



Instructions for opening encrypted documents

As part of our [privacy policy](#), we now send all patient files by encrypted email.

If you have been sent an encrypted email but cannot open this with the password, then you will need to download specific software to allow the file to be saved and then opened. Detailed below are the instructions for downloading the software and opening the file.

If you are having difficulty, please contact us directly at:

Telephone: 020 8502 1777

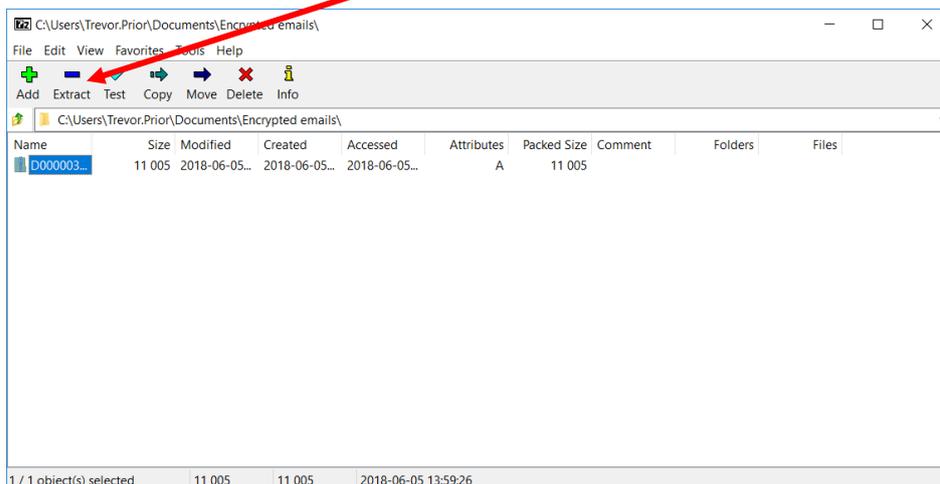
Email: admin@premierpodiatry.com

Instructions for using 7-zip

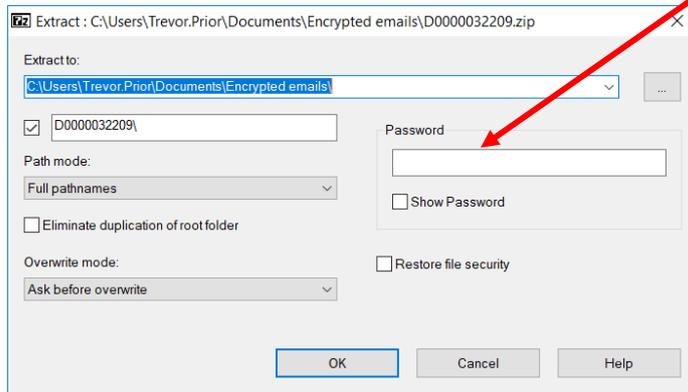
1. Download the programme
 - a. You will need to check if you have a 32 or 64 bit computer.
 - i. Windows 10: Right click the start button and select system
 - ii. Windows 7 or Vista: click start button, right click computer and select properties.
 - b. Choose the appropriate programme from:

<https://www.7-zip.org/download.html>

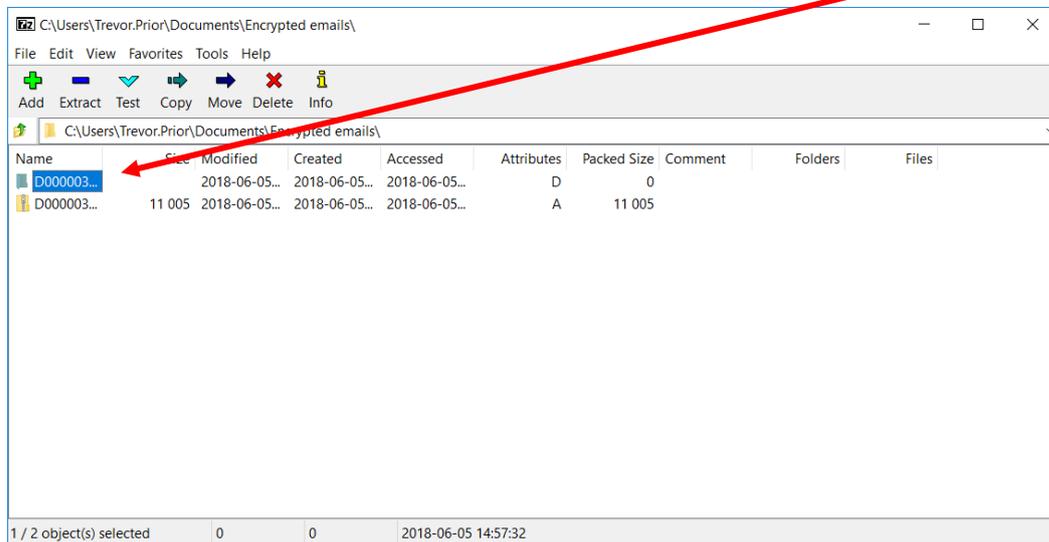
2. Right click on the Zip file attachment in the email you have been sent.
3. Save the file to a folder on your computer (you may wish to create a folder for encrypted files).
4. Open the 7-Zip programme on your computer and, find the Zip file you have saved.
5. Select the zip file and click Extract.



6. This will give you a pop up screen where you enter the password.



7. This will then unzip the folder and show the unzipped folder with the same name.



8. You will be able to open and view the file.

