

# EEZY KEYZ®

User instructions for the mobile application

v.1.0

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## General information about the user instructions

These user instructions cover the EEZY KEYZ® mobile application and its use.

### Target audience

These user instructions are intended for persons who use the EEZY KEYZ® mobile application for email encryption.

### About EEZY KEYZ® mobile application

The EEZY KEYZ® mobile application is encryption software that is compatible with all the main email services. EEZY KEYZ® uses very strong end-to-end encryption. Messages and attachments are encrypted automatically when both the sender and the recipient use EEZY KEYZ® email encryption. 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 EEZY KEYZ® encryption software. Emails and attachments saved in local folders are also encrypted to ensure that your email data remains protected at all times.

### Supported user devices

#### Android

The EEZY KEYZ® mobile application works on all devices running the standard Android 5.0 (or newer) operating system.

#### iPhone (iOS)

The EEZY KEYZ® mobile application works on iPhone 5 (or newer) iOS devices that have the iOS 9.0 (or newer) operating system. The EEZY KEYZ® mobile application also works on iPad tablets.

## Downloading the application

### From the app store

EEZY KEYZ® mobile application for Android devices can be downloaded from the Google Play store. Search for EEZY KEYZ® to find the application, or click on the link below to go directly to the EEZY KEYZ® Google Play product page. The application will be installed in the device's application menu. Click on the icon to run the application.



The EEZY KEYZ® mobile application for iOS devices can be downloaded from App Store. Search for EEZY KEYZ® to find the application, or click on the link below to go to the EEZY KEYZ® App Store product page. The application will be installed in the device's application menu. Click on the icon to run the application.



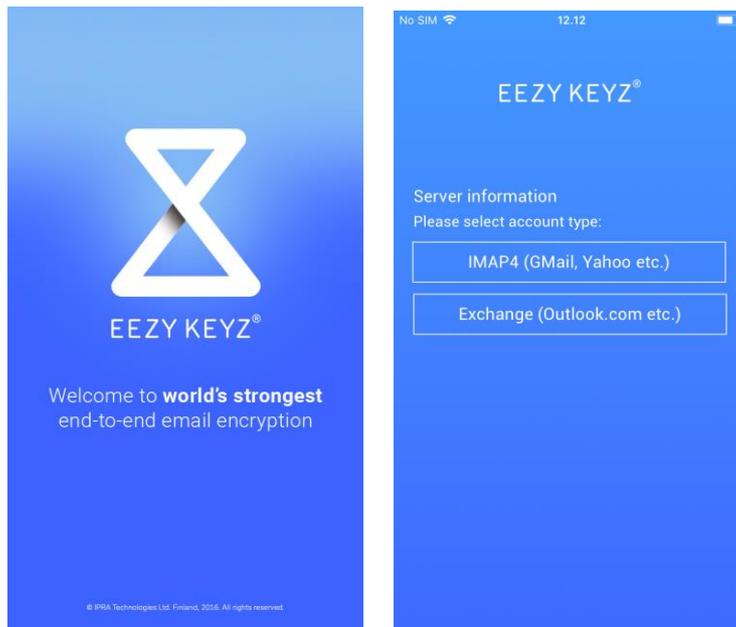
### Distribution within companies

The applications can be distributed to end-users via managed distribution systems (i.e. MDM) or directly downloaded from the Google Play Store and Apple App Store.

## Getting started with the EEZY KEYZ® mobile application

### Step 1. Using the application for the first time

When the EEZY KEYZ® mobile application is run for the first time, the user sees a welcome message and is then shown the protocol choosing window. If you are not sure which protocol you should choose, please check from your email provider. The most common email providers using IMAP are Gmail and Yahoo. The most common email providers using Exchange are Microsoft emails for example Outlook.com.



