BEYOND ENCRYPTION

Mailock Company Administration User Guide
v2.4

Contents

Introducing Mailock

Mailock is a secure email delivery system from Beyond Encryption and is designed to provide:

- a simple, effective and highly secure transport mechanism for your sensitive and confidential email content and attachments.
- a system that allows you to send and receive secure email across multiple platforms and devices.
- a means of identifying your intended recipient before permitting access to any of your sensitive data.
- a means of tracking when your intended recipient has opened a document.

Business Users

If you are a business user, Business Licensing and the Company Administration portal that this document relates to are available to help you set your business up.

Please contact the team at Beyond Encryption for further details.

Accessing the Company Administration Portal

Your reseller (or Beyond Encryption) will add your company to the Company Administration system and grant access to the portal for at least one company Owner.

The portal is available at https://admin.beyondencryption.com and you may access the portal using the same sign-in credentials that you configured during registration for the Mailock service.

Only users configured with company Owner or company Administrator privileges are granted access to the company administration portal.

User Types

The Mailock Company Administration system supports two distinct user types, Owner and Administrator:

Owner

An initial Company Owner will be set up for you by a System Administrator.

It is anticipated that the Company Owner role is always assigned to individuals operating within the parent company. The Owner role has the following privileges:

- Can create an Owner.
- Can remove an existing Owner (cannot remove themselves).
- Can preview Owner details.
- Can send invitations to new users inviting them to use the system (single invite and bulk invite processes available).
- Can suspend users preventing them from sending or reading secure emails.
- Can preview and edit user details.
- Can configure company settings.
- Can preview Administrator details.
- Can create an Administrator.
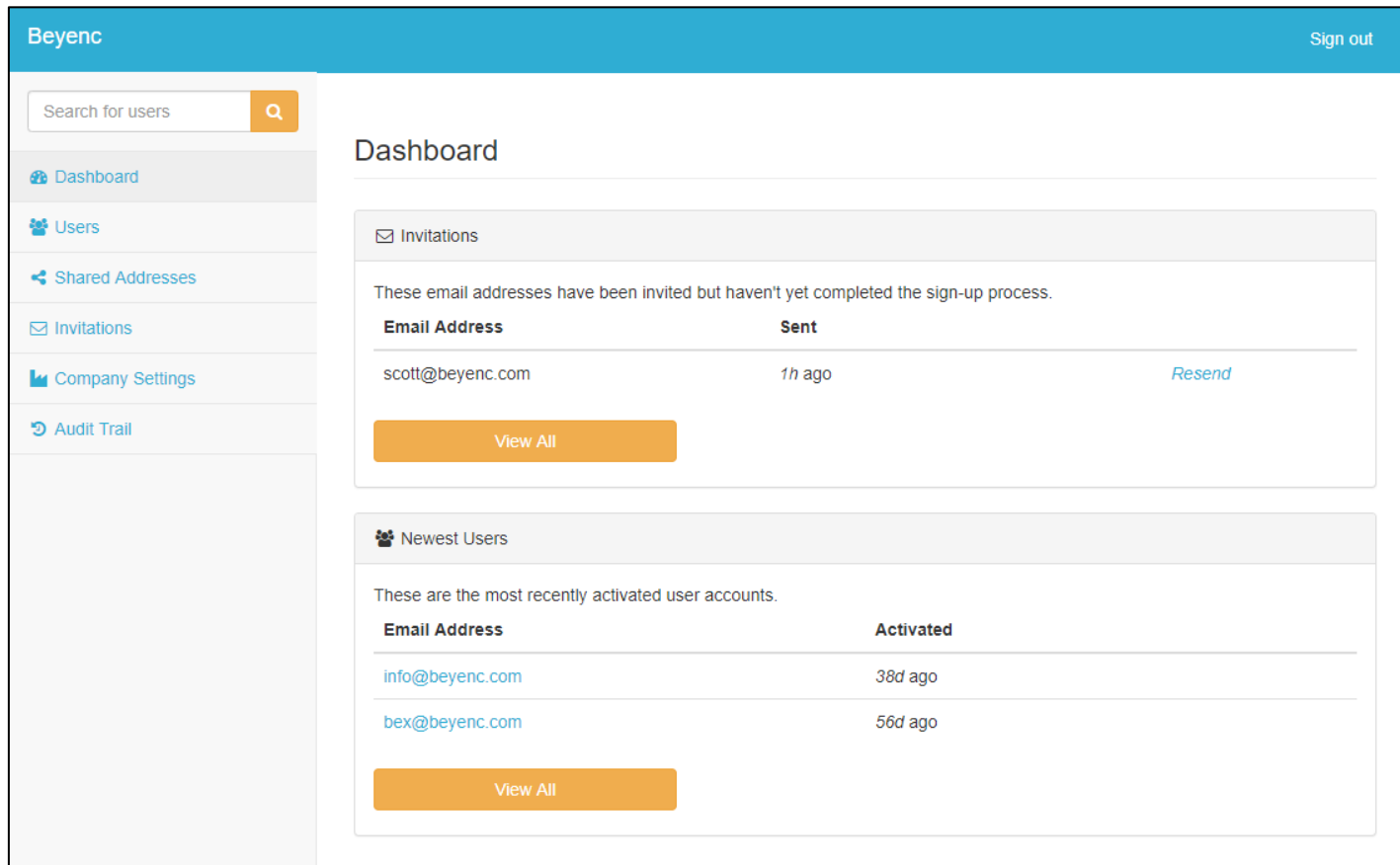- Can remove an Administrator.

Administrator

An Administrator can do everything an Owner can, apart from creating or removing an Owner.

It is anticipated that this role will be assigned to IT administration personnel operating both internally and externally to the parent company.

Dashboard

Once you have signed into the portal, the main system dashboard will be presented.

As you will send invitations to other users within your organisation to join you on the Mailock system, the dashboard is designed to present a quick view of all the invitations that you have sent; both those that have already been activated by the invitee and those that remain pending activation.

