

## USER GUIDELINES

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## Q1. How can I log into my webmail?

Webmail login url depends on the email id suffix selected by you. Below is the list of web addresses for each of the email id suffix selected by you:

### Url for webmail access:

@bizmailsecure	<a href="https://mail.bizmailsecure.com/webmail">https://mail.bizmailsecure.com/webmail</a>
@BizCrypt	<a href="https://mail.bizcrypt.com/webmail">https://mail.bizcrypt.com/webmail</a>
@mdofficemail.com	<a href="https://mail.mdofficemail.com">https://mail.mdofficemail.com</a>
@mdofficemail.net	<a href="https://mail.mdofficemail.net">https://mail.mdofficemail.net</a>
@mdomail.com	<a href="https://mdom.mdofficemail.com">https://mdom.mdofficemail.com</a>
@medofficemail.com	<a href="https://med.mdofficemail.com">https://med.mdofficemail.com</a>
@secur-mail.com	<a href="https://secur.mdofficemail.com">https://secur.mdofficemail.com</a>
@securdraft.com	<a href="https://securedraft.mdofficemail.com">https://securedraft.mdofficemail.com</a>

## Q2. Is it necessary to configure Password Retrieval Question and Answer? How can I do that?

If password retrieval Question & Answer is not configured you need to contact BizMail support to reset your password along with your credentials including last 4-digits of your credit card on file. Further you need to wait till the request is completed by the support team.

To avoid this cumbersome process we strongly recommend you to configure Password Retrieval Question & Answer. It is very easy:

- Log into webmail.
- go to Options > Preferences > Change Password.
- You can add your Question and Answer in this window. You can also change your password here.



### Q3. How can I change password?

- Log into webmail.
- go to Options > Preferences > Change Password.
- Enter new password, confirm the new password and click change. (see above image)

### Q4. My subscription is for more than one email accounts. How can I create other mail accounts?

### Q5. How the Account Admin can edit/delete other users in the account?

### Q6. How the Account Admin can reset the password of other users in the account?

- Browse <https://mail.bizmailsecure.com/cgi/user.cgi>
- Login using your admin email id and password (email id created at the time of subscription)
- Click the tab "Users"
- Add desired email id
- Click "Check Availability (availability is confirmed in green)
- If the desired user name is not available, type a different one
- Once user name is available, type password (minimum 8 characters, alpha-numerical, cap) and click on the Create Account tab and click on the Save User tab.

**Account details**

To load a user pick a domain, enter a username, and click 'lookup'. Alternately simply enter the exact email enter what you remember and click 'lookup'.

Domain:

Username	<input type="text"/>	<input type="button" value="Lookup"/>
Password	<input type="password"/>	<input type="button" value="Create account"/>
Access type/Groups	<input type="text"/> <input type="button" value="Add"/>	
Account Status	enabled - (default) <input type="button" value="Add"/>	
Admin access settings	<input type="text"/> ALL <input type="button" value="Add"/>	
Default Not Encrypt	<input type="text"/>	
Disk Quota (bytes)	Select to change <input type="button" value="Add"/>	
Expiry Date	<input type="text"/>	
Full Name	<input type="text"/>	
Max In	<input type="text"/>	
Phone	<input type="text"/>	
Sms Number	<input type="text"/>	
User access settings	<input type="text"/> ALL <input type="button" value="Add"/>	
User alias quota	<input type="text"/>	
User list quota	<input type="text"/>	

