



StealthMail Desktop Application for Windows

User Guide

version 1.3.0.24

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1. Introduction

1.1 About StealthMail

StealthMail is a company dedicated to the development of business communication security solutions. The StealthMail team possesses more than 13 years of experience in developing security solutions in both governmental and military sectors.

1.2 What is a desktop application

Desktop application is a software designed specifically to work on personal computers running Windows OS.

1.3 About StealthMail Desktop Application

StealthMail Desktop Application is an application that allows you to work and manage Email on your computer. The application ensures security and privacy of business email correspondence. The application transmits messages between users via secure and encrypted communication channels: it encrypts the contents of the message and its attachments separately.

2. General Information

2.1 About this guide

This guide contains information about on how to start, configure, and use the application on your computer. The guide provides step-by-step instructions on how to add both Email and StealthMail accounts, ways of viewing, replying, and sending protected content of the message and its attachments as well as managing the application settings and troubleshooting the service. For more details, read [Working with Email](#) section.

2.2 Software requirements

In order to use the StealthMail Desktop Application, the following software should be installed on your computer:

- Microsoft.NET Framework 4.6.2
- Microsoft Visual C++ Redistributable 2015

2.3 Technical support

If you have any questions or problems while working with the application, please contact the administrator of your company.

In case a problem cannot be resolved by the administrator of your company, then the problem is submitted to the developers of the StealthMail application.

3. Installation

Before you start the installation, make sure you have the StealthMail Desktop application on your disk. The installation file is provided by the company's administrator.

To install the **StealthMail Desktop Application**:

1. Open the folder that contains the installation file, then double-click the file to start the installation (Fig. 3.1-1).

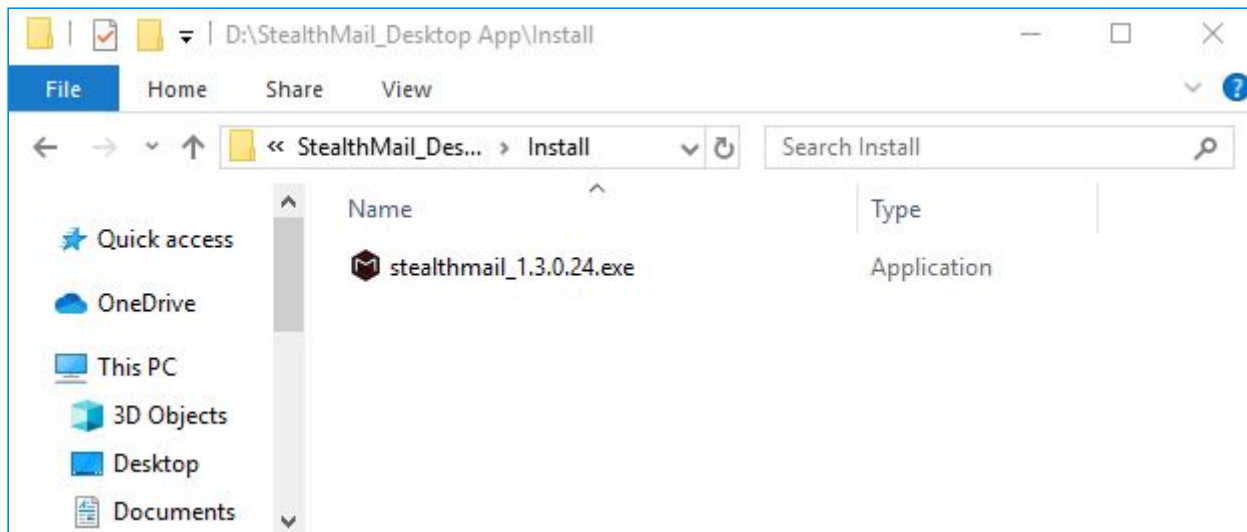


Fig.3.1-1 Installation file

2. In the **User Account Control** window, click **Yes** (Fig. 3.1-2).

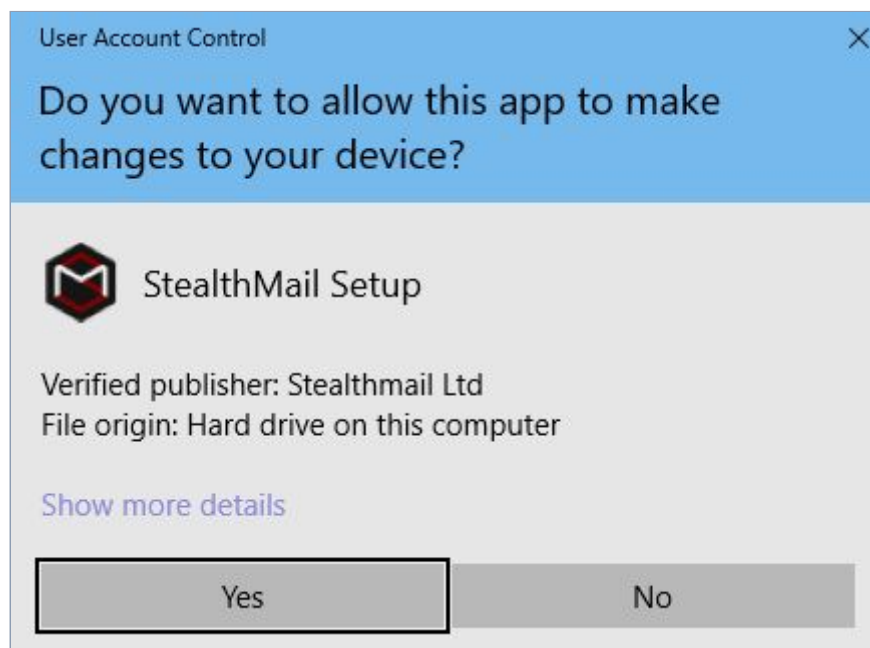


Fig.3.1-2 Security window

3. From the drop-down menu, select **English** as a setup language, and click **OK** (Fig. 3.1-3).

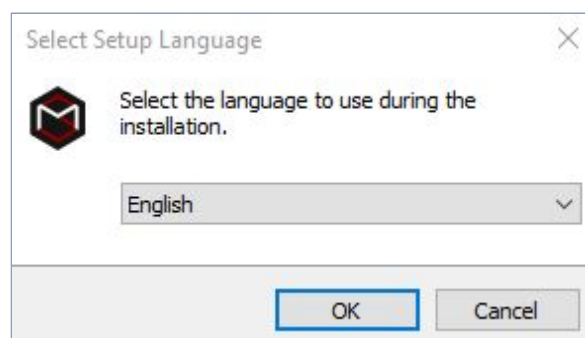


Fig.3.1-3 Selecting setup language

4. Read the terms of the End User License Agreement. Select the *I accept the agreement* option, and then click **Next** to continue the installation (Fig. 3.1-4).

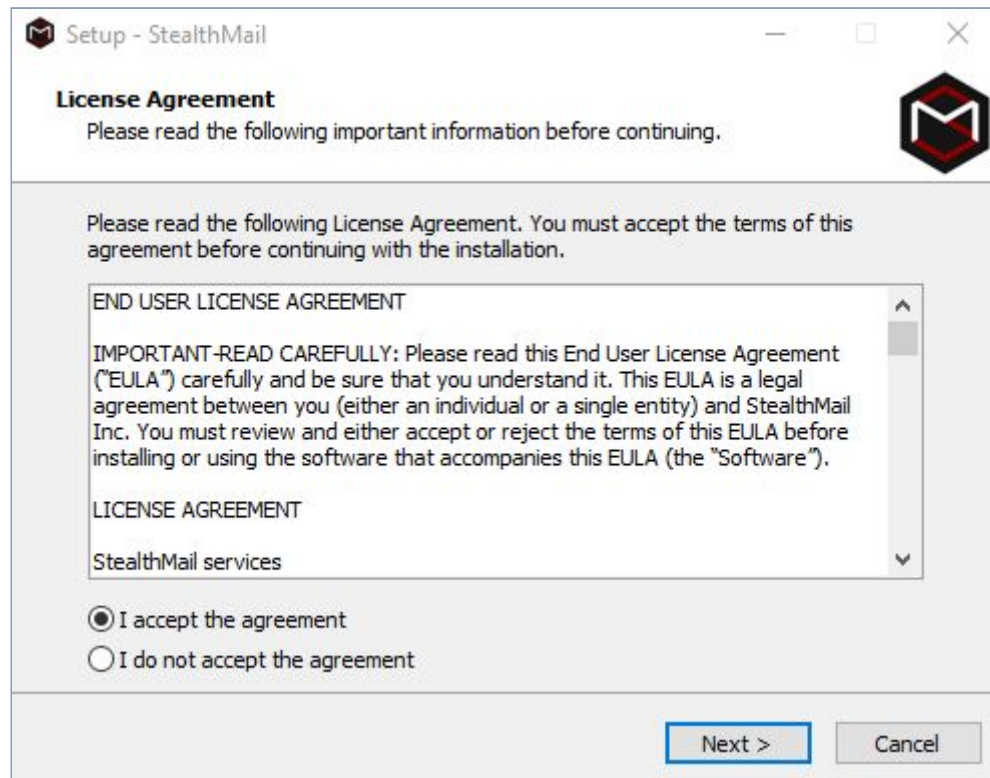


Fig.3.1-4 License agreement

5. Click **Next** (Fig. 3.1-5)

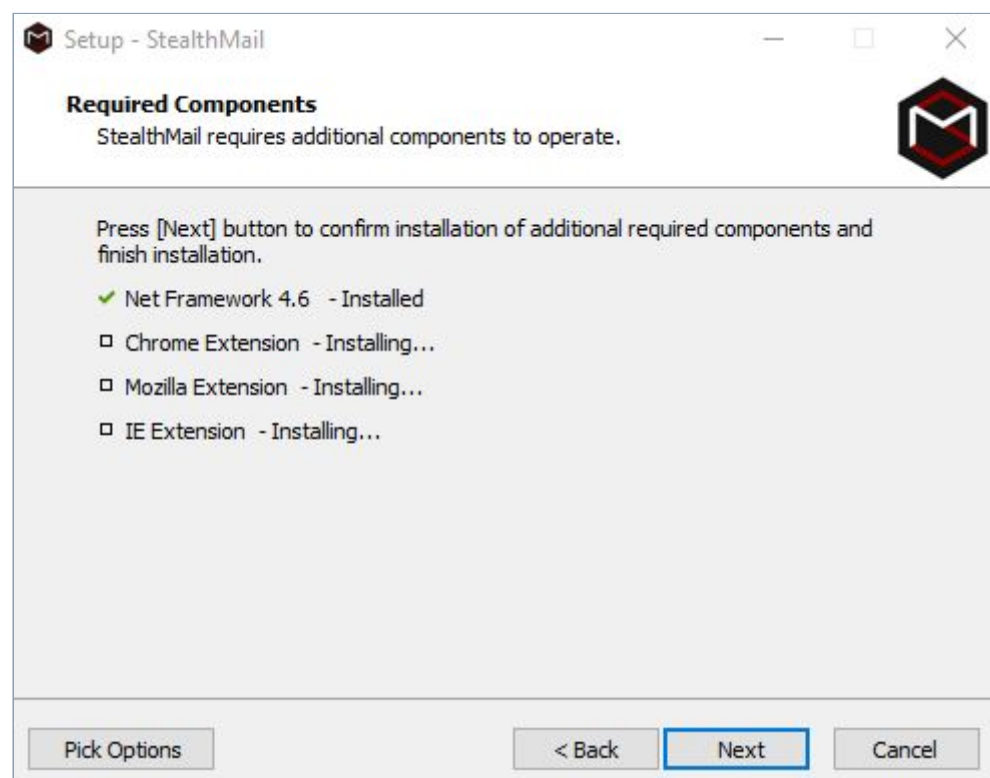


Fig.3.1-5 Required components installation

6. Wait until the Setup Wizard completes the installation of the StealthMail Desktop Application on your computer, and then click **Finish** to close the installation window (Fig. 3.1-6).

