
Secure Messaging Plus Website



User's Guide

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Secure Messaging Plus Website

SM+ Browser Requirement

Supported browsers for accessing the Secure Messaging Plus Website include: Chrome; Internet Explorer 11 or higher; Firefox.

This document describes how to use the **Secure Messaging Plus (SM+) Website** to securely exchange messages with other Secure Messaging Plus subscribers.

Topics in the document include:

- ❖ **What is Secure Messaging Plus? (page 6)**
- ❖ **Key SM+ Benefits & Features (page 7)**
- ❖ **Logging into the SM+ Website (page 8)**
- ❖ **Exchanging SM+ Messages (page 9)**
- ❖ **Starting a New Conversation (page 13)**
- ❖ **Using the SM+ Contacts List (page 16)**
- ❖ **Updating SM+ Account Settings (page 17)**
- ❖ **Running a Secure Messaging Plus Report (page 19)**

WHAT IS SECURE MESSAGING PLUS?

At the time of this writing, Secure Messaging Plus is supported for Apple handheld devices running iOS 7.1 or higher (iPhone®, iPad®, or iTouch®), and Android™ devices running Android 4.0.3 Ice Cream Sandwich or higher. Android™ 4.1 Jelly Bean or higher is preferable for better performance.

Secure Messaging Plus (SM+) is a high-security messaging system that allows subscribers to exchange sensitive information via messages that are encrypted in transit and at rest. Additional features, like *Expiring Messages*, *Password Requirements*, and *Remote Wipe* (for users who also have the SM+ App installed on a handheld device), add extra security to ensure that private messages always remain private.

SM+ messages can be sent or received by logging into the Secure Messaging Plus Website, or by using a qualified Apple® or Android™ handheld device running the Secure Messaging Plus App. (To exchange secure messages between handheld devices, both devices need to have the SM+ App installed.)

This document describes how to use the Secure Messaging Plus Website. If you are using the SM+ App on a handheld device, please request the document that describes handheld usage.

For more information about key SM+ features and benefits, see "*Key SM+ Benefits & Features*" on [page 7](#).

If Your SM+ Account is Associated with an Answering Service or Call Center

Secure Messaging Plus can be used totally independently of an Answering Service or Call Center. However, if your account is integrated with such a service, Secure Messaging Plus messages can be exchanged with agents of the service. Exchanging SM+ messages with service agents gives you the benefit of communicating directly and securely with the agents to confirm or request information. You also benefit from being able to "file" messages directly from the SM+ Website.

KEY SM+ BENEFITS & FEATURES

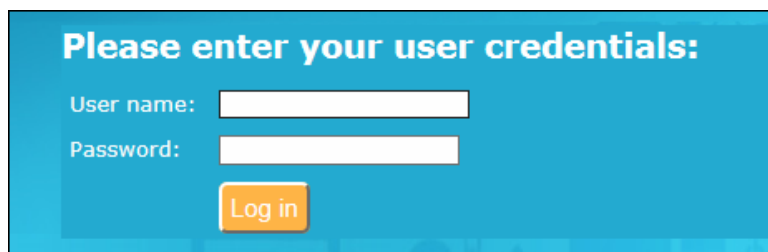
	FEATURE	BENEFIT
✓	Encrypted Messaging	Messages and attachments are safely encrypted on servers, devices, and in transit.
✓	Message Expiration	Senders have the ability to determine when a sent SM+ message expires. Messages can expire when marked by the reader as <i>read</i> or <i>filed</i> , or in a selected number of days. Messages that do not have a defined expiration date will expire within a defined default period (not to exceed 30 days).
✓	Password Protection	Expiring passwords and forced lockouts help protect a user's data and account.
✓	Multiple Device Support	If, in addition to accessing SM+ via the Internet, you use the SM+ App for handheld devices, you can register the SM+ App on up to 3 qualified devices (smart-phones or tablets).
✓	Multiple Operating System (OS) Support	SM+ is compatible with the latest versions of Android™ and iOS® (iPad®, iPhone®, iTouch®).
✓	Support for Image and Audio Attachments	SM+ messages can include image and audio attachments.
✓	Remote Wipe Capability	If you are using SM+ on a handheld device, and the device is lost or stolen, a Wipe command can be issued from the Web to remotely erase all SM+ App data stored on the device.
✓	Message Status Tracking	Subscribers can track when an SM+ message was sent, viewed, read, and filed.
✓	Detailed Reporting	Real-time reports on subscriber usage can be run by both subscribers and SM+ Administrators.
✓	Full Audit Trails	When SM+ is used in conjunction with a Startel CMC system, messages are fully tracked and archived.
✓	Accessibility	SM+ messaging is easily accessible using a Web browser or qualified handheld device running the SM+ App.
✓	Privacy Policy	Startel does not disclose, sell, or distribute users' personal information to any third party.

LOGGING INTO THE SM+ WEBSITE

Before you can use the Secure Messaging Plus Website, you will need a Secure Messaging Plus **User name** and **Password**.

