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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 1.



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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.



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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.

10:28 Mail 		• • •• 5G 203
Back	TRE Viewer	Help
Helsana		
Please enter your credentials to access the encrypted message!		
Password		Forgot password?
Password		
Open		
Helsana Sec	cure Mail - Secure e-mail c	ommunication