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Using Secure Messaging on an Android Device

Downloading & Registering the App

Clients who have an Android device will need to search for and then download the "Startel Secure Messaging App" from **Google Play Store**.

Once the App has been downloaded to the device, the user will need to "register" the App with (log in to) the Secure Messaging server. Once the device is connected to the server, it remains connected. The client will only need to "log in" again if the client deliberately disconnects the device, which should normally only occur if the device phone number (or email address) changes.

Steps for registering the App with the Secure Messaging server:

1 Touch in the Home screen.
2 In the screen that displays, select **"I'm new to Secure Messaging."**
3 When a Registration screen opens, fill in the displayed fields as follows:
- **Login ID:** Type the 10-digit phone number (or, if applicable, the email address) for the device, ***with no spaces or formatting***.
- **Password:** Define a Password to be used for device authentication with the Secure Messaging server. Passwords are case sensitive, and with the Secure Messaging server. Passwords are case sensitive, and should contain a minimum of 6 characters. (A complex password containing numbers and both upper- and lower-case letters is recommended.)
- **Confirm the Password:** Re-type the password to confirm.
- **Registration ID**: Enter the Registration ID number assigned to the device.

4 Touch **Register Device**.

In a moment, if the registration was successful, the **Conversations** screen displays, indicating that the App is ready to use. If the registration was not successful—for example, if the passwords that were typed don't match—an error is displayed.

NOTES:

- Once the device is registered, the Login ID and authentication Password will no longer be needed to log in to the App—***unless*** the device is disconnected from the Secure Messaging server using the Log Out feature described below. In that case, the user will need to select **"I'm already a Secure Messaging user"** upon opening the App, then enter the Login ID and Password to access the App (the Registration ID will not be required).
- If a Log-in becomes necessary, but the Password has been forgotten, the Answering Service can reset the Password. Afterwards, the client will have to "re-register" the device, which will require re-entering the Registration ID and Login ID, and defining a new Password. (Note: When the client re-registers, Secure Messages stored on the device are NOT lost.)

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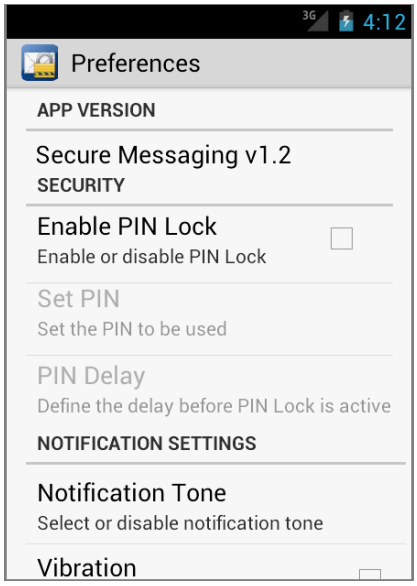
Enabling “PIN Lock”

By default, the Secure Messaging App is NOT password protected on the Android device. (The password that was defined when the App was initially downloaded and registered is used for authentication with the Secure Messaging server, not for password-protecting the App.)
To password protect the Secure Messaging App—which is recommended to safeguard messages stored (unencrypted) on the device—it’s necessary to enable a “PIN Lock” Security setting.

Here are the steps:

1 Touch in the Home screen to start the Secure Messaging App.
2 Press **menu**.
3 Select **Preferences**.
The Preferences screen opens:
Note: The screen you see on your Android device may look slightly different from this sample screen. For example, some devices will show “un-selected” checkboxes as *checked,* but grayed out.



4 Select the **Enable PIN Lock** checkbox.
5 When a field for entering a PIN is displayed, enter a PIN (password) for the device. The PIN is case-sensitive, and should ideally contain at least 4 letters and/or numbers.
6 Touch **Set PIN**.
7 When a **Confirm PIN** field displays, re-type the PIN. Then touch **Confirm PIN.**
If the PINs you entered match, PIN Lock is enabled. When PIN Lock is enabled, the **SET PIN**, and **PIN DELAY** settings shown in the above screen become enabled:

- **SET PIN** can be used later, if necessary, to change the PIN.
- **PIN DELAY** can be used to change the amount of time, after which, you will have to re-enter the PIN if you close the App. Options are ***Immediately***; ***1 Minute***; ***5 Minutes***; ***10 Minutes***; ***30 Minutes***; ***1 Hour***. The ***Immediately*** option is selected by default.

Caution! Once a PIN has been defined, it cannot be recovered if it’s forgotten. If a PIN is forgotten, it will be necessary to reinstall the App, and all messages associated with the previous installation will be lost.
8 Write the PIN down and keep it in a safe place so it cannot be forgotten.