Users

The Users screen provides a view on all users that are activated to use the system. You can quickly see totals showing the number of users, pending invitations and number of licenses and find users easily by searching for their email address:

Users

Total users 5 Pending invitations 0 Number of licences 7

+ Invite User   ± Import Users

Email Address ∧	Status		
✉	Activated	View Profile	Delete User
✉	Activated	View Profile	Delete User
✉	Activated	View Profile	Delete User
✉	Activated	View Profile	Delete User
✉	Activated	View Profile	

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Sidebar navigation:
- Dashboard
- Users
- Shared Addresses
- Invitations
- Company Settings
- Audit Trail

MAILOCK
DIGITAL RECORDED DELIVERY ®

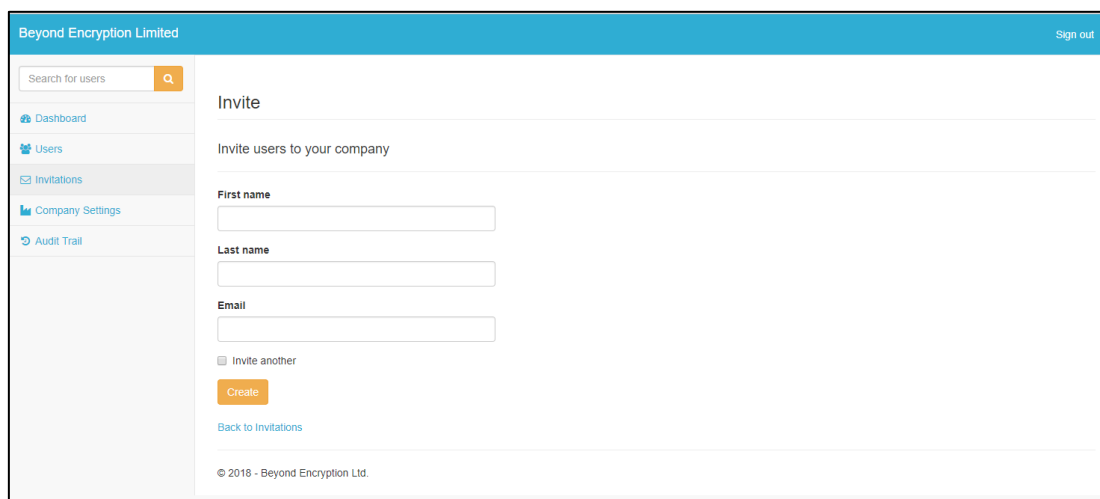Alongside each listed user there are 'View Profile' and 'Delete User' buttons:

- 'View Profile' is used to view and edit the details entered for each user, view linked email addresses and link them to shared addresses (see Shared Addresses, below).
- 'Delete User' will remove the user allowing the licence to be re-used. Sent messages will still be readable until they expire (message duration is defined in your licence agreement).

An email icon to the left-hand side of each listed user serves as a handy 'mail to:' feature: click this link to open your default email client and send an email to the user.

Adding Additional Users
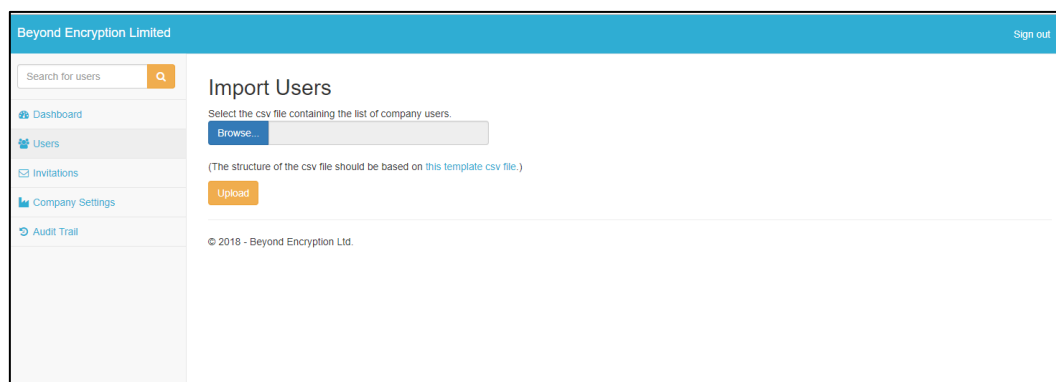
The Users screen also provides the buttons 'Invite User' and 'Import Users' to facilitate the user invite process.

The screenshot below shows the 'Invite User' process; use this if you have just a handful of users to invite (remember to check the 'invite another' button if you have more than one user to invite). When you submit the completed Invite form, the Mailock system will send an invitation email to the user. This email contains an activation link and the user will be activated on the system if they can open the email (proving ownership of the Inbox) and click the activation link that it contains.

If you have a large number of users to invite on to the Mailock system, the 'Import Users' button reveals a file import process (see screenshot below).
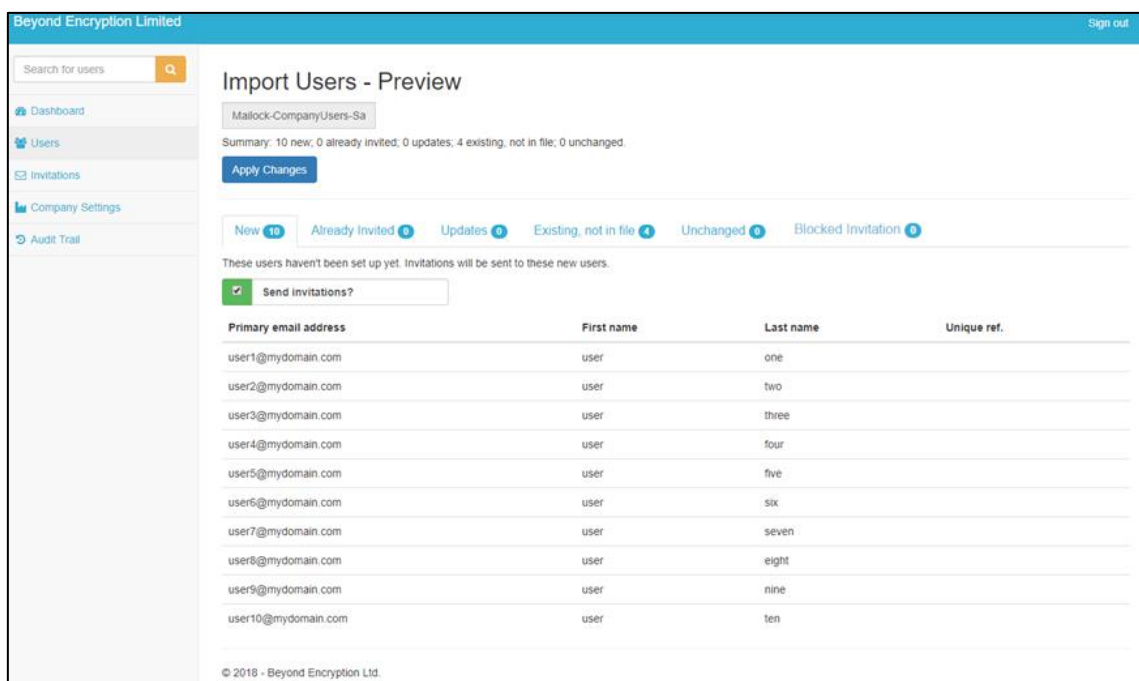
The file import process imports data from a Comma Separated Variable (CSV) file and a template file outlining the format required is available for download on this page. The template CSV file defines the following fields for each user that is to be imported:

- Unique Reference (optional): Use this optional field if you have unique identifiers for each user (perhaps from an Active Directory export containing SID's). Use of this field allows Mailock to detect name changes in users and prevents a second user being configured on the system.
- Primary email address (required): This is the users primary email address for their email account.
- FirstName (required): The user's first name.
- LastName (required): The user's last name.

