

2024

IN-616-V (2024-09)

# USER GUIDE

## SECURE MESSAGING SERVICE

REVENU  
QUÉBEC



[revenuquebec.ca](https://revenuquebec.ca)

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# INTRODUCTION

This guide is for all external recipients who use the **Secure Messaging Service** to communicate with Revenu Québec.

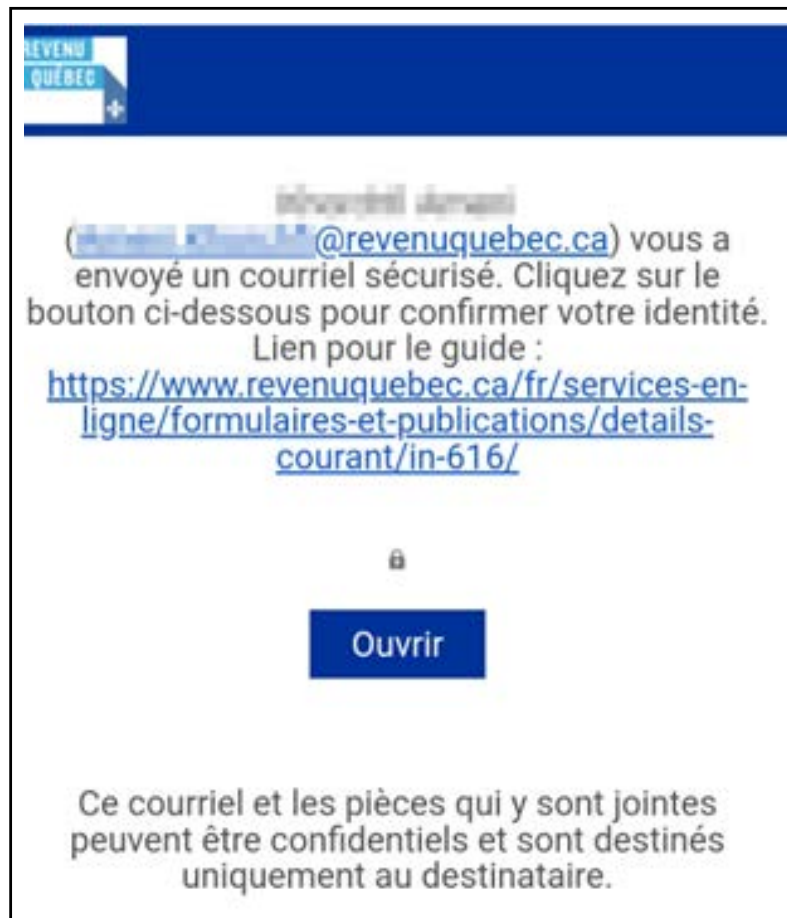
## NOTE

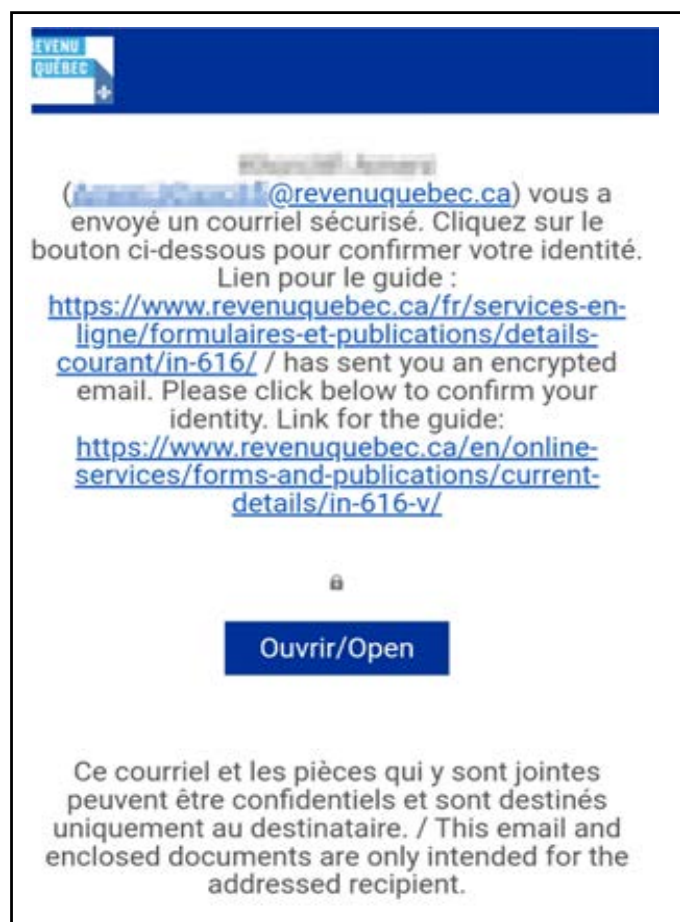
If you use a Microsoft messaging service such as Hotmail, Live or Outlook, you do not need an authorization code and you can read secure messages instantly (unless you are using a mobile device).

