Using Secure Messaging on an Apple Device

Downloading & Registering the App

Clients who have an Apple device will need to search for and then download the "Startel Secure Messaging App" from the **Apple App 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 "login" 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 to launch the **Secure Messaging** App.

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 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 Select **Register Device**.

In a moment, if the registration was successful, the **Messages** 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.)

Enabling "Passcode Protection"

By default, the Secure Messaging App is NOT passcode protected on the Apple 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 require a passcode for the Secure Messaging App—which is recommended to safeguard messages stored (unencrypted) on the device—it's necessary to enable a Secure Messaging "Passcode" option.
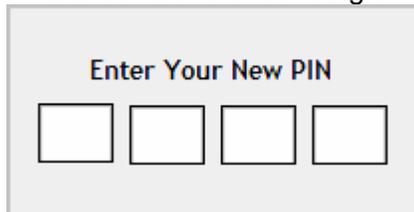
Here are the steps:

1 Touch in the Home screen to start the Secure Messaging App.

2 Touch to display a screen like the following:
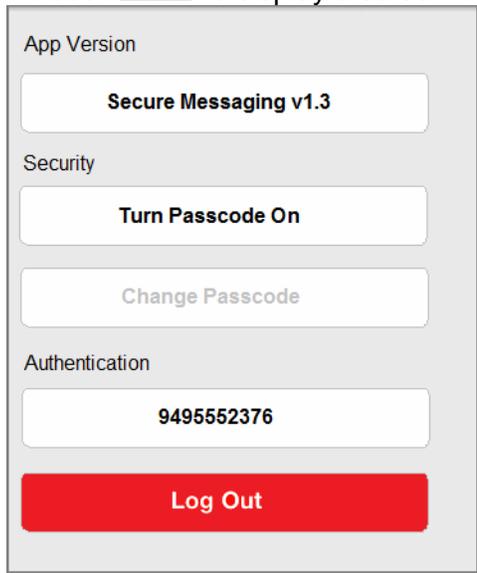
App Version

Secure Messaging v1.3

Security

Turn Passcode On

Change Passcode

Authentication

9495552376

Log Out

3 Touch **Turn Passcode On**.
Four fields like the following are displayed:

Enter Your New PIN

4 Enter a 4-digit passcode for the Secure Messaging App.
5 Write the passcode down and keep it in a safe place so it cannot be forgotten.

Caution! Once a passcode has been defined, it cannot be recovered if it's forgotten. If a passcode is forgotten, it will be necessary to reinstall the App, and all messages associated with the previous installation will be lost.

When a passcode has been defined, the Options screen looks like this:
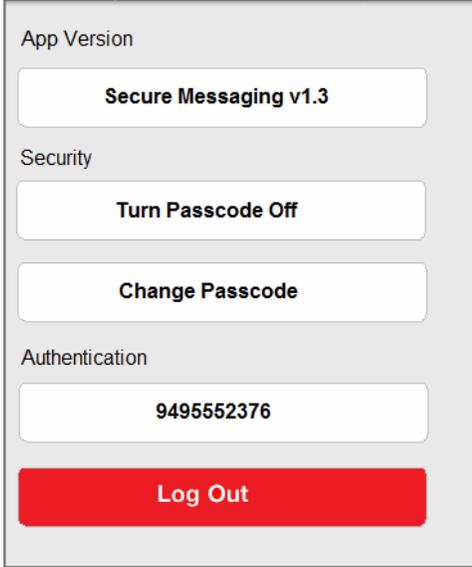
App Version

Secure Messaging v1.3

Security

Turn Passcode Off

Change Passcode

Authentication

9495552376

Log Out

Notice that with Passcode Protection enabled, the Security options read:
• **Turn Passcode Off**
• **Change Passcode**
These allow you to turn the "Passcode" feature off, or change the Passcode, if necessary.

