



iSecureMail

User Guide for iPhone



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CHAPTER 1: WELCOME

Ever find yourself away from your office and unable to read that critical email because it's encrypted? iSecureMail is a secure email reader for the iPhone. It allows you to view and compose GPG and SMIME encrypted emails and their attachments using the iSecureMail application.



CHAPTER 2: GETTING STARTED

COMPATABILITY

iSecureMail is an email application that supports encryption. Users can read and compose SMIME and GPG encrypted messages, as well as read and compose unencrypted emails. Message signing is not fully supported and amounts to allowing users to read the messages which are signed only and not encrypted. The sender must ensure that their email client is configured to send signed-only messages as clear text.

iSecureMail provides the following features:

- Receives and views unencrypted email messages
- Receives and decrypts SMIME and GPG encrypted email messages.
- Composes unencrypted, GPG and S/MIME encrypted email messages.
- Supports POP3, IMAP4, and Exchange Web Services (Exchange 2007 or later using Basic Authentication) email protocols. Note that Exchange Web Services is not enabled by default on Exchange servers. A system administration will need to enable it in order to use this feature. EWS access must be configured to utilize “Basic Authentication” through the IIS Manager by opening the EWS website properties dialog; selecting the “Directory Security” tab; clicking the “Authentication and Access Control” button and enabling “Basic Authentication” in the “Authorized Access” section of the “Authentication Methods” dialog.
- Supports multiple email accounts
- Provides email header fields including To:, From:, CC:, Bcc:, Subject:, timestamp, text body, and attachments
- Supports the use of native viewers for attachments
- Downloads entire email, not just headers
- Provides encryption key management (import and export)
- Ability to create key rules
- Provides a file organizer to facilitate attachment management

PRELIMINARY STEPS

Prior to installation of the iSecureMail application, the user must obtain a POP3, IMAP4, or Exchange Web Services email account.



To use S/MIME encryption, the user must obtain an S/MIME email certificate, which will be used to digitally sign emails and provide the private and public keys used for encrypting emails. Users must also export the S/MIME email certificate. This can be exported to a .p12 or .pfx file. Remember your password. Microsoft provides a good explanation of the process for exporting certificates.

To use GPG encryption, users must install a GPG add-on application. They must also import their private keys in order to be able to decrypt messages sent to them. A good way to securely import a private key is to set up SMIME encryption and then email the secret key ring to your email account using SMIME encryption. Lastly, users must import public keys in order to be able to send messages to other users.

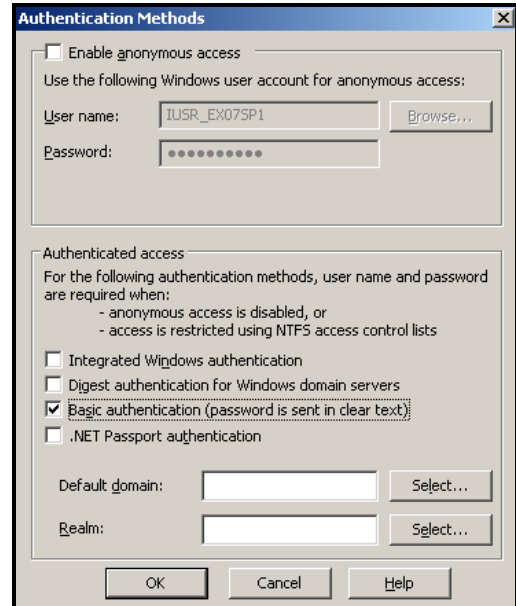
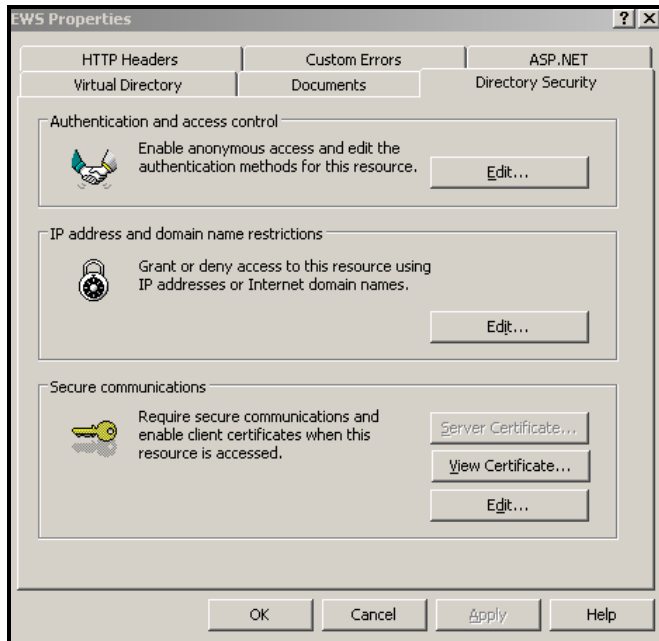
SETTING UP A POP3 / IMAP4/ EXCHANGE EMAIL ACCOUNT

iSecureMail supports POP3, IMAP4, and Exchange email accounts. There are a number of free email account providers that use these protocols, including:

- AOL
- Google Mail (Gmail)
- Hotmail
- Yahoo (POP3 support is available for a fee)

The choice of which service provider to use is a personal decision. There are a number of articles available on the Internet comparing various POP3, IMAP4, and Exchange service providers. All service providers can be contacted if more help is necessary in setting up an email account.

