



Devolutions SecureLINK

Securely send customer credentials and keep an internal record

Purpose of this procedure

For every SecureLINK sent to a customer, first create a separate document under Documentation. Store exactly the information that is sent to the customer. This allows us to check internally at any time what information the customer received.

T-Portal standard: valid for 24 hours | maximum 3 views

Important - Never send passwords or other sensitive information directly in the email. Only send the SecureLINK by email.

1. Create the internal record first

1

Create a new document under Documentation

Open the correct customer item in Devolutions. Go to Documentation and create a new document for the information you are going to send. This document remains stored internally.

2

Give the document a clear name

Use a recognizable name so it is immediately clear later what was sent. For example: 'SecureLINK - Camera Access - 21-09-2026' or 'SecureLINK - 3CX Login Details - 21-09-2026'.

3

Store exactly the information being sent

Enter or paste exactly the information the customer must receive, such as username, password, URL, IP address, connection details and any instructions. This is our internal record of what was provided to the customer.

2. Create the SecureLINK

4

Copy the information from the document

Check that you are in the correct customer document and copy the information that must be securely sent to the customer.

5

Click the send arrow

Click the send arrow next to the information to create a secure message.

6

Choose 'Create a shareable link'

In the New Message window, choose Create a shareable link. For this procedure, do not use In-app sending or Send by email.

3. Check and secure the message

7

Click the eye icon and check the content

Click the eye icon next to Secure Message. The content becomes visible and can be edited. Check that it exactly matches the document you stored internally.

8

Set Duration to 24 hours

Always set Duration to 24 hours. A passphrase is not required for the standard T-Portal procedure unless agreed otherwise.

9

Set the view limit to 3

Under View limit, choose Multiple and set the maximum to 3 views. The customer can then open the information no more than three times.

10**Click Create link**

Before creating the link, check once more: correct customer, correct information, valid for 24 hours and maximum 3 views. Then click Create link.

4. Copy the link and send it by email

11**Copy the SecureLINK**

After creating it, the shareable link appears. Click the copy icon to copy the complete SecureLINK.

12**Send only the link by email**

Paste the SecureLINK into the email to the customer. Do not include the password, username or other sensitive information again in the email.

Standard text for the customer

You can access the required login and connection details via the secure link below.

[PASTE THE SECURELINK HERE]

The link is valid for 24 hours and can be opened a maximum of 3 times. Please store the information securely after opening it.

Check before sending

- New document created under Documentation
- Document has a clear customer/subject name
- Exact information being sent is stored internally
- SecureLINK content checked using the eye icon
- Duration = 24 hours
- View limit = maximum 3 views
- Only the SecureLINK is included in the email