## RECEIVING EMAILS AS AN EXTERNAL RECIPIENT

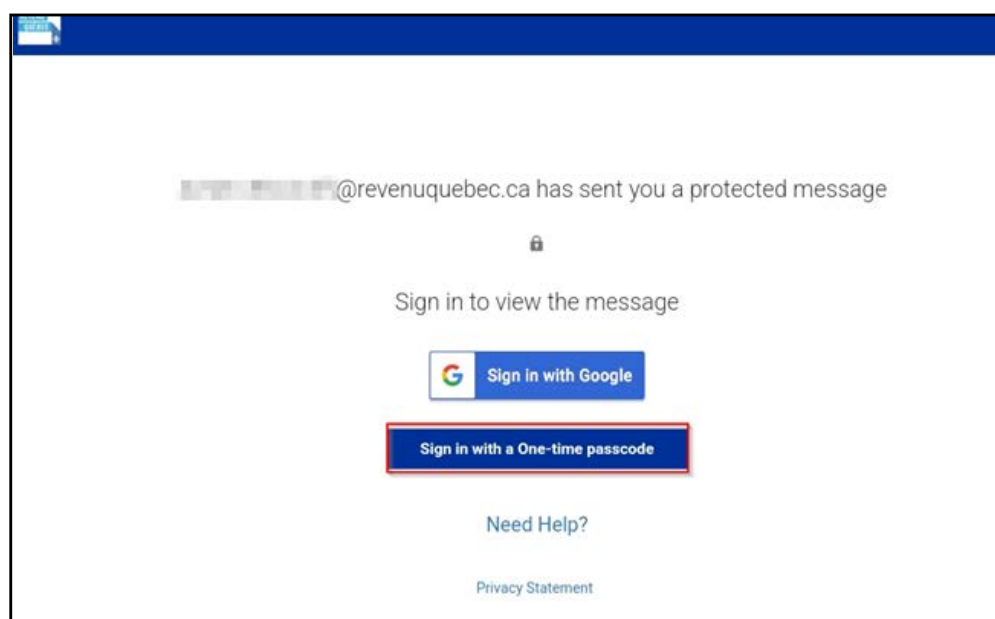
1. You will see one of the messages below when you receive a secure email as an external recipient.