Disconnecting the Device from the S.M. Server

Notice the **Log Out** feature in the Options screen. 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 the "Downloading & Registering the App" procedure above. 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.
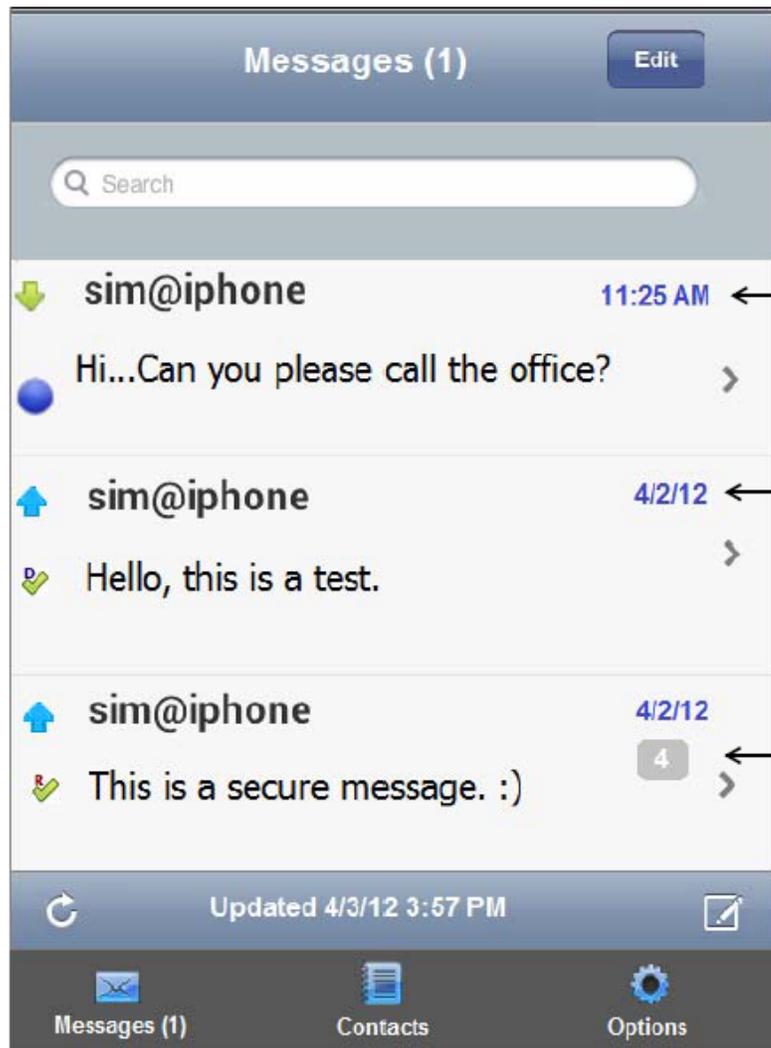
Using the Messages Screen

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

The Messages screen lists all Secure Messaging messages, 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 the Messages screen:

⬇ icons identify RECEIVED messages.

⬆ icons identify SENT messages.

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

✔ icons identify SENT messages that have been successfully delivered.

✔ icons identify SENT messages for which a "Read Receipt" has been returned. (Read Receipts must be manually generated by message recipients. (See page 32.)

Messages (1)   **Edit**

🔍 Search

⬇ sim@iphone   11:25 AM

● Hi...Can you please call the office?   >

⬆ sim@iphone   4/2/12

✔ Hello, this is a test.   >

⬆ sim@iphone   4/2/12

✔ This is a secure message. :)   [4]   >

↻ Updated 4/3/12 3:57 PM   ✎

✉ Messages (1)   📖 Contacts   ⚙ Options

A message transmitted TODAY shows the **time** the message was sent or received.

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

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

For details on how to perform various procedures and actions from this screen, see the following:

-To send a Message using the [✎] **icon:**

1 Press [✎] in the Messages screen to open a screen like this:

2 Do ONE of the following:

• Touch ⊕, then select the Contact to whom you want to send the message.
- or -
• If the Contact has been added to the Secure Messaging Contacts list, begin typing the Contact name, then select from the displayed Contacts list.

