



TULLI
TULL·CUSTOMS

Secure email service of Finnish Customs
Customer instruction

tulli.fi

8 April 2020

Secure email service of Finnish Customs

Customs will send you an encrypted email message when the message or its attachments contain confidential information. The encrypted message is sent through the Turvasähköposti secure email service.

You need an Internet connection and web browser to read the message. The message can only be opened using a browser where cookies have been enabled.

Messages are stored on the secure email server for 30 days, after which they are automatically deleted. The service does not contain an inbox; instead, each message is sent separately.

The largest message size allowed is 10 MB (includes attachments).

Arrival notification for secure email messages

When a secure email message has arrived, you will receive a notification to your email address. The notification contains a link to the actual message. The message is read using a web browser.



TULLI
TULL·CUSTOMS

Salassa pidettävä / Sekretessbelagt / Classified

Aihe / Ämne / Subject
Testiviesti

[Avaa viesti / Öppna meddelandet / Open message](#)



Olet saanut salassa pidettävän sähköpostiviestin. Avaa viesti, ja voit vastata siihen yläpuolella olevasta linkistä. Yhteys on suojattu SSL-salauksella. Turvallisuussyistä viestin lukemista on rajoitettu ja se voidaan lukea korkeintaan 30 päivän ajan.

Du har fått ett sekretessbelagt meddelande. Meddelandet kan öppnas och svaras på från länken ovanför. Förbindelsen är skyddad med SSL-kryptering. Av säkerhetsskäl är läsningen begränsad och meddelandet kan läsas i högst 30 dagar.

You have received a classified message. Message can be opened and replied to from the link above. Connection is protected with SSL encryption. Due to security reasons reading of the message is limited and can be read for 30 days at most.

Reading messages

You do not need to log in to the service to read messages.

The language of the user interface is determined by the language settings of the browser. If you have selected English as your browser language, the language of the secure email interface will also be English.



[Reply](#)
[Reply All](#)
[Forward](#)

[Delete](#)
[Logout](#)

From [redacted]@tulli.fi
To [redacted]@gmail.com
Subject Testiviesti
Date Wed 08.04.2020 15:04:39
Attachments Liite.docx [11.0 KB]

[Download](#)

Viestin sisältö.

Ystävällisin terveisin,

For security reasons, this message is readable for another 3 days

Message and attachments (zip)

[Save](#)



If a message contains an attachment, its file name is shown on the row Attachments. You can open and save the attachment by clicking on the button to the right of the attachment name.

The secure email message is stored on the server for 30 days, after with it is deleted. You can download and save the message and its attachments to a desired location for later use by clicking on the Save button.

After the message has been saved, it is no longer in an encrypted format. Make sure that the confidential information remains protected after you have saved it.

Replying to messages

You can use the secure email service to reply to a message you have received by clicking on Reply or Reply All.



Reply
Abort

From [redacted]@gmail.com

To [redacted]@tulli.fi [redacted]@gmail.com

Subject Re: Testiviesti

Message

-----Original Message-----

From: @tulli.fi

To: @gmail.com

Subject: Testiviesti

Date: Wed 08.04.2020 15:04:39

> Viestin sisältö.

>

> Ystävällisin terveisin,

Attachment Add attachment
 Ei valittua tiedostoa

© 1999 - 2020 Dellagon Group Oy. All rights reserved. |

You can send your reply message to the sender only or to the sender and the recipients of the original message.

When you click on **Reply All**, you can also select to whom of the recipients of the original message you want the send the reply message.

You can add attachments to you reply message.

You will receive confirmation when the message has been sent successfully. You can save the sent message to a desired location by clicking on **Save**.

Using a password to lock the message for later use

The secure email message will be locked for use with the browser with which it was first opened. If you want to read the message again later with another browser or terminal, or if several persons need to access the message, for example from a shared email account, the message must be locked using a password.

When logging out, select **Password** as the identification method and set a password for the message as instructed.

**Confirm logout**

Reopening of message requires identification.
Choose a method of identification of the following:

- Cookie: A cookie is saved to your browser and while opening the message you will be automatically identified with it. Message can be opened with the same browser.
- Password: Define your own password that is required to reopen the message. Message can also be opened with another browser.

Password

Confirm password

Password must include:

- at least 6 characters
- lower-case letters
- upper-case letters
- numbers

OK

Back

© 1999 - 2020 [Deltagon Group Oy](#). All rights reserved.

When you want to open the message again later and you click on the message link you received from the secure email service, the service will ask you to enter the password. If you enter an incorrect password too many times, the message will be locked. If this happens, contact the sender of the message and ask him or her to send the message again.

If you are using a shared computer, remember to clear the browser cache and history before you close the browser.

Registering an email address for sending secure email messages

If you want to send a message to Customs using the secure email service, you must register your email address in the service. This is to ensure that you have access to the email address that you want Customs to reply to. Please note: It is possible to reply to a message through the secure email service without registering.

Go to the address <https://turvaviesti.tulli.fi/>.

From

Continue

© 1999 - 2020 [Deltagon Group Oy](#). All rights reserved.

Enter your email address in the field **From** and click on **Continue**.



Send message - Registration

Exit

The use of this service requires registration. The e-mail address [redacted]@gmail.com has not been registered yet.

During the registration process, an e-mail containing a personal link will be sent to your e-mail address. You can access the secured message service with this link. The link is valid for 30 days.

[Register](#) [Back](#)

If your link is lost or no longer valid, you can request a new link by identifying yourself to the service again.

© 1998 - 2020 Deltagon Group Oy. All rights reserved.

Register your email address as instructed. The service will alert you if the same email address has already been registered. Should you need a new link, you can request one by clicking on **Request a new link**.