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Disconnecting the Device from the S.M. Server

If you scroll down to the bottom of the Preferences screen, you will notice a **Log Out** feature. This disconnects the device from the Secure Messaging server, and should normally only be used if the device phone number (or email address) changes.

If a user initiates this feature, and the device becomes disconnected, it will be necessary to log in to the App using a procedure similar to the one described above titled "Downloading & Registering the Device". However, for a log in, ***I am already a Secure Messaging user*** should be selected from the opening screen, and it won't be necessary to enter the Registration ID—only the Login ID and Password are required.

Using the Conversations Screen

The **Conversations** screen is the center of the Secure Messaging App.

The Conversations screen lists all Secure Messaging conversations, with icons that show, at a glance, if a message is *New*, was *Sent* or *Received*, was *successfully delivered, part of a multi-message conversation,* and so on.

In Conversations screen:

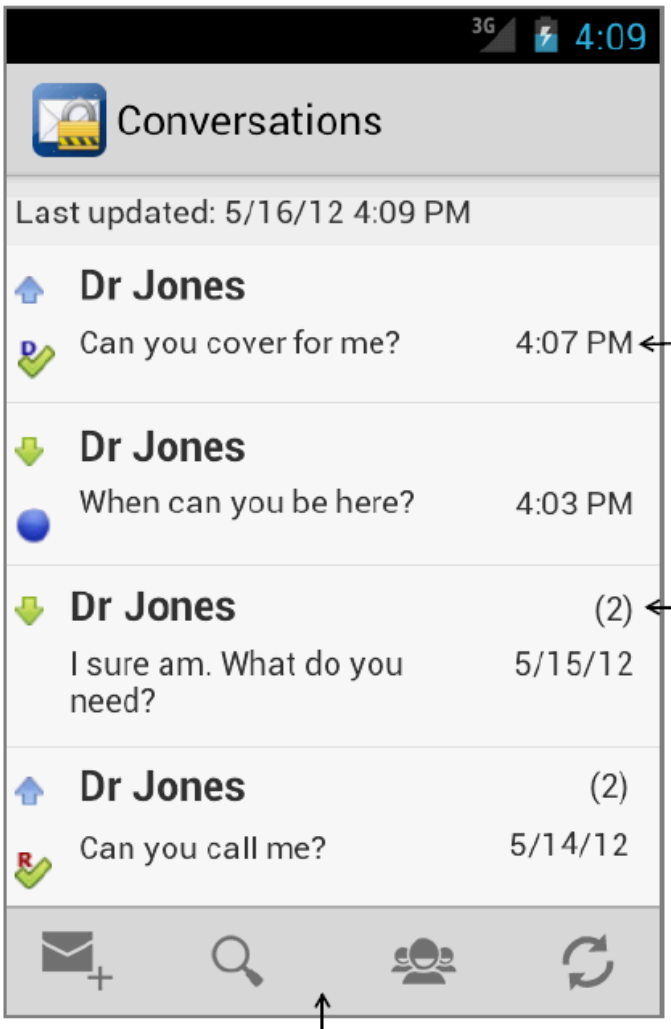
icons identify SENT messages.

icons identify RECEIVED messages.

icons identify NEW RECEIVED (i.e., unread) messages.

icons identify SENT messages that have been successfully delivered.

icons identify SENT messages for which "Read Receipts" have been returned. (Read Receipts must be manually generated by message recipients. (See page 19.)



A message transmitted TODAY shows the **time** the message was sent or received. A message NOT transmitted today shows the **date.**

Numeric indicators like **(2)** show how many messages are associated with a conversation. If no number is shown, it means the "conversation" has only a single message.

You can use features in the Action bar to ***Compose a New Message, Search Messages, open the Preferences screen, or Refresh.*** When the device display is in "Landscape" mode, the Action bar moves to the top of the screen.

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-To send a NEW Secure Message:

1 Press in the Conversations screen Action bar.
2 In the **To** field, enter the name or phone number of the person to whom you want to send the message. (If it's a known Secure Messaging Contact, you can select from an Auto-complete list after you begin typing.)
3 Type the message in the Message field.
4 Touch to send the message.

- Note: You can touch the icon by the To field and select any item from the device Contacts list, but messages can only be sent to Contacts registered for Secure Messaging. If you attempt to send a message to a non-registered Contact, an error is displayed.

-To open a message:
Touch the message—or press and hold, then select **View** from the pop-up menu.

From the Actions bar of an open message:

- Touching or opens the **previous** or **next** message (if any).
- Touching or lets you **Reply To** or **Forward** the message.