Follow these steps to log in to the SM+ Website:

Go to the SM+ Login page using this URL: <https://secureplus.startel.com>



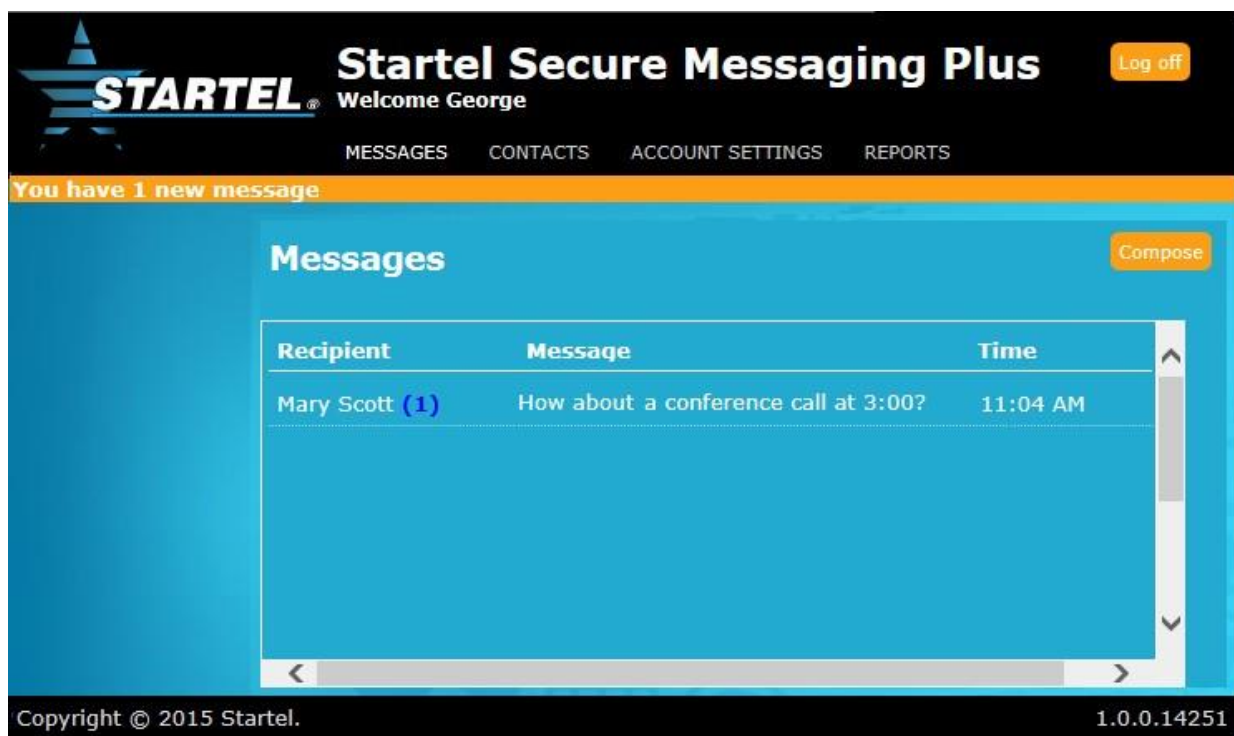
Please enter your user credentials:

User name:

Password:

- 1 On the login page, enter your SM+ **User Name** and **Password**. (The Password field is case sensitive.)
- 2 Click .

The website opens to the **Messages** section. In the sample screen, you can see that there is one unread message waiting from a subscriber named Mary Scott.



STARTEL® Startel Secure Messaging Plus Welcome George

MESSAGES CONTACTS ACCOUNT SETTINGS REPORTS

You have 1 new message

Messages

Recipient	Message	Time
Mary Scott (1)	How about a conference call at 3:00?	11:04 AM

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-
- **Note:** Note the orange “**new message**” banner at the top of the screen. No matter where you are in the SM+ application, a banner like this will appear if you have one or more new messages waiting.
-

See [page 9](#) for information on exchanging SM+ messages with other Secure Messaging Plus subscribers.