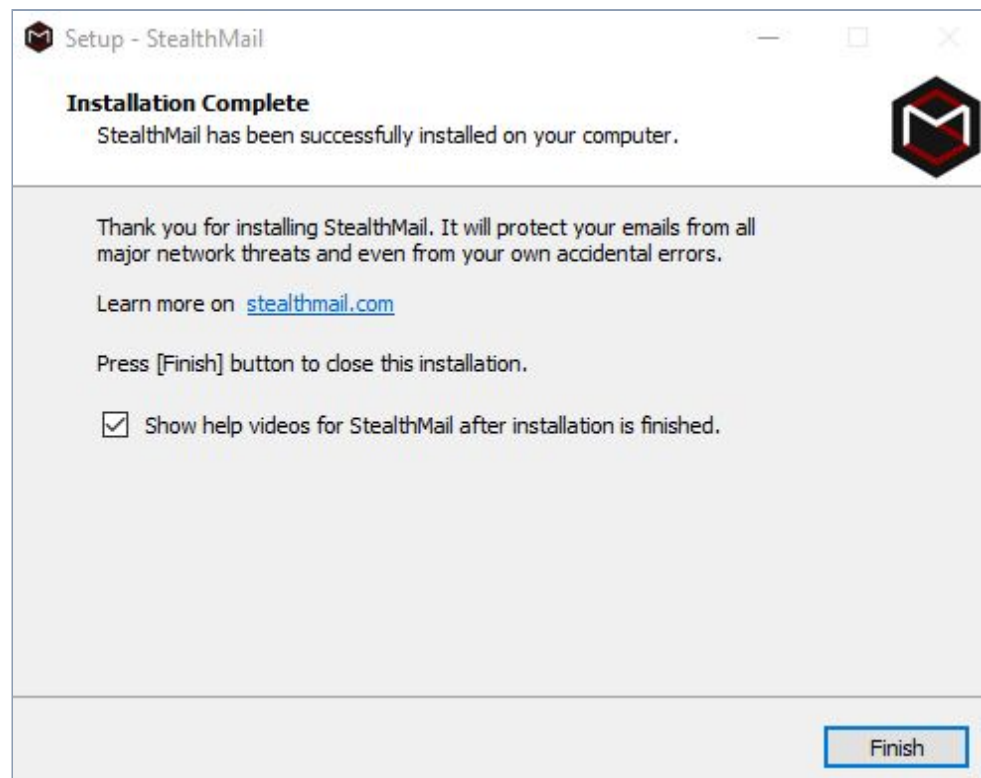


Fig.3.1-6 Post-installation window

After successful installation of the application, you may start using the service.

4. Starting the application



You can start the StealthMail Desktop application by using one of three ways:

1. From the Desktop shortcut.
2. From the Start menu.
3. By a secure Stealth-Link.

4.1 Starting the application from the Desktop

On the Desktop, find and double-click the **StealthMail**  shortcut.

4.2 Starting the application from the Start menu

1. Open the Start  menu.
2. From the list of installed programs, select and click **StealthMail** .





4.3 Starting the application by a secure Stealth-Link

1. Open your email client.
2. Open a secure email which was sent using StealthMail service.
3. In the email, click the secure Stealth-Link, which looks like this:
swc://v1_6c69737461742e636f6d2e75612f32352f3738352f302f31353530363730393236
OR
click the **Open Email** button.

4.4 Start window

After the start of application, the Start window will appear (Fig. 4.4).

There are four icons on the Main window:

- **Pop-out** ;
- **New Email** ;
- **Accounts** ;
- **Settings** ;

The **Account** menu comprises the list of your Email accounts which you add to the application.

In the **Settings** menu you can adjust the parameters of the application or Add Email account.

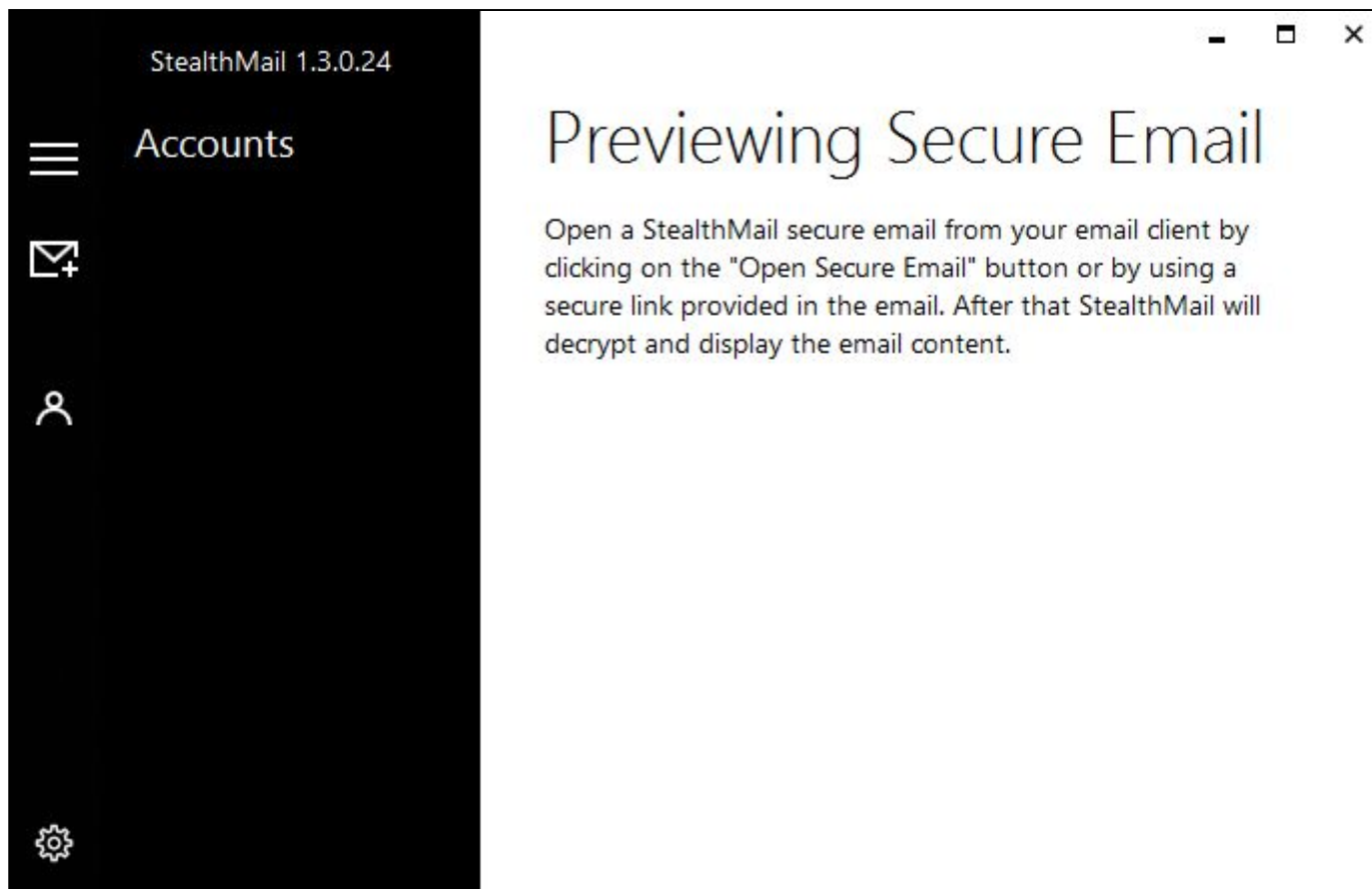


Fig.4.4 Start window

4.5 Email account

To view emails and their attachments, encrypted using the StealthMail service, in the StealthMail Desktop App, you need to add an Email account.

You can add Email Account in two ways:

1. Using a **secure Stealth-Link**;
2. or from the **Settings menu**.

4.5.1 Adding an Email account using a secure Stealth-Link

To add an Email account:

1. Go to your email client (Outlook, Gmail, etc.).
2. In your email account, open the secure email encrypted using the StealthMail Add-In service, and click the secure [Stealth-Link](#), or click the **Open Email** button.

The **Opening a secure Email** window will appear (Fig. 4.4.1-1).

3. In the **Email address**, enter your company's email address.

Email account access credentials

Email address

Password

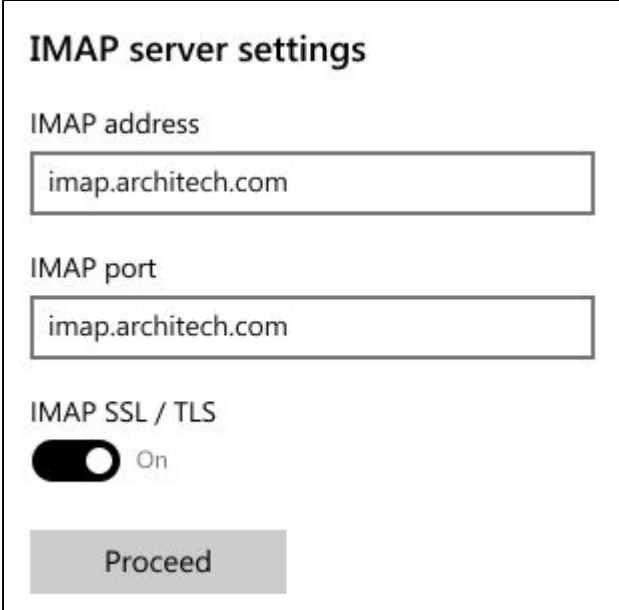
Proceed

Fig.4.5.1-1 Email account adding

4. In the **Password** field, enter the password from your email address, and then click **Proceed**.
5. If the parameters of the IMAP and SMTP servers have not been filled out automatically, you need to specify them manually (Fig. 4.5.1-2 and Fig. 4.5.1-3).

In the **IMAP server settings**:

- In the **IMAP address** field, enter the address of the IMAP server.
- In the **IMAP port** field, enter the IMAP port number.
- Toggle the **IMAP SSL/TLS** slide button to the **ON** position.

A screenshot of the 'IMAP server settings' form. It has a title 'IMAP server settings' at the top. Below it are three input fields: 'IMAP address' with the value 'imap.architech.com', 'IMAP port' with the value 'imap.architech.com', and 'IMAP SSL / TLS' which is a toggle switch currently set to 'On'. At the bottom is a 'Proceed' button.

IMAP server settings

IMAP address
imap.architech.com

IMAP port
imap.architech.com

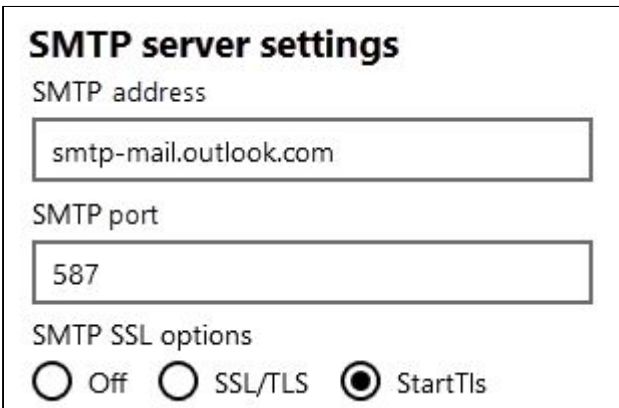
IMAP SSL / TLS
☒ On

Proceed

Fig.4.5.1-2 IMAP-server settings

In the **SMTP server settings**:

- In the **SMTP outgoing server** field, enter the address of the SMTP server.
- In the **SMTP port** field, enter the SMTP port number.
- Toggle the **SMTP SSL/TLS** slide button to the **ON** position.

