SMARTLOCKR

User guide

ATTACHINGIT - VERSION 3

15-02-2019

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Introduction

This is the user guide for SmartLockr / AttachingIT Secure Mailing, the plug-in for Outlook which allows files of all sizes to be sent and received safely.

The company name was changed from AttachingIT to SmartLockr in November 2018 as we felt it was a better description of our services. The product is still called AttachingIT in version 3 and from version 4 it is called SmartLockr.

SmartLockr Secure Mailing / AttachingIT use Cloud or On Premise storage. A link is mailed with which the recipient can download the attachment. When this user guide refers to sending an attachment, this is the procedure we are describing.

We recommend that you always update to the latest version, which can be downloaded on our "Release page".
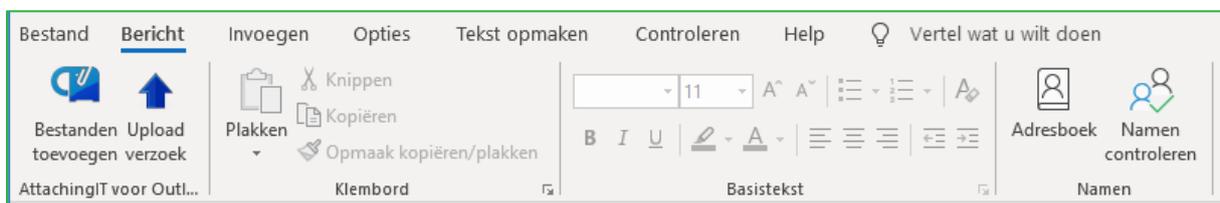
If you have questions or problems you can always contact our Support department via support@smartlockr.eu or 020 – 244 0350 (option 1).

Plug-in procedure

You can verify that the plug-in is installed, by the appearance of 2 extra buttons in Outlook and in new e-mails that are to be forwarded or answered.
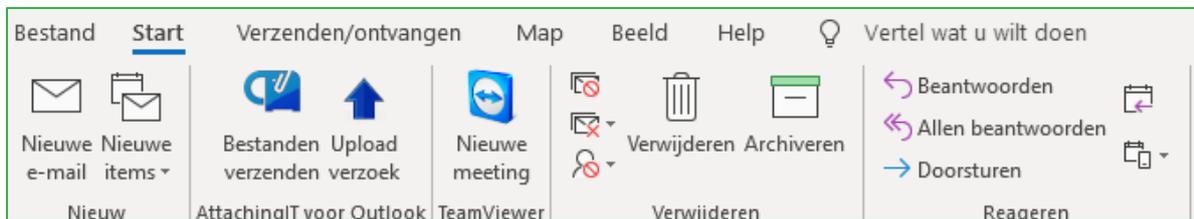

Buttons on the Outlook toolbar

Buttons in an e-mail

The procedure for sending e-mails with an attachment remains the same, except that the AttachingIT buttons are used instead of the New e-mail button. Adding an attachment via the paper clip or dragging the file into an email works as well.