Once you have created your User Import CSV file adhering to the specified format, use the file browsing control to locate this file on your computer. Click the Upload button to upload your file and the portal will display a preview of your import file similar to the one shown below:

The import preview will show you totals of the number of:

- new users your import will add to your company account.
- users in your import have already been invited but remain pending activation.
- existing user records are being updated (perhaps with a name change).
- users who exist in your company account but are not present in the import file; you may wish to consider removing these users.
- users in your import who will remain unchanged from any previous imports or separate invitations.
- users with an email address which isn't in your secure send domain list (see 'Domains' below)

If the import wizard detects any errors in your CSV file these will be reported in the preview screen; an example of an import from a file containing errors is shown below; correct your CSV file and return to the Users screen to Upload your new file.

Once you are happy with the invitations displayed in the preview screens, click the 'Apply Changes' button.
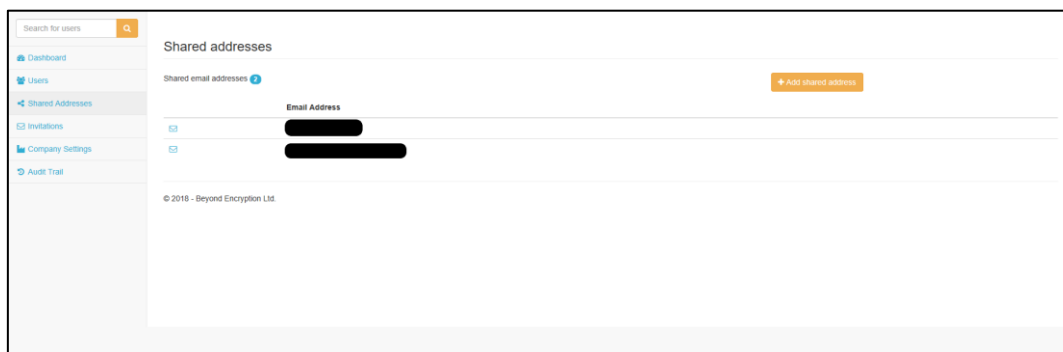
Shared Addresses

Mailock allows multiple email addresses, such as a business and a personal address, to be linked to one account, however email addresses linked in that way may only be used by the one account. There are times, however, when you need multiple users to 'share' the same email address, for example:

- To support Shared Mailbox, Distribution groups, or generic emails such as enquiries@… or info@…
- For holiday coverage allowing a colleague to send and receive secure emails when another colleague is out of office.
- To allow support staff to shadow an executive's emails.

To cater for these scenarios it's possible, in Company Admin, to set up an email address as 'shared' so that multiple accounts can be linked to it.

Note: when configuring an email address for sharing, the email must first be available as an activated email address within your company i.e. you must complete the invitation and activation process for the email address. You may achieve this by adding the email address as an additional email address to an existing user account (Company Owners may find this the most convenient method) or configure a new user account specifically for this email address.

The Shared addresses screen displays the shared email addresses that you have configured for your users:

