



StealthMail Add-in for Microsoft Outlook

User Guide

version 1.3.0.21

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1. Introduction

1.1 About StealthMail

StealthMail is committed to developing solutions that secure sensitive business correspondence. The StealthMail team has over 13 years of experience in developing secure solutions in both governmental and military sectors.

1.2 What is an Outlook Add-in

Outlook Add-in is a software extension that can be embedded in the Microsoft Outlook desktop application and extend its capabilities with additional features.

Once an Add-in is installed, additional buttons, tabs and bars may appear on the Outlook's Ribbon.

1.3 About StealthMail Add-in

StealthMail Add-in is an add-in for Microsoft Outlook that ensures privacy and provides security for business email correspondence.

The solution eliminates the need to transfer email contents and attachments over public communication channels which are traditionally used to deliver email. Instead, the service separately encrypts the contents and attachments which are then transferred over secure encrypted communication channels.

2. General information

2.1 About this guide

This guide contains step-by-step guidelines on how to install StealthMail Add-in, add an account, configure different service parameters, troubleshoot problems, etc. This guide also provides detailed information on how to create, send, and view secure emails sent via the StealthMail Add-in service for Outlook.

2.3 User support

If you have any questions connected with the work of the service, contact the administrator of your company. In case, the issue cannot be resolved by the means of the company's administrator, redirect the issue to the [StealthMail Service Support Portal](#).

2.4 Additional resources

For additional reference, you can use the [Video Help](#) section on the StealthMail website. The resource contains video tutorials which demonstrate the main features of the StealthMail Add-in and explain how to use them.

3. Installation

Before installing, StealthMail Add-in installation package should be provided by the administrator of the company.

Important: Close Microsoft Outlook before you proceed with the installation of StealthMail Add-in.

Follow these steps to **install StealthMail Add-in**:

1. Open the folder that contains the installation package.
2. Select and run **stealthmail_add-in_1.3.x.x.exe** (Fig. 3-1).

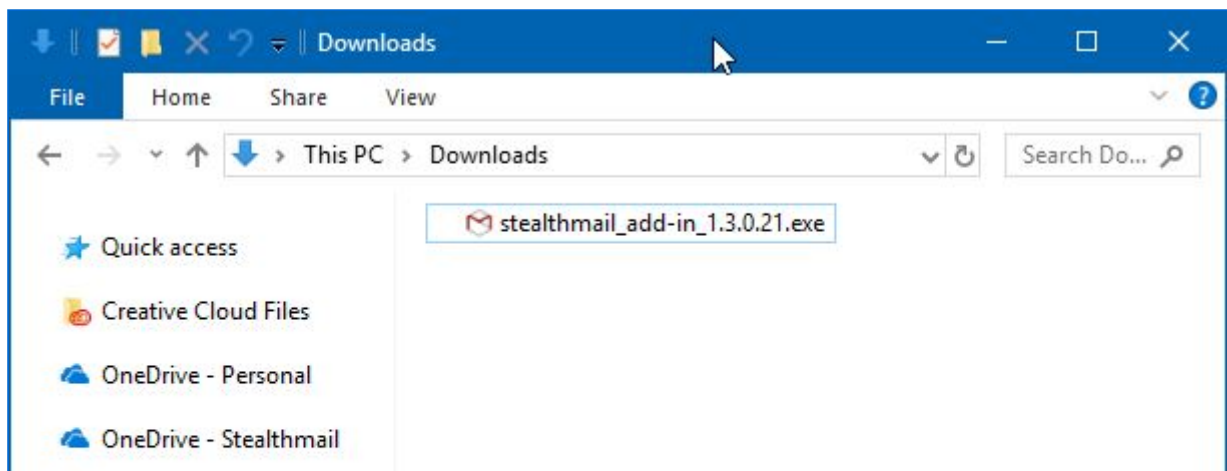


Figure 3-1 StealthMail Add-in installation package

3. In the **User Account Control** window, click **Yes** (Fig. 3-2).

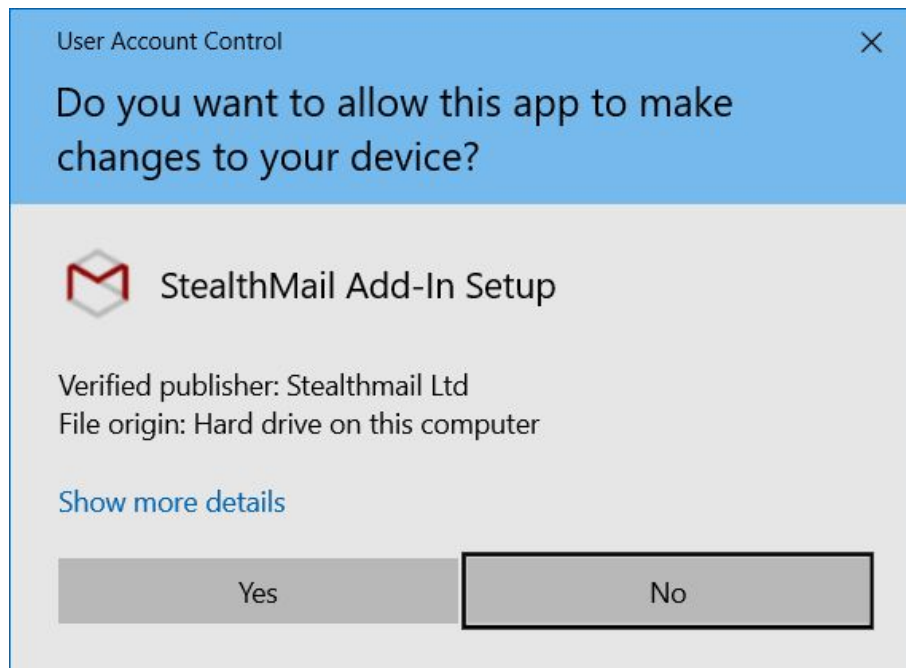


Figure 3-2 Security window

4. From the drop-down menu, choose preferred **Setup Language** and click **OK** (Fig. 3-3).

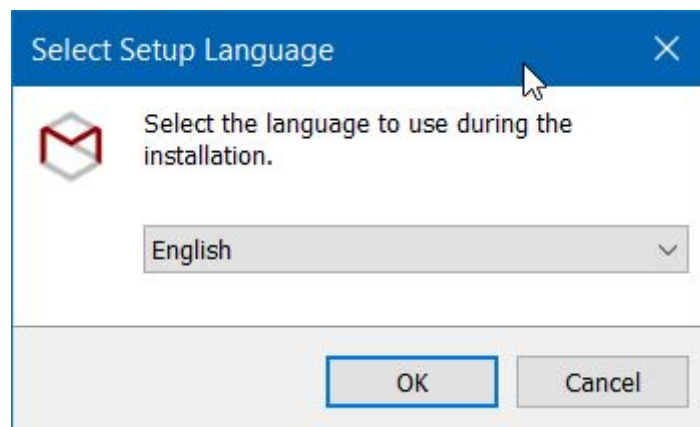


Figure 3-3 Select Setup Language

5. Read the terms of the End User License Agreement carefully. Select *I accept the agreement*, and then click **Next** to continue the installation (Fig. 3-4).

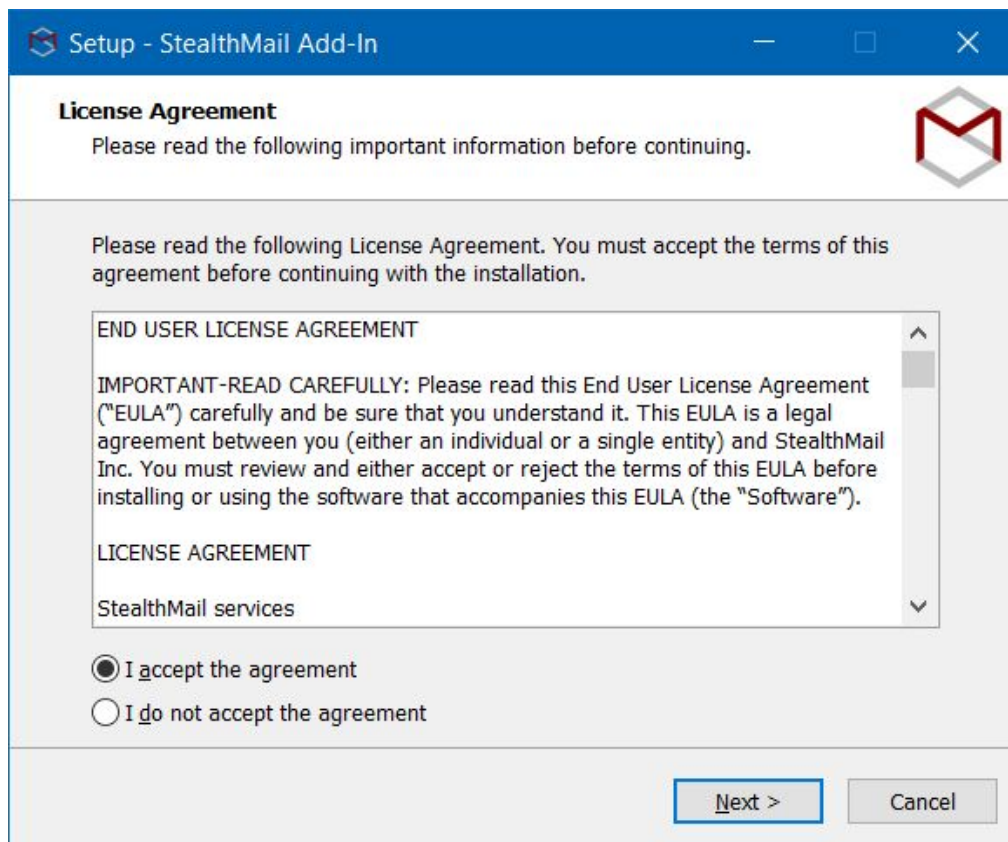


Figure 3-4 The terms of the License Agreement window

6. Wait until the Setup Wizard completes the installation of the StealthMail Add-in on your computer.
7. Click **Finish** to close the installation window (Fig. 3-5).
8. After successfully installing the application, open Microsoft Outlook to start using the service.

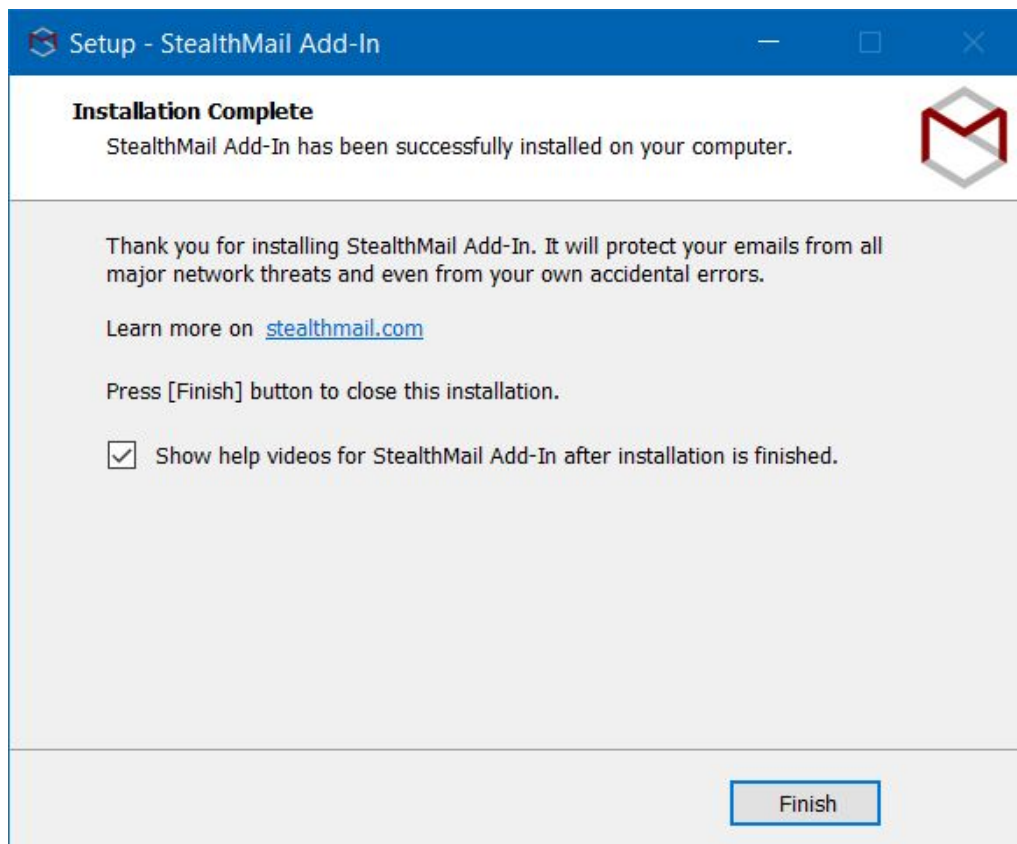


Figure 3-5 StealthMail Add-in installation window

3.1 Interface

After installing the service, you will see the following StealthMail Add-in interface in Microsoft Outlook:

- The **StealthMail** tab will appear on the Outlook Ribbon (Fig. 3.1-1);

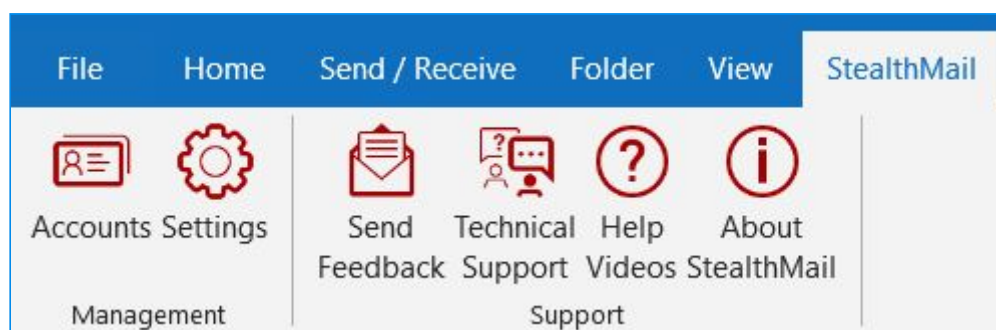


Figure 3.1-1 StealthMail tab

- On the **Home** tab, the **Settings** bar will be displayed (Fig.3.1-2);

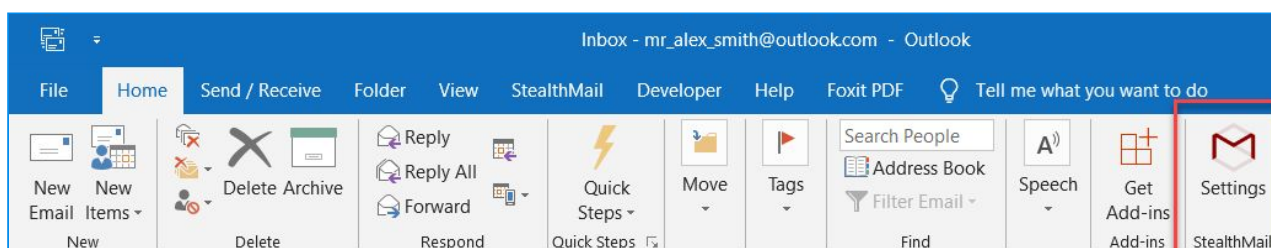


Figure 3.1-2 StealthMail Settings pane

- The **StealthMail bar** will be displayed on the **Message** tab. The bar is used to switch between security modes (Fig.3.1-3).

