



# Trend Micro™ Encryption for Email<sup>5</sup>

Secured by Private Post™

## User's Guide



Messaging Security



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<http://www.trendmicro.com/download>

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The user documentation of Trend Micro Encryption for Email is intended to introduce the main features of the software and installation instructions for your production environment. You should read through it prior to installing or using the software.

Detailed information about how to use specific features within the software are available in the online help file and the online Knowledge Base at the Trend Micro website.

Trend Micro is always seeking to improve its documentation. Your feedback is always welcome. Please evaluate this documentation on the following site:

<http://www.trendmicro.com/download/documentation/rating.asp>

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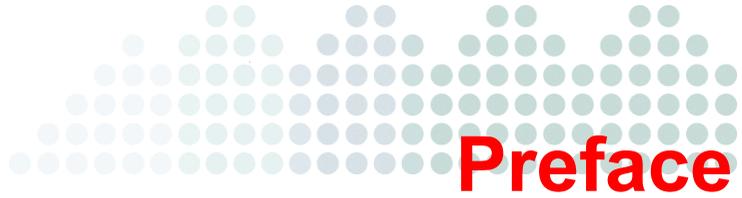
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# Preface

Welcome to the *Trend Micro Encryption for Email User's Guide*. This manual contains information about product settings and features.

Topics in this section include:

- *Trend Micro™ Encryption for Email Documentation* on page vi
- *Audience* on page vi
- *Document Branding* on page vi
- *Document Conventions* on page 1-vii

# Trend Micro™ Encryption for Email Documentation

The Trend Micro™ Encryption for Email documentation consists of the following:

**Online Help**—Helps you configure all features through the user interface. You can access the online help by clicking the Encryption for Email tray Help icon (  ).

**User's Guide**—Helps you plan for deployment and configure all product settings.

**Readme File**—Contains late-breaking product information that might not be found in the other documentation. Topics include a description of features, installation tips, known issues, and product release history.

The User's Guide and readme are available at:

<http://www.trendmicro.com/download>

## Audience

This document is targeted to new users of Encryption for Email, including system administrators, operators, sensitive content contributors, information security staff, executives, and users with other specific roles.

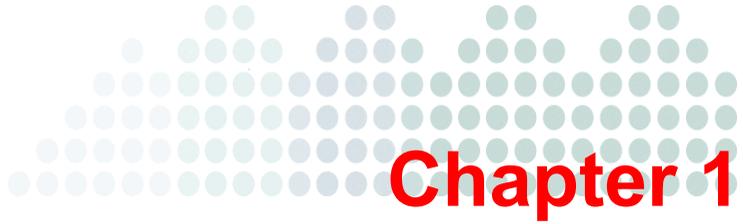
In order to use Encryption for Email, you need to be familiar with web browsers and web-based user interfaces.

## Document Branding

This document, including the images displayed herein, as an example, have been branded for use by Trend Micro. The look and feel of your documentation and user interface will appear differently depending on your company's branding requirements.







# Chapter 1

## Introducing Encryption for Email

Topics include:

- *Installing Encryption for Email* on page 1-3
- *System Requirements* on page 1-2
- *Protecting Your Email Address* on page 1-16
- *Checking for Updates* on page 1-20

## Introduction

Trend Micro Encryption for Email is a user-friendly, high-level privacy system.

If you know someone's email address, you have all the information you need to send them a message, safe in the knowledge that only they will be able to read it. You simply click a button and send your email as usual.

Also included in the system are digital signatures so that your recipient knows that the message has come from you and has not been tampered with. File attachments are protected along with your email message, and you can send messages in plain text, Rich Text Format (RTF), or HTML.

---

**Note:** This system is completely safe. At no point do Trend Micro employees have access to the content of your email messages.

---

## System Requirements

### Hardware and Operating System

Minimum computer requirements are:

- Intel Pentium 800MHz processor
- Microsoft Windows XP 32-bit SP3 (English) Home, Professional, Media Center
- Windows Vista 32-bit and 64-bit SP2 (English) Home Basic, Home Premium, Business, Enterprise, Ultimate
- Windows 7 32-bit and 64-bit (English) version 6.1, Home Basic, Home Premium, Professional, Enterprise, Ultimate
- 256MB RAM required, 512MB recommended
- 50MB available disk space

### Email Clients

You must have one of the following email programs to encrypt email messages with Encryption for Email:

- Microsoft Outlook 2002, 2003, or 2007 (all 32-bit, English)
- Windows Live Mail 2009 32-bit (English)

Encryption for Email supports the following web-based email clients:

- Gmail (English)
- Hotmail (English)
- Yahoo Mail (English)

## Web Browsers

Encryption for Email supports the following web browsers:

- Microsoft Internet Explorer 7 (x86-32) and 8 (x86-64)
- Mozilla Firefox 3.6 (x86-32)

## Mail Servers

- Microsoft Exchange Server 2003 SP2 Standard, Enterprise
- Microsoft Exchange Server 2007 SP3 Standard, Enterprise
- Microsoft Exchange Server 2010 version 14 Standard, Enterprise

# Installing Encryption for Email

**The installation is a three-stage process as follows:**

1. Downloading the Encryption for Email Software
2. Completing the Installation Wizard
3. Protecting Your Email Address

## Downloading the Encryption for Email Software

In order to read and write messages in Encryption for Email, you need to install it. You must first download the Encryption for Email software.

1. Point your browser to the Trend Micro Download Center, at:

<http://downloadcenter.trendmicro.com/index.php?prodid=88>

The Trend Micro™ Encryption for Email download screen opens.

2. In the **File Name** column, click the Trend Micro Encryption for Email link. Your browser prompts you to save or run the file.

3. Click **Save** and specify a local folder.

The Encryption for Email software is downloaded.

4. Open the downloaded file, **TMEEC.exe**.

A Windows Security Warning appears when the download completes.



**FIGURE 1-1. Security Warning Screen**

---

**Note:** To view Encryption for Email digital signature information, click the **Trend Micro, Inc.** link next to “Publisher.”

---



**FIGURE 1-2.** Installation Wizard splash screen

5. Click **Run**.

The splash screen displays and Trend Micro Encryption for Email examines your system environment to verify whether it meets the minimal installation requirements.

- If the computer does not meet the minimal requirements, the installation halts.
- If the computer meets the minimal requirements, the Installation Wizard starts.
- If your system currently has an installation of Microsoft Outlook Express with an Encryption for Email plug-in, the installer displays a message informing you that Outlook Express is no longer supported, along with a link to download Windows Live Messenger, as shown in *Figure 1-3*.



**FIGURE 1-3.** Outlook Express is no longer supported

6. Click **Install**.

The installer checks to see if you have the latest Microsoft Outlook service pack and, if not, recommends that you install it, as shown in *Figure 1-4*.



**FIGURE 1-4.** Outlook service pack reminder

7. If you see the message shown in *Figure 1-4*, click **No** to exit the installation, install the latest Outlook service pack, and then restart the installation program.

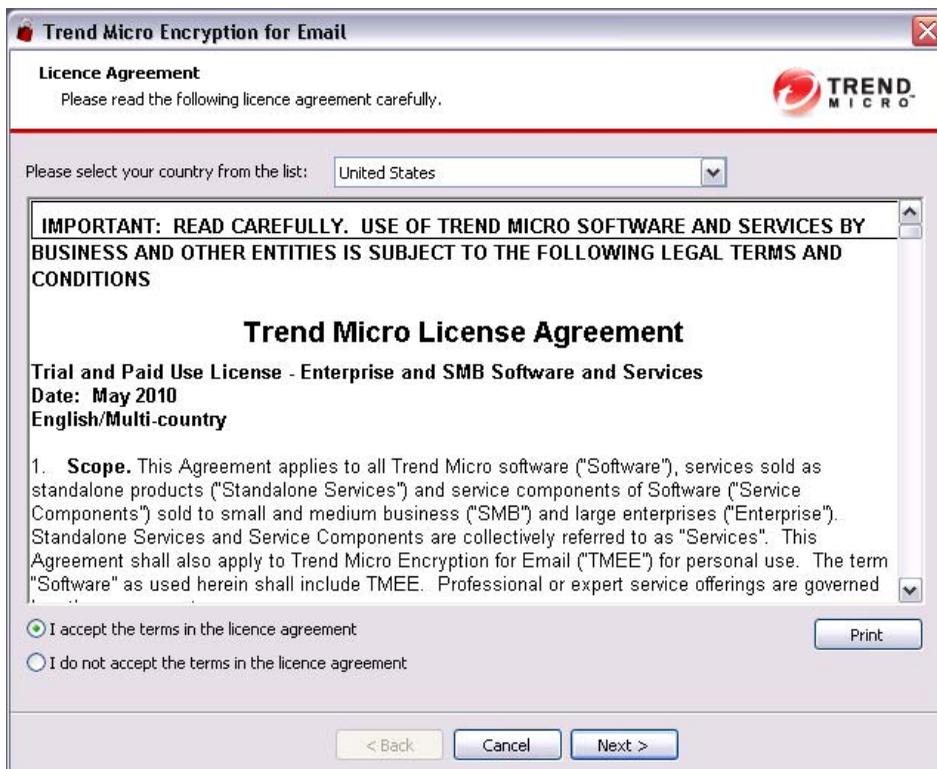
## Completing the Installation Wizard

The Encryption for Email Installation Wizard helps you to install the software quickly and easily.

---

**Note:** Before installing Encryption for Email, ensure that you have closed Microsoft Outlook and Microsoft Word and that you are connected to the Internet.

---



**FIGURE 1-5. Encryption for Email License Agreement screen**

**To install the software:**

1. Follow the steps shown in *Downloading the Encryption for Email Software* on page 1-3. The License Agreement screen appears, as shown in *Figure 1-5*.
2. Select your home country from the list shown.
3. Select **I accept the terms in the license agreement** and click **Next**. The License Product screen appears.

---

**Note:** If you do not accept the terms of the license agreement, the installation will halt.

---



**FIGURE 1-6. License Product screen**

4. Select your license type as follows:

**Home user (non-commercial use):** Select this option if you are a home user or if you are installing Encryption for Email for non-commercial use.

**Free 30-day trial:** Select this option if you are installing on a trial basis.

**Enter activation code:** If you have purchased Encryption for Email, select this option and type your activation code.

See [Licensing Options](#) on page 1-15 for more information about license types.

5. Click **Next**.

The Install Type screen appears.



**FIGURE 1-7.** Install Type screen

---

**Note:** To change the installation path, click **Custom Install**.

---

6. Click **Next**.

The Gathering Information (Step 1 of 2) screen appears.

**Protect Email Address**

Gathering information...  
Step 1 of 2 : Email address and password

**Email address**  
Encryption for Email is an email security product and so we need to know which email address you want to protect.

Email  ?

Confirm

**Password**  
Your password should be memorable to you but hard for other people to guess

Password  ?

Confirm

Minimum length: 7 characters

< Back   Cancel   Next >

**FIGURE 1-8. Gathering Information, Step 1 of 2 screen**

To register your first “identity” with Encryption for Email, you must have the following information.

7. Type your email address in the following fields:

- Email
- Confirm

8. Type your password in the following fields:

- Password
- Confirm

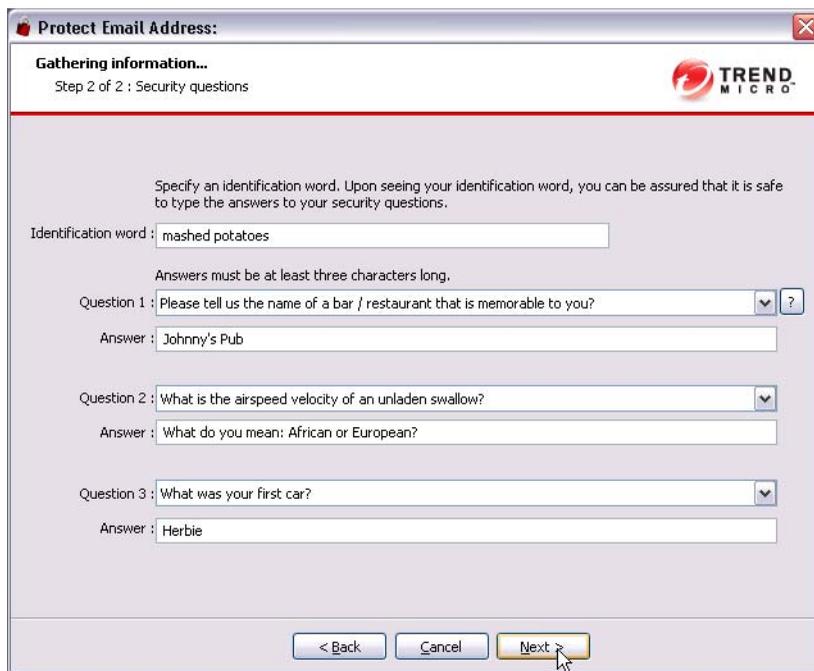
---

**Note:** Watch the password strength meter to the right of the password fields to ensure that you create a strong password that is difficult for a hacker to crack.