## Step 2. Linking the email address with the service

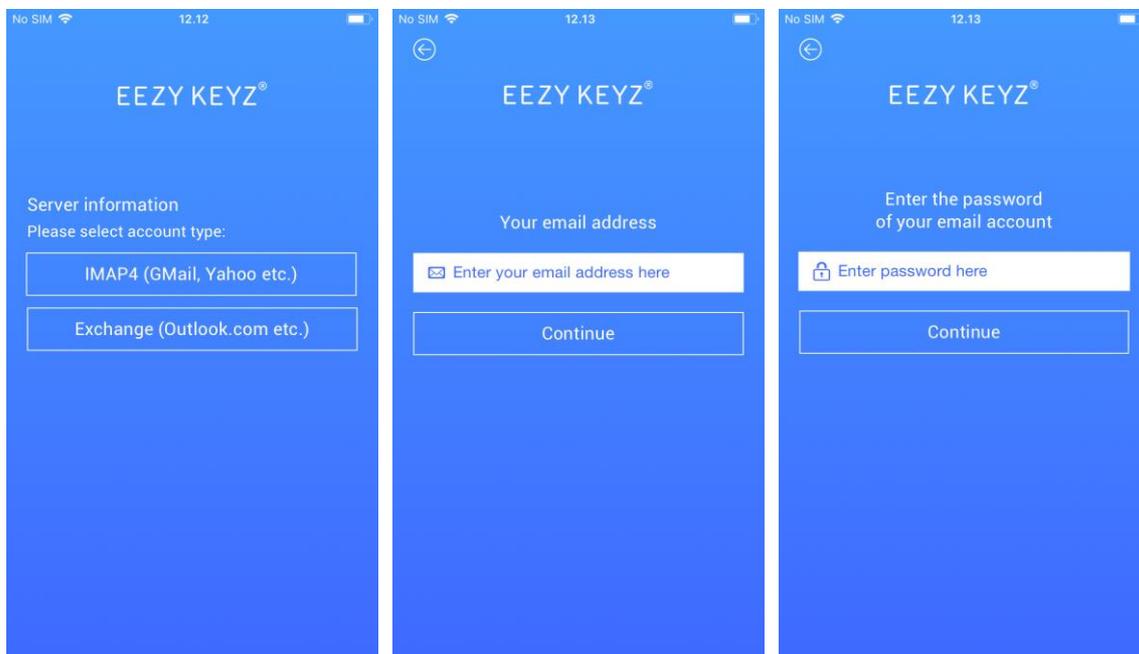
First, the application requests the user's email address. This must be entered in the standard form (e.g. firstname.lastname@company.com). The EEZY KEYZ® mobile application will try to automatically link the incoming and outgoing mail servers with the service.

If this fails, the user must manually enter the addresses, ports, and sign-in data of the IMAP and SMTP servers. If the settings need to be configured manually, the user can find them from the email service provider's support service or website. Alternatively you can find the correct settings online by doing a search for the email service provider's name and "email settings".

**Note:** If linking your email service to EEZY KEYZ® fails and the application reports that you have given incorrect password, please check your email. Many email services (for example Gmail and Yahoo) by default prevent other applications from connecting to their service. You have probably received a notification message of prevented sign in attempt of a "less secure app". This notification usually contains a link to your email settings. You have to allow other apps to sign in from the settings in order for EEZY KEYZ® to connect to your email.

If you use 2-Step-Verification with your email account (e.g. Gmail, Yahoo), you have to generate an App password to authorize EEZY KEYZ® the first time you sign in to your account. Please visit your email account's security settings and generate an App password for EEZY KEYZ®. Enter this App password in EEZY KEYZ® instead of your email account password.

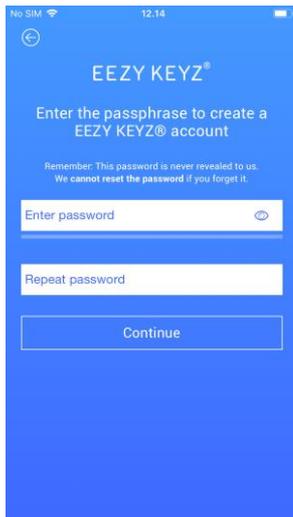
**More information and guidance for login issues are available in the FAQ section on our support page:** <https://eezykeyz.eu/support/>



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

#### A new user

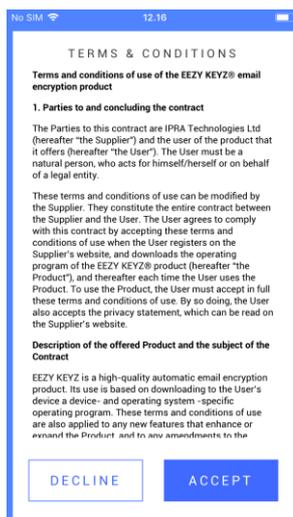
Once the EEZY KEYZ® mobile application has been successfully linked with the user's email server, the application will request for a passphrase. This will be used to encrypt the user's private encryption key.



**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 password if the user forgets it.**

To ensure correct entry, the passphrase 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 passphrase from the screen.

Once the user has entered the password correctly twice and has selected "Continue" the user must accept the terms and conditions of use before continuing.

