

# BISCOM NON-DCBS USER GUIDE

4/23/2018

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## **OVERVIEW**

Biscom is an application used by DCBS for secure email/file transfers and to send large attachments: <https://cbsweb2.cbs.state.or.us/bds/Login.do>

To receive secure emails, non-DCBS users must register for a free “recipient” type Biscom account which can only receive and reply to emails. To register, first time users can use the link in the email received when a Biscom email is sent.

This document is a basic help guide for non-DCBS Biscom users.

## REGISTER FOR A FREE ACCOUNT

To receive secure emails, non-DCBS users must register for a free “recipient” type Biscom account which can only receive and reply to emails. *Registering only needs to be done once.*

To register, first time users can use the link in the email received when a Biscom email is sent.

test to outlook.com



Matsuda Kris <kris.matsuda@oregon.gov>

Fri 11/18/2016, 12:01 PM

You



Reply all

test to outlook

Sender : Matsuda Kris

Link : <https://cbsweb2.cbs.state.or.us/bds/Login.do?id=A049117066&p1=x3j28misbfkccibhhldieici20>

Sent To : sscsd

CONFIDENTIALITY NOTICE: This email message is intended only for the person or entity to which it is addressed and may contain confidential material. Any unauthorized review, use, disclosure, downloading, copying or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and permanently delete all copies of the original message. If you are the intended recipient but do not wish to receive communications through this medium, please advise the sender immediately.

Click the option to register *here*

DEPARTMENT OF  
CONSUMER  
& BUSINESS  
SERVICES

Please enter your username and password to sign in

**Username**

**Password**

Remember my username

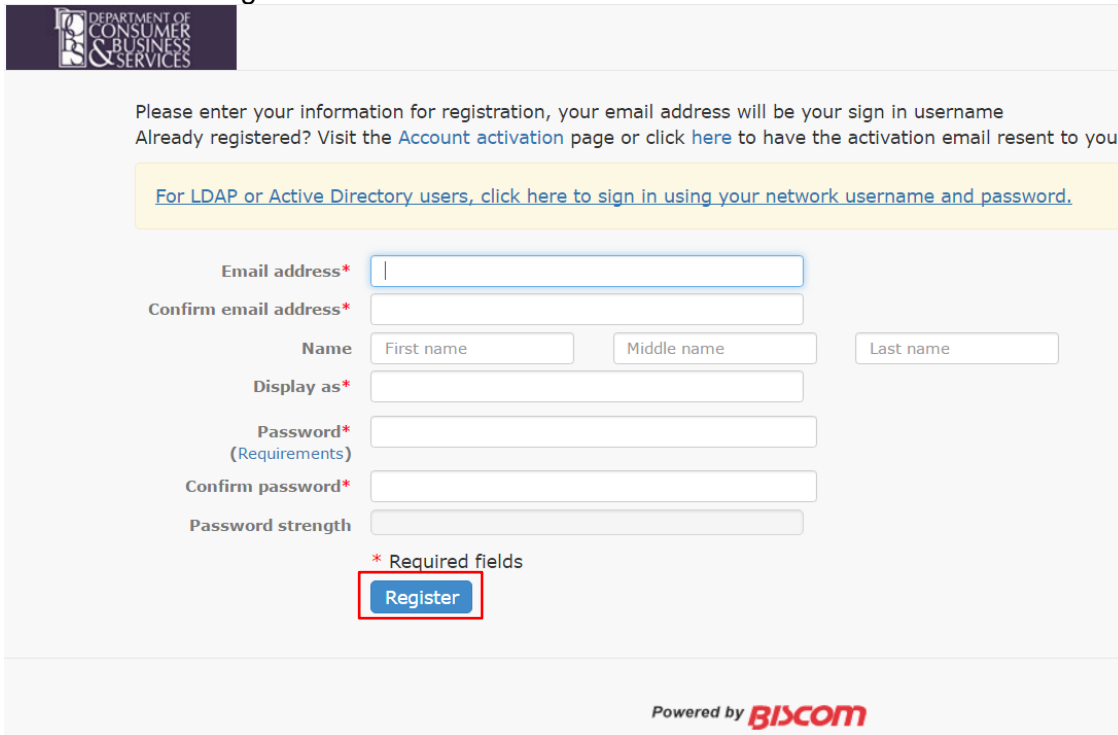
**Sign in**

[Forgot your password?](#)