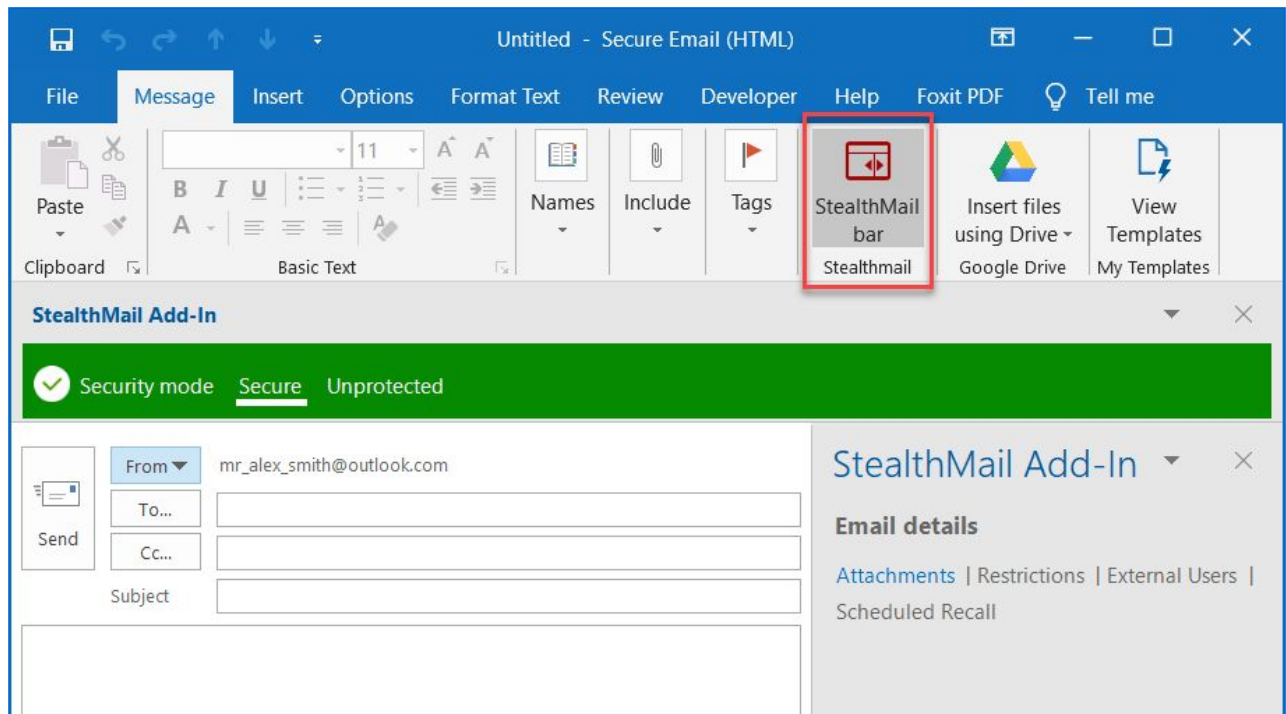


Figure 3.1-3 StealthMail bar

Note: For more information about the commands, please refer to the [StealthMail tab](#) chapter. For more information about the settings, please refer to the [Settings](#) chapter.

When sending an email to external contacts (people who work outside the organization), their phone number needs to be specified in the **External Users** section of the StealthMail Add-In sidebar.

Note: For more information on how to send an email to the external users, please refer to the [Sending a secure email to external recipients](#) chapter.

Click  to **Hide/Show** the StealthMail bar (Fig. 3.1-4).

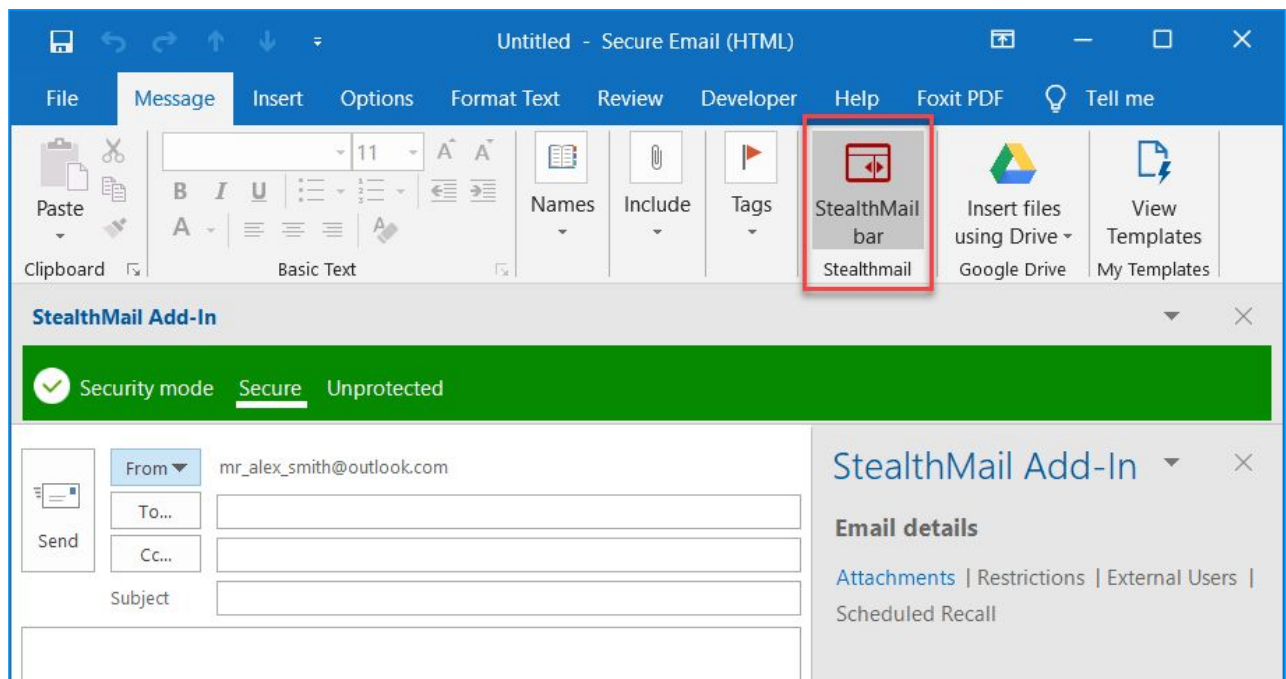


Figure 3.1-4 Hide/Show StealthMail bar

4. Getting started

This chapter provides basic instructions on how to use the StealthMail add-in.

4.1 Adding StealthMail account

Before you start using StealthMail Add-in service, you need to add a StealthMail account. StealthMail account allows you to create and send encrypted emails, and manage permissions (Deny Reply, Forward and Copy of the email content).

To add a StealthMail account, you need to know a domain address of your company that is used for the StealthMail service. Usually, it is similar to a domain that goes after the @ symbol in your corporate email address (e.g., name@domain.com).


You can **add an account** in one of two ways:

1. From the Accounts sidebar.
2. In the email preview window.

4.1.1 Adding an account from the Accounts sidebar

Before you add an account, get the domain name of your company from the administrator.

To **add an account**:

1. On the Ribbon, select the **StealthMail** tab, and click **Accounts** .
2. In the opened **Accounts** sidebar, click the **Add account** button (Fig. 4.1.1).
3. To complete authorization, follow steps 3 through 6 of the [Adding an account from the email preview window](#) chapter.

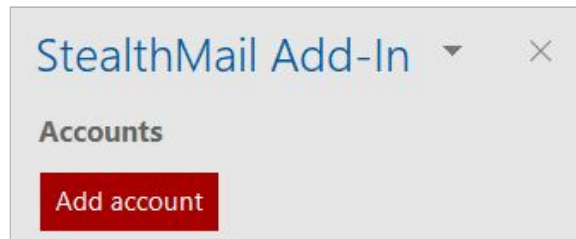


Figure 4.1.1 Accounts sidebar

Note: If you're having any problems while adding an account, please point to the [Troubleshooting](#) chapter, or contact your system administrator.

4.1.2 Adding an account from the email preview window

This method requires you to have a secure email in your Inbox folder, sent with StealthMail Outlook Add-in or any other StealthMail client. The email comprises the following text: This **email was encrypted** by **StealthMail Add-In [version]** (Fig. 4.1.2-1).

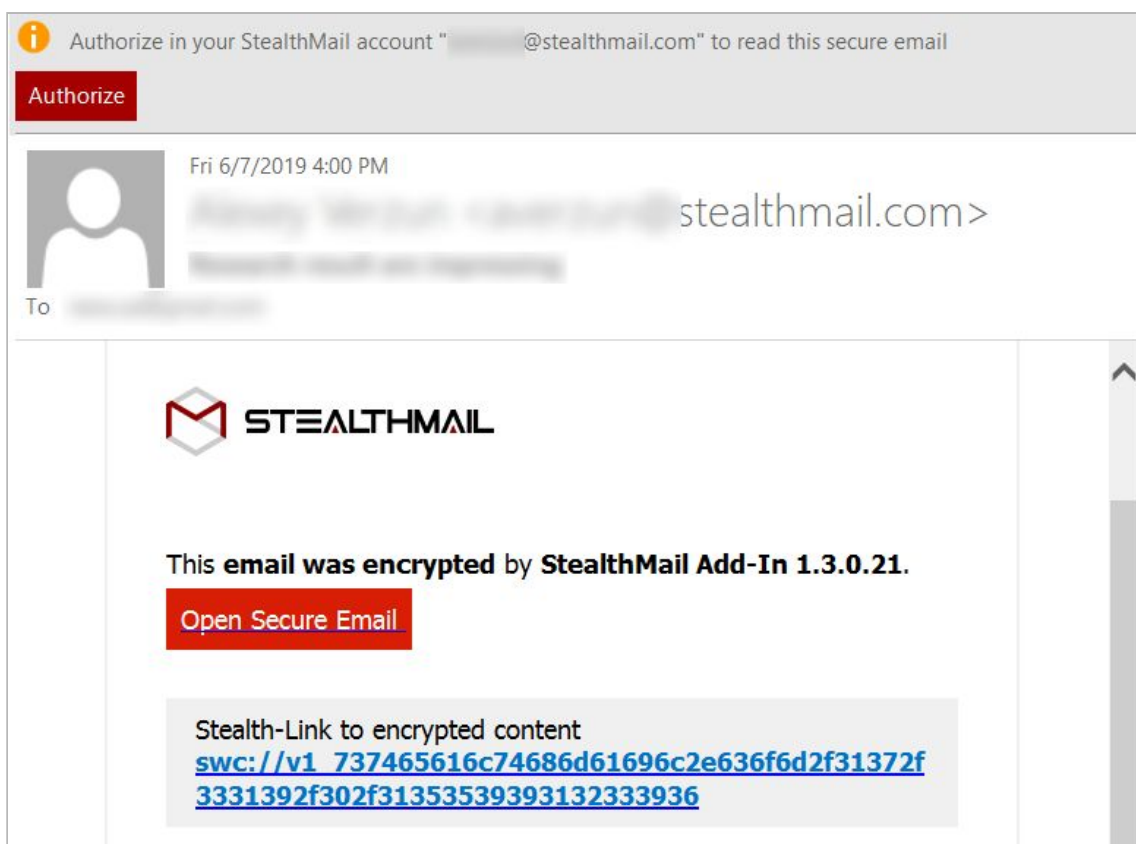


Figure 4.1.2-1 Notification about the need of authorization

Note: To watch a video about the process of email decryption, as well as download the StealthMail Add-in for Outlook, click the [Open Secure Email](#) button.

To **add an account**:

1. Open a secure email.
2. In the secure email preview window, click the **Authorize** button (Fig. 4.1.2-2).

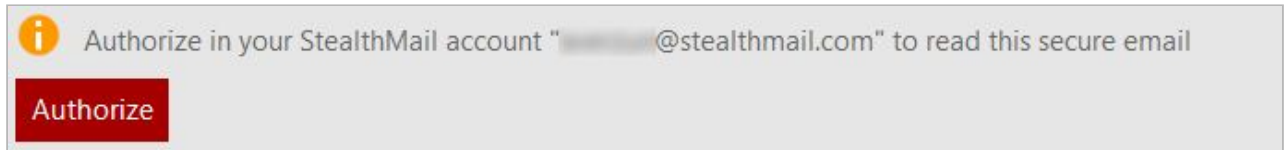


Figure 4.1.2-2 Adding an account in the email preview window

3. In the new dialog window, select the account and specify the domain name of the company, and then click **Next** (Fig. 4.1.2-3).

The service will send an SMS with a verification code to your phone number (your phone number should be already added in StealthMail profile by company administrator).

A screenshot of a "StealthMail Account Authorization" dialog box. At the top, a progress bar shows three steps: "Confirm account" (active, with a red hexagon icon), "Enter verification code" (disabled, with a grey hexagon icon), and "Create account password" (disabled, with a grey hexagon icon). Below the progress bar, a message states: "Make sure that selected account and company domain are correct, then press [Next]". There are two input fields: "Account" with a dropdown menu showing "[redacted]@stealthmail.com" and "Company domain" with a text box containing "stealthmail.com". At the bottom, there are three buttons: a red "Cancel" button, a grey "Start over" button, and a red "Next" button.

Figure 4.1.2-3 Adding an account

4. In the code confirmation window, enter the six-digit code from the SMS, and then click **Next** (Fig. 4.1.2-4).

The window is titled "StealthMail Account Authorization" and has a close button (X) in the top right corner. It features a progress bar with three steps: "Confirm account" (completed, marked with a red checkmark), "Enter verification code" (current step, marked with a red hexagon), and "Create account password" (pending, marked with a grey hexagon). Below the progress bar, the text reads: "Enter a verification code from SMS (sent to '+380976****60') to continue authorization of '██████@stealthmail.com'". A text input field is centered below this text, containing the characters "L-". At the bottom, there are three buttons: "Cancel" (red), "Start over" (red), and "Next" (grey).

