ThreadThat Notifications

This document shows most of the email and SMS notifications generated by ThreadThat. To insure privacy, notifications are only addressed one email address or mobile device number.

1. A "Trusted" Thread is created. When creating a new Thread, the sender can control the From and the Subject as shown.

From: [sender's email address]

    or [noreply@threadthat.com]

Subject: ThreadThat.com: [Thread subject]

    or [User (*tt username*) has left a message for you at ThreadThat.com]

Why did you receive this email?
This email was sent by ThreadThat.com on behalf of the sender. This user is sharing private, encrypted messages and/or files with you. To access their secure message locker, click the link below. If clicking the link results in an error, please copy the link and paste it to the browser address field.

https://www.threadthat.com/SecureLogin.aspx

If you have any questions regarding this email, please contact customer.support@threadthat.com.

If the recipient of this notification does not have a TT account for the specified email address, the following is added to the notification.

Instructions For Creating An Account
It appears you do not have a ThreadThat.com account for this email address yet. It takes less than a minute to create an account. Start by clicking the link below. If clicking the link results in an error, please copy the link and paste it to the browser address field. This will confirm that we have the correct email address for your account. When you click this link, you will be asked for the username and password that you want to use for signing into ThreadThat.com. Your username can be any combination of up to 20 characters that hasn't already been claimed by another user. Your password can be any combination of at least 5 characters. Supported browsers are IE, Firefox, Google Chrome, Safari and Opera. **If you already have a TT account, you can add this email address to that account by logging into TT and clicking the Addresses button on the toolbar on your Threads page. Once you add and verify this email account, you will have access to threads addressed to this account.**

https://www.threadthat.com/SecureLogin.aspx?code=fa0f3242-c269-4c46-8b8f-d30d2ee6078

[[Custom footer will be displayed here if entered in the Preferences page]]

2. An "Untrusted" Thread is created. When creating a new Thread, the sender can control the From and the Subject as shown.

From: [sender's email address]

> or [noreply@threadthat.com] *(if user is hiding their email address)*

Subject: ThreadThat.com: [Thread subject]

> or [User (*tt username*) has left a message for you at ThreadThat.com]

Why did you receive this email?
This email was sent on behalf of a ThreadThat.com user. They are sharing encrypted messages and/or files with you. To access the sender's secure message locker, click the link below. If clicking the link results in an error, please copy the link and paste it to the browser address field.

WARNING: You should not share this link. Doing so may give the recipient access to other unsecured ThreadThat messages addressed to your email account.

https://www.threadthat.com/GetThread.aspx?code=d4621849-df27-4bc8-86c7-56b0336fc94

You DO NOT need to create an account to READ or REPLY TO the secure message that is being shared with you. PLEASE DO NOT REPLY TO THIS EMAIL as it is not a secure means of communication.
To create Threads of your own, however, you must have an account. If you do not have an account, instructions will appear below to help you create one.

If you have any questions regarding this email, please contact customer.support@threadthat.com.

If the recipient of this notification does not have a TT account for the specified email address, the following is added to the notification.

Instructions For Creating An Account
It appears you do not have a ThreadThat.com account for this email address yet. It takes less than a minute to create an account. Start by clicking the link below. If clicking the link results in an error, please copy the link and paste it to the browser address field. This will confirm that we have the correct email address for your account. When you click this link, you will be asked for the username and password that you want to use for signing into ThreadThat.com. Your username can be any combination of up to 20 characters that hasn't already been claimed by another user. Your password can be any combination of at least 5 characters. Supported browsers are IE, Firefox, Google Chrome, Safari and Opera. **If you already have a TT account, you can add this email address to that account by logging into TT and clicking the Addresses button on the toolbar on your Threads page. Once you add and verify this email account, you will have access to threads addressed to this account.**

https://www.threadthat.com/SecureLogin.aspx?code=fa0f3242-c269-4c46-8b8f-d30d2ee6078
[[Custom footer will be displayed here if entered in the Preferences page]]

3. A "Secret" Thread ("Trusted" or "Untrusted") is created and the sender requests that the pass key for that Thread be shared with each recipient via a separate email. The sender will be the same as the thread notification.

From: [sender's email address]

      or [noreply@threadthat.com]

Subject: ThreadThat.com: Additional Information

Why did you receive this email?

This email was sent on behalf of a ThreadThat.com user. They are sharing encrypted messages and/or files with you. To access this Thread, you will need a passkey. To use the passkey shown below, log into ThreadThat.com, then click the **lock icon** displayed on that Thread. You will be prompted for the passkey that was used to encrypt the message. You must enter it (or copy/paste it) exactly as shown below:

A9-D2-34-EF-87-16-66-89-71-33-EC-B0-32-8E-4F-C1-FA-59-F9-92-DD-24-6E-B2-00-07-57-22-33-F7-2D-C4-FB-39-5E-8E-B4-8C-C5-9F-55-7E-0D-A5-D1-5A-2A-4F-12-FF-29-0B-8A-6B-52-3F-E2-28-58-C5-86-71-6A-7B-76-A1-B0-7E-32-6D-33-5C-BB-B5-7B-34-6B-2B-C6-E5-61-F4-94-85-0A-35-76-4D-FA-E3-4A-5F-F6-88-94-29-2F-FA-4E-80-17-9F-31-0E-42-87-F5-9C-AA-6F-39-56-42-21-67-28-3F-A9-21-5E-96-A1-5A-55-72-FE-54-D7

If you have any questions regarding this email, please contact customer.support@threadthat.com.