**Default user settings :**

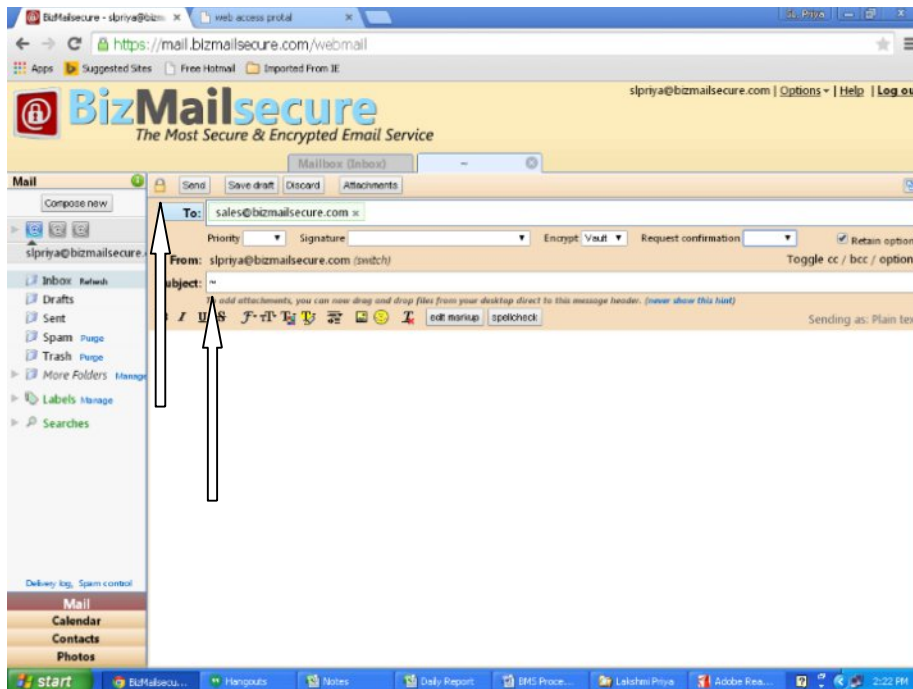
for this domain:

### Q7. How can I manage my email account settings?

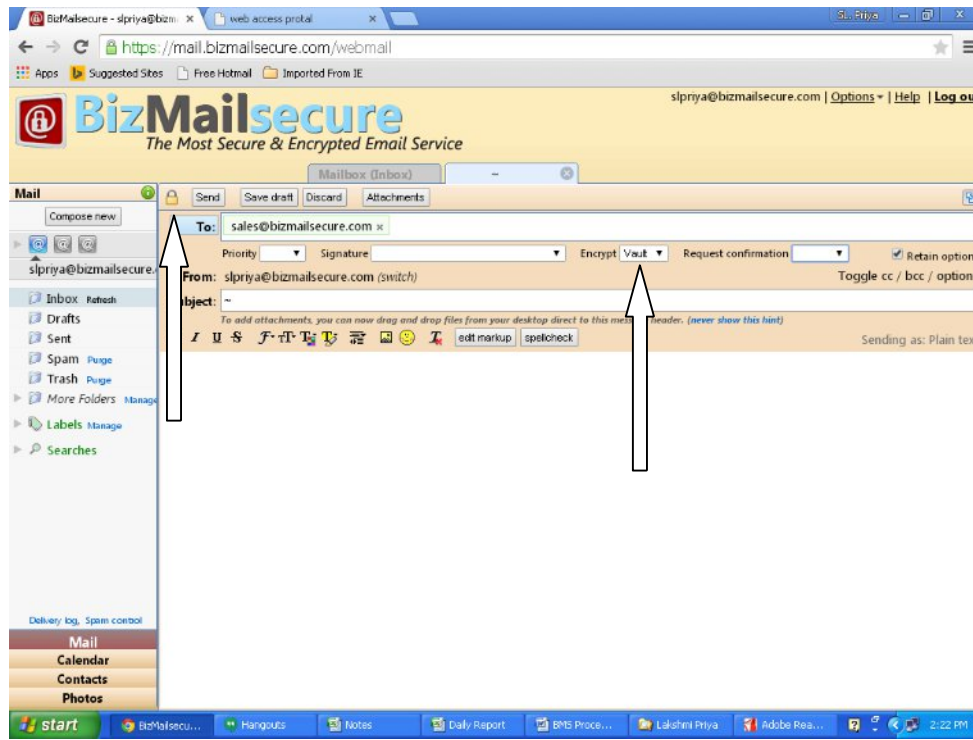
Please click **Account Settings** tab in the webmail login page and enter your email account credentials.  
Direct URL to access Account settings is: <https://mail.bizmailsecure.com/cgi/user.cgi>

