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
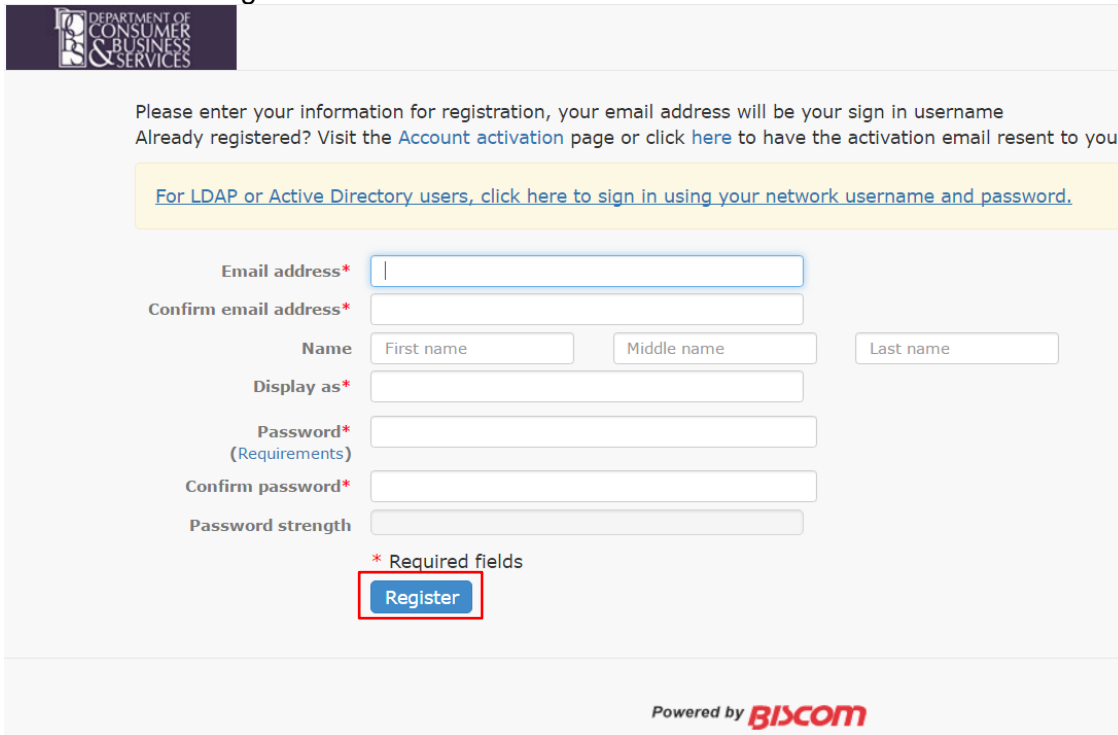
Username

Password

☐ Remember my username

Sign in

Forgot your password?

Register
If you don't have a username, register here.
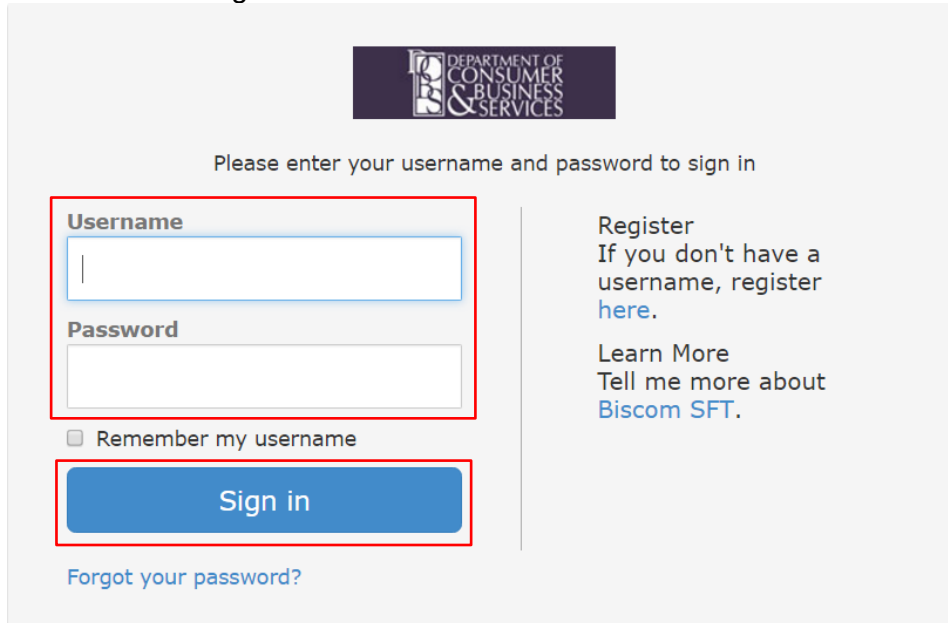
Learn More
Tell me more about Biscom SFT.