A screenshot of the 'SMTP server settings' form. It has a title 'SMTP server settings' at the top. Below it are three input fields: 'SMTP address' with the value 'smtp-mail.outlook.com', 'SMTP port' with the value '587', and 'SMTP SSL options' which has three radio buttons: 'Off', 'SSL/TLS', and 'StartTls'. The 'StartTls' option is selected. At the bottom is a 'Proceed' button.

SMTP server settings

SMTP address
smtp-mail.outlook.com

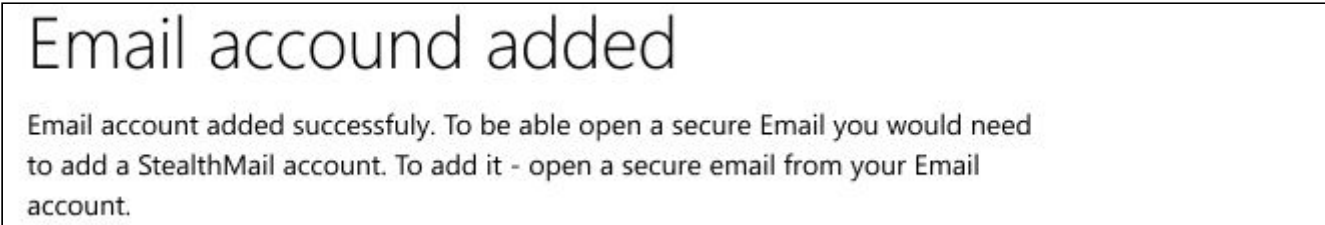
SMTP port
587

SMTP SSL options
☐ Off ☐ SSL/TLS ☒ StartTls

Proceed

Fig.4.5.1-3 SMTP-server settings

6. After you have configured SMTP- and IMAP-server settings, click **Proceed**, and follow the instructions on how to [Add the StealthMail account](#).

A screenshot of a notification box titled 'Email account added'. The text inside says: 'Email account added successfully. To be able open a secure Email you would need to add a StealthMail account. To add it - open a secure email from your Email account.'


Email account added

Email account added successfully. To be able open a secure Email you would need to add a StealthMail account. To add it - open a secure email from your Email account.

Fig.4.5.1-4 Email account added notification

4.5.2 Adding an Email account from the Settings menu

To add an Email account:

1. In the application, click the **Settings**  icon.
2. In the **Email account** section, click the **Add Email account** button (Fig. 4.5.2).
3. Repeat actions from **3 through 5** described in the [Adding an Email account using a secure Stealth-Link](#) section.
4. After you have added your Email Account, to work with secure emails, you need to add a StealthMail account. For this, go to the [Adding a StealthMail account](#) section.

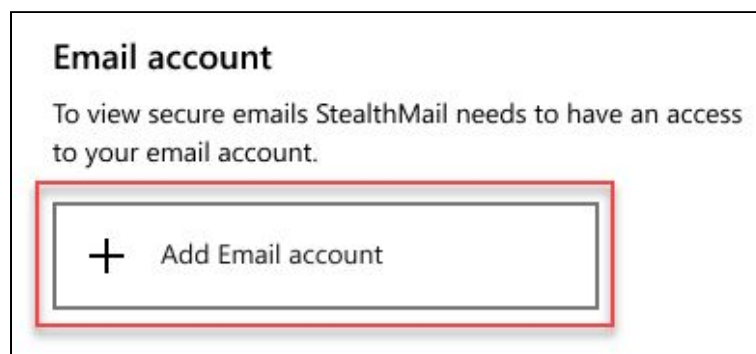


Fig.4.5.2 Adding Email account

4.6 StealthMail account

A StealthMail account is a data record that contains information required to authorize your access to the StealthMail Desktop application. The StealthMail account is also required to view encrypted content and attachments of secure emails.

4.6.1 Adding a StealthMail account

To view secure email using StealthMail Desktop application, you need to link your StealthMail account to your Email account.

Note: Before adding your StealthMail account, make sure you have added your Email account.

To add a StealthMail account (Fig. 4.6.1-1):

1. Open a secure email in your email client and click the secure Stealth-Link to open StealthMail application.
Wait for the application to open.
2. In the opened window, select the account and specify the domain name of the company, and then click **Proceed**.

The application will send you an SMS with a verification code to your phone number (your phone number should be already

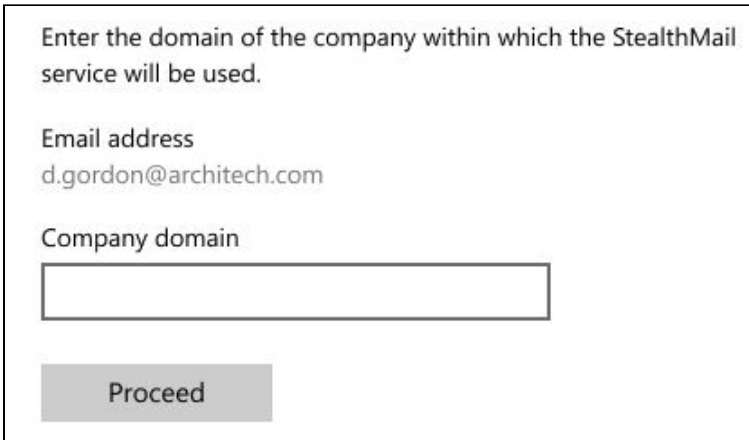
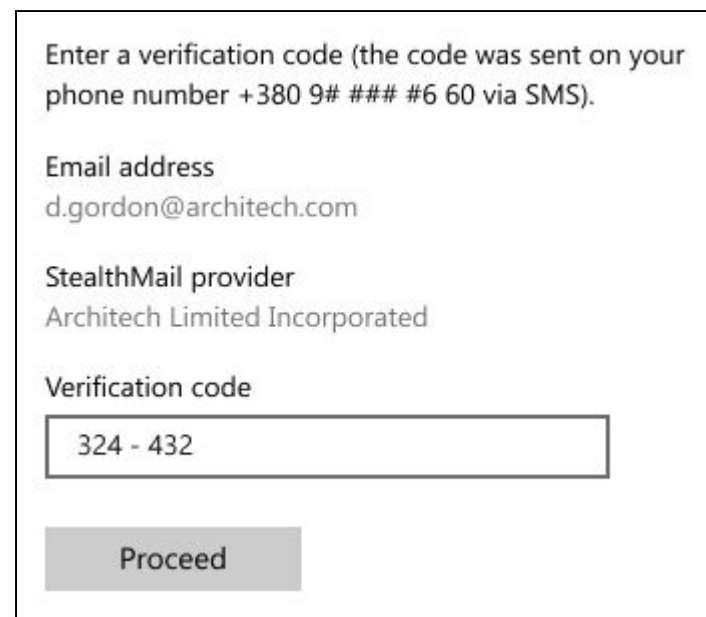


Fig.4.6.1-1 Company domain entry

added in StealthMail profile by company administrator).

3. In the code confirmation window, In the **Verification code** field, enter the six-digit code from the SMS, and then click **Proceed** (Fig. 4.6.1-2).
4. In the **New StealthMail Account password** field, create and enter a new StealthMail account password.



Enter a verification code (the code was sent on your phone number +380 9# ### #6 60 via SMS).

Email address
d.gordon@architech.com

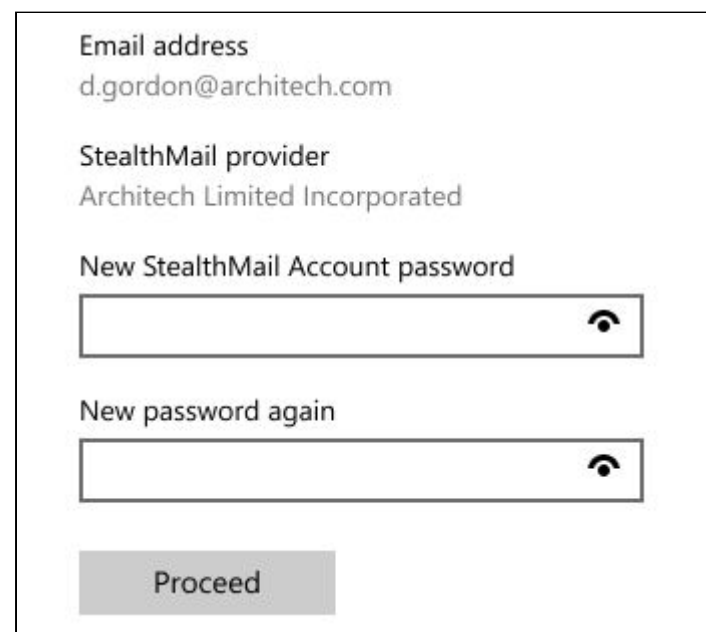
StealthMail provider
Architech Limited Incorporated

Verification code
324 - 432

Proceed

Fig.4.6.1-2 Verification code entry

5. In the **New password again** field, enter your new account password again, and click **Proceed** (Fig. 4.6.1-3).



Email address
d.gordon@architech.com

StealthMail provider
Architech Limited Incorporated

New StealthMail Account password

New password again

Proceed

Fig.4.6.1-3 StealthMail account password entry

6. After you have added a StealthMail account, the Preview screen will open, and the application will begin decrypting (Fig. 4.6.1-4) and downloading (Fig. 4.6.1-5) the content and the attachments of a secure email.



Reply Reply all Forward

Experience the greatest innovation in the industry and technology

jeremy.bingsby@architech.com
To: d.gordon@architech.com; alan.bolter@architech.com

1 Jul 2018 at 7:19pm

Decrypting...

Fig.4.6.1-4 Email content decrypting



Fig.4.6.1-5 Decrypted Email content

4.6.2 Authorizing in StealthMail account

If you already [added a StealthMail account](#), you need to enter the StealthMail account password. This will allow you to work with secure emails in the StealthMail Desktop application.

To authorize in the StealthMail account:

1. Open a secure email in your email client and click the secure Stealth-Link to open StealthMail application.
Wait for the application to open.
2. In the Authorize in the StealthMail account window, in the StealthMail Account password field, enter your account password, and then click **Authorize** (Fig. 4.6.2).

Fig.4.6.2 StealthMail account password entry

After you have added a StealthMail account, the Preview screen will open, and the application will begin decrypting (Fig. 4.6.1-4) and downloading (Fig. 4.6.1-5) the content and the attachments of a secure email.

5. Working with Email

In this section you can find instructions on how to:

- View email content;
- Compose new emails;
- Reply to emails;
- Recall sent emails;
- Track emails;
- View, Save and Share the attachments.

5.1 Types of Email accounts

Depending on the domain name of the email address specified in the StealthMail Desktop application, the application distinguishes two types of email accounts: **Internal** and **External**.

The account is considered **Internal** if the domain name of the email address specified in the StealthMail Desktop application matches the company domain name or its alias.

The account is considered **External** if the domain name of the email address specified in the StealthMail Desktop application does not match the company domain name or its alias.

