5.9

TREND MICRO™
Encryption for Email
User's Guide

Messaging Security

Table of Contents

Preface

Chapter 1: Introducing Encryption for Email

Chapter 2: Using the Encryption for Email Client

Chapter 3: Receiving Private Email Without the Client

Chapter 4: Configuring Encryption for Email

Chapter 5: Managing Your Account Online

Preface

Preface

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

Topics in this section include:

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 icon and selecting **Help** from the menu.

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://docs.trendmicro.com/en-us/enterprise/trend-micro-encryption-for-email.aspx

Audience

This document is targeted towards 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, has 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.

Document Conventions

To help you locate and interpret information easily, the documentation uses the following conventions.

Convention/Term	Description
UPPER CASE	Acronyms, abbreviations, and names of certain commands and keys on the keyboard.
Bold	Menus and menu commands, command buttons, tabs, options, and tasks.
Italics	References to other documents.
`Monospace`	Sample command lines, program code, Web URLs, file names, and program output.
Note	Configuration notes.
Tip	Recommendations or suggestions.
WARNING!	Critical actions and configuration options.
Navigation > **Path**	The navigation path to reach a particular screen. For example, **Scans** > **Manual Scans**, means, click **Scans**, and then click **Manual Scans** on the interface.

Introducing Encryption for Email

Topics include:

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

The following sections list the hardware and software requirements for using Encryption for Email.

Hardware and Operating System

Minimum computer requirements:

- Intel Pentium 800MHz processor

- 256MB RAM required, 512MB recommended

- 50MB available disk space

Supported operating systems:

- 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 SP1 (English) Home Basic, Home Premium, Professional, Enterprise, Ultimate

- Windows 8 32-bit and 64-bit, Windows 8 32-bit and 64-bit Pro, Enterprise

- Windows 8.1 Update 1 32-bit and 64-bit, Windows 8.1 Update 1 32-bit and 64-bit Pro, Enterprise

Email Clients

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

- Microsoft Outlook 2007, 2010, or 2013 (all 32-bit, English)

- Windows Live Mail 2009, 2011, or 2012 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), 8 (x86-32, x86-64), 9 (x86-32, x86-64), 10(x86-32), 11(x86-32)

- Mozilla Firefox: 3.6 (x86-32), 4.0 (x86-32), 5.0, 12.0, 13.0 (x86-32), 29.0 (x86-32)

Mobile Operating Systems

Zero Download supports the following mobile operating systems and their built-in browsers:

- Apple iOS: 4.28, 4.33, 5.0, 6.0, 7.1.1

- RIM Blackberry: 6.6.0.86, 7.0

- Google Android: 2.2, 2.3, 2.3.4, 4.0.4, 4.1.2, 4.2.2, 4.3, 4.4.2

Installing Encryption for Email

The installation is a three-stage process as follows:

1. Download the Encryption for Email software

2. Complete the Installation Wizard

3. Protect Your Email Address

Downloading the Encryption for Email Software

The Trend Micro Encryption for Email installation package is available for download from the Trend Micro Download Center.

Procedure

1. Navigate to:

   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.

   Your browser saves the Encryption for Email to your computer.

4. Double-click the installation program (TMEE.exe).

The **Windows Security Warning** screen appears.
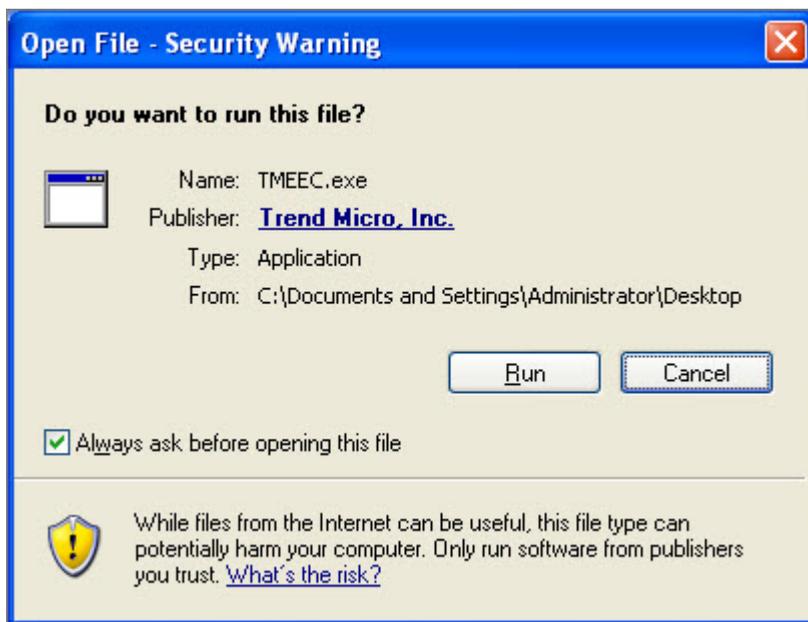
FIGURE 1-1. The Security Warning screen

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

5. Click **Run**.

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

FIGURE 1-2. The Installation Wizard splash screen

- If the computer does not meet the minimal requirements, the installation stops.

- 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.

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.

FIGURE 1-4. Outlook service pack reminder

7. If you see the Outlook service pack reminder, click **No** to exit the installation. Install the latest Outlook service pack and then restart the Encryption for Email 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 have an active connection to the Internet.

Procedure

1. Follow the steps shown in *Downloading the Encryption for Email Software on page 1-4*.

The **License Agreement** screen appears.
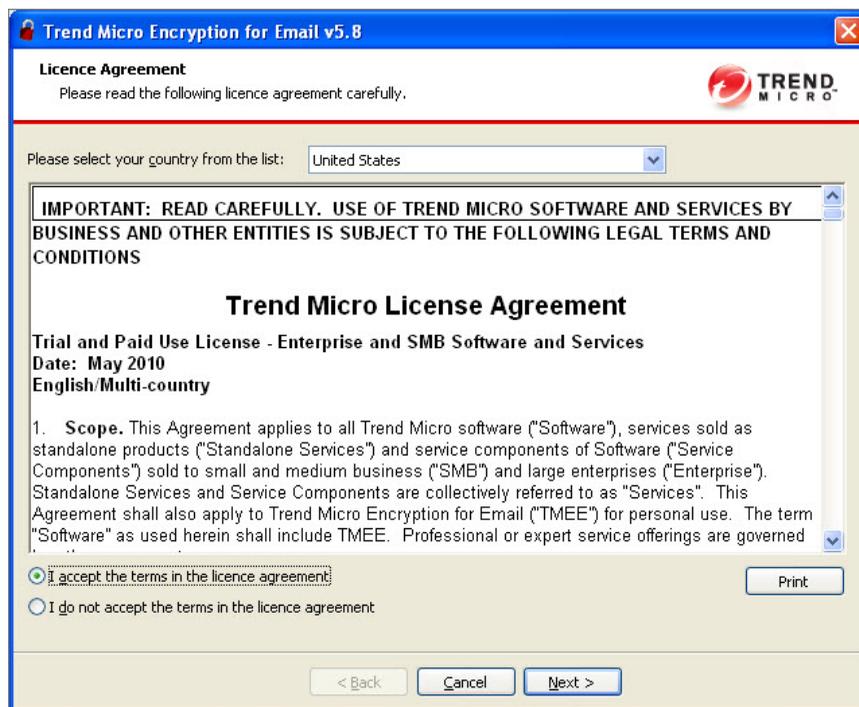
FIGURE 1-5. The License Agreement screen

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.
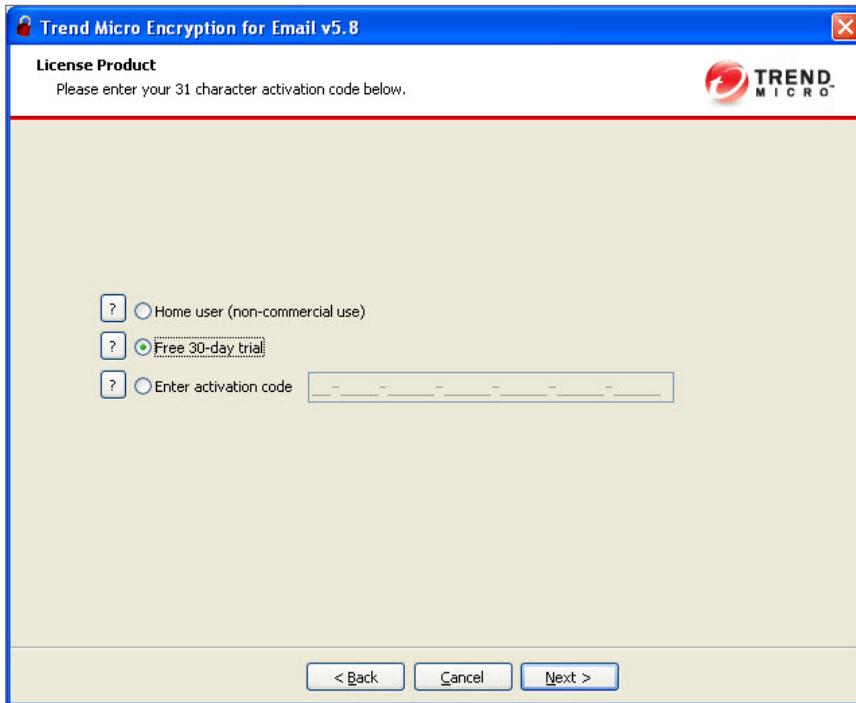
FIGURE 1-6. The License Product screen

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 1-19* for more information about license types.

5. Click **Next**.

The **Destination Folder** screen appears.
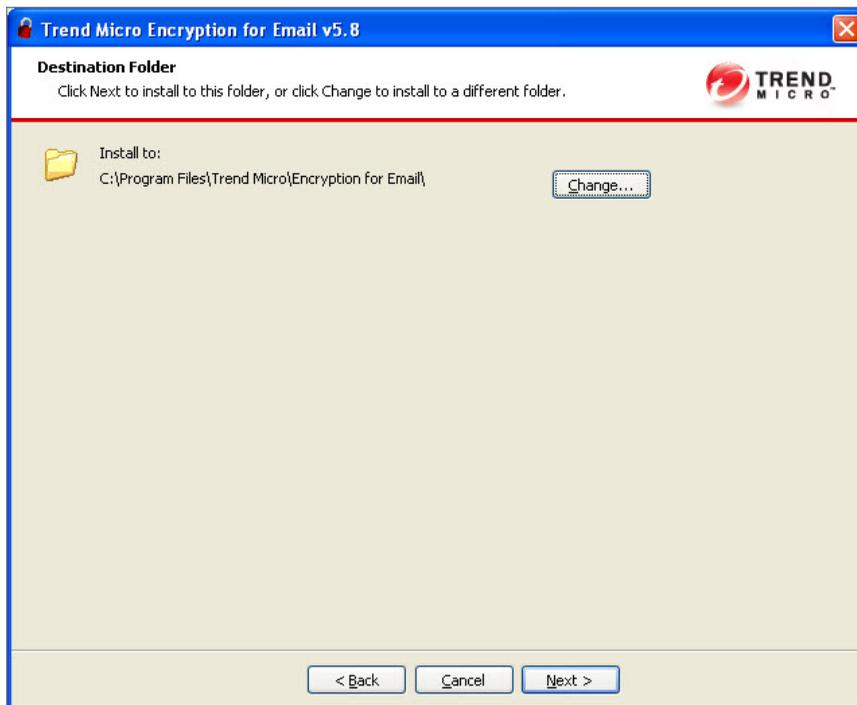
FIGURE 1-7. The Destination Folder screen

Note

To change the installation path, Click **Change...**.