Exchange Web Services is not enabled by default on Exchange servers. A system administration will need to enable it in order to use this feature. EWS access must be configured to utilize “Basic Authentication” through the IIS Manager by opening the EWS website properties dialog; selecting the “Directory Security” tab; clicking the “Authentication and Access Control” button and enabling “Basic Authentication” in the “Authorized Access” section of the “Authentication Methods” dialog.



OBTAINING A PERSONAL CERTIFICATE FOR S/MIME ENCRYPTION


There are a number of venues available for obtaining a personal certificate. Some companies provide free personal certificates; others require users to pay for the personal certificates. Some of the more popular personal certificate providers are:

- [Verisign](#)
- [Comodo](#)
- [TC Trust Center](#)
- [Global Sign](#)

After completing the registration for a personal certificate, the user must download the certificate to their personal computer. Once the certificate has been downloaded, it can be imported and exported as needed. Microsoft provides a good explanation for the process of [importing and exporting certificates](#) (visit the microsoft.com and conduct a search for “importing and exporting certificates”). There are numerous methods of importing and exporting certificates depending upon the user's environment.



CHAPTER 3: INSTALLING ISECUREMAIL

You can install iSecureMail on your iPhone by accessing it on the App Store  application found on the device interface. You can also download iSecureMail through the [Apple Store](#). Instructions for installing apps via the iTunes interface are found on the [Apple](#) website.



CHAPTER 4: CONFIGURING ISECUREMAIL

There are three types of accounts that iSecureMail can support: Exchange, IMAP, and POP. This section explains how to configure each type. When configuring an account, there are several fields to input. The following are the parameters that need to be entered:

- **Description:** This is a description entered by the user that will be used on the mailboxes and settings screens to identify the account, e.g. "Work Email."
- **User:** This is the user name/ID of the account. This is usually the user's email address, e.g. steve@apple.com.
- **Email Password:** This is the password for the user's email account.
- **Protocol:** Specifies whether the email account service provider uses the Post Office Protocol (POP3), the Internet Mail Access Protocol (IMAP) protocol, or Exchange Web Services. Check with the email account service provider's documentation for this setting. The default setting is "IMAP".

Exchange Web Services is a feature of Microsoft exchange available in Exchange 2007 and later. In addition, *this feature is not turned on by default in the Exchange server so if you are experiencing problems connecting, please contact your system administrator to ensure that the feature is enabled on the Exchange Server.*


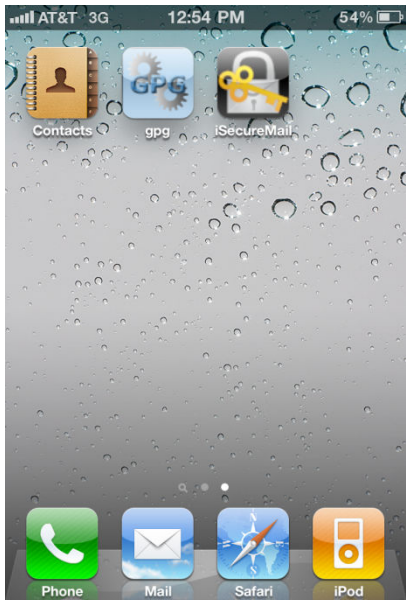
- **Max messages:** When connecting to the email service provider, iSecureMail will display up to this number of messages. The default setting is 50. A setting of 0 will display all messages in Inbox. The maximum number allowed in this field is 99999.
- **Incoming (POP or IMAP) Server:** POP3/IMAP4 only option. This is the Internet host address used to fetch email inside your mail client. The name often starts with "pop", "imap" or "mail". Check the email account service provider's documentation for this address.
- **Port:** POP3/IMAP4 only option. This is the port number the incoming mail server listens on. Check with the email account service provider's documentation for this port number.
- **SSL:** POP3/IMAP4 only option. Specifies whether the incoming mail server uses the SSL (Secure Sockets Layer) communications secure Internet protocol. If the user selects ON, the SSL protocol is used. If the user selects OFF, SSL is not used.
- **Outgoing SMTP Server:** POP3/IMAP4 only option. This is the Internet host address used to send email inside your mail client. The name often starts with "smtp" or "mail". Check the email account service provider's documentation for this address.



- **Username:** POP3/IMAP4 only option. This is the SMTP user name/ID needed to send messages. This is usually the user's email address, e.g. steve@apple.com.
- **Password:** POP3/IMAP4 only option. This is the password for the user's email account.
- **Port:** POP3/IMAP4 only option. This is outgoing SMTP server port. Check with the email account service provider's documentation for this port number. Common port numbers are 25 for non-SSL and sometimes SSL communication, 465 and 587 for SSL communication.
- **Connection Security:** POP3/IMAP4 only option. Specifies the type of connection security the outgoing mail server uses. One can specify no security, SSL/TLS or StartTLS secure communications depending on what the server supports.
- **Exchange Server:** Exchange only option. Specifies the IP address or name of the exchange server, e.g. exchange.muycompany.com
- **Email Address:** Exchange only option. Specifies the email address of the exchange account.