5.2 Viewing secure emails

To view encrypted content of a secure email, you will need to follow these steps:

1. Launch your email client.
2. In your Inbox, select a secure email sent using StealthMail. Click the **Open Secure Email** button.
3. In the opened StealthMail Desktop application, [Add a new Email account](#) or [Authorize in your StealthMail account](#).

After you have successfully completed all the steps, the application will decrypt the secure email and you will be able to view its contents.

5.3 Composing secure emails

After authorizing in your StealthMail account, you will be able to send secure emails to both internal and external users.

5.3.1 Sending emails to Internal users

To send a secure email to users with **Internal** account, follow these steps (Fig.5.3.1-1):

1. Click the **New Email** icon .

2. Compose an email and add attachments if necessary.

3. Click **Send** .

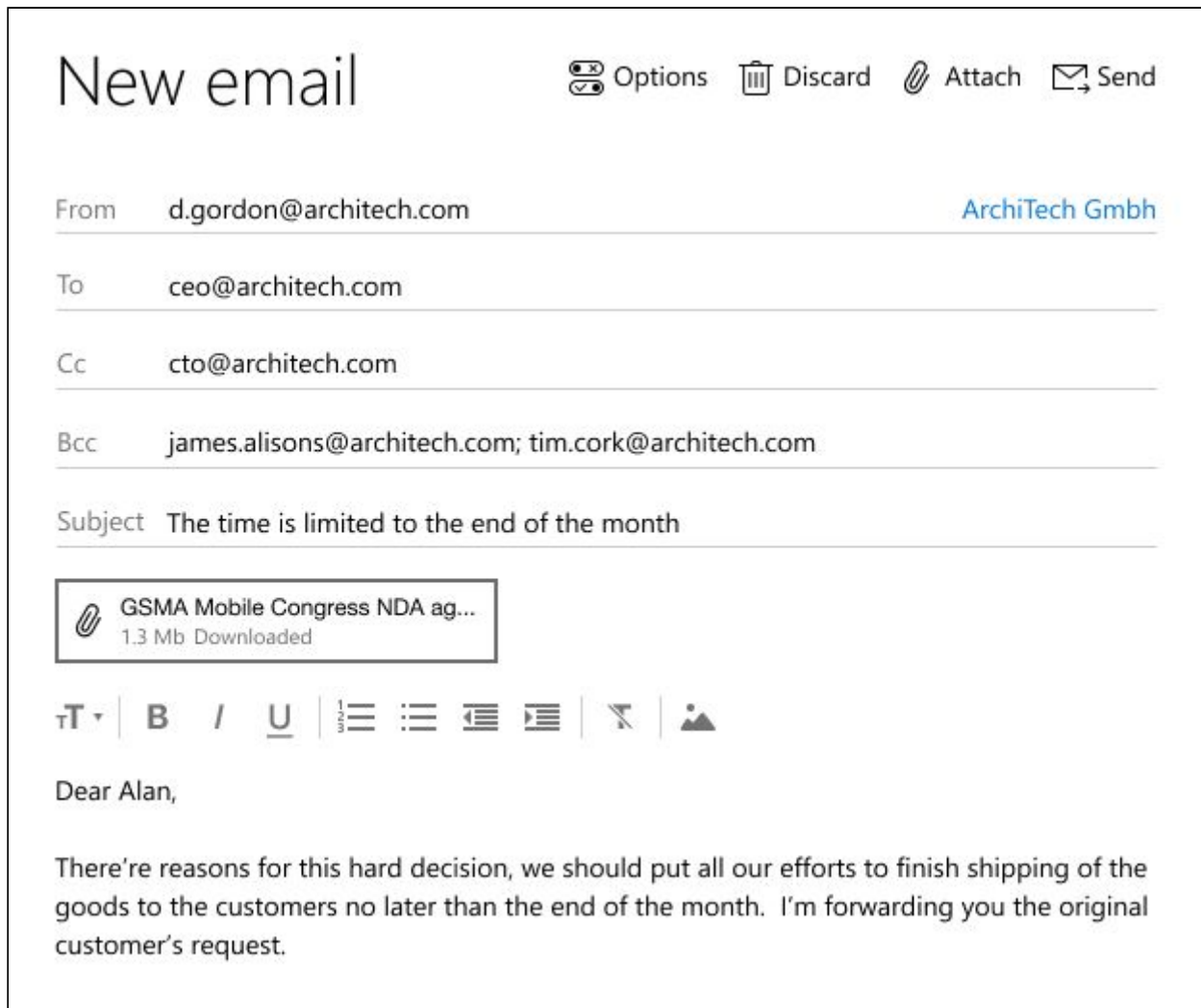


Fig.5.3.1-1 Composing secure emails

4. StealthMail will encrypt and send the email (Fig. 5.3.1-2).

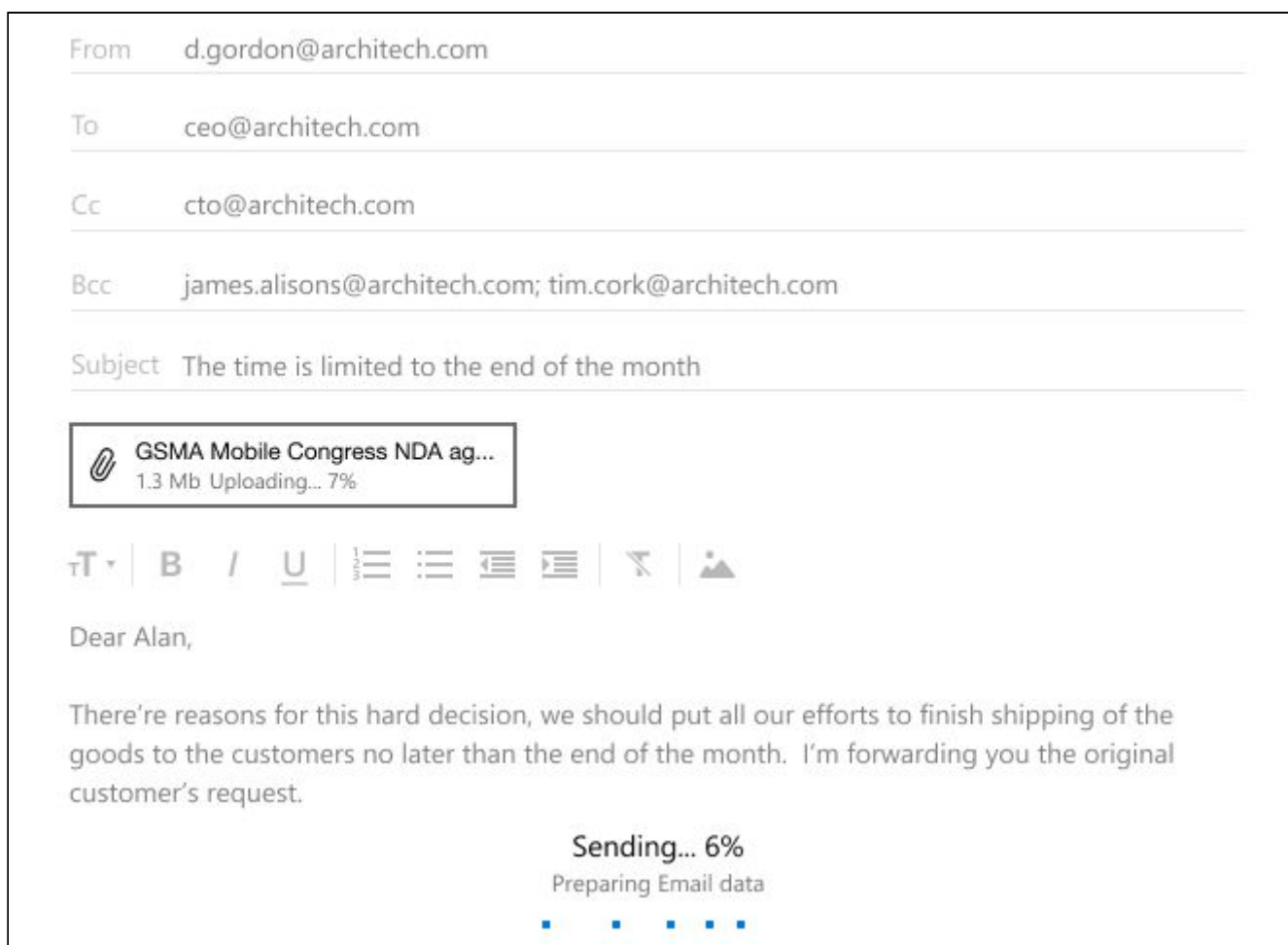


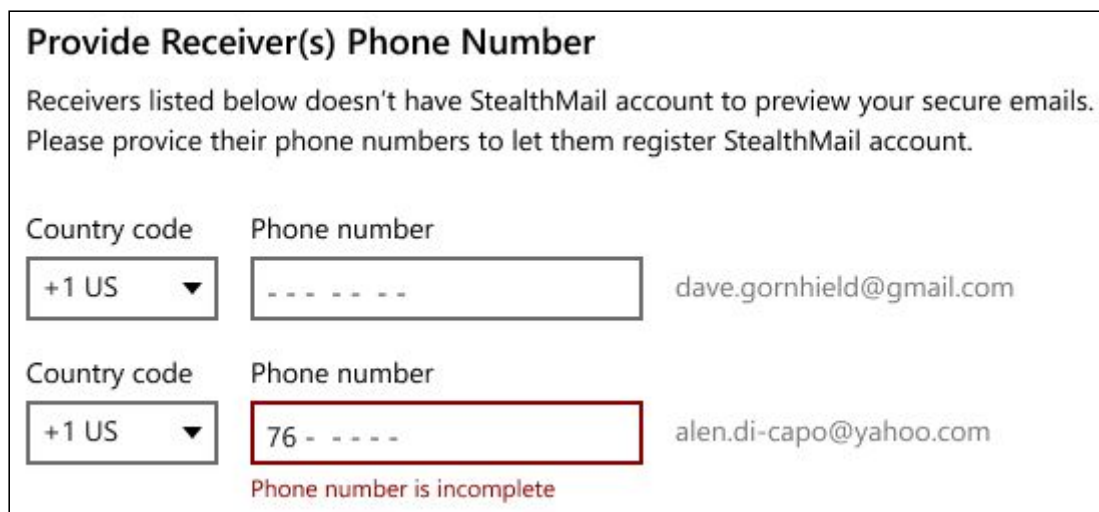


Fig.5.3.1-2 Sending secure emails to Internal users

5.3.2 Sending a secure email to External users

To send secure emails to the **external** users (Fig.5.3.2):

1. Click the **New Email**  icon.
2. Write an email and filled all the necessary fields.
3. Click the **Send**  icon.
4. Specify a code country and phone number of an external user(s).




Provide Receiver(s) Phone Number

Receivers listed below doesn't have StealthMail account to preview your secure emails. Please provide their phone numbers to let them register StealthMail account.