To add an address for sharing, click the 'Add shared address' button to display the list of activated email addresses associated with your company. Locate the email address that you wish to share and click the 'share this address' button alongside it. A success message will be displayed to confirm that you have configured the email address for sharing and the email address will appear in the list of shared addresses displayed when you select 'Shared addresses' from the left hand menu.
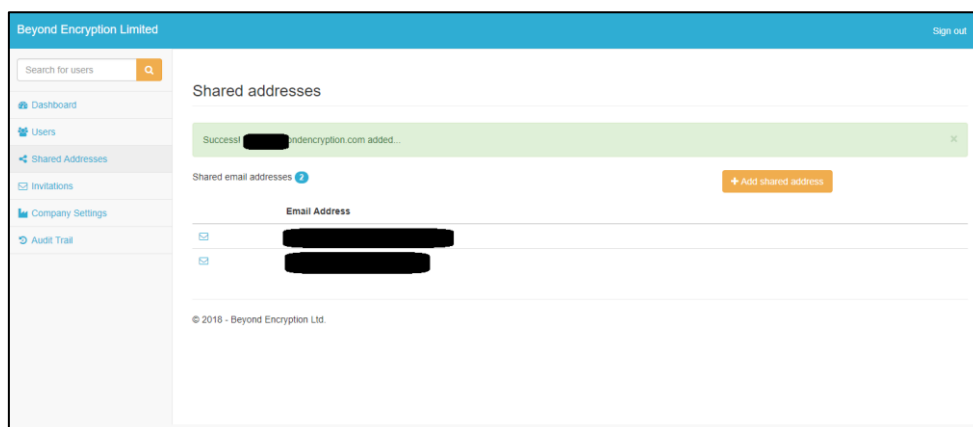
With the email address set up for sharing, you must now configure which users it will be shared with. Select the 'Users' screen by clicking on the option on the left of the screen and locate the user who needs access to the shared mailbox. Click on their 'View Profile' option and select the 'Email addresses' tab at the top. From the screen displayed (see below), click the 'Add Shared Address' button to list all the shared email addresses available.
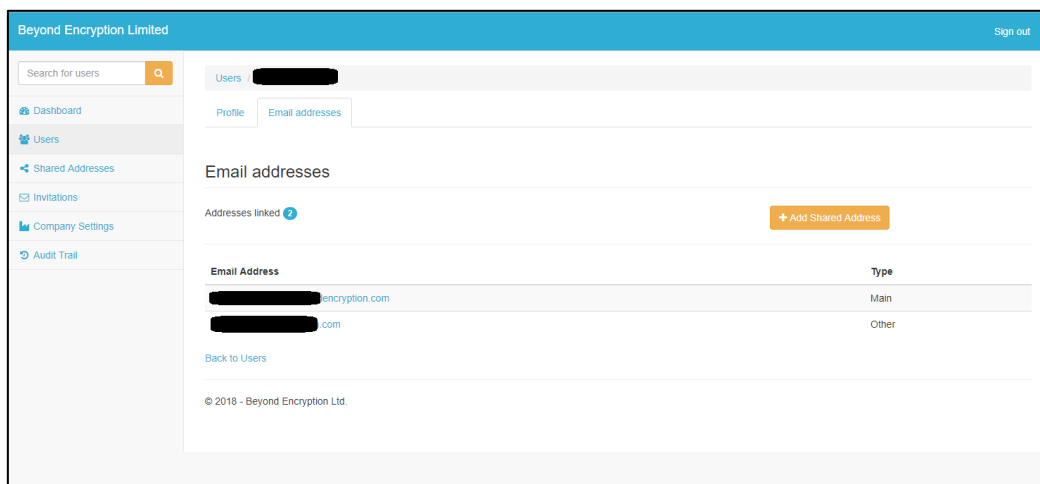
Click the 'Add this address' button alongside the required shared address to give access to the selected user.
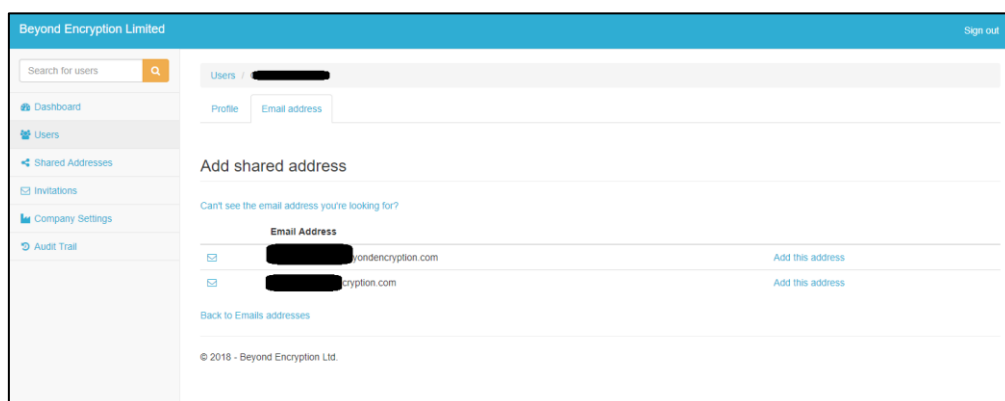
Once you've added the shared email address a confirmation screen is displayed and the shared email address appears in the list of email addresses linked to the user. Click the 'Remove this address' button alongside the shared email address if you wish to withdraw access for the user.
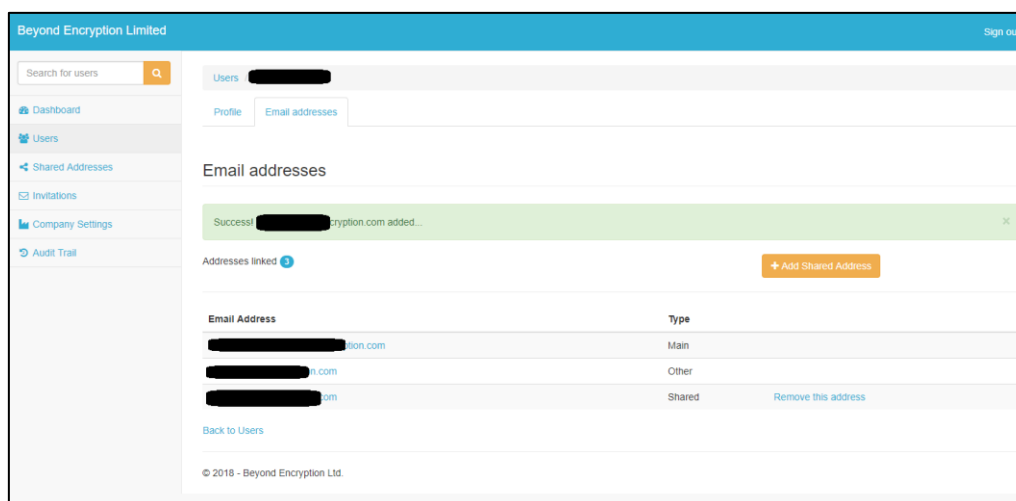

Invitations

The Invitations screen displays all the invitations that you have sent out to your company users (example shown below) and the status of those invitations.

Invitations have a life of 10 days after which they will expire and will have to be sent out again. After the invitation has been sent, but before it expires, the 'Resend' button, on the right hand side of each user in the pending invitations list, allows you to send the invitation again, if necessary.

Again, we have provided an email icon to the left hand side of each listed user which serves as a handy 'mail to:' feature: click this link to open your default email client and send an email to the user.
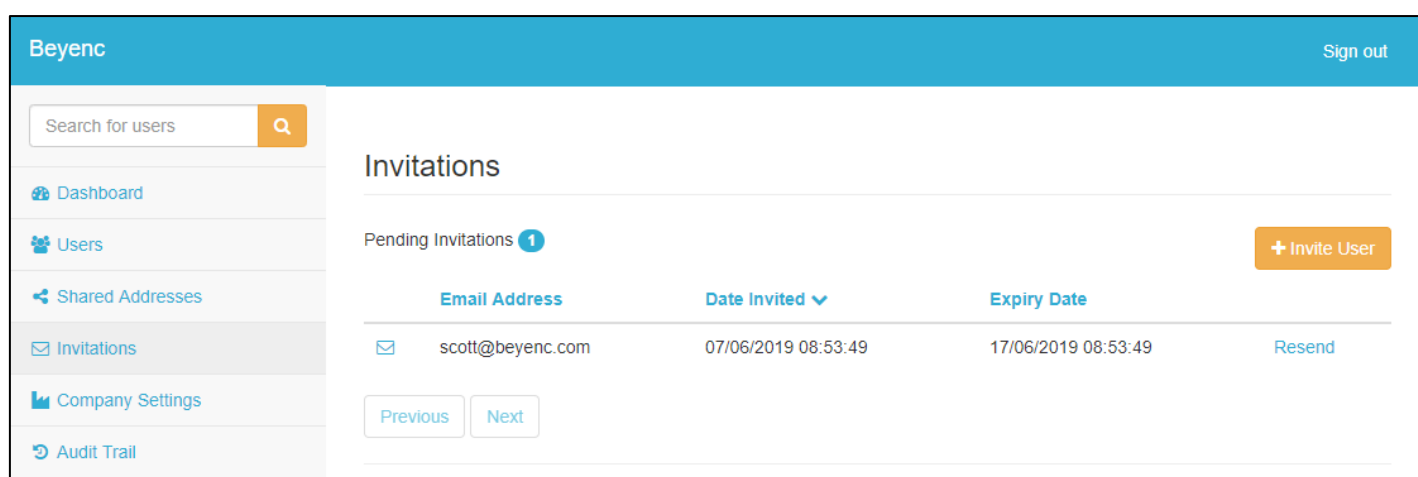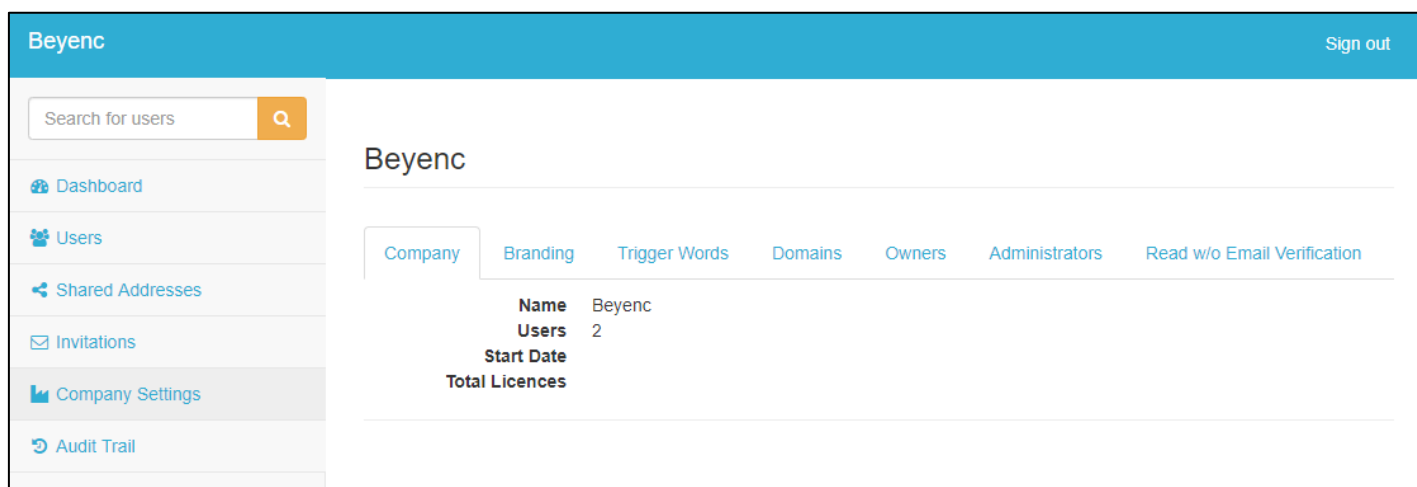
Company Settings