**Register**  
If you don't have a  
username, register  
**here.**

**Learn More**  
Tell me more about  
**Biscom SFT.**

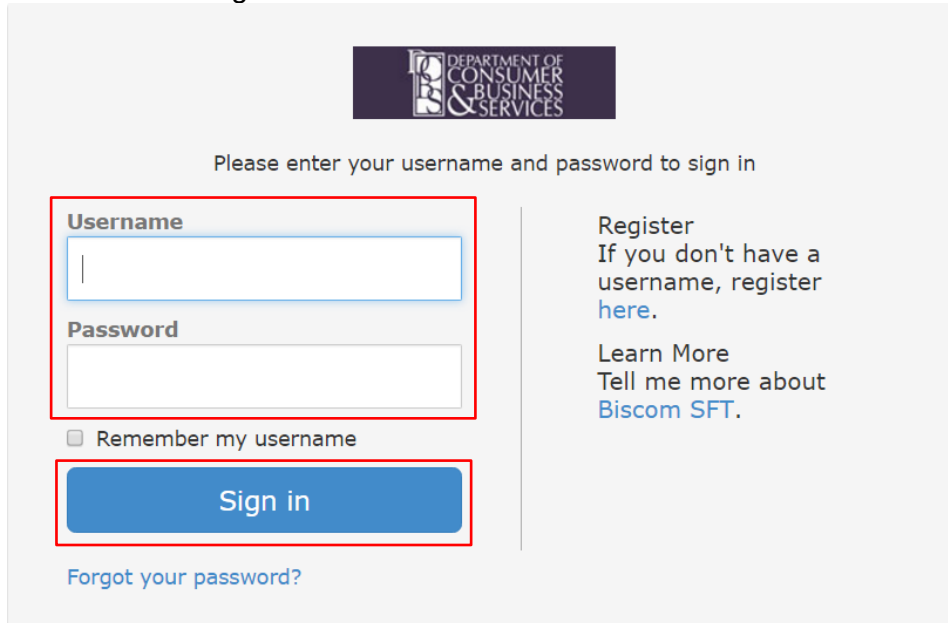
Fill in the fields on the registration screen.  
Then click the “Register” button.



The screenshot shows a registration form for the Department of Consumer Business & Services. At the top left is the department's logo. Below it, a message reads: "Please enter your information for registration, your email address will be your sign in username. Already registered? Visit the [Account activation](#) page or click [here](#) to have the activation email resent to you." A yellow banner below the message contains the text: "For LDAP or Active Directory users, click here to sign in using your network username and password." The registration form includes the following fields: "Email address\*" (a single input field), "Confirm email address\*" (a single input field), "Name" (three input fields for "First name", "Middle name", and "Last name"), "Display as\*" (a single input field), "Password\*" (a single input field with "(Requirements)" below it), "Confirm password\*" (a single input field), and "Password strength" (a progress bar). A legend below the fields states "\* Required fields". The "Register" button is highlighted with a red box. At the bottom right of the page, it says "Powered by **BISCOM**".

## LOG INTO BISCOM

Enter username and password (set when you first registered and dependent on any subsequent password changes you may have made.)  
Then click the “Sign In” button.

