

# EEZY KEYZ®

User instructions for the Outlook add-in

v.1.1

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## General information about the user instructions

These user instructions cover the EEZY KEYZ® Outlook add-in and its use.

## Target audience

These user instructions are intended for persons who use the EEZY KEYZ® Outlook add-in for email encryption.

## About EEZY KEYZ® Outlook add-in

With the EEZY KEYZ® add-in, Outlook can be used just as before. The only difference is that EEZY KEYZ® users can send messages and attachments that are protected using very strong end-to-end encryption to other EEZY KEYZ® users. This works with all email services. EEZY KEYZ® connects to your email service and automatically handles the encryption process and key exchange between users. The encryption keys for emails, attachments and metadata are randomly generated each time by the autonomous encryption add-in software. Emails and attachments saved in local folders and in the email provider's servers are also encrypted, to ensure that your email data remains protected at all times.

## Supported work station environments

### Windows

The EEZY KEYZ® add-in is compatible with Windows 7 and Windows 10.

### Outlook

The EEZY KEYZ® add-in is compatible with Outlook 2010, Outlook 2013 and Outlook 2016.

## Downloading the EEZY KEYZ® Outlook add-in

### From the EEZY KEYZ® website

Those using a Windows workstation can download the EEZY KEYZ® Outlook add-in from <https://eezykeyz.eu/>. The add-in loads onto the workstation, and is installed by running the installation programme.

The EEZY KEYZ® installation programme requires Microsoft .NET Framework 4.6 (or newer) to be installed on the workstation. If you do not have Microsoft .NET Framework 4.6 (or newer) installed, you will be prompted to install it. When the installation of .NET Framework 4.6 is completed, you will get a prompt to reboot your computer. After the reboot EEZY KEYZ® installation continues automatically.

To complete the installation, the user must have the main user rights to the system. Outlook must remain closed during installation. If Outlook is open when the installation is started, the installation programme will close it automatically after verifying from the user if this is OK.

To proceed with installation of the EEZY KEYZ® Outlook add-in, the user must accept the terms and conditions of use.

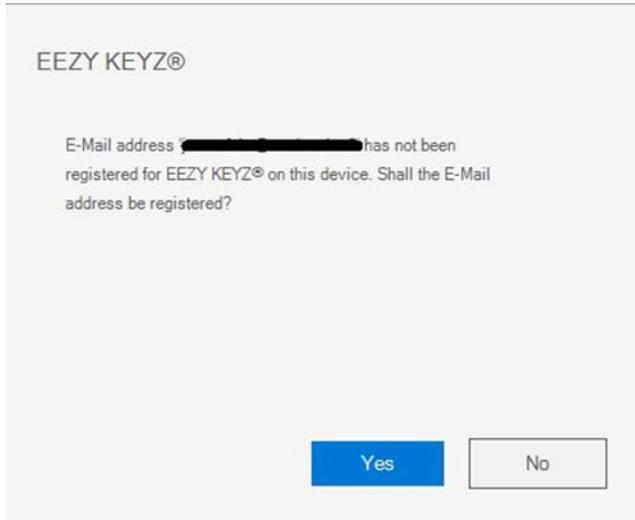
After installation, the add-in will launch automatically the next time Outlook is used.

## Distribution within companies

A centralized installation option of the EEZY KEYZ® Outlook add-in is available for corporate clients. The add-in can be installed on all or on selected workstations within the organization. The add-in can be distributed to end-users via managed distribution systems (i.e. SCCM) or directly downloaded from the EEZY KEYZ® website.