---

9. Click **Next**.

The second Gathering Information screen appears.



**Protect Email Address:**

**Gathering information...**  
Step 2 of 2 : Security questions

Specify an identification word. Upon seeing your identification word, you can be assured that it is safe to type the answers to your security questions.

Identification word : mashed potatoes

Answers must be at least three characters long.

Question 1 : Please tell us the name of a bar / restaurant that is memorable to you?  
Answer : Johnny's Pub

Question 2 : What is the airspeed velocity of an unladen swallow?  
Answer : What do you mean: African or European?

Question 3 : What was your first car?  
Answer : Herbie

< Back   Cancel   Next >

**FIGURE 1-9.** Gathering Information, Step 2 of 2 screen

10. Type an identification word in the **Identification word** field.

---

**Note:** Your identification word is displayed whenever you are asked to sign into My Private Post or the Private Post Zero Download website. It helps you to verify that you are not on a phishing site.

---

11. Select a question from the **Question 1** drop-down list and type your answer in the **Answer** field. (See *Security Questions and Answers* on page 1-15 for information about why you need to set up these question/answer pairs.)

Repeat for questions 2 and 3.

---

**Note:** Completing this information does not register the product.

---

12. Click **Next**.

A screen appears showing the progress of the installation, as shown in *Figure 1-10*.



**FIGURE 1-10.** Installing packages progress bar

When the installation is finished, Encryption for Email sends an activation email to the email address that you entered and prompts you to access it, as shown in *Figure 1-11*.



**FIGURE 1-11. Activation email sent**

13. Click **Open Email** to open your email client, and then click the activation link in the activation email.

---

**Tip:** If you do not receive the activation message within a minute or so, check your Spam folder. Such messages often end up there.

---

14. Encryption for Email completes the registration process and displays the screen shown in *Figure 1-12*.



**FIGURE 1-12. Final Private Post registration screen**

You can now begin sending encrypted messages and decrypting (reading) messages sent to you at the email address that you just registered.

## Security Questions and Answers

When installing Encryption for Email—and when registering an email—you must select and answer three “security questions.” Select questions and simple answers that you will be able to remember easily, because you will need to answer these questions again:

- When you log in to the My Private Post website, as described in *My Private Post* on page 5-2
- To log in to the Private Post Zero Download server to read email on a computer that does not have the client installed, as described in *Using the Zero Download Reader* on page 3-2
- If you forget your password and need to reset it

The “identification word” displayed in the Security Questions screen is the one that you entered when you first registered this email address with Encryption for Email. The identification word assures you that the server that you are connecting to is actually the Encryption for Email server.

## Licensing Options

Commercial users have a number of licensing packages available to them, including batch licensing. See your authorized Encryption for Email representative for additional information on a licensing package that best suits your commercial needs.

### Trial Basis

If you are installing Encryption for Email on a trial basis, click **Free 30-day trial** when the License Type screen displays. When you select the free trial, you are entitled to use Encryption for Email for up to 30 days. You can register up to five email addresses on the same domain, for example:

- adam@example.com
- tess@example.com
- polly@example.com
- dan@example.com
- ilsa@example.com

### Email Address Lockdown

The sixth email addresses on the domain—and any additional ones above six—will be “locked down” such that you cannot encrypt messages for those addresses. After the trial period expires, all the addresses registered during the free trial will be locked down.

“Lockdown” means that an Encryption for Email account will no longer be able to encrypt emails. You can still decrypt email messages, but you cannot encrypt them or use any of the other advanced features.

## Protecting Your Email Address

Trend Micro Encryption for Email must have your registered email identities in order to work. When you register an email address, Encryption for Email acquires a set of encryption keys that are unique to you and your registered and confirmed email address. Without these keys, Encryption for Email cannot make your email private. For a more detailed discussion, see [Managing the Encryption for Email Keys](#) on page 4-9.

---

**Note:** In addition to use in logging in, this email address will not be used only for notifications directly related to use of this product, for example password reset or registration notification. It will not be used for marketing purposes, nor sold to any other party. You will not receive spam as a result of registering Encryption for Email.

---

You can register as many email addresses as you like. Each address will receive a new private key each month. To save you time, the installation program registers the first address for you.

When you install Encryption for Email, you automatically obtain your private key. Your email address is then used as your unique email identity for use with the private encryption key.

## Registering Your Email Address

You may register an email address under several conditions and from different places, for example:

- When installing the software (as described in [Completing the Installation Wizard](#) starting on page 1-6)
- When clicking **Protect Another Email Address** from the Encryption for Email system tray icon() (as described in [Registering on an Existing Encryption for Email Installation](#) on page 1-17)
- When attempting to decrypt an encrypted email message sent to an unregistered email address (as described in [Registering on the Web](#) on page 3-16)

You can install and obtain the Encryption for Email keys on one or more computers. See [Using Encryption for Email on Multiple Computers](#) for more information about using the software on more than one computer.

You need to register your email address to do any of the following:

- Log on to My Private Post to configure your personal options. (See [My Private Post](#) on page 5-2 for more about configurable options.)
- Log on to the Private Post Zero Download website to read encrypted email messages using a web browser instead of using an installation of Encryption for Email. (See [Reading a Private Email Message](#) on page 3-4 for more about this method.)
- Register the same email addresses on another computer and perform an automatic transfer of registrations.

## Using Encryption for Email on Multiple Computers

It is possible to install and use Encryption for Email on more than one computer using the same email address.

You might want to register on multiple computers if:

- You are not a registered user and want to use a computer that has an installation of Encryption for Email
- You are a registered user but the computer you want to install on:
  - Does not have an installation of Encryption for Email
  - Already has an installation of Encryption for Email, which is registered to another user

## Registering on an Existing Encryption for Email Installation

Use this process if you are not an existing Encryption for Email user but the computer you want to use for Encryption for Email already has the software installed.

**To register on an existing Encryption for Email installation:**

1. Click the Encryption for Email icon (🔒) in the Windows system tray. In the pop-up menu that appears, select **Protect Another Email Address**.



**FIGURE 1-13. Protect Another Email Address Option on the Encryption for Email Menu**

2. The Encryption for Email Protection Wizard opens.
3. Complete the Encryption for Email Protection Wizard. See [Registering Your Email Address](#) for help with completing the Wizard.

**Installing As an Existing User**

Follow this process if you are an existing Encryption for Email user but the computer you want to use does not have Encryption for Email installed.

**To install Encryption for Email as a Registered User:**

1. Install Encryption for Email, as discussed in [Installing Encryption for Email](#) on page 1-3.
2. Type your **Email Address** and **Password**. When you enter your email address, Encryption for Email detects that this address is already being used and so requires

you to log in to transfer the registration. After the registration has been transferred, you begin to receive your private keys, as on the other computer. The Security Questions screen appears.

Protect Email Address: user0002@example.com

Gathering information...  
Step 2 of 2 : Security questions

TREND MICRO

Specify an identification word. Upon seeing your identification word, you can be assured that it is safe to type the answers to your security questions.

Identification word :

Answers must be at least three characters long.

Question 1 : [Please choose a question]    
Answer :

Question 2 : [Please choose a question]   
Answer :

Question 3 : [Please choose a question]   
Answer :

< Back   Cancel   Next >

**FIGURE 1-14. Security Questions screen**

3. In the **Answer** fields, type the answers to the security questions shown.
4. Click **Next**.
5. Open your email and complete the process.

## Checking for Updates

Encryption for Email provides an automatic software update facility. There are a number of ways in which this facility is invoked:

- Periodic Auto Updates
- Manual Auto Updates

### Periodic Auto Updates

Encryption for Email automatically checks your local files against files on the Encryption for Email web server:

- 10 minutes after the Encryption for Email service starts (for example, 10 minutes after you log on)
- Every 24 hours, if the Encryption for Email service is running continuously

This check runs in the background. You are only notified if there are updates available. If an update requires that you restart your computer, Auto Update prompts you.

### Manual Updates

You can check for updates to Encryption for Email manually whenever Encryption for Email is running.

#### **To check for software updates manually:**

1. Click the Encryption for Email icon () in the Windows system tray. An Encryption for Email pop-up menu appears.
2. Select **Check for Updates**.

**To view the Encryption for Email Modules screen from the About Encryption for Email window:**

1. Click the Encryption for Email icon () in the Windows system tray. The Encryption for Email pop-up menu appears.
2. Select **About** from the menu. The About Encryption for Email window appears.
3. Click **Modules**. The Encryption for Email Modules window appears, displaying a list of modules and their version numbers.





# Chapter 2

## Using the Encryption for Email Client

Topics include:

- *Using Encryption for Email* on page 2-2
- *Sending and Receiving Private Mail Using an Email Program* on page 2-2
- *Encryption for Email Applications* on page 2-8
- *Using the Encryption for Email Tray Tool* on page 2-9
- *Working with Files* on page 2-28

## Using Encryption for Email

Encryption for Email effectively puts your email in an envelope, ensuring that only the recipient reads it. Encryption for Email enables you to:

- Send and receive private email using a plug-in for your email program, as described in *Using Encryption for Email in Your Email Program* on page 2-2
- Read private emails using a web mail service, for example, GMail, as described in *Using the Zero Download Reader* on page 3-2
- Read and write private files and information on your local hard disk, as described in *Using the Encryption for Email Tray Tool* on page 2-9

## Sending and Receiving Private Mail Using an Email Program

You can send and receive private messages and attachments using an Encryption for Email toolbar that integrates with Microsoft Outlook to provide enhanced features.

---

**Note:** Trend Micro Encryption for Email no longer supports Microsoft Outlook Express. You can easily update to Windows Live Mail on the Microsoft website.

---

## Using Encryption for Email in Your Email Program

There are two toolbars that plug in to your email program when you have installed Encryption for Email. They are:

- *The Encryption for Email Main Menu Bar*: displayed in the main window of your email client.
- *The Encryption for Email Toolbar*: displayed in the Send and Receive message windows.

## The Encryption for Email Main Menu Bar

The Encryption for Email Main Menu Bar appears in your main email client window.

The features available on this menu are:

- Preferences (see *Accessing the Preferences Screen* on page 4-2)
- My Private Addresses (see *My Private Addresses* on page 2-12)
- About (see *The About Encryption for Email Window* on page 4-17)



**FIGURE 2-1.** Encryption for Email Main Menu Bar

---

**Note:** The Encryption for Email Main Menu Bar shown in *Figure 2-1* is from Microsoft Outlook 2003. The appearance of this menu may vary depending on your email client and operating system.

---

## The Encryption for Email Toolbar

The Encryption for Email Toolbar appears in your Write and Read messages windows.

The features available on the toolbar vary according to whether you are:

- *Sending Private Messages and Attachments*
- *Reading Private Email*

### Sending Private Messages and Attachments

You can send private emails using your email program. You can make email messages and their attachments private in three ways:

- Clicking **Send Private** on the Encryption for Email toolbar
- Clicking **Make Private** on the Encryption for Email toolbar prior to sending the email
- Configuring the Email Options to make new messages private by default, as described in *Preferences Screen Email Options Tab* on page 4-4

---

**Note:** If you are using Microsoft Outlook and the “Always check spelling before sending” option is selected, you cannot use Send Private to send private messages. Turn off that setting to use Encryption for Email.

---

The Encryption for Email toolbar in the Write message window contains the following functions:

- **Send Private:** Makes the message and attachments private and sends the message
- **Make Private:** Marks the message and attachments so that they will be made private when the message is sent



**FIGURE 2-2. Encryption for Email toolbar when composing an email message**

---

**Note:** The Encryption for Email toolbar shown in [Figure 2-2](#) is from Microsoft Outlook 2003. The appearance of this toolbar may vary depending on your email client and operating system.

---

#### **To send a private email using Send Private:**

1. In your email program, click **New** to open a new message window.
2. Type your message and add attachments if required.
3. In the Encryption for Email toolbar, click **Send Private**. Encryption for Email encrypts the message and the private email is sent.

---

**Note:** If you have not selected “Enable remembering of passwords” in your Encryption for Email Password Options, you must also enter your password before the email is sent, as described in [Preferences Screen Email Options Tab](#) on page 4-4.

---

**To send a private email using Make Private:**

1. In your email program, click **New** to open a new message window.
2. In the Encryption for Email toolbar, click **Make Private**.
3. Type your message and add attachments if required.
4. Click **Send** in your email program. Encryption for Email encrypts the message and sends the private email.

**Reading Private Email**

You can open encrypted email messages and attachments sent to you as long as you have registered your recipient email address.

Even if you do not have the private key, if you are connected to the Internet and you have completed the registration for that email address, Encryption for Email gets the key from the server on demand.

You can also Reply, Reply To All and Forward private email. Any private email that you receive remains private when replied to or forwarded. You can forward and reply using the regular buttons in your email program.