### Q8. How can I send a secure encrypted message?

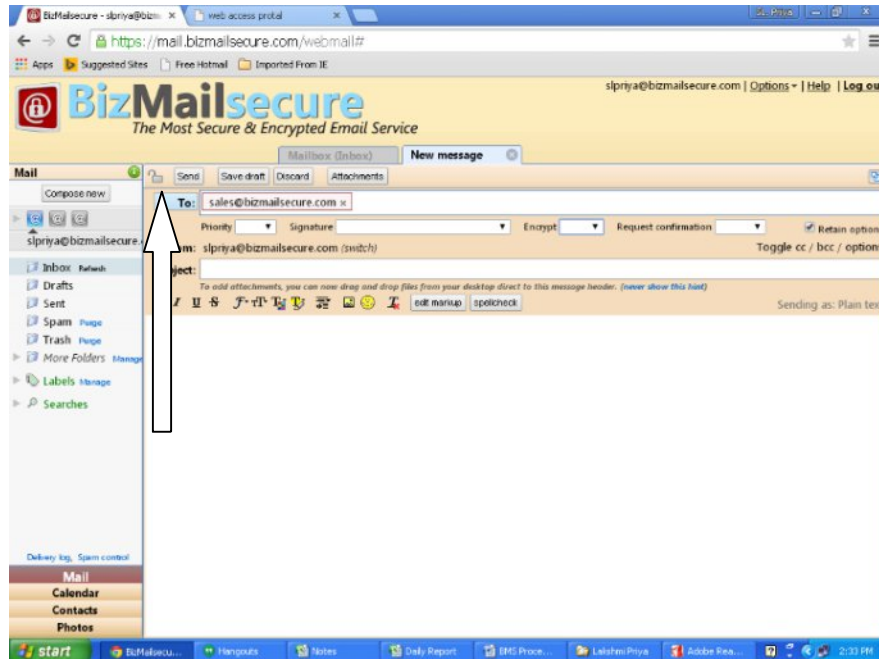
- a. While subscribing if you have selected encryption preference as **“Encrypted message delivery by default and plain message delivery on demand”** (your email id suffix will be @bizmailsecure.com / @bizcrypt.com Nothing is to be done while sending messages from webmail or email client program (MS Outlook / Apple Mail etc). All messages are encrypted and securely sent as and when required.



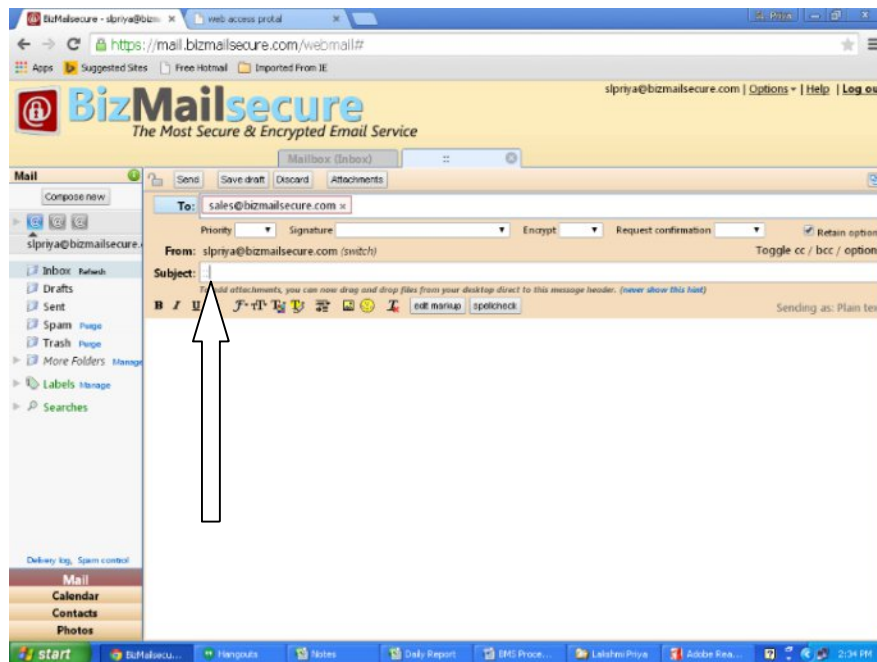
Or use ~ symbol to send Secure Encrypted email





If you have selected encryption preference as “Plain message delivery by default and encrypted message delivery on demand” (your email id suffix will be @bizmailsecure.com/ @bizcrypt.com),



Or else we can use:: to send Plain message







- a. While sending messages using email client program (MS Outlook, Apple Mail etc) type the word **secure** or the symbol ~ in the beginning of the subject line to send encrypted message. While using webmail click the Paddle lock  icon so that it displays unlocked  Send lock image.