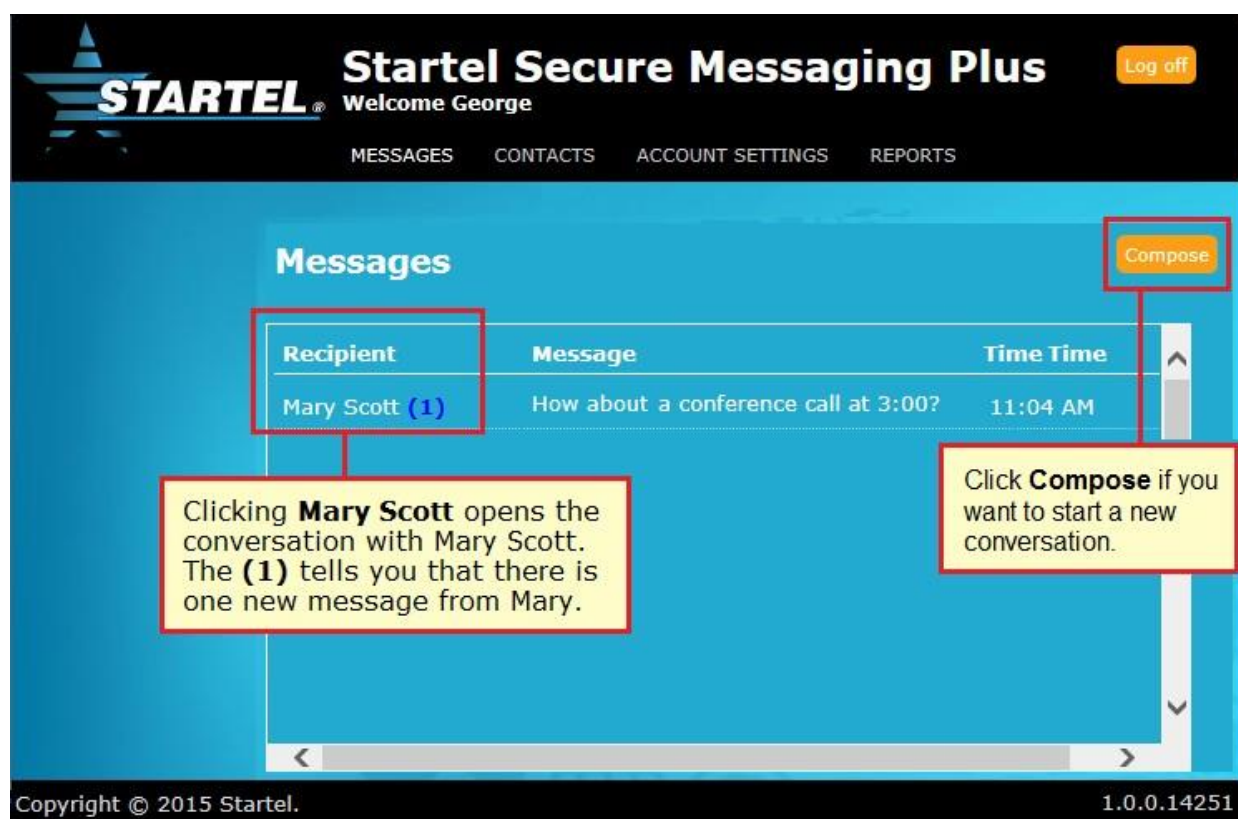
EXCHANGING SM+ MESSAGES

Follow these steps to send, read, and manage SM+ messages on the SM+ Website:

- 1 Log in to the SM+ Website (see [page 8](#)).

The website opens to the **Messages** section. New messages from a particular subscriber, if any, are indicated by a blue number in parentheses. If a **(1)** is shown, one new message is waiting. If a **(2)** is shown, two new messages are waiting, and so on.

SM+ subscribers with whom you have exchanged messages are listed in the **Recipient** column. In this sample screen, there is one message waiting from a subscriber named Mary Scott.



Note: You can also open an existing conversation from the **Contacts** screen. See [page 16](#) for more information.

- 2 Do ONE of the following in this screen:
 - To view a subscriber's new message(s)—or open the existing conversation if there are no new messages from a subscriber—click the subscriber's **name** in the Recipient column. For example, in this screen you would click **Mary Scott** to display a Message Conversation like the one shown on the next page.
 - To start a **new** conversation from this screen, click **Compose**. Then see [page 13](#) for more information.


In a Message Conversation screen, you can **read new messages**, **send a message**, and **see previously viewed and sent messages** that have not yet expired.

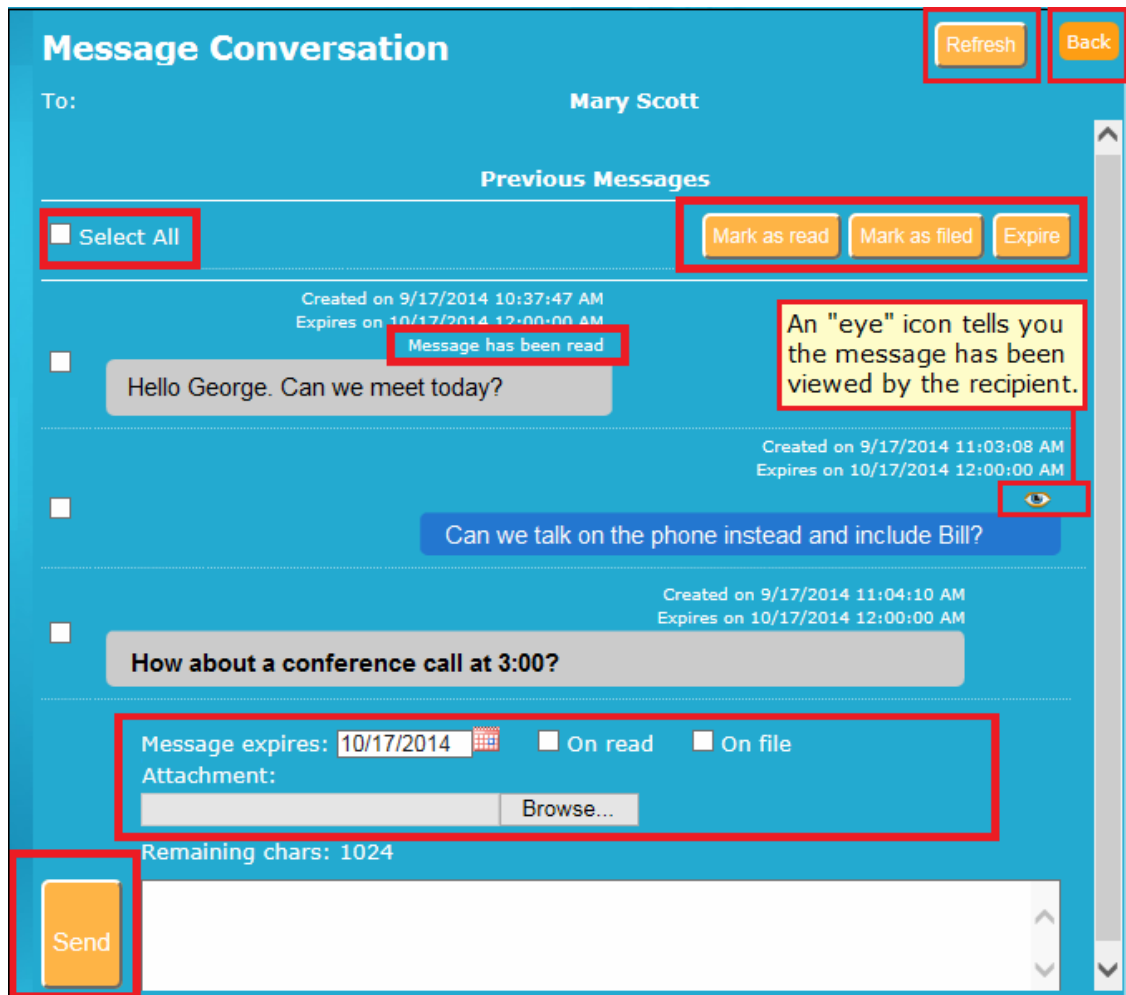
You can also **mark messages as read**, **file messages** and **"expire" messages**. When a message expires, it's removed from all registered SM+ devices as well as the SM+ website.