Information and configuration information for your company is managed via the Company Settings section. Within this section you can switch between the following tabs:

Company

The company tab allows you to view the company name that we have configured for your company, please contact us if you require any changes to this name. This tab also displays the number of users that have accepted your invitations and activated their accounts.

Branding

When you send a secure email through the Mailock system, the email that your recipient receives is a templated notification message that can be branded to promote your company. An example of this notification message is shown below for our Beyond Encryption company.

Note the company logo and assurance text "Security is of paramount importance…" that anyone receiving our secure emails will see.
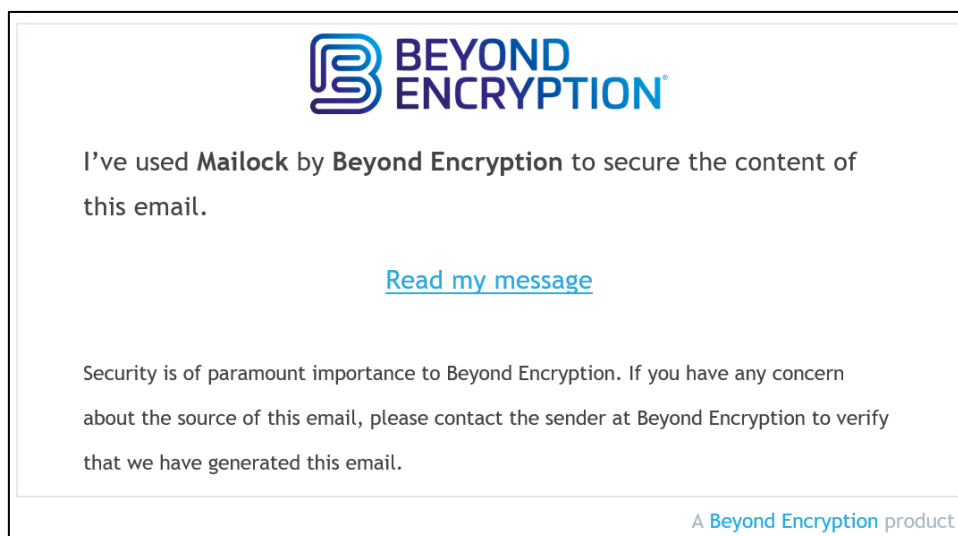