3 Type the message.
4 Touch **Send**.
Notes:

· See below for details on how the Secure Messaging Contacts list is generated.

· It's possible to access all device Contacts from the Secure Messaging App, 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 send a message from the S.M. Contacts List:**

The Secure Messaging Contacts list is generated *automatically* when Secure Messages are sent to, or received from Contacts in the device's regular Contacts list. That is, an item is added to the Secure Messaging Contacts list if/when:

• The Contact is in the device's **regular** Contacts list.
- and -
• The Contact sends a Secure Message to, or receives a Secure Message from, the device.

This Contacts list displays automatically when a string name or number is typed into a message's **To** field, matches a string in the list. You can also send a message directly from the Secure Messaging Contacts list, as described below.

1 Touch .

A page opens to display any Contacts that have been added to your Secure Messaging Contacts list.
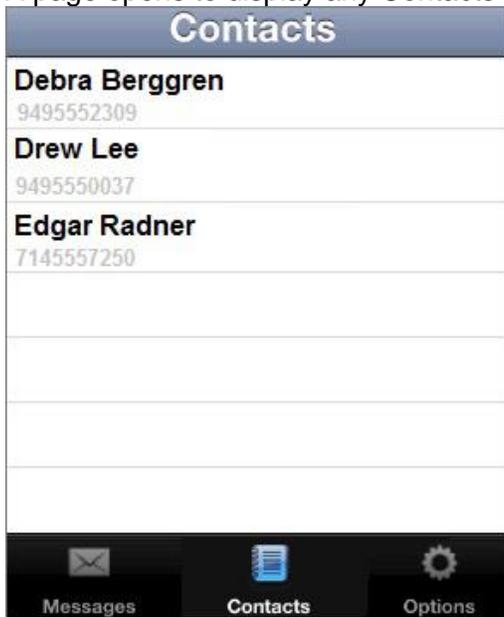
2 Touch the Contact to whom you want to send a message.

3 Type the message.

4 Touch **Send**.

-To open a message:

Touch the message (or touch).

-To reply to a message: Follow these steps:
1 Touch the message to open it.

2 Press
.
3 Select **Reply**.

4 Type the message.

5 Touch **Send**.

-To forward a message: Follow these steps:

1 Touch the message to open it.

2 Press .

3 Select **Forward**.

4 In the **To** field, enter the Contact to whom you want to forward the message.

And note: It's possible to access all Contacts from the Secure Messaging App, but messages can only be sent to Contacts registered for Secure Messaging. If you attempt to forward a message to a non-registered Contact, an error is displayed.

5 Touch **Send**.

-**To delete a message: Do ONE of the following:**

• Touch the message to open it, then press .
- or -

• Touch Edit in the Messages screen, then press the icon to the left of the message you want to delete.

-To search for messages containing specific text:

1 Touch the **Search Messages** field.

2 At the top of the display, select one of the following to identify the message element to be searched: **Content**; **From**; **To**.

3 Type the text string you're looking for.
The screen refreshes to display messages containing the string.

4 To return all messages to the screen, touch **Cancel**.

-To scroll to Previous or Next message from an open message:

Touch (Previous) or (Next) from the open message.

• **Note:** If the open message is associated with a "conversation," the *previous* or *next* message in the conversation is displayed.

-To access Secure Messaging Options:

Touch Options .

●●●●● AT&T   4G   2:29 PM   ⚹ 100% ▬▬

Options

GENERAL

Show contact avatars   ⬤

SECURITY

Turn Passcode On

Change Passcode

NOTIFICATION TONE

Boxing Bell (Repeat Twice)   ›

AUTHENTICATION

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| Messages | Contacts | Options |
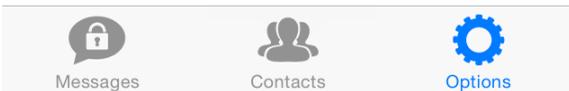
Notifications

If you're not receiving notifications, make sure your Notification Center settings are correct. On the phone itself, go to *Settings > Notification Center > SecureMsg* and turn all of the categories on.