Left-justified messages on a **gray** background are messages that were **SENT TO YOU**.

Right-justified messages on a **blue** background are messages that **YOU HAVE SENT**.

New messages that have NOT been viewed are shown in **boldfaced** text.

Messages that have been viewed are marked with the  icon.



Major features are highlighted in this sample screen.

- 3 For instructions on how to use each of the Message Conversation features, see [page 11](#).

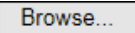


Marking Messages as Read, Filed, and Expired





Checking the checkbox associated with a message **selects** the message.

- Marking a selected message as **Read** lets the sender know that you have read the message. (This applies only to *received* messages.)
- Marking a selected message as **Filed** files the message.
- **Expiring** a selected sent or received message immediately removes the message from all locations, including the other party's handheld device(s) and the SM+ database.

Using SM+ Features in a Conversation

See the table below for details on how to use features available in an open conversation to perform various SM+ tasks.

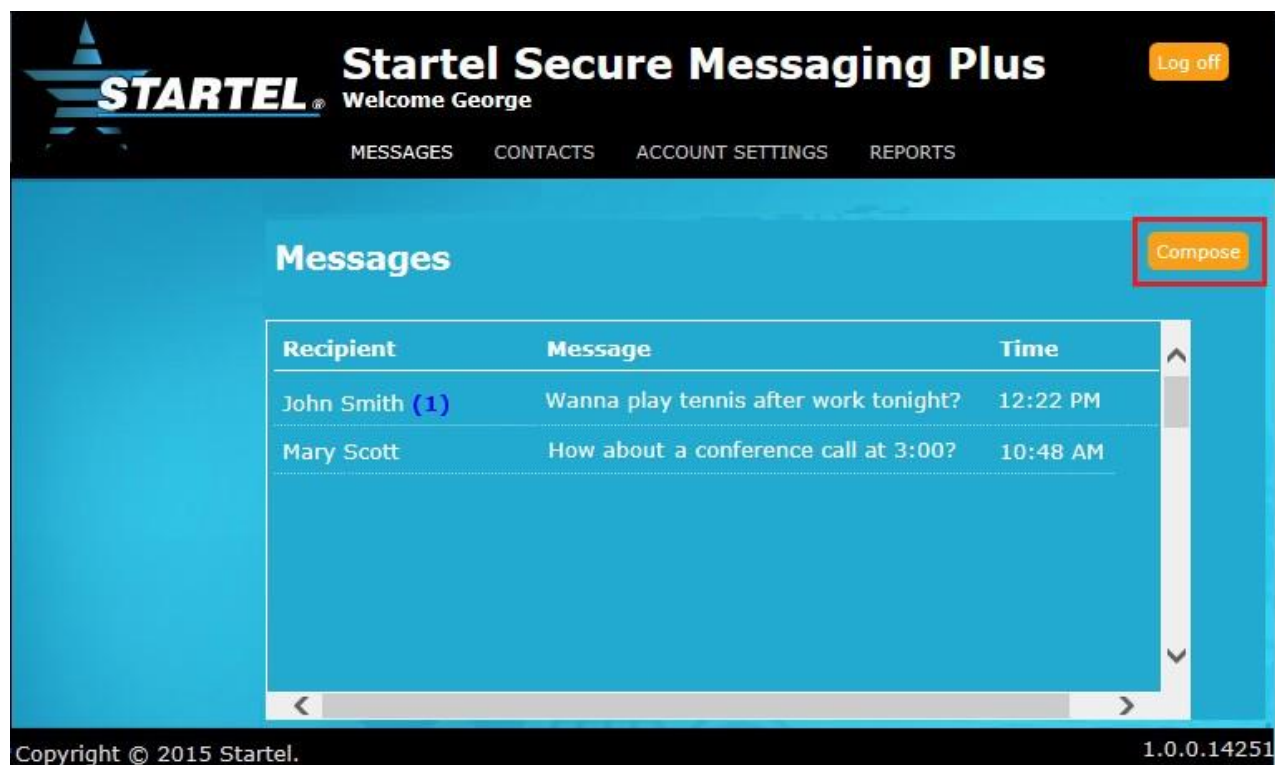
Task	Instructions
Send a Message Note on Step 3 If you do NOT indicate an expiration preference for a message, it will expire (be removed from ALL locations, including the SM+ database) per the Expiration settings that have been set up for your SM+ subscriber account (if it is not manually expired by you or the recipient). See below for details on manually expiring messages.	<p>Follow these steps to send a message from the Message Conversation screen:</p> <ol style="list-style-type: none"> 1 Type up to 1024 characters in the white text field at the bottom of the screen. 2 If you want to send an audio or image attachment with the message, click , then select the file you want to attach. 3 If you want to set an expiration preference for the message, do any of the following: <ul style="list-style-type: none"> • Specify a date in the date field if you want the message to expire on a specific date. (Dates can be typed in, or selected from a pop-up calendar.) • Select on read if you want the message to expire upon being marked by the receiver as Read. • Select on file if you want the message to expire upon being filed by the receiver. 4 When you're ready to send the message, click .
Expire Existing Messages	<p>When a message is "expired," it is removed from the SM+ website and database and from all devices containing the message (including the other party's device).</p> <p>If you like, you can immediately expire both Sent <i>and</i> Received messages from a conversation.</p> <p>Follow these steps to expire one or more messages:</p> <ol style="list-style-type: none"> 1 Check the checkbox associated with each message you want to expire. (If you want to expire ALL messages in the conversation, select the checkbox labeled Select All.) 2 Click . <p>➤ CAUTION: Please be cautious with this feature. Items are deleted without confirmation.</p>