The Branding tab (shown below) allows you to configure the logo and the assurance text that is inserted into the notification emails that your users send when sending secure messages. Logo files must be .png or .jpg format and no larger than 50kB in size.
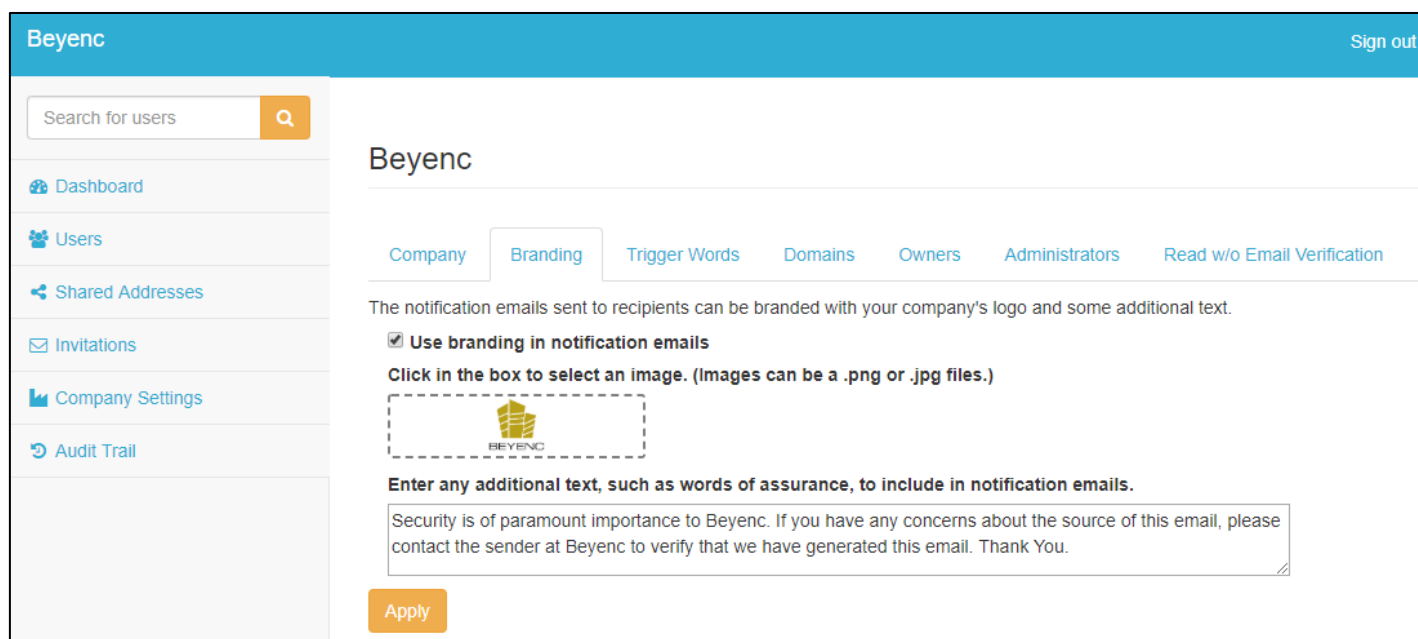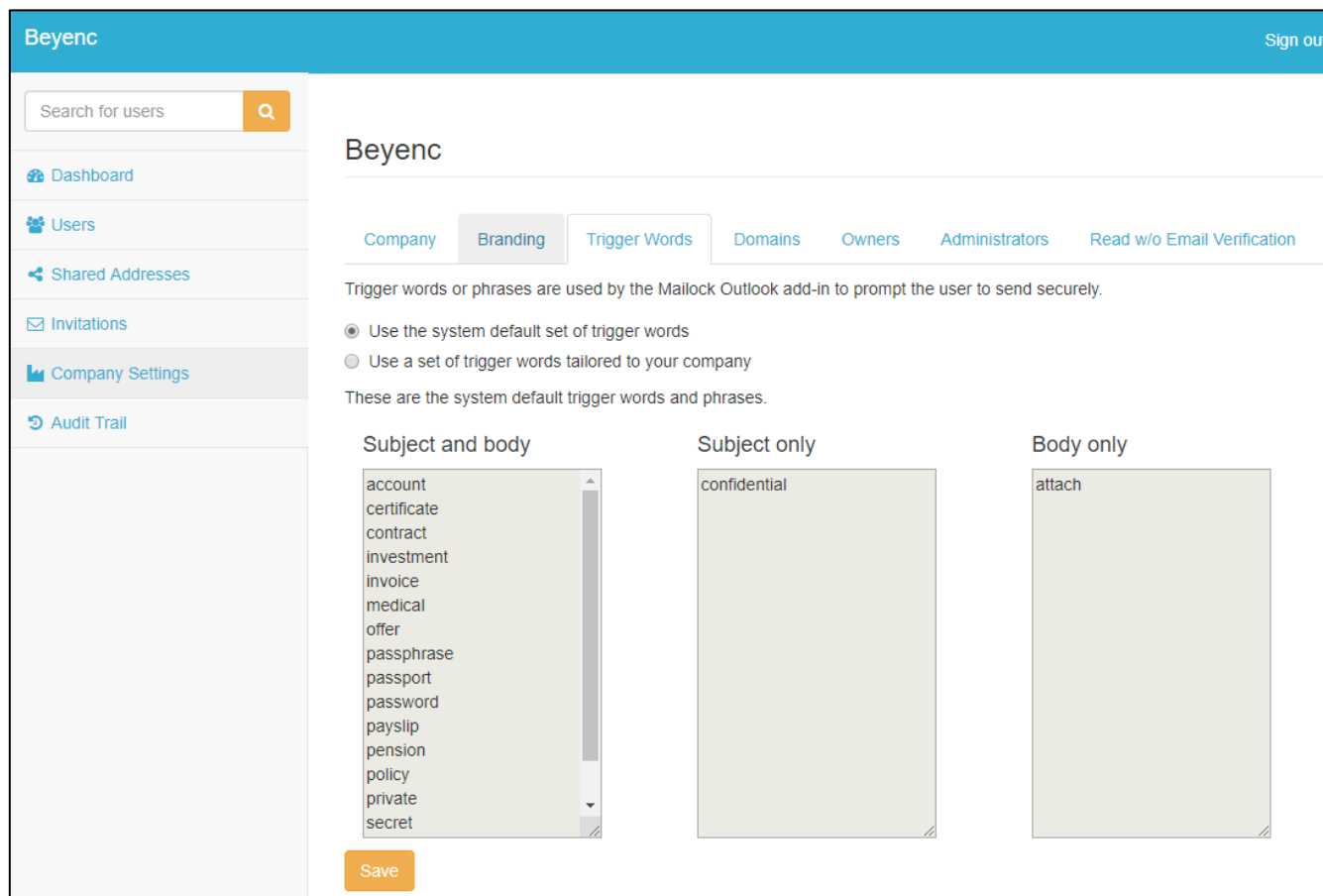

Trigger Words

When your users send unsecure emails from within Outlook i.e. emails where they haven't already elected to send the message securely, the Mailock Add-In detects the presence of 'trigger words' in the Subject and body fields of the outgoing email.

The screenshot below shows the trigger words that, by default, the system uses when searching both subject and body fields in your user's emails (see left hand box).

To create your own trigger word lists, click the 'Use a set of trigger words tailored to your company' radio button and type the words into the relevant list boxes; press the 'Save' button to commit your changes to the system.
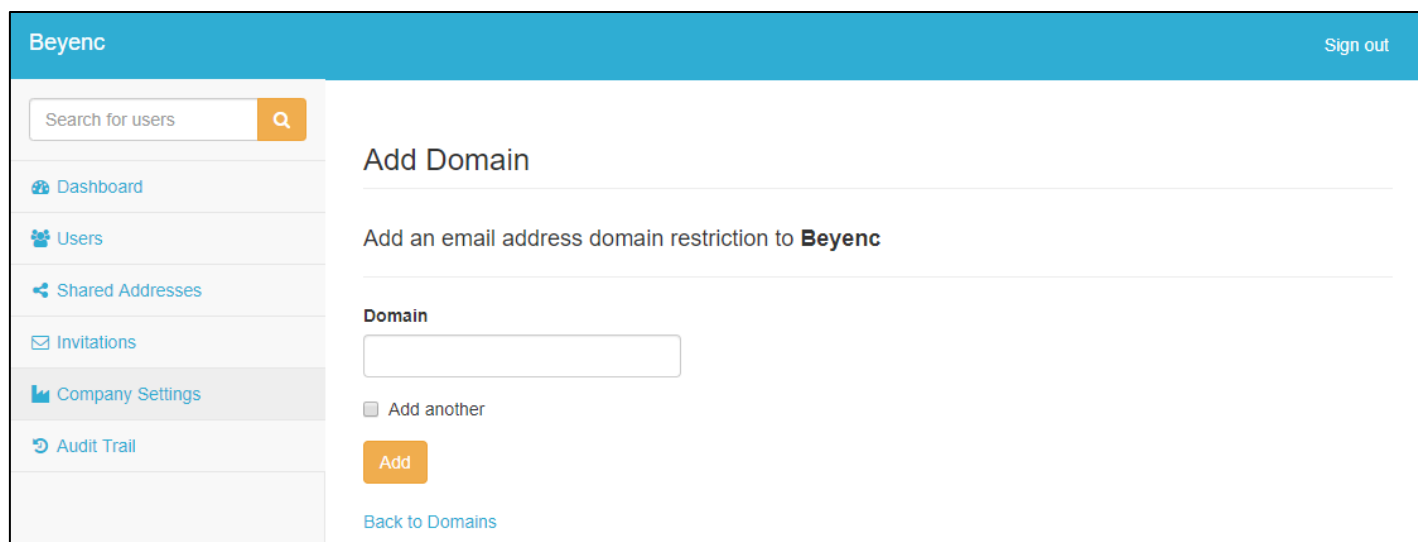
Domains