French version



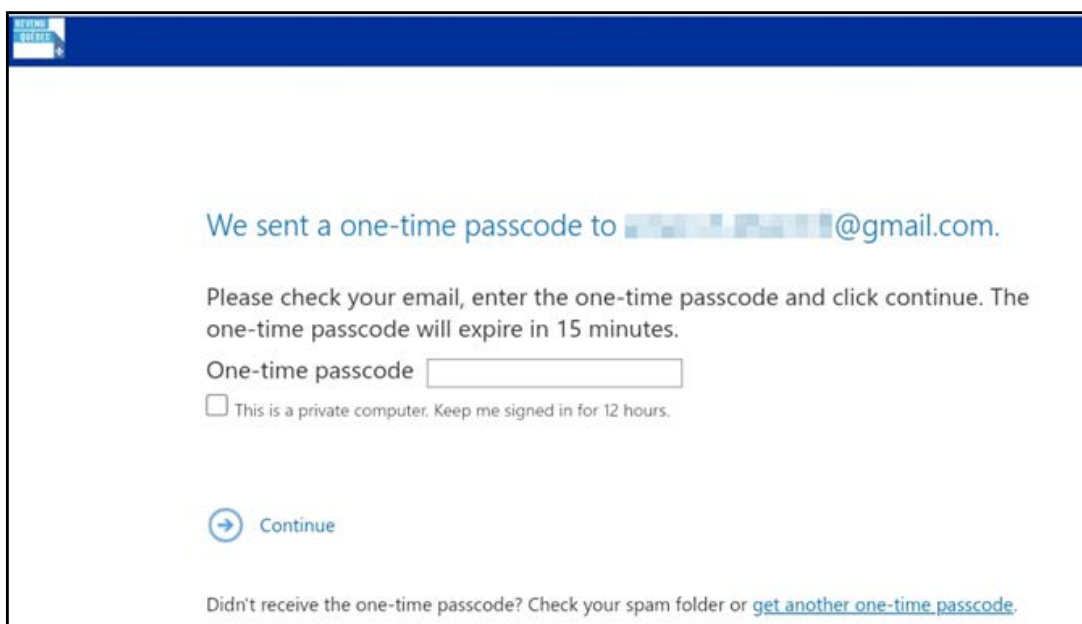


2. Click **Ouvrir** or **Ouvrir/Open**. The window below will appear. Click **Sign in with a One-time passcode**.



You can also connect through a third-party messaging service, such as Gmail (Sign in with Google).

3. When you click **Sign in with a One-time passcode**, the window below will appear.




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We sent a one-time passcode to [redacted]@gmail.com.

Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.

One-time passcode

☐ This is a private computer. Keep me signed in for 12 hours.

 Continue

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).

4. Check your messages for the passcode that was sent to you.



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Here is your one-time passcode

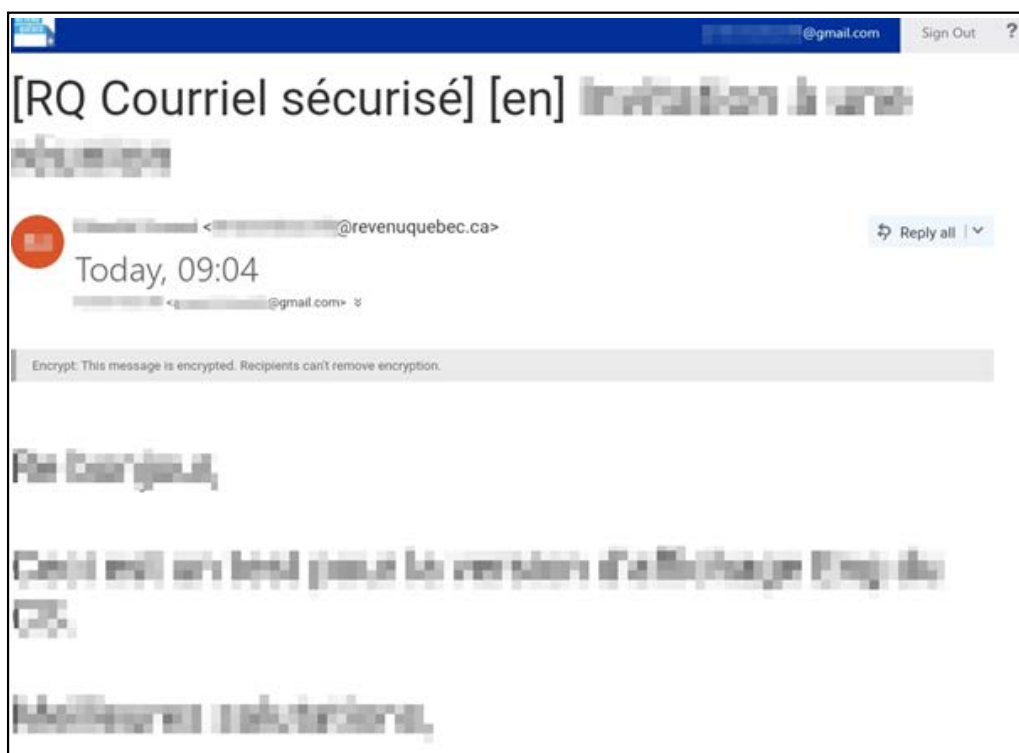
[redacted]



