Software Manual for Secured eMail® Home v2.2

Attention: Read this first

1. If using Office 2000, you must disable Word as the email editor for Secured eMail to function properly. This can be changed in the Outlook settings. Go to Tools/Options/Mail Format

2. This version of Secured eMail is not compatible with versions earlier than 2.2. Secured eMail 2.2 is a major update offering new features and optimized security settings. Please ensure that all those you are corresponding with have downloaded the new software. The free update can be downloaded at; www.securedemail.com/update

3. If you wish to disable the Splash screen, simply right-click the title bar in Secured eMail Settings, and untick "Display Splash screen".

4. It is important to take care of all information sent by Secured eMail. After purchasing the software, you will receive a mail containing a license key and user details. The user details will consist of your name, email address and company name. When installing the software for the first time, you will be prompted to enter these details. Please ensure that they are entered exactly as shown in the mail. If entered incorrectly, Secured eMail® will not open all its functions.
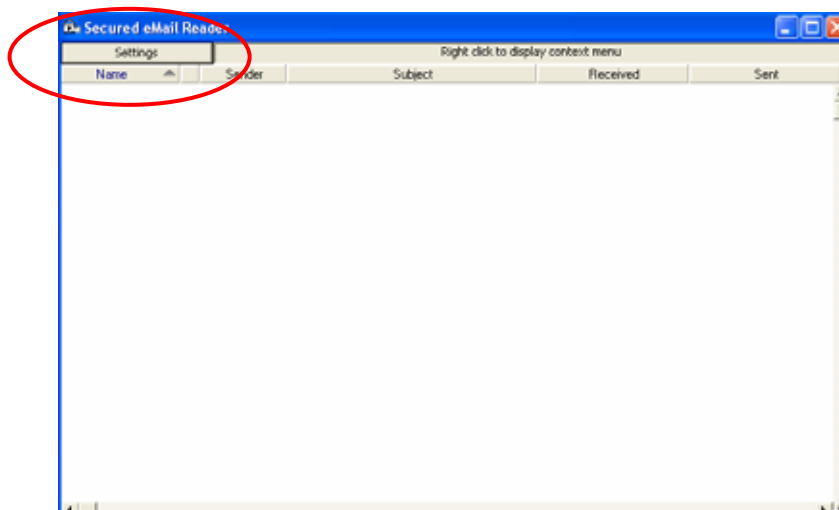
Locating Secured eMail Settings

1. If you are using Outlook®, you can find the Secured eMail® settings under the Tools menu.

2. If you are not using Outlook® you can find the settings under the Start button, go to Programs / Secured eMail® folder.
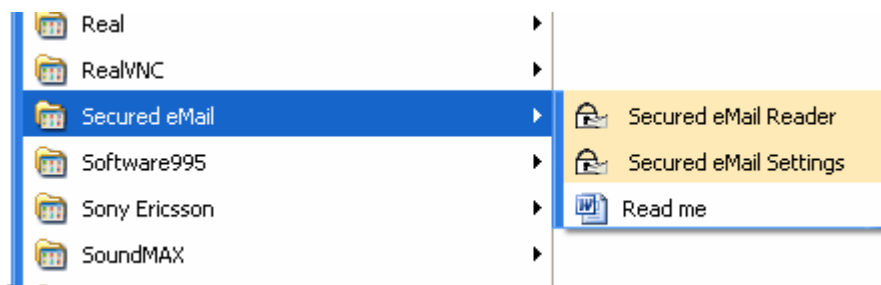
3. Or you can find the Settings in the Secured eMail® Reader

Receiving your first secured email

For Outlook® users

1. Double click on the secured email that you have just received
2. Type in the shared secret that you received from the sender
3. The encrypted email will open.

If you are using another mail program or the Reader:

1. When you receive a secured email, either save or open the attachment.

2. This can be done by selecting the attachment and then clicking the right mouse button.

3. Select either open or save. If you select open, you will be asked to enter the shared secret immediately. After entering the secret, the mail will open.

4. You can also save the attachment. We recommend saving it on the desktop, since it is easier to find this way.

5. Double click the saved attachment on your desktop.

6. A window will appear asking you to enter the shared secret you share with the contact.

7. Enter the shared secret.

8. The mail will open.

Now that a secure channel has been created between you and the sender, you will never be asked to put in the shared secret for this contact again

Sending to a new contact

Sending the first secured email to a new contact

1. Open Outlook and create a new mail message

2. Write your mail and include any attachments.

3. Enter the recipients email address.

4. Click on the "Send secured" button.

5. A window will open, stating your account/s that are being used to secure the channel and the recipients name and email address.

