Crypt-n-Send
Send encrypted message from any email account
www.mdofficemail.com

Version 3.1 – Sept 15, 2015

QUICK START GUIDE

Crypt-n-Send

Q 1. How can I log into my webmail of my CryptnSend account?

Q 2. Is it necessary to configure Password Retrieval Questions and Answers? How can it be done?

Q 3. How can I change password of my CryptnSend account?

Q 4. My subscription is for more than one CryptnSend users.

How can the Account Admin create/edit/delete users?

How can the Account Admin reset password of other users in my account?

Q 5. How can the Account Admin increase the number of users in my account?

Q 6. How can the Account Admin change billing information or Credit card on file?

Q 7. How can I send a secure and encrypted message using CryptnSend?

Q 8. Whether all messages sent using CryptnSend are encrypted?

Q 9. How can I send a plain (un-encrypted) message using CryptnSend?

Q 10. How can I manage my CryptnSend account settings?

Q 11. How can I configure Email Client Application like MS Outlook or Apple Mail?

Q 12. Where can I see all sent messages using different CryptnSend methods?

Q 13. How can I validate a new recipient?

Q 14. How can I expire (disable recipient from viewing) an already sent message?

Q 15. How can a message be decrypted by the recipient?

Q 16. How can the recipient save a decrypted message to a local folder/email client?

Q 17. How can the recipient of an encrypted message send a secure reply?

Q 18. How can the recipient retrieve forgotten password for decryption?

Q 1. How can I log into my webmail?

Webmail login URL is: https://secure.cryptnsend.com. Browse this page in any browser, enter your user name and password to log into webmail of CryptnSend account.

Q 2. Is it necessary to configure Password Retrieval Questions and Answers? How can it be done?

User has to contact MDofficeMail Support to reset their password, along with their credentials including last 4-digits of your credit card on file if password retrieval Questions & Answers are not configured. Further, user need to wait till the Support Team responds to the request.

To avoid this we strongly recommend MDofficeMail users to configure Password Retrieval Question & Answer:
a)   Log into webmail
b)   go to Options > Change Password
c)   Questions and Answers can be entered in this window. Minimum 2 sets of Q & As are required

Q 3. How can I change password?
a)   Log into webmail .
b)   Go to Options > Preferences > Change Password.
c)   Enter new password, confirm the new password and click change. (see above image)
Please make sure the password is minimum 8-character long, consists of numbers, alphabet in combination of upper and lower case.

Q 4. My subscription is for more than one CryptnSend users.

How can the Account Admin create/edit/delete users?
How can the Account Admin reset password of other users in my account?

a)   Go to Admin Control Panel: https://cryptnsend.com/accountadministration.aspx
b)   Login using your admin user name (email id) and password.
c)   Click "Manage Email Accounts" tab
d)   You add/edit/delete users from this window.
e)   Here select an existing user and change password of that user.

Q 5. . How can the Account Admin increase the number of users in the account?

    a) Go to Admin Control Panel: https://cryptnsend.com/accountadministration.aspx

    b) Login using your admin user name (email id) and password.

    c) Click "Edit" button.

    d) Change the number of email accounts as desired.

    e) Proceed with other fields and "Submit"

Q 6. How can the Account Admin change my billing information or Credit card on file?

    a) Go to Admin Control Panel: https://cryptnsend.com/accountadministration.aspx

    b) Login using your admin user name (email id) and password.

    c) Click "Manage Billing" tab.

    d) Change the billing or credit card information and "Submit"

Q 7. How can I compose and send a secure and encrypted message using CryptnSend?

There are FOUR different ways to compose and send:

    a) From "Compose-Webpage": Browse https://cryptnsend.com , enter your email id, password, compose message, and send it. Attachments accepted. Check the option to receive an encrypted copy to your email account.

    b) From Webmail: Browse https://secure.cryptnsend.com , enter your email id and password (associated with your CryptnSend account) and proceed.

    c) From Smart phone: Download the App from iTunes for iPhone/iPad, App for Android from Google Play: configure it and start sending secure messages.

    d) From MS Outlook / Apple Mail / Any other Email Client application: Configure CryptnSend account and start sending secure messages.

Q 8. Whether all messages sent using CryptnSend are encrypted?

Yes, all messages sent using CryptnSend account through Webmail, Smart Phone app, Compose-webpage, and email client application (MS Outlook, Apple Mail etc) are encrypted by default. However messages sent using your regular email account are sent the usual way.

Q 9. How can I send a plain (un-encrypted) message using CryptnSend?

-CryptnSend webmail: While composing message click Paddle lock so that 🔓 Send is displayed.

- Compose-Webpage: Type :: in the beginning of the subject line.

-With Outlook (or any other email client), use your regular account instead of CryptnSend account.