#### Q9. Whether all of my sent messages are encrypted by following the above process?

- No. a) Messages between BizMailsecure/BizCrypt users are secure but not delivered encrypted by default.  
 b) Messages between all domains hosted by BizMailsecure/BizCrypt are not encrypted by default.  
 c) You can manually unlock and send a plain (unencrypted) message to any recipient  
 d) You can add email ids of family & friends so that plain messages are sent them by default.

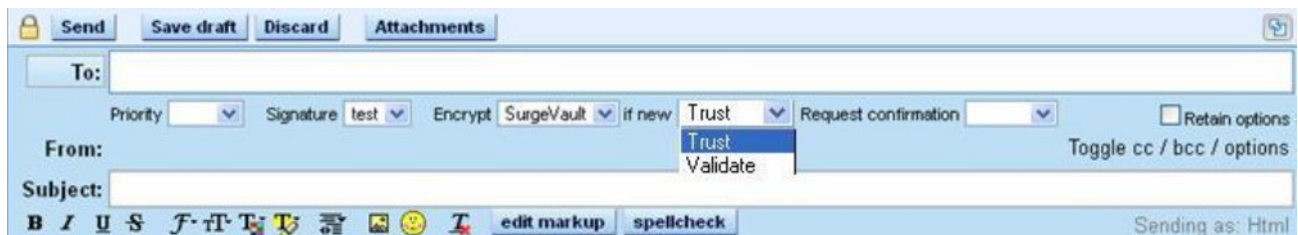
#### Q10. How can I send a plain (un-encrypted) message?

- a) While subscribing if you have selected encryption preference as **“Encrypted message delivery by default and plain message delivery on demand”** (your email id suffix will be @bizmailsecure.com / @bizcrypt.com)
- While sending messages using email client program (MS Outlook, Apple Mail etc) type:: in the subject line to send plain message.
  - While using webmail click the Paddle lock  icon so that it displays unlocked  Send lock image.
- b) If you have selected encryption preference as **“Plain message delivery by default and encrypted message delivery on demand”** (your email id suffix will be, @bizmailsecure.com / @bizcrypt.com while sending messages using email client program (MS Outlook, Apple Mail etc) or webmail, nothing is to be done. Messages are sent without encryption.

#### Q11. 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:

- While composing/sending a message click on **Options** to the right next to Toggle Cc/BCC.
- Select “Validate” from the dropdown next to “if new”



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

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

### Q12. How can I expire (disable recipient from viewing) an already sent message?

This is one of the excellent features of BizMailsecure/BizCrypt.

For example you have sent an encrypted message consisting of sensitive and Confidential information to a wrong recipient. You have realized the mistake after sending it.

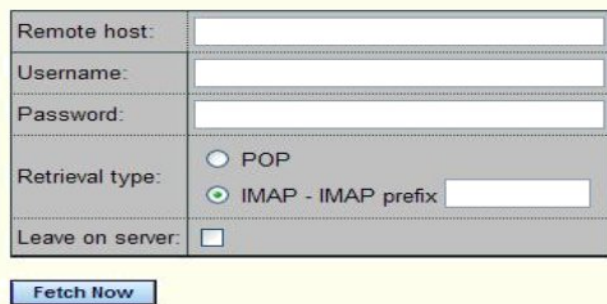
You can prevent the recipient from viewing that message, provided:

- i) You have sent an encrypted message ii) Recipient hasn't viewed that message already.
- a) Go to account settings page, <https://mail.bizmailsecure.com/cgi/user.cgi>
- b) Enter your user name and password
- c) Click on "Secure Draft"/MDVault tab on the left side.
- d) Click on "delete" against the message that you want to expire.

### Q13. How can I import email messages from my other email account?

To Import emails from your previous/ other accounts (POP or IMAP mail server):

- a. Login to your Webmail.
- b. Click on Options and select Preferences.
- c. Under Preferences, Select "Extras"
- d. Select "Import", Click on "Configure"
- e. Enter details and click fetch



The screenshot shows a webmail configuration form for importing emails. It has the following fields and options:

Remote host:	<input type="text"/>
Username:	<input type="text"/>
Password:	<input type="password"/>
Retrieval type:	<input type="radio"/> POP <input checked="" type="radio"/> IMAP - IMAP prefix <input type="text"/>
Leave on server:	<input type="checkbox"/>

Below the form is a button labeled "Fetch Now".