The Encryption for Email toolbar in the Read message window provides the following functions:

- **Open/Show Envelope:** enables you to toggle between reading your private message and hiding it behind the Encryption for Email envelope.
- **Signature:** displays the digital signature details of the sender so that you can verify that the sender name shown is the actual sender.
- **View Message Source:** displays the MIME code behind the email message. Short for Multipurpose Internet Mail Extensions, MIME is a specification for formatting non-ASCII messages so that they can be sent over the Internet.



**FIGURE 2-3.** Encryption for Email toolbar when reading private messages

---

**Note:** The Encryption for Email toolbar shown in *Figure 2-3* is from Microsoft Outlook 2003. The appearance of this toolbar may vary depending on your email client and operating system.

---

**To read a private email message:**

1. Open the message containing the text to read. The “Encryption for Email: Please enter your password” window appears.



**FIGURE 2-4.** Encryption for Email: Please enter your password window

---

**Note:** If you have the “remember passwords” option enabled (Preferences > Password Options), the password window will appear only when necessary.

---

2. If more than one email address is registered for the current installation, select your email address from the list of available email addresses.
3. Type your password and click **OK**.
  - If in your Encryption for Email Preferences, “Automatically open the encrypted message” is selected (the default setting), the decrypted message content displays, as shown in [Figure 2-5](#).
  - If “Automatically open the encrypted message” is not selected, the message opens showing the Private Post envelope.
4. If the envelope is showing, click **Open Envelope** in the Encryption for Email toolbar. The message view switches to display the decrypted message content, as shown in [Figure 2-5](#).



## Encryption for Email Applications

Encryption for Email consists of the following applications:

- **Encryption for Email Tray Tool**, as described in [Using the Encryption for Email Tray Tool](#) on page 2-9
- **Encryption for Email Protection Wizard**, as described in [Protecting Your Email Address](#) on page 1-16
- **Encryption for Email Key Manager**, as described in [Managing the Encryption for Email Keys](#) on page 4-9
- **Encryption for Email Uninstaller**, as described in [Removing Encryption for Email](#) on page 5-6

After installing Encryption for Email, you can access each of these applications through the Windows Start menu. You can access the most commonly used Encryption for Email applications also from the Encryption for Email Tray Tool menu, as described in [Using the Encryption for Email Tray Tool](#) on page 2-9.

### To open an application in Encryption for Email:

1. Click **Windows Start**.
2. Select **All Programs > Trend Micro Encryption for Email**.
3. Select the desired application.

## Using the Encryption for Email Tray Tool

Using the Encryption for Email Tray Tool, you can perform several functions. The tool menu contains the following choices:

- **About Encryption for Email**, as described in *The About Encryption for Email Window* on page 4-17
- **Help**: opens the Online Help
- **My Private Addresses**, as described in *My Private Addresses* on page 2-12
- **Protect Your/Another Email Address**, as described in *Protecting Your Email Address* on page 1-16
- **Change your Password**, as described in *Changing Your Password* on page 2-13
- **Clipboard**, as described in *Working with the Clipboard* on page 2-14
- **Window**, as described in *Working with Windows* on page 2-22
- **Forget Passwords**, as described in *Removing Cached Passwords* on page 2-24
- **Preferences**, as described in *Accessing the Preferences Screen* on page 4-2
- **Check for Updates**, as described in *Checking for Updates* on page 1-20
- **Shutdown**, as described in *Closing Encryption for Email* on page 2-25

Additional menu options are available through the Encryption for Email Advanced menu, as described in *The Encryption for Email Advanced Menu* on page 2-10.

### To open the Encryption for Email Tray menu:

- In the Windows system tray, click the Encryption for Email icon (). The Encryption for Email menu appears.



**FIGURE 2-6.** Encryption for Email system tray pop-up menu

## The Encryption for Email Advanced Menu

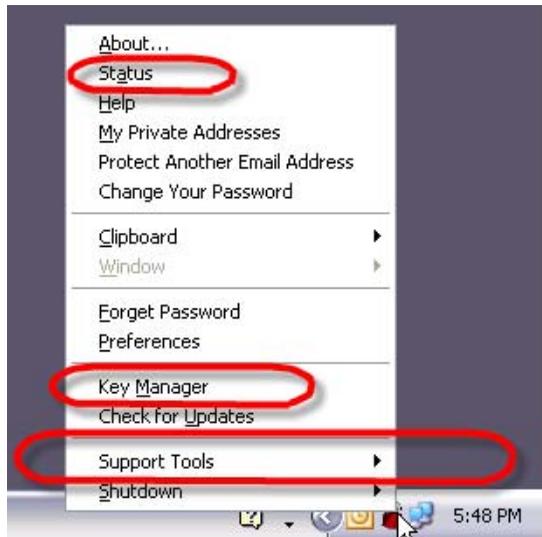
The Encryption for Email Advanced menu provides access to commands used by Encryption for Email support for diagnostic purposes.

The advanced menu contains these additional menu choices:

- **Status**, as described in [The Encryption for Email Status Screen](#) on page 2-25
- **Key Manager**, as described in [Managing the Encryption for Email Keys](#) on page 4-9
- **Support Tools**, as described in [Support Tools](#) on page 2-11

### To open the Encryption for Email Advanced menu:

- Hold down the **Ctrl** key and click the Encryption for Email icon (🔒) in the Windows system tray. The Encryption for Email Advanced menu appears.



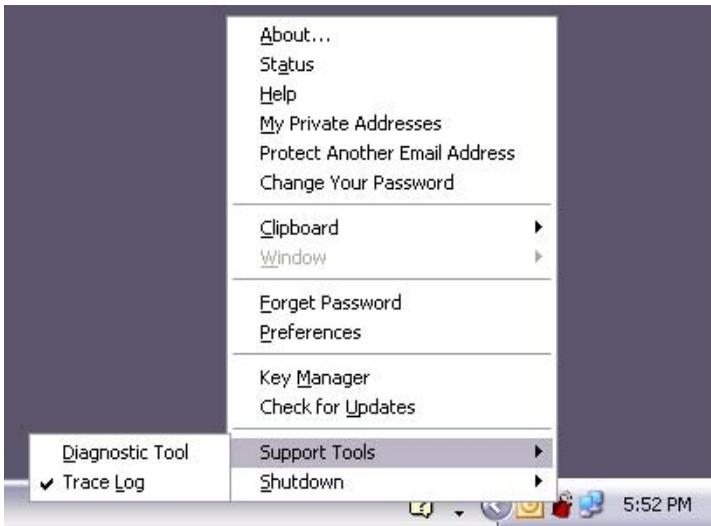
**FIGURE 2-7.** Encryption for Email Advanced Menu

## Support Tools

The advanced Encryption for Email tray tool menu includes a parent menu called Support Tools, as shown in *Figure 2-8*. It contains the following two items:

- Diagnostic Tool
- Trace Log

You do not need to use these options to use Encryption for Email. They are provided only for use by technical support. Do not use them unless directed to by your support provider.



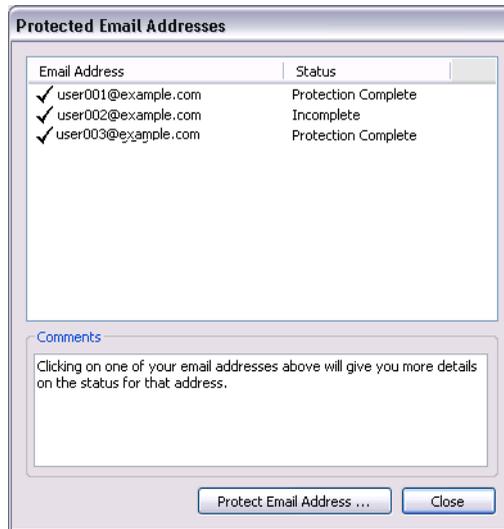
**FIGURE 2-8. Encryption for Email tray tool advanced menu, showing Support Tool items**

## My Private Addresses

The My Private Addresses screen displays the Encryption for Email addresses that are registered on the current computer. From this screen you can see which email addresses have been registered for use with Encryption for Email and which ones are partially registered. You can also launch the Encryption for Email Protection Wizard to protect a new email address.

### To view the My Private Addresses screen:

1. Click the Encryption for Email icon (🔒) in the Windows system tray. The Encryption for Email pop-up menu appears.
2. Select **My Private Addresses**. The My Private Addresses screen appears.



**FIGURE 2-9. Encryption for Email Protected Email Addresses screen**

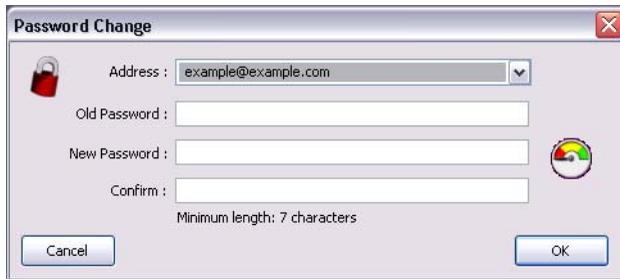
**To launch the Encryption for Email Protection Wizard:**

- From the Protected Email Addresses screen, click **Protect Email Address**.

## Changing Your Password

**To change your password:**

1. In the Windows system tray, click the Encryption for Email icon (🔒). The Encryption for Email pop-up menu appears.
2. Select **Change Your Password**. The Encryption for Email Change Password screen appears.



**FIGURE 2-10. Encryption for Email Password Change screen**

3. If you have more than one email address registered, select the email address whose password you wish to change from the drop-down list.
4. Type your **Old Password**, **New Password**, and then **Confirm** the new password.
5. Click **OK** twice.

---

**Note:** To change your security questions and answers, see *My Private Post* on page 5-2.

---

## Working with the Clipboard

You can make the contents of the Windows Clipboard private. You can also:

- Read contents of the Clipboard that have previously been made private
- Edit text contained on the Clipboard
- Empty the contents of the Clipboard

The Clipboard submenu contains the following options:

- Empty, as described in *Emptying the Clipboard* on page 2-15
- Edit, as described in *Editing the Contents of the Clipboard* on page 2-16
- Make Private, as described in *Making the Contents of the Clipboard Private* on page 2-17
- Sign, as described in *Digitally Signing the Contents of the Clipboard* on page 2-19
- Decrypt/Verify, as described in *Reading the Contents of the Clipboard* on page 2-20

Using Encryption for Email, you can make files private by using both the Encryption for Email menu and the Make Private menu option in Windows Explorer. For a more detailed discussion of using Windows Explorer to decrypt Clipboard content, see [Making the Contents of the Clipboard Private](#) on page 2-17 and [Making Files Private with Windows Explorer](#) on page 2-28.

---

**Note:** Only supported Clipboard data formats—ANSI text or entire files—can be made private using Encryption for Email. If an unsupported format is on the Clipboard, the menu options will be disabled.

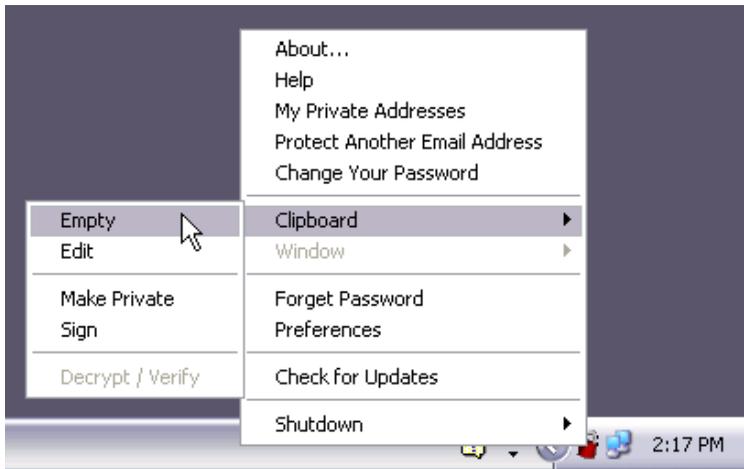
---

## Emptying the Clipboard

You can use this feature if you have several items in the Clipboard but want to encrypt only a specific file or piece of information. You can empty the Clipboard and then add only the information to make private, as described in [Making the Contents of the Clipboard Private](#) on page 2-17.

### To empty the Clipboard:

1. Click the Encryption for Email icon () in the Windows system tray. The Encryption for Email menu appears.
2. Select **Clipboard > Empty**, as shown in [Figure 2-11](#). Encryption for Email deletes all Clipboard contents.



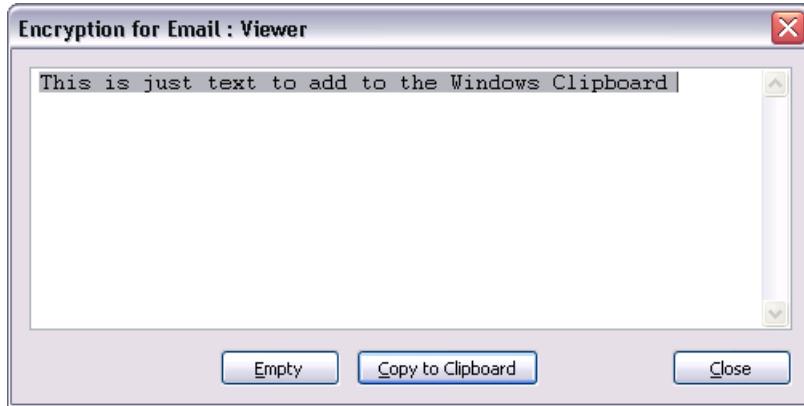
**FIGURE 2-11. Encryption for Email tray icon menu showing Clipboard submenu**

## Editing the Contents of the Clipboard

You can use this feature to edit text on the Clipboard. For example, you could copy a text document to the Clipboard and then add or remove parts of that document without editing the original.