Figure 4.1.2-4 Verification code entry

5. In the password window, enter the password in the **Password** field, if requested, repeat the password in the **Confirm Password** field, and then click **Next** (Fig. 4.1.2-5).

If you already passed the authorization steps in the past, you just need to enter the StealthMail account password.

The window is titled "StealthMail Account Authorization" and has a close button (X) in the top right corner. It features a progress bar with three steps: "Confirm account" (completed, marked with a red checkmark), "Enter verification code" (completed, marked with a red checkmark), and "Check account password" (current step, marked with a red hexagon). Below the progress bar, the text reads: "Enter authorization password for your StealthMail account '██████@stealthmail.com'". A text input field is centered below this text. At the bottom, there are three buttons: "Cancel" (red), "Start over" (red), and "Finish" (grey).

Figure 4.1.2-5 Password entry


After a successful account adding, you will be able to view the content of the secure email: StealthMail will automatically download and decrypt it.

4.2 Authorizing into StealthMail account

Every time you open Microsoft Outlook, you need to authorize into your StealthMail account. This allows you create, send and view encrypted emails. You can authorize into your StealthMail Add-in account manually via the **Accounts** sidebar (Navigate to **StealthMail** tab > **Accounts**) or by clicking the **Authorize** button in the email preview window.

4.2.1 Authorizing from the Accounts sidebar

To **authorize into account**, perform the following steps:

1. On the Ribbon, on the **StealthMail** tab, click the **Accounts**  icon .
2. In the **Accounts** sidebar, in the block with your current account data, press the **Authorize** button (Fig. 4.2.1-1).

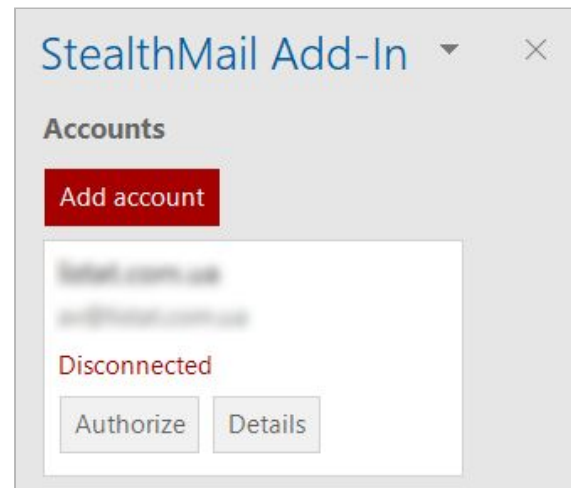


Figure 4.2.1-1 Accounts sidebar

3. In the **Authorization** sidebar, enter the password for your account in the **Password** field, and then click **Authorize** (Fig. 4.2.1-2).

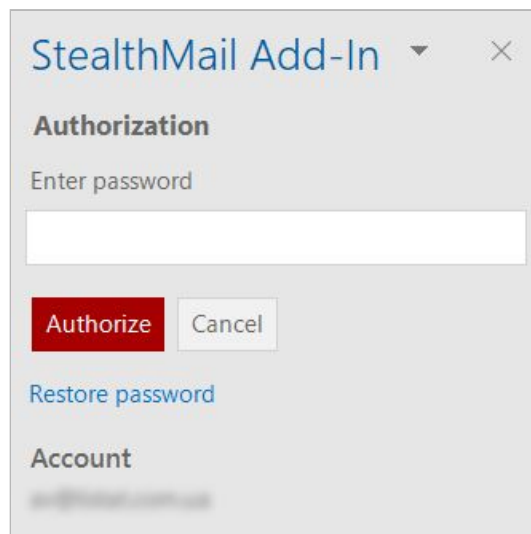


Figure 4.2.1-2 Password entry

After a successful account authorization in the **Accounts** sidebar, your current account status will be displayed in the block with your account data (Fig. 4.2.1-5):

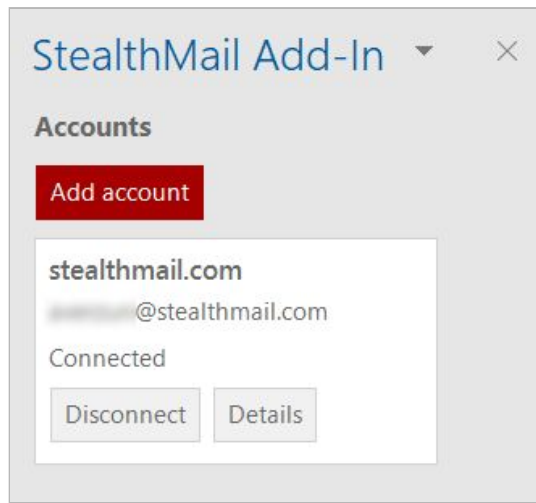


Figure 4.2.1-3 Accounts sidebar. Account status

Note: You can also check the account status in the Status section:
Accounts > Details > Account Details > Status.

If you want to log out of your account: in the **Accounts** sidebar, in the block with your account data, click the **Disconnect** button.

4.2.2 Authorizing from the email preview window

You need to be authorized in StealthMail Add-In to preview a secure emails (if you haven't authorized in account earlier).

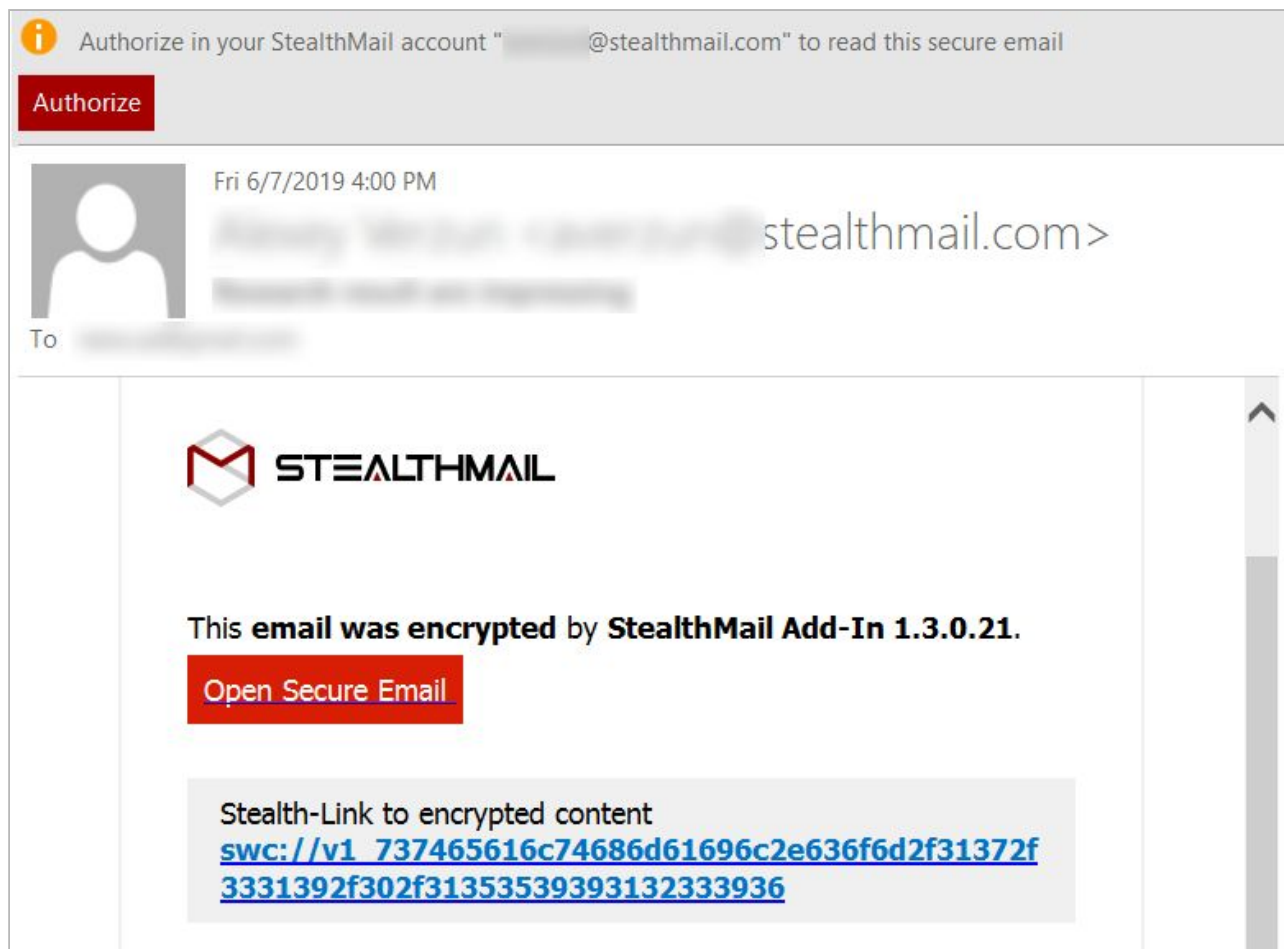


Figure 4.2.2-1 Email preview window

To authorize into an account:

1. In the email preview window, click the **Authorize** button (Fig. 4.2.2-1).
2. In the **Authorization** sidebar, in the **Password** field, enter your account password, and then click **Authorize** (Fig. 4.2.2-2).

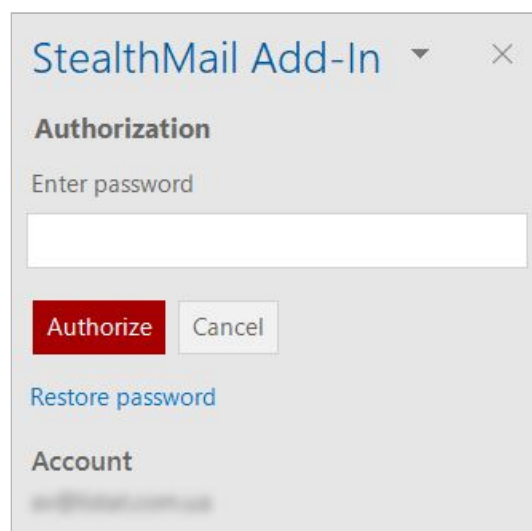


Figure 4.2.2-2 Authorization sidebar

4.3 Creating and sending a secure email

Secure emails can be created only by employees of the company that use StealthMail service. These users are called **internal** users. Users, who are "outside" of the company (without a StealthMail Add-in account), can only reply to secure emails they have received. These users are called **external** users.

By default, the service creates an email in the **Unprotected** mode (Fig. 4.3).

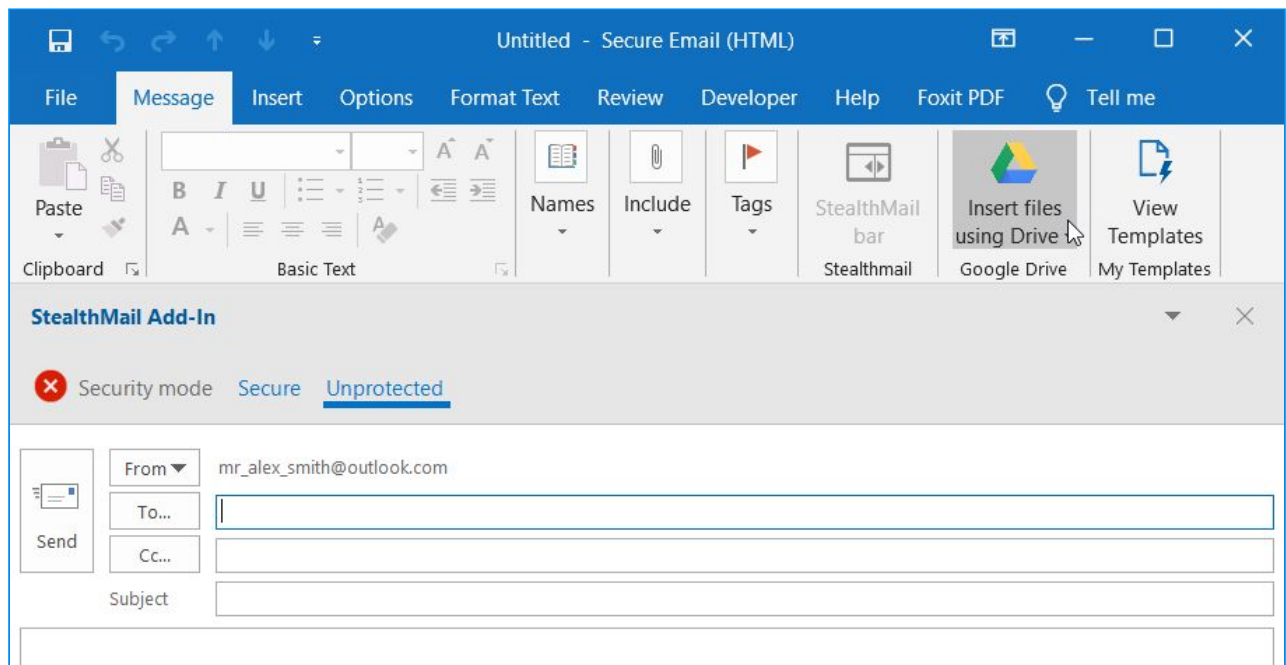


Figure 4.3 Creating and sending a secure email

Note: For more information about secure modes, see the [Security options for new emails](#) chapter.

4.3.1 Sending a secure email to internal recipients

Follow these steps to **create and send** a secure email to the **internal** recipients (Fig. 4.3.1):

1. Authorize into your StealthMail account.
2. On the **Home** tab, in the **New** group, select **New Email**.
3. Click **Secure** to switch to secure mode.
4. Fill out Subject field and specify recipients.
5. Write an email and add attachments if needed.
6. Click the **Send** button.

StealthMail will encrypt and send your email (Fig. 4.3.1).