After successful registration, you will receive an email message with a link to Customs' secure email service. When you click on the link, you are taken directly to the sending page. The link is valid for 30 days.

 Rekisteröinti / Registrering / Registration Inbox x


no-reply@turvaviestitulli.fi

to me ▾

 Finnish ▾ > English ▾ [Translate message](#)

FI

Osoitteesi on rekisteröity palvelimelle turvaviestitulli.fi salatun postin lähettäjäksi. Rekisteröinti on voimassa 30 päivää. Käytä alla olevaa linkkiä salatun postin lähettämiseen.

SV


Din e-postadress har registrerats på servern turvaviestitulli.fi för att skicka krypterade meddelanden. Registreringen är giltig i 30 dagar. Använd länken nedan för att skicka krypterade meddelanden.

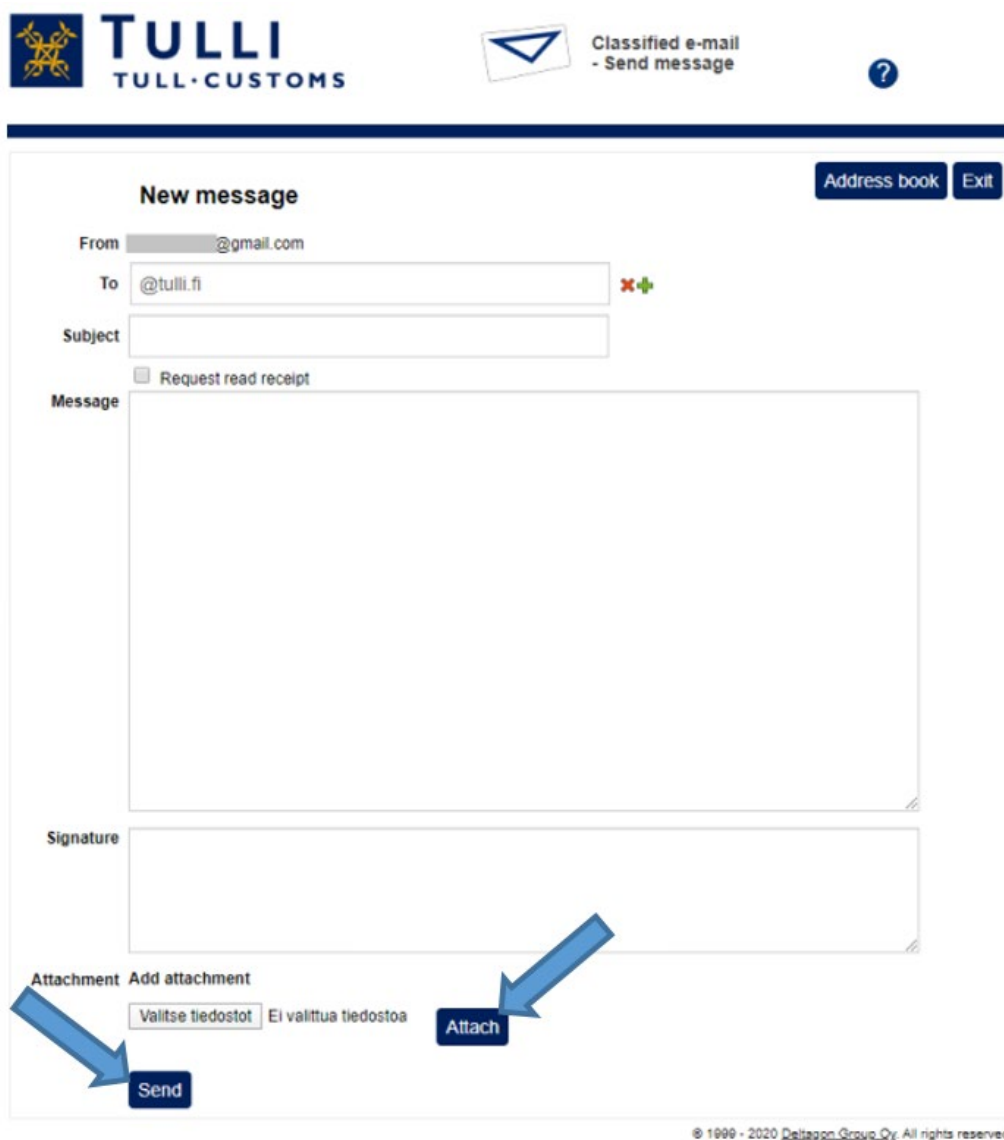
EN

Your address is registered on the server turvaviestitulli.fi for sending secured mail. The registration is active for 30 days. Use the link below to send secured messages.

<https://turvaviestitulli.fi/index.cgi>

Sending a message through the secure email service

The email address you registered is shown in the **From** field in the message sending window. Enter the Customs email address you wish to use in the **To** field or select it in the Address book. The address book contains previously used email addresses. By clicking on the  sign you can add several recipients to the message. You can only send secure email messages to Customs' email addresses using this service.




TULLI
TULL-CUSTOMS

Classified e-mail
- Send message

New message Address book Exit

From @gmail.com

To @tulli.fi 

Subject

Request read receipt

Message

Signature

Attachment Add attachment

Valitse tiedostot Ei valittua tiedostoa Attach


Send

© 1999 - 2020 Deltaagon Group Oy. All rights reserved.

You can also add attachments to your message. When you have completed your message, click on **Send**. After sending the message, you will receive confirmation that the message was successfully sent.

Always end the session by clicking on Exit. You will then be logged out.

User guidance

You can find general guidance and help for using the secure email service by clicking on the question mark icon  .