Country code	Phone number	
<input type="text" value="+1 US"/>	<input type="text" value="-----"/>	dave.gornhield@gmail.com
Country code	Phone number	
<input type="text" value="+1 US"/>	<input type="text" value="76 - ----"/>	alen.di-capo@yahoo.com

Phone number is incomplete

Fig.5.3.2 Sending secure emails to External users

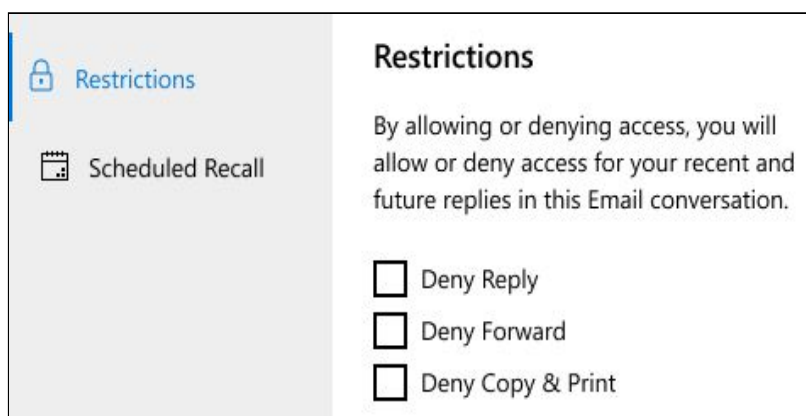
5. Click the **Apply and Send**  button in the right-hand corner of the Sending window.

5.3.3 Setting secure email restrictions

StealthMail allows you to restrict recipient's access to the content of a secure email and its attachments. By default, recipient's access is not restricted.

In this version of the StealthMail Desktop application, the following restrictions are available (Fig. 5.3.3-1):

- **Deny Copy**
- **Deny Reply**
- **Deny Forward**



Restrictions

By allowing or denying access, you will allow or deny access for your recent and future replies in this Email conversation.

☐ Deny Reply

☐ Deny Forward

☐ Deny Copy & Print

Fig.5.3.3-1 Setting secure email restrictions

Important: All email restrictions you apply to the recipients are also applied to you as the sender.

Follow these steps to send emails which recipients **CANNOT reply to**:

1. [Compose a new email](#);
2. When composing an email, click **Options** to set restrictions;
3. To restrict recipients from replying to emails, check the **Deny Reply** box (Fig. 5.3.3-2).



Restrictions

By allowing or denying access, you will allow or deny access for your recent and future replies in this Email conversation.

☒ Deny Reply
☐ Deny Forward
☐ Deny Copy & Print

Fig.5.3.3-2 Restriction to reply

Follow these steps to send emails which recipients **CANNOT forward**, but can reply to:

1. [Compose a new email](#);
2. When composing an email, click **Options** to set restrictions;
3. To restrict recipients from forwarding emails, check the **Deny Forward** box (Fig. 5.3.3-3).



Restrictions

By allowing or denying access, you will allow or deny access for your recent and future replies in this Email conversation.

☐ Deny Reply
☒ Deny Forward
☐ Deny Copy & Print

Fig.5.3.3-3 Restriction to forward

Follow these steps to send emails which recipients **CANNOT copy or print**:

1. [Compose a new email](#);
2. When composing an email, click **Options** to set restrictions;
3. To restrict recipients from copying and printing emails, check the **Deny Copy** box (Fig. 5.3.3-4).



Restrictions

By allowing or denying access, you will allow or deny access for your recent and future replies in this Email conversation.

☐ Deny Reply
☐ Deny Forward
☒ Deny Copy & Print

Fig.5.3.3-4 Restriction to copy and print

5.3.4 Viewing email restrictions

To view the email restrictions imposed by the sender, click **Options** in the **Preview** screen (Fig. 5.3.4).



ceo@architech.com
Copy & Print, Read, Forward

cto@architech.com
Copy & Print, Read, Forward


james.alisons@architec...
Read

Fig.5.3.4 Viewing imposed restrictions

5.3.5 Scheduling email recall

To view the email restrictions imposed by the sender, click **Options** in the **Preview** screen.

To schedule an email recall:

1. While composing email click the **Options**  icon.
2. Go to the **Schedule Recall** section.
3. Toggle **Use scheduled recall** to the On position (Fig. 5.3.5).
4. In the **Date** box, select the date on which message will be recalled.
5. In the **Time** box, specify the exact time when message will be recalled.
6. Click the **Set Recall date** button.

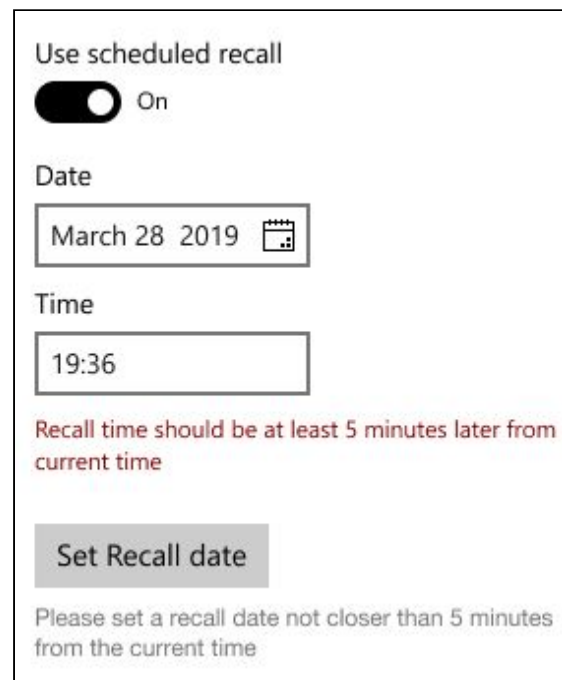




Fig.5.3.5 Viewing imposed restrictions


5.4 Replying to a secure email

StealthMail Desktop application enables you to view and reply to incoming secure emails (Fig. 5.4).

The application allows to set custom security parameters to each individual email such as making the secure email available exclusively to Internal users.

To reply to a secure email, follow these steps:

1. Launch StealthMail Desktop application.
2. Authorize in your StealthMail account.
3. Select the secure email you want to reply to.
4. Click **Reply** .
5. Compose a reply and click **Send** .

Note: To reply to the sender as well as every recipient of the secure email, click **Reply All** .

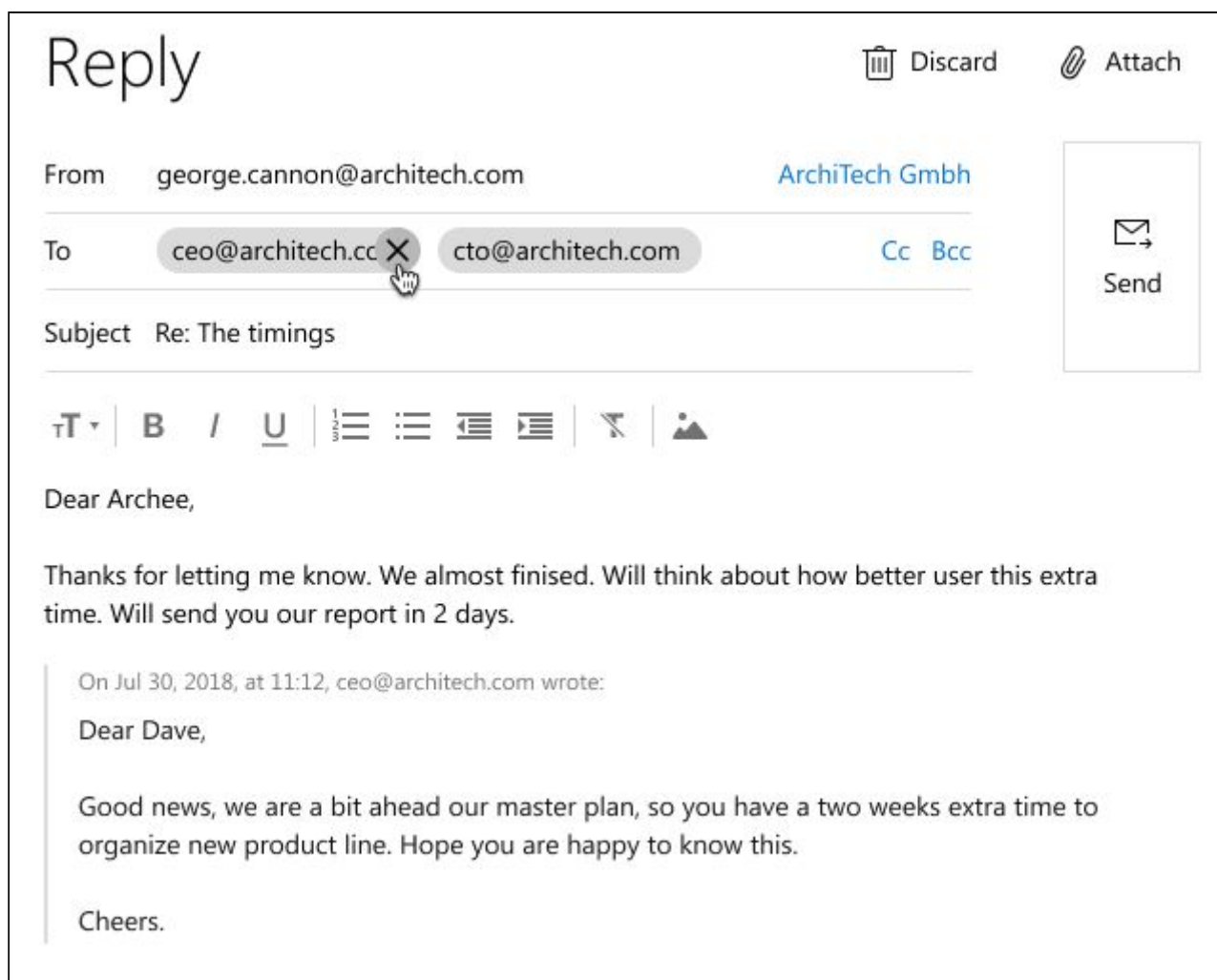


Fig.5.4 Secure email contents

5.5 Recalling sent emails

StealthMail Desktop application enables you to recall an email you have sent.

You can recall any email you send using StealthMail, regardless it has been sent to an external or internal user(s).

Important: This action cannot be reverted. Once the email is recalled, all recipients are no longer be able to access the content or attachments of that email.

To **recall** a secure email, follow these steps:

1. Launch the StealthMail Desktop application.
2. **Authorize** in your StealthMail account.
3. In the **Folders** menu, go to the **Sent** folder, and select the email you want to recall (Fig. 5.5-1).
4. In the selected email, in the upper-right hand corner, click the **Options** icon (Fig. 5.5-2).