### To edit the contents of the Clipboard:

1. Click the Encryption for Email icon (🔒) in the Windows system tray. The Encryption for Email menu appears.
2. Select **Clipboard > Edit**. The “Encryption for Email: Viewer” screen appears.



**FIGURE 2-12.** Encryption for Email: Viewer screen

3. Edit the content of the “Encryption for Email: Viewer” screen.
4. Click **Copy to Clipboard**. The edited text is copied to the Clipboard.

## Making the Contents of the Clipboard Private

You can make the contents of the Clipboard private using the Encryption for Email Wizard. The Encryption for Email Wizard works with files or text data on the Clipboard.

---

**Note:** This section discusses how to encrypt content on the Windows Clipboard. To use the Encryption for Email Wizard to encrypt files that are not on the Clipboard, see [Working with Files](#) on page 2-28.

---

### To make the contents of the Clipboard private:

1. Click the Encryption for Email icon (🔒) in the Windows system tray. The Encryption for Email menu appears.
2. Select **Clipboard > Make Private**. The Encryption for Email Wizard appears.



**FIGURE 2-13. Encryption Wizard: Select Encryption Keys screen**

3. Enter your email address in the field labeled **The data will be encrypted to this Identity** and click **Add**.

---

**Note:** If you used the Encryption for Email Wizard previously, your email address is stored in the identities box. Ensure that the correct identity is selected.

---

4. Click **Next**. The Encryption for Email Wizard Complete screen appears.



**FIGURE 2-14.** Encryption for Email Wizard Complete screen

5. Click **Finish**. The encrypted text is on the Clipboard and can be pasted into any text editor.

## Digitally Signing the Contents of the Clipboard

You can digitally sign the contents of the Clipboard using the Encryption for Email Wizard.

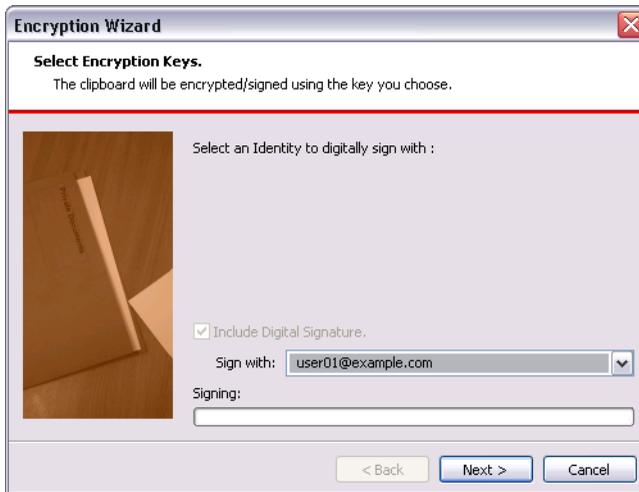
---

**Note:** You can only digitally sign unencrypted Clipboard text. You cannot sign text that has already been encrypted or that is already digitally signed.

---

### To digitally sign the contents of the Clipboard:

1. Click the Encryption for Email icon (🔒) in the Windows system tray. The Encryption for Email menu appears.
2. Select **Clipboard > Sign**. The Encryption Wizard appears.



**FIGURE 2-15. Encryption Wizard: Select Encryption Keys (for signing)**

3. From the **Sign with** drop-down list, select the email address (key) to use when digitally signing the text.
4. Click **Next**. The Encryption for Email Wizard Complete screen appears.
5. Click **Finish**. The signed text is on the Clipboard and can be pasted into any text editor.

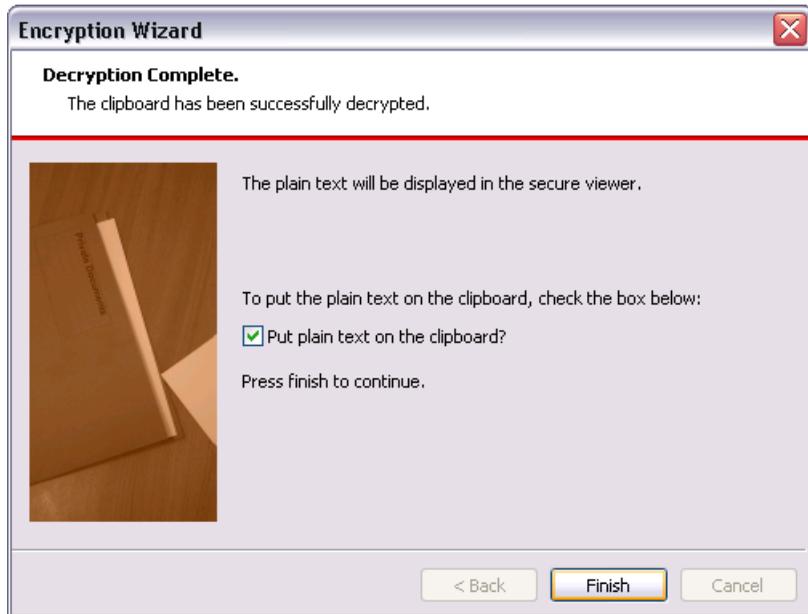
## Reading the Contents of the Clipboard

You can read the contents of the Clipboard using the Encryption for Email Wizard. The Encryption for Email Wizard works with files or text data on the Clipboard.

### To read the contents of the Clipboard:

1. Click the Encryption for Email icon (🔒) in the Windows system tray. The Encryption for Email menu appears.
2. Select **Clipboard > Decrypt/Verify**. If you have not enabled password caching, the Encryption for Email Wizard appears.
3. Click **Next**. The “Encryption for Email: Enter your password” screen appears.
4. Select your email address from the list of available email addresses.

5. Enter your password in the Password field. The “Encryption for Email Wizard Decryption Complete” screen appears.



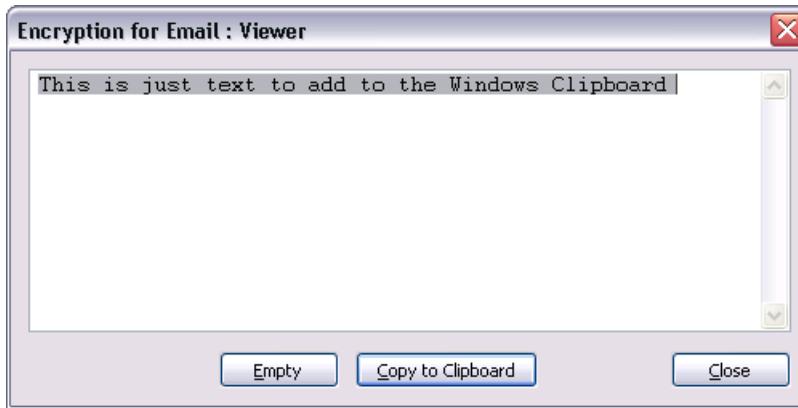
**FIGURE 2-16.** Encryption for Email Wizard Decryption Complete screen

---

**Tip:** You can copy the decrypted text directly onto the Clipboard by selecting the “Put plain text on the clipboard” check box. Alternatively, you can copy the text to the Clipboard from the “Encryption for Email: Viewer” screen.

---

6. Click **Finish**. The “Encryption for Email: Viewer” screen appears showing the decrypted message, as shown in [Figure 2-17](#).



**FIGURE 2-17.** Encryption for Email Viewer showing text decrypted from the Windows Clipboard

## Working with Windows

You can make the content of the active window private. You can also read contents of windows that have previously been made private.

---

**Note:** The window operations are not supported on some versions of Windows. The Window menu therefore is not always available. If the active window is not supported by Encryption for Email, then the Window menu is unavailable.

---

The Window submenu contains the following options:

- **Make Private**, as described in *Making Text Private in the Active Window* on page 2-23
- **Sign** as described in *Digitally Signing Text in the Active Window* on page 2-23
- **Decrypt/Verify** as described in *Reading Text in the Active Window* on page 2-24

## Making Text Private in the Active Window

You can select and make text private in the active window without copying it to the Clipboard first.

### To make text private in the active window:

1. Click the window containing the text to make it the active window.

---

**Note:** Some applications, for example Microsoft Word, require that you highlight the text prior to making the text private.

---

2. Click the Encryption for Email icon () in the Windows system tray. The Encryption for Email menu appears.
3. Select **Window > Make Private**. The Encryption for Email Wizard window appears.
4. Complete the Encryption for Email Wizard, as described in [Making the Contents of the Clipboard Private](#) on page 2-17.

## Digitally Signing Text in the Active Window

You can select and digitally sign text in the active window without first copying it to the Clipboard.

### To digitally sign the text in the active window:

1. Click the window containing the text to make it the active window.

---

**Note:** Some applications, for example Microsoft Word, require that you highlight the text prior to signing the text.

---

2. Click the Encryption for Email icon () in the Windows system tray. The Encryption for Email menu appears.
3. Select **Window > Sign**. The Encryption for Email Wizard window appears.
4. Complete the Encryption for Email Wizard, as described in [Digitally Signing the Contents of the Clipboard](#).

## Reading Text in the Active Window

You can read private text in the active window, for example, email received in a web mail account.

### To read private text in the active window:

1. Click the window containing the private text to ensure that the window is the active window.

---

**Note:** Some applications, for example Microsoft Word, require that you highlight the text before starting the Encryption for Email Wizard.

---

2. Click the Encryption for Email icon () in the Windows system tray. The Encryption for Email menu appears.
3. Select **Window > Decrypt/Verify** from the Encryption for Email menu. The Encryption for Email Wizard window appears.
4. Complete the Encryption for Email Wizard, as described in [Reading the Contents of the Clipboard](#) on page 2-20.

## Removing Cached Passwords

You can remove all cached Encryption for Email passwords from your computer. You may wish to do this, for example, if you are sharing your computer and do not want other people to have access to your private files.

You instruct Encryption for Email to forget passwords in two ways:

- By using the Forget Passwords option from the Encryption for Email menu
- By using the Password Options when configuring Encryption for Email, as described in [Preferences Screen Password Options Tab](#) on page 4-5

### To forget passwords using the Encryption for Email menu:

1. Click the Encryption for Email icon () in the Windows system tray. The Encryption for Email menu appears.
2. Select **Forget Passwords** and click **Yes** in the confirmation message that appears. Your Encryption for Email passwords are removed from your computer.

## Closing Encryption for Email

If you want to close the Encryption for Email tray application, you can use the Shutdown option in the Encryption for Email menu.

### To close Encryption for Email:

1. Click the Encryption for Email icon () in the Windows system tray. The Encryption for Email menu appears.
2. Select **Shutdown > Exit**. Encryption for Email shuts down.

## Restarting Encryption for Email

If you want to restart the Encryption for Email tray application, you can use the Shutdown option in the Encryption for Email menu.

### To restart Encryption for Email:

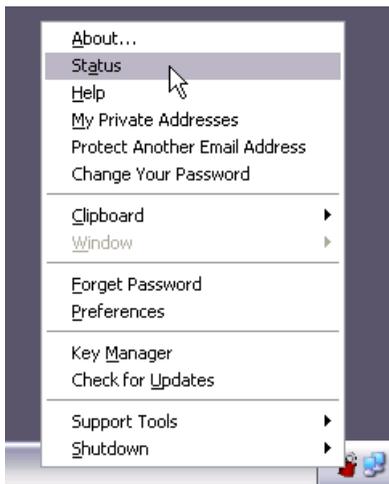
1. Click the Encryption for Email icon () in the Windows system tray. The Encryption for Email menu appears.
2. Select **Shutdown > Restart**. The Encryption for Email tray application restarts.

## The Encryption for Email Status Screen

The Encryption for Email Status screen provides information useful for diagnosing support issues with the Encryption for Email software and might be requested by your support provider when troubleshooting.

**To show the Encryption for Email Status screen:**

1. Hold down the Ctrl key and click the Encryption for Email icon (🔒) in the Windows system tray. The Encryption for Email Advanced menu appears.