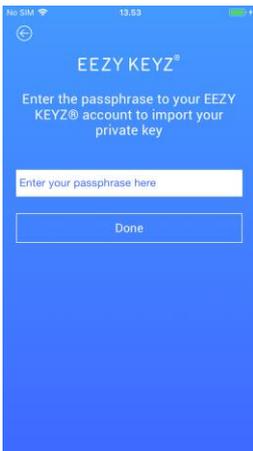


After accepting the terms and conditions the application will connect to the EEZY KEYZ® key exchange server. It will save the user's public key and the secret private key that has been encrypted using the user's passphrase on the server. The system will send an account verification message to the user's email address, which will be processed automatically by the EEZY KEYZ® mobile application in order to verify the user's identity.

Once the confirmation message is received, the application will automatically go to the Inbox of the user's EEZY KEYZ® application and begin to download the user's emails.

## An existing user

If the application notices after the user settings have been entered that the user already has an EEZY KEYZ® account, the user will be asked to enter his or her personal password. This password is used to encrypt the user's private key. This enables the application to connect the device to the user's existing EEZY KEYZ® account.



In this way, the application 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 password, the application will automatically go to the Inbox of the user's EEZY KEYZ® application and begin to download the user's emails.

## Using the email application

### Receiving emails

The EEZY KEYZ® mobile application works like any other email application. The only difference is that the user can send and receive encrypted emails to and from other EEZY KEYZ® users.

Encrypted messages are marked with lock icon.



A lock icon

A lock icon indicates that the email was sent in encrypted form by another EEZY KEYZ® user. Emails without lock icon are non-encrypted emails. Reading of encrypted and non-encrypted emails does not differ in any way, as the EEZY KEYZ® mobile application automatically displays the encrypted emails normally.

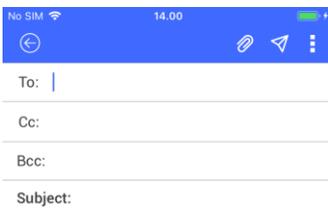
Emails can be opened in the usual way, with just a click. The email will then open in a new window.

## Sending unencrypted emails

To write a new message, click on the “New message” icon in the folder view.



The “Write a new message” view will be opened. The recipient(s) are entered in the usual manner, either manually or from the list of contacts.



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Sent with [Eezy Keyz®](#)

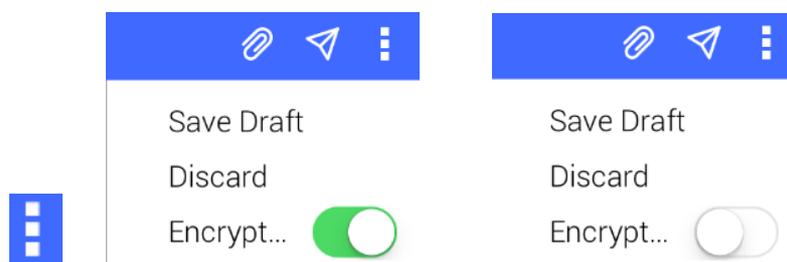


The subject and contents of the message are entered as in any other email application. To upload attachments, click on “Attachment” icon on the top bar.



The attachment can be selected from existing locations on the device (e.g. a photo folder) or from iCloud/Google Drive. The maximum size of the attachments is 10MB per message.

If the recipients are EEZY KEYZ® users, and the sender wants to send email without encryption, sender must turn encryption off before sending. This happens from the context menu.



If all of the recipients are not EEZY KEYZ® users, warning is shown when trying to send the email and if accepted the email is going to be sent non-encrypted.

**Warning: sending unencrypted message**

One of the recipients won't be able to decrypt this message. It will be sent unencrypted.

CANCEL OK

When ready, click “Send” icon on the top bar of the application.

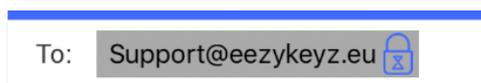


## Sending encrypted messages

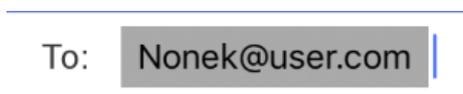
When sending email to other EEZY KEYZ® user the email is sent encrypted by default.

Encrypted emails can be sent only to other EEZY KEYZ® users. A lock icon at the end of the recipient's email address indicates whether the recipient uses the EEZY KEYZ® email encryption service. 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 user has EEZY KEYZ®:



The user does not have EEZY KEYZ®:



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.

**Warning: sending unencrypted message**

One of the recipients won't be able to decrypt this message. It will be sent unencrypted.