---

6.   Click **Next**.

A screen appears showing the progress of the installation.
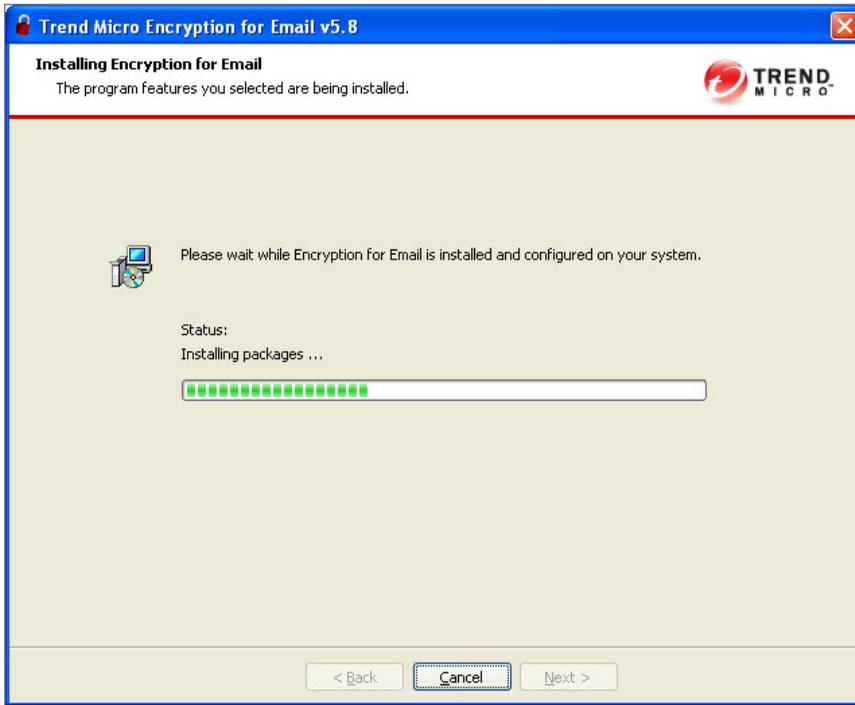
FIGURE 1-8. The installation progress screen

7. Click **Next**.

The **Protect Email Address** screen appears.
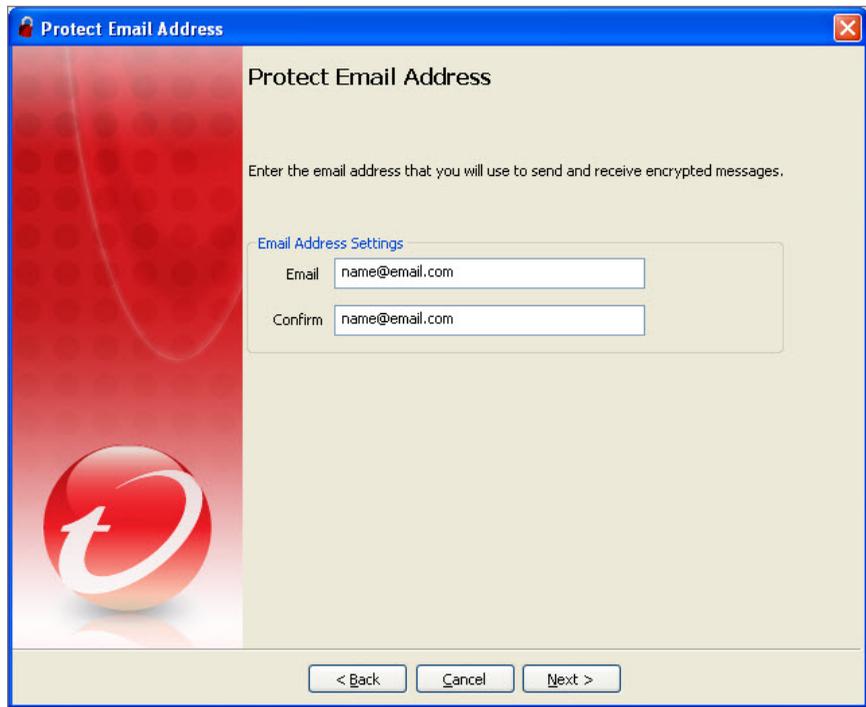
FIGURE 1-9. The Protect Email Address screen

8. Type and confirm your email address in the fields provided.

9. Click **Next**.

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

FIGURE 1-10. The Gathering Information (Step 1 of 2) screen

To register your first "identity" with Encryption for Email, you must set up your email address and password.

> **Note**
>
> Depending on how you set up your account with your service provider, your registration process may complete at this step.

---

10. In the **Email Address Settings** section, type and confirm your email address in the fields provided.

11. In the **Password Settings** section, type and confirm your email address in the fields provided.

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.

---

12. Click **Next**.

The second **Gathering Information** screen appears.

FIGURE 1-11. The Gathering Information (Step 2 of 2) screen

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

> **Note**
>
> Your identification word is displayed whenever you sign in to the Encryption Portal or Zero Download website. It helps you to verify that you are not viewing a phishing site.

14. 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 1-18* 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.

15. Click **Next**.

Encryption for Email sends an activation email to the specified email address and prompts you to access it
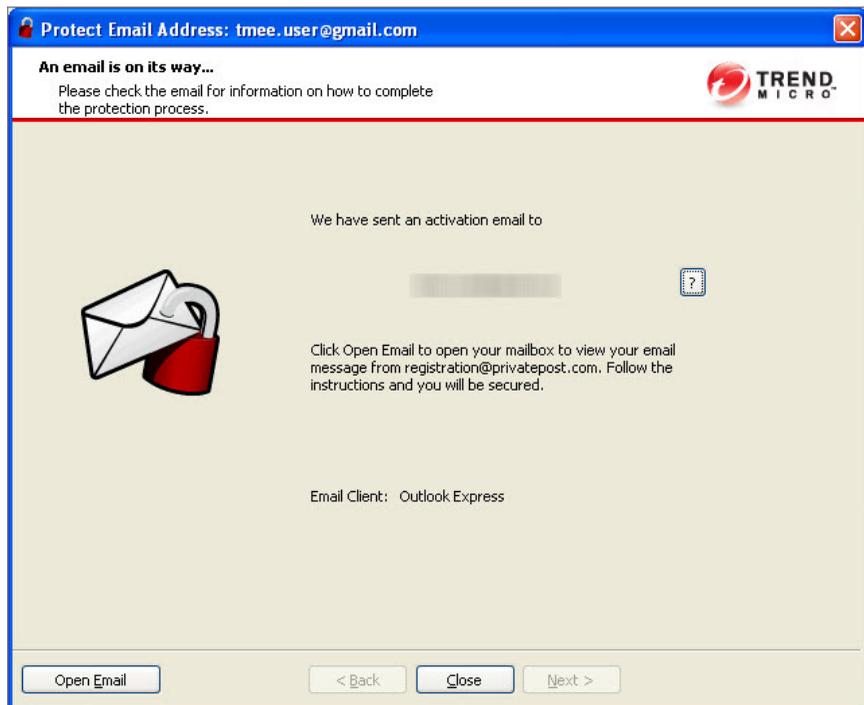
FIGURE 1-12. Activation email sent

16. 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, check your Spam folder. Mail servers often send this type of messages to the Spam folder.

17. Encryption for Email completes the registration process.
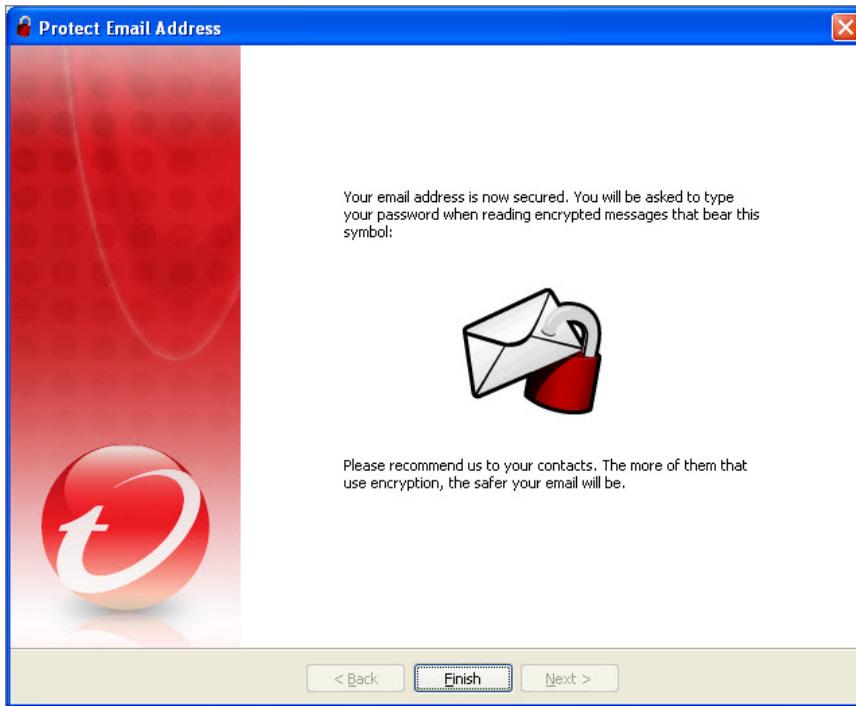
FIGURE 1-13. Registration complete

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 answers that you can remember easily, because you need to answer these questions again:

• When you sign in to the Encryption Portal website, as described in *Signing in to the Encryption Portal Website on page 5-2*.

- When you sign in to the Zero Download website to read encrypted messages 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 on the **Security Questions** screen is the one that you specified 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. Contact 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, select **Free 30-day trial** when the **License Type** screen appears. 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 address on the domain and any additional addresses are "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 email messages. 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 requires a registered email address 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 Encryption for Email Keys on page 4-10*.

Note

Your email address will only be used for the purpose of sending you account related notifications, such as 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 on page 1-8*)

- 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 1-22*)

- 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 on page 1-21* 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:

- Sign in to the Encryption Portal website to configure your personal options. See *Signing in to the Encryption Portal Website on page 5-2* for more about configurable options.

- Sign in to the 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.

Procedure

1. Click the Encryption for Email icon (🔒) on the Windows system tray and click **Protect Another Email Address** from the menu.
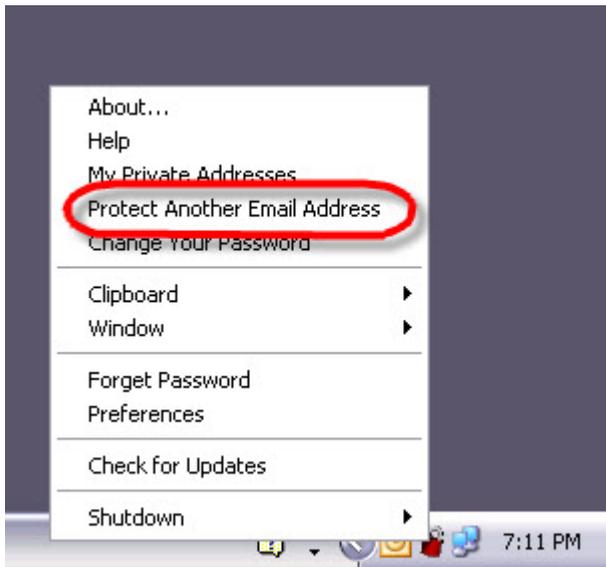
FIGURE 1-14. The Protect Another Email Address option on the Encryption for Email menu

The Encryption for Email Protection Wizard opens.

2. Complete the Encryption for Email Protection Wizard. See *Registering Your Email Address on page 1-20* 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 the Encryption for Email client installed.