**FIGURE 2-18. Encryption for Email Advanced menu**

2. Select **Status**. The Encryption for Email Status screen appears in your default web browser.

**Encryption for Email - Status Page**  
[View Status Page as XML File.](#)

**ppTray Tool Info**  
 EXE Path C:\Program Files\Trend Micro\Encryption for Email\bin\ppTray.exe  
 Version 5.5.0.1074

**Install Info**  
 Install Path C:\Program Files\Trend Micro\Encryption for Email\bin\  
 ClientID 4002285560  
 Version (Installed as) 5.5.0.1074  
 Partner ID 0

**Updates Status**  
 Update URL http://ds.wnloads.privatepost.com/files/TMECy6/updates/PPv6.xml  
 Date of Last Update 20101124081111.721125+000  
 Date of Last Reboot  
 Reboot Required No

**Operating System/Platform Information**

|                            |                   |
|----------------------------|-------------------|
| Windows Version            | Windows XP (SP3)  |
| Internet Explorer          | 8.0.6001.18702    |
| MS XML Parser Working OK?  | Yes               |
| MS SOAP Client Working OK? | Yes               |
| Microsoft Outlook          | 11.0.6565.0       |
| Outlook Express            | Outlook 2003 SP2  |
| Default mail client        | Microsoft Outlook |

**Registrations**  
 Number of Registrations 3

| Email Address        | User Reg State | Client Reg State | Transfer Code  |
|----------------------|----------------|------------------|--|
| trendmicro@gmail.com | Complete       | Complete         | 3034-0410-A5C8-D225-3F85-B80F-0D87-29DB-3E4L-7EAD-0420-4894-D147-4442-C1CA-B000-A4D1-791D-3897-C188-16FE-9315-31E8-18C9-1386-0549-51F1 |
| trendmicro@gmail.com | Complete       | Started          | 3034-0410-7CFE-596C-042E-C42D-6C8F-083E-522A-E85D-0420-BDD3-954C-C1F3-CBBA-EDAB-7C54-44F7-9F69-605B-0DFA-1929-97BD-1A68-CCCA-E652-70A8 |
| trendmicro@gmail.com | Complete       | Complete         | 3034-0410-575A-C708-F43D-3358-6475-DD77-AD21-CE25-0420-51AD-5732-E35F-ED47-74D0-5107-957E-B192-DB77-1B2F-325E-95FC-F730-0C7C-A428-E58F |

**Service Status**  
 ppAuxSrv The service is running.  
 ppSvc The service is running.  
 Managers Status

**FIGURE 2-19.** Encryption for Email Status screen

**Note:** You can save the Encryption for Email Status as an XML file to send to support. Do so by clicking on the View Status Page as “XML File” link.

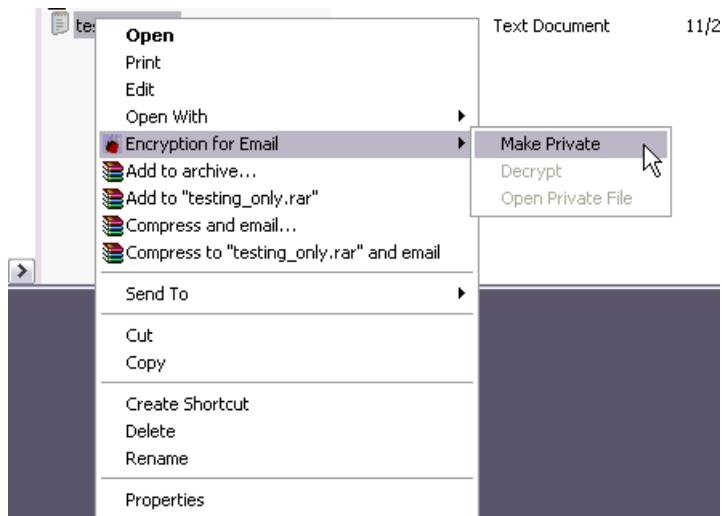
## Working with Files

You can make files private directly in Windows Explorer. For example, if you share a computer you can make your files private so that no other user can open these files without your password.

### Making Files Private with Windows Explorer

**To make files private in Windows Explorer:**

1. Open Windows Explorer.
2. Select the files to make private.
3. Do one of the following:
  - Right-click and select **Make Private** from the Encryption for Email submenu
  - In Windows Explorer, click **File >Encryption for Email > Make Private**
  - Copy the files to the Clipboard and select **Make Private** from the Encryption for Email Tools menu, as described in *Making the Contents of the Clipboard Private* on page 2-17



**FIGURE 2-20. Encryption for Email Make Private submenu in Windows Explorer**

The Encryption for Email Wizard Select a Destination window appears.

4. Select the folder that the private files are to be saved in using **Browse**.
5. Click **Next**. The Encryption for Email Wizard Select Encryption Keys screen appears.
6. Enter your email address in the field labeled **The data will be encrypted to this Identity** and then click **Add**.

---

**Note:** If you have previously used the Encryption for Email Wizard, your email address is stored in the identities box. Ensure that the correct identity is selected.

---

7. Click **Next**. The Encryption for Email Wizard Complete screen appears.
8. Click **Finish**. A new folder window appears showing the private files in the selected folder.

## Decrypting Files with Windows Explorer

Once Encryption for Email is installed, you can decrypt private files in Windows Explorer.

### To decrypt private files in Windows Explorer:

1. Open Windows Explorer.
2. Select the private files to decrypt.
3. Do one of the following:
  - Right-click and select **Decrypt** from the Encryption for Email submenu that appears
  - Select **Decrypt** from the Encryption for Email submenu from the Windows Explorer File menu
  - Copy the files to the Clipboard and select **Decrypt** from the Encryption for Email Tools menu, as described in *Reading the Contents of the Clipboard* on page 2-20

The Encryption for Email Wizard Select a Destination screen appears.

4. Use **Browse** to select the folder to save the private files to.
5. Click **Next**. The “Encryption for Email: Enter your password” screen appears unless you enabled the “remember passwords” option in Preferences > Password Options.
6. Select your email address from the list of available email addresses.
7. Type your password. The Encryption for Email Wizard Complete screen appears.
8. Click **Finish**. A new folder window appears showing the decrypted files in the selected folder.

---

**Note:** If you cleared the “Show decrypted files” check box, this window is not displayed.

---

## Opening Private Files with Windows Explorer

Once you have installed Encryption for Email, you can open private files in Windows Explorer.

---

**Note:** If opening private files in this way, any changes that you make to such a file will not be saved back to the private file when you close it. To edit the file, decrypt it first, edit it, save it, and then decrypt it again.

---

### To open a private file with Windows Explorer:

1. Do one of the following:
  - Right-click and select **Open Private File** from the Encryption for Email submenu.
  - Select **Open Private File** from the Encryption for Email submenu from the Windows Explorer File menu.
  - Double-click the private file in Windows Explorer.
2. If more than one email address is registered for this account, select your email address from the list shown.
3. If prompted, type your password.
4. Click **OK**. The private file is opened in the application associated with the file type.





# Chapter 3

## Receiving Private Email Without the Client

Topics include:

- *Using the Zero Download Reader* on page 3-2
- *Reading a Private Email Message* on page 3-4
- *Registering on the Web* on page 3-16

## Introduction

If you do not have access to an email program that is integrated with Trend Micro Encryption for Email, you can access private email messages securely on the web through the Trend Micro Zero Download portal.

You may need to read private messages without the Encryption for Email plug-in for several reasons:

- You use web mail, such as Gmail, Yahoo Mail, or Mozilla Thunderbird.
- You use an email program that cannot integrate with Encryption for Email, such as Mozilla Thunderbird.
- You are using a computer that does not have Encryption for Email installed.

## Using the Zero Download Reader

If you receive an encrypted email message in your web mail account or in an unsupported email program, you can read it using the Zero Download Reader.

Use the Zero Download Reader to:

- Read encrypted email messages
- Copy the contents of a private email message to another application
- Print the contents of a private email message

You must register your email address with Zero Download before you can read a private message sent to that address. However, someone using Encryption for Email can send you a private message even if you have not registered yet. Zero Download detects that the email address has not yet been registered and then helps you to register on the web just before you open the private message.

### **To use the Zero Download Reader to open a private email message sent to a registered email address:**

1. Open the message that you received in your web mail account. The open message displays the Encryption for Email envelope.
2. Click to download the file attachment named `Encrypted_Message.htm`. You are prompted to Open or Save the file.
3. Click **Save** to save the `Encrypted_Message.htm` file to your selected directory.

4. Select **File > Open**, and then select the `Encrypted_Message.htm` file to open the message. Your browser opens to the Encryption Portal screen.
5. Click **Open Message**. The Zero Download “Enter your email address” screen appears.

---

**Note:** If you have recently used Zero Download to read an encrypted message sent to the same email address that you are checking, that email address may still be stored in your browser cache. If so, you do not have to reselect your email address on the Zero Download “enter your email address” screen; the Account Verification screen opens instead.

---

6. Select your email address from the drop-down list next to the **Enter your email address if you received this email** field and click **Continue**. The Account Verification screen opens.
7. Verify your account as explained in *Verifying Your Account* on page 3-8. The decrypted message displays in your browser window.

**To use Zero Download Reader to open a private email message sent to an unregistered email address:**

1. Follow Step 1 through Step 4 in the procedure, *To use the Zero Download Reader to open a private email message sent to a registered email address:* on page 3-2.
2. Select your email address from the drop-down list next to the **Enter your email address if you received this email** field and click **Continue**. The **Email Address Not Registered** screen appears.
3. Select the “I certify that I have read and agree to the License and Terms” check box. The Register button becomes enabled.
4. Click **Register**. The Register Encryption Account screen appears, displaying your recipient email address as your “identity” for encryption. Follow the registration procedure explained in *Registering on the Web* on page 3-16.



**FIGURE 3-1. Zero Download Reader window**

## Reading a Private Email Message

Using Private Post Zero Download, you can read private messages on any computer, regardless of its operating system and whether or not Encryption for Email is installed.

### To open a private email message using Private Post Zero Download:

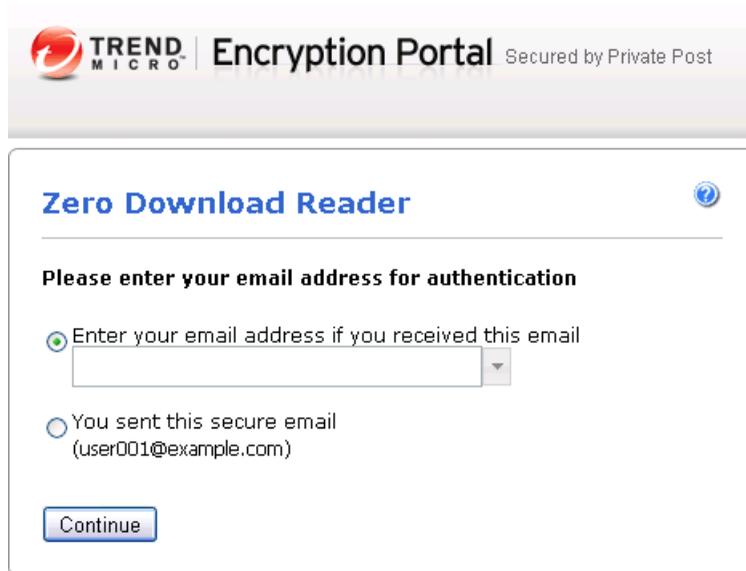
1. Open the received message as usual. The opened message displays the Encryption for Email envelope.
2. Click to download the file attachment with the name `Encrypted_Message.htm`. You are prompted to **Open** or **Save** the file.

3. Click **Open**. The Encryption Portal screen displays in your web browser.



**FIGURE 3-2.** Encryption Portal initial screen

4. Click **Open Message**. The Zero Download Reader login screen appears.



**FIGURE 3-3.** Zero Download Reader login screen

5. Select your email address from the drop-down list or type it in the field.
6. Click **Continue**.
  - If the email address is already registered, the Account Verification screen appears.
  - If the email address has not yet been registered, the Email Address Not Registered screen appears.

---

**Note:** If you have not registered this address with Encryption for Email, complete the two-part registration process, as explained in [Registering on the Web](#).

---

7. Verify your account as explained in [Verifying Your Account](#) on page 3-8.

8. Click **Continue**. The authentication window is now closed, and the plain text message is shown in the original window.



**FIGURE 3-4. Encryption for Email Message Decrypted using the Zero Download Reader**

## Composing a Private Message

From within the Zero Download Reader, you can forward, reply or “reply all” to a received encrypted message.

### Send Private

The interface is not significantly different from any other web-based email composition screen, except for one thing: the “Send” button is actually a “Send Private” button. The button has this label because you can forward or reply to an encrypted message only in encrypted form.

### Different Appearance Without JavaScript

- When JavaScript is enabled, the interface contains a recognizable set of email composition tools, arranged at the top and identified by icons and mouse-over labels.
- When JavaScript is disabled, the interface contains only plain text.