Task	Instructions
File Messages Received From Your Answering Service	<p>Messages received from your Answering Service can be filed from the Message Conversation screen.</p> <p>To file one of more messages:</p> <ol style="list-style-type: none"> 1 Check the checkbox associated with each message you want to file. 2 Click . <p>Notes:</p> <ul style="list-style-type: none"> ➤ If you apply the File feature to messages not sent from your Answering Service, the status of the message will be seen as <i>Filed</i>. ➤ If you apply the File feature to a message that YOU sent, there will be no effect, but you will see a warning stating that sent messages cannot be marked as Filed.
Mark Received Messages as 'Read.'	<p>Received messages can be marked as "Read" to let the sender know that you have read the message.</p> <p>To mark one or more messages as Read:</p> <ol style="list-style-type: none"> 1 Check the checkbox associated with each message you want to mark as Read. 2 Click . <p>Notes:</p> <ul style="list-style-type: none"> ➤ If you apply the Mark as Read feature to a message that YOU sent, there will be no effect, but you will see a warning stating that sent messages cannot be marked as Read. ➤ Checking the Select All checkbox selects all messages in the conversation. If you use this checkbox, only messages that were received will be affected by the Mark as Read command.
Refresh the Page with New Messages	<p>If one or more new messages are received from a sender associated with an open Message Conversation, you can see the message(s) by clicking .</p>
Go Back to the Main Messages Screen	<p>To close the Message Conversation and return to the main Messages screen, click .</p>

STARTING A NEW CONVERSATION

Follow these steps to start a new conversation from the SM+ Messages screen:

- 1 Log in to the SM+ website (see [page 8](#)).
The website opens to the Messages section.



In the Messages screen, any current conversations are listed, with the SM+ subscribers with whom you have exchanged messages listed in the Recipient column.

If any unviewed messages from a subscriber are waiting to be read, you will see a blue number in parentheses after the subscriber's name. The number tells you how many unviewed messages are waiting.

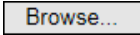
- 2 To start a **new** conversation, click [Compose](#).

A New Message screen opens.

- 3 In the **To** field, enter the SM+ **User name** of the SM+ subscriber to whom you want to send the message.

➤ **NOTE:** If you enter a valid User name that is not already in your SM+ Contacts list, the subscriber is **automatically** added to your Contacts list. For more on the Contacts list, see [page 16](#).

- 4 Type up to 1024 characters in the white text field at the bottom of the screen.

- 5 If you want to send an **audio** or **image** attachment with the message, click  , then select the file you want to attach.

- 6 If you want to set an expiration (other than the default) for the message, do any of the following:

- Specify a date in the date field if you want the message to expire on a specific date. (Dates can be typed in, or selected from a pop-up calendar.)
- Select **on read** if you want the message to expire upon being marked by the receiver as **Read**.
- Select **on file** if you want the message to expire upon being marked as **filed**.

- 7 When you're ready to send the message, click

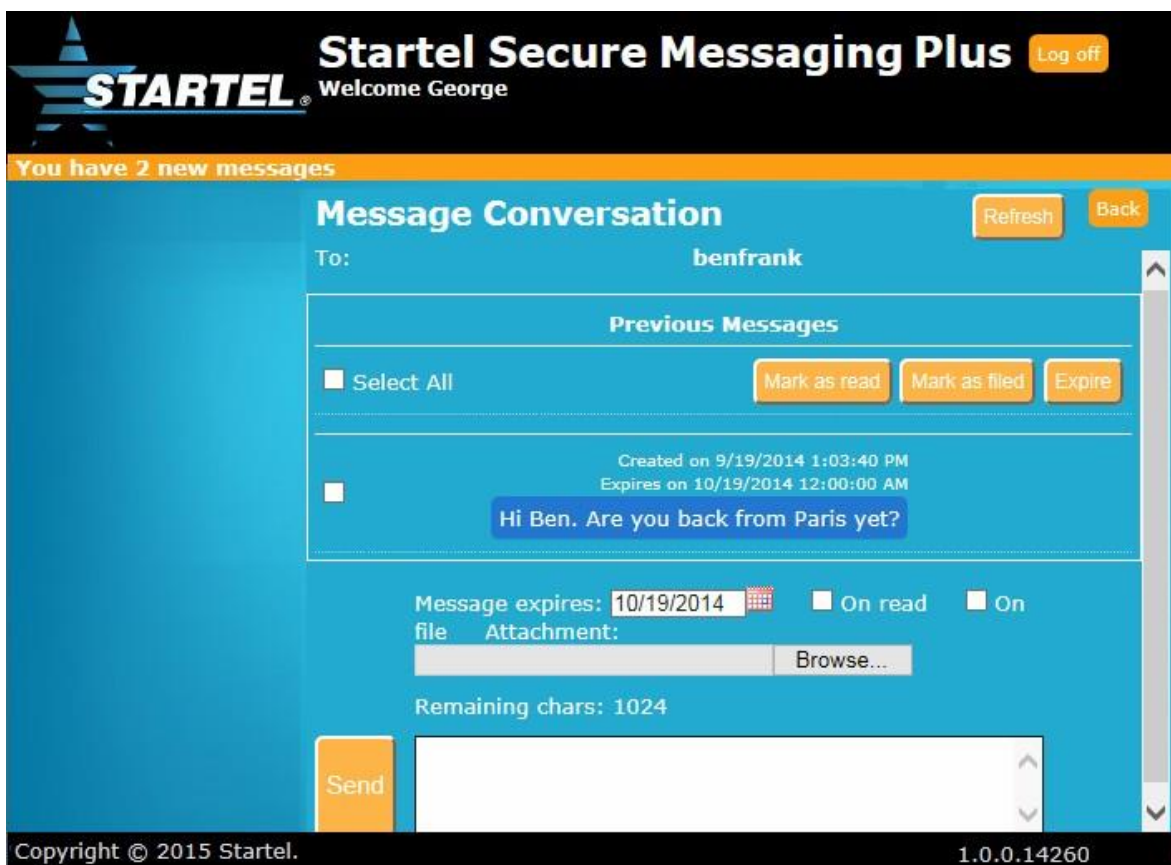


Note on Step 6

If you do NOT indicate an expiration preference for a message, it will expire (be removed from ALL locations, including the SM+ database) per the Expiration settings set up for your SM+ subscriber account (if it is not manually expired by you or the recipient).