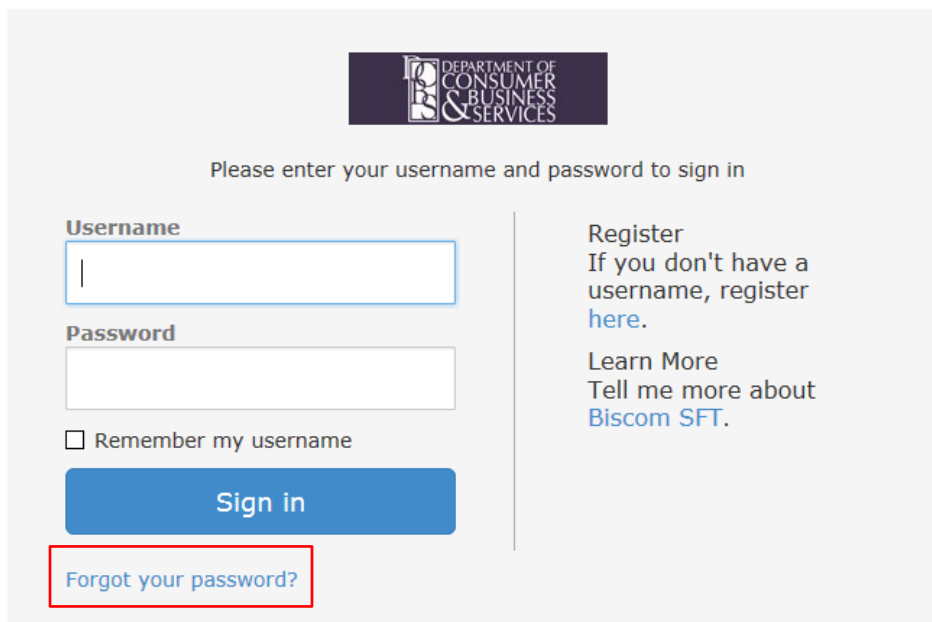


The screenshot shows the Biscom login interface. At the top is the logo for the Department of Consumer & Business Services. Below the logo is the instruction "Please enter your username and password to sign in". The login form consists of a "Username" field, a "Password" field, a "Remember my username" checkbox, and a blue "Sign in" button. A red box highlights the Username and Password fields, and another red box highlights the "Sign in" button. To the right of the form are links for "Register", "Learn More", and "Forgot your password?".

## Password

### Forgotten

If you forgot your password, on Biscom login screen, click “Forgot your password?”



This screenshot is identical to the one above, showing the Biscom login page. However, in this version, the "Forgot your password?" link at the bottom left of the form is highlighted with a red box, indicating the correct action to take if a user has forgotten their password.

Enter your email address e.g., youremail@gmail.com and click the Submit button.

The screenshot shows the top of a web page with the Department of Consumer Business & Services logo. Below the logo is a text prompt: "Please enter your email address, and click Submit button to continue". There is a text input field labeled "Email address\*" and a blue "Submit" button below it. At the bottom right of the page, it says "Powered by BISCOM".

Check your email e.g., gmail for youremail@gmail.com for further instructions.

## Changes

To change your password, log into Biscom  
Click your name at top right. Select "Change Password" option.

The screenshot shows the Biscom user interface. At the top right, the user's name "sscsd" is displayed with a dropdown arrow. A dropdown menu is open, showing options: "sscsd@outlook.com", "Edit Profile", "Change Password", and "Set Preferences". The "Change Password" option is highlighted with a red box. On the left, there is a navigation menu with "Inbox", "Workspaces", and "Help". The main content area shows an "Inbox" with a table of emails.

	From	Subject	Received	Last activity	Expires
<input type="checkbox"/>	Matsuda Kris	test10	01/08/2017 01:36 PM	01/08/2017 01:36 PM	
<input type="checkbox"/>	Harmon David W.	test1 vrom cbsweb2	01/08/2017 01:30 PM	01/09/2017 11:54 AM	

Enter old (current) password.  
Enter new password you would like to change to twice (New password, Confirm password.)  
Click "Update" button to make the change.

The screenshot shows the "Change My Password" form. It has a title "Change My Password" and a subtitle "To change your password, enter your existing password and a new password". There are four input fields: "Old password\*", "New password\*" (with "(Requirements)" below it), "Confirm password\*", and "Password strength". Below the fields is a legend: "\* Required fields". At the bottom, there are two buttons: "Update" and "Cancel".

## EMAIL BASICS

### Receive an Email

#### Check Emails Directly in Biscom

You can directly [log into Biscom](#) and view emails received. Click **Inbox** in the left menu. Click mail subject to open.