Sending attachments securely

When you click on the AttachingIT button *Send files*, a window opens which allows you to select a file to attach:
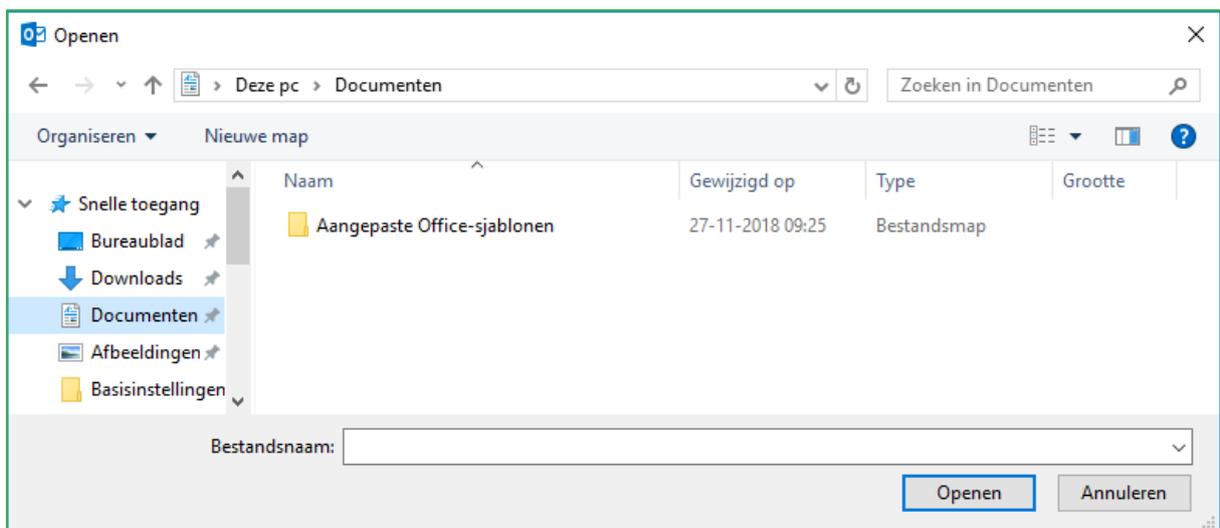
When you click *Open*, a new e-mail opens and the AttachingIT side panel appears on the left.
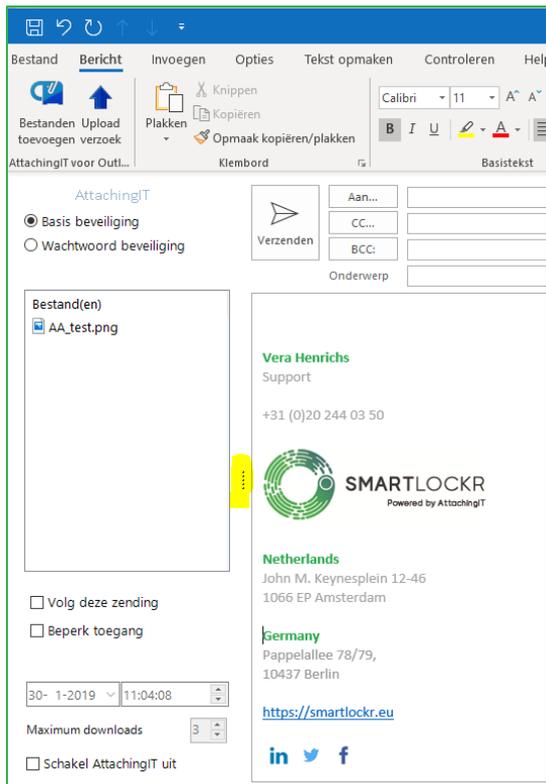
It is possible that the first time the plug-in is used, no sidebar appears.

The panel is still hidden. Click on the 4 dots to the left of the message in the e-mail (indicated in yellow) to expand the side panel. It will now remain open for subsequent use.

The various options in the side panel are explained below.

Basic protection

When no selection is made, the e-mail and attachment will be sent with the basic protection level. This means that the recipient receives an e-mail with a download button which can be used to download the attachment. This will be explained in more detail later in the user guide.

Password protection

When password protection is selected, a pop-up window will open in which a password is immediately and automatically generated. There are also a number of settings to modify:
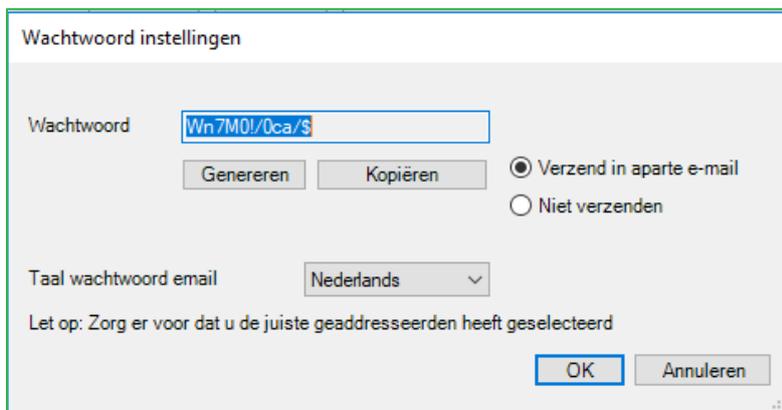

- A new password is created via the *Generate* button.

- The password is placed on the clipboard using the *Copy* button, so that it can be pasted somewhere else later.
- *The password is sent in a separate e-mail* by default. The recipient receives a second e-mail. This e-mail comes from SmartLockr Notification with the e-mail address noreply@smartlockr.eu
  - The "difficulty" of this password can be adjusted in the computer's registry settings. This is described in a separate chapter.
  - In addition, there is an option to choose a password instead of having it generated.
- If the password is to be sent in a different way, for example by telephone or by Whatsapp, then select *Don't send*.
- The *language* of the password e-mail can be changed, this is the language of the text which accompanies the e-mail.