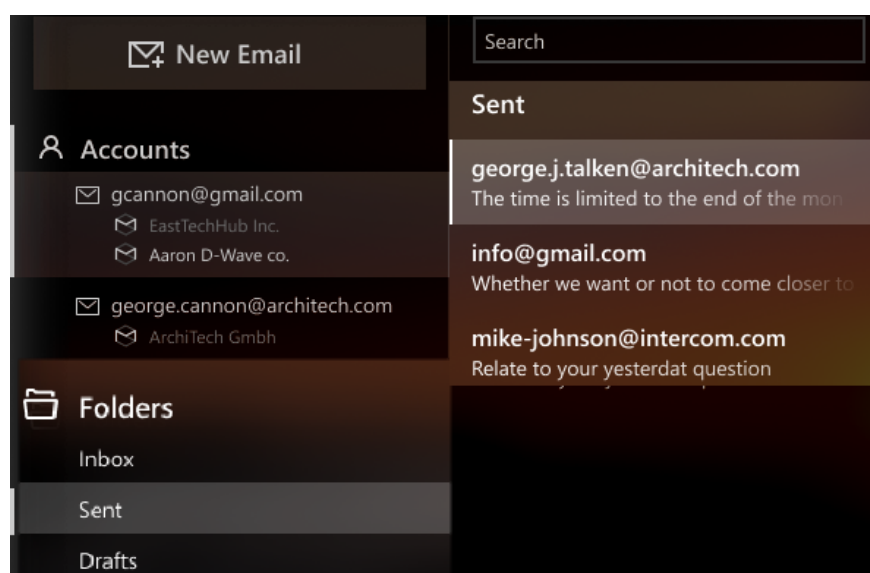


Figure 5.5-1 Sent folder

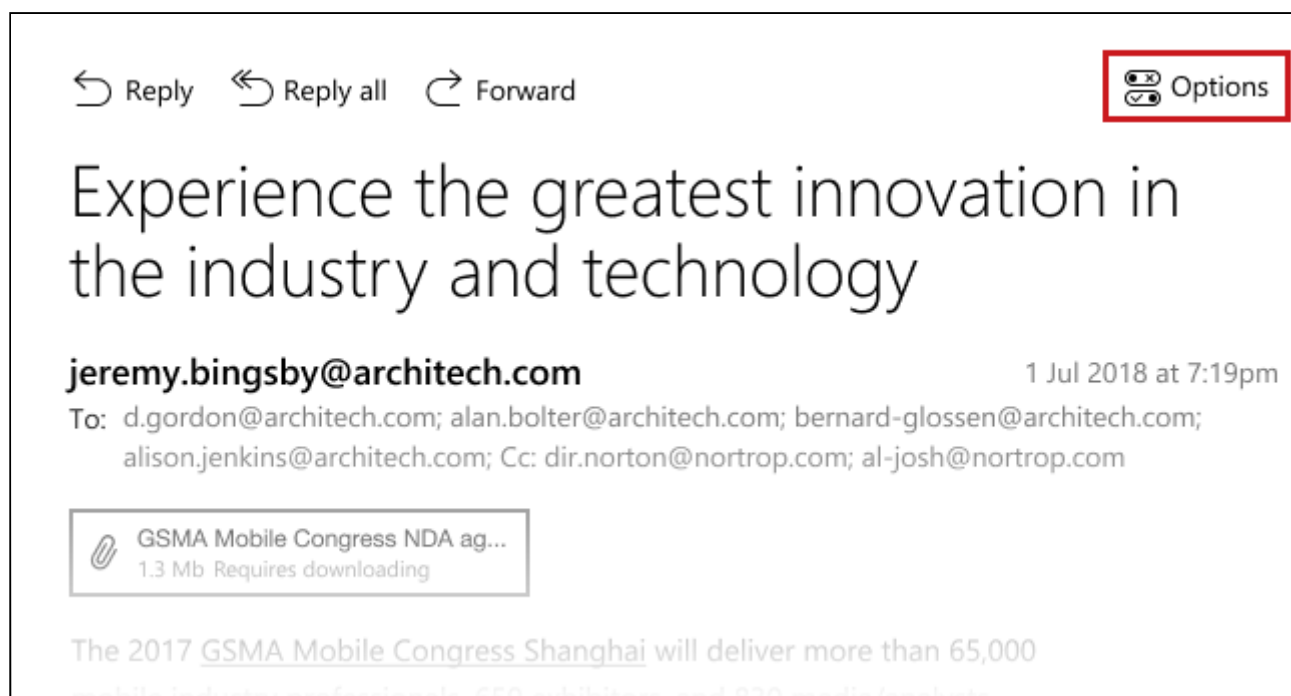


Figure 5.5-2 Email options

5. Click **Recall** (Fig. 5.5-3) and wait until you see the **Email recalled** (Fig. 5.5-4) status.

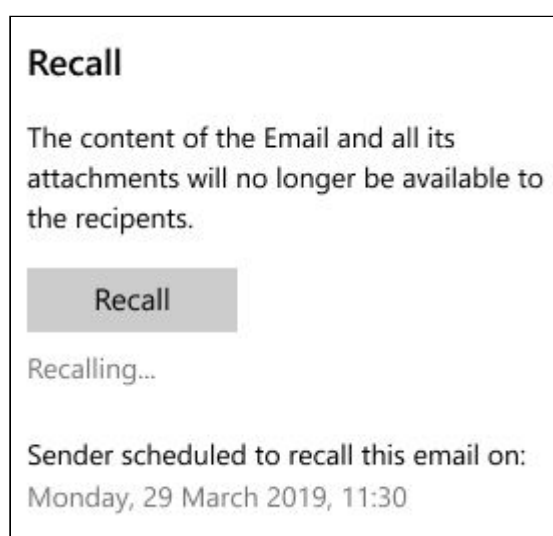


Figure 5.5-3 Email recall

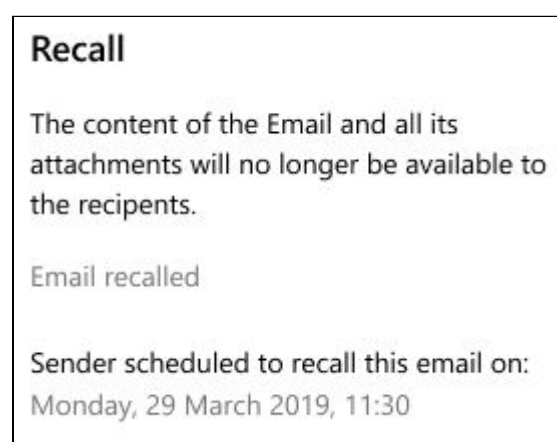


Figure 5.5-4 Email recall confirmation

5.6 Tracking emails



This chapter contains instructions on how to track statuses of the sent emails.

With the StealthMail Desktop application, you can check the status of any secure email you send, regardless it has been sent to an external or internal recipient.

Every email has its status check mark. The meaning of check mark is the following:

- One greyed out check ✓ — message has been sent.
- One visible grey check ✓ — message was delivered to the recipient's device.
- Two green checks ✓✓ — message has been read (a recipient authorized in the StealthMail account and viewed the content of the message).

In addition to the check marks, StealthMail Desktop Application allows to track what device recipients was authorized in while viewing emails:

- On PC  ;
- or On phone  .

To check the status of the sent emails (Fig. 5.6):

1. **Authorize** into your StealthMail account.
2. In the **Folders** menu, go to the **Sent section**, and select the email you want to track.
3. Click **Email Tracking**.

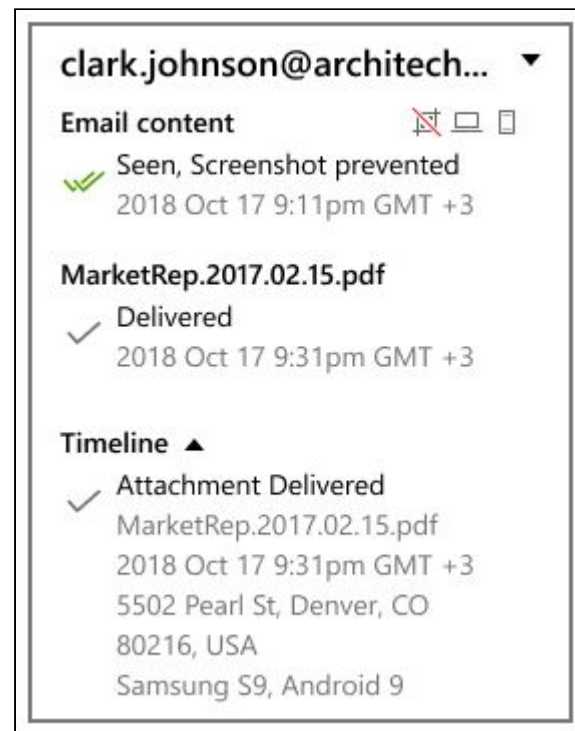




Figure 5.6 Checking Email status

There are also two check marks that show whether a screenshot of the content was or was not made:

-  — this check signals that the recipient made a screenshot of the content;
-  — this check signals that the application prevented an attempt to take a screenshot of the message content (this icon will be displayed when the sender set a restriction denying taking a screenshot, but the recipient still has made an attempt to capture the content).

5.7 Viewing email attachments


To view an attachment, select the secure email that contains attachments, and then click the file (Fig.5.7).

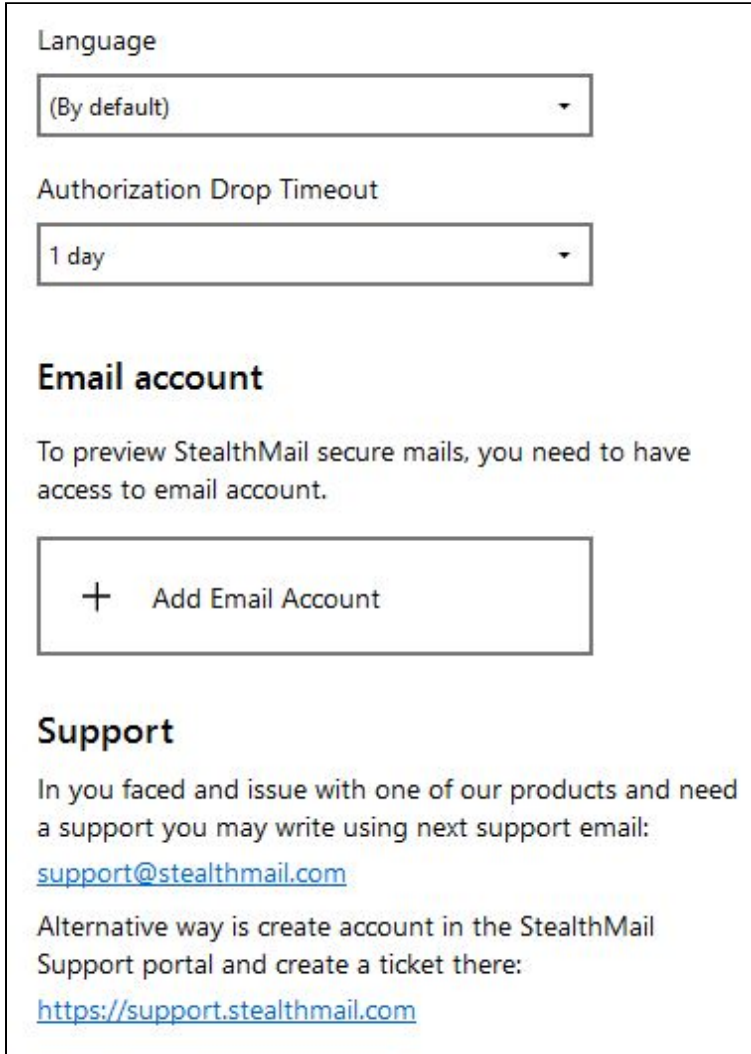


Figure 5.7 Viewing secure email attachments

6. Settings

This section provides instructions on how to manage the accounts and application settings.

To view information about Email/StealthMail accounts and/or to change application settings, click the **Settings**  icon (Fig. 6).



The screenshot shows the 'Application settings' window. It contains four main sections: 'Language' with a dropdown menu set to '(By default)'; 'Authorization Drop Timeout' with a dropdown menu set to '1 day'; 'Email account' which includes a text prompt 'To preview StealthMail secure mails, you need to have access to email account.' and a button with a plus icon and the text 'Add Email Account'; and 'Support' which provides contact information for technical assistance, including the email 'support@stealthmail.com' and the URL 'https://support.stealthmail.com'.

Fig.6 Application settings

The Settings window consists of the following sections:

- **Language**
- **Drop Authorization Timeout**
- **Email account**
- **Support**

6.1 Language

The current version of the StealthMail Desktop application features two interface languages to choose from: **English** and **Russian**.

By default, the interface language is set to match the system language. one you use in your email client.

