

Secure Send FAQ

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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 a security code (unless the practitioner overrides the requirement).
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?**

 **Do I need ZedSMS to use Secure Send?**

 **Is there a cost to use Secure Send?**

 **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.**