-To reply to a message:
1 Do ONE of the following:
- Press and hold the message you want to reply to. Then choose **Reply** from the pop-up menu.

- or -

- Open the message. Then touch in the Action bar.

2 Type the message.
3 Touch to **Send**.

-To forward a message:
1 Do ONE of the following:
- Press and hold the message you want to forward. Then choose **Forward** from the pop-up menu.

- or -

• Open the message. Then touch in the Action bar.

2 In the **To** field, enter the name or phone number of the person to whom you want to forward the message. (If it's a known Secure Messaging Contact, you can select from an Auto-complete list after you begin typing.)

3 Touch to **Send**.

• Note: You can touch the icon by the **To** field to select any item from the device Contacts list, but messages can only be forwarded to Contacts registered for Secure Messaging. If you attempt to send a message to a non-registered Contact, an error is displayed.

-To delete a message:
Do ONE of the following:
1 Press and hold the message you want to delete.
2 Select **Delete** from the pop-up menu.
3 Touch **Yes** when asked to confirm.
- or -
1 Open the message you want to delete.
2 Touch in the Action bar.
3 Touch **Yes** when asked to confirm.

-To search for messages containing specific text:
Follow these steps:
1 Press in the Conversations screen Action bar.
2 In the field marked **Search Messages**, type the text you're looking for.
3 Touch to the right of the Search field.
The screen refreshes to display only those messages that contain the specified string. (Or *"0 Search Results"* is reported.)

4 To return to the normal Conversations screen, press the icon.

-To refresh the Conversations screen:

Touch in Conversations screen Action bar.

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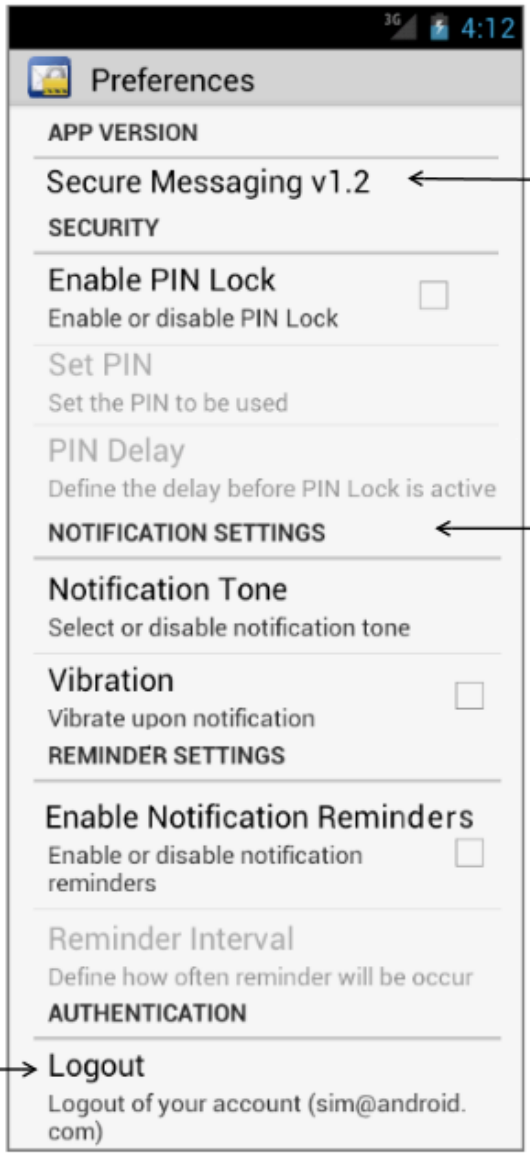
Setting Secure Messaging Preferences

Selecting from the Secure Messaging Actions bar displays a list of settings in a **Preferences** screen.

➢ NOTE: The screen below has been **elongated** to show all settings. On the device, it will be necessary to scroll to see the complete list of settings.



In the **SECURITY** section, you can enable and disable **PIN Lock**, and adjust PIN-related settings, as described on page 13.

Under **AUTHENTICATION**, the **Log Out** feature can be used to disconnect the device from the Secure Messaging server—which should **NOT** normally be done unless the device phone number or email address has changed.

If the user does log out, it will be necessary to log in to the App by choosing **I'm already a Secure Messaging User** from the opening screen, then entering the Login ID and Password defined for the device.

The App version number is shown at the top of the screen.

NOTIFICATION SETTINGS set:

- The **Notification Tone** that plays when a message is received.
- Whether or not a device **Vibration** occurs upon receipt of a Secure Message.
- How often **Notification Reminders** will occur in the handheld Home screen when a Secure Message has been received, but the App has not been opened. (Simply opening the App is sufficient to end Reminders. A message need not be opened.)