Procedure

1. Install Encryption for Email, as discussed in *Installing Encryption for Email on page 1-4*.

2. Type your registered email address and password in the fields provided. When you type your email address, Encryption for Email detects that this address is already in use and requires you to sign 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.
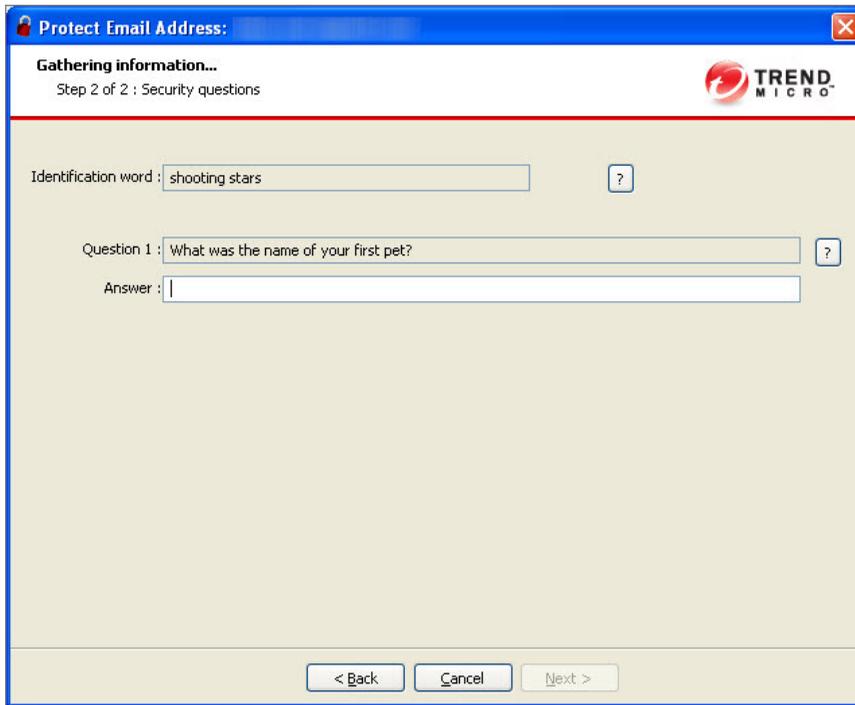
FIGURE 1-15. The Security Questions screen

3. In the **Answer** field, type the answer to the security question shown.

4. Click **Next**.

5. Open your email and complete the process.

Checking for Updates

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

- Periodic auto updates

- Manual 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 sign in)

- 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.

Procedure

1. Click the Encryption for Email icon () in the Windows system tray.

   The Encryption for Email Tray Tool menu appears.

2. Select **Check for Updates**.

Viewing the Encryption for Email Modules from the About Screen

Procedure

1. Click the Encryption for Email icon () in the Windows system tray.

The Encryption for Email Tray Tool menu appears.

2. Select **About** from the menu.

The **About Encryption for Email** screen appears.

3. Click **Modules**.

The **Encryption for Email Modules** screen appears, displaying a list of modules and their version numbers.

Chapter 2

Using the Encryption for Email Client

Topics include:

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 messages 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 messages using a webmail service, such as 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 Menu on page 2-9*

Sending and Receiving Private Mail Using an Email Program

You can send and receive private messages and attachments using the Encryption for Email Toolbar that integrates with Microsoft Outlook or Windows Live Mail 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*: Displays in the main window of your email client.

- *The Encryption for Email Toolbar*: Displays in the Send and Receive message screens.

The Encryption for Email Main Menu Bar

The Encryption for Email Main Menu Bar appears on the main screen of your email client. 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 2-13*)

• **About** (see *The About Encryption for Email Window on page 4-19*)

FIGURE 2-1. The Encryption for Email menu bar

> **Note**
>
> The above Encryption for Email Main Menu Bar is from Microsoft Outlook 2007. 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 on your Write and Read messages screens. The features available on the toolbar vary according to whether you are:

• *Sending Private Messages and Attachments on page 2-3*

• *About Reading Private Email on page 2-5*

Sending Private Messages and Attachments

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

• Click **Send Private** on the Encryption for Email Toolbar

• Click **Make Private** on the Encryption for Email Toolbar prior to sending the message

• Configure 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 have selected the **Always check spelling before sending** option, 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. The Encryption for Email Toolbar when composing an email message

---

Note

The Encryption for Email Toolbar shown above is from Microsoft Outlook 2007. The appearance of this toolbar may vary depending on your email client and operating system.

Sending a Private Email Using Send Private

Procedure

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 sends the private email.

> **Note**
>
> Note: If you have not selected **Enable remember 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*.

Sending a Private Email Using Make Private

Procedure

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.

About 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. The Encryption for Email Toolbar when reading private messages

Note

The Encryption for Email Toolbar shown above is from Microsoft Outlook 2007. The appearance of this toolbar may vary depending on your email client and operating system.

Reading a Private Email Message

Procedure

1. Open the message containing the text to read.

The **Encryption for Email: Please enter your password** window appears.

FIGURE 2-4. The Encryption for Email: Please Enter Your Password screen

> **Note**
>
> Note: If you have selected the **Enable remember of password** option (**Preferences** > **Password Options**), the password window appears 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 you have selected the **Automatically open encrypted messages** option (**Preferences** > **Email Options**), the decrypted message content displays.

   • If you did not select **Automatically open encrypted messages**, the message opens showing the Trend Micro envelope.

4. If the envelope is showing, click **Open Envelope** on the Encryption for Email Toolbar.

The message view switches to display the decrypted message content.
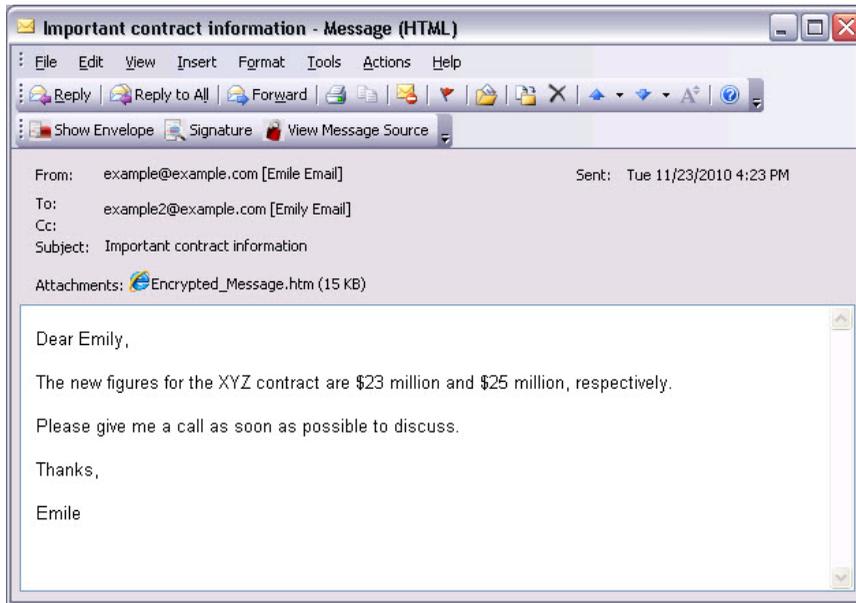
FIGURE 2-5. A decrypted message

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 Menu on page 2-9*

- Encryption for Email Protection Wizard, as described in *Protecting Your Email Address on page 1-20*

- Encryption for Email Key Manager, as described in *Managing Encryption for Email Keys on page 4-10*

- 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 also access the most commonly used Encryption for Email applications from the Encryption for Email Tray Tool menu, as described in *Using the Encryption for Email Tray Tool Menu on page 2-9*.

Opening an Application in Encryption for Email

Procedure

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 Menu

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

- **About**, as described in *The About Encryption for Email Window on page 4-19*

- **Help**, opens the Online Help

- **My Private Addresses**, as described in *My Private Addresses on page 2-13*

- **Protect Another Email Address**, as described in *Protecting Your Email Address on page 1-20*

- **Change Your Password**, as described in *Changing Your Password on page 2-16*

- **Clipboard**, as described in *Working with the Clipboard on page 2-17*

- **Window**, as described in *Working with Windows on page 2-25*

- **Forget Password**, as described in *Removing Cached Passwords on page 2-26*

- **Preferences**, as described in *Accessing the Preferences Screen on page 4-2*

- **Check for Updates**, as described in *Checking for Updates on page 1-24*

- **Shutdown**, as described in *Closing Encryption for Email on page 2-27*

Additional menu options are available through the Encryption for Email Tray Tool Advanced menu, as described in *The Encryption for Email Tray Tool Advanced Menu on page 2-11*.

Opening the Encryption for Email Tray Tool Menu

Procedure

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

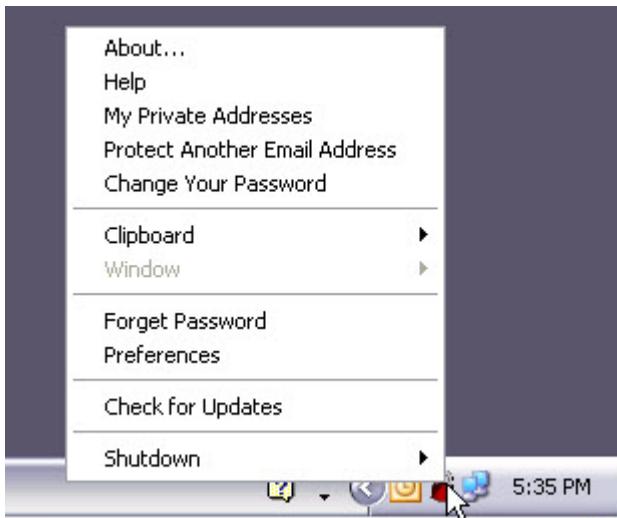 The Encryption for Email Tray Tool menu appears.

FIGURE 2-6. The Encryption for Email Tray Tool menu

The Encryption for Email Tray Tool Advanced Menu

The Encryption for Email Tray Tool 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 2-28*

- **Key Manager**, as described in *Managing Encryption for Email Keys on page 4-10*

- **Support Tools**, as described in *Support Tools on page 2-12*

Opening the Encryption for Email Tray Tool Advanced Menu

Procedure

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

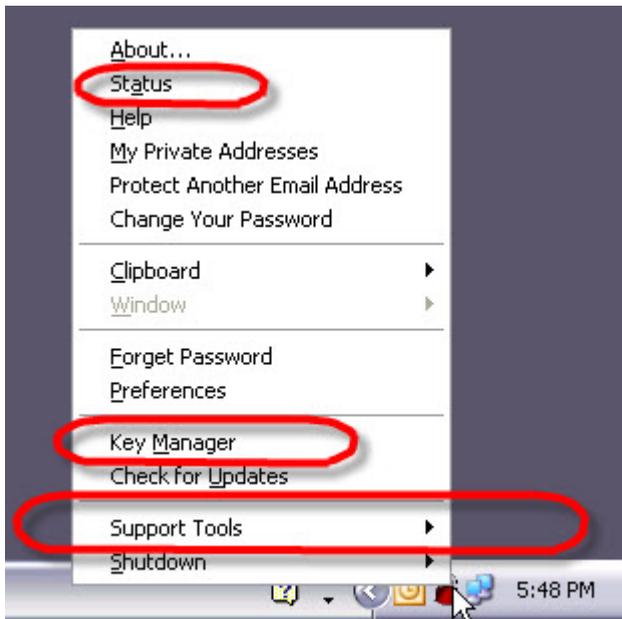The Encryption for Email Tray Tool Advanced menu appears.

FIGURE 2-7. The Encryption for Email Tray Tool Advanced menu

Support Tools

The Encryption for Email Tray Tool Advanced menu includes a parent menu called **Support Tools**. 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.
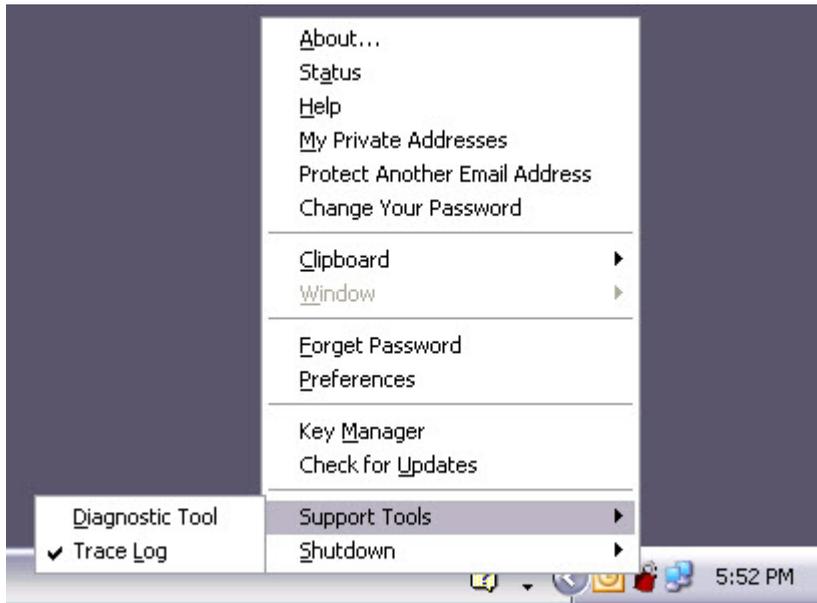

FIGURE 2-8. The Encryption for Email Tray Tool Advanced menu showing the Support Tools items

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.