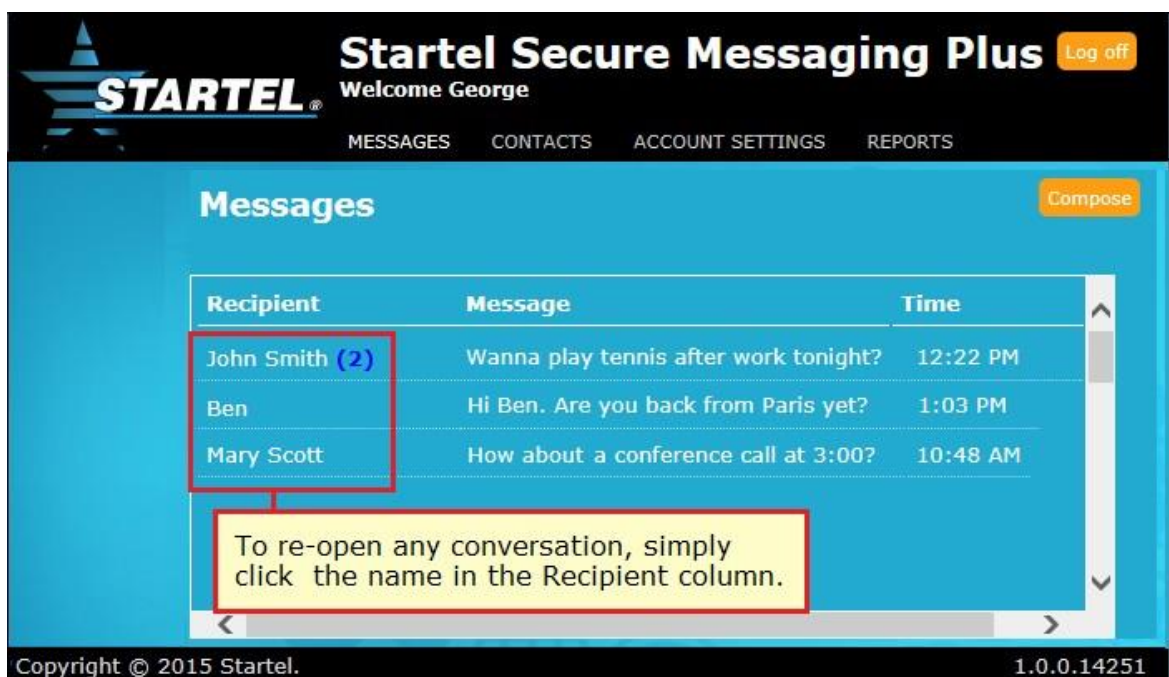
See [page 11](#) for details on manually expiring messages.

Now the message you sent is shown in the Message Conversation screen:



- 8 To return to the Messages screen, click **Back**.

Now the new conversation is shown at the TOP of the Messages screen with the message recipient's name shown in the Recipient column.