CONFIGURING AN EXCHANGE ACCOUNT

Upon successfully installing the iSecureMail app on your iPhone, the next step is to configure the application and create accounts. See the beginning of this Chapter for queries regarding input data. To configure the app using an Exchange Account, the following steps must be followed:

1	<p>Tap the iSecureMail icon  on the iPhone.</p>	
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<p>2</p>	<p>The application will display a message explaining how to access the help menu. By clicking “OK”, Users can proceed with the Help Reminder appearing each time the application is opened. By clicking the “Don’t show me this again”, Users can proceed with the Help Reminder never showing again upon opening the app.</p>	
<p>3</p>	<p>The initial use of the application will display the “Add Accounts”. Tap on the “Add Accounts” button to create an account.</p>	
<p>4</p>	<p>The default Protocol settings are for an IMAP account. Tap the Exchange button to add an Exchange account.</p>	



<p>Note: The Exchange account set up page will look like this:</p>		
<p>5</p>	<p>Enter the name you want to view the account as in the Description field.</p>	
<p>6</p>	<p>Enter the <i>full</i> email in the Username field. Make sure it is in the following form: user@myemail.com</p>	
<p>7</p>	<p>Enter the email password in the Email Password field.</p>	
<p>8</p>	<p>Input the maximum number of messages you would like the phone to display (the default is 50 messages) in the Max Messages field.</p>	
<p>9</p>	<p>Enter the Exchange Server address in the Exchange Server field. Note this can usually</p>	


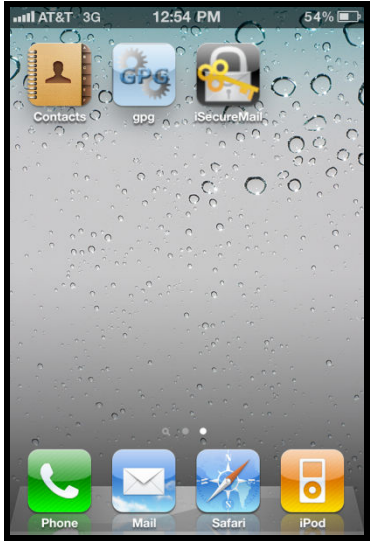



	be found on the provider's website. If not, please check with your system administrator.	Exchange Server: <input type="text" value="mail.myprovider.com"/>
10	Enter the email address again in the Email Address field.	Email Address: <input type="text"/>



CONFIGURING WITH AN IMAP ACCOUNT

Upon successfully installing the iSecureMail app on your iPhone, the last step is to begin configuring the application. See the beginning of this chapter for queries regarding input data. To configure the app using an IMAP Account, the following steps must be followed:

<p>1</p>	<p>Tap the iSecureMail icon  on the iPhone.</p>	
<p>2</p>	<p>The application will display a message explaining how to access the help menu. By clicking OK, Users can proceed with the Help Reminder appearing each time the application is opened. By clicking the Don't show me this again, Users can proceed with the Help Reminder never showing again upon opening the app.</p>	



<p>3</p>	<p>The initial use of the application will display the Accounts page. Tap on the Add Account... button to create an account.</p>	
<p>4</p>	<p>The default Protocol settings are for an IMAP account, so there is no need to change the type.</p>	



Note: The IMAP account set up page will look like this:

No SIM 11:01 AM

Email Account Cancel Done

Description:
myemail

User (usually your email address):
user@myemail.com

Email Password:
[Empty field]

