# madeSafe™

# madesafe
## User Guide

www.madesafe.com

**Quick Start Guide**

**01 -  How to install & register the software**

1. Close all open programs except Windows.
2. Insert the MadeSafe CD into your CD-Rom drive.
3. If the set up program does not automatically start, click the My Computer icon on your windows desktop. Double-click the drive letter of your CD-ROM drive, then double-click the Setup.exe file
4. Follow the screen prompts to install MadeSafe.
5. Once the installation is complete, the computer must be restarted.

**The registration process**

1. Upon Windows restarting you will be prompted to register your product.
2. Ensure your computer is connected to the internet prior to registration.
3. ALL of the registration fields must be completed, they are : -

   - Select your Language (English, French , German, Italian, Spanish or Dutch)
   - Select and insert a user name of your choice
   - Select a password or pass phrase to access MadeSafe.  ( A minimum of eight characters)
   - Please then enter your password again for confirmation
   - Provide a valid email address*
   - CD Key located on the CD sleeve or within the DVD Box

4. Once all the fields are complete, ensure your computer is connected to the internet then click the 'Submit' button.

5. Our server will validate your CD Key (usually within 60 seconds)

6. Once the server has confirmed your CD key an update download will begin, to ensure you have the very latest version on your computer.

*Any information provided during the registration will be held on our ultra-secure server and will not be available to third parties.

**02 – System Requirements**

Please ensure that your computer has the following minimum specification:
   - Microsoft Windows 95/98/Me/NT/2000/XP
   - Minimum 486 Processor
   - Minimum 16 MB RAM
   - Minimum 50 MB hard disk space
   - Web Browser (preferably IE4/Netscape 4 or above)
   - An Internet Account
   - CD-ROM

**03 –  How to get support**

If a problem arises with your MadeSafe product, please refer to the troubleshooting section of the user guide.  If you still have difficulties:
You can e-mail us at support@madesafe.com  or:

   - Through the Help button within MadeSafe's Companion interface
   - Visit our web site at www.madesafe.com
   - Free e-mail support is available to registered MadeSafe users.  Please allow 24 hours for a response, although we do our best to respond in less time.

**How to get your free**
**Privacy Guide**
To get your free copy of
***Your Essential Guide to PC Privacy***
please go to www.madesafe.com and click on
Support or open from your CD Rom

# Troubleshooting

### 1) How do I encrypt a personal file?

Simply open your companion, select the location of the file from the drive list, Select the directory the file is located in then highlight the file you wish to encrypt. Once the file is highlighted simply click the encrypt button. The file is now only visible to you.

### 2) How do I identify/Decrypt an encrypted file?

Your encrypted files will have an .ENC extension. Simply highlight them and click "Decrypt" to unlock these files

### 3) I have encrypted some files now I cannot find them. How do I find them?

You may have applied Stealth when you encrypted the files. Select your Directory then click remove Stealth. This will remove Stealth from ALL encrypted files.

### 4) I have some sensitive information I wish to permanently remove from my computer how do I do this?

Within the companion you will notice a button named "Shred". Highlight the file you wish to **PERMANENTLY** remove then click "Shred". This will destroy the file beyond recovery.

### 5) I have got MadeSafe Home and wish to have a Vault of my own. How do I do this?

To purchase Vault, simply click on the upgrade button within the companion and follow the on screen instructions.

### 6) The kids are complaining that the Internet doesn't work, what is wrong?

Some Internet pages popup in a new window. This function is enabled by default, to disable this function simply click the icon in the tool bar and check "Disable popup windows".

### 7) Can I send an encrypted email if the recipient does not have MadeSafe?
Yes, Simply click the "Send Secure Email" button, and the MadeSafe will guide you through the process.

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