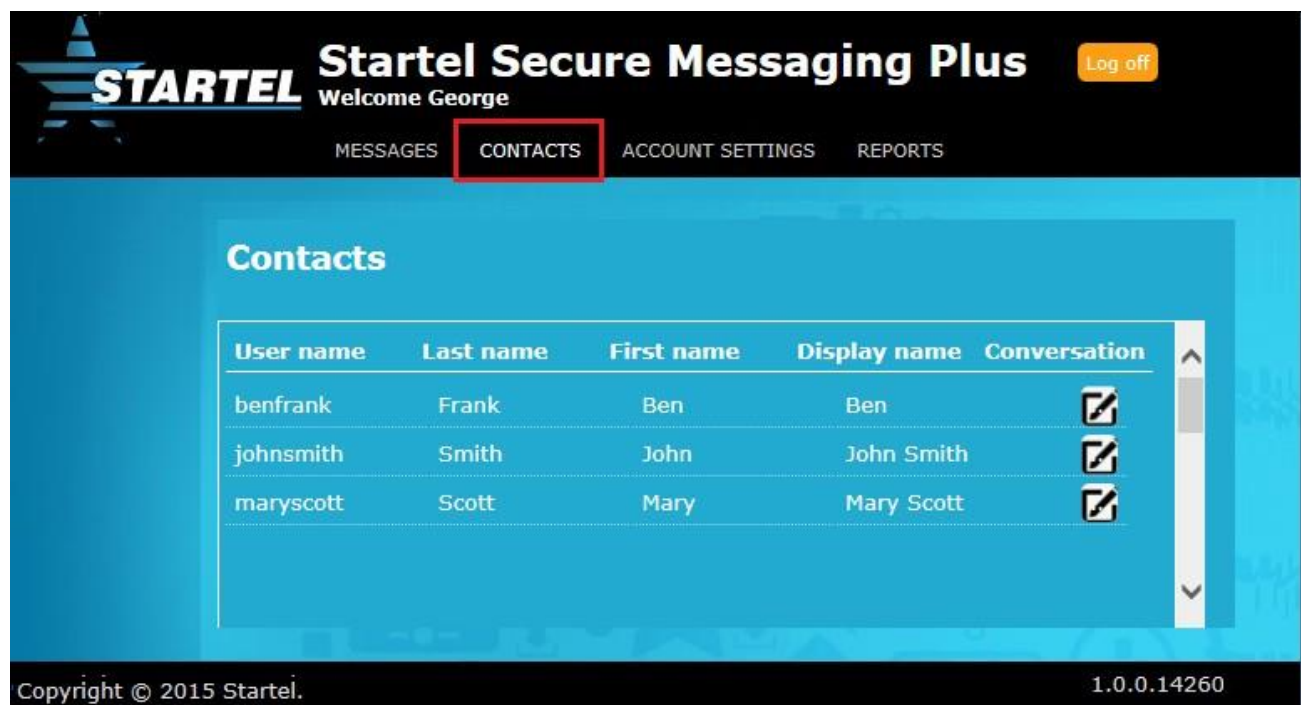


USING THE SM+ CONTACTS LIST

Any time you send a message to a **new** SM+ subscriber (that is, a subscriber to whom you have never before sent or received a message), the subscriber's Contact information is automatically added to your SM+ Contacts list.

A new contact is also added to your Contacts list whenever you **receive** a message from an SM+ subscriber for the first time.

To open your Contacts list, simply select **Contacts** at the top of the Secure Messaging Plus screen.



From the **Contacts list screen** you can do any of the following:

- Click a User name to display Contact Details containing an input field where you can change the subscriber's **Display name**.

The screenshot shows the 'Contact Details' form. It contains the following fields:

- User name: benfrank
- First name: Ben
- Last name: Frank
- Display name: Ben (with a text input field and a close button 'x')

At the bottom of the form is a 'Save' button.

- Click the icon for a contact to open the current conversation with the contact.
- Click the icon for a contact to start a *new* conversation with the contact (if there is no conversation currently ongoing).

UPDATING SM+ ACCOUNT SETTINGS

Selecting **Account Settings** at the top of the SM+ screen displays a page where you can change various settings associated with your SM+ Subscriber's account.

If you change **Name** settings, the changes are automatically applied to the Contact lists of other subscriber's whose lists include you as a contact.

The **Device notification** setting determines how often an associated SM+ registered handheld will receive a notification for each message that is received until it is viewed.

Startel Secure Messaging Plus
Welcome Ben

MESSAGES CONTACTS **ACCOUNT SETTINGS** CHANGE PASSWORD DEVICES REPORTS

You have 1 new message

Account Settings for benfrank

First name: Ben
Last name: Frank
Display name: Ben
Email address: ben@email.com

Device notification frequency: Only once

Expire message: ☐ On read ☐ On file

Max message expiration time:
Days: 30
Hours: 0
Minutes: 0

Save

These two menu items are added when you are in the Account Settings screen. See the page that follows for details on these features.

This setting determines how often you're notified when a message is received.
Options are:
▪ Only once (default)
▪ Each minute
▪ Every 2 minutes
▪ Every 5 minutes
▪ And so on.

Click **Save** to save changes you make to Account settings.

Expiration Settings

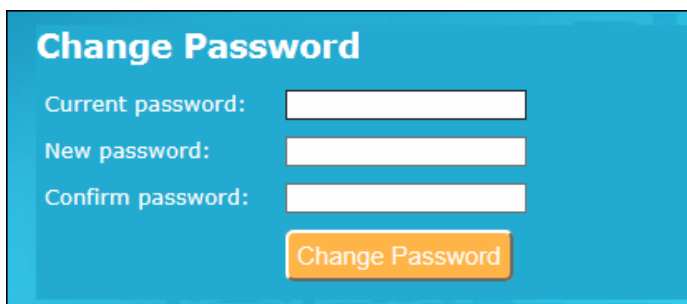
When a message is **expired**, it is removed from all handheld devices (both sender's and receiver's), from the SM+ website, and from the SM+ database.

Expire message settings affect when your sent messages are automatically "expired" if they are not manually expired by you or the message recipient using the Message Conversation **Expire** feature (see [page 11](#)).

- If you select the **On read** checkbox, sent messages are expired when they are marked as **Read** by the message recipient.
- If you select the **On file** checkbox, sent messages are expired when they are **filed** by the message recipient.
- **Max message expiration time**—expressed as **Days**, **Hours**, or **Minutes**—specifies a default expiration time for sent messages that are not expired by other means (*on read*, *on file*, or manually).

Using the Change Password Feature

Selecting **Change Password** from the Account Settings screen allows you to change your SM+ Password



The 'Change Password' form is a blue rectangular box. It contains three white input fields with labels: 'Current password:', 'New password:', and 'Confirm password:'. Below these fields is an orange button with the text 'Change Password'.

- **NOTE:** A “strong” password containing a special character, letters and numbers, and upper and lower-case letters is recommended.

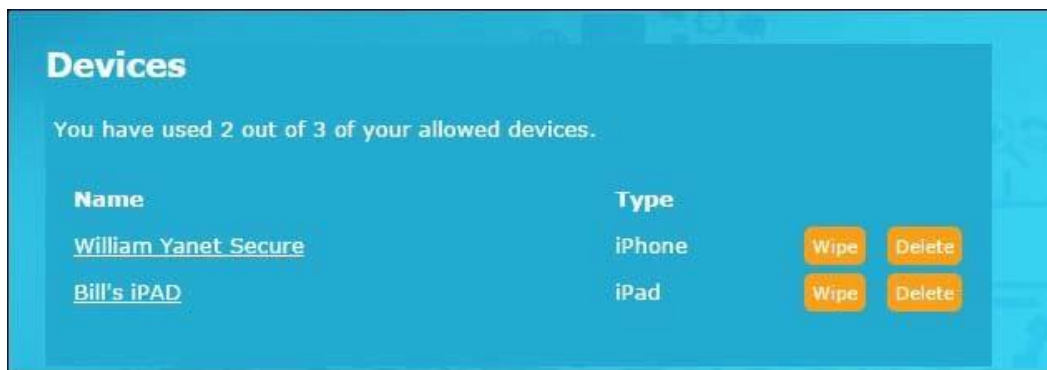
Using the Devices Feature

If you send a Wipe command from the SM+ Website while also logged into the SM+ App on a handheld, messages and attachments are deleted from the device, and you are logged out of the App.