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

LOG INTO BISCOM

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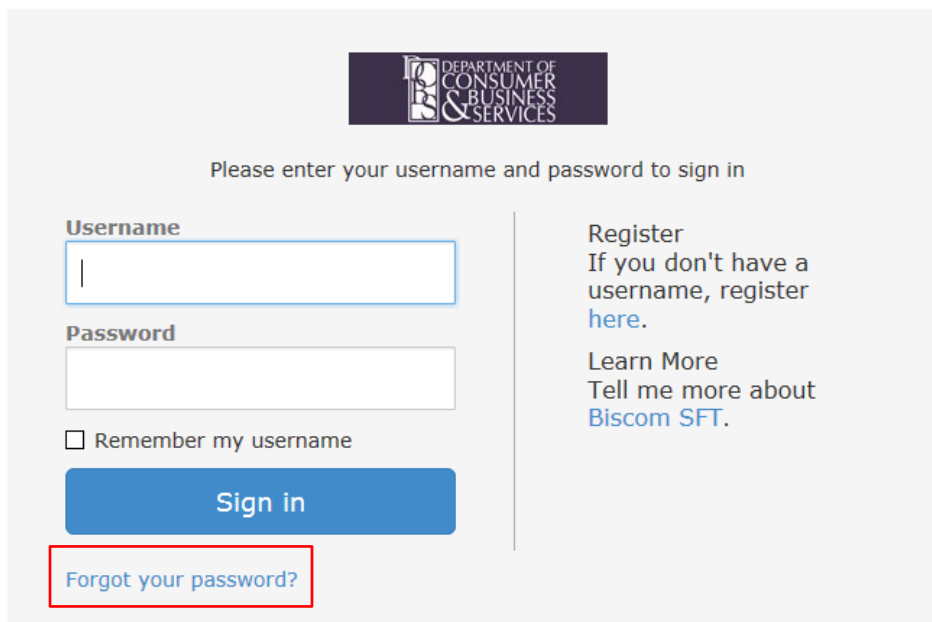Then click the "Sign In" button.

Password

Forgotten

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

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

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.

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.

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.

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.