The screenshot shows the Biscom user interface. At the top left is the logo for the Department of Consumer & Business Services. The user is logged in as 'sscsd' and can 'Sign out'. A left-hand navigation menu contains 'Inbox' (highlighted with a red box), 'Workspaces', and 'Help'. The main area is titled 'Inbox' and features a search bar. Below the search bar is a table of email entries:

	From	Subject	Received	Last activity	Expires
<input type="checkbox"/>	Matsuda Kris	test10	01/08/2017 01:36 PM	01/08/2017 01:36 PM	
<input type="checkbox"/>	Harmon David W.	test1 vrom cbsweb2	01/08/2017 01:30 PM	01/09/2017 11:54 AM	
<input type="checkbox"/>	Matsuda Kris	Secure delivery of package: ...	11/18/2016 12:05 PM	11/18/2016 12:05 PM	
<input type="checkbox"/>	Matsuda Kris	test to outlook.com	11/18/2016 12:01 PM	01/09/2017 11:57 AM	
<input type="checkbox"/>	Matsuda Kris	test	07/28/2016 02:01 PM	08/08/2016 05:23 PM	

Below the table is a 'Delete' button and a pagination control showing 'Items 1 to 5 of 5'. At the bottom of the interface, it says 'Powered by Bixcom'.

Alternately, you can use the links in the email notifications received in your other emails applications when you receive a Biscom email.

## Use Email Notification Link

When an email is sent to you via Biscom, you will receive an email notification to your regular email e.g., outlook.com or gmail.com. The screen shot below shows an email in an outlook.com account to notify that a Biscom email was sent to them. Click the link to retrieve the email.

test to outlook.com



Matsuda Kris <kris.matsuda@oregon.gov>

Fri 11/18/2016, 12:01 PM

You



Reply all

test to outlook

Sender : Matsuda Kris

Link : <https://cbsweb2.cbs.state.or.us/bds/Login.do?id=A049117066&p1=x3j28misbfkccibhhdieici20>

Sent To : sscsd

CONFIDENTIALITY NOTICE: This email message is intended only for the person or entity to which it is addressed and may contain confidential material. Any unauthorized review, use, disclosure, downloading, copying or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and permanently delete all copies of the original message. If you are the intended recipient but do not wish to receive communications through this medium, please advise the sender immediately.

Secured emails require you to log into Biscom to retrieve the secure email information. See the [Log into Biscom](#) section for more information. The email contents will be then be displayed.

DEPARTMENT OF CONSUMER BUSINESS & SERVICES

sscsd | Sign out

Inbox

Workspaces

Help

### Your Delivery

Action

**Delivery Information**

Package name	test to outlook.com
To	sscsd
Subject	test to outlook.com
From	Matsuda Kris