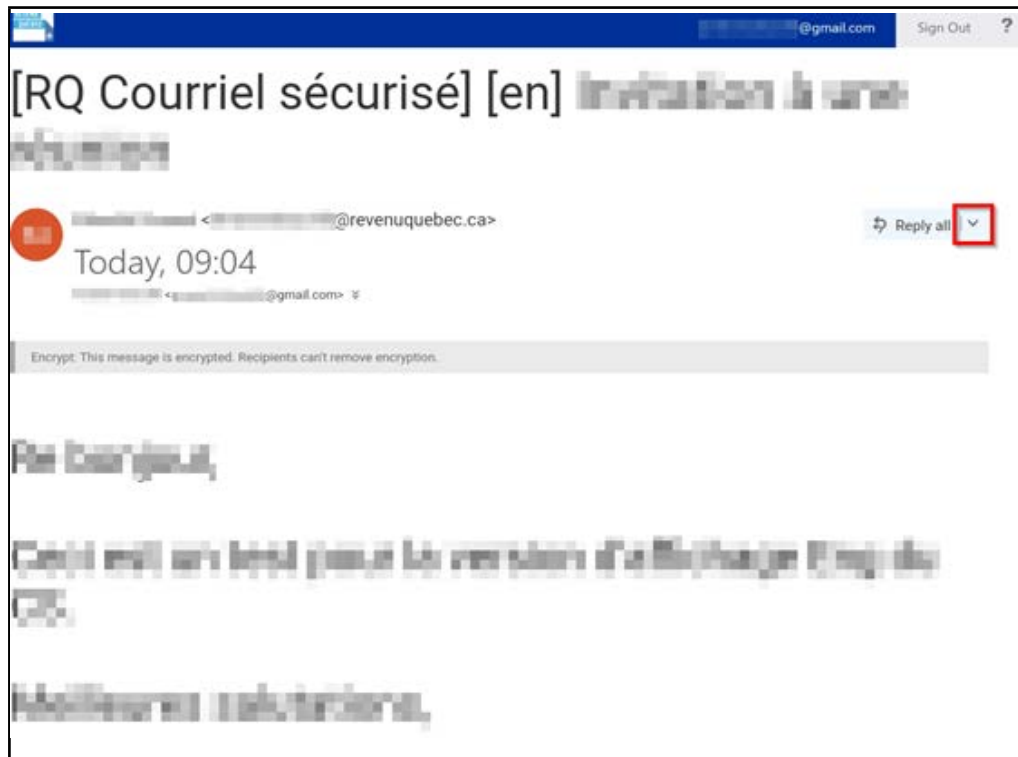
5. Copy and paste the eight-digit passcode into the box shown in the image below, then click **Continue**.

The screenshot shows a web interface for a secure email login. At the top is a blue header with the 'REVENU QUÉBEC' logo. The main content area has a light blue background. It starts with the text 'We sent a one-time passcode to [redacted]@gmail.com.' followed by instructions: 'Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.' Below this is a text input field for the 'One-time passcode', which is highlighted with a red box and a red circle containing the number '1'. Underneath the input field is a checkbox labeled 'This is a private computer. Keep me signed in for 12 hours.' Below the checkbox is a 'Continue' button with a blue arrow icon, also highlighted with a red box and a red circle containing the number '2'. At the bottom, there is a link: 'Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode.](#)'

6. You can now access the secure email we sent you.



7. To see your reply options, click the arrow in the red box in the image below.



You have the following options:

- a) **Reply** (Reply only to the person who sent the email)
- b) **Reply all** (Reply to everyone using CC)
- c) **Forward** (Forward the message)
- d) **Print** (Print the message)

8. Once you have finished reading the email, click **Sign Out** in the upper right of the screen.