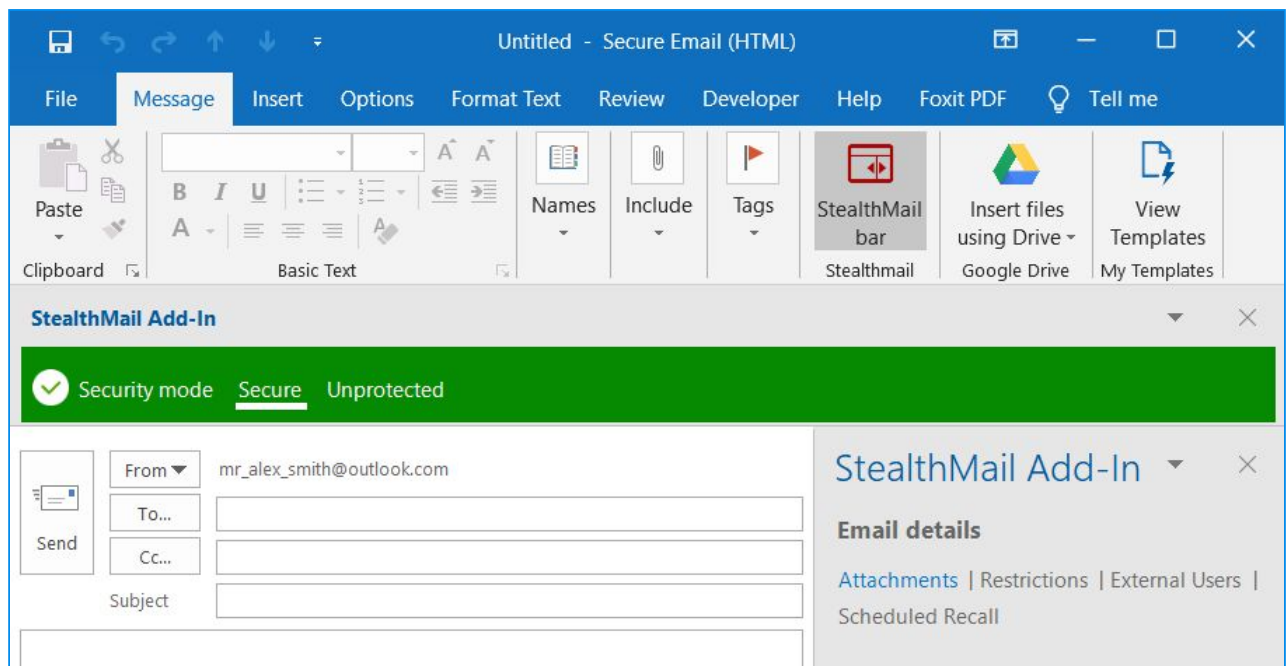


Figure 4.3.1 Sending a secure email to internal recipients

Note: For more information on how to add attachments, see [Adding attachments](#) chapter.

4.3.2 Sending a secure email to external recipients

Follow these steps to **create and send** a secure email to **external** recipients:

1. Authorize into your StealthMail account.
2. On the **Home** tab, in the **New** group, select **New Email** (Fig. 4.3.2-1).
3. Write an email and add attachments if needed.
4. If external recipient doesn't have a StealthMail account yet, in the StealthMail Add-in sidebar, in the **External Users** section, select the country and specify the phone number of the external user.
5. Specify the subject of the message and the email address of the recipient.
6. Click the **Send** button.
StealthMail will encrypt and send your email.

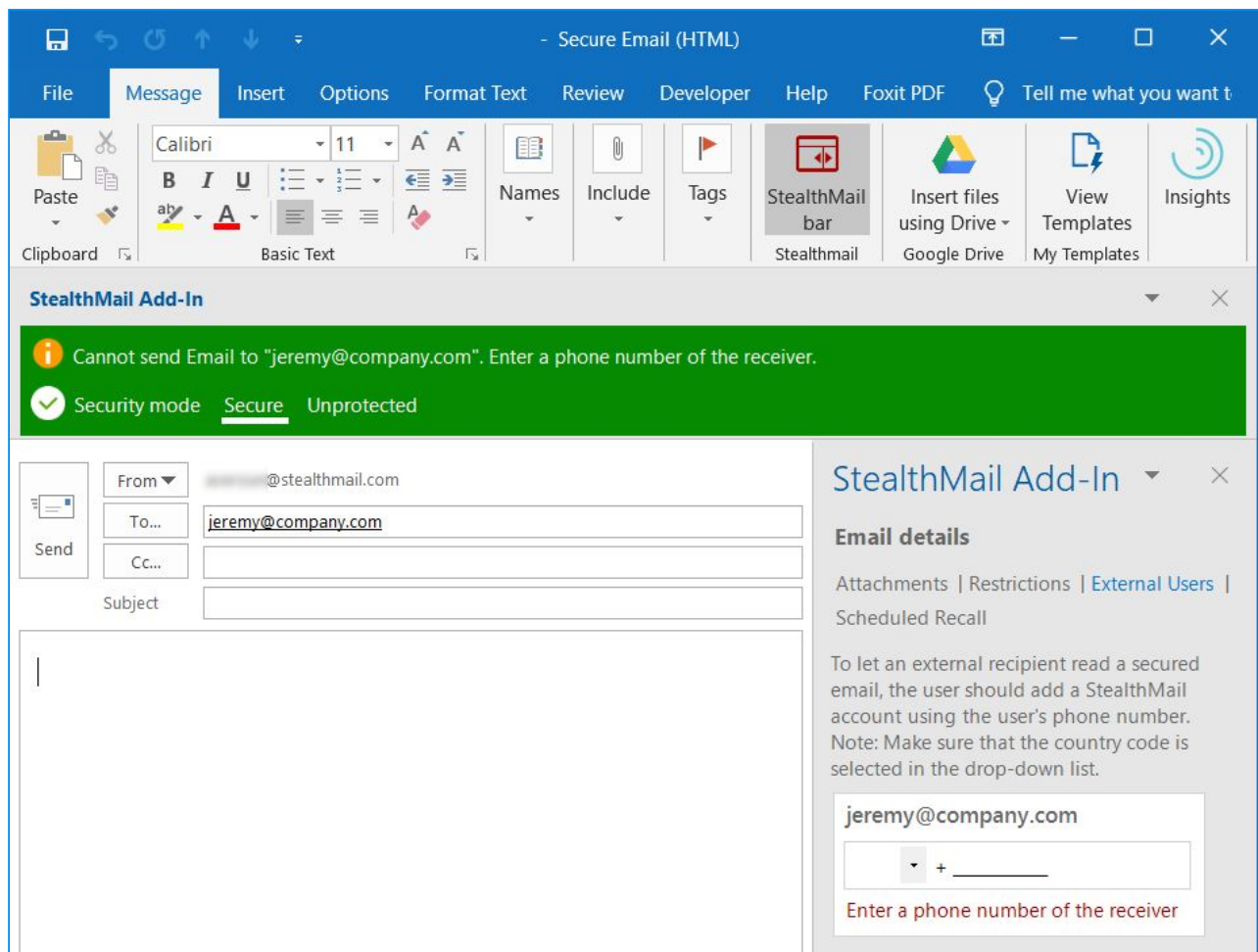


Figure 4.3.2-1 Sending a secure email to external recipients

Note: For more information on how to add attachments, see the [Adding attachments](#) chapter.

Caution! When sending an email to an **external recipient**, the service will prompt you to enter the recipient's phone number. The corresponding security alert will be displayed in StealthMail bar (Fig. 4.3.2-2).

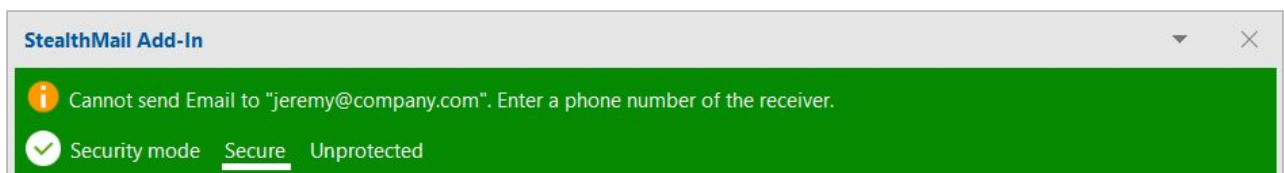


Figure 4.3.2-2 Security notification

On the sidebar, in the External Users section, the service will also prompt you to specify recipient's location and phone number (Fig. 4.3.2-3).

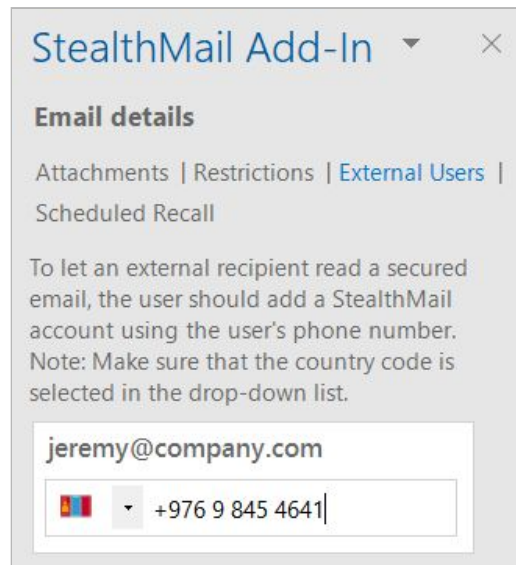


Figure 4.3.2-3 External Users section

Note: The phone number is required in order for the recipient to be able to authorize and read the contents of the email.

4.4 Viewing contents and attachments of secure emails

To read the content and view attachments of a secure email, you need to authorize into your StealthMail account.

If you haven't authorized into your account after starting Microsoft Outlook, the service will display a corresponding authorization notification in the email preview window (Fig. 4.4-1).

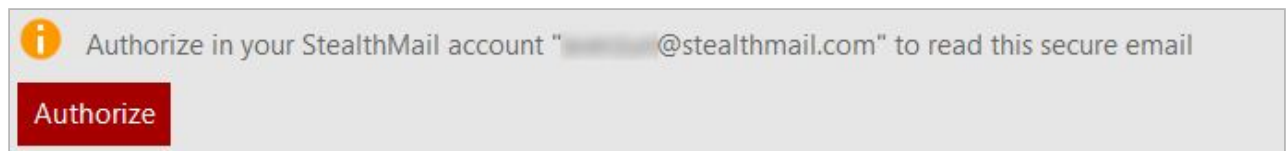



Figure 4.4-1 Authorization notification

To authorize into an account:

1. Open a secure email;
2. In the secure email preview window, click the **Authorize**  button (Fig. 4.4-2).

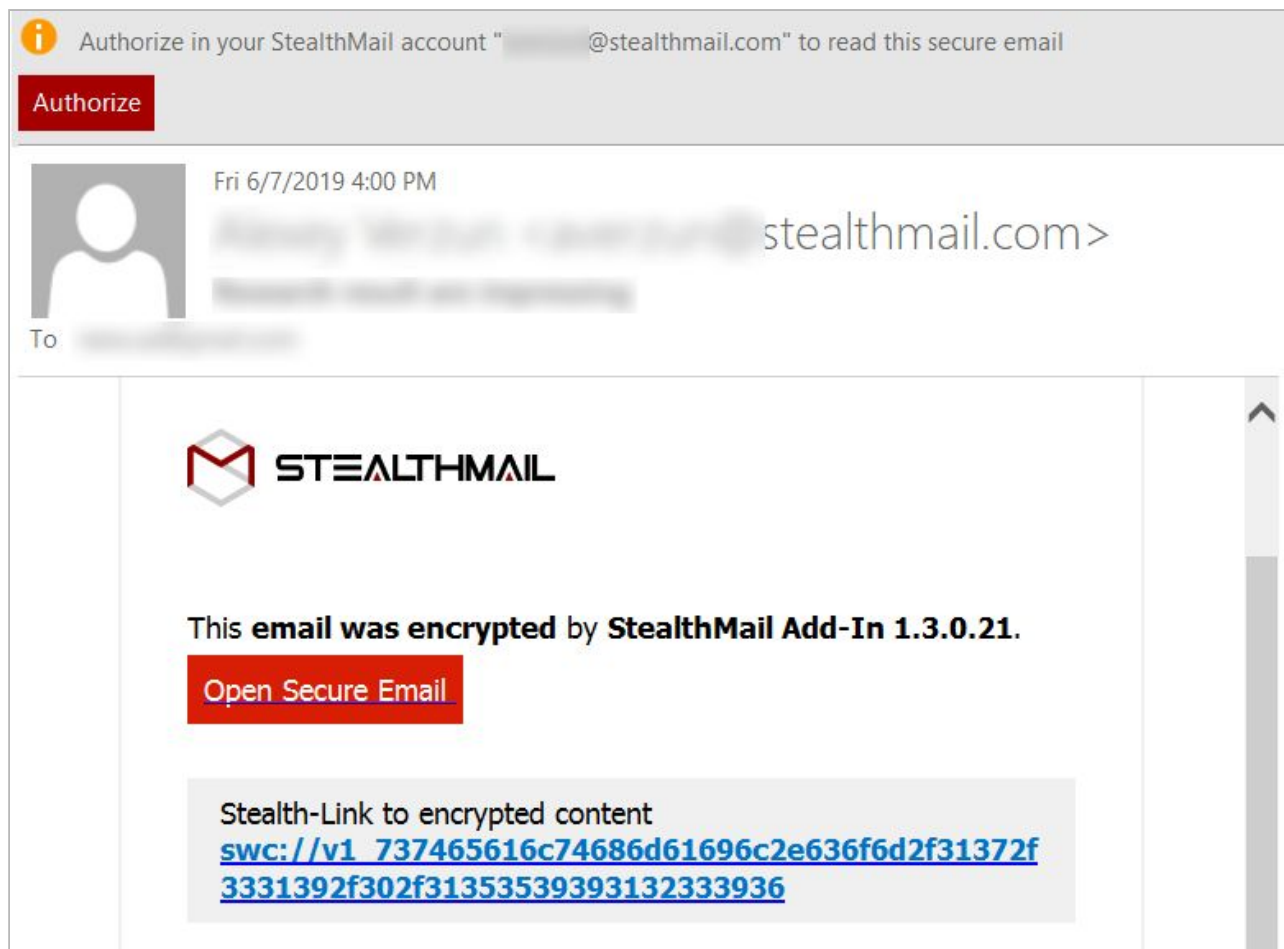


Figure 4.4-2 Login notification in the secure email preview window

3. In the **Authorization** section, enter your account password, and then click **Authorize** (Fig. 4.4-3).
4. Once you **authorize**, StealthMail will automatically decrypt and display the contents of a secure email (Fig. 4.4-4).

