# *Communicate*: a secure file sharing and messaging platform to combat the threat of cyber crime

Cybercrime has rapidly increased in recent years, with email fraud being the weak link. Lawyers represent an attractive target for cyber criminals because we deal with large financial transactions and sensitive information.

Email is no longer secure, and many businesses are worried about emails being hacked. In response, we have acquired a license to use *Communicate*, a secure file sharing and messaging platform and mobile app.  *Communicate* is packed full of features to ensure you get the best experience from working with us and remain up to date with what is happening on your matter.

Using *Communicate,* our clients can:
- View and comment on files we send for review
- Upload their own files for our attention
- Read and send messages

all from a secure web browser on their PC and via an App downloaded to their preferred mobile devices.

What makes *Communicate* so secure?

1. **Two Factor authentication**
   Unlike email, *Communicate* requires two factor authentication for recipients to gain access to information. This means if someone has hacked into your email account, they will be unable to open *Communicate* without also having access to your mobile phone.
2. **Data Encryption**
   Messages are encrypted and unable to be intercepted by third parties while they are in transit.
3. **Device/ IP Address memory**
   Once two factor authentication is complete, *Communicate* will remember the device you are using.  You can added further trusted devices by identify yourself on each device.
4. **No Passwords**
   *Communicate* does not rely on passwords. This is because passwords are proving to be extremely insecure as hackers are finding intelligent ways to guess or copy passwords from other platforms that are less secure.
5. **Security monitoring**
   The platform uses Auth0 technology for its secure login. This comes with constant monitoring for unknown identities trying to gain access.
6. **Terminated access**
   If for any reason both your computer and phone device are compromised, you can completely remove access to a conversation.

**To use *Communicate*, simply follow these steps:**

## Web browser access:

You can access *Communicate* on your computer by logging in via
**https://communicate.smokeball.com.au** and following the instructions to
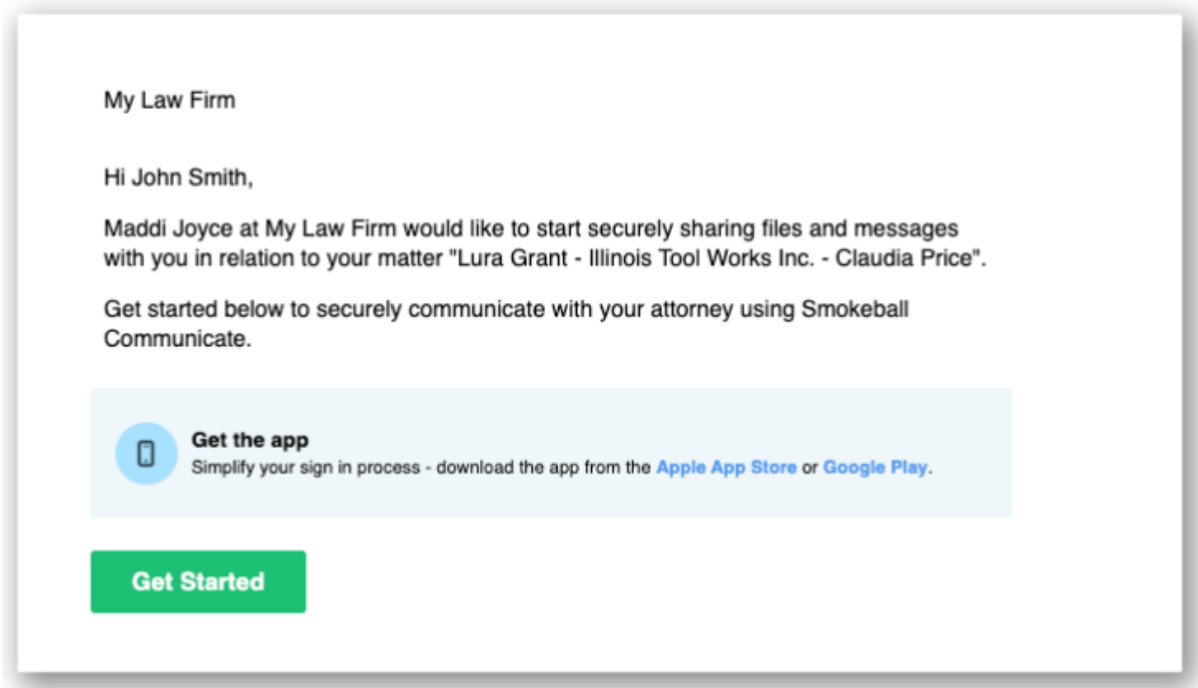quickly set up your account.

## Mobile Device:

**1)**   Download the Communicate App from your phone's App Store.

App Store for Android          App Store for iOS

**2)**   From your mobile device, go to your email and find the email from
communicate@smokeball.com.au with the subject line:
<Name>@ambrylegal.com.au would like to securely share files and messages
with you via Smokeball Communicate. Please see the example below.

My Law Firm

Hi John Smith,

Maddi Joyce at My Law Firm would like to start securely sharing files and messages
with you in relation to your matter "Lura Grant - Illinois Tool Works Inc. - Claudia Price".

Get started below to securely communicate with your attorney using Smokeball
Communicate.

> **Get the app**
> Simplify your sign in process - download the app from the **Apple App Store** or **Google Play**.

**Get Started**

**3)**   Click the green "Get Started" link and you will receive a pop up asking you to
log in via smokeball.com.au.

**4)**   You will now be redirected to the mobile app and receive all messages from our
firm as notifications. Be sure to message us back to let us know you are all set
up.

**Multi Factor Authentication**

You can start receiving and sending messages and files immediately no matter if you are using your PC or a mobile device.  Multi Factor Authentication is optional on a trusted PC however we strongly encourage you to use Multi- Factor Authentication on every device  so as to get the most out of this secure encrypted platform.

**Working with us**

You can find more information about working with us here: [ambrylegal.com.au](http://ambrylegal.com.au)