To set the preferred interface language manually, follow these steps (Fig. 6.1):

1. In the StealthMail Desktop application, go to the **Settings** menu.
2. From the drop-down list, select the language you want to use as the main interface language.

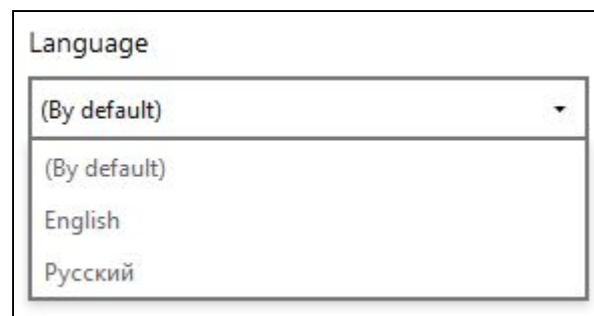



Figure 6.1 Interface language

6.2 Drop Authorization Timeout

Drop Authorization Timeout is a security setting which allows you to set up a timer, after which your work session within the application will be automatically terminated. Once the application finishes your session, in order to continue you will need to authorize into the StealthMail account again (Fig. 6.2).

By default, the drop timer is set to 24 hours.

To set a different timeout, follow the instructions below:

1. On the **Start** window, click the **Settings**  icon.
2. Click the **Drop Authorization Timeout** drop-down list to select one of the available timeout options (Fig. 6.2):
 - 15 minutes
 - 30 minutes
 - 1 hour
 - 6 hours
 - 24 hours

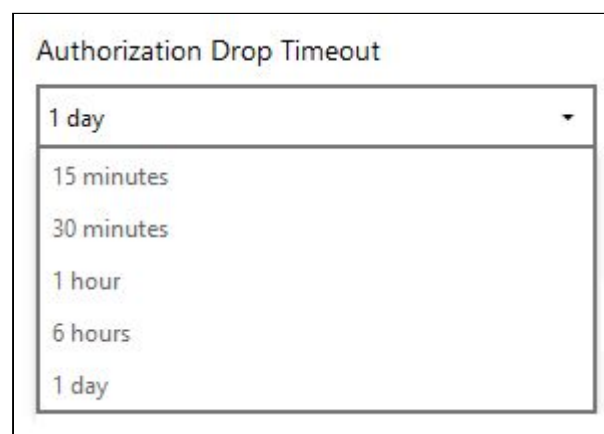


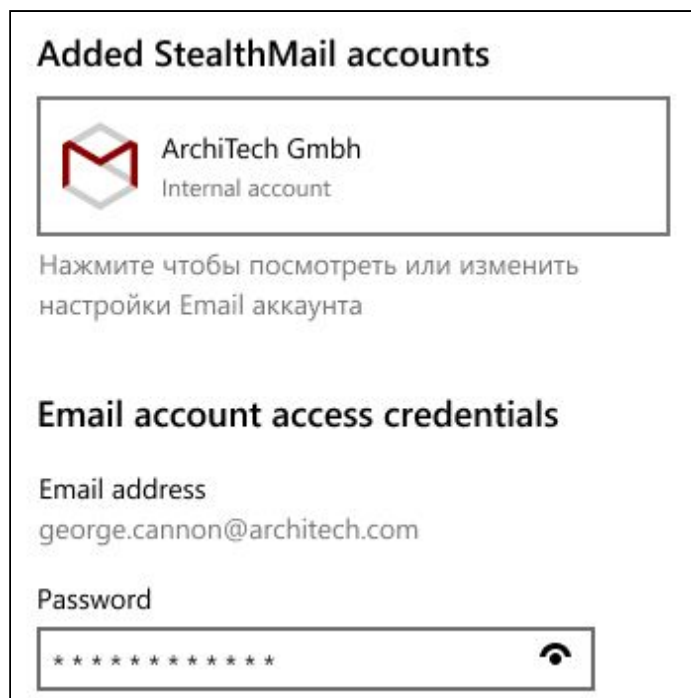
Fig.6.2 Setting an authorization drop timer

6.3 Email account settings

To configure Email account settings, click **Settings**. In the Email account section, select the Email account you want to configure.

You have the following settings available for configuration:

- Email accounts
- StealthMail accounts
- IMAP-server settings
- SMTP-server settings
- Remove account



Added StealthMail accounts

ArchiTech GmbH
Internal account

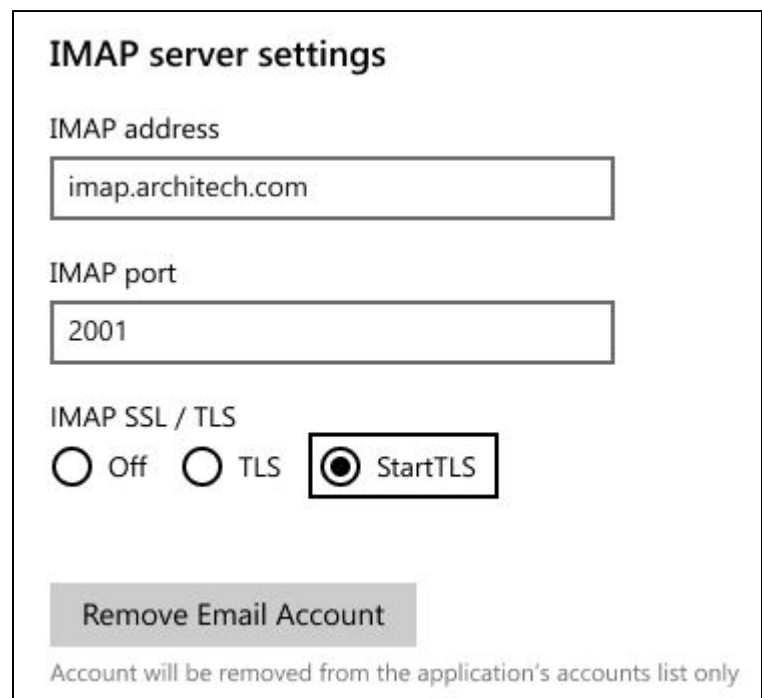
Нажмите чтобы посмотреть или изменить
настройки Email аккаунта

Email account access credentials

Email address
george.cannon@architech.com

Password

Fig.6.3 Email account settings (begin)



IMAP server settings

IMAP address
imap.architech.com

IMAP port
2001

IMAP SSL / TLS
☐ Off
 ☐ TLS
 ☒ StartTLS

Remove Email Account

Account will be removed from the application's accounts list only

Fig.6.3 Email account settings (end)

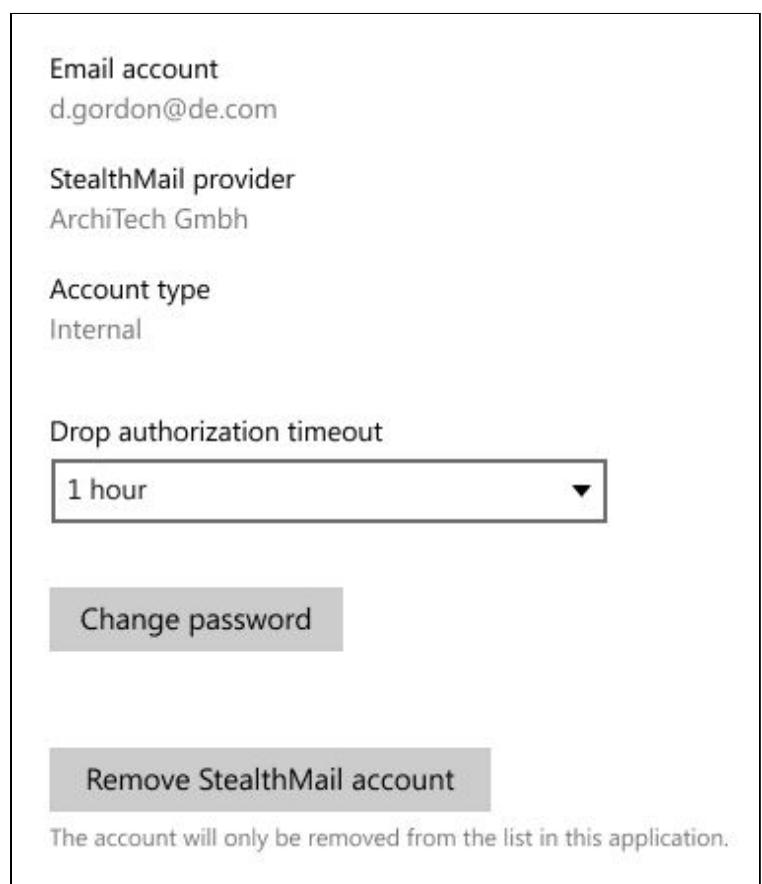
6.4 StealthMail account settings

The StealthMail account window is represented with the following sections (Fig. 6.4):

- **Email account.** Here you will find your email address to which the current StealthMail account is linked.
- **StealthMail provider.** This section lists the company which is a StealthMail provider
- **Account type.** Your user type (internal or external) is displayed here.

In the StealthMail account settings you can also:

- Set a drop authorization timeout.
- Change password.
- Delete account.



Email account
d.gordon@de.com

StealthMail provider
ArchiTech GmbH

Account type
Internal

Drop authorization timeout
1 hour ▼

Change password

Remove StealthMail account

The account will only be removed from the list in this application.


Fig.6.4 The StealthMail account setting

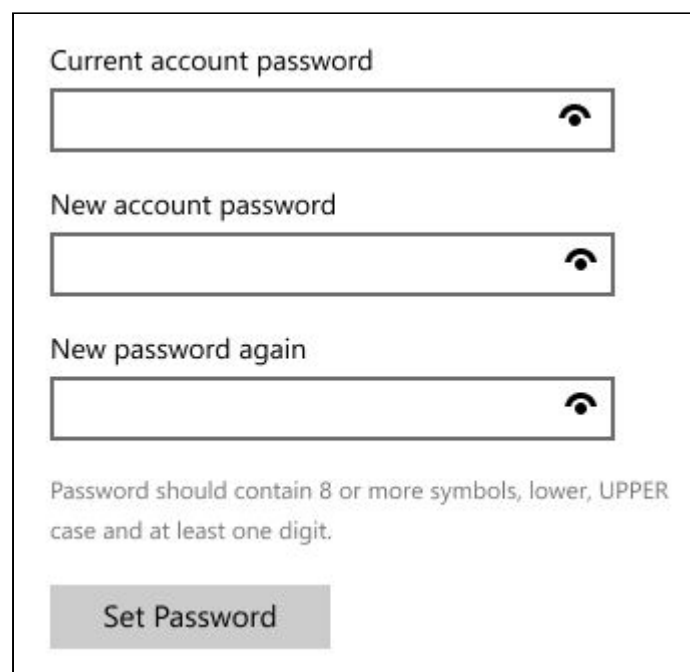
6.4.1 Changing the StealthMail account password

There is an opportunity to change a StealthMail account password in the application.

Note: To be able to change a password, you must be authorized in your StealthMail account.

To change your current password to a new one:

1. Click the **Settings**  icon.
2. In the Email Account Settings window, in the StealthMail Accounts section, select **StealthMail Account**.
3. Click the **Change password** button.
4. Fill out the following fields (Fig. 6.4.1):
 - a. in the **Current account password** field, enter your current account password.
 - b. in the **New account password** field, enter your new password.
 - c. in the **New password again** field, confirm the new password, and then click the **Set Password** button.



Current account password

New account password

New password again


Password should contain 8 or more symbols, lower, UPPER case and at least one digit.