Protocol:
POP **IMAP** Exchange

Max Messages: 50

Incoming (POP or IMAP) Server:
mail.myprovider.com

Port: 993 Using SSL: **ON**

Outgoing SMTP Server:
smtp.myprovider.com

Username:
Optional

Password:
Optional

Port:
587

Connection Security:
None SSL/TLS StartTLS

5 Enter the name you want to view the account as in the **Description** field.

Description:
myemail




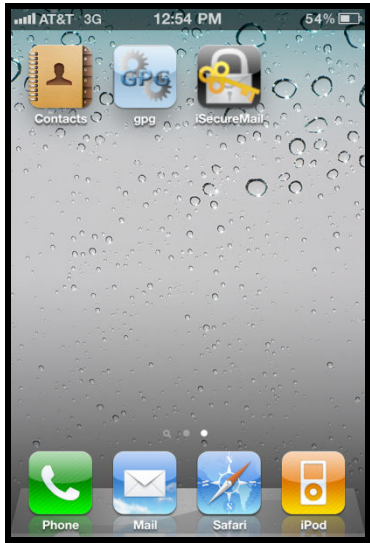
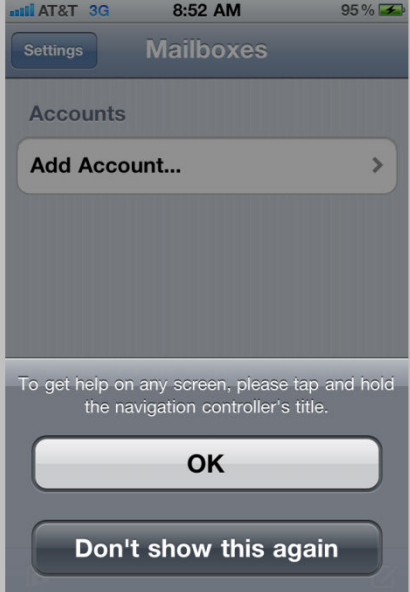
6	Enter the <i>full</i> email in the Username field. Make sure it is in the following form: user@myemail.com	<p>Username:</p> <input type="text" value="user@myemail.com"/>
7	Enter the email password in the Email Password field.	<p>Email Password:</p> <input type="password"/>
8	Select the maximum number of read and unread messages you would like the phone to display (the default is 50 messages).	<p>Max Messages: <input type="text" value="50"/></p>
9	Enter the incoming server address in the Incoming (POP or IMAP) Server field.	<p>Incoming (POP or IMAP) Server:</p> <input type="text" value="mail.myprovider.com"/>
10	Enter the port number in the Port field.	<p>Port:</p> <input type="text" value="993"/>
11	The default SSL settings are ON. To turn them OFF, tap on the Using SSL field.	<p>Using SSL:</p> <input checked="" type="checkbox"/>
12	Enter the outgoing server in the Outgoing SMTP Server field.	<p>Outgoing SMTP Server:</p> <input type="text" value="smtp.myprovider.com"/>
13	Enter the SMTP username in the Username field. Whether you have to enter a username here depends on the server configuration. Most servers do require this field.	<p>Username:</p> <input type="text" value="Optional"/>



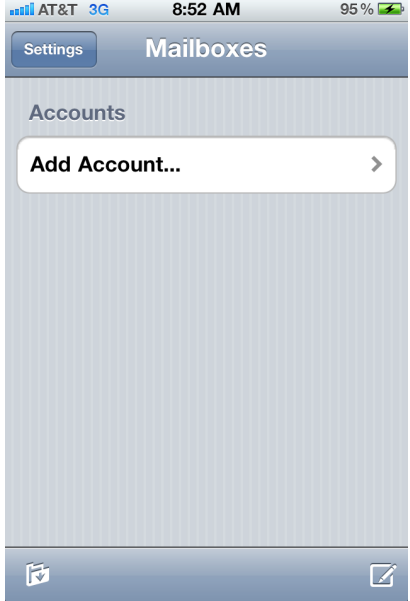

14	<p>Enter the SMTP password in the Password field. Whether you have to enter a password here depends on the server configuration. Most servers do require this field.</p>	<p>Password:</p> <input data-bbox="922 369 1414 426" type="text" value="Optional"/>
15	<p>Enter the outgoing port number in the Port field.</p>	<p>Port:</p> <input data-bbox="927 575 1122 653" type="text" value="587"/>
16	<p>Select the connection security setting in the Connection Security field.</p>	<p>Connection Security:</p> <div data-bbox="922 793 1414 871"> <input checked="" type="radio"/> None <input type="radio"/> SSL/TLS <input type="radio"/> StartTLS </div>

CONFIGURING WITH A POP ACCOUNT

Upon successfully installing the iSecureMail app on your iPhone, the last step is to begin configuring the application. To configure the app using a POP Account, the following steps must be followed:

<p>1</p>	<p>Tap the iSecureMail icon  on the iPhone.</p>	
<p>2</p>	<p>Since this is the first time the application has been used, the application will display a message explaining how to access the help menu. By clicking OK, users can proceed with the help reminder appearing each time the application is opened. By clicking the Don't show me this again, users can proceed with the help reminder never showing again upon opening the app.</p>	



3	The initial use of the application will display the Accounts page. Tap on the Add Account... button to create an account.	 A screenshot of an iPhone's Mailboxes settings page. The status bar at the top shows AT&T 3G, 8:52 AM, and 95% battery. Below the status bar is a 'Settings' button and the title 'Mailboxes'. Underneath is a section titled 'Accounts' with a white button labeled 'Add Account...' and a right-pointing chevron. At the bottom of the screen are two icons: a mail icon and a compose icon.
4	The default Protocol settings are for an IMAP account. Tap the POP option to add a POP account	 A screenshot of the 'Protocol' selection screen. It features the label 'Protocol:' followed by three buttons: 'POP' (highlighted in blue), 'IMAP', and 'Exchange'.