6. Create a Shared Secret with your contact. (The shared secret is case sensitive) When you have done this, press "OK". If the details are not correct, press Cancel and change the details.

   It can be communicated via telephone, fax or SMS. Secured eMail has created a template that can be used as a fax or letter. However, if you are unable to use any of these methods, it is possible to email the secret.

   When creating the shared secret, you can save a draft email containing the shared secret that will be sent to the Draft box. You can then send this to the contact. Do not use the Send Secured button when transmitting)

7. The next window that appears, will inform you of the possibility of sending an unencrypted message will the mail. You can use the pre-written text or delete it and write your own. You can create your own default message in My Custom Texts. If you wish to disable this feature, go to the Write and Send setting.

You can now send secured emails to the recipient without having to create the shared secret information process ever again.

Troubleshooting:

When sending a secured email to a new contact, an error message states that you must enter a valid recipient

1. To validate an email address,
2. Type in the email address
3. Click on the icon within Outlook that is entitled "Check Names"

It will appear like this:

Sending secured emails to an established contact

1. Write an email and include any attachments you wish to send.

2. Press the "Send Secured" button.

3. If you have enabled the encrypted message, confirm the text and press Send

Write and Send Setting

Unencrypted Message Settings

When sending a secured email, it is possible to send an unencrypted message with the mail. You can decide when this feature is used.

Always – Every time a secured email it sent, you will be asked to create an unencrypted message.

Only when sending the first Secured eMail to a new contact

Never – The unencrypted message will not be sent when sending secured emails
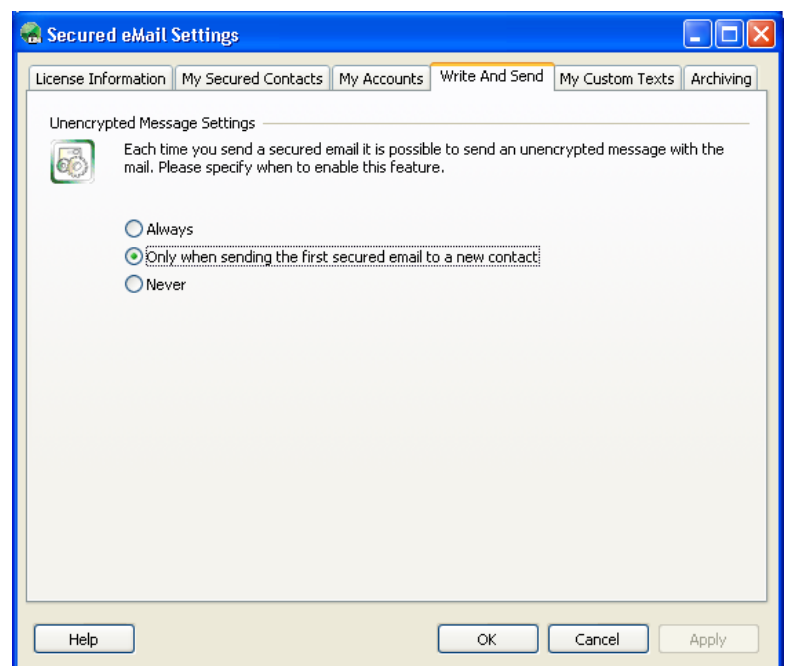
My Accounts

This setting allows you to activate, disable, add, edit and delete your accounts.

Your accounts are the email addresses that you are using to receive secured emails with.

The accounts that have been automatically detected from Outlook® will appear in **blue**. The accounts that have been manually added will appear in **black**.

Please ensure that all alias accounts have been added.