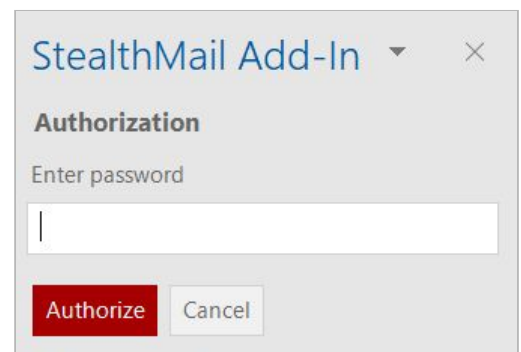


Figure 4.4-3 Authorization sidebar

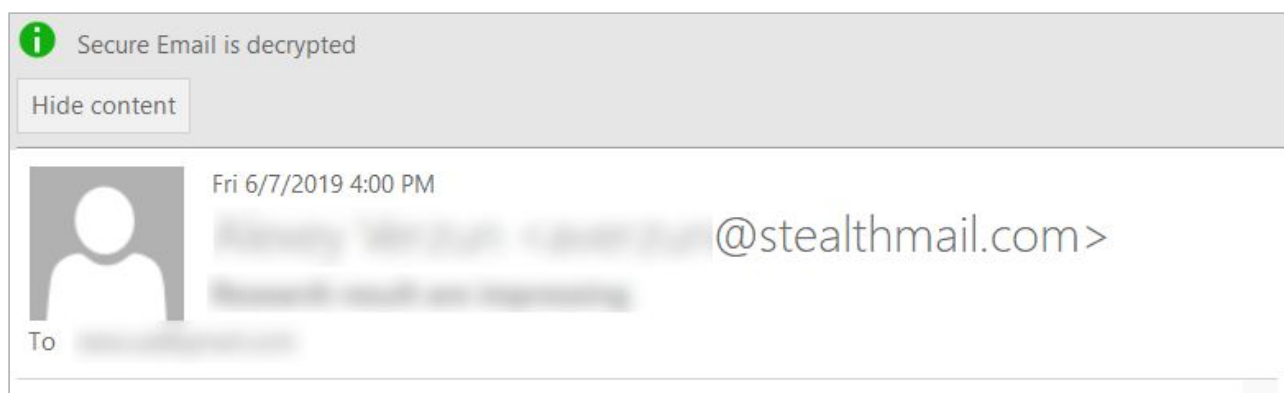


Figure 4.4-4 Secure email preview

Note: For information on how to disable automatic preview of secure email upon authorization or when new account is added, please refer to the [Secure email contents](#) chapter.

4.5 Adding attachments

This chapter provides instructions on how to add attachments to a new email. You can add **documents**, **images**, **video** and **audio** files to the message.

To add an attachment, follow these steps:

1. Authorize into your StealthMail account.
2. On the **Home** tab, in the **New** group, select **New Email**.
3. Click **Secure** to switch to the Secure mode.
4. On the **Message** tab, select **Attach File**.
5. Select a file you want to attach, and click **Insert** (Fig. 4.5-1).

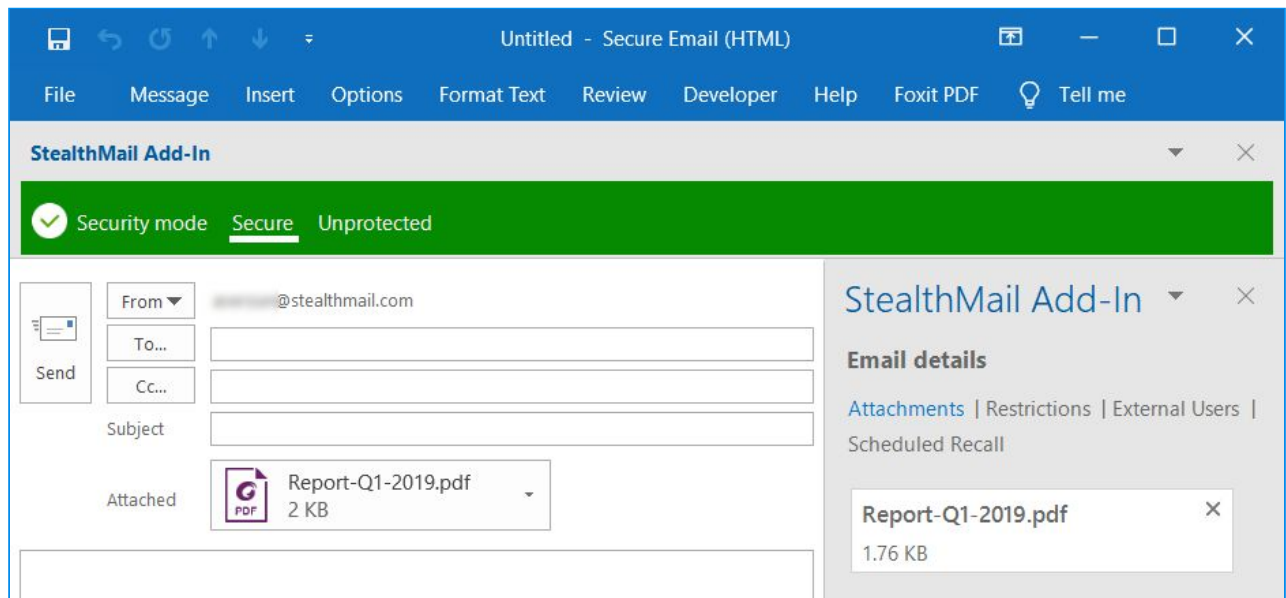


Figure 4.5-1 Adding an attachment

6. Your attached files will be displayed in the StealthMail sidebar in the **Attachments** section (Fig. 4.5-2).

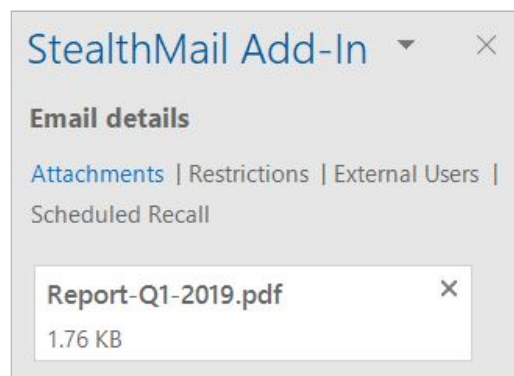


Figure 4.5-2 Attachments section

4.6 Checking the status of sent emails

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

You can check the status of any email you send, regardless the email has been sent to an **external** or **internal** recipient.

To check the email status of sent messages:

1. **Authorize** into your StealthMail account.
2. Go to the **Sent Items** folder.
3. Select an email that you want to check.
4. Open the StealthMail Add-in sidebar.
5. Point to the **Email Tracking** section.

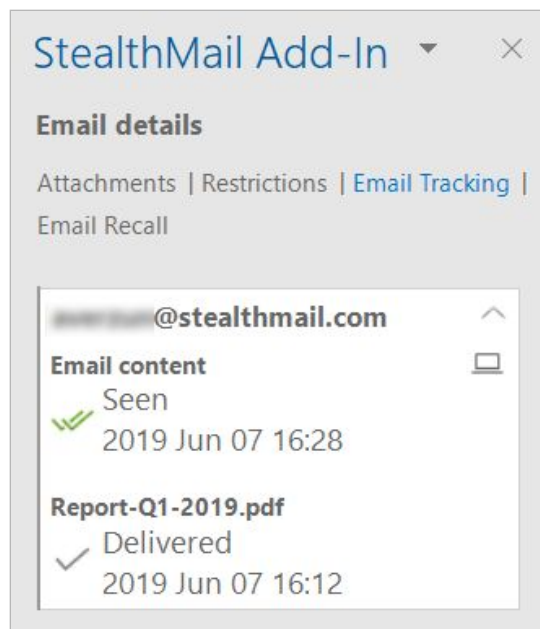


Figure 4.6-1 Email read status

This section displays whether the sent message or one of its attachments has been opened.

If the recipient has opened the email, the email status will be updated.

4.7 Recalling of sent emails

This chapter provides instructions on how to recall an email you have sent.

You can recall any email you send using StealthMail, regardless of whether it has been sent to an external or internal recipient.

Important: When the email is recalled, all recipients are no longer able to access the content or attachments of that email.

To recall an email:

1. **Authorize** into your StealthMail account.
2. Go to the **Sent Items** folder.
3. Select an email you want to recall.
4. Open the StealthMail Add-in sidebar.
5. Point to the **Email Recall** section.
6. Click **Recall Email**.
7. Click **OK** to confirm (Fig. 4.7-1)

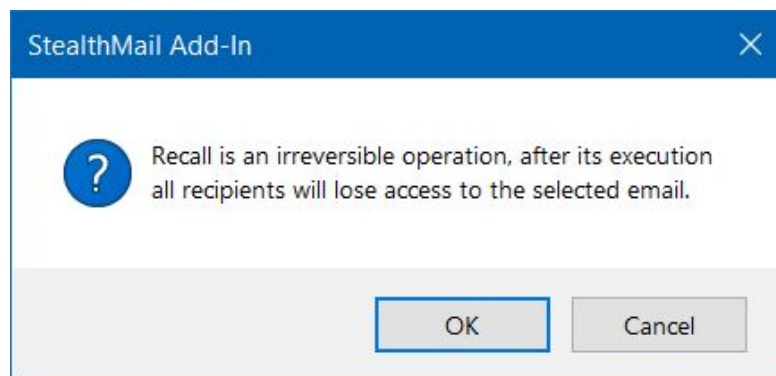


Figure 4.7-1 Email recall confirmation

Upon confirmation, the email will no longer be available for preview for all recipients (Fig. 4.7-2).

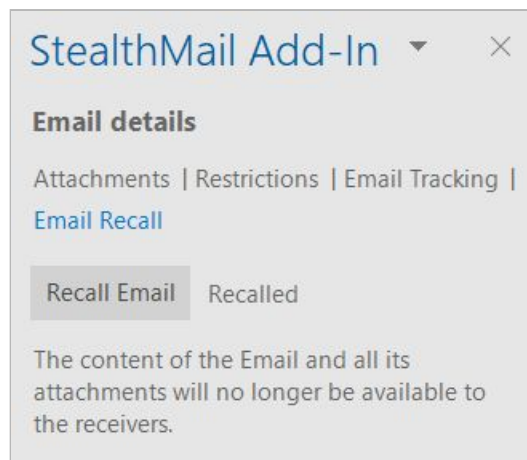


Figure 4.7-2 Email Recall status

4.8 Restricting access to emails

StealthMail Add-In allows you to restrict access rights to the contents of the email and its attachments.

In the current version, you can use these options:

- **Deny Reply**
- **Deny Forward**
- **Deny Copy and Print**

Important: All the limitations you apply onto recipients' emails also apply to you as the sender (author) of such emails.

4.8.1 Deny reply

If you select this restriction, recipients will not be able to perform such actions over email's content:

- Copy;
- Take a screenshot;
- Print;
- Forward.

Note: It is not possible to add attachments to an email if the **Deny Reply** option is selected.

To send an email and deny recipients to answer it:

1. In Outlook, on the Home tab, in the New group, click **New Email**.
2. Select the **Secure** mode to switch to email encryption mode.
3. In the Email details sidebar, click Restrictions, and then select the **Deny Reply** option (Fig. 4.8.1).
Make sure, another two options are not selected.
4. Write and send an email.

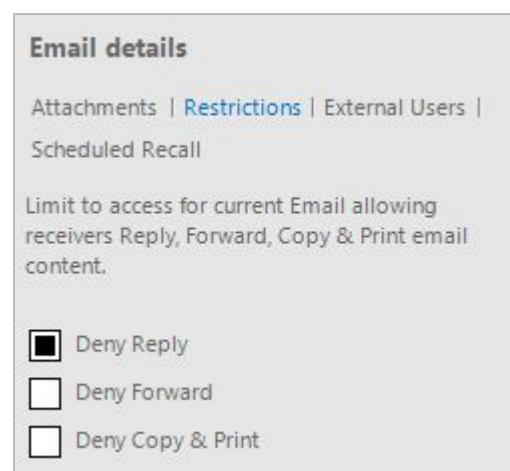


Figure 4.8.1 Deny Reply restriction

4.8.2 Deny forward

If you select this restriction, recipients will not have the possibility to send emails to other users.

To send an e-mail and deny recipients to forward it:

1. In Outlook, on the Home tab, in the New group, click **New Email**.
2. Select the **Secure** mode to switch to email encryption mode.

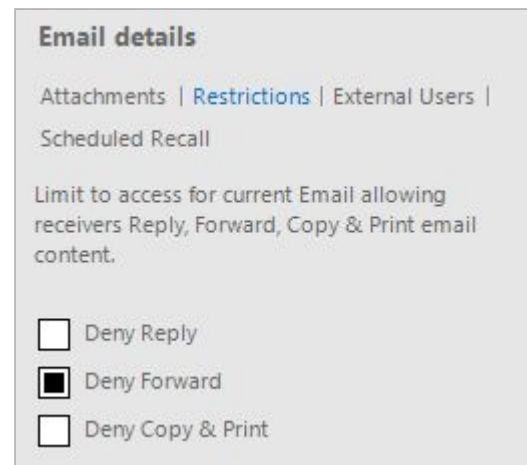


Figure 4.8.2 Deny Forward restriction

3. In the Email details sidebar, click Restrictions, and then select the **Deny forward** option (Fig. 4.8.2).

Make sure, another two options are not selected.

4. Write and send an email.

Tip: Add the **Deny Reply** restriction to limit the recipient's right to reply to an email.

4.8.3 Deny copy and print

If you select this restriction, recipients will not have the possibility to copy, print, and forward emails to other users. However, recipients will have the ability to reply on such restricted emails.

To send an e-mail and deny recipients to copy, print, and forward it:

1. In Outlook, on the Home tab, in the New group, click **New Email**.
2. Select the **Secure** mode, to switch to email encryption mode.
3. In the Email details sidebar, click Restrictions, and then select the **Deny Print and Copy** option (Fig. 4.8.3).
4. Write and send an email.

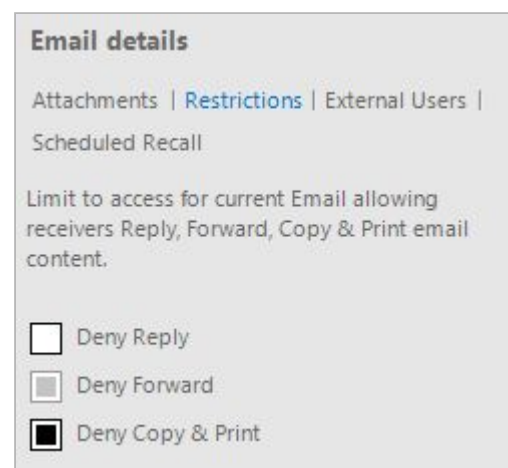


Figure 4.8.3 Deny Copy & Print restriction

Tip: Add the **Deny Reply** restriction to limit the recipient's right to reply to an email.