## Getting started with the EEZY KEYZ® Outlook add-in

### Step 1. Email accounts in Outlook



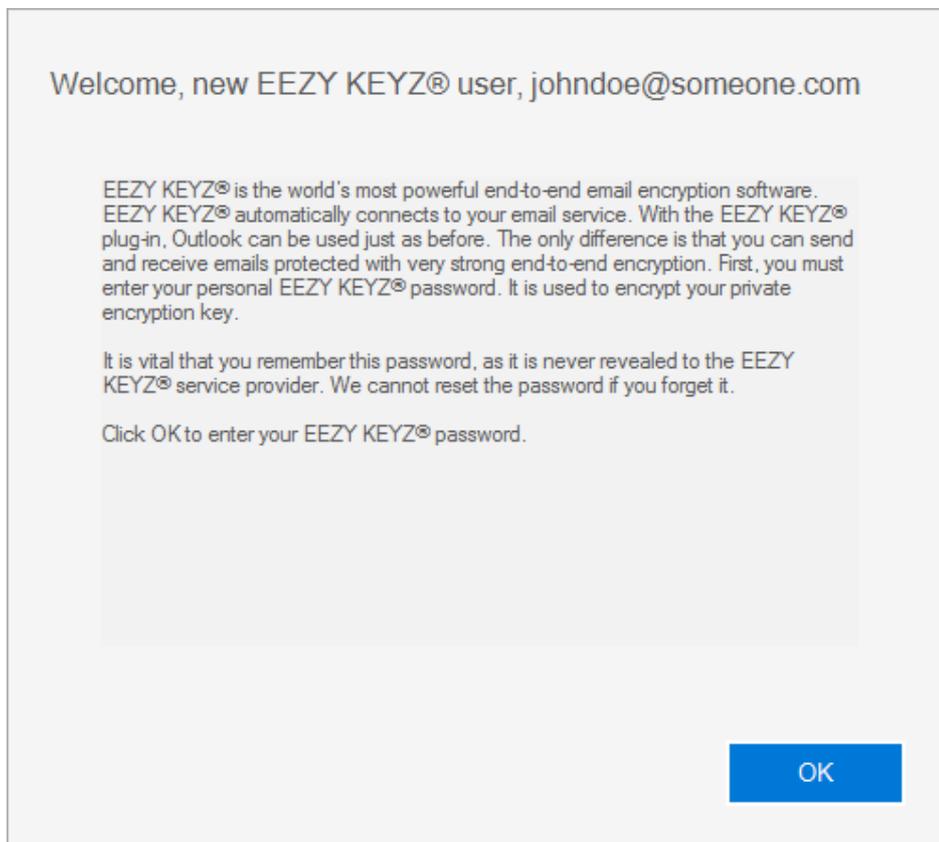
To use the EEZY KEYZ® Outlook add-in, the user must have at least one email address configured in Outlook. If no email address is configured, the user is prompted to do this before proceeding.

Once the email address is configured, the start-up of the add-in can be continued.

Note that after installing EEZY KEYZ® add-in the registration is prompted for the default account on the user's Outlook. If the EEZY KEYZ® is going to be registered on another account on the user's Outlook the registration should be cancelled when asked during the start up. After the Outlook has started the user should go in the EEZY KEYZ® ribbon and choose "Account details". From there the user can choose the account to be registered as an EEZY KEYZ® account. The user can also register this way multiple accounts as EEZY KEYZ® accounts.

### Step 2. Using the application for the first time

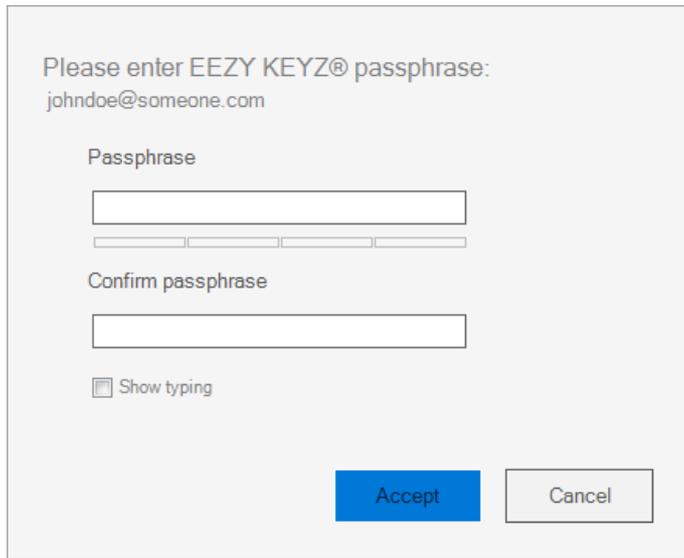
When the EEZY KEYZ® Outlook add-in is run for the first time, the user sees a welcome message. This is displayed only on first use of the application.



### Step 3. Starting to use EEZY KEYZ®

#### A new user

Once the EEZY KEYZ® Outlook add-in has determined that there is a valid email address in Outlook, the add-in requests the user to enter his or her personal passphrase. This is used to encrypt the user's private encryption key.