[[Custom footer will be displayed here if entered in the Preferences page]]

Note: Pass keys can be from 8 to 1000 characters. The above pass key was generated by ThreadThat (optional when creating "Secret" threads). Something that can be easily typed in would be more user-friendly (e.g. patient number, order number, customer number, etc) when sharing with business clients. Also, this information can, optionally, be included in the notification email (#2 and #3 on previous pages). Although this may be more convenient for the recipient, it is slightly less secure than sending it in a separate email. The most secure would be to communicate the passkey via some other means (e.g. text message or phone).

4. A "message read" notification is requested. If the message owner's preference setting allows "message read" email notifications, they will receive the following notification the first time each new user reads their message. The Subject shown in the notification depends on the option selected when the thread was created.

From: customer.support@threadthat.com

Subject: ThreadThat.com Message Read Confirmation

Why did you receive this email?
You requested that ThreadThat.com send you a confirmation email when anyone new reads a message you posted.
Thread Subject: [*Thread subject*]
             or [Thread subject contains confidential information and could not be
                included here for privacy reasons.]
Read By: [*TT user name*]
You can control the delivery method of this confirmation via Preferences.

5. If a user forgets their password, they can reset their account password by requesting a reset link be sent to any of their registered email addresses.

From: customer.support@threadthat.com

Subject: ThreadThat.com Password Reset Request

Why did you receive this email?
Recently, you requested a reset of the password for your ThreadThat.com account.

If you did not request this, then it is possible another user mistakenly entered your email address when requesting a password reset. You should not be concerned as this email was only sent to this account. Clicking the link below will take you to the password reset page. If clicking the link results in an error, please copy the link and paste it to the browser address field.
https://www.threadthat.com/PWReset.aspx?code=7973e83a-061e-4a5b-ae13-f6c80bc91111
If you have any questions regarding this email, please contact customer.support@threadthat.com.

Note: The account password is used to encrypt a user's keybox and their mobile device information. As such, resetting an account password will result in the loss of all stored pass keys and the mobile device number. To avoid this, it is advised that users download a password recovery file and store it in a safe place. This file can be used to recover the password in the event a user forgets it.

6. If the Location Verification option is selected in preferences and TT detects that the user is logging in from a location they have not previously used, they will receive an error message on the login page directing them to click the link in the following email.

From: customer.support@threadthat.com

Subject: ThreadThat.com New Computer Location Verification Requested

Why did you receive this email?
You attempted to log in to ThreadThat.com from a location (IP Address) you have not logged in from previously. For security reasons, you must click the link below to confirm your identity. This is done to insure that your ThreadThat.com account is not compromised. If clicking the link results in an error, please copy the link and paste it to the browser address field.

https://www.threadthat.com/SecureLogin.aspx?code=577e3c9a-1a7b-4738-8a88-ebedb3118111

If you received this email and you were not attempting to log into ThreadThat.com, your account is under attack. In this case, DO NOT CLICK THE ABOVE LINK and CHANGE YOUR PASSWORD IMMEDIATELY. Rest assured that the attacker will not be able to gain access to your account unless they also have access to this email account. This feature can be disabled from your preferences. If you have any questions regarding this email, please contact customer.support@threadthat.com.

Note: When the above link is clicked, the user must enter the correct user name and password to successfully log in. Then that location will be trusted for future logins. **ThreadThat does not store the actual IP addresses.** Instead, an irreversible MD5 hash of each trusted IP address is stored. TT matches the hash of the active IP address to previous hashes to determine if the user has logged in from a location.

SMS Notifications

Note: Only users with TT accounts can get SMS notifications. Text messages will be addressed from the sender's email address, noreply@threadthat.com or customer.support@threadthat.com depending on the notification type and whether the sender requests that their identity be protected.

1. If a TT user requests a SMS notification when they are added to a new Thread, the following text message will be sent to their mobile device.

   New message at ThreadThat.com: [*Subject*] or [Thread Subject is Confidential].

   If the Thread is "Untrusted", a link will be included after the above text message like the following:

   https://www.threadthat.com/GetThread.aspx?code=d4621849-df27-4bc8-86c7-56b0336fc94

2. If a message owner requests a SMS notification when their message is read, the following text message will be sent to their mobile device.

   As per your request, ThreadThat.com is notifying you that (*TT user name*) has read a message you posted to a Thread.

3. If a Thread owner requests a SMS notification when another user adds a message to their Thread, the following text message will be sent to their mobile device.

   As per your request, ThreadThat.com is notifying you that a new message has been added to one or more of your Threads.

   Note: The Thread owner will not get a text every time someone posts a message to one of their Threads. Only one message is sent between TT sessions.