5. StealthMail tab

After Add-in installation, the **StealthMail** tab will appear on the Ribbon (Fig. 5-1).

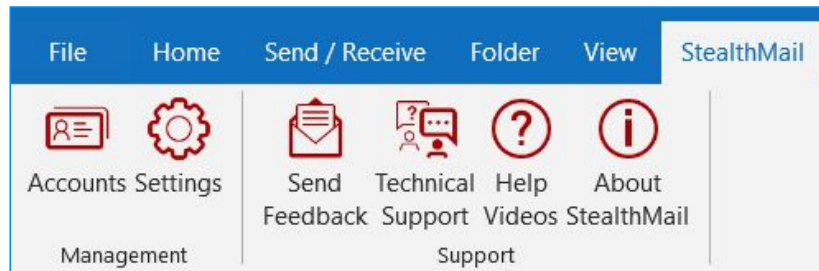


Figure 5-1 StealthMail tab

Table 5-1. Commands of the StealthMail bar

Icon	Command	Description
	Accounts	Opens a sidebar to manage the accounts.
	Settings	Contains service settings.
	Send Feedback	Opens a web page with a feedback form.
	Technical Support	Opens service support portal.
	Help Videos	Directs to the videos on how to use the service.
	About StealthMail	Shows the current version of the service and hyperlinks both to the official site and the feedback web pages.

5.1 Accounts

The Accounts command is used to add a new account and view detailed information about the current one. The command is presented as a side sidebar **Accounts** in Outlook (Fig. 5.1-1).

To evoke sidebar, click the StealthMail tab, point to the Management group, and then choose **Accounts**

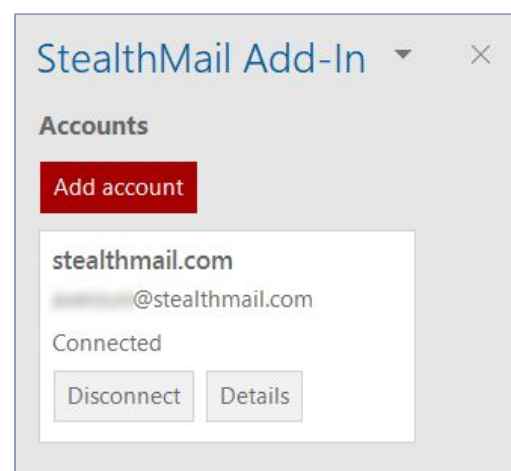



Figure 5.1-1 Accounts sidebar

To view detailed information about your account, click the **Details**  button.

In the **Account details** sidebar, you can find information about:

- Account name
- Account type
- Company name
- Connection state

By clicking on the corresponding button you can:

- Remove account from Add-In
- Change account password
- Disconnect

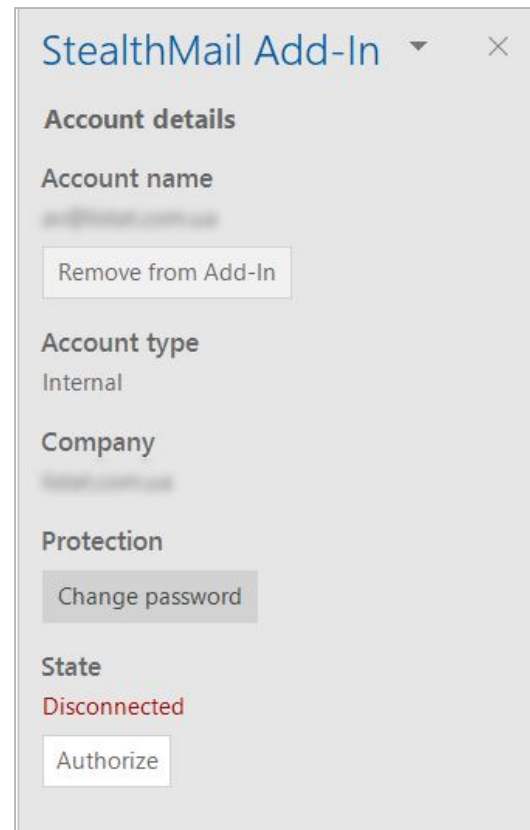


Figure 5.1-2 Account details sidebar

5.1.1 Authorizing

To create, send, and receive secure emails, authorize in your StealthMail account.

To authorize:

1. On the StealthMail tab, in the Management group, click **Accounts**.
2. In the opened **Accounts** sidebar, click Authorize (Fig. 5.1.1-1).

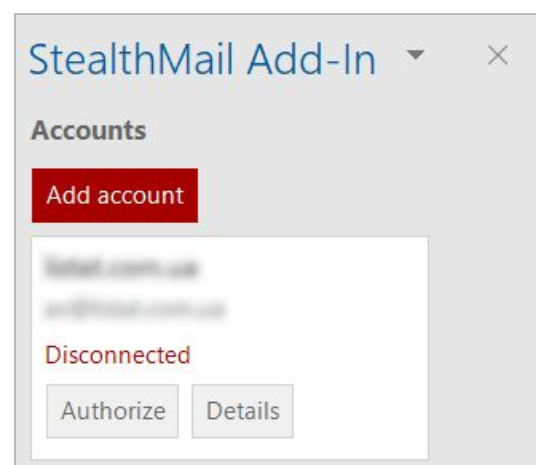


Figure 5.1.1-1 Authorization from the Accounts sidebar

You can also authorize from the Details sidebar:

1. In the Accounts sidebar, click the **Details** button.
2. In the Account details, in the State section, click the **Authorize** button (Fig. 5.1.1-2).

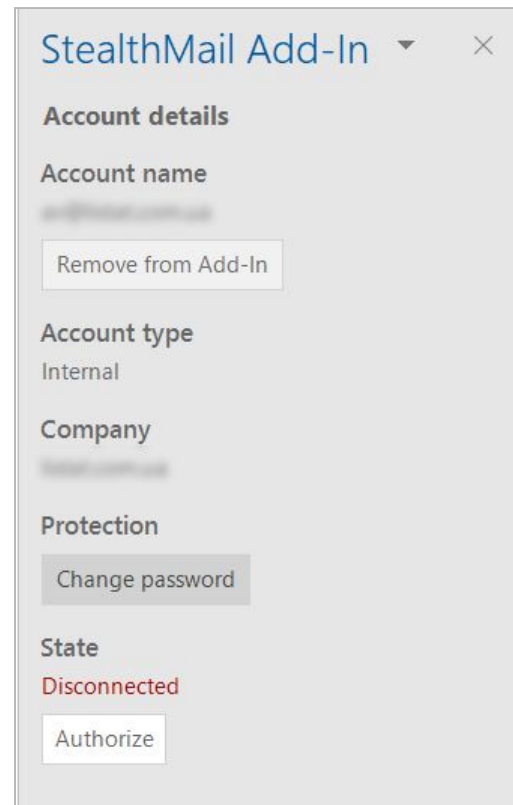


Figure 5.1.1-2 Authorization in the Account details

5.1.2 Password restoring

If you forgot your password while authorizing, you can restore it:

1. On the StealthMail bar, in the Management group, click **Accounts**.
2. Click **Restore password** (Fig. 5.1.2-1). An SMS with a verification code will be sent to your phone.

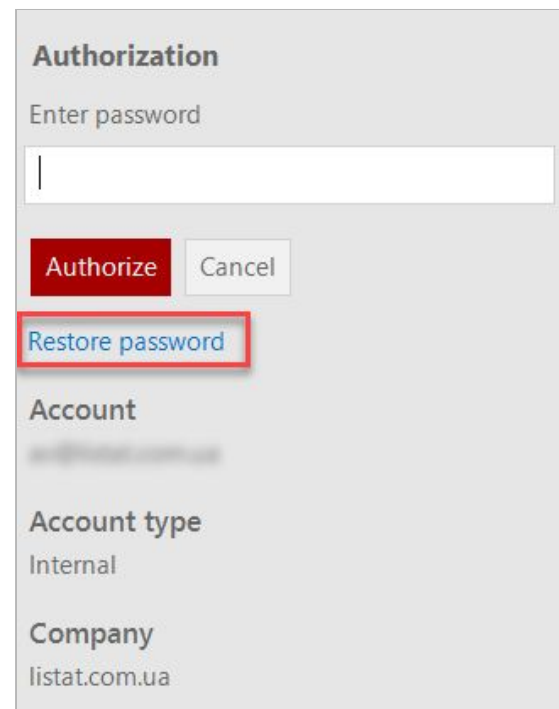
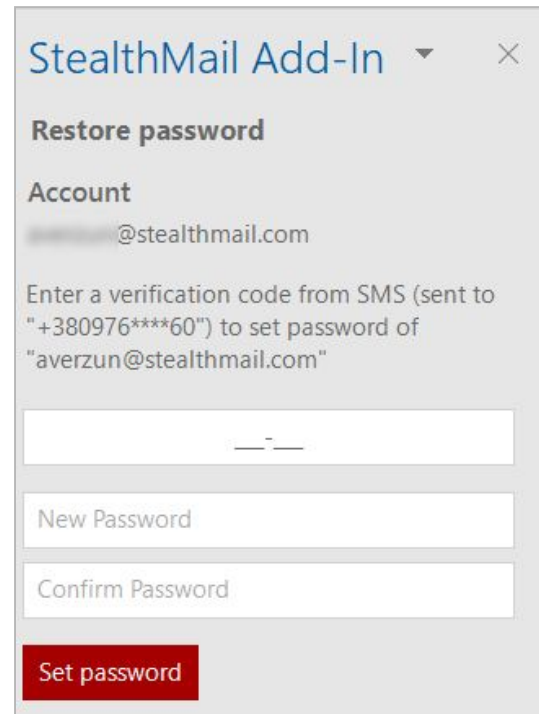


Figure 5.1.2-1 Password restore

3. Enter the six-digit code from the SMS in the corresponding field (Fig.5.1.2-2).
4. Enter a new password, repeat the password, and then click the **Set password** button.



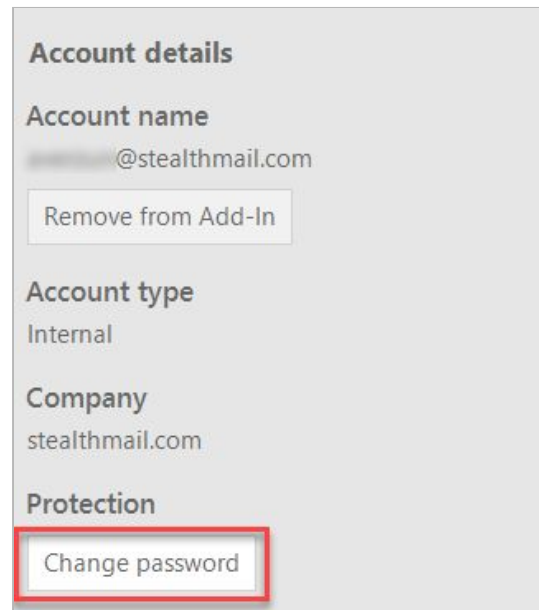
The image shows a 'StealthMail Add-In' dialog box with a close button (X) in the top right corner. The title is 'StealthMail Add-In'. Below the title is the section 'Restore password'. Under this section, it says 'Account' followed by a masked email address '@stealthmail.com'. Below that, it says 'Enter a verification code from SMS (sent to "+380976****60") to set password of "averzun@stealthmail.com"'. There are three input fields: the first is for the verification code, the second is labeled 'New Password', and the third is labeled 'Confirm Password'. At the bottom of the dialog is a red button labeled 'Set password'.

Figure 5.1.2-2 Setting a new password

5.1.3 Password changing

In StealthMail Add-in you can change your current password to a new one:

1. In the Accounts sidebar, click **Details**.
2. In the Protection section, click **Change password** (Fig. 5.1.3-1).



The image shows a 'StealthMail Account details' dialog box. It has a title 'Account details'. Below the title, it says 'Account name' followed by a masked email address '@stealthmail.com'. Below that is a button labeled 'Remove from Add-In'. Below that is the section 'Account type' with the value 'Internal'. Below that is the section 'Company' with the value 'stealthmail.com'. Below that is the section 'Protection' with a button labeled 'Change password' highlighted by a red rectangle.

Figure 5.1.3-1 Current password changing

3. In the Change password window, in the **Old Password** field, enter your current password.

Set a new password, confirm the new password, and then click **Set Password** (Fig. 5.1.3-2).

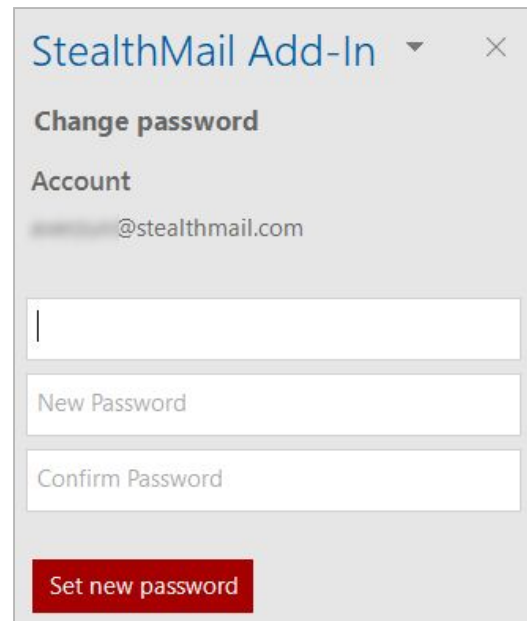
A screenshot of the 'StealthMail Add-In' window with the title 'Change password'. It shows an 'Account' field with a masked email address '@stealthmail.com'. Below are three input fields: 'Old Password', 'New Password', and 'Confirm Password'. At the bottom is a red button labeled 'Set new password'.

Figure 5.1.3-2 Setting a new password

5.1.4 Signing out

If you want to log out of your account, go to the Accounts sidebar, and click the **Disconnect** button (Fig. 5.1.4-1).