Note: The POP account setup page will look like this:

5 Enter the name you want to view the account as in the **Description** field.



6	Enter the <i>full</i> email in the Username field. Make sure it is in the following form: user@myemail.com	<p>Username:</p> <input type="text" value="user@myemail.com"/>
7	Enter the email password in the Email Password field.	<p>Email Password:</p> <input type="password"/>
8	Select the maximum number of read and unread messages you would like the phone to display (the default is 50 messages).	<p>Max Messages: <input type="text" value="50"/></p>
9	Enter the incoming server address in the Incoming (POP or IMAP) Server field.	<p>Incoming (POP or IMAP) Server:</p> <input type="text" value="mail.myprovider.com"/>
10	Enter the port number in the Port field.	<p>Port:</p> <input type="text" value="995"/>
11	The default SSL settings are ON. To turn them OFF, tap on the Using SSL field.	<p>Using SSL:</p> <input checked="" type="checkbox"/> ON
12	Enter the outgoing server in the Outgoing SMTP Server field.	<p>Outgoing SMTP Server:</p> <input type="text" value="smtp.myprovider.com"/>
13	Enter the SMTP username in the Username field. Whether you have to enter a username here depends on the server configuration. Most servers do require this field.	<p>Username:</p> <input type="text" value="Optional"/>
14	Enter the SMTP password in the Password	



	<p>field. Whether you have to enter a username here depends on the server configuration. Most servers do require this field.</p>	<p>Password:</p> <input type="text" value="Optional"/>
<p>15</p>	<p>Enter the outgoing port number in the Port field.</p>	<p>Port:</p> <input type="text" value="587"/>
<p>16</p>	<p>Select the connection security setting in the Connection Security field.</p>	<p>Connection Security:</p> <p> <input checked="" type="radio"/> None <input type="radio"/> SSL/TLS <input type="radio"/> StartTLS </p>



CHAPTER 6: SETTINGS

The iSecureMail app provides three groups of Settings: General, GPG Key Management, and SMIME Key Management.



GENERAL SETTINGS

Within General Settings, each configured account has a line with its Description, as set by the user. Tapping these lines will bring the user to the settings entered during the configuration process. From this screen, the user can modify the account settings. Also within General Settings is the **Add Account...** line. When this is tapped, the user can create a new account to add to the application.

Lastly, General Settings contains the **Other** option (see figure below) to allow users to configure the following:



- **Password Timeout:** This is the time in minutes that the decryption password (either SMIME or GPG) will be stored and reused once it is entered by the user. 0 indicates that user will be prompted for password every time it is needed. -1 indicates that the password will be remembered for as long as the application is running.
- **Zip Attachments:** This option defines how attachments should be bundled when sending email messages. Off means that each attachment will be sent separately. Ask means that the application will ask every time a message is sent and it contains attachments whether to zip the attachments. On means that all attachments should automatically be zipped. When zipping attachments, they will be zipped in a file called attachments.zip.
- **Default Encryption:** This option specifies what the default encryption option should be whenever a new message is composed. The default value is GPG encryption.
- **Verify Application Password:** This option provides for a security feature which is available with the iSecureMail application. When the application password is enabled, the application will present a password screen when initially launched which will ask the user for the application password.
- **Application Password:** This option allows for modifying the application password.





GPG AND SMIME KEY MANAGEMENT SETTINGS

Within the GPG and SMIME Key Management Settings, there are four options to manage encryption keys:

- **Public keys:** On this screen you can manage your public keys.

To import keys, tap and hold, copy a key file in either message view or file organizer. Then tap and hold the view area and select paste from the pop up menu.

To export keys tap and hold the view area and a pop up will display that has the **Copy** and **Copy All** options. **Copy** copies only the key that you tapped and **Copy All** copies all your keys to the pasteboard. You can then open file organizer and paste the copied keys there. **Copy All** is available for GPG keys only.



To delete keys, tap the trash icon at the bottom right hand corner of the screen.



You can then tap the red stop sign and confirm delete to delete a single key, or

Delete All

tap the **Delete All** button in the bottom left corner of the screen to delete all keys. Tap done when you are done deleting keys.

To open file organizer, tap the organizer icon on the bottom left hand side of the screen.

- **Secret keys:** You can manipulate the secret keys in an identical fashion to the public keys, except that you need to open the Secret key screen via Settings > Secret Keys under the respective key management group.
- **Key Rules:** Key Rules allow users to create rules that assign an encryption key to an e-mail address. Whenever an e-mail is composed to the given e-mail address, the key specified in the rule will be used to encrypt the message. If there is no key rule and no encryption key is specified via the bracket notation, by default, when you send an encrypted message the encryption key will be the recipient's email address. With GPG encryption, an encryption key is not necessarily tied to an email address. When this is the case, you can redefine the default key via the key rules screen. For example, if you want to use GPG key "john" for jsmith@abc.com, you would create a rule that maps jsmith@abc.com to john via the key rules screen.

With SMIME encryption, a key is always identified by an email address. If you create a rule that maps key with address A@abc.com to B@abc.com, your email will encrypt and successfully send but most clients will not be able to decrypt the email properly.

Therefore key rules have limited use with SMIME encryption. They are useful to select which key will be used in cases where one has multiple SMIME keys that are for the same email address.



-
- **Remove Keys:** This option removes all keys in the respective encryption group. It is useful should the key rings become corrupt.