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.
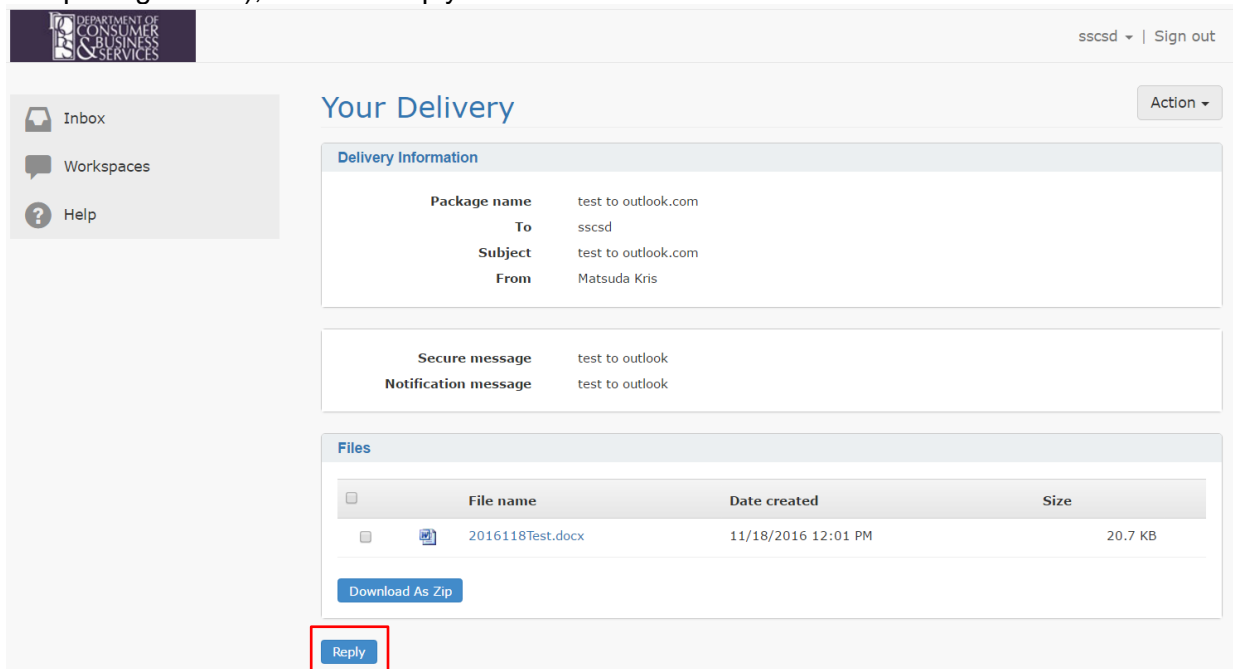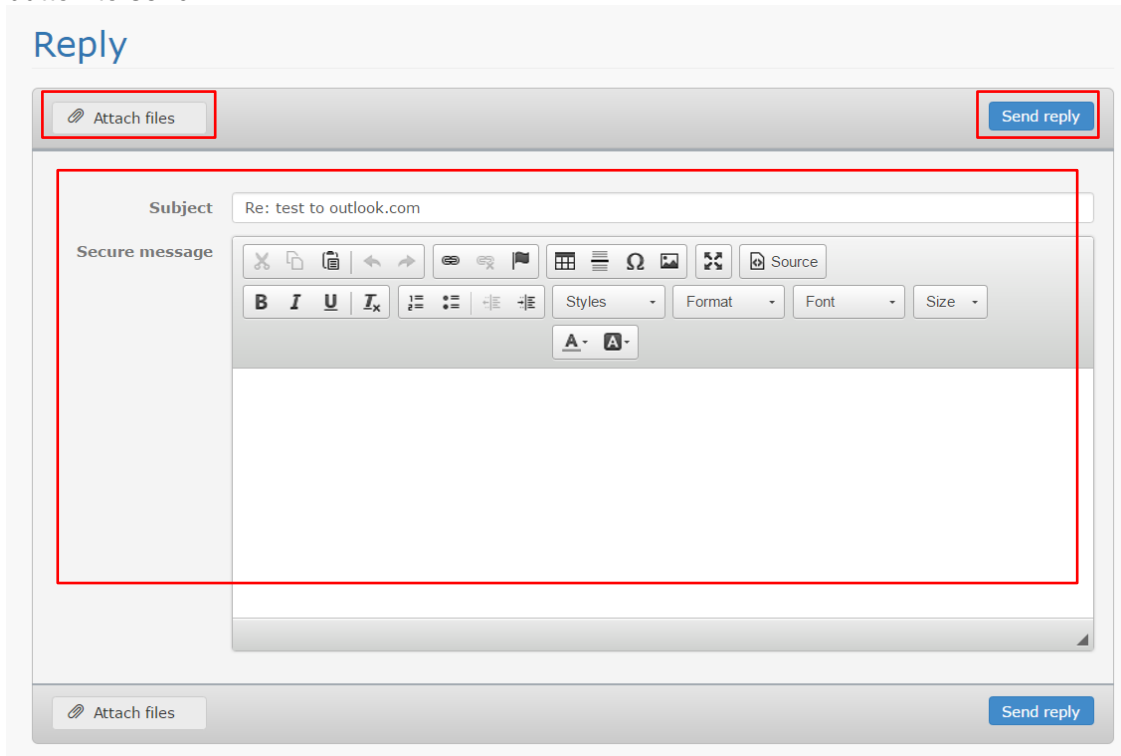
Reply to an Email