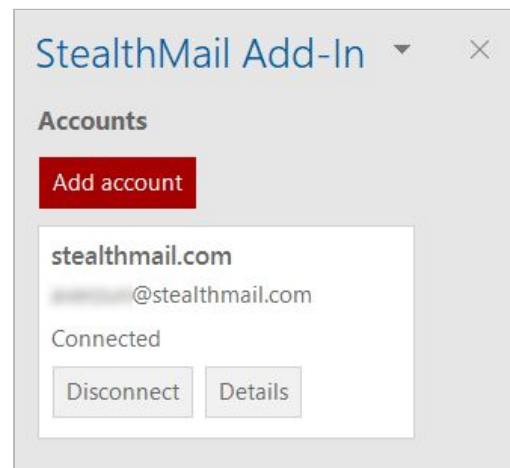
A screenshot of the 'StealthMail Add-In' window with the title 'Accounts'. It features a red 'Add account' button. Below is a card for 'stealthmail.com' with a masked email address '@stealthmail.com' and the status 'Connected'. At the bottom of the card are two buttons: 'Disconnect' and 'Details'.

Figure 5.1.4-1 Signing out

You can also disconnect from the Account details window:

1. In the Accounts sidebar, click the **Details**.
2. In the Account details window, in the State section, click **Disconnect** (Fig. 5.1.4-2).

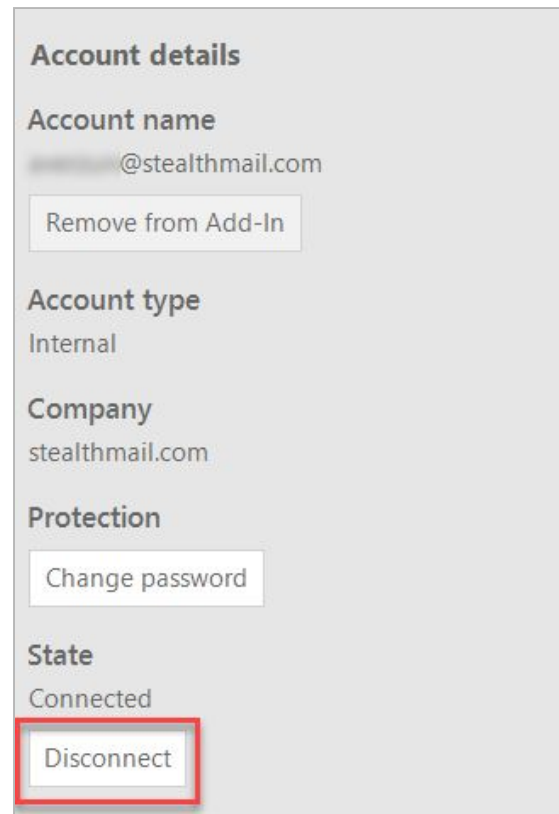



Figure 5.1.4-2 Signing out from Account details

5.1.5 Removing

StealthMail Add-in application provides the possibility to delete an account from the Add-In.

To delete an account:

1. On the StealthMail tab, in the Management group, click **Accounts** .
2. On the Accounts sidebar, click **Details**.
3. Choose the account you want to delete, and click the **Remove from Add-in** button.
4. In the dialog box, click **Yes** to confirm you want to delete your account (Fig. 5.1.5-2).

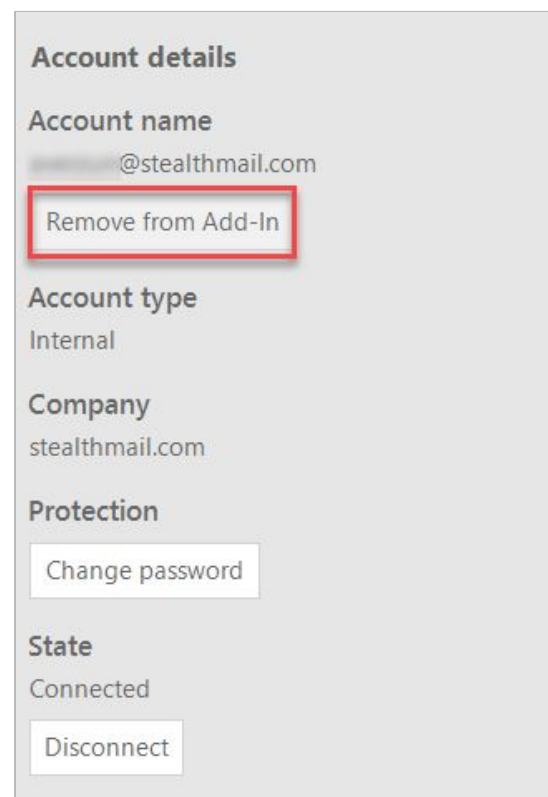


Figure 5.1.5-1 Account removing

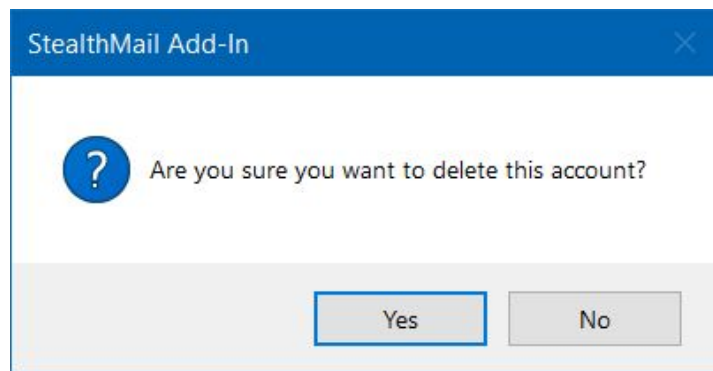




Figure 5.1.5-2 Account removing dialog box

5.2 Settings

This chapter provides information about the StealthMail service settings.

The **Settings** menu (Fig. 5.2) contains options that allow you to manage the StealthMail service. The selected settings apply to all accounts added to StealthMail Add-in. You can change the service parameters regardless of what account you are connected to.

There are two ways to access the Settings menu:

1. Go to the **StealthMail** tab, **Management** group, and click **Settings** .
2. For quick access on the Outlook ribbon, go to the **Home** tab, **StealthMail** group, and click **Settings** .

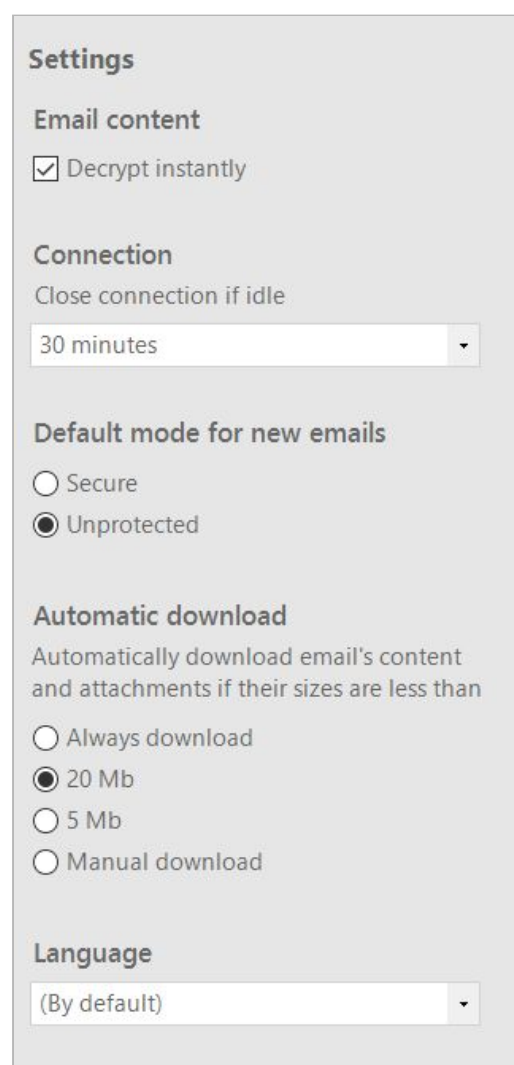


Figure 5.2 Settings menu

5.2.1 Secure email contents

StealthMail will automatically decrypt the contents of secure emails right after you authorize into the service. This option is enabled by default. Click to clear the **Decrypt instantly** check box, if you do not want to display the content of secure email after authorizing (Fig. 5.2.1).

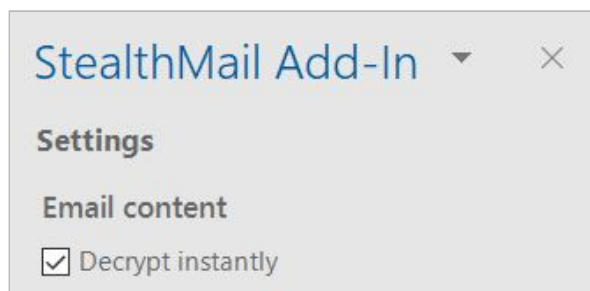


Figure 5.2.1 Secure email decryption

In this case, to decrypt the content, click the **Show Content button** in the email preview window.

5.2.2 Connection

This option automatically disables all connections to the StealthMail service after the computer is left idling for a set time.

From the drop-down list, select the time when the connection will be disabled automatically (Fig 5.2.2):

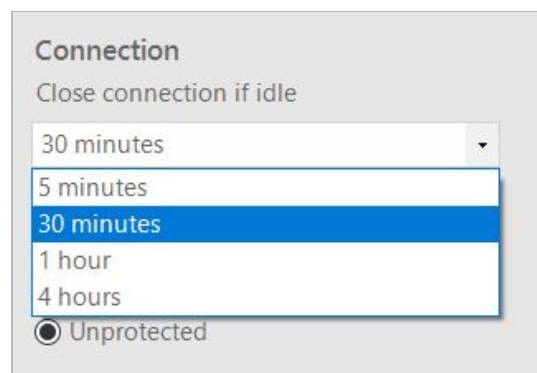


Figure 5.2.2 Connection

- 5 minutes
- 30 minutes
- 1 hour
- 4 hours

5.2.3 Security options for new emails

There are two security options which can be applied to new emails by default within StealthMail Add-in:

1. **Secure.** In this mode StealthMail encrypts and transfers emails using cryptographic algorithms.
2. **Unprotected.** In this mode emails are not encrypted (Fig.5.2.3).

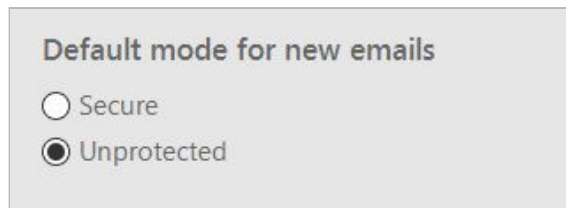


Figure 5.2.3 Security options

5.2.4 Automatic download restrictions

This option allows you to set a download limit (in megabytes, MB) for email content and attachments (Fig. 5.2.4). Select preferred option for automatic download:

- ☐ Always download
- ☐ 20 Mb
- ☐ 5 Mb
- ☐ Manual download

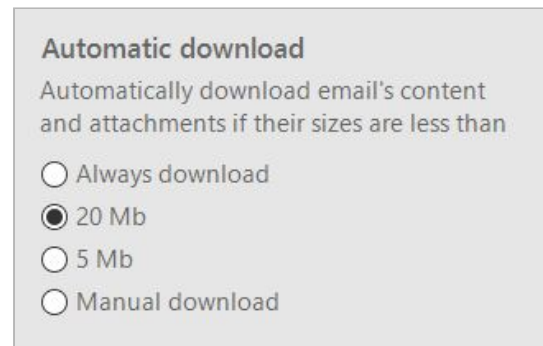



Figure 5.2.4 Automatic download limit

5.2.5 Language

To change the add-in language:

1. Go to the **StealthMail** tab, **Management** group, and click **Settings** .
2. In the **StealthMail Add-in** sidebar, in the **Language** section, from the drop-down list select the language you want to use (Fig. 5.2.5).

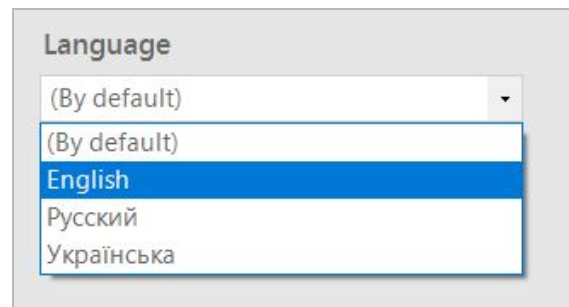



Figure 5.2.5 Language

5.3 Send feedback

This command opens the web page with the [Feedback Form](#). By filling out the form, you can share your personal user experience with the developers:

- share ideas and suggestions on how to improve StealthMail Add-in;
- ask questions about StealthMail Add-in;
- describe the problems you experienced while working with StealthMail Add-in;
- provide feedback on StealthMail Add-in.

To **send feedback** about the service, perform the following steps:

1. On the **StealthMail** tab, in the **Support** group, click **Send Feedback** .
2. Select one of the two subjects for the message in the new window.
3. Write your message in the text field.
4. If you want to attach files to your message, click **Select**. In the dialog box, select the required files, and then click **Open**.
5. Select the **I'm not a robot** check box.
6. To complete filling out the form and send your feedback, click **Send Message**.

5.4 Technical support

The command opens the [StealthMail Service Support Portal](#), where you can describe the problems you have encountered while working with StealthMail Add-in.

5.5 Help videos

The Help Videos command opens the [Video Help](#) web page.

To view video instructions go to the **StealthMail tab**, point to the **Support** group, and click **Help Videos** command .

The web page contains short instructional videos about the main functions and settings of the service:

- Installation of StealthMail Add-in
- Adding StealthMail account from Email preview
- Adding StealthMail account from side pane
- Authorizing from side pane
- Sending encrypted Email
- Previewing encrypted Email
- Replying encrypted Email
- Sending encrypted Email to an external user
- Enabling StealthMail Add-in in Outlook options
- Uninstall of StealthMail Add-in

5.5 About StealthMail

About StealthMail command opens a sidebar, which displays the current version of StealthMail Add-in, a brief description of the service, links to the company's website page with the Feedback Form.

To view the current version of the Add-in, go to the **StealthMail** tab, in the **Support** group, and click **About StealthMail** ⓘ.