Field with files

In the data field with the files, files can be added or deleted using the right mouse button:
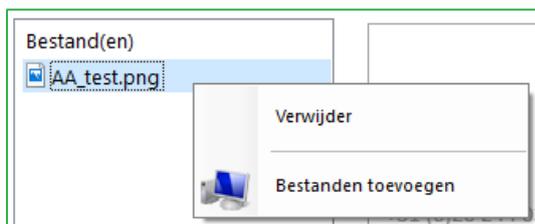
Track the sending

With this option, a display window in *Sent mail* shows the Tracking information. As the process progresses, the options will turn green.

Restrict access & Maximum downloads

This option allows you to choose a specific end date instead of the standard 14 days. You can also set the maximum number of times the (unique) recipient can download the received files.
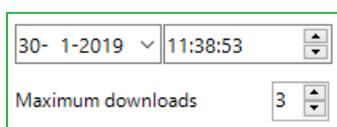
Turn off AttachingIT

With this check box the plug-in can be switched off, so that the attachment is added as a normal attachment, underneath the subject.
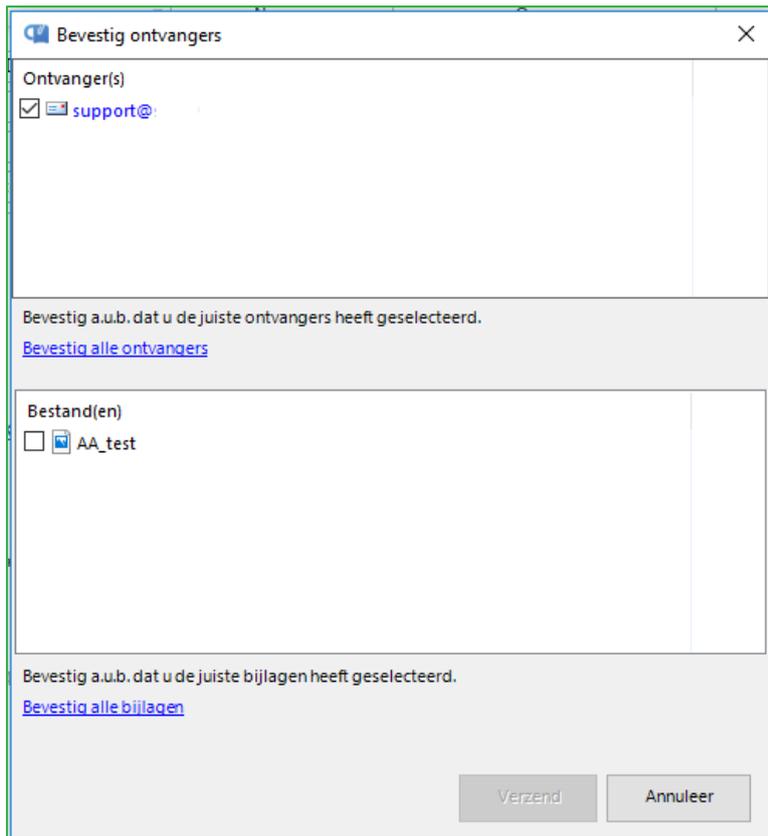
The field with the attachments then turns gray.

If the plug-in is switched on again, the attachment moves back to the left-hand side panel.

AttachingIT is uitgeschakeld
Bijlages worden op de
traditionele wijze verzonden

Confirmation that files have sent

A confirmation window always appears when an e-mail is being sent:

Depending on the settings in the register, the Recipient(s) and possibly the File(s) must be checked off here before the *Send* button can be clicked.

The default setting is that only the attachment must be confirmed.

A status update will be shown briefly at the bottom right of the screen showing, for example, that the upload has been started and/or that sending is complete.

Which attachments have been sent?

The email can always be found back in the Sent items. Next to the sent attachments sent, a file called "Atachments.txt" is always included in which contains a list of the attachments that have been sent.