Use the Domains screen to configure the domains from which you will allow your users to send secure emails and thus prevent any of your company users from linking private email addresses and sending secure emails from them.

In the example shown below the Beyenc account has been configured to allow only emails from addresses from the 'beyenc.com' domain.

Click the 'Add Domain' button, enter your domain and click the 'Add' button to commit your changes (remember to check the 'Add another' checkbox if you have more than one domain to add).

Note that the general format of an email address is 'local-part@domain' and that only the domain element e.g. 'beyenc.com' is entered for each domain required.

After you've added your domains click on 'Enforce on secure send' to turn it on – the button slides to the right and shows 'ON'. Click on the same button to turn it off (so that 'OFF' is shown).

If secure send is turned on the Users screen will show a message highlighting anyone with an email address that isn't in your domain list:

Sometimes this shows against an address which is in your list of secure send domains. This means the user has another email address linked to their account. Click on 'View Profile' and then the 'Email addresses' tab for more details:

This shows all the email addresses linked to the account, highlighting any which don't match your secure send domains, and gives an option to remove them.

When secure send is enabled invitations to new users, either from **+ Invite User** or **⬆ Import Users** on the Users screen, will be blocked if the domain part of their email address is not in the domain list.

Owners

The Owners tab (shown below) allows you to see which of the users within your company are configured as Owner types. Users with Owner privileges may configure other user's as Owner or as Administrator Types.

You may remove Owner privileges at any time by clicking the 'Remove' button to the right-hand side of each user listed and additional users may be set-up with Owner privileges on your company account by clicking the 'Add Owner' button to display the 'Add Owner' screen.

Select the user that you wish to apply Owner privileges to from the list of users displayed and click the 'Add button' to commit your selection; check the 'add another' checkbox if you have more than one user to configure.
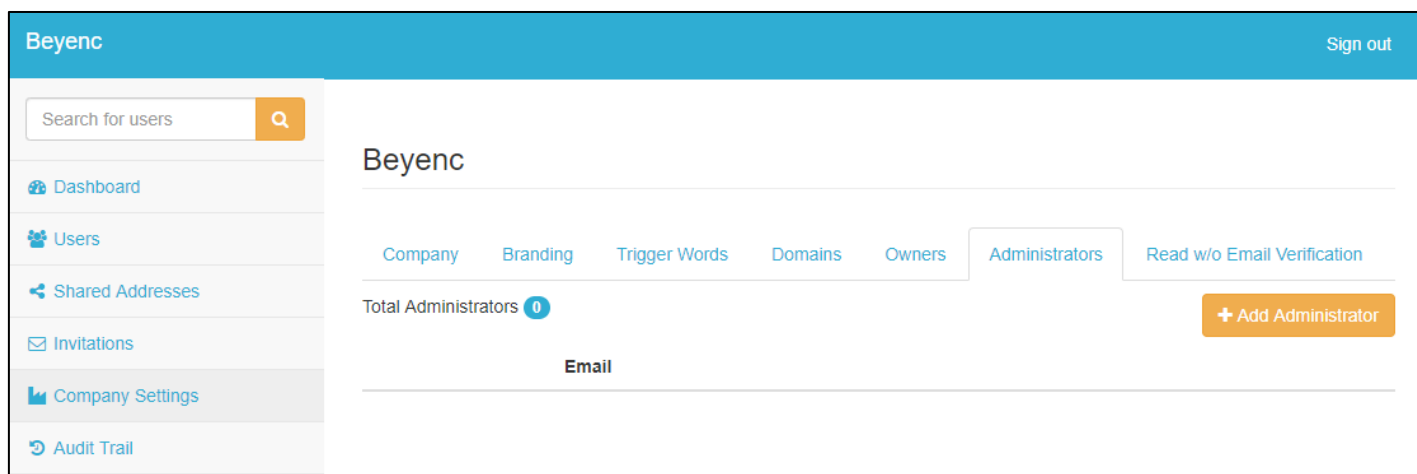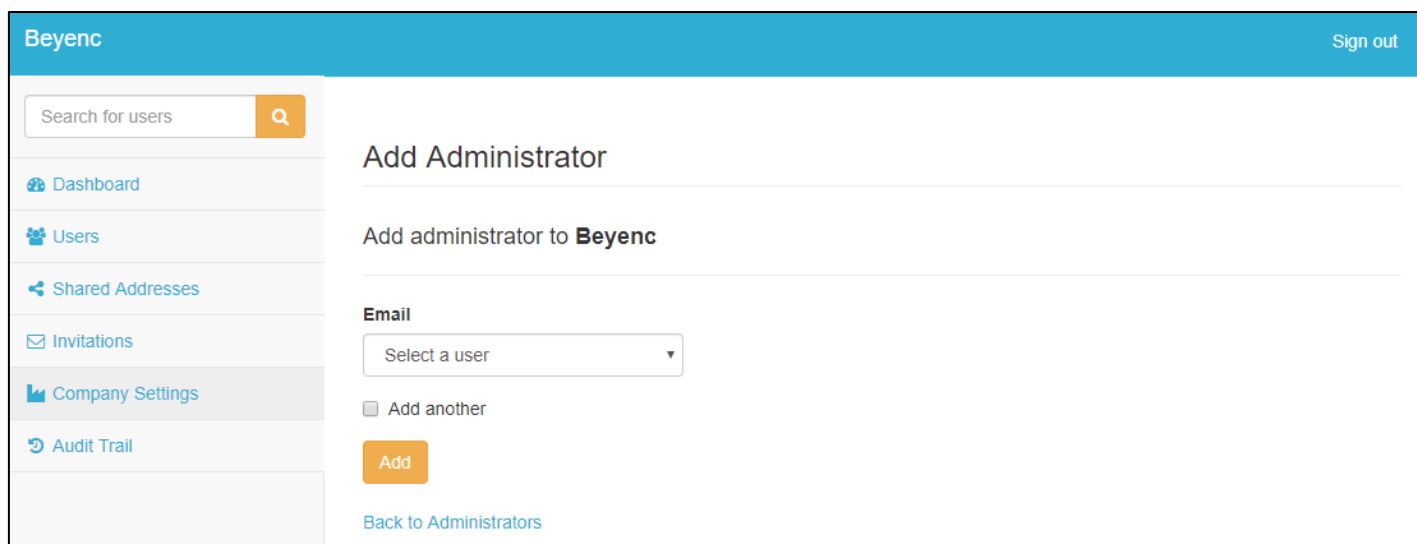
Administrators