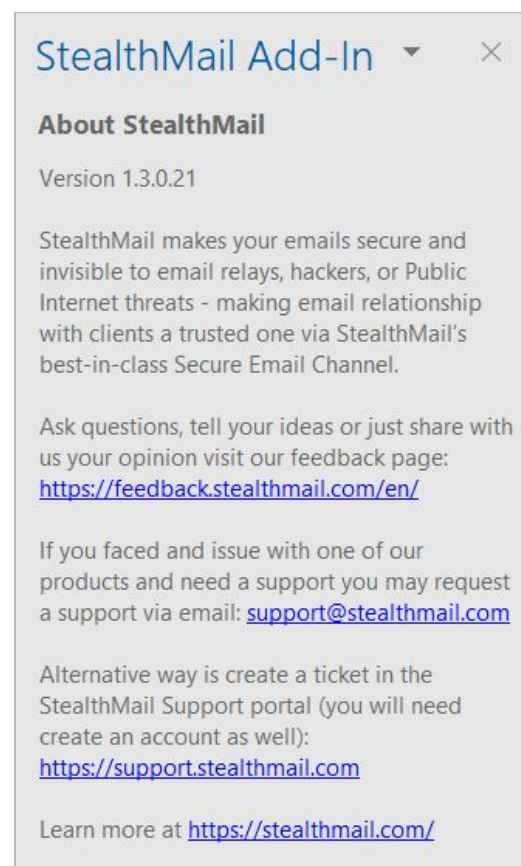


Figure 5.5 Service version

6. Uninstalling

To **remove StealthMail Add-in** from your computer, perform the following steps:

1. Go to the **Start** menu. Open the **Control Panel**. Go to the **Programs** category, then select **Uninstall a Program**.
2. In the list of programs, find and select **StealthMail Add-in**.
3. Click the **Uninstall** button in the **Uninstall programs** window of the command bar.
4. To start the process of uninstalling the application, click the **Yes** button in the opened security **User Account Control** window (Fig. 6-1).

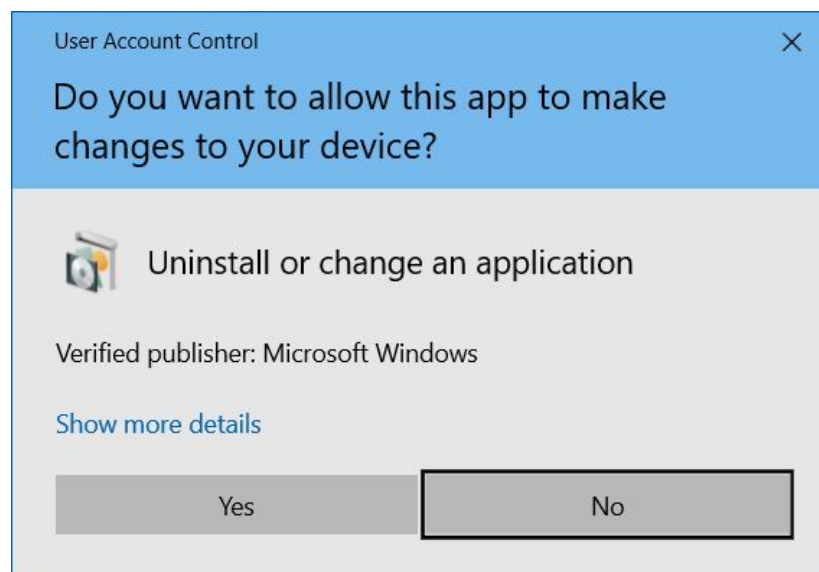


Figure 6-1 Windows Security pop-up

5. To confirm the removal of the service, click the **Yes** button (Fig. 6-2).

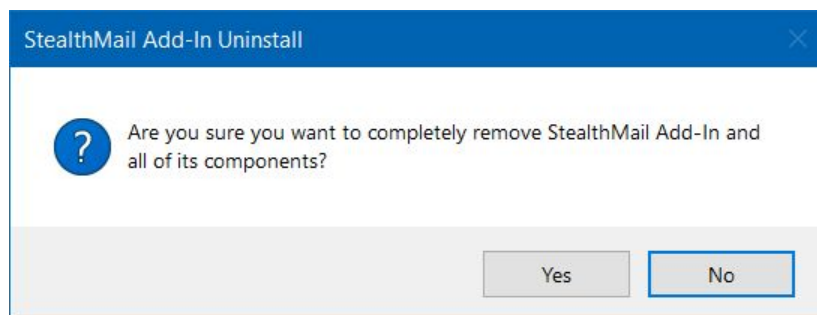


Figure 6-2 StealthMail Add-in removal

6. To continue removing the service, click the **Uninstall** button. To clear the service data records from your computer's hard drive, select the **Delete cache** check box in the window that opens, and then click the **Uninstall** button (Fig. 6-3).

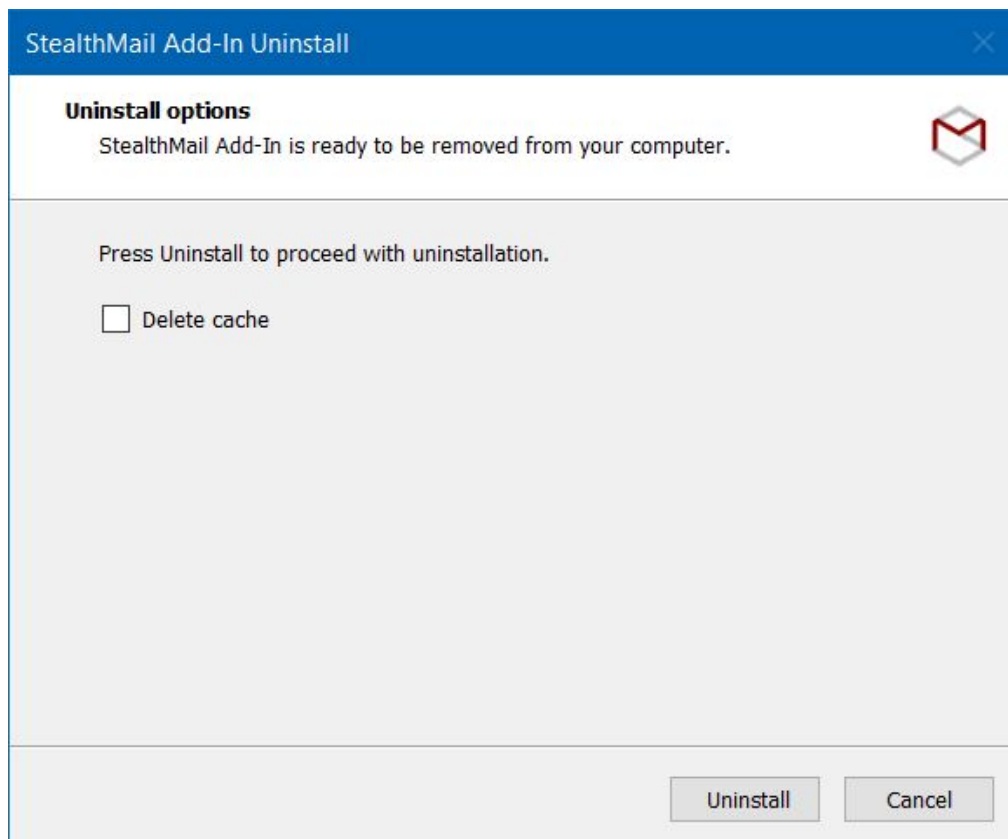


Figure 6-3 StealthMail Add-in removal

7. Wait for the service to be removed.
8. To complete the removal, click the **OK** button (Fig. 6-4).

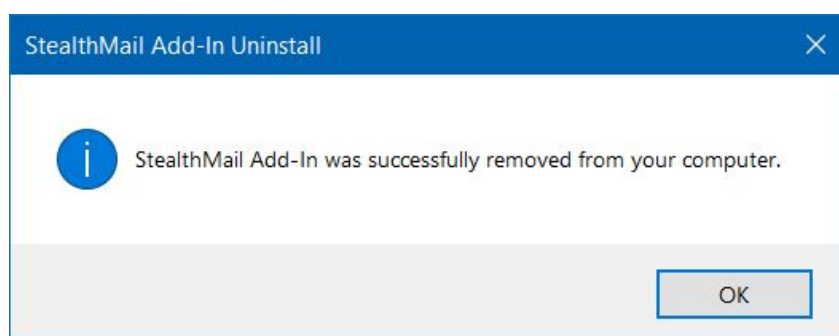


Figure 6-4 StealthMail Add-In removal

7. Troubleshooting

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

7.1 Invalid verification code

Problem: After you have entered the verification code from the SMS, the service displays the **Invalid verification code** message (Fig. 7.1). This message may appear, because the time allotted for entering a code has run out.

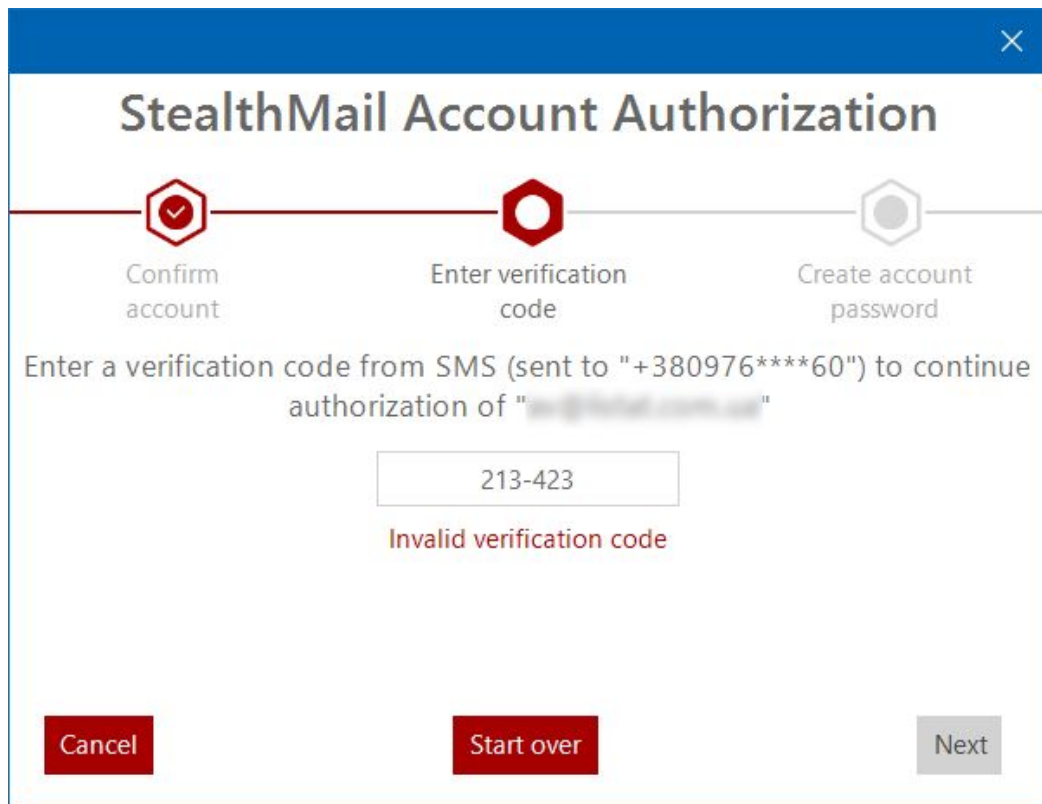


Figure 7.1 Verification code entry

Possible solution: Click the **Start over** button to start the authorization again.

7.2 Invalid password

Problem: After you have entered the password in the **Accounts** sidebar, the service displays the **Invalid password** message (Fig. 7.2).

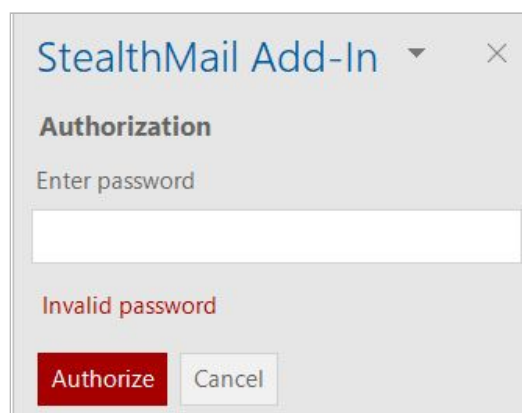


Figure 7.2 Invalid password entry

Possible Solution:

1. Make sure the password you're entering is the exact one you used when were adding the account.
2. Make sure that Caps Lock is turned off and try again.

If you are unable to resolve the issue, press **Restore password** and follow the further instructions.

7.3 Inactive StealthMail tab

In some cases, there is no possibility to automatically activate the Add-in.

If the StealthMail tab does not appear on the Outlook Ribbon after the service has been installed, you need to enable Add-in manually.

To activate the StealthMail Add-In tab:

1. In Outlook, open the **File** Menu, and click the **Settings** menu.
The Settings window will open.
2. In the Settings, in the **Add-Ins** section, click the **Go** button.
The COM Add-ins window will open.
3. In the Add-ins available list, scroll down the list, select **StealthMail Add-In**, and then click **OK** (Fig. 7.3-1).

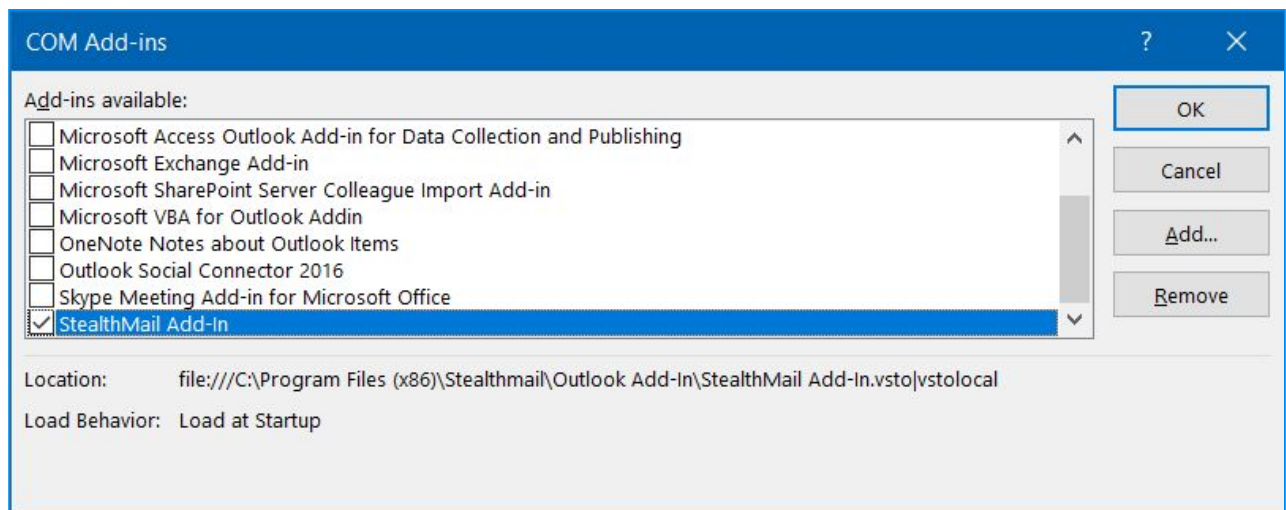


Figure 7.3 Enabling StealthMail Add-in in Outlook settings