**Secure message** test to outlook

**Notification message** test to outlook

**Files**

File name	Date created	Size
2016118Test.docx	11/18/2016 12:01 PM	20.7 KB

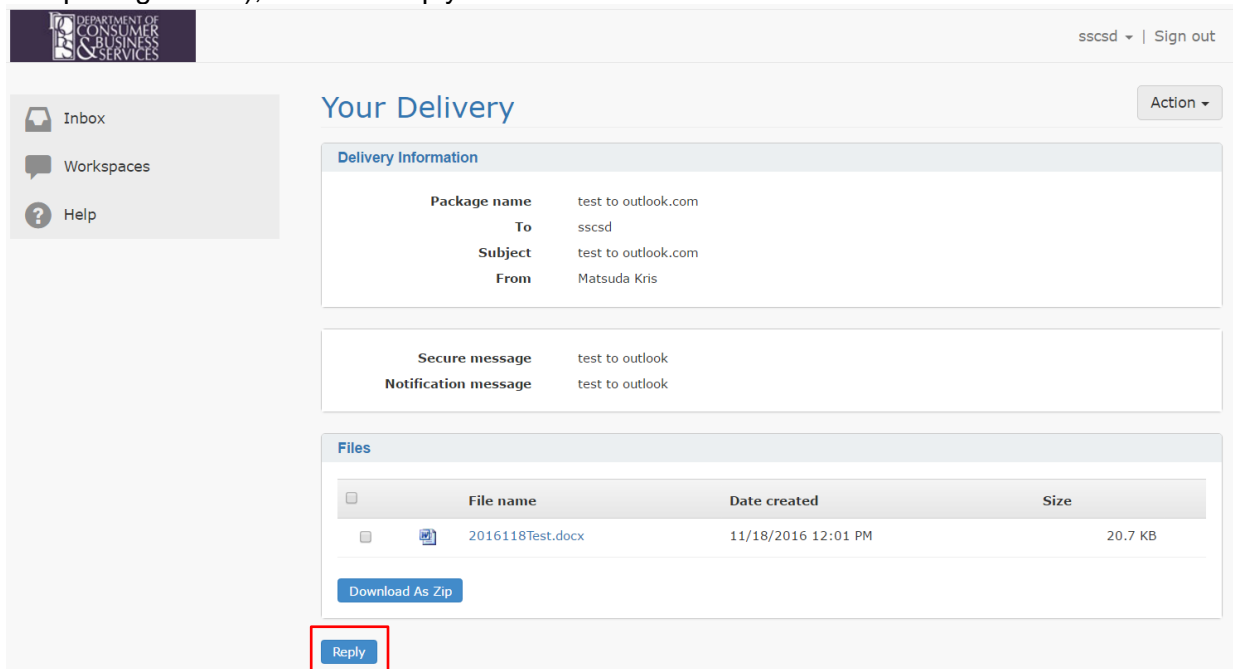
Download As Zip

Reply

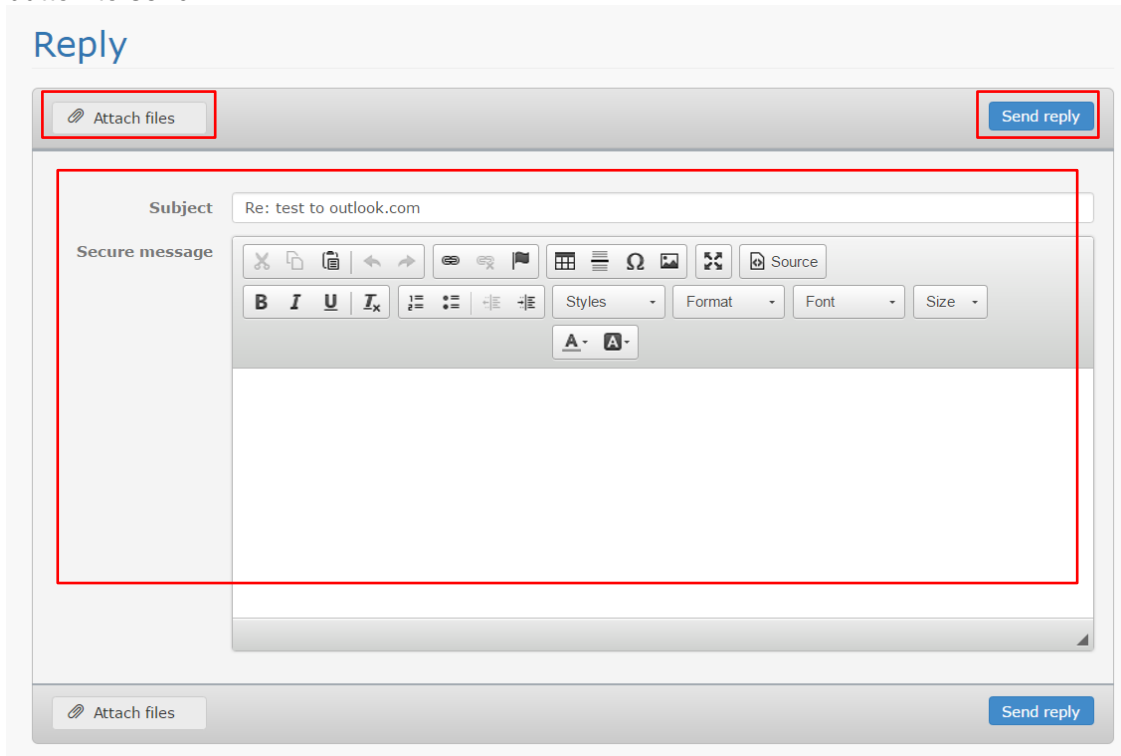


## Reply to an Email

Open the email you would like to reply to (see section on [Receive an Email](#) for more information on opening emails), click the Reply button.