The Administrators tab (shown below) allows you to see which of the users within your company are configured with Administrator privileges. Users with Administrator privileges may configure other user's with Administrator privileges.

You may remove Administrator privileges at any time by clicking the 'Remove' button to the right-hand side of each user listed and additional users may be set-up with Administrator privileges by clicking the 'Add Administrator' button to display the 'Add Administrator' screen.

Select the user that you wish to apply Administrator privileges to from the list of users displayed and click the 'Add button' to commit your selection; check the 'add another' checkbox if you have more than one user to configure.

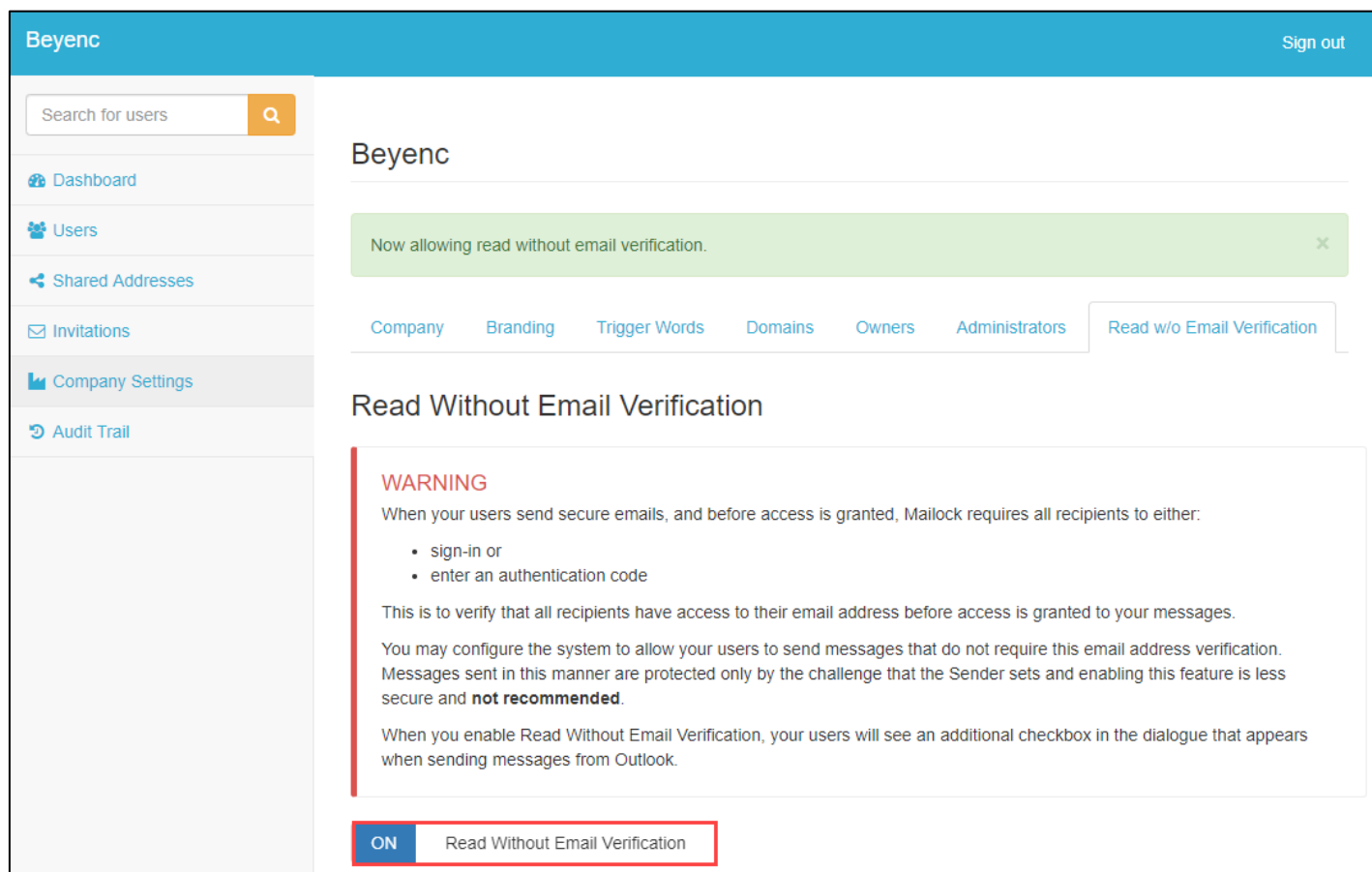## Read Without Email Verification

Read Without Email Verification allows a sender to send a secure message which an unregistered recipient can read just by answering the challenge question. In other words, they do not have to confirm they are the owner of the email address by entering a verification code. Whilst this undoubtedly makes the process easier the risk of the email being read by the wrong person increases. It's therefore key, if you choose to use Read Without Email Verification, that the challenge question/answer is known only to your recipient.

A few things to bear in mind:

- Read Without Email Verification only applies to recipients who haven't registered for a Mailock account. If they have they will be asked to login as usual
- The option in Company Admin just turns on the feature: senders will then be given the choice whether to use Read Without Email Verification on each email they send (see the Mailock User Guide for details on how the option is shown)
- Currently Read Without Email Verification is only an option for senders using our Outlook add-in

To give users the option when sending click on 'Read Without Email Verification' - the button slides to the right and shows 'ON'. Click on the same button to turn it off (so that 'OFF' is shown).

Tip: Turning Read Without Email Verification off only stops the option from appearing when sending a message; it won't affect messages which have already been sent. If something was sent using Read Without Email Verification that shouldn't have been then revoke it (see the Mailock User Guide for how to revoke a message) and send it again.