If you send a Wipe command when the SM+ App is closed or you are not logged in to the App, the Wipe will execute on the handheld the next time the App is launched.

Selecting **Devices** from the Account Settings screen lists all your registered SM+ handheld devices, if any.

Wipe and **Delete** options allow you to remotely wipe (remove) SM+ messages and attachments from any listed handheld, and delete the SM+ registration from a handheld (which also wipes the SM+ device).



The 'Devices' screen is a blue rectangular box. At the top, it says 'You have used 2 out of 3 of your allowed devices.' Below this is a table with two columns: 'Name' and 'Type'. There are two rows of devices. The first row is 'William Yanet Secure' (iPhone) and the second row is 'Bill's iPad' (iPad). To the right of each device name are two orange buttons: 'Wipe' and 'Delete'.

Name	Type	Wipe	Delete
William Yanet Secure	iPhone	Wipe	Delete
Bill's iPad	iPad	Wipe	Delete

- To wipe all SM+ data from a device, click the associated **Wipe** feature. When a confirmation message displays, click **Wipe** again.
- To delete the SM+ registration from a device, click the associated **Delete** feature. When a confirmation message displays, click **Delete** again.

NOTES:

- After using the Wipe command, logging in (with valid credentials) to the SM+ App on a handheld returns (non-expired) wiped messages to the device.
- Performing a Delete does not uninstall the SM+ App from the handheld. That operation (if desired) will need to be performed separately.

RUNNING A SECURE MESSAGING PLUS REPORT

Selecting **Reports** at the top of the SM+ screen displays a page from which you can run a Secure Messaging Plus report.

STARTEL
Welcome Annies TAS

MESSAGES CONTACTS USERS ACCOUNT SETTINGS REPORTS

Report Configuration

Select report type: Detailed ▼

Select report date range: Current Month ▼

Generate Report

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Note: Expired message audit trails are included in reports, but reports do NOT show the text associated with those messages, or any messages.

Two types of reports are available: **Detailed** and **Summary**.

- A **Detailed report** shows you detailed information about when messages were sent, received, viewed, expired, etc. during a selected time frame. (Message text is NOT included in reports).
- A **Summary report** shows **how many** messages were sent and received during a selected time frame.

See the topics that follow for more information on running reports.

Running a Detailed Report

A Detailed report shows you detailed information about when messages were sent, received, viewed, expired, etc. during a selected time frame. The actual messages are NOT included in the report.

Follow these steps to run a Detailed report:

- 1 Select **Reports** at the top of the SM+ screen.
- 2 Select **Detailed** from the report type drop-down menu. (It should be selected by default.)
- 3 Select the desired date range from the date range menu. Options are:
 - Current Day
 - Previous Day
 - Current Week
 - Previous Week
 - Current Month
 - Previous 90 Days
 - Previous 90 Days
 - Custom Range
- 4 If you selected Custom Range, indicate the range in the fields that display.
- 5 Click **Generate Report** when you're ready to generate the report.

Current Month is selected by default.

Here is a sample Detailed report.

The screenshot displays the Startel Secure Messaging Plus web interface. At the top, the Startel logo is on the left, and the text 'Startel Secure Messaging Plus' and 'Welcome Edward' are on the right, with a 'Log off' button. Below this is a yellow banner stating 'You have 1 new message'. The main content area has a blue background and features a 'Detailed Report for Edward' for the period 'October 01, 2014 - October 22, 2014', with a 'Back' button. The report lists three messages in a white box:

- Received message ID 2856 from Annie on 10/22/2014 2:44:53 PM
Sent from Annie's Web device (Web)
- Sent message ID 2857 to Steven on 10/22/2014 2:46:03 PM
Sent from Edward's Web device (Web)
- Sent message ID 2858 to maryscott on 10/22/2014 2:46:55 PM
Sent from Edward's Web device (Web)

The footer shows 'Copyright © 2015 Startel.' on the left and '1.0.0.14287' on the right.

- 6 To exit the report, click **Back**.

Running a Summary Report

A Summary report shows you how many messages you have sent and received during a selected time frame.

Follow these steps to run a Summary report:

- 1 Select **Reports** at the top of the SM+ screen.
- 2 Select **Summary** from the report type drop-down menu.
- 3 Select the desired date range from the date range menu. Options are:
 - Current Day
 - Previous Day
 - Current Week
 - Previous Week
 - Current Month
 - Previous 90 Days
 - Previous 90 Days
 - Custom Range
- 4 If you selected Custom Range, indicate the range you want in the date fields that now appear.
- 5 Click **Generate Report** when you're ready to generate the report.

Current Month is selected by default.

Here is a sample Summary report.

The screenshot shows the Startel Secure Messaging Plus web interface. At the top, the Startel logo is on the left, and the text 'Startel Secure Messaging Plus' and 'Welcome Annies TAS' are in the center. A 'Log off' button is on the right. Below the header, the main content area has a blue background. It features a 'Summary Report' title with a 'Back' button to its right. Underneath the title is the date range 'September 01, 2014 - September 25, 2014'. A white-bordered box contains the title 'Detailed Report for SteveWashington'. Inside this box, there are two rows: 'Sent messages:' with a blue button showing the number '5', and 'Received messages:' with a grey button showing the number '4'. At the bottom of the page, a black footer bar contains 'Copyright © 2015 Startel.' on the left and '1.0.0.14260' on the right.

- 6 To exit the report, click **Back**.

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