## Verifying Your Account

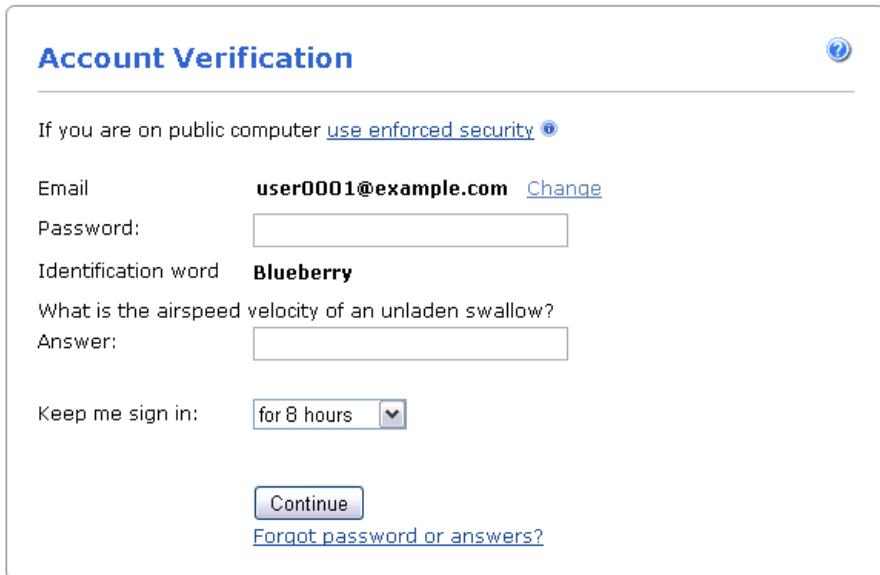
The Account Verification screen displays differently depending on whether JavaScript is enabled in your browser, as shown in [Figure 3-5](#) and [Figure 3-7](#) below. If JavaScript is disabled, the label, “JavaScript is disabled” appears at the top right. For more information about how the user interface looks different without JavaScript, see [JavaScript Is Disabled](#) on page 3-15.

The Account Verification screen also has two views depending on security level:

- **“Low security” view:** contains a conventional password field, along with an identification word and a security question, as shown in [Figure 3-5. Low-security Account Verification screen](#) on page 3-9.
- **“Enforced security” view:** contains a more complex password field with a character-position test, as explained in [Using the Password Character-Matching Test in Enforced Security Mode](#) on page 3-14 and as shown in [Figure 3-7. Enforced security Account Verification screen](#) on page 3-11.

## Low Security View

Use the low security view in safe places, like your home.



**Account Verification**

If you are on public computer [use enforced security](#)

Email **user0001@example.com** [Change](#)

Password:

Identification word **Blueberry**

What is the airspeed velocity of an unladen swallow?

Answer:

Keep me sign in:

[Forgot password or answers?](#)

**FIGURE 3-5.** Low-security Account Verification screen

### To verify your account in the Account Verification low security screen:

1. Type your **Password** in the field provided.
2. Answer the security question shown.
3. Accept the default value of **8 hours** in the “Keep me signed in” field, or select one of the other available options:
  - 1 hour
  - 5 minutes
  - Never
4. Click **Continue**. The decrypted message displays in your web browser.

---

**Note:** After two failed login attempts, the Account Verification screen displays a CAPTCHA bot code widget, for greater security, as shown in [Figure 3-6](#).

---

## Account Verification

If you are on public computer [use enforced security](#)

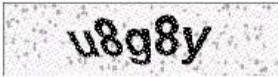
Email: **user0001@example.com** [Change](#)

Password:

Identification word: **Blueberry**

What is the airspeed velocity of an unladen swallow?  
Answer:

Help us prevent spam and attack by typing the code you see in following image.  
Type the code:

 [Change a code](#)  
[Read the code to me](#)

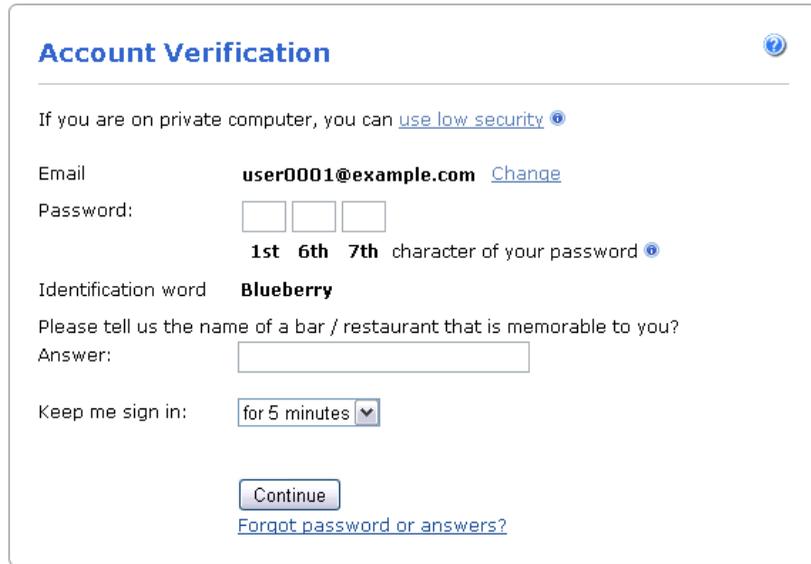
Keep me sign in:

[Forgot password or answers?](#)

**FIGURE 3-6.** Account Verification screen, low security mode, after two failed login attempts

## Enforced Security View

Use the enforced security view when accessing your email on a public computer or whenever you need enhanced security.



**Account Verification**

If you are on private computer, you can [use low security](#)

Email **user0001@example.com** [Change](#)

Password:     
**1st 6th 7th** character of your password

Identification word **Blueberry**

Please tell us the name of a bar / restaurant that is memorable to you?  
Answer:

Keep me sign in:

[Forgot password or answers?](#)

**FIGURE 3-7.** Enforced security Account Verification screen

ⓘ JavaScript is disabled

### Account Verification ?

If you are on private computer, you can [use low security](#) ⓘ

Email **user0001@example.com** [Change](#)

Password:     
**1st 3rd 8th** character of your password ⓘ

Identification word **Blueberry**

Please tell us the name of a bar / restaurant that is memorable to you?  
Answer:

Keep me sign in:  ▼

[Forgot password or answers?](#)

français    italiano    Deutsch    español    Português  

**FIGURE 3-8. Enforced security Account Verification screen, with JavaScript disabled**

JavaScript is disabled

### Account Verification

If you are on public computer [use enforced security](#)

Email: **user001@example.com** [Change](#)

Password:

Identification word: **Blueberry**

What is the airspeed velocity of an unladen swallow?

Answer:

Keep me sign in:

[Forgot password or answers?](#)

français
  italiano
  Deutsch
  español
  Português

**FIGURE 3-9.** Low-security Account Verification screen, with JavaScript disabled

**To verify your account in the Account Verification high security screen with JavaScript enabled:**

1. In the three randomly selected password-character fields, type the individual characters of your **Password** based on their position, as explained in *Using the Password Character-Matching Test in Enforced Security Mode* on page 3-14.
2. Answer the security question shown.

---

**Note:** In this view, for added security, your answer to the security question displays only as asterisks.

---

3. Accept the default value of **5 minutes** in the “Keep me signed in” field or select one of the other available options:
  - 8 hours
  - 1 hour
  - Never
4. Click **Continue**. The decrypted message displays in your web browser.



## JavaScript Is Disabled

The notation “JavaScript Is Disabled” displays at the top right of your screen if your browser is set to disallow JavaScript. When JavaScript is enabled, your browser uses ActiveX (if Internet Explorer) or a Firefox extension to do the decryption locally. When JavaScript is disabled, Zero Download still works, but for technical reasons must post your message to a Private Post server for decryption and then send it back to you in a secure transport mode (`https://`).

Private Post securely deletes the message copy on the server once you have viewed the message.

Apart from the above change in back-end processing, there are a few, minor differences in the user interface of various screens when JavaScript is disabled.

### ToolTips Function Differently

ToolTip icons () do not display text when you place your mouse pointer over them. Instead, you must click them in order for the message to display, and it displays in a small “pop-up” browser window.

### No Password Strength Meter

Without JavaScript, the password-strength meter on the Register Encryption Account screen does not appear.

### Three Fields, Not Two

When JavaScript is disabled, the Zero Download “enter your email address for authentication” sign-in screen displays three fields instead of two:

- **Select your email address** (drop-down list)
- **Type your email address if it’s not listed**
- **You sent this secure email**

When JavaScript is enabled, you can either select from the “Select your email address” drop-down list or type directly into the field.

## Registering on the Web

If you have never installed Encryption for Email but you have received a private email message, you can register your email address to read the private message without having to download and install the Encryption for Email client.

After you have registered on the web, you can read your private message. You can also transfer this registration to a new or existing Encryption for Email software installation (see *[Using Encryption for Email on Multiple Computers](#)*).

## Register Encryption Account

**Please complete following information for registration.**  
Required fields are indicated with \*

**tmestesting05@gmail.com** will be your identity for encryption. [Change](#)

### Select a Password

Password must have at least 7 characters. 

Password: \*

Confirm password: \*

Password strength: **Strong**

### Select Security Questions

Select three security questions to help us validate and protect your identification. Answers should be memorable, unique, and contain at least three characters.

Question 1: \*

Answer: \*

Question 2: \*

Answer: \*

Question 3: \*

Answer: \*

### Select an Identification Word

If you reset or lose your password, your identification word will appear on the Reset Password page to confirm the validity of the page. Upon seeing your identification word, you can be assured that it is safe to type the answers to your security questions.

Identification word: \*   
(Minimum 2 characters)

Help us prevent spam and fake registration by typing the code you see in following image.

Type the code: \*

 Change a code

 Read the code to me

**FIGURE 3-11. Register Encryption Account screen**

The Register Encryption Account screen consists of three main sections:

- *Select a Password* on page 3-18
- *Select and Answer Security Questions* on page 3-19
- *Select an Identification Word* on page 3-19

Complete all three sections to complete your registration.

## Select a Password

In this section is a helpful password-strength indicator to help you create a strong password, as shown in *Figure 3-12* below.

**Select a Password**  
Password must have at least 7 characters. ⓘ

Password: \*

Confirm password: \*

Password strength: **Strong**

**FIGURE 3-12. Register Encryption Account screen, Select a Password section**

Trend Micro Encryption for Email passwords have the following requirements:

- Must be at least seven (7) characters long
- Cannot contain spaces or ampersands (“&” characters)

---

**Note:** Your password is case-sensitive. For a stronger password, include special characters, such as numbers and symbols (except the ampersand [&] symbol).

---

## Select and Answer Security Questions

In the Security Questions section, you must select and answer three separate questions, one of which will randomly display when you log in later. Be sure to select questions whose answers you will always remember, as you can log in only if you answer this question correctly.

**Select Security Questions**

Select three security questions to help us validate and protect your identification. Answers should be memorable, unique, and contain at least three characters.

Question 1: \* What was the name of your first school?

Question 2: \* What is the name of your favourite place?

Question 3: \* What was the name of your first pet?

**FIGURE 3-13.** Register Encryption Account screen, Select Security Questions section

## Select an Identification Word

Type an identification word here. Your identification word helps if you need to reset a lost password. Its purpose is to prove that the Reset Password screen that you are looking at is valid and not a phishing site.

When you see your identification word, you know that it is safe to answer the security questions shown.

### To register your email address on the web:

1. Open the received email message in your browser using web mail and follow the instructions for reading a private email in *To open a private email message using Private Post Zero Download*: on page 3-4. Because you have not yet registered the selected email address, the **Email Address Not Registered** screen appears.
2. Click **Register Now**. The Register Encryption Account screen appears, as shown in *Figure 3-11* on page 3-17.

3. Optionally, to change the email address shown, click **Change** and select or enter a different email address in the screen that displays.
4. Type and confirm a **Password**.
5. Select and answer three required **Security Questions**.
6. Type an **Identification Word**, which you can use if you ever forget your password.
7. In the **Type the Code** field, type the graphical code shown, which verifies that you are not an automated script.
8. Click **Continue**. Private Post sends an activation email to your recipient web mail account.

---

**Tip:** If you do not receive the activation message from Private Post within a minute or so, check your Spam folder. Such messages often end up there.

---

9. Access your recipient web mail account, open the activation message, and click the “Please click here to validate your identity” link.  
Your browser is redirected to a verification screen with password and security question fields.
10. Type your password and answer your previously selected security question.
11. Click **Continue**. Your email address is now registered to read private email messages using Encryption for Email Zero Download.

You can now return to the downloaded “Encrypted\_Message.htm” file and read the private message as explained in [Reading a Private Email Message](#) on page 3-4.



# Chapter 4

## Configuring Encryption for Email

After installing Encryption for Email and registering an email address, you can configure the software to meet your individual needs.

Topics include:

- *Accessing the Preferences Screen* on page 4-2
- *Managing the Encryption for Email Keys* on page 4-9
- *The About Encryption for Email Window* on page 4-17

## Accessing the Preferences Screen

You can access the Encryption for Email Preferences screen either:

- From the Encryption for Email menu, as described in *Using the Encryption for Email Tray Tool* on page 2-9
- From the Preferences icon in any Encryption for Email application, such as your email program, as described in *Using Encryption for Email in Your Email Program* on page 2-2

---

**Note:** When using Encryption for Email in a corporate environment, your corporate administrator might have set the values of some sections for you and hidden those controls from view.