Please enter EEZY KEYZ® passphrase:  
johndoe@someone.com

Passphrase

Confirm passphrase

  
 Show typing

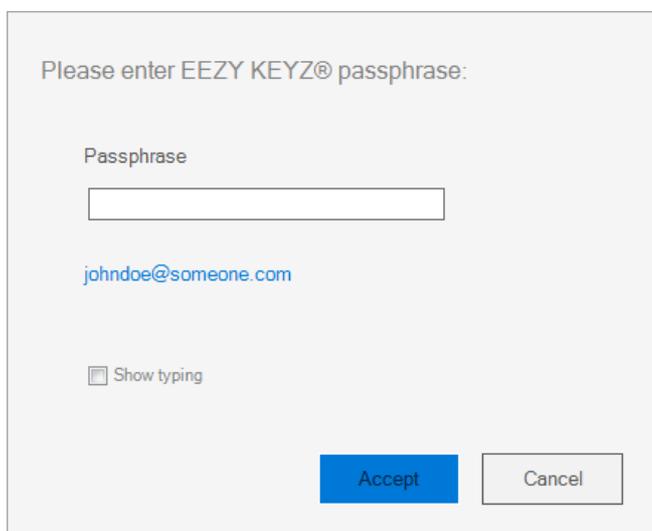
It is vital that the user remembers this passphrase, as it is never revealed to the EEZY KEYZ® service provider. The service provider cannot reset the passphrase if the user forgets it.

To ensure correct entry, the password must be typed in twice. For extra certainty, the user can enter it as plain text. If entered as plain text, it is essential that nobody else can see the password from the screen.

Once the user has entered the password correctly twice and has selected "Accept", the application will connect to the EEZY KEYZ® key exchange server. It will save the user's public key and the secret private key that has been encrypted using the user's personal passphrase on the server. You will receive a confirmation email message including a confirmation link. If you don't see the confirmation message please also check your trash folder. You must click the verification link on the message in order to activate your EEZY KEYZ® account. *(Don't worry if you see an unexpected error-message after clicking the link. This means that EEZY KEYZ® has already automatically processed the activation message).* After this the use of Outlook can be continued as usual.

#### An existing user

If the add-in notices that the email address already is an EEZY KEYZ® account, the user will be asked to enter his or her personal passphrase. This passphrase is used to encrypt the user's private key. This enables the application to connect the Outlook email address to the user's existing EEZY KEYZ® account.



Please enter EEZY KEYZ® passphrase:

Passphrase

johndoe@someone.com

 Show typing

In this way, the add-in ensures that the user is who he or she claims to be, and that he or she is authorized to retrieve the encryption keys linked to the account from the EEZY KEYZ® key exchange server.

Once the user has entered the correct passphrase, the add-in is set and the Outlook can be used as usual.

## Using Outlook with EEZY KEYZ® Add-in

### Receiving emails

With the EEZY KEYZ® add-in, Outlook can be used just as before. The only difference is that the user can send and receive encrypted emails to and from other EEZY KEYZ® users.

Encrypted emails are distinguished from other emails in email listings with lock icons.



A closed lock icon

A closed lock icon indicates that the email was sent in encrypted form by another EEZY KEYZ® user. Reading of encrypted and unencrypted messages does not differ in any way, as the EEZY KEYZ® Outlook add-in automatically displays the encrypted messages normally.

Encrypted emails are never saved unencrypted unless the user has chosen to do so. Decryption functions are located in the EEZY KEYZ® ribbon. More on the "Decrypting emails" chapter. However, if the encryption of messages is disabled it is not possible to encrypt them again.

### Reading emails

Emails can be opened in the usual way, with just a click.

### Sending unencrypted emails

Sending unencrypted email does not differ in any way from sending email without EEZY KEYZ® add-in.

### Sending encrypted messages

Emails sent to other EEZY KEYZ® users are sent encrypted by default. If the user chooses, the email can also be sent non-encrypted by clicking the lock icon on the bottom part of the message view.

A closed lock icon means that the email will be sent encrypted:

☐ – EEZY KEYZ —————



**This message will be sent encrypted.**

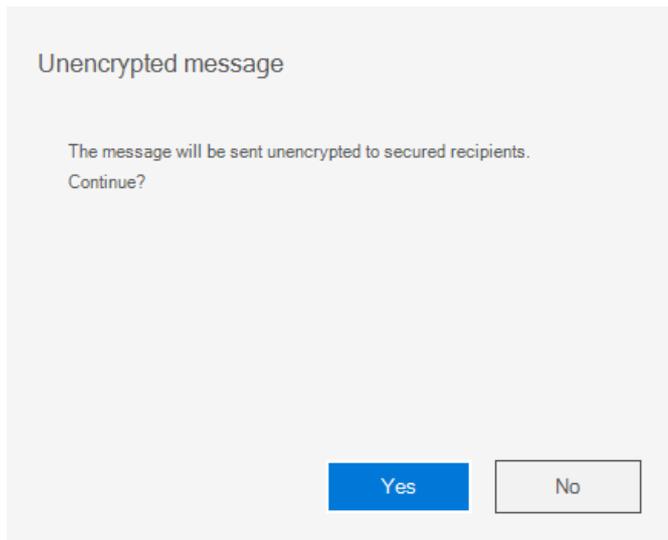
If the lock icon is clicked, it opens which means that the email will be sent unencrypted:

☐ – EEZY KEYZ —————



**You have selected to send the message without encryption.**

If the user disables encryption a warning window will be displayed before sending the email asking if the email should be sent non-encrypted.



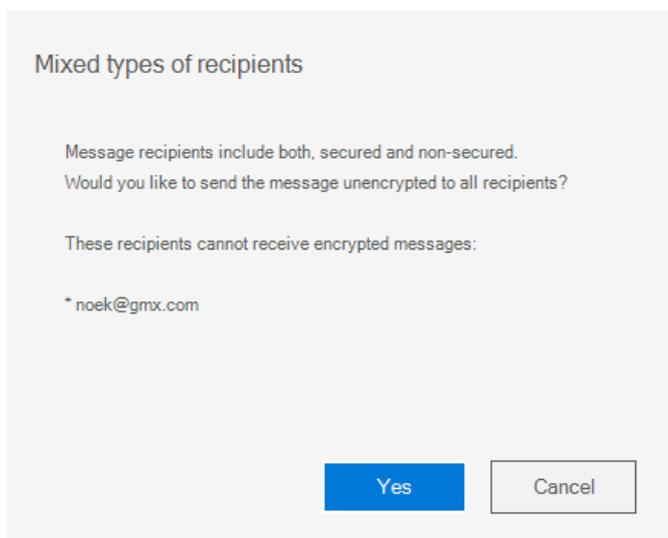
Encrypted emails can be sent only to other EEZY KEYZ® users. The maximum number of recipients for an encrypted email without attachments is 25. The maximum number of recipients for an encrypted email with attachments is 10. The maximum size of attachments is 5 MB.

If some of the recipients are not EEZY KEYZ® users this is notified on the bottom part of the message window:



If the user clicks "Send invitation", a personal invitation will be sent to those recipients who are not EEZY KEYZ® users. Invitation will be sent from the user's email address.

If the user is sending an encrypted email to several persons, and if at least one of the recipients does not have EEZY KEYZ®, a warning window will be displayed asking if the email should be sent unencrypted to all recipients.



If the user selects "Yes", the email will be sent unencrypted to all recipients.

## Decrypting emails

The EEZY KEYZ® ribbon offers options to decrypt emails. Functionalities to decrypt emails can be found on the ribbon by clicking "Change settings". This opens a window where the user can choose either "Remove arriving message protection automatically" or "Decrypt all messages".

If the user chooses "Remove arriving message protection automatically", the emails are decrypted when the user reads the email. This works only for the account which is set as the "Active EEZY KEYZ® account". The active account can be changed through the ribbon by clicking "Account details". To make this feature activate the user needs to press "Save". After this the user is asked for the EEZY KEYZ® passphrase for the active EEZY KEYZ® account.

If the user chooses "Decrypt all messages", the user is asked for confirmation on this action. After the confirmation from the user the Add-in starts to go through the email accounts on the Outlook. On every account which is linked to EEZY KEYZ® system, the user is asked if the emails on this account should be decrypted. If the user answers "Yes", the user's EEZY KEYZ® passphrase for that account is asked.

**However, if the emails are decrypted it is not possible to encrypt them again.**

## Remarks

It is not possible to send attachments directly from file. Add attachments normally in the message window by selecting Add Attachment.

Sometimes EEZY KEYZ® might be disabled for example after Windows updates. You will notice this by the absence of EEZY KEYZ® in the Outlook Ribbon and message window. To fix this: File -> Options -> Add-ins -> Manage: COM-Add-ins -> Go... -> Tick the box next to EEZY KEYZ® -> OK

If you use auto-forwarding, note that the messages are encrypted with the original recipient's keys. Thus the recipient of the auto-forwarded message cannot open it.

When you add a new email account to Outlook, you must restart Outlook before this email address can be registered with EEZY KEYZ®.

Please view the EEZY KEYZ® Outlook tutorial video, FAQ and more at <https://eezykeyz.eu/support>