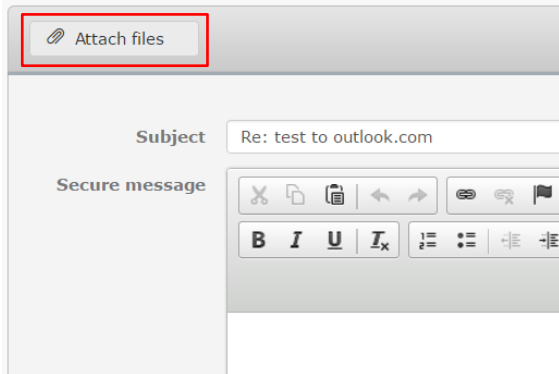


Similar to any typical email program, enter your message and optionally edit subject or attach files (see [Attach Files to Email](#) for more information on file attachments.) Click “Send Reply” button to send.

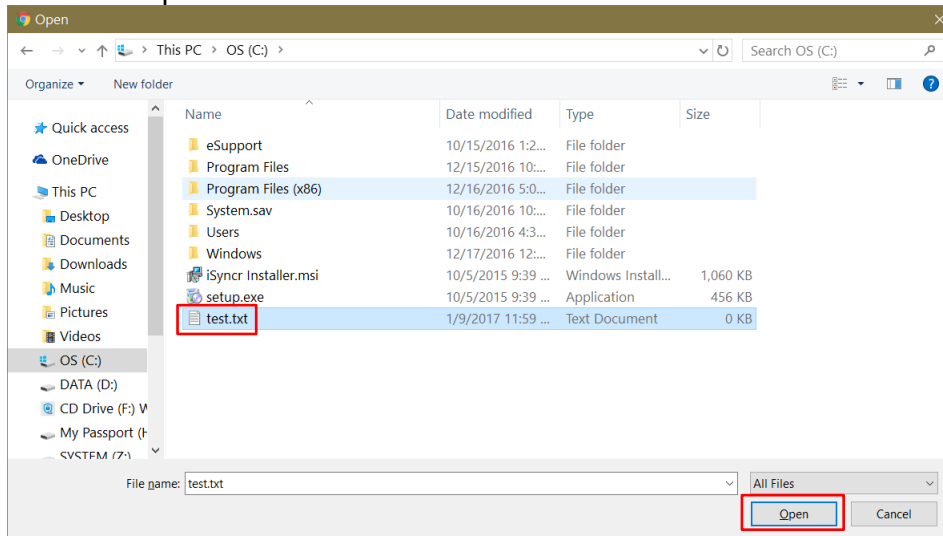


## Attach Files to Email

Click “Attach files” button



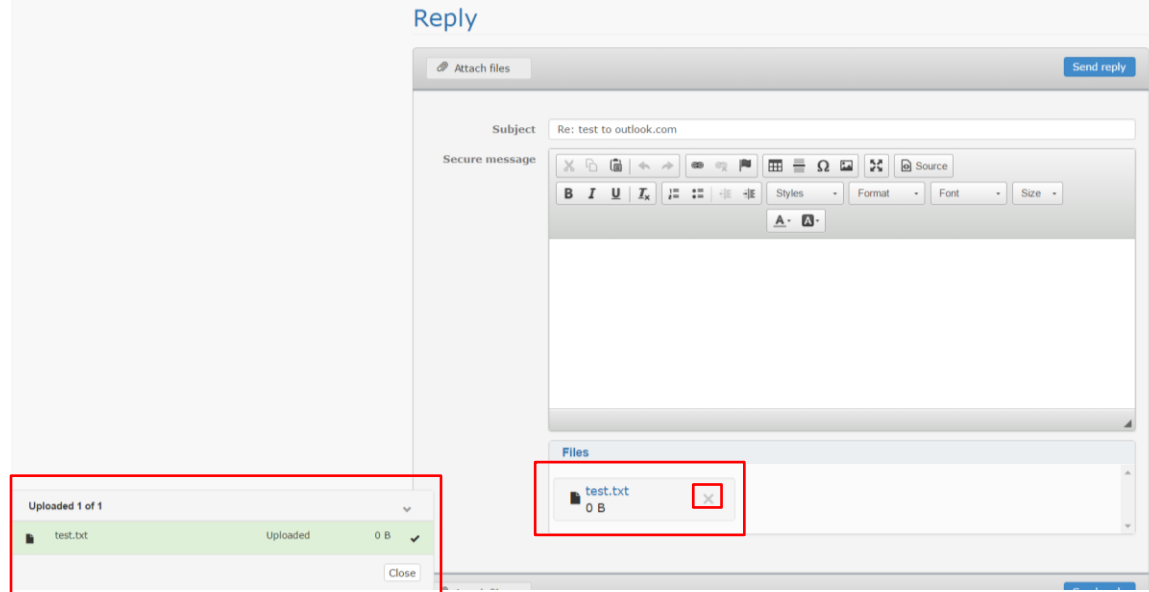
You will be prompted to select the file(s) to attach.  
Select file(s) to attach.  
Then click Open button.



Bottom left of the screen will show the status of uploaded files: Example below shows 1 of 1 files uploaded. Green color indicates successful upload.