Viewing the My Private Addresses Screen

Procedure

1. Click the Encryption for Email icon ( ) in the Windows system tray.

    The Encryption for Email Tray Tool menu appears.

2. Click **My Private Addresses**.

The **Protected Email Addresses** screen appears.

FIGURE 2-9. The Protected Email Addresses screen

Launching the Encryption for Email Protection Wizard

Procedure

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

Changing Your Password

Procedure

1. In the Windows system tray, click the Encryption for Email icon (.).

   The Encryption for Email Tray Tool menu appears.

2. Click **Change Your Password**.
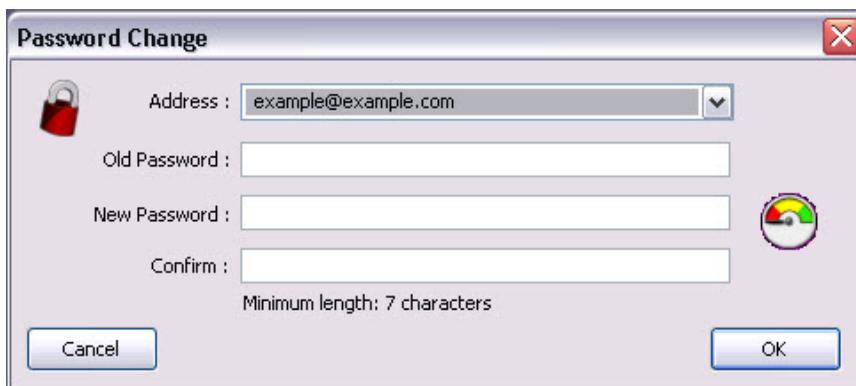
   The **Password Change** screen appears.

FIGURE 2-10. The 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 *Managing Your Security Questions on page 5-5*.

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 2-17*

• **Edit**, as described in *Editing the Contents of the Clipboard on page 2-18*

• **Make Private**, as described in *Making the Contents of the Clipboard Private on page 2-19*

• **Sign**, as described in *Digitally Signing the Contents of the Clipboard on page 2-21*

• **Decrypt/Verify**, as described in *Reading the Contents of the Clipboard on page 2-23*

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 2-19* and *Making Files Private with Windows Explorer on page 2-31*.

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 2-19*.

Procedure

1.   Click the Encryption for Email icon (🔒) in the Windows system tray.

      The Encryption for Email Tray Tool menu appears.

2.   Click **Clipboard** > **Empty**.

      Encryption for Email deletes all Clipboard contents.

FIGURE 2-11. The Encryption for Email Tray Tool menu showing the Clipboard items

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.

Procedure

1.   Click the Encryption for Email icon (🔒) in the Windows system tray.

The Encryption for Email Tray Tool menu appears.

2.   Click **Clipboard** > **Edit**.

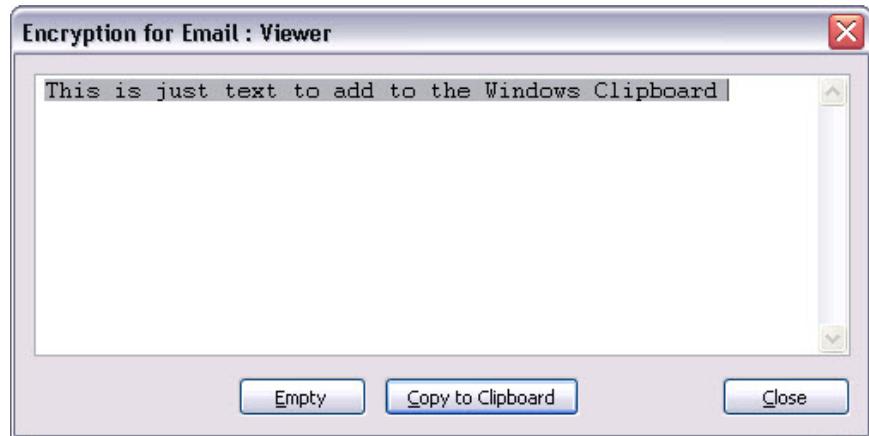The **Encryption for Email: Viewer** screen appears.

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

3.   Edit the contents 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 Wizard. The Encryption Wizard works with files or text data on the Clipboard.

> **Note**
>
> This section discusses how to encrypt content on the Windows Clipboard. To use Windows Explorer to encrypt files that are not on the Clipboard, see *Working with Files on page 2-31*.

Procedure

1. Click the Encryption for Email icon (🔴) in the Windows system tray.

   The Encryption for Email Tray Tool menu appears.

2. Click **Clipboard** > **Make Private**.
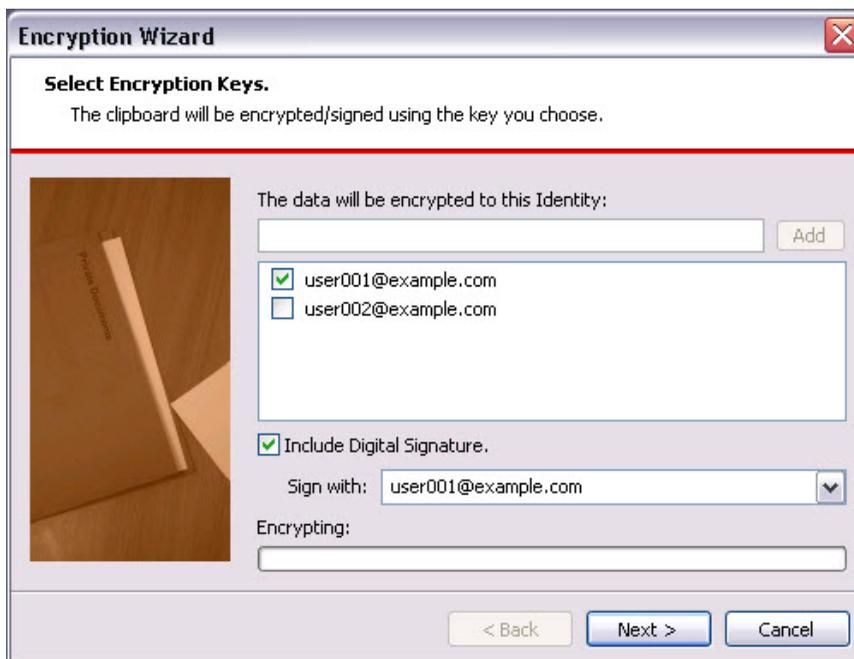
   The **Encryption Wizard** appears.

FIGURE 2-13. The Encryption Wizard - Select Encryption Keys screen

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

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

4. Click **Next**.

    The **Encryption Complete** screen appears.

Encryption Wizard

Encryption Complete.
   The clipboard has been successfully protected.

The cipher text is on the clipboard to be pasted.

Press finish to continue.

< Back   Finish   Cancel

FIGURE 2-14. The Encryption Wizard - Encryption 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 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.

Procedure

1. Click the Encryption for Email icon () in the Windows system tray.

    The Encryption for Email Tray Tool menu appears.

2. Click **Clipboard** > **Sign**.
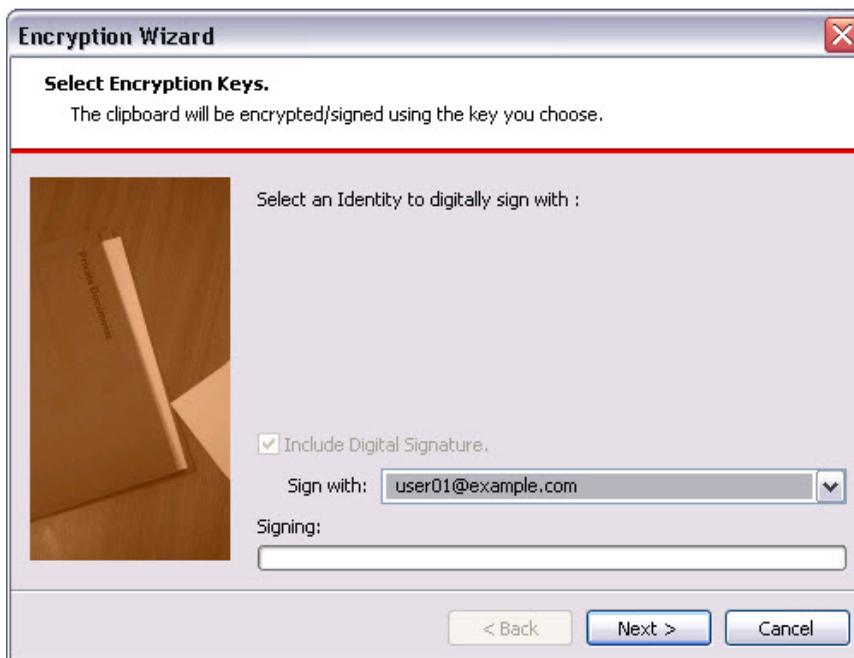
    The **Encryption Wizard** appears.

FIGURE 2-15. The Encryption Wizard - Select Encryption Keys screen

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 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 Wizard. The Encryption Wizard works with files or text data on the Clipboard.

Procedure

1. Click the Encryption for Email icon (🔴) in the Windows system tray.

   The Encryption for Email Tray Tool menu appears.

2. Click **Clipboard** > **Decrypt/Verify**.

   If you have not enabled password caching, the **Encryption 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. Type your password in the **Password** field.

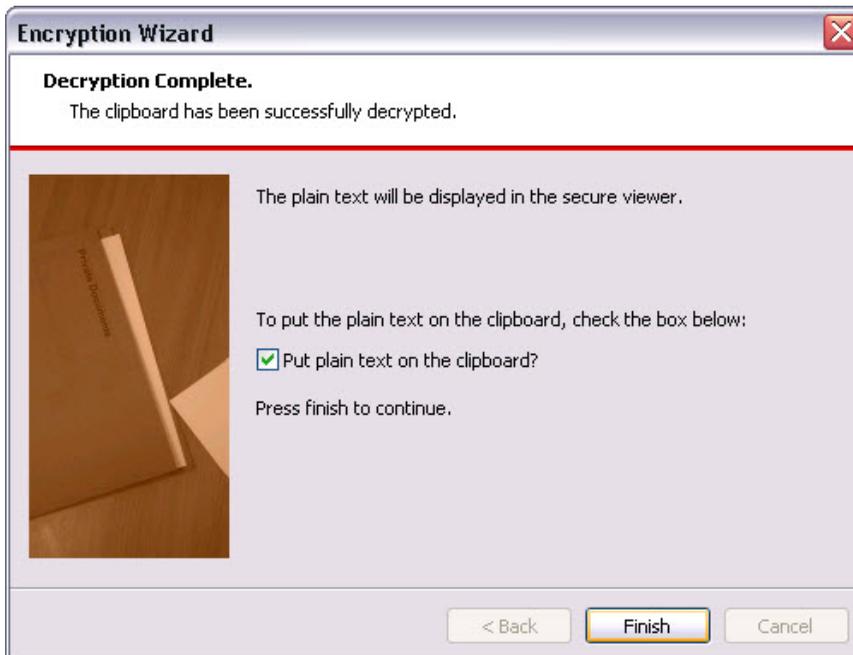The **Decryption Complete** screen appears.