At the bottom of this e-mail is another window in which you can see which files have been sent, whether they have been blocked or not, how often they have been downloaded and when the last download took place. This window can be seen when the display window is turned on in the View menu option in Outlook.
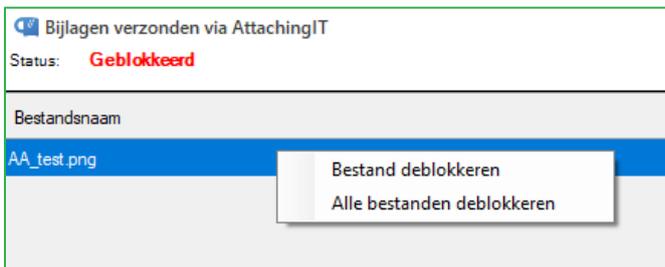
Status:	**Beschikbaar**			Status	Downloads	Laatste download
Bestandsnaam						
AA_test.png				Available	0	

Bijlagen verzonden via AttachingIT

It is also possible to block a file here if, for example, it was sent to the wrong person. This can be done easily using the right mouse button:
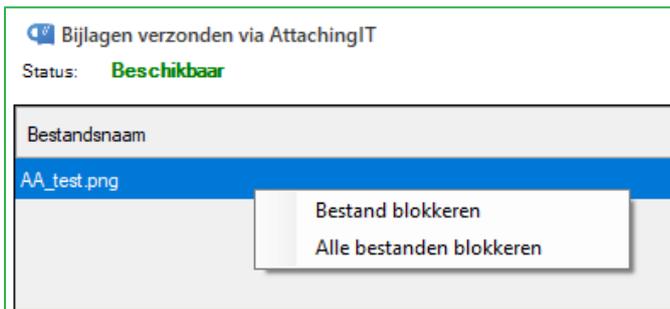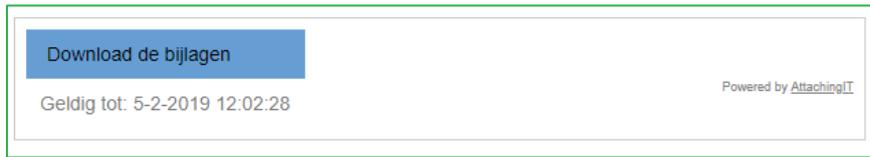

The file can be unblocked in the same way.

E-mails to the recipient

The e-mail that is received depends on the procedure that is chosen:
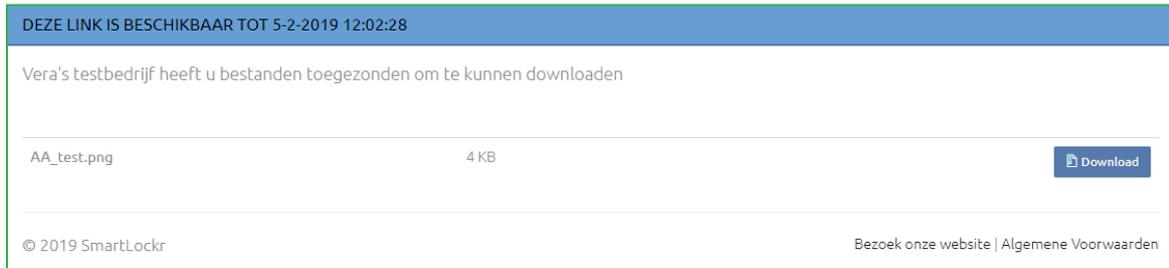
E-mail with download link for the attachment

When an e-mail is sent with the plug-in, the recipient receives an e-mail with a download link:

When the link is clicked, the download page appears:

E-mail with password

When you have chosen to protect the file you are sending with a password, a 2^{e}e-mail will be sent with a password, in addition to the e-mail with the download link:

When the download link in the 1^{e}e-mail is clicked, a password will automatically be requested.

After 3 failed attempts, the file is blocked and the sender must resend the e-mail.

Sending an upload request
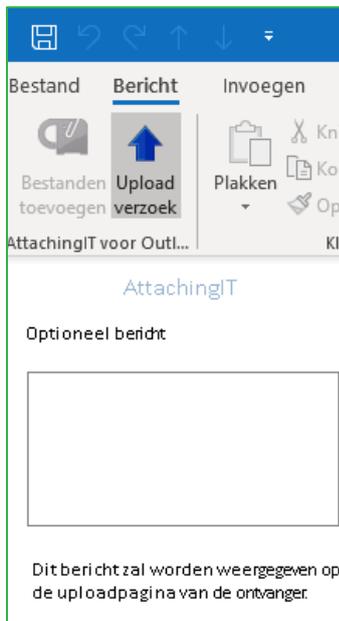
When you have chosen to send a Upload request in Outlook, an e-mail will also launch with the sidebar of the plug-in. Here you have the option to enter a message which is visible on the upload page itself. An e-mail message can be written as usual.