Files section shows the files attached to the message.

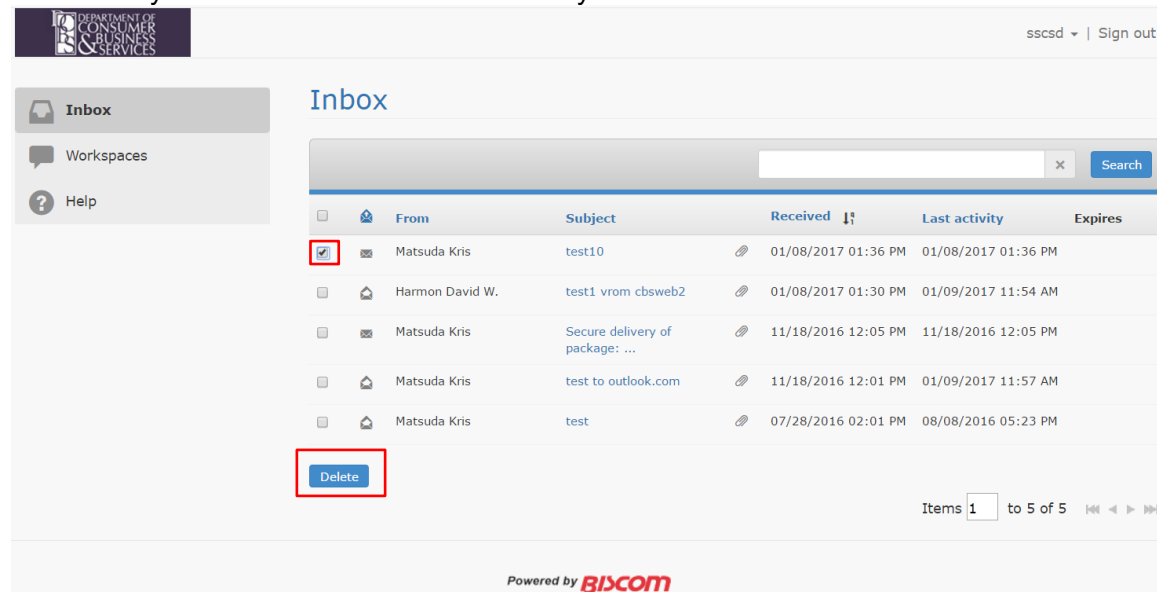
You can remove files by clicking the “x” on the right of respective file.



### Delete an Email

In Inbox, click checkbox next to the email you wish to delete. Then click the “Delete” button.

Note: Be careful, there is no built-in functionality to retrieve items after deleting. The email sender may be able to re-send the email to you.



## **Create an Email**

Only licensed (paid) Biscom accounts can send emails.