FIGURE 2-16. The Encryption Wizard - Decryption Complete screen

---

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

---

6. Click **Finish**.

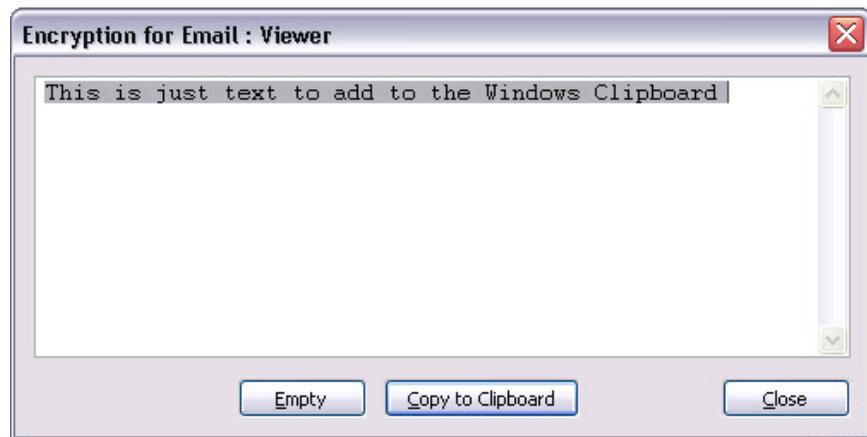The **Encryption for Email: Viewer** screen appears showing the decrypted message.

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

Working with Windows

You can make the contents 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 option:

Sign, as described in *Digitally Signing Text in the Active Window on page 2-26*

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.

Procedure

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 Tray Tool menu appears.

3. Click **Window** > **Sign**.

    The **Encryption Wizard** window appears.

4. Complete the Encryption Wizard, as described in *Digitally Signing the Contents of the Clipboard on page 2-21*.

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 Password** option from the Encryption for Email Tray Tool menu

*   By using the **Password Options** when configuring Encryption for Email, as described in *Preferences Screen Password Options Tab on page 4-5*

Forgetting Passwords Using the Encryption for Email Tray Tool Menu

Procedure

1. Click the Encryption for Email icon ( ) in the Windows system tray.

    The Encryption for Email Tray Tool menu appears.

2. Click **Forget Password** and then 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 Tray Tool menu.

Procedure

1. Click the Encryption for Email icon ( ) in the Windows system tray.

    The Encryption for Email Tray Tool menu appears.

2. Click **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 Tray Tool menu.

Procedure

1. Click the Encryption for Email icon ( ) in the Windows system tray.

    The Encryption for Email Tray Tool menu appears.

2. Click **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.

Procedure

1. Hold down the **Ctrl** key and click the Encryption for Email icon ( ) in the Windows system tray.

The Encryption for Email Tray Tool Advanced menu appears.

FIGURE 2-18. The Encryption for Email Tray Tool Advanced menu

2.   Click **Status**.

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

FIGURE 2-19. The Encryption for Email Status screen

![Note icon] **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

Procedure

1. Open Windows Explorer.

2. Select the files to make private.

3. Do one of the following:

    •   Right-click the selected files and click **Encryption for Email** > **Make Private** from the menu.

    •   From the Windows Explorer File menu, click **File** > **Encryption for Email** > **Make Private**.

• Copy the selected files to the Clipboard. From the Encryption for Email Tray Tool menu, click **Clipboard** > **Make Private**, as described in *Making the Contents of the Clipboard Private on page 2-19*.
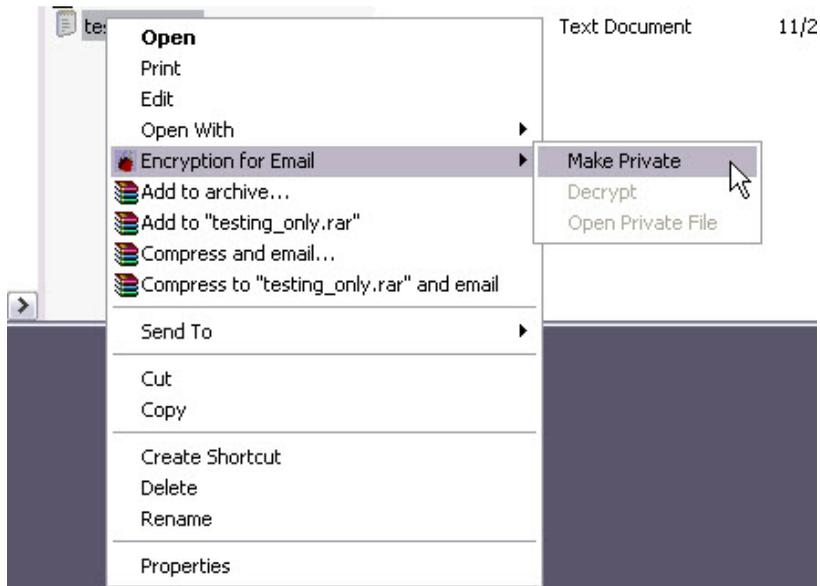

FIGURE 2-20. The Encryption for Email - Make Private submenu in Windows Explorer

The **Select a Destination** screen appears.

4. Select the folder that the private files are to be saved in using **Browse**.

5. Click **Next**.

The **Select Encryption Keys** screen appears.

6. Type your email address in the field labeled **The files will be encrypted to the following identities** and then click **Add**.

7. Click **Next**.

The **Encryption 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.

Procedure

1. Open Windows Explorer.

2. Select the private files to decrypt.

3. Do one of the following:

    •   Right-click the selected files and click **Encryption for Email** > **Decrypt** from the menu.

    •   From the Windows Explorer File menu, click **File** > **Encryption for Email** > **Decrypt**.

    •   Copy the selected files to the Clipboard. From the Encryption for Email Tray Tool menu, click **Clipboard** > **Decrypt**, as described in *Reading the Contents of the Clipboard on page 2-23*.

    The **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 selected the **Enable remember of passwords** option in **Preferences** > **Password Options**.

6. Select your email address from the list of available email addresses.

7. Type your password.

The **Decryption 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, the folder window containing the decrypted files does not appear.

Opening Private Files with Windows Explorer

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

> **Note**
>
> When 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.

Procedure

1. Open Windows Explorer.

2. Select the private files to decrypt.

3. Do one of the following:

- Right-click the selected files and click **Encryption for Email** > **Open Private File** from the menu.

- From the Windows Explorer File menu, click **File** > **Encryption for Email** > **Open Private File**.

- Double-click the selected file.

4. If more than one email address is registered for this account, select your email address from the list shown.

5. If prompted, type your password.

6. Click **OK**.

   The private file is opened in the application associated with the file type.

Chapter 3

Receiving Private Email Without the Client

You can receive encrypted messages even if you have not installed Trend Micro Encryption for Email on your computer. These Help topics explain how to access encrypted messages using Zero Download.

Topics include:

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 Reader.

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

- You use webmail, such as Gmail or Yahoo Mail.

- 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.

- You use a mobile device to access your email account.

Using the Zero Download Reader

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

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.

Using the Zero Download Reader to Open a Private Email Message Sent to a Registered Email Address

> **Note**
>
> Mobile device users must forward the message to m@zd.trendmicro.com to receive an email notification with instructions on how to read your message on the device. Follow the instructions you receive to open your message.

Procedure

1.   Open the message that you received in your webmail account.

     The open message displays the Encryption for Email envelope.

2.   Click to download the file attachment.

     You are prompted to open or save the file.

3.   Save and then open, or simply open the file attachment.

     Your browser opens to the **Zero Download** website.

4.   Click **Open Message**.

     •   If this message was sent to multiple recipients, the **Zero Download Reader** screen appears.

     •   If you are the only recipient of the message, the **Account Verification screen** appears. Proceed to Step 6.

> **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 Reader** screen; the **Account Verification** screen appears instead.

5.   Select your email address from the drop-down list or type it in the field and click **Continue**.

     The **Account Verification** screen appears.

6.   Verify your account as explained in *Account Verification on page 3-8*.

     The decrypted message displays in your browser window.

Using the Zero Download Reader to Open a Private Email Message Sent to an Unregistered Email Address

Procedure

1. Follow Step 1 through Step 3 in the procedure *Using the Zero Download Reader to Open a Private Email Message Sent to a Registered Email Address on page 3-2*.

2. Click **Open Message**.

   • If this message was sent to multiple recipients, the **Zero Download Reader** screen appears.

   • If you are the only recipient of the message, the **Registration** screen appears. Proceed to Step 4.

3. Select your email address from the drop-down list or type it in the field and click **Continue**.

4. The **Registration** 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*.

Reading a Private Email Message

With the **Zero Download Reader**, you can read private messages on any computer, regardless of its operating system or whether Encryption for Email is installed.

> **Note**
>
> Mobile device users must forward the message to m@zd.trendmicro.com to receive an email notification with instructions on how to read your message on the device. Follow the instructions you receive to open your message.

Procedure

1. Open the received message as usual.

The opened message displays the Encryption for Email envelope.

2. Click to download the file attachment.

You are prompted to open or save the file.

3. Save and then open, or simply open the file attachment.
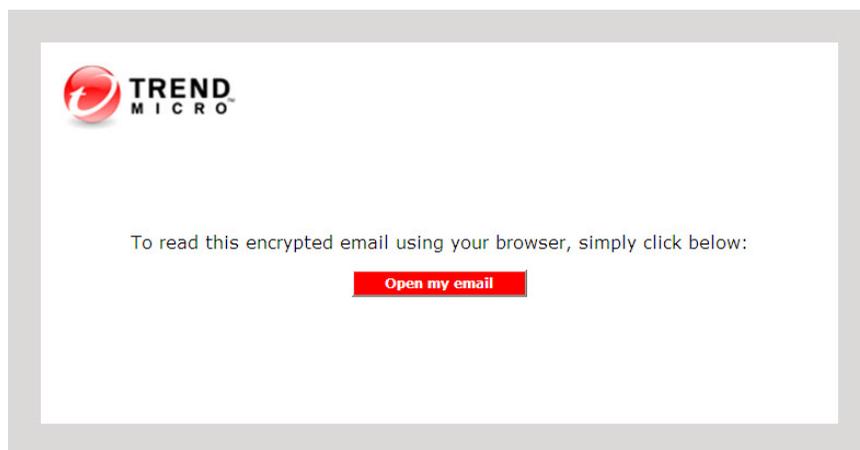
Your browser opens to the **Zero Download** website.

FIGURE **3-1. The Zero Download Reader initial screen**

4. Click **Open Message**.

- • If this message was sent to multiple recipients, the **Zero Download Reader** screen appears.

- • If you are the only recipient of the message, the **Account Verification** screen appears. Proceed to Step 7.

5. Select your email address from the drop-down list or type it in the field and click **Continue**.

FIGURE 3-2. The Zero Download Reader screen

6. Depending on if you have registered your email address, you see one of the following screens:

- If you already registered this email address, the **Account Verification** screen appears.

- If you did not register this email address, the **Registration** screen appears.

> **Note**
>
> If you have not registered this address, complete the two-part registration process, as explained in *Registering on the Web on page 3-16*.

7. Verify your account as explained in *Account Verification on page 3-8*.

8. Click **Continue**.

The message displays as plain text in the original window.

FIGURE 3-3. A message decrypted using the Zero Download Reader

Responding to a Private Message

Using the **Zero Download Reader**, you can **Forward**, **Reply**, or **Reply All** to a received encrypted message.

Send Private

The interface is very similar to other web-based email composition screens. However, the **Send** button automatically encrypts the outgoing message. You can only forward or reply to encrypted messages 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.

Different Branding Design

The branding of the screen is dependent upon your service provider. Your service provider's colors and logo appear on the screen. The design of the received message is also dependent on the service provider used by the sender and may look different.

Account Verification

The **Account Verification** screen displays differently depending on whether JavaScript is enabled in your browser. 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**: This view provides a conventional password field, along with an identification word and a security question.

•   **Enforced security view**: This view provides 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*.

The branding of the screen is dependent upon your service provider. Your service provider's colors and logo appear on the screen. The design of the received message is also dependent on the service provider used by the sender and may look different.

Low Security View

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

FIGURE **3-4. The Low-security Account Verification screen**

FIGURE 3-5. The Low-security Account Verification screen with JavaScript disabled

Procedure

1. Type your password in the field provided.

2. Accept the default value of **for 24 hours** in the **Keep me signed in** field, or select one of the other available options:

   • **for 12 hours**

   • **for 48 hours**

   • **for 7 days**

   • **never**

3. Click **Continue**.

   The decrypted message displays in your web browser.