Set Password

Fig.6.4.1 The StealthMail account password changing

6.4.2 Removing StealthMail account

To remove a StealthMail account:

1. Navigate to the **Settings** .
2. In the Email Account Settings window, in the StealthMail Accounts section, select **StealthMail Account**.
3. Scroll the mouse wheel or drag the slider box down, and then click the **Remove StealthMail account** button.
4. In the dialog box, click the **Remove account**.

Note: The StealthMail account will only be deleted from the list of accounts in the StealthMail application. To **completely delete your StealthMail account** from the StealthMail service, please contact your company administrator.

6.4.3 Configuring Email servers

This section holds the information on how to configure the IMAP- and SMTP-server settings.

6.4.3.1 IMAP server settings

To configure the IMAP server parameters, in the **Incoming mail server settings** section

(Fig. 6.4.3.1):

- In the **IMAP incoming server** field, enter the address of the IMAP server.
- In the **IMAP port** field, enter the IMAP port number.
- In the **IMAP SSL/TLS** section, select the TLS option.

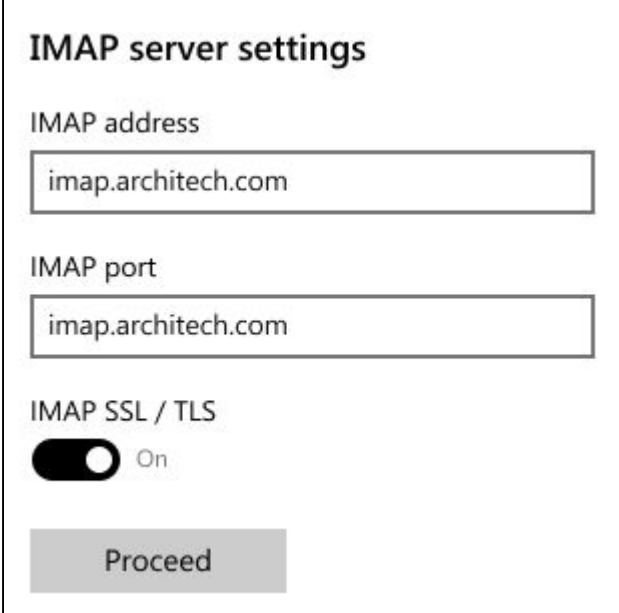
The screenshot shows a dialog box titled "IMAP server settings". It contains three input fields: "IMAP address" with the value "imap.architech.com", "IMAP port" with the value "imap.architech.com", and "IMAP SSL / TLS" with a toggle switch set to "On". At the bottom is a "Proceed" button.

Fig.6.4.3.1 The IMAP-server settings

6.4.3.2 SMTP server settings

To configure the SMTP server parameters, in the **Outgoing mail server settings** section

(Fig. 6.4.3.2):

- In the **SMTP outgoing server** field, enter the address of the SMTP server.
- In the **SMTP port** field, enter the SMTP port number.
- In the **SMTP SSL/TLS** section, select the TLS option.

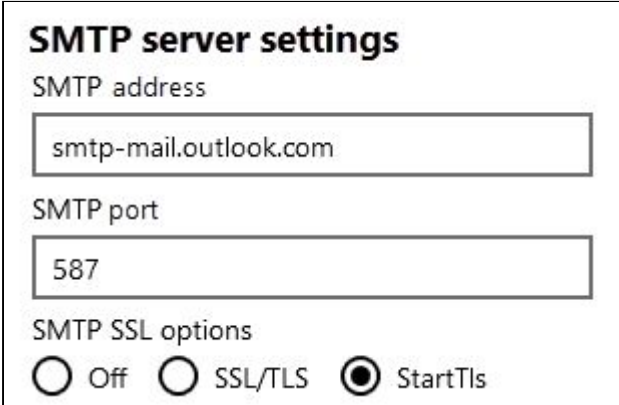

The screenshot shows a dialog box titled "SMTP server settings". It contains three input fields: "SMTP address" with the value "smtp-mail.outlook.com", "SMTP port" with the value "587", and "SMTP SSL options" with three radio buttons: "Off", "SSL/TLS", and "StartTls". The "StartTls" option is selected. At the bottom is a "Proceed" button.

Fig.6.4.3.2 The SMTP-server settings

6.4.4 Removing Email account

To delete Email account:

1. On the Start window, click the **Settings**  icon.
2. Scroll the mouse wheel or drag the slider box down, and then click the **Remove StealthMail account** button.
3. In the dialog box, click the **Remove account**.

Note: Please note that the Email account will only be deleted from the list of accounts in StealthMail Desktop application. To **completely remove your Email account** from StealthMail, please contact your company administrator. Also be aware that you cannot delete an Email account that is not in the company's domain (e.g., @gmail) from the application.

6.4 Support

If you encounter problems while working with the application, you can send an email to the application support team. The email address where you can write about all kinds of issues is support@stealthmail.com.

By writing an email, you can also:

- share your personal user experience with the developers;
- share ideas and suggestions on how to improve StealthMail Desktop application for better use;
- ask questions about StealthMail Add-in;
- provide feedback on StealthMail Desktop Application.

The other way you can describe the issues is to go to the [StealthMail Service Support Portal](#).

In you faced and issue with one of our products and need a support you may write using next support email:
support@stealthmail.com

Alternative way is create account in the StealthMail Support portal and create a ticket there:
<https://support.stealthmail.com>

Fig.6.4 Support resources

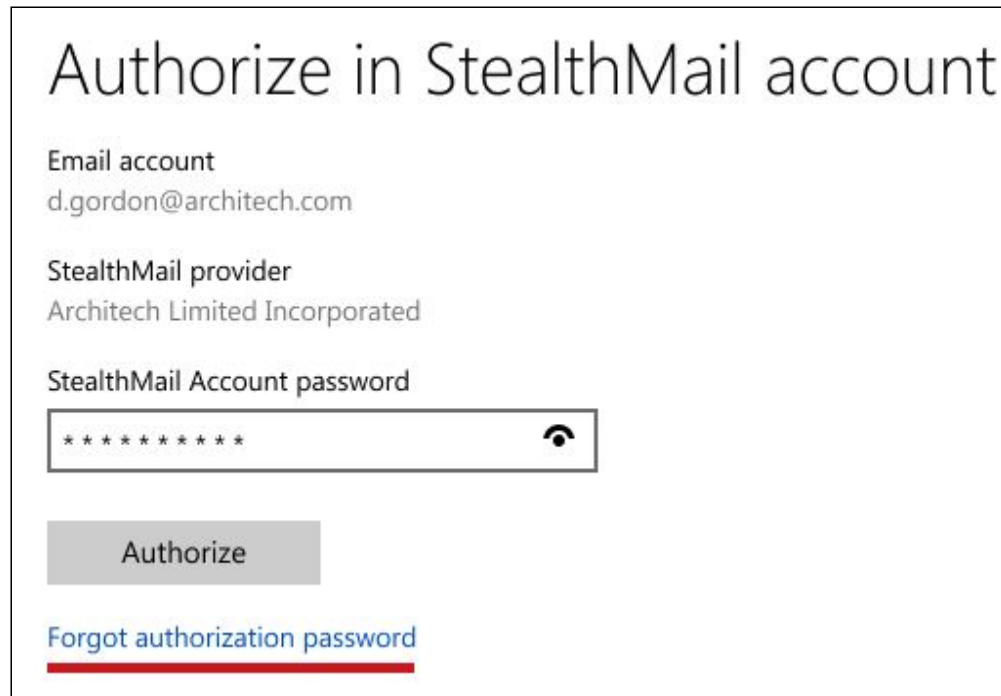
7. Troubleshooting

This chapter provides recommendations on how to correct errors that may occur while working with the service.

7.1 StealthMail account password recovery

In case you have forgotten the password for your current account, follow these steps:

1. In the **Authorize in StealthMail account** window, click **Forgot authorization password**.
The application will send an SMS with a verification code to your phone number (Fig. 7.1-1).



Authorize in StealthMail account

Email account
d.gordon@architech.com

StealthMail provider
Architech Limited Incorporated

StealthMail Account password

Authorize

[Forgot authorization password](#)

Fig.7.1-1 The StealthMail password recovery

2. In the **Verification code** field, enter the 6-digit code specified in the SMS (Fig. 7.1-2).
3. In the **New account password** field, create and enter a new password.

Note: Your password should be 8 symbols least, including UPPERCASE letters and 1 digit.

4. In the **New password again** field, re-enter the new password.
5. Click **Proceed**.
6. To apply changes, in the dialog box, click **Apply changes**.

On your phone number (+380 9# ### #6 60) were sent an SMS with a verification code, it is required to set new password.

Verification code

New account password

New password again

Password should contain 8 or more symbols, lower, UPPER case and at least one digit.

Set Password

Fig.7.1-2 The StealthMail password recovery

7.2 Incorrect password

When you add a new account or log in to an existing account, the application displays an error when entering a password - **It seems that password is incorrect** (Fig. 7.2).

This error can occur when:

You have enabled two-factor authorization in and StealthMail Desktop Application cannot get access to your email.

Email account access credentials

Email address

Password

It seems that password is incorrect

Try Again

It is possible that you have enabled second authorization factor i.e. you may need to generation special password to allow StealthMail access your email account. More information.

Fig.7.2 The StealthMail password recovery

Possible options to fix the error:

Disable two-factor authorization in your email account settings and try to authorize in the application again.

7.3 Fail to open a secure email

When decrypting the contents of the email, an error occurred notifying that **Open secure Email failed** (Fig. 7.3).

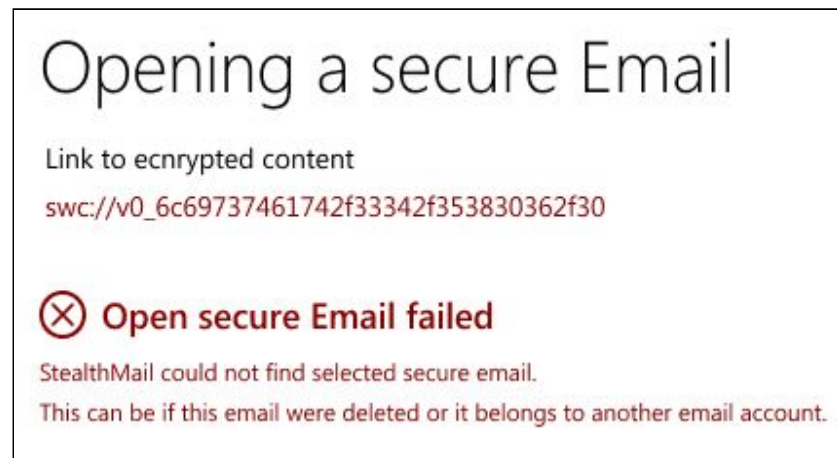


Fig.7.3 Failed to open a secure email

This error can occur when:

1. The letter has been recalled by the sender.
2. The letter has been deleted.
3. The letter was sent to another email address.

Possible options to fix the error:

1. Verify that the Email account matches the email.
2. Make sure you have added an Email account.

7.4 Notification of the need to change the password

When authorizing in StealthMail account the application displays **Your password was obsolete. Please set a new one.** (Fig. 7.4).

Fig.7.4 Setting a new password

This notification will be displayed when your password expires or when you have not changed your password for a long time.

It is displayed in order to keep your account information as secure as possible.

To update your password:

1. In the **New StealthMail account password** field, create and enter a new password.

Note: Your password should be 8 symbols least, including UPPERCASE letters and 1 digit.

2. In the **New password again** field, re-enter the new password.
3. Click the **Set Password** button.