CHAPTER 6: USING ISECUREMAIL

After installing and configuring the iSecureMail application, the user should complete the following steps:

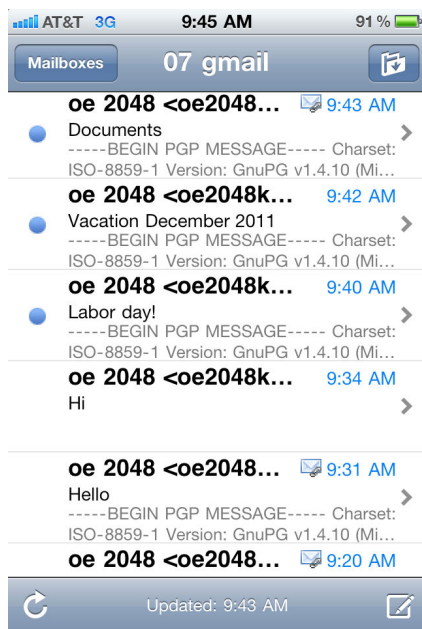
1	Export the certificate with a copy of the private key. The user will be prompted to provide a certificate security password at this time. It is important to remember this password as this is the password that will be required to decrypt any received encrypted emails.	
2	Send a copy of the iPhone user's exported personal certificate (in PFX or PK12 format) to the email account used during the configuration of the iSecureMail application	

The iSecureMail application allows the user to receive, view, and compose SMIME and GPG encrypted emails on multiple IMAP, POP, or Exchange email accounts. Additionally, it supports viewing attachments using the native viewers found on the iPhone. These viewers include:





- Graphics (JPEG, GIF, and TIFF) in line with the text body
- Audio attachments (MP3, AAC, WAV, and AIFF)
- Microsoft Office (MS Word, Excel, and PowerPoint)
- Additional support (MOV, PDF, RTF, HTML, and Apple iWork Pages, Keynote, and Numbers)

WORKING WITH THE INBOX

Once the account is configured, the app will take the user to the **Mailboxes** page when it is opened. The User can select the account description for which he/she wishes to view emails for. Once an account is selected, the user will come to the **Inbox**.



The Inbox will display all emails downloaded from the email account. It contains the File Organizer access button at the top of the screen, and the Check Mail and Compose functions on the status bar at the bottom of the screen. The following elements can be found on the Inbox screen:

- **Mailboxes:** Tap **Mailboxes**  to display the Mailbox screen. This is where users switch between different email accounts they have configured.
- **File Organizer:** Tap the File Organizer icon  to bring up the file organizer. The File Organizer can be used to help manage attachments. You can copy attachments from e-mail messages and paste them into the file organizer to keep them organized.
- **Check Mail:** Tap Check Mail icon  to connect to the email server and download any new emails.
- **Compose Mail:** Tap the Compose Mail icon  at the bottom right of the screen to compose a new email message.
- **Status Bar:** The Status Bar provides information about the last time the Inbox was updated. If the user checks email and there are no new emails, the status bar will

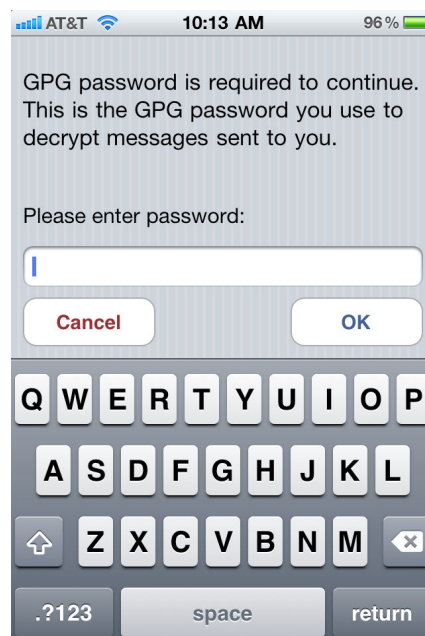


update to show the last time email was checked but no new messages will be present in the message list.



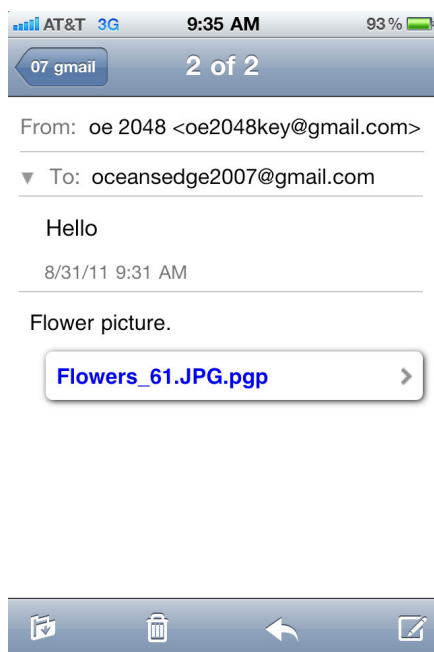
VIEWING MESSAGES

The Message view screen displays when the user opens an email for viewing. The user will have to enter the password and click **OK** to view the message:







Once on the Message screen, the user can view any one particular message as well as delete the currently viewed message, reply or forward it to other users or compose a new message.