> **Note**
>
> After three failed sign in attempts, the **Account Verification** screen displays a CAPTCHA bot code widget for greater security.
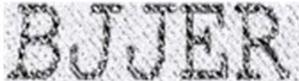
FIGURE 3-6. The Low-security Account Verification screen after three failed sign in attempts

---

Enforced Security View

Use the enforced security view when accessing your email on a public computer or whenever you need enhanced security.
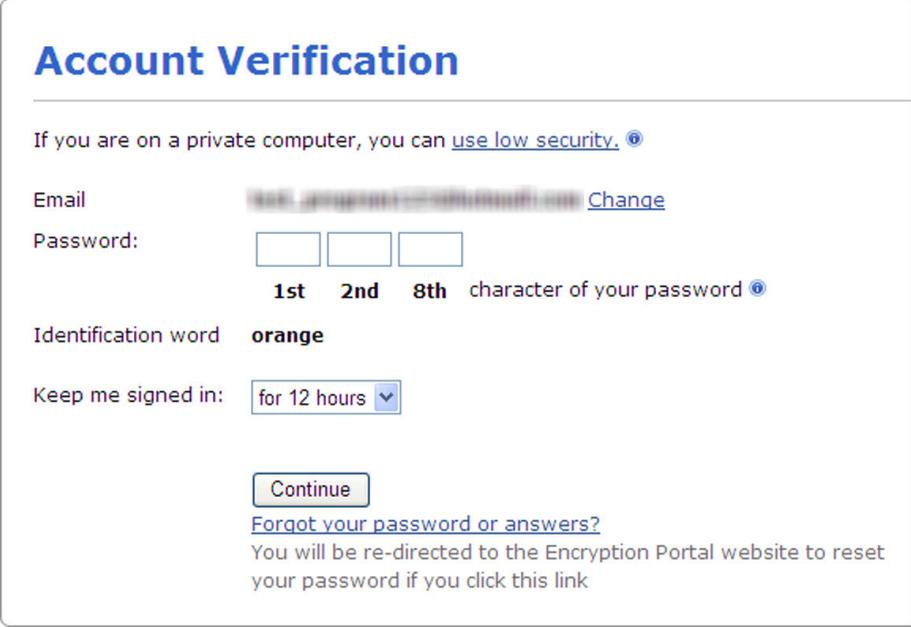
FIGURE 3-7. The Enforced-security Account Verification screen

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

Procedure

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. Accept the default value of **for 12 hours** in the **Keep me signed in** field, or select one of the other available options:

   • **for 24 hours**

   • **for 48 hours**

   • **for 7 days**

   • **never**

3. Click **Continue**.

The decrypted message displays in your web browser.

Using the Password Character-Matching Test in Enforced-Security Mode

In "enforced-security" mode, Encryption for Email prompts you to type only certain characters of your password. This method prevents key loggers from capturing your entire password even if your computer is compromised.

For example, if the form asks you to type the "3rd, 5th, and 8th" characters and your password is "ZeroDownload," then you would type the characters as follows:
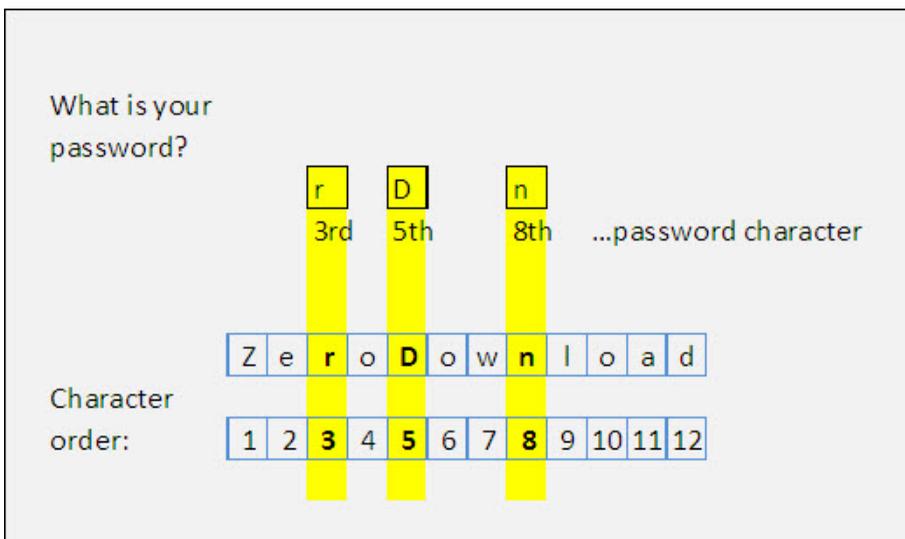

FIGURE 3-9. Password character-matching test ("enforced security" mode only)

In the example above, the characters shown in the **What is your password** fields match the character positions requested.

> **Note**
>
> - Do not use "ZeroDownload" as a password because it is too easy to guess.
>
> - The password is case-sensitive.

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 Trend Micro server for decryption and then send it back to you in a secure transport mode (`https://`).

Trend Micro securely deletes the copy of your message 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.

Two Sign In Fields

When JavaScript is disabled, the **Zero Download Reader** screen displays two fields. You can either select your email address from the first drop-down list or type into the second 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 on page 1-21*).

The **Register Encryption Account** screen consists of four main sections:

- *Selecting a Service Provider on page 3-17*

- *Selecting a Password on page 3-19*

- *Selecting and Answering Your Security Question on page 3-20*

- *Selecting an Identification Word on page 3-20*

Complete all four sections to complete your registration.

📝 **Note**

For security reasons, registration is not supported on mobile devices.

Selecting a Service Provider

This option is available when the service is supported by multiple service providers. The Zero Download interface displays the branding elements of your selected service provider.

FIGURE **3-10. The Registration screen**

On the **Registration** screen, select a service provider from the **Service provider** field and click **Register**. The **Register Encryption Account** screen appears.

FIGURE 3-11. The Register Encryption Account screen

Selecting a Password

A password-strength indicator in this section helps you create a strong password.
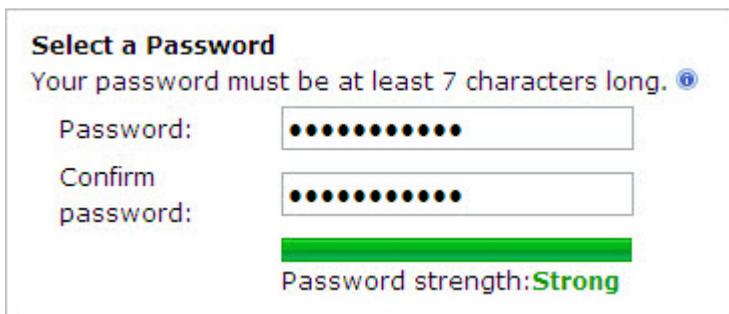
FIGURE 3-12. The Register Encryption Account screen - Select a Password section

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).

Selecting and Answering Your Security Question

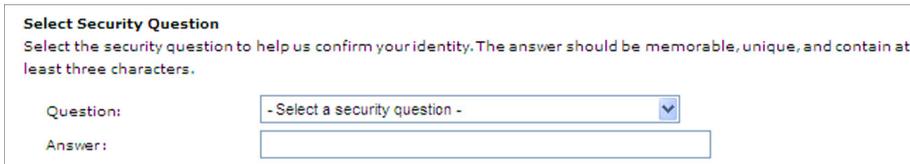In the **Security Question** section, you must select and answer one question. Be sure to remember the answer to the selected question.

Select Security Question
Select the security question to help us confirm your identity. The answer should be memorable, unique, and contain at least three characters.

Question: - Select a security question -

Answer:

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

Selecting an Identification Word

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 viewing 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.

Procedure

1. Open the received email message in your browser using your webmail account and follow the instructions in *Reading a Private Email Message 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.

3. Optionally, to change the email address shown, click **Change** and select or type a different email address in the screen that displays.

4. Type and confirm your 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**.

   Trend Micro sends an activation email to your webmail account.

   > **Tip**
   >
   > If you do not receive the activation message within a minute, check your Spam folder. Mail servers often send this type of messages to the Spam folder.

9. Access your recipient webmail 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 Zero Download.

You can now return to the downloaded file attachment and read the private message as explained in .

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 Encryption for Email Keys on page 4-10*

- *The About Encryption for Email Window on page 4-19*

Accessing the Preferences Screen

You can access the Encryption for Email Preferences screen:

- From the Encryption for Email Tray Tool menu, as described in *Using the Encryption for Email Tray Tool Menu 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 some controls from view.

Preferences Screen General Options

The **Encryption for Email Preferences** screen contains five tabs. By default, it opens to the **General Options** tab. In 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.
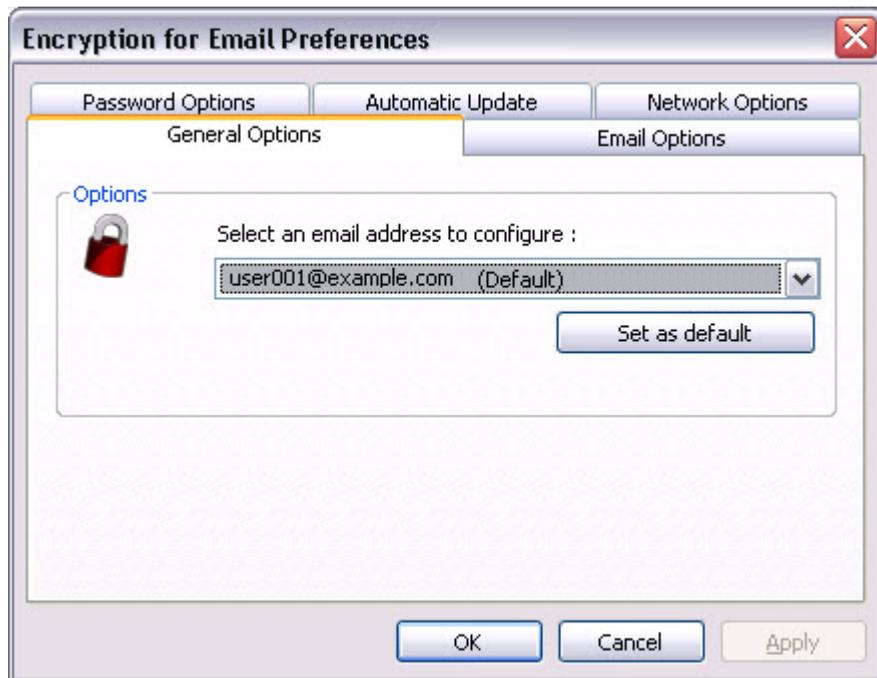

FIGURE 4-1. The Preferences screen - General Options tab

Changing the Default Email Address

Procedure

1. Open the **Encryption for Email Preferences** screen as explained in *Accessing the Preferences Screen on page 4-2*.

2. Click the **General Options** tab.

3. From the **Select an address to configure** drop-down list, select the email address to use as the default.

4. Click **Set as default**.

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

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 on page 1-2* for a full list of supported email clients.)