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.
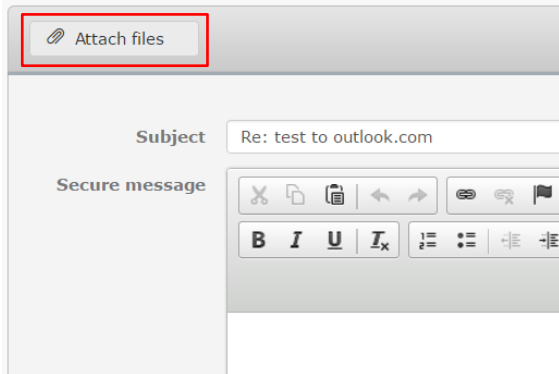

Similar to any typical email program, enter your message and optionally edit subject or attach files (see Attach Files to Email for more information on file attachments.) Click "Send Reply" button to send.
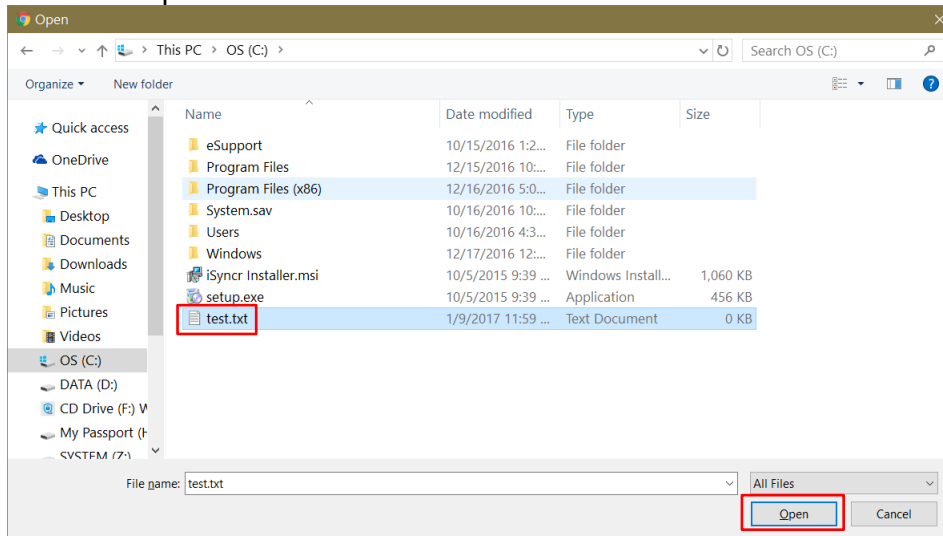
## Attach Files to Email