---

## Preferences Screen General Options

The Encryption for Email Preferences window contains five tabs. By default it opens on the General Options tab. On this tab you can select the email address that is always able to read private messages. There might be many email addresses on your computer if different users access their email from this computer.



**FIGURE 4-1.** Preferences screen: General Options tab

---

**Note:** All of the options in the tabs shown in *Figure 4-1* can be configured separately for each email address. If you have more than one registered email address, select and configure each address separately.

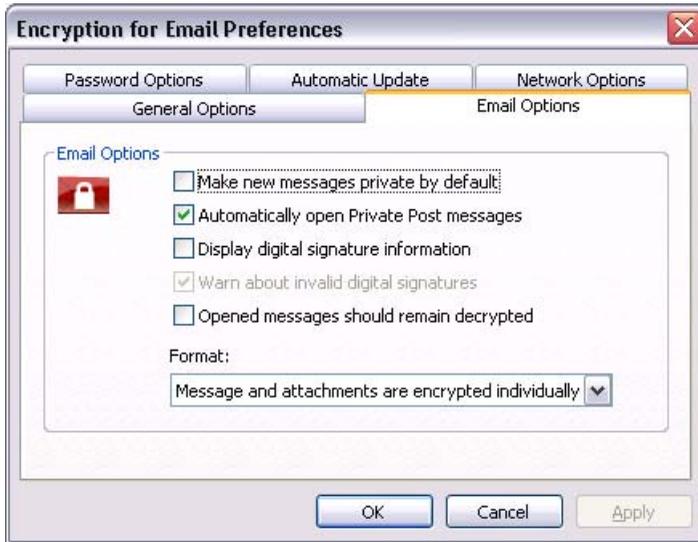
---

**To change the default email address:**

1. From the **Select an address to configure** drop-down list, select the email address to use as the default.
2. Click **Set as default**.
3. Click **Apply** or **OK** to save the setting.

## Preferences Screen Email Options Tab

The options listed in the Email Options tab are only used if you have a supported email client. (See [System Requirements](#) for a full list of supported email clients.)



**FIGURE 4-2. Encryption for Email Preferences, Email Options tab**

On this tab you can select the following options:

- Make new messages private by default
- Automatically open Private Post messages
- Display digital signature information
- Warn about invalid digital signatures
- Opened messages should remain decrypted
- Choose between the following two message formats:
  - Messages and attachments are encrypted individually
  - Messages and attachments are encrypted together

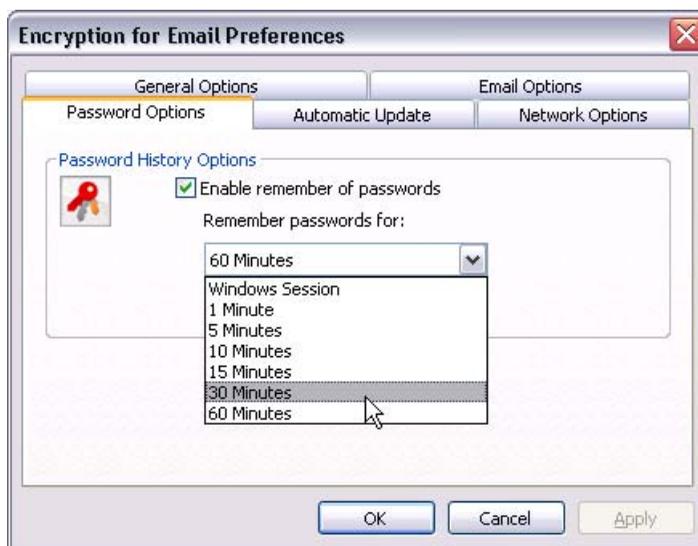
**To change any settings on the Email Options tab:**

1. From your email program, click **Preferences** on the Encryption for Email main bar. The Preferences window opens.
2. Click the **Email Options** tab.
3. Select or clear the check box next to each option to change.
4. Click **Apply** to save your changes.

## Preferences Screen Password Options Tab

On the Password Options tab you can configure:

- Whether the system automatically remembers passwords
- The length of time passwords are remembered



**FIGURE 4-3.** Encryption for Email Preferences, Password Options tab

**To set Encryption for Email to remember passwords:**

1. Open the Encryption for Email Preferences screen as explained in [Accessing the Preferences Screen](#) on page 4-2.
2. Click the **Password Options** tab.
3. Select the **Enable remembering of passwords** check box.
4. From the **Remember passwords for** drop-down list, select the length of time to remember passwords from the following options:
  - Windows Session
  - 15 minutes
  - 1 minute
  - 30 minutes
  - 5 minutes
  - 60 minutes
  - 10 minutes

---

**Note:** If you select the **Windows Session** option, you will only have to enter your password once during a single Windows logon session.

---

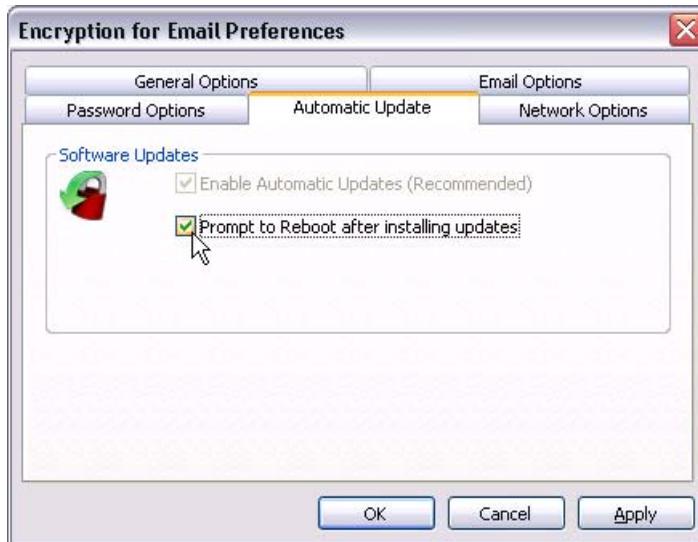
5. Click **Apply** to save your changes.

## Preferences Screen Automatic Update Tab

On the Automatic Update tab, you can configure how you receive automatic software updates.

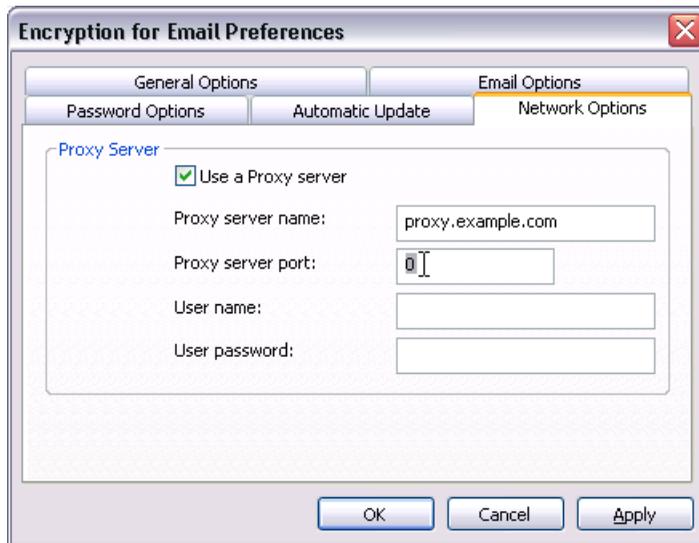
By default, Encryption for Email checks for updates every 24 hours and immediately after installation, as described in [Checking for Updates](#) on page 1-20.

If the **Enable Automatic Updates (Recommended)** check box is selected, updates are automatically downloaded and installed. If the check box is not selected, when an update is available, you are asked whether you want to download and install the update.



**FIGURE 4-4.** Encryption for Email Preferences, Automatic Update tab

## Preferences Screen Network Options Tab



**FIGURE 4-5.** Encryption for Email Preferences, Network Options tab

### To enable the use of a proxy server:

1. Open the Encryption for Email Preferences screen as described in *The About Encryption for Email Window on page 4-17*. *Accessing the Preferences Screen* on page 4-2.
2. Click the **Network Options** tab.
3. Select the **Use Proxy Server** check box.
4. Type the **Proxy server name** or address.
5. Type the **Proxy server port**.
6. If the proxy server requires authentication, type your **User name** and **User password** in the fields provided.
7. Click **Apply** to save your changes.

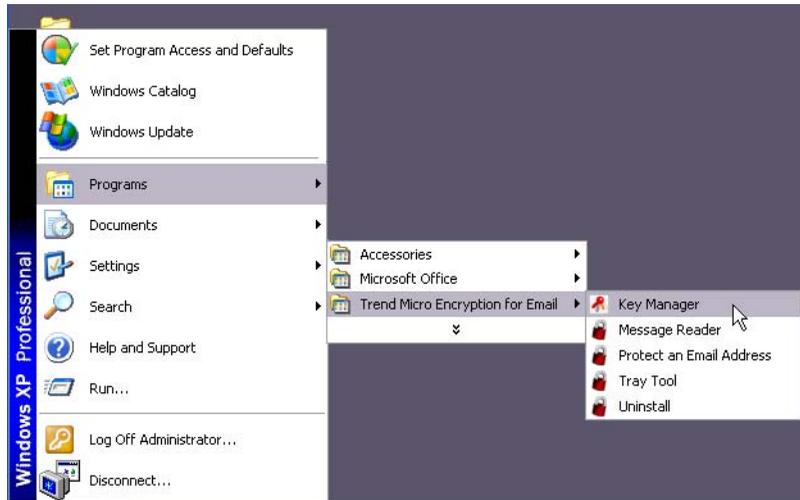
## Managing the Encryption for Email Keys

Encryption for Email includes a tool for managing encryption keys. Use the Encryption for Email Key Manager to:

- View the Encryption for Email keys on your system, as described in [Viewing the Encryption for Email Keys](#) on page 4-11
- Export the Encryption for Email keys, as described in [Exporting the Encryption for Email Keys](#) on page 4-13
- Delete the Encryption for Email keys, as described in [Deleting the Encryption for Email Keys](#) on page 4-15
- Protect a new email address, as described in [Protecting a New Email Address](#) on page 4-16

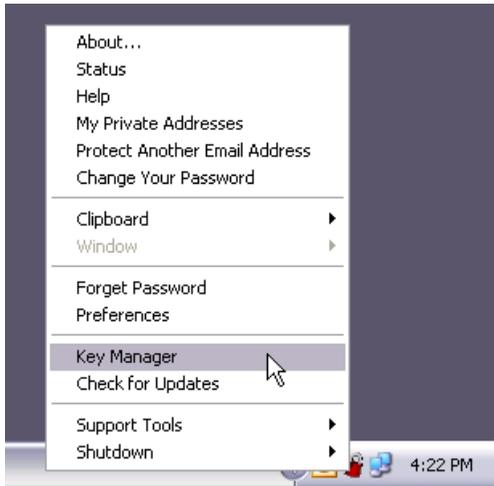
### To open the Encryption for Email Key Manager:

1. From the Windows Start menu, click **Start > Programs > Trend Micro Encryption for Email > Key Manager**, as shown in [Figure 4-6](#). The Key Manager window opens.



**FIGURE 4-6.** Accessing the Encryption for Email Key Manager

- Alternatively, hold down the Ctrl key and click the Encryption for Email icon in the Windows system tray to open the advanced menu, as shown in *Figure 4-7*.



**FIGURE 4-7. Accessing the Key Manager from the tray icon advanced menu**

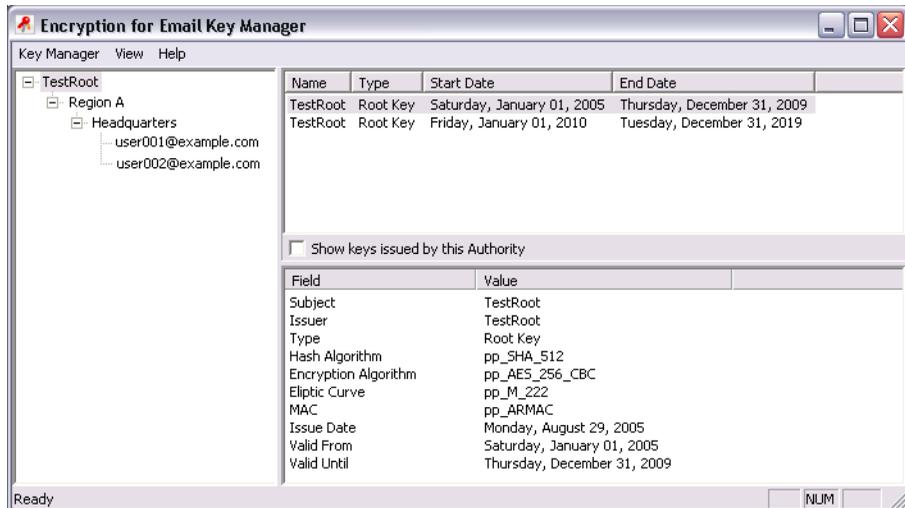
- From the pop-up menu that appears, Select **Key Manager**. The Key Manager window opens.