FIGURE 4-2. The Preferences screen - Email Options tab

On this tab, you can select the following options:

• **Make new messages private by default**

• **Automatically open encrypted 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**

Changing Any Settings in the Email Options Tab

Procedure

1. Open the **Encryption for Email Preferences** screen as explained in *Accessing the Preferences Screen on page 4-2*.

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

In the **Password Options** tab, you can configure:

- Whether the system automatically remembers passwords

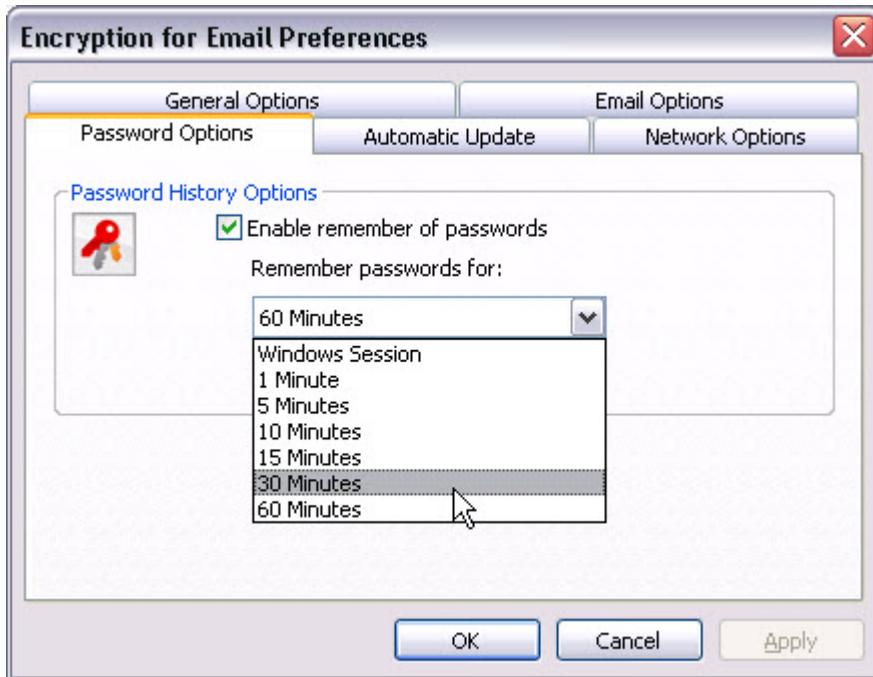- The length of time passwords are remembered

FIGURE 4-3. The Preferences screen - Password Options tab

Setting Encryption for Email to Remember Passwords

Procedure

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 **Enable remembering of passwords**.

4. From the **Remember passwords for** drop-down list, select the length of time to remember passwords from the following options:

   • **Windows Session**

- **1 minute**

- **5 minutes**

- **10 minutes**

- **15 minutes**

- **30 minutes**

- **60 minutes**

Note

If you select the **Windows Session** option, you 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

In 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 1-24*.

If the **Enable Automatic Updates (Recommended)** option 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.
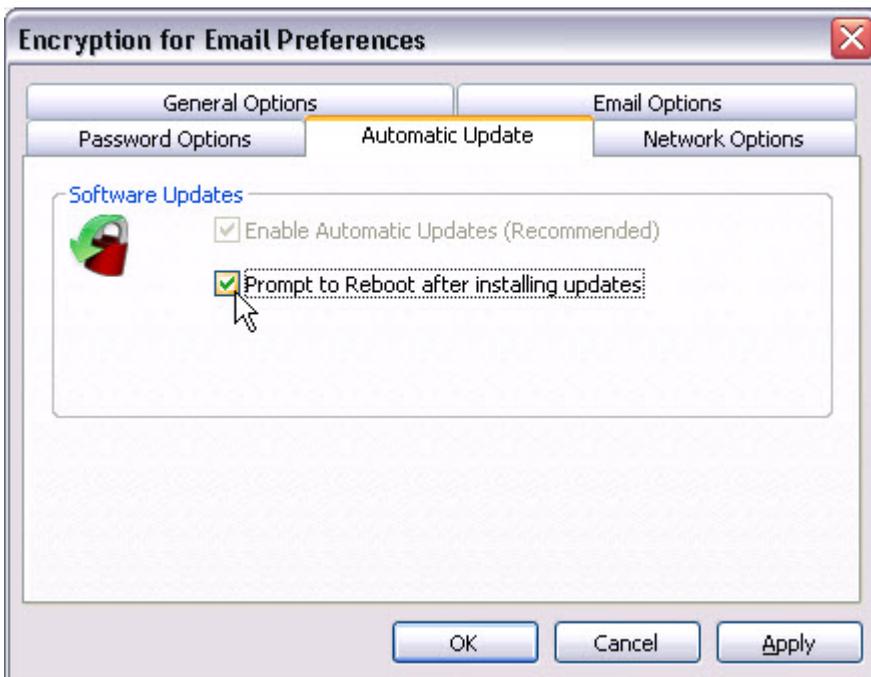

FIGURE 4-4. The Preferences screen - Automatic Update tab

Preferences Screen Network Options Tab

In the **Network Options** tab you cab configure your settings for accessing the Internet, for example, proxy server settings.
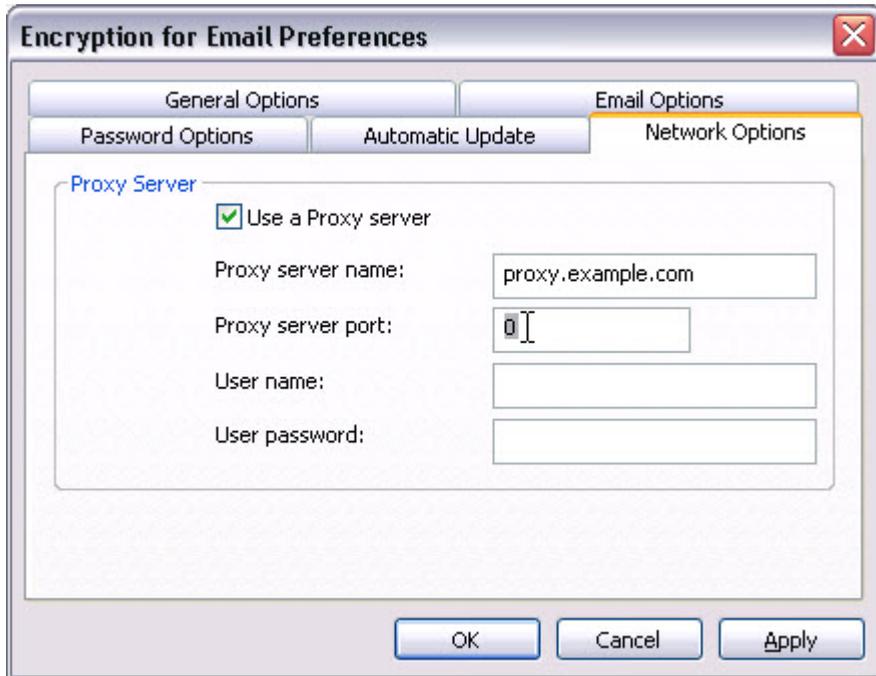
Using a Proxy Server

Procedure

1. Open the **Encryption for Email Preferences** screen as explained in *Accessing the Preferences Screen on page 4-2*.

2. Click the **Network Options** tab.

3. Select **Use a proxy server**.

4. Type the proxy server name or address.

5. Type the proxy server port.

6. If the proxy server requires credentials, type your user name and password in the fields provided.

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

Managing 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 4-13*

- Export the Encryption for Email keys, as described in *Exporting the Encryption for Email Keys on page 4-15*

- Delete the Encryption for Email keys, as described in *Deleting the Encryption for Email Keys on page 4-17*

- Protect a new email address, as described in *Protecting a New Email Address on page 4-18*

Opening Key Manager

Use one of the following options to access the Encryption for Email Key Manager.

Procedure

- From the Windows Start menu, click **Start** > **Programs** > **Trend Micro Encryption for Email** > **Key Manager**.
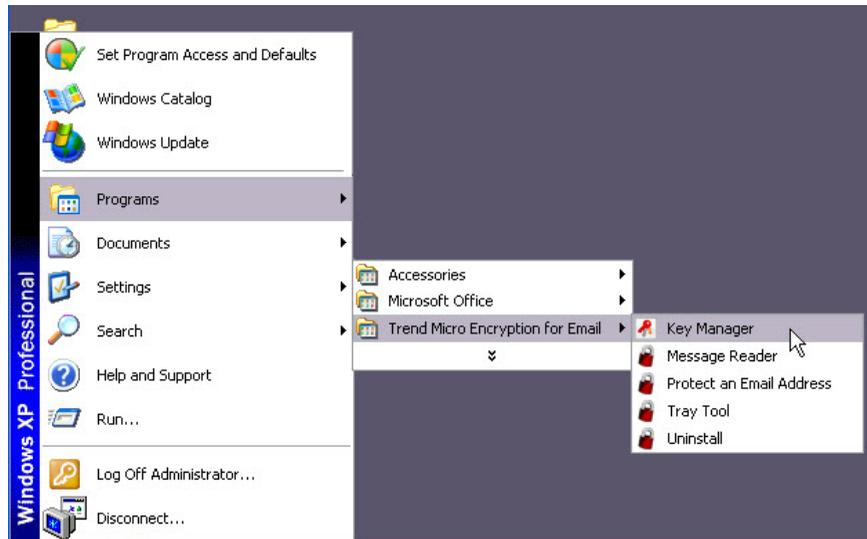
FIGURE 4-6. Accessing the Encryption for Email Key Manager

The **Key Manager** screen appears.

• Alternatively, hold down the **Ctrl** key and click the Encryption for Email icon in the Windows system tray to open the Encryption for Email Tray Tool Advanced menu.
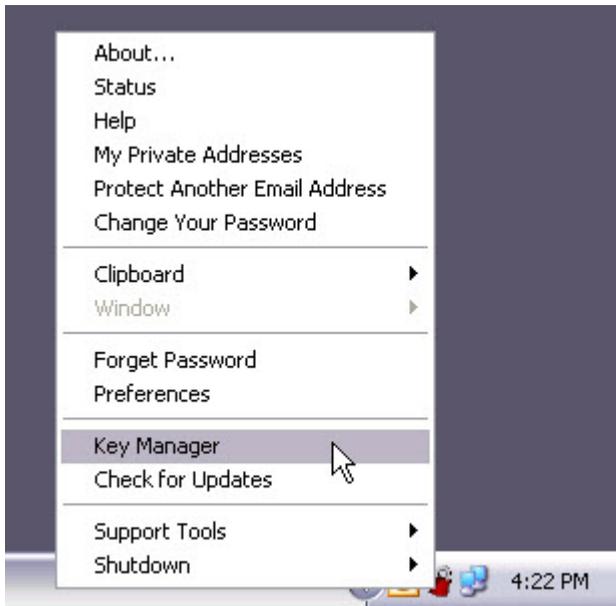
FIGURE 4-7. Accessing the Key Manager from the Encryption for Email Tray Tool Advanced menu

From the Encryption for Email Tray Tool Advanced menu, click **Key Manager**.

The Key Manager screen appears.

The Encryption for Email Key Manager screen consists of 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

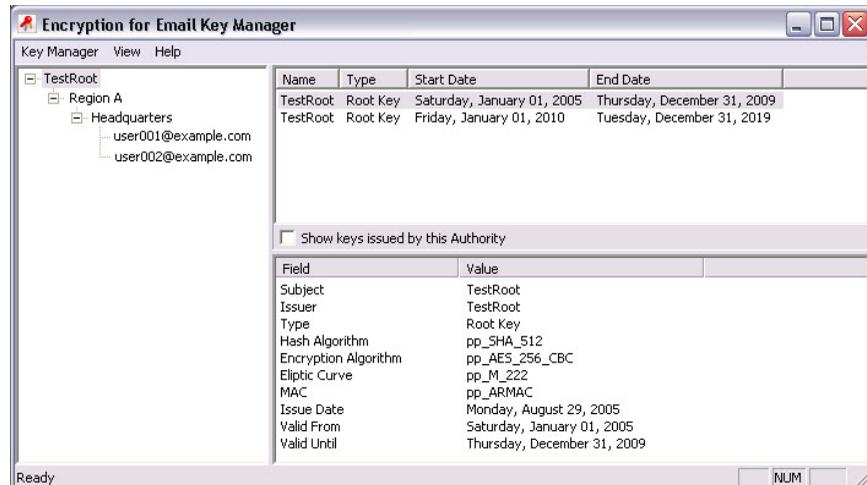• Bottom right pane: Shows the details of the selected key

FIGURE 4-8. The Encryption for Email Key Manager screen

Viewing the Encryption for Email Keys

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

Procedure

1. Open the Key Manager, as described in *Opening Key Manager on page 4-10*.

2. In the top right pane, select the key.

3. Do one of the following:

    •   Right-click the selected key and click **View Key** from the menu.