Remote Host: POP server address of your existing email account

User name: User name of your existing email account (eg. [your.name@gmail.com](mailto:your.name@gmail.com))

Password: Password associated with that account

Retrieval type: Select POP if you want to import the whole message.

Check the box if you want to leave a copy of the message in your existing account.

**Note:** If the import is not completed in 30 seconds it will continue to run in the background and you will be notified of the outcome by email. Only Inbox can be imported.



**Q14. How a message can be decrypted by the recipient?**



- a) Click on the "View encrypted message" in the intimation message that is received in your Inbox.
- b) A window opens in your web browser, which is a https page.
- c) Fill the following fields to create your account. Note that this is only onetime process:

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. You can just enter this password to view all future encrypted messages.**

**Password Hint: Some phrase that reminds you password.**

**This is very helpful to retrieve your password since resetting is a time consuming process.**

**Q15. How the recipient can 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.

**Q16. How the recipient of an encrypted message can send a secure reply?**

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

**Q17. How the recipient can retrieve forgotten password for decryption?**

1. If the password hint was already set by the recipient, 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.

**Q18. How to configure MS Outlook, Apple Mail or any other email client application?**

BizMailsecure account can be configured in most of the Desktop email client applications including MS Outlook, Outlook Express, Windows Mail, Apple Mail etc.

Main settings are as follows:

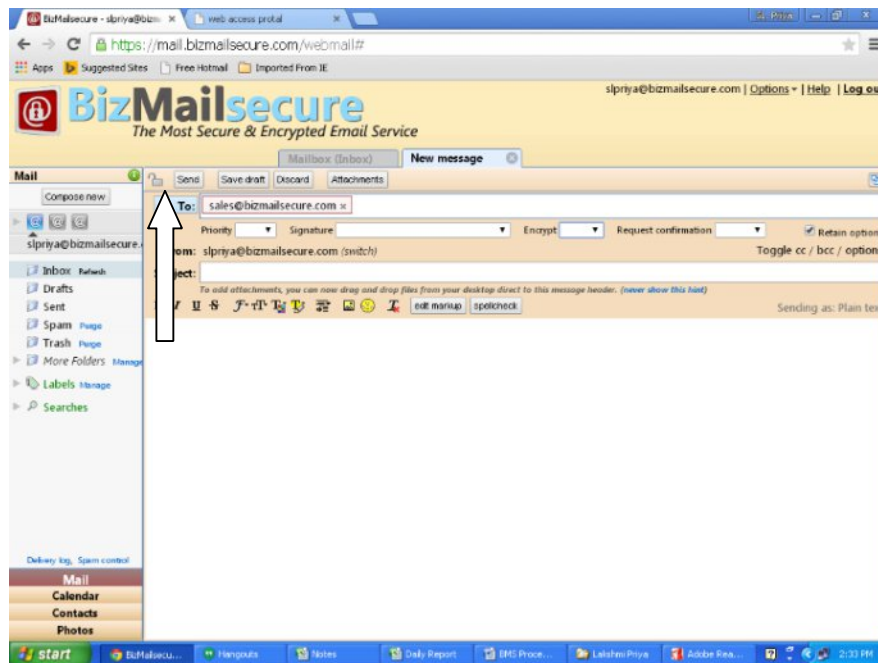
- a) Incoming mail server (POP): mail.mdofficemail.com
- b) Outgoing mail server (SMTP): mail.mdofficemail.com
- c) Check "My outgoing server requires authentication".
- d) In advanced settings, for incoming server (POP) select "This server requires an encrypted connection" port 995 and select SSL
- e) For outgoing server (SMTP) , enter port 465 and select SSL.
- f) **IMAP server name:** mail.mdofficemail.com, SSL, Port: 993

For more information on configuring your account on an email client, we recommend you visit our support pages at: <https://bizmailsecure.com/support/index.html>. Mail server name will be mail.mdofficemail.net if you have subscribed for Economy plan.