Example:
Original Account   john.smith@securedemail.se
Alias Account   john@securedemail.se

Adding a New Account

1. Press New
2. A new window will appear
3. Enter the account name
4. Enter the email address
5. To activate the account (this means to use it to receive secured emails) tick the box in the left hand column.
6. Press OK.
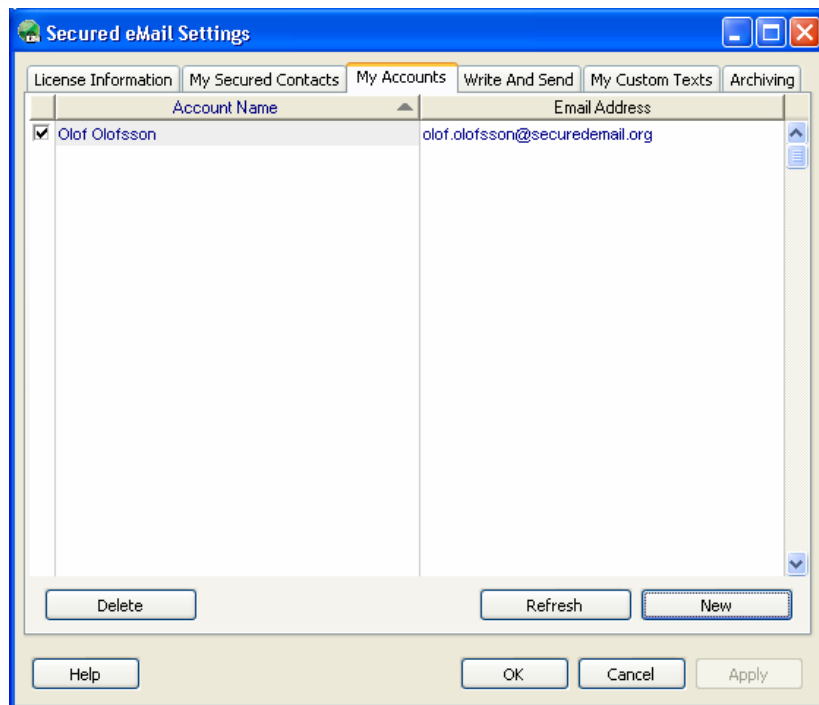
Editing an Account (You are only able to edit accounts that have been entered manually.)

1. Select the account you wish to edit by clicking on it.
2. Double click on the field that you wish to edit.
3. Change details
4. Press Refresh

Deleting an Account

1. Select the account that you wish to delete
2. A window will appear asking if you are sure that you wish to delete the selected account
3. Press Yes

Activating/Disabling Accounts

This specifies which accounts you will receive with

To activate an account, tick the box in the left column
To disable an account, un-tick the box in the left column
Simply tick/ un-tick the box in the left hand column to activate/disable accounts.
Tick =Active

My Secured Contacts

This setting lists all of the secured contacts that have been created. It lists the name of the contact, their email address and which of your email addresses are secured with the contact.

Adding a Contact

1. Press the New button
2. Select the My Accounts field
3. Enter the name of the contact
4. Enter the contacts email address
5. Create a Shared Secret between you and the contact
6. Confirm the shared secret
7. Decide whether you would like to create a draft of the shared secret to print out the details (see below for more explanation)
8. Click Ok

Options

When creating a new contact, you are able to print out the contacts details and shared secret. This can be used to communicate the shared secret via fax, or letter to the contact.

When creating a new contact you can create a draft email of the shared password. This is sent to the Drafts box in Outlook®. It can then be sent as an email to the contact as a means of communicating the shared password.

Editing a Contact

It is only possible to edit the name field under My Secured Contacts

1. Select the contact you wish to edit.
2. Press Rename
3. Edit details
4. Press Rename again

Deleting a Contact

1. Select the contact you wish to delete
2. Press Delete

Troubleshooting:

A secured email is received from an already established contact and you are prompted for the shared secret.

This issue can be solved in three ways:

1. The contact has deleted you and wants to create a new secure channel. Contact the sender for the shared secret.

2. You have deleted the contact and created a new secured channel. Enter the old shared secret you had with the contact.

3. If none of these solutions work, you and the contact must delete one another from your secured contacts list and create a new channel
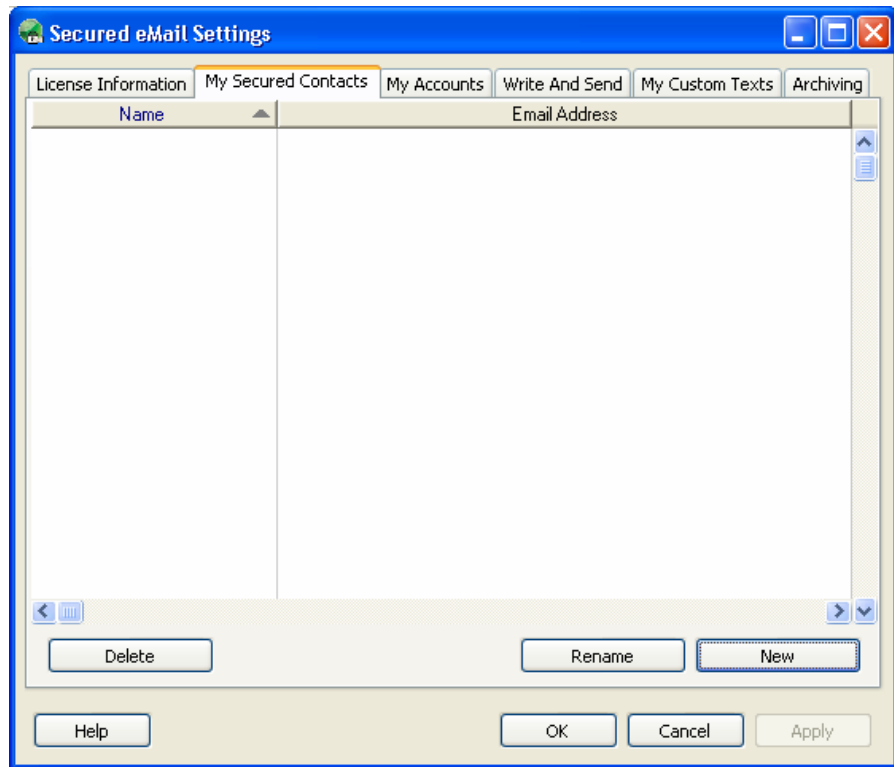
My Custom Texts

You have the ability to customize the texts that appear in your secured emails. Simply select the text you wish to change and reconfigure the text in the window below and click Apply.

Attention: Do not remove the %% symbols or the text within them. This tells the system what information to display when you send the mail.

Mail Subject: This is the subject that the recipient will see every time a secured email is sent.

If you wish to have the Mail Subject reflect what you have in your encrypted email, replace what you already have with "%%SUBJECT%%". The "%%SUBJECT%%" will then be replaced with the subject you have in your encrypted email.

Mail Signature: This text will appear after the mail body that was written.

Unencrypted Message: When sending a secured email, you have the option to send an unencrypted message that the recipient is able to see before they open the encrypted mail.

*The unencrypted message can be disabled or enabled only when sending the first secured email to a new contact. To enable/disable this feature go to the Write & Send Setting

Shared Secret Mail Draft Subject
(When saving the Shared Secret) You can notify the receiver that this email contains the shared secret.

Shared Secret Draft Mail
(When saving the Shared Secret)
This text will contain the Shared Secret
This email can be sent to the new contact, however Secured eMail AB does not recommend sending it via email as it might be intercepted. The best way to communicate the secret is via telephone, SMS, fax or letter.

If you choose to send the draft email please do not use the "Send Secured" button
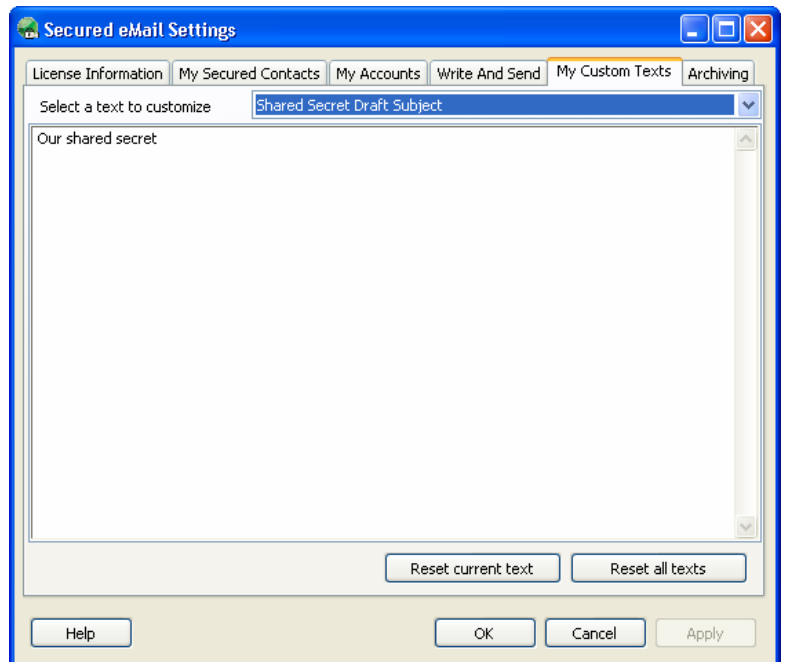
Resetting to default text

It is possible to reset a selected text or all custom texts back to the software's default text

To reset a selected text
Select the text that you wish to change and press then Resent Current

To reset all custom texts
Simply press Reset All

Archiving

A copy of all sent and received secured emails will be saved on the location chosen below.