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.
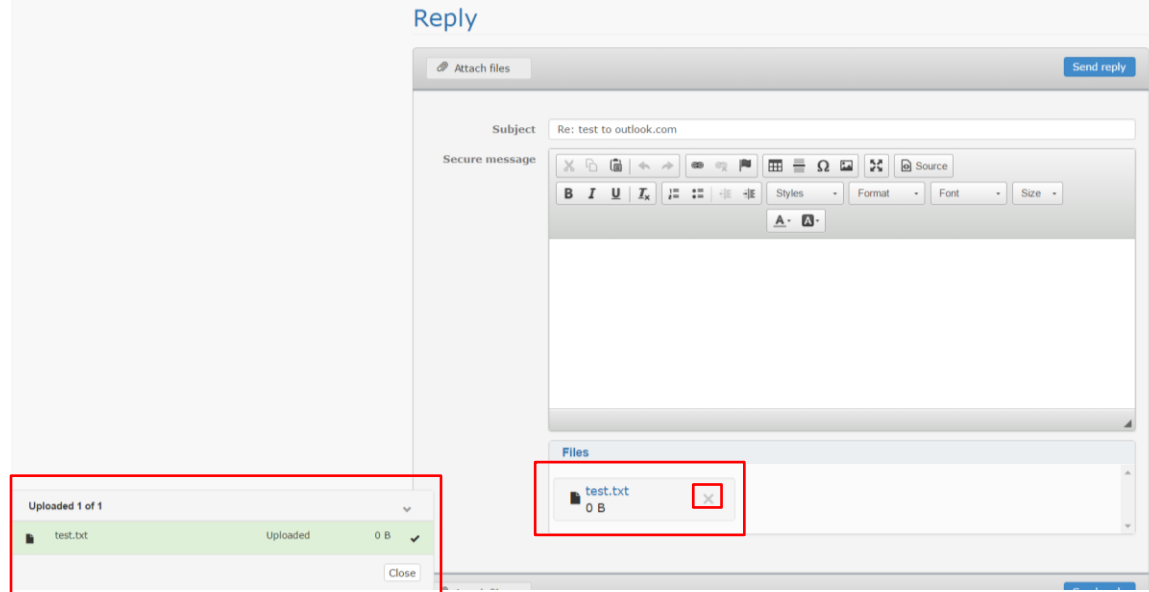
Delete an Email

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.
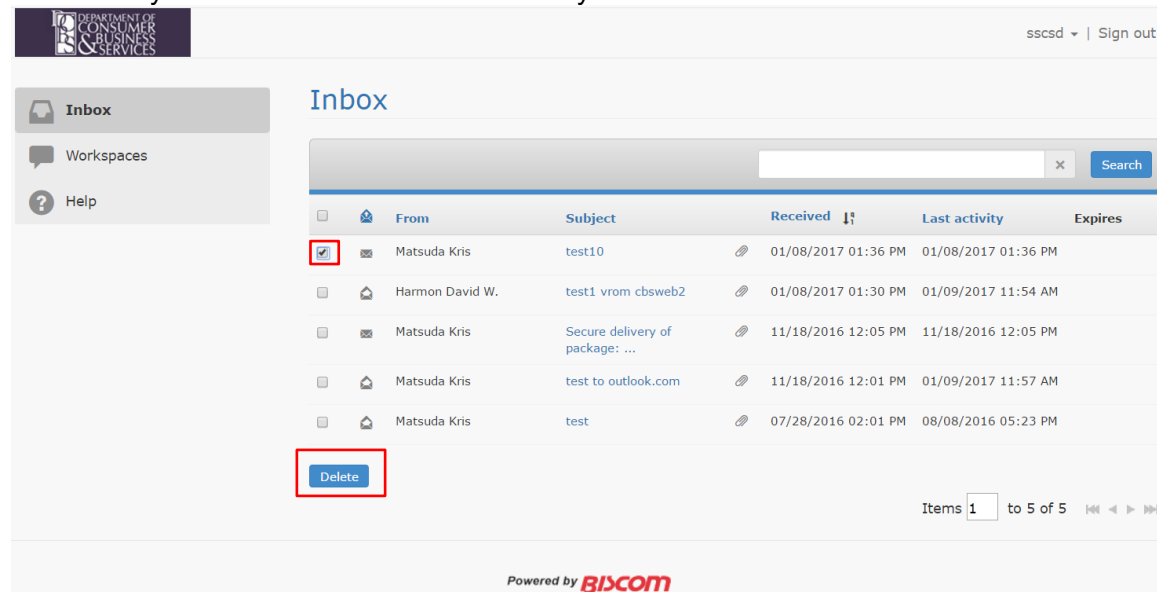
Create an Email

Only licensed (paid) Biscom accounts can send emails.