Note: In order to read messages sent in alphabets other than the Latin alphabet, please make sure that the encoding of the messages is UTF-8. There are many encodings and it would be difficult for iSecureMail to support all of them. UTF-8 is a universal encoding that supports all alphabets and should be supported by virtually all current email clients. The encoding of the message is determined by the software that the sender of an email is using so if a message is not readable, please ask the sender to configure their software to send all message using UTF-8 encoding and resend the message.




The **Message** screen contains the following elements:

- Email Account:** Tap the email account button  on the Navigation Bar to return to the inbox screen for that account.
- File Organizer:** Tap on the file organizer icon  to bring up organizer screen which helps keep attachments organized. If there is an attachment in the message being viewed, users can tap and hold it to Copy it into the pasteboard. Then users can Paste the copied attachment into the file organizer.
- Trash Can:** Tap the trashcan icon  to delete the email and return to the Inbox.
- Reply/Forward:** Tap arrow icon to the right of the Trash Can button to reply or forward the message being viewed.
- Compose Mail:** Tap the Compose Mail icon  at the bottom right of the screen to compose a new email message.





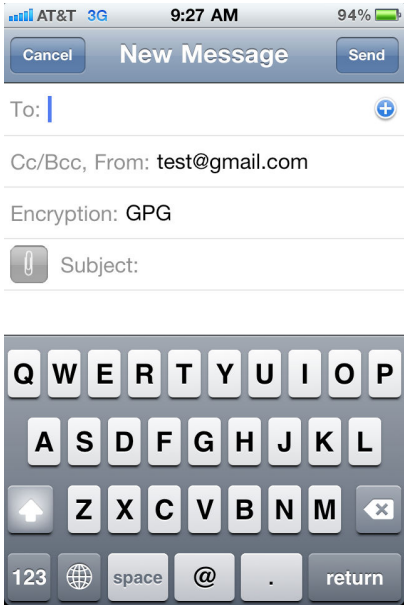



- **Signature** (available for SMIME encrypted messages only): When viewing an SMIME encrypted email, if the subject line contains a green checkmark, this signifies that the email has been digitally signed and encrypted. The signature may or may not be valid.

- **To: and cc: fields:** You can hide and unhide the To: and cc: fields  by selecting the triangle next to the To: field. To view all To: and cc: values click the To: and cc: field.

COMPOSING MESSAGES

The **Compose Message** screen allows users to compose and send email messages. It displays




when the icon  is tapped on the **Mailboxes, Inbox, or Message** screens or when one of the reply buttons is tapped on the Message view screen.

1	Tap the Compose Message icon  .	
2	In the To: field you can enter a list of email addresses that will be the <i>To</i> recipients of the email messages.	
3	To select a recipient from the phone's address book, you can press the  button. The  button is visible when	



	<p>an address field (To, CC, or BCC) has the input focus and the field is empty.</p> <p>Once you finish entering an email address, tap the return button. This will create a new address field of the same type and you can enter the next email address. When you are finished entering the email addresses, tap the return button on an empty line to move to the next logical field (e.g. Subject).</p>	<p>The screenshot shows the 'New Message' interface. The 'To' field contains 'User@aol.com'. Below it, the 'Cc/Bcc, From' field shows 'Cc/Bcc, From: test@gmail.com'. The 'Encryption' is set to 'GPG'. The 'Subject' field is empty. A standard QWERTY keyboard is overlaid on the screen.</p>
<p>4</p>	<p>To display the Cc/Bcc address fields, tap the From line. You can then enter the Cc and Bcc recipients in the same way as you enter the To recipients.</p>	<p>The screenshot shows the 'New Message' interface. The 'To' field is empty. The 'Cc' and 'Bcc' fields are now visible and empty. The 'From' field shows 'From: test@gmail.com'. The 'Encryption' is set to 'GPG'. A standard QWERTY keyboard is overlaid on the screen.</p>