My Roaming Profile folder:
If you specify this option, your secured emails will typically be saved into:
C:\Document & Settings\<user>\application data\Secured eMail
<user> is your current user profile name.

My profile's local data folder:
If you specify this option, your secured emails will typically be saved into:
C:\Documents & Settings\<user>\Local Settings\Application Data\Secured eMail
<user> is your current user profile name.

My Secured eMail folder in My Documents:
If you specify this option, your secured emails will typically be saved into:
C:\Document and Settings\<user>\My Documents\Secured eMail
<user> is your current user profile name.
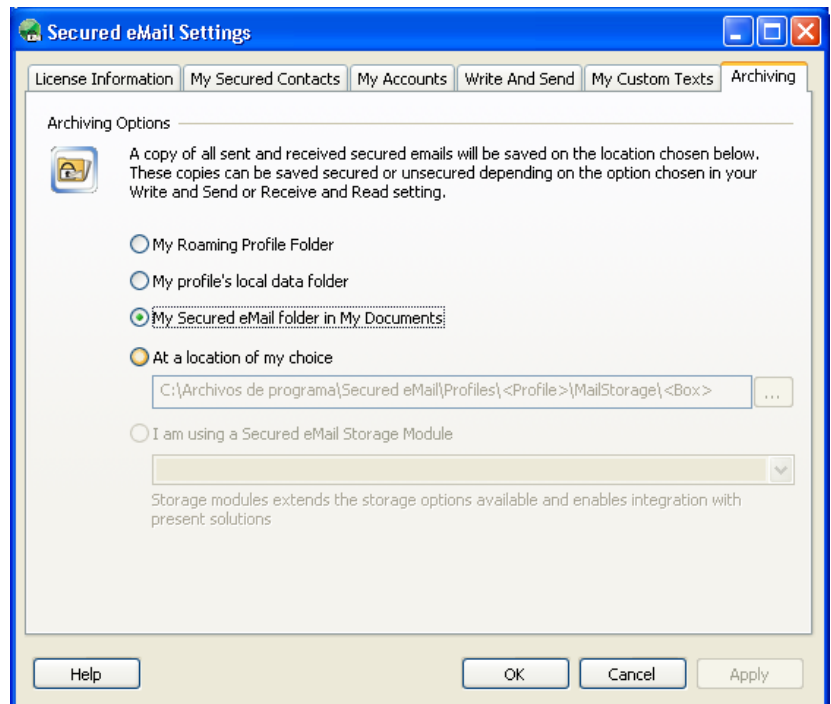
At a location of my choice:
If you specify this option, you can choose to store your secured emails anywhere you feel appropriate. The folder name can contain the variables <profile name>, and <box>.
<profile name> will then be replaced with the users profile name.
<box> will be replaced with either Inbox or Sent Items, depending on whether the email was sent or received.

You may exclude either of these variables. Below you can see the result in two examples.

An example using these variables:
You are Eric Ericsson with username eric.ericsson
You specify: "C:\securedemails\<Profile>\<Box>"

Secured eMail will then create the following folders on your computer:
C:\securedemails\eric.ericsson
C:\securedemails\eric.ericsson\Inbox
C:\securedemails\eric.ericsson\SentItems

Your received secured emails will now be stored in "C:\securedemails\eric.ericsson\Inbox", and your sent secured emails will be stored in "C:\securedemails\eric.ericsson\SentItems".

An example not using the variables:
You are Eric Ericsson with username eric.ericsson
You specify: "C:\securedemails"

Secured eMail will now store both sent and received emails in the following folder:
C:\securedemails\

License Information

This window will show which products are registered to you:

Upgrading your software:

