

ZENDESK ATTACHMENT ACCESS

This document covers how to access an email attachment sent from the UW/FHCC Zendesk Ticketing System. Emails sent from Zendesk show a 6-digit ticket reference number at the top of the email. Secure attachments are sent in one of two ways, please refer to the section that matches the attachment you received.

ZENDESK SECURE LINK ATTACHMENT EXAMPLE	SENDSAFELY ATTACHMENT EXAMPLE
Attachment(s) Test document.docx	This ticket includes a secure attachment. Use this link to access.

Zendesk Secure Link Attachment

These links are generally used when sending a message to a recipient with a UW or FH email address. You will need to log in to Zendesk to access these files. This can be done with a UW or Fred Hutch email address through SSO or by creating a new Zendesk account.

1. Click on the hyperlink matching the attachment you want to access. Log in using one of the processes outlined below.

Attachment(s)
[Test document.docx](#)

- A. Use the left side of the login screen to sign in to Zendesk using Single Sign-On. Use the email address you received the message at.
- B. If you do not have a UW or FH email, log in using the email you received the message at.
- C. If you have not created a Zendesk account for that email, create an account using the Sign Up hyperlink located near the bottom of the sign-in page.

2. Once you log in, the file will automatically download if it is a document or will be shown if it is an image.

SendSafely Attachment

These links are generally used to send attachments to recipients outside of the UW or FH organizations. You will need to authenticate your access by using the email address you received the email at.

1. Click on the hyperlink for the secure attachment/s.

This ticket includes a secure attachment. [Use this link to access.](#)

2. Enter your email address in the Identification Required prompt.
3. Retrieve the verification code from your email and enter it into the Email Verification Code box. You will need to agree to the Terms of Service to access the file.
NOTE: Additionally, you can have SendSafely remember your browser to allow for easier file access for 30 days.
4. Once verified, you will be able to access each attached file.
5. Click the green Download Button to download the files to your computer.

Identification Required ⓘ

Please enter **your** email address:

Submit

Email Verification Code Required

Your Email Address

Email Verification Code:

Submit

I agree to the SendSafely Terms of Service and Privacy Policy

Remember me on this device for up to 30 days ⓘ