### Q19. Can I send plain messages by default to some selected email ids?

You can add a email addresses to a list so that plain unencrypted messages are sent to them by default: -Log into Webmail > Click Compose > Type email id > Right click on the email id > Select "Unlock Recipient"

- Messages to this address will be plain (unencrypted) by default.
- You can reverse this configuration by selecting "Lock this Recipient"



### Q20. How someone can send me Secure & Encrypted message?

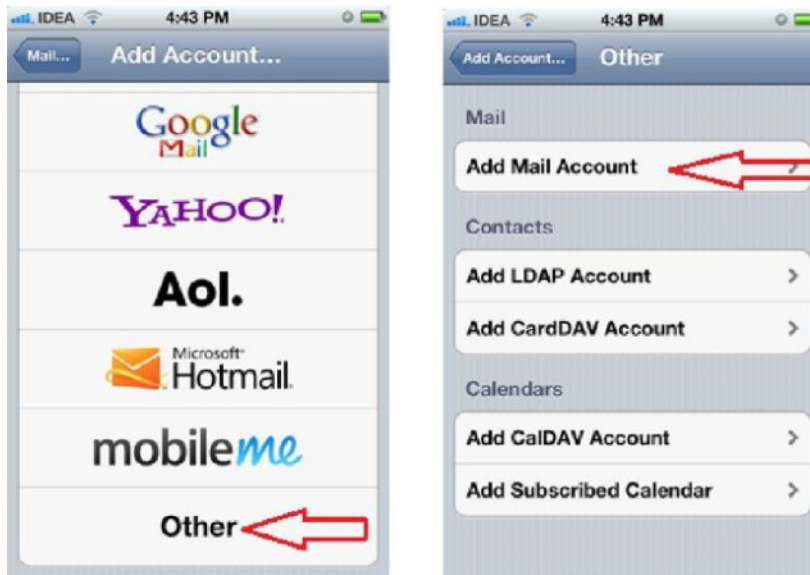
There are two easy ways:

- a) Anyone can browse <https://EmailYourDoc.com>, compose, and send a secure message to you.
- b) If someone has already received a secure message from you, there is an option to send a secure reply by clicking on the "Secure Reply" tab in the decrypted message.

### Q21. How to Setup my BizMailsecure email account on iPhone/iPad?

Please follow below given steps to configure iPhone/iPad:

1. Go to Settings > Mail, Contacts,> Add Account
2. From the list tap "Other" > Add Mail Account



3. Add your "Name", email "Address", "Password", tap next
4. Incoming mail server:

Host name: mail.BizMailsecure.com

User name: (your email id)

Password:

\*\*\*\*\*.



5. Outgoing mail server:

Host name: mail.mdofficemail.com  
User name: (your email id) Password:  
(your password) tap next.  
Click on "Advanced", Use SSL - ON  
Server port 993



7. Add or edit with the following settings:

Host name: mail.mdofficemail.com

User name: (enter your email id)

Password: (enter your password)

Use SSL: Should be "ON"

Authentication: password

Server port: 465

8. Tap "done"

Note: Whenever "Save" is requested, please save. Ignore "failed" messages. You can continue with configuration.

## Q22. How to Setup my BizMailsecure email account on Android Device?

Email configuration settings for Android mobile devices.

For setting this up on an Android OS follow these steps:

1. Go to Settings > Accounts > New Account
2. Select "Email"
3. Enter your email address and password
4. UNCHECK the option to automatically configure your account
5. Next
6. Select General Settings
7. Account Name (ex: Your Name)
8. Real Name: your email address (ex: name@domain.com)
9. Email Address: your email address again (ex: name@domain.com)
10. Select OK
11. Select Incoming Server
12. Tap where it says "POP Mail Server" and select "IMAP Mail Server"
13. Enter your connection details:

**Server:** mail.mdofficemail.com

**Port:** 993 for IMAP and 995 for POP

**Username:** Your email address again (ex: name@bizmailsecure.com)

**Password:** the correct password for the email address above

14. Select OK

15. Select Outgoing Server and fill in the details:

**Server:** mail.mdofficemail.com

**Port:** 465 (this can also be found in your webmail login under Settings then Email Accounts)

**Username:** Your email address again (ex: name@bizmailsecure.com)

**Password:** the correct password for the email address above

16. Select OK

17. Select OK again to save all your settings.