E-mail to the recipient

To the recipient it looks like this:
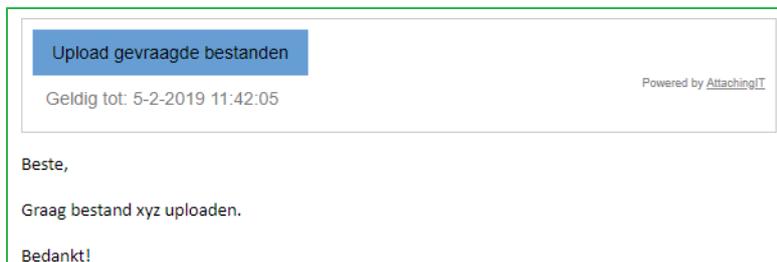
If the recipient clicks on the link, the upload page appears with any optional message:
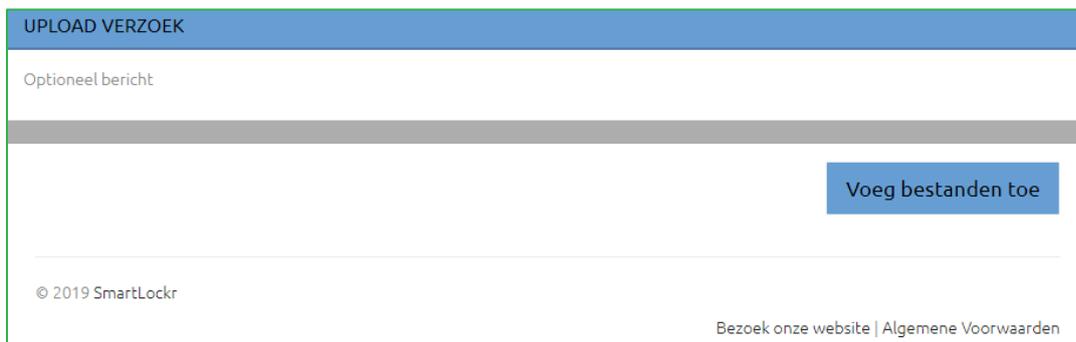
When a file has been attached, a Send button appears:

After sending you will receive a short confirmation:

Message to the sender

When the recipient has sent the requested file as described above, the sender will receive a notification.

The recipient can then retrieve these files via the download button:
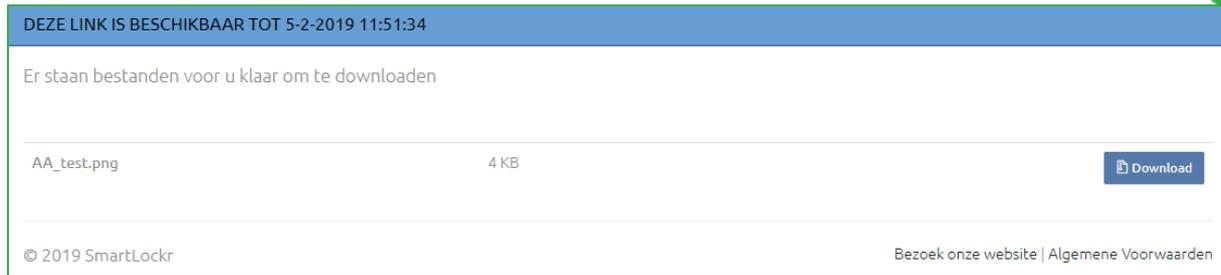
Settings so that these are always applicable

When using the plug-in, the settings can be configured to be applied to one specific e-mail, as described above.

Settings can also be configured that are *always* applicable, so that they always apply when using the plug-in. This can be done in the Registry settings of the computer. A few examples are:

- User cannot disable the plug-in
- Generate passwords with fewer special characters or, for example, devise a password for each customer
- A check in a check box is required to confirm recipients and/or attachments
- Set the maximum size of attachments

All the standard settings which can be configured can be found in this help page.

Take care: *The register is the heart of the computer s*o only adjust part of the plug-in, or ask an IT administrator to do this for you.