If you wish to upgrade your software to Secured eMail Professional, it is simple.
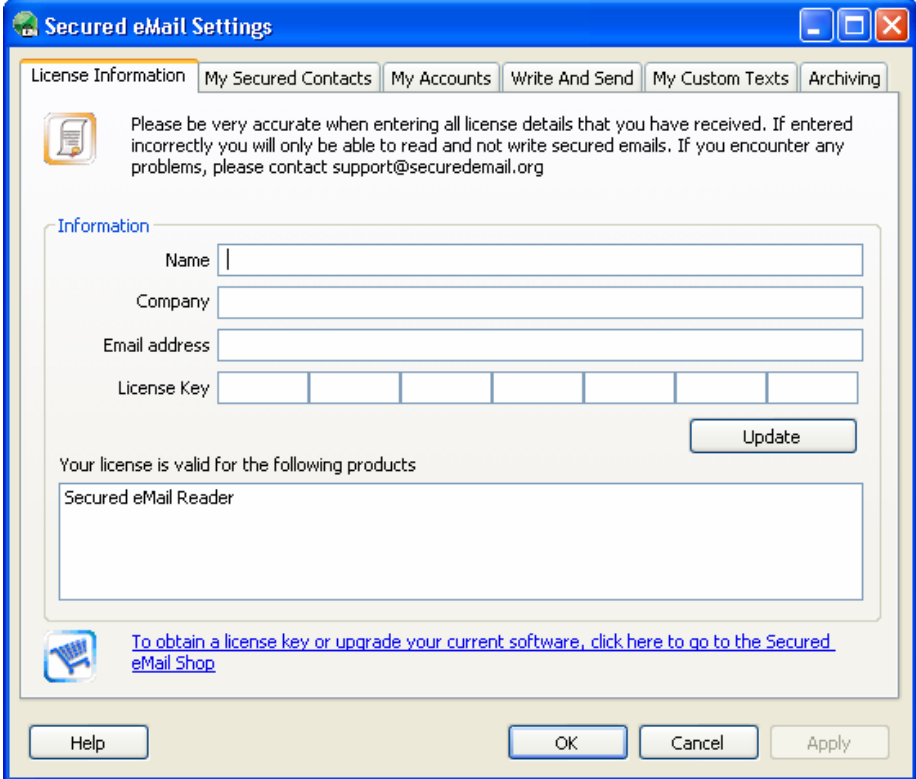
When you purchase the new software, you will be sent an email containing a License Key and user details.

When you receive the license key, enter all relevant details into the required fields under the License Information section in the Secured eMail Settings and press Update.

Please ensure that all details are entered exactly as they appear in the mail, otherwise the software will not be upgraded.

Lost License Key

It is possible to retrieve a lost license key. Simply go to the Support Page on www.securedemail.org/support and enter your email address. The license key registered to this email address will be sent to you immediately.

Support

To receive support for Secured eMail, please visit our Support Center at:
www.securedemail.org/support

To view a list of our FAQs:
Go to: www.securedemail.org/support

For User Manuals:
Go to www.securedemail.org/docdown/manuals.htm

For Updates:
Go to www.securedemail.org/downloads/update.htm

Word Quick List

Secured eMail® Home

The Home Edition is a solution for all users. It enables the user to receive and send secured emails.

Secured eMail® Professional

Secured eMail Professional is a perfect solution for large corporations. It enables the company to not only receive and send secured emails, but also save them encrypted in Outlook or the standalone Reader. Extra features include customizable security settings, a private password and master password function that enables the administrator to lock advanced settings for the user.

Secured eMail® Reader

This enables any email recipient to receive, decrypt and read a secured email on a computer. Secured emails can be stored in the Reader. Download it for free and you will receive the opportunity to send 10 secured emails for free.

License Key

This is the key that you receive from Secured eMail it represents your system in our records. It is very important that you keep track of this key, as you will be prompted to use it.

Shared Secret

This password is used to establish a secure channel of communication between you and a contact. The recipient must enter the shared secret to open the first secured email from a new contact.

Unencrypted Message

The encrypted message is sent as an attachment. Secured eMail offers you the possibility to send an unencrypted message with that mail, allowing the contact to read it before opening the attachment. This feature can be disabled in the Write and Send Setting

System Requirements

Requirements for Secured eMail

Hardware:

Computer/Processor with Pentium 300 megahertz (MHz) or higher processor

Memory, 32 MB of RAM, 128 or higher recommended

Hard Disk with 16 MB of available hard disk space

Supported Operating Systems:

Windows® 98

Windows® NT 4.0 with SP6a or later

Windows® ME

Windows® 2000

Windows® XP

Supported Microsoft Outlook versions:

Microsoft® Outlook 2000 with SP2a or later

Microsoft® Outlook XP

Microsoft® Outlook 2003

General requirements:

An Internet connection

An email account