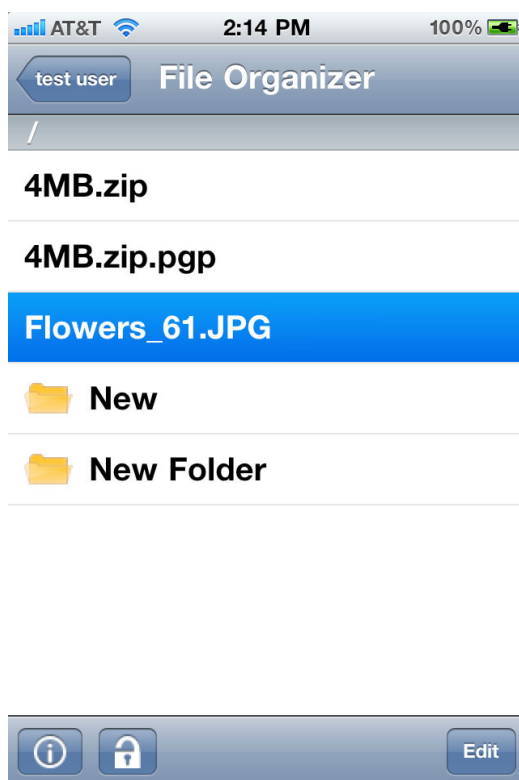
<p>5</p>	<p>To select the encryption option, tap the Encryption line on the screen. You can specify a default encryption for all your messages on the Settings > Other settings page. If you are using GPG encryption and you want to encrypt with a key that is different than the recipient email address but you have not defined a key rule, you can manually type the key identifier in brackets following the email address in the email address field, e.g. jsmith@abc.com [john].</p>	
<p>6</p>	<p>To attach files, tap the attachment icon  which is available to the left of the Subject line. Once you tap attach, iSecureMail will present the file organizer where you can select a file to attach to your email message.</p>	
<p>7</p>	<p>To send a message, tap Send  in the navigation bar.</p>	
<p>8</p>	<p>To cancel a message and return to the previous screen, tap Cancel . No</p>	



drafts folder is provided, so once you confirm the cancel operation, you will lose everything that you typed.	
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USING FILE ORGANIZER

The File Organizer allows users to organize their attachments. It provides simple file management that is lacking in the native email application. Users can view, delete, and rename files, as well as create a directory structure and get details regarding the file, including the file's size.



The File Organizer has three modes of operation: **View** mode, **Edit** mode, and **Selection** mode. **View** mode is displayed when the file organizer is invoked from a screen other than the Compose screen. **Edit** mode is available when the edit button is tapped once the file organizer is displayed in view or selection mode. **Selection** mode is displayed when the file organizer is invoked from the **Compose** screen in order to attach a file.



You populate the File Organizer by copying attachments on the message view screen and pasting them into the File Organizer. Once you have some files in your File Organizer, you can manipulate them similarly to how you would in a file browser.

In general, when using the File Organizer, the user starts by tapping the item he/she wants to manipulate. This will highlight the item. Once the item is highlighted, the user taps a second button or the item itself to invoke an action on the item. Tapping the info button on a selected item brings up the property page for the item.

To paste an item the user taps and holds on the File Organizer. Provided that an item is copied into the pasteboard, tapping and holding will display a pop-up menu that will allow users to paste the item. If the user taps and holds on an item that is already in the File Organizer, he/she will also get an option to copy the item that was tapped into the pasteboard.

The difference between **View** and **Compose** mode amounts to what happens when an already highlighted item is tapped (i.e. when you double tap an item). In **Compose** mode, the second tap selects the item and you are returned to the previous (Compose) screen where the item is now attached to your message. In view mode, the second tap displays the content of the highlighted file.

You can display file information or decrypt GPG encrypted files. To display file information, tap the file name once to highlight it and then tap the info button. To decrypt a GPG encrypted file, tap the file name once to highlight it and then tap the unlock button.

In **Edit** mode, you can delete files, create new folders, display file information and rename files. To delete a file, press the stop sign icon and then the **Delete** button to confirm the delete. To create a New Folder, tap the **New Folder** button located in left hand corner at the bottom of the screen. To display file information, first highlight the file and then tap the Info icon that is available to the right of the new folder button. To rename a file, either double tap its name or single tap and then press the pencil button available to the right of the info button. When you are done editing and you want to return to the mode that the file organizer was originally displayed in (either view or compose), tap the **Done** button available in the bottom right corner of the screen.

CHAPTER 7: FAQs AND TROUBLESHOOTING TIPS

I received a "No Keys are Found Error"



If you receive this error, there is no secret/private/decryption key available to decrypt the selected message. To supply an SMIME key, please email a copy of a .p12 or .pfx file to this email account, then check for new messages. Open the message, copy the key and then paste it into the private SMIME key section in settings. To supply a GPG secret key, first set up SMIME encryption and then email an exported GPG secret key using SMIME encryption to this email account. Then read the email, copy the GPG key attachment to the pasteboard and then paste it on the GPG Secret key screen.

I received a "Decryption Failed Error"

This error means the email could not be decrypted with the keys that are currently on the phone. Steps to resolve this error are to double check that the sender has the correct public key to send you encrypted messages or to remove the keys on your device and resend the correct keys to the account you are using iSecureMail for.

I received a "winmail not supported Error"

This error means the attachment(s) on the email were bundled together into a winmail.dat file. To resolve this, ask the person that sent you the message to resend the message as plain text.

My POP Gmail account has sent items in my Inbox

When you enable POP for Gmail, all messages are downloaded to your client, except for Spam, Trash, and Chats. Gmail recommends setting up a filter within the mail client, but since iSecureMail does not support filters, you may receive emails that are in other folders besides the Inbox.



CHAPTER 7: CUSTOMER SUPPORT

Please contact us at iSecureMail@oceansedge.biz with any questions, concerns or feedback.



CHAPTER 8: THANK YOU

Thank you for being a valuable customer of the iSecureMail application. We hope the application makes it easier for you to read emails away from your computer.