Note: Make sure that manually unlocked messages don't contain any PHI.

Q 10. How can I manage my CryptnSend account settings?

Please click on the **Account Settings** tab from the login page and enter your email account credentials.

Url to access to this page directly is: https://secure.cryptnsend.com/cgi/user.cgi

Q 11. How can I configure Email Client Application like MS Outlook or Apple Mail?

MS Outlook users can use MS Outlook Add-in (plug-in) instead of configuring CryptnSend account in Outlook. Please visit https://mdofficemail.com/outlookaddin.html for more information.

If not interested in Add-in, please create a new email user account and configure it with the these credentials:

- User name: Your email user id
- Password: Your CryptnSend password for the email account associated with CryptnSend
- Incoming mail server (POP): secure.cryptnsend.com **(This is just for configuration purpose. No messages are received in this account. All incoming messages are received in your regular email account.)**
- Outgoing mail server (SMTP): secure.cryptnsend.com
- Check "My outgoing server requires authentication".
- In advanced settings, for outgoing server (SMTP) , enter port 465 and select SSL.

PLEASE DON'T CHANGE YOUR EXISTING EMAIL ACCOUNT. USE IT FOR SENDING YOUR REGULAR MESSAGES AND RECEIVING MESSAGES. CREATE NEW ACCOUNT AND USE IT FOR SENDING SECURE MESSAGES.

Q 12. Where can I see all sent messages using different CryptnSend methods?

All messages sent using CryptnSend account through Webmail, Smart Phone app, Compose-webpage, and email client application (MS Outlook, Apple Mail etc) are saved in the "Sent Mail" folder of your CryptnSend Webmail. This folder can be accessed from your Smart phone app as well as Compose Webpage too.

Q 13. How can I validate a new recipient?

To make sure that your email reached the correct person, you can use the validation feature. By sending a message with validation request, the recipient needs a 6-digit token to open his message, which can be conveyed to the recipient by phone. Note that validation token is required only by the new recipient and only for the first message that he/she receives from you. Follow these steps to validate a recipient:

a. While composing/sending a message click on **Options** to the right next to Toggle Cc/BCC.

b. Select "Validate" from the dropdown next to "if new"

c. Once message is sent, an auto generated message is delivered to your inbox consisting of 6-digit token.

d. Call the recipient of message and given him/her the token number.

Q 14. How can I expire (disable recipient from viewing) an already sent message?

If you have sent an encrypted message consisting of PHI to a wrong recipient and you have realized the mistake after sending it. You can prevent the recipient from viewing that message, provided:

i) You have sent an encrypted message   ii) Recipient hasn't viewed that message already.

       a) Go to account settings page, https://secure.cryptnsend.com/cgi/user.cgi

       b) Enter your user name and password

       c) Click on "MD Vault" tab on the left side.

       d) Click on "delete" against the message that you want to expire.

Q 15. How can a message be decrypted by the recipient?

a) Click "View message" in the intimation message that is received in your Inbox.

b) Https page will open you web browser.

c) First time recipients need to create their credentials as explained below:

Token Number: (displayed only if the sender wanted to validate your email account). You need to contact the sender to get this 6-digit validation code. This code is automatically delivered to the sender's Inbox as soon as the message is sent to the recipient.

Password: (please remember this password for future use)

Password: (Same password again)

Password Hint: (It is important. Required when password is forgotten)

Watermark: (Useful to identify the sender in the future)

> **Note:**
> This is only a one-time process. Same password can be used to view all encrypted messages received from MDofficeMail users in the future.
> **Password Hint:**
> Some phrase that reminds you password. This is very helpful to retrieve your password since resetting is a time consuming process.

Q 16. How can a recipient save a decrypted message to a local folder/email client?

The recipient of a secure message can download and save the message. After decrypting and viewing the message, click on the Save button to download the message to the desired location.

Q 17. How can the recipient of an encrypted message send a secure reply?

The recipient of a secure message can send a secure reply without MDofficeMail account. After decrypting and viewing the message, a secure reply can be sent by clicking "Secure Reply" tab.

Q 18. How the recipient can retrieve forgotten password for decryption?

1. Click "Send me password hint" – Email with password hint will be sent to the recipient.
2. If Password hint was not set by the recipient,
   (a) click "Ask sender to reset password"
   (b) Sender of the message will get an email with password reset request.
   (c) Sender clicks the link in the message, which leads to a webpage
   (d) Sender clicks "Reset destination account"
   (e) Recipient will receive a message to reset password. Now recipient can reset password by clicking "View Message".

For more details please visit: at http://mdofficemail.com/cns_support/index.html

Contact MDofficeMail client support:

Email: clientsupport@mdofficemail.com

Phone: 1-877-477-8999 ext 22 (8.00AM-5.00PM, Mon-Fri, CST)