

# Patient FAQ for Secure Send

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This FAQ answers common questions for patients who are sent documents using Secure Send. These documents are downloaded from a secure online page containing your invoices, referrals and letters.

Delivery steps for patients:

1. Receive an email or SMS with a download [link](#).
2. Click on the [link](#).
3. Receive an email or SMS with a Security Code.
4. Enter the Security Code.
5. The download page will open (displays all documents available for download).
6. Click on a document to open and download the document to your local device.

- + What email to mobile number will be used to send the document?**
  - + How long will the link be active for?**
  - + How long do I have to download the document?**
  - + What should I do if I don't receive the link?**
  - + What should I do if I don't receive the security code?**
  - + What happens if the security code is entered incorrectly?**
  - + What do I do with the document when I download it?**
  - + How can I tell what document to download?**
  - + I have a pathology/radiology referral but it does not tell me what laboratory to go to.**
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