    •   Double-click the selected key.
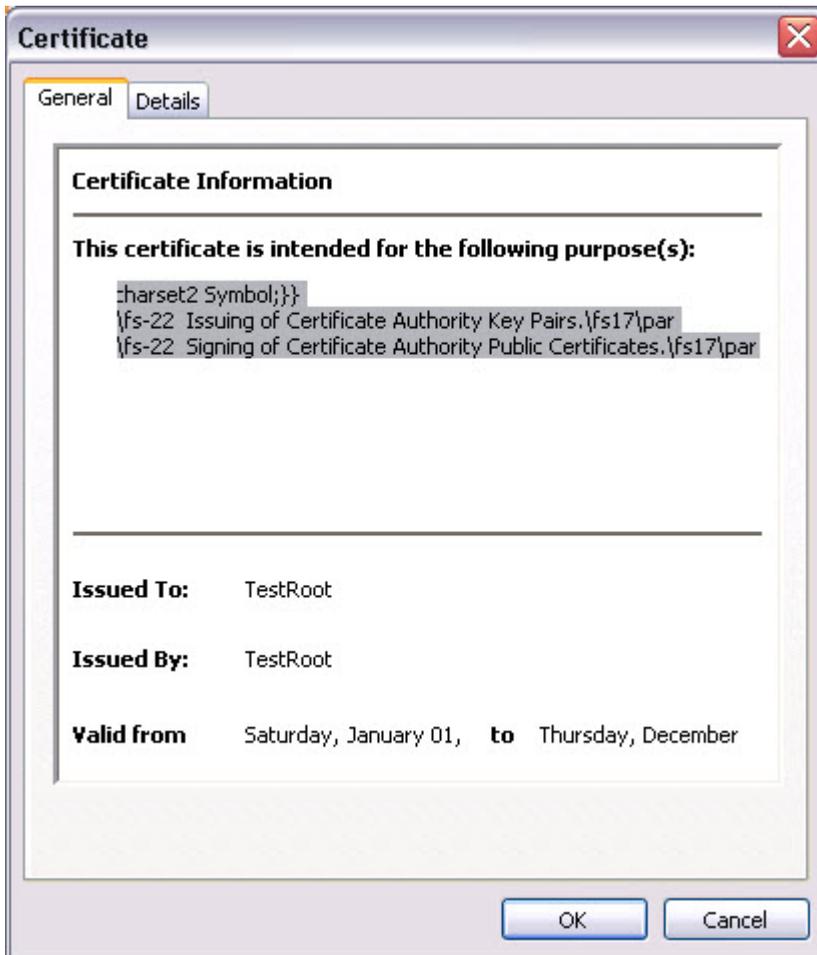
The **Certificate** screen appears.

FIGURE 4-9. The Encryption for Email Key Manager Certificate screen - General tab

4. Click the **Details** tab.

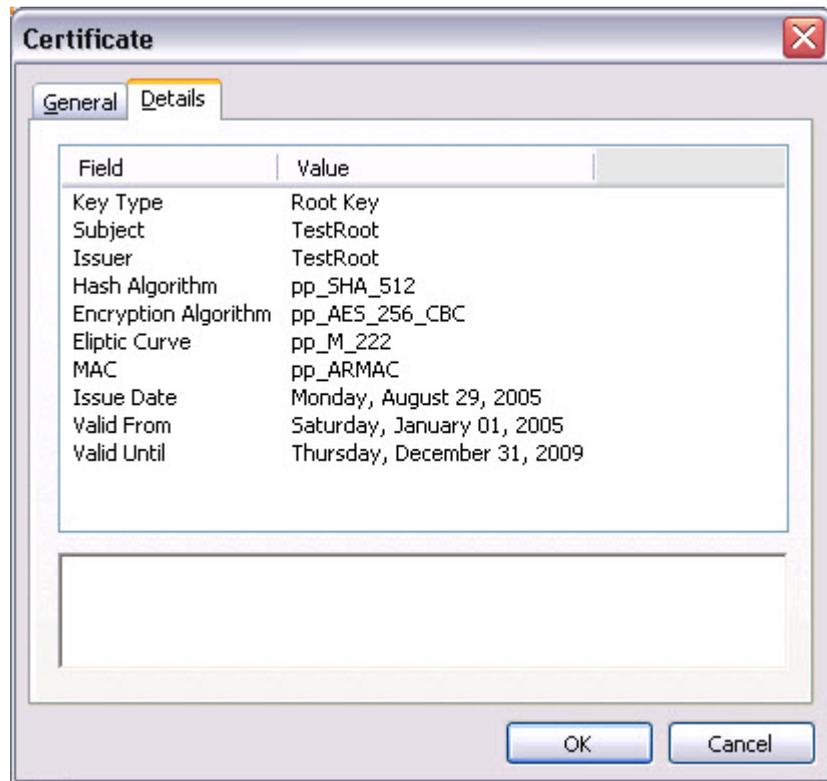The **Certificate** screen displays detailed information about the key.

FIGURE 4-10. The Encryption for Email Key Manager Certificate screen - 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.

Procedure

1. Open the Key Manager, as described in *Opening Key Manager on page 4-10*.

2. Select the key to export from the key pane in the top right of the Encryption for Email Key Manager screen.

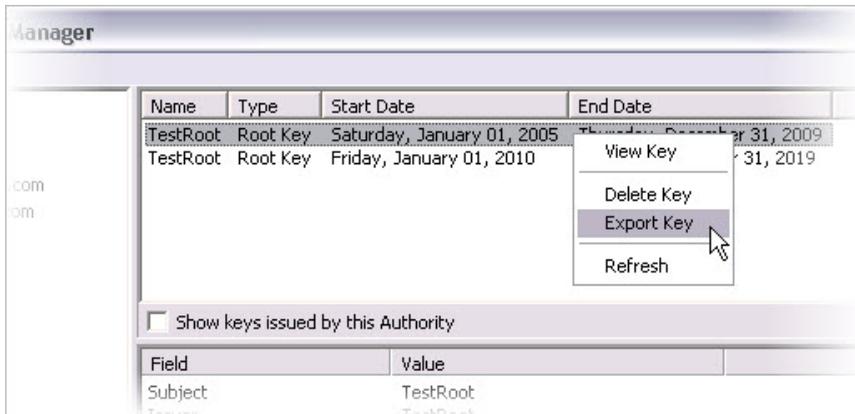3. Right-click the selected key and click **Export Key** from the menu.

FIGURE 4-11. Export a key from the Encryption for Email Key Manager

4. The **Save As** screen appears.

5. 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` file extension for private keys.

6. Click **Save**.

Encryption for Email exports the key and then displays a "successfully exported" message.

7. 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.

Procedure

1. Open the Key Manager, as described in *Opening Key Manager on page 4-10*.

2. From the key pane in the top right of the Encryption for Email Key Manager screen, select the key to delete.

3. Right-click the selected key and click **Delete Key** from the menu.

FIGURE 4-12. Delete a key from the Encryption for Email Key Manager

4. A confirmation window appears.

5. Click **Yes**.

Protecting a New Email Address

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

Procedure

1. Open the Key Manager, as described in *Opening Key Manager on page 4-10*.

2. From the Key Manager menu, click **Key Manager** > **Register New Email Address**.

FIGURE 4-13. Register a new email address from the Encryption for Email Key Manager

The Protect Email Address Wizard starts.

3. Complete the Wizard, as described in *Protecting Your Email Address on page 1-20*.

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 icon on the Windows system tray

• By clicking **About** in any Encryption for Email application or email program plug-in

Viewing the About Encryption for Email Window from the Encryption for Email Menu

Procedure

1. Click the Encryption for Email icon in the Windows system tray.

   The Encryption for Email Tray Tool menu appears.

2. Click **About**.

The **About Encryption for Email** window appears.

FIGURE 4-14. The 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.

Procedure

1. Click the Encryption for Email icon in the Windows system tray.

   The Encryption for Email Tray Tool menu appears.

2. Click **About**.

   The **About Encryption for Email** window appears.

3. Click **Modules**.

   The **Encryption for Email Modules** screen appears.

> **WARNING!**
> The Modules tool is intended for use by Support staff when trouble shooting. Use the Modules tool 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 Encryption Portal website, you can manage your Encryption for Email account.

Topics include:

Encryption Portal

On the **Encryption Portal** 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 Encryption Portal Website

The Encryption Portal website requires that you sign in. After signing in, you can manage your security questions and access other useful features.

Procedure

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

   https://www.myprivatepost.com/

   The **Encryption Portal** website loads in your browser.

FIGURE 5-1. The Encryption Portal website initial view

2. Click the **Sign In** link.

The **Sign In** screen appears in your web browser window.

FIGURE 5-2. The Encryption Portal Sign In screen

💡 **Tip**

If you have Encryption for Email installed and are using 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-in process. For more information about the Sign On control, see *Trend Micro Sign On Control on page 5-4*.

---

3. Type your email address.

4. Select one of the following:

- **I have the Encryption for Email tools installed on this computer**

- **I do not have the Encryption for Email 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 **Encryption Portal** website.

7. Type your email address.

8. Select one of the following:

- **I have the Encryption for Email tools installed on this computer**

      • **I do not have the Encryption for Email tools installed on this computer**

9. Click **Next**.

10. Follow the instructions on the website to complete the sign-in process. You are now signed in to the **Encryption Portal** website.

Trend Micro Sign On Control

The Trend Micro Sign On Control enables you to quickly and easily sign in to the **Encryption Portal** website if you have the Encryption for Email software installed and are using Microsoft Internet Explorer.

FIGURE 5-3. The Encryption Portal Sign In screen when using the Trend Micro Sign On Control

Using Trend Micro Sign On Control

Procedure

1. Select your email address from the drop-down list.

2. Click **Sign In**.

   The **Encryption for Email: Please enter your password** screen appears.

3. Type your password in the field provided and click **OK**.

The **Encryption Portal** 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 **Encryption Portal** website, you can manage your security questions.

Procedure

1. Sign in to the **Encryption Portal** website, as described in *Signing in to the Encryption Portal Website on page 5-2*.

   The **Encryption Portal Sign In** screen appears showing the message, "Thank you - you are now signed in."

2. On the left menu, click **My Settings**.

   The **Sign In Details** screen appears.

FIGURE **5-4. The Encryption Portal Sign In Details screen**

3. Update your sign in details by following the instructions on the website.

Removing Encryption for Email

To remove Encryption for Email from your computer using the Encryption for Email Uninstall Wizard, choose one of the following options:

Procedure

• From the Windows Start menu, click **Start** > **Programs** > **Trend Micro Encryption for Email** > **Uninstall**.
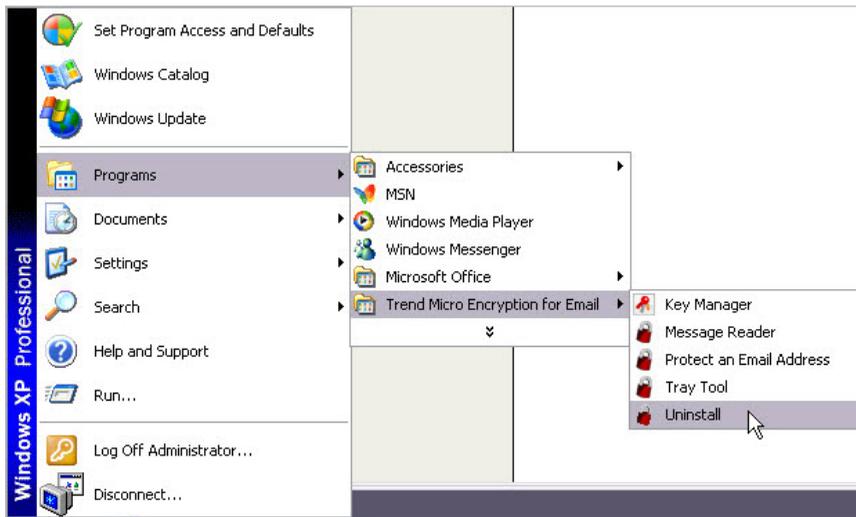

FIGURE 5-5. Uninstalling Encryption for Email from the Windows Start menu

• Access Windows **Control Panel** and use the **Add/Remove Programs** tool to uninstall the program.