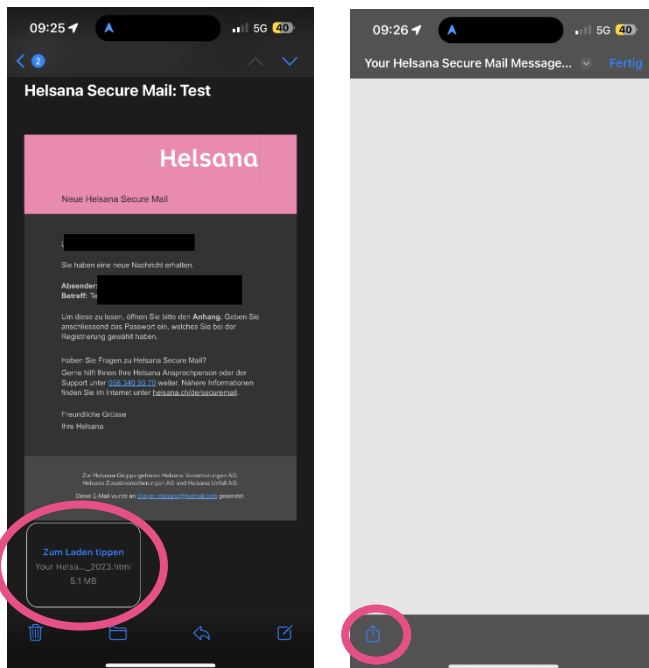


I cannot open the Helsana Secure Mail on my iPhone / iPad - what should I do?

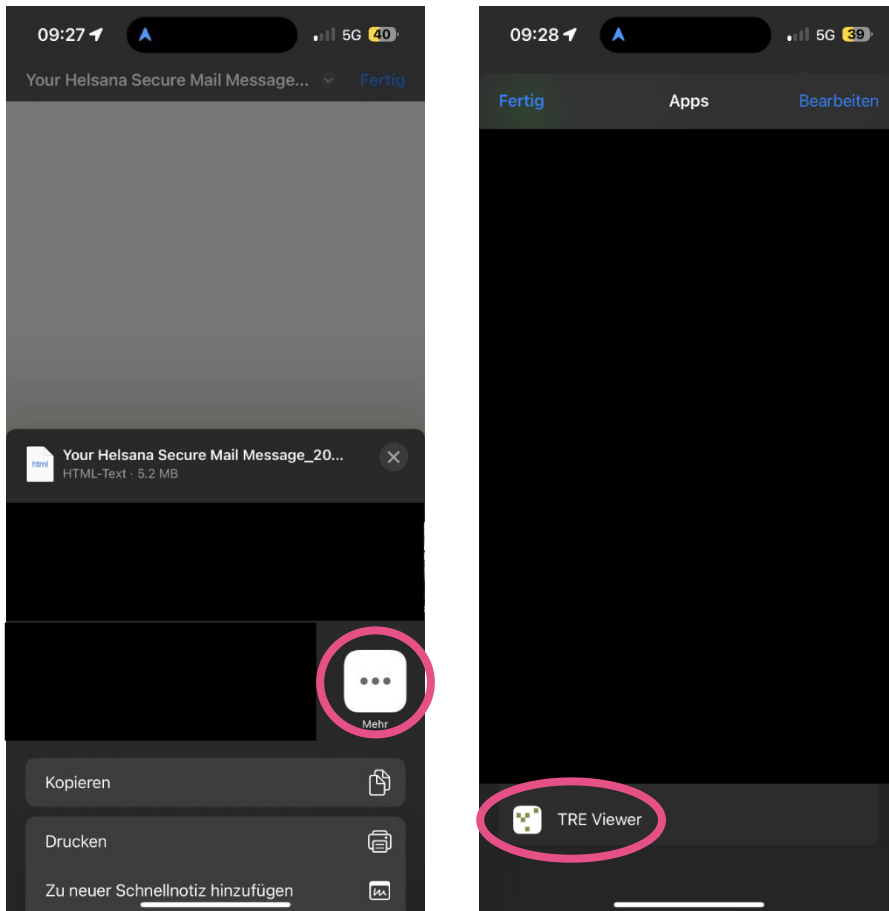
1. Download the app "totemomobile TRE Viewer" from the App Store.



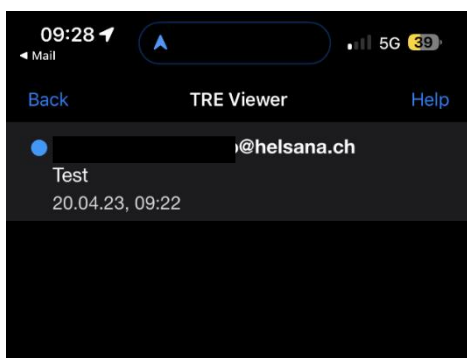
2. After downloading the app, click on the attachment of the email you have already received, then on .



3. There, click on "More" and then select the TRE Viewer app.



4. The TRE Viewer app opens automatically and the subject line of the message and the sender are visible.



- 5. As soon as you click on the encrypted message, the login page appears and you are asked to enter your password. After successful entry, the content of the encrypted message appears.