The Encryption for Email Key Manager window is divided into three panes:

**Left pane:** shows the key hierarchy with keys grouped by their identity

**Top right pane:** shows the individual keys within the group selected in the left pane

**Bottom right pane:** shows the details of the selected key



**FIGURE 4-8.** Encryption for Email Key Manager window

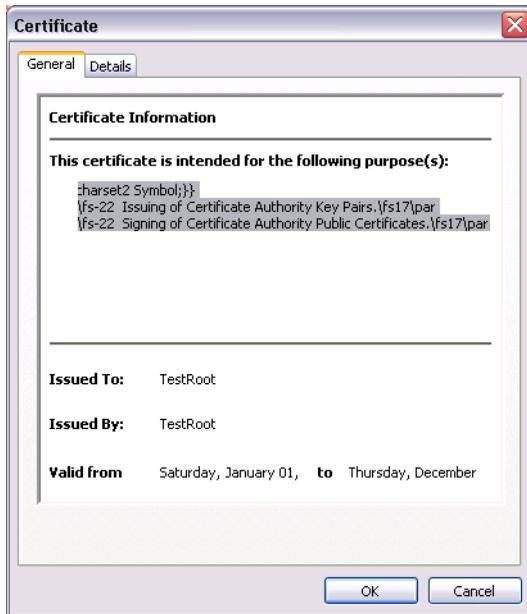
## Viewing the Encryption for Email Keys

Using the Encryption for Email Key Manager, you can view the details of a private or public key.

### To view the details of a key:

1. From the Windows Start menu, click **Start > Programs > Trend Micro Encryption for Email > Key Manager**. The Key Manager opens.
2. In the top right pane, select the key.
3. Do one of the following:
  - Right-click the key and then select **View Key** from the **Key** menu
  - Double-click the key in the top right pane of the Encryption for Email Key Manager

The Certificate window appears, as shown in [Figure 4-9](#).



**FIGURE 4-9.** Key Manager Certificate window, General tab

4. Click the **Details** tab. The Certificate window displays detailed information about the key, as shown in [Figure 4-10](#).



**FIGURE 4-10.** Key Manager Certificate window, Details tab

## Exporting the Encryption for Email Keys

You can export private and public keys.

You might want to export your private key if, for example, you are going to use a computer that has no network access but you have private files saved on it. You can save the private key to a disk or USB drive and then import it to the offline computer using the Encryption for Email Key Manager.

You might want to export your public key, for example, to make files private on an offline computer.

**To export a key:**

1. Select the key to export from the key pane in the top right of the Encryption for Email Key Manager window.
2. Right-click the key and select **Export Key** from the **Key** menu.

**FIGURE 4-11. Encryption for Email Key Manager: Export Key**

3. The Save As window appears.
4. Keep the key name shown or rename it before saving it locally.

---

**Note:** The Encryption for Email Key Manager saves exported keys with a \*.pppub file extension for public keys and a \*.ppprv extension for private keys.

---

5. Click **Save**. Encryption for Email exports the key and then displays a “successfully exported” message.
6. Click **OK**.

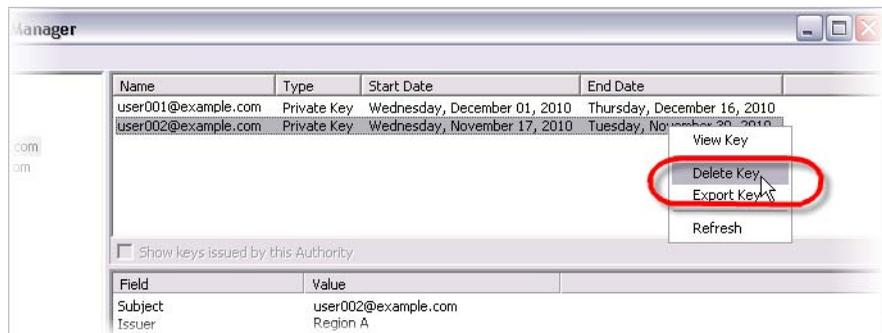
## Deleting the Encryption for Email Keys

If you are using a shared computer, you might want to delete your keys for privacy reasons and reinstall them each time you use that computer.

**Note:** If the email address of the message recipient is registered and you try to read a private message on a computer that does not have the private key, Encryption for Email automatically downloads the key.

### To delete a key:

1. From the key pane in the top right of the Encryption for Email Key Manager window, select the key to delete.
2. Right-click the key and select **Delete Key** from the Key menu.



**FIGURE 4-12. Encryption for Email Key Manager, Delete Key**

3. A confirmation window appears.
4. Click **Yes**.

## Protecting a New Email Address

You can launch the Encryption for Email Protection Wizard from the Encryption for Email Key Manager.

### To launch the Encryption for Email Protection Wizard from Key Manager:

1. Open the Key Manager, as described in *Managing the Encryption for Email Keys* starting on page 4-9.
2. From the Key Manager menu, select **Key Manager > Register New Email Address**, as shown in *Figure 4-13*.



**FIGURE 4-13. Registering a new email address from within Key Manager**

3. The Protect Email Address Wizard starts.
4. Complete the Wizard, as described in *Protecting Your Email Address* on page 1-16.

## The About Encryption for Email Window

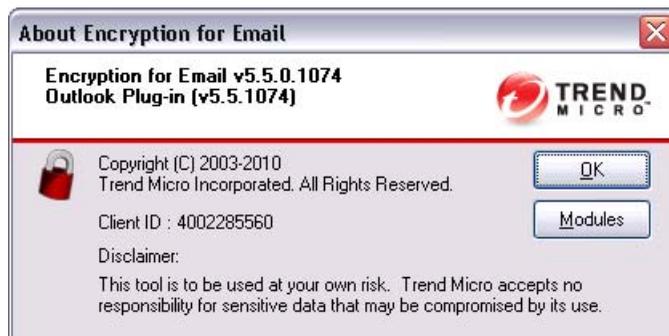
About Encryption for Email is an informational window that displays software installation information, copyright notices, and user information.

You can access the About Encryption for Email window:

- Through the Encryption for Email menu on the Windows system tray
- By clicking **About Encryption for Email** in any Encryption for Email application or email program plug-in

### To view the About Encryption for Email window from the Encryption for Email menu:

1. Click the Encryption for Email icon in the Windows system tray. The Encryption for Email menu appears.
2. Select About Encryption for Email from the menu. The About Encryption for Email window appears.



**FIGURE 4-14.** About Encryption for Email window

## The Encryption for Email Modules Screen

You can access the Encryption for Email Modules screen from the About Encryption for Email window. It shows the versions of all files installed during the Encryption for Email software installation. This information is provided for support purposes only.

### To view the Encryption for Email Modules screen:

1. Click the Encryption for Email icon in the Windows system tray. The Encryption for Email menu appears.
2. Select **About Encryption for Email** from the menu. The About Encryption for Email window appears.
3. Click **Modules**. The Encryption for Email Modules window appears.

---

**WARNING!** The Modules tool is intended for use by Support staff when trouble shooting. Use the Modules window at your own risk. Trend Micro accepts no responsibility for sensitive data that may be compromised if you use this tool without direct guidance from Support.

---



# Chapter 5

## Managing Your Account Online

Using the My Private Post website, you can manage your Encryption for Email account.

Topics include:

- *My Private Post* on page 5-2
- *Signing in to the My Private Post Website* on page 5-2
- *Removing Encryption for Email* on page 5-6
- *Managing Your Security Questions* on page 5-4

## My Private Post

On the My Private Post website, you can manage your security questions and answers. The website also provides many useful features that are explained on the site itself.

### Signing in to the My Private Post Website

The My Private Post website requires that you sign in. After signing in, you can use manage your security questions and access other useful features.

#### To sign on to the My Private Post website:

1. Copy and paste the following URL into the address field of your browser:

<https://www.myprivatepost.com/>

The Private Post website loads in your browser.



**FIGURE 5-1.** The My Private Post website, initial view

2. Click the **Sign In** link. The Private Post Sign In screen appears in your web browser window.

The screenshot shows the 'Encryption Portal' sign-in interface. At the top left is the Trend Micro logo. The page title is 'Encryption Portal'. In the top right corner, there is a 'Log On' button. On the left side, there is a navigation menu with 'Home' and 'Sign In' options. The main content area is titled 'Sign In' and contains an 'Email Address' input field. Below the input field are two radio button options: 'I have the Private Post tools installed on this computer' (which is selected) and 'I do not have the Private Post tools installed on this computer'. A 'Next' button is located to the right of these options. At the bottom of the page, there is a copyright notice: 'Copyright © 2003-2010 Trend Micro (Encryption) Ltd. All rights reserved'. On the left side of the main content area, there is a logo for 'Secured by Private Post™' featuring an envelope and a red padlock.

**FIGURE 5-2.** My Private Post Sign-in screen

**Tip:** If you have Encryption for Email installed and are using the Microsoft Internet Explorer, you might see the yellow information bar asking if you want to run the Encryption for Email Sign On Control from Trend Micro.

Use of this ActiveX control enables a much easier sign-on process. (For more information about the Sign-On control, see [Private Post Sign On Control](#) on page 5-3.)

3. Type your **Email Address**.
4. Select one of the following:
  - **I have the Private Post tools installed on this computer**
  - **I do not have the Private Post tools installed on this computer**
5. Click **Next**.
6. Follow the instructions on the website to complete the sign-in process. You are now signed in to the My Private Post website.

## Private Post Sign On Control

The Private Post Sign On Control enables you to quickly and easily sign in to the My Private Post website if you have the Encryption for Email software installed and are using Microsoft Internet Explorer.



**FIGURE 5-3. My Private Post Sign In when using the Encryption for Email Sign On Control**

**To use the Private Post Sign On Control:**

1. Select your email address from the drop-down list.
2. Click **Sign In**. The “Private Post: Please enter your password” window appears.
3. Type your password in the field provided and click **OK**. The My Private Post website accepts your registered email address and displays a message indicating that you have successfully signed in.

## Managing Your Security Questions

After you are signed in to the My Private Post website, you can manage your security questions.

**To manage your security questions:**

1. Sign on to the My Private Post website, as described in *My Private Post* on page 5-2. The My Private Post Sign In screen appears showing the message, “Thank you - you are now signed on.”
2. On the left menu, click **My Settings**. The Private Post Login Details appears, as shown in *Figure 5-4*.

**TREND MICRO** Encryption Portal

Logged in as: [trendmicro@trendmicro.com](#) Log Off

Home

**My Settings**

Change Password

Login Details

My Licence

Account Admin

Support

Sign Out

Secured by Private Post™

**Options**

**Optional questions to ask**

Enable browser based message reading

**Question 1**

**What is the airspeed velocity of an unladen swallow?**

Always ask me this question

**Question 2**

**Please tell us the name of a bar / restaurant that is memorable to you?**

Always ask me this question

**Question 3**

**Please tell us the name of a song that is memorable to you?**

Always ask me this question

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**FIGURE 5-4. Private Post Login Details screen**

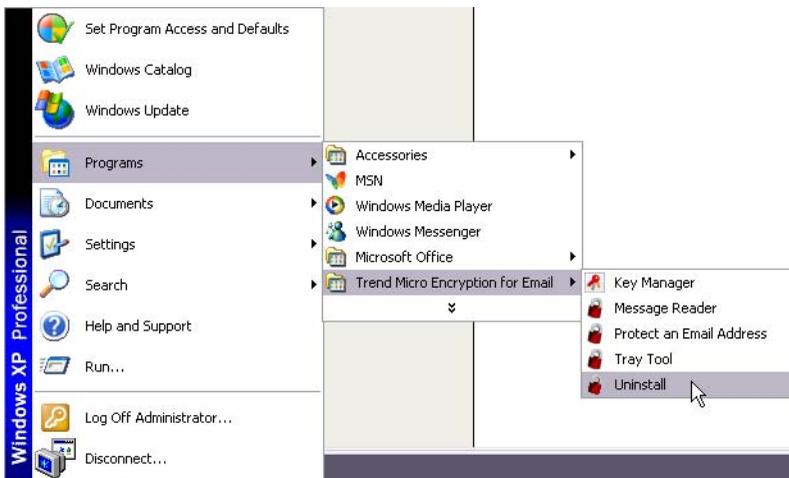
3. Update your login details by following the instructions on the website.

## Removing Encryption for Email

You can uninstall Encryption for Email using the Encryption for Email Uninstall Wizard.

### To uninstall Encryption for Email:

- Do one of the following:
  - From the Windows Start menu, click **Start > Programs > Trend Micro Encryption for Email > Uninstall**, as shown in *Figure 5-5*.
  - Access Windows Control Panel and use the **Add/Remove Programs** tool to uninstall the program.



**FIGURE 5-5.** Uninstalling Encryption for Email from the Windows Start menu