CANCEL OK

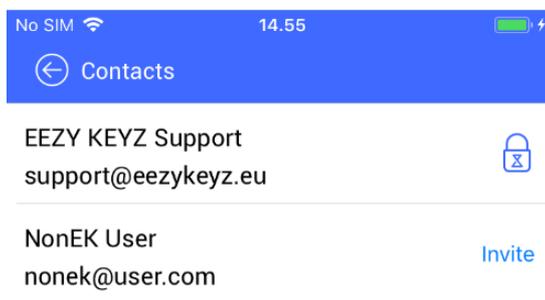
If the user selects “OK”, the email will be sent unencrypted to all recipients.

## Contacts

The EEZY KEYZ® mobile application uses the address book contained on the device on user’s permission. Recipients can be added to emails from the contacts. Lock icons at the end of each address book entry indicate whether the contact uses EEZY KEYZ®.

A personal invitation to the service can be send to anyone not using EEZY KEYZ® by clicking on the “Invite” button.

The invitation will be sent from the user’s email address.



## Signature

The signature used when sending emails can be modified through the menu. The signature can also be turned off by the switch “Show email signature”.

## Folder management

Through the app, it is possible to create new folders, edit the names of the folders and delete folders. Main folders of the email service cannot be modified or deleted.

On Android, the possibility to create a new folder is in the top right menu. From the same menu the user, can also edit folder and delete folder. When editing or deleting a folder the user needs to be in the folder, which he wants to edit/delete.

User can also move emails to specific folders. When reading email the email can be moved to other folder from the top right menu by pressing “Move to folder”. This will present a view where the user can choose which folder the email should be moved to.

On iOS the possibility to create a new folder is located in the main menu named as “Create folder +”. The user can also edit the name of the folder or delete the folder. These features are located in the top right menu, named as “Rename folder” and “Delete folder”. When editing or deleting a folder the user needs to be in the folder, which he wants to edit/delete.

User can also move email to specific folder. When reading email the email can be moved to other folder by pressing “Move” from the bottom bar. This will present a view where the user can choose which folder the email should be moved to.

## PIN

The app has also a PIN lock implemented. To turn this on the user should go to main menu.

On Android the PIN is located in the main menu “Local settings”. From there the user can turn it on.

On iOS the PIN is located in the main menu “Settings”. From there the user can “Enable Passcode”.

## Sort

Emails can be sorted through the top right menu. Emails in the folder can be sorted by Date, Sender or Subject.

## Search

Search function is located in the top bar of the application.

## Frequently asked questions

**I am not able to connect EEZY KEYZ® with my email. The application claims that I have given incorrect email password.**

In some cases you are not able to connect your email with the EEZY KEYZ® application even though you have correctly inserted your email address and password. There are two possible reasons for this:

1. You have enabled 2-step-verification for your email account. In this case you have to create an app password for EEZY KEYZ® on your email account settings.
2. Your email service has blocked EEZY KEYZ®. Some email providers might deny the access for “less secure apps”. For example Gmail does this even for Outlook. In this case you have to go to your email account settings and allow less secure apps. Some email providers send email in this situation so check your inbox if you have received an email with instructions!

We recommend to always use 2-step-verification if possible!

The following list provides links to Gmail’s, Yahoo’s and Outlook’s support pages explaining how to do the above mentioned steps.

### **Gmail**

1. You have enabled 2-step-verification for your Gmail account. How to create an app password for EEZY KEYZ®: [Gmail create app password](#)
2. You do not have 2-step-verification enabled but are not able to login to your email with EEZY KEYZ®. You might have received an email from Gmail notifying that a “less secure app” was blocked. How to allow EEZY KEYZ® to connect: [Gmail allow less secure apps](#)

### **Yahoo**

1. You have enabled 2-step-verification for your Yahoo account. How to create an app password for EEZY KEYZ®: [Yahoo create app password](#)
2. You do not have 2-step-verification enabled but are not able to login to your email with EEZY KEYZ®. You might have received an email from Yahoo notifying that a “less secure app” was blocked. How to allow EEZY KEYZ® to connect: [Yahoo allow less secure apps](#)

### **Outlook/Hotmail**

1. You have enabled 2-step-verification for your Outlook/Hotmail account. How to create an app password for EEZY KEYZ®: [Outlook/Hotmail create app password](#)

### **What is EEZY KEYZ®?**

EEZY KEYZ® is the world’s most powerful end-to-end email encryption software. It is a user-friendly solution for encrypting email data. There is no need to open a new email account, as EEZY KEYZ® is compatible with all leading email service providers. The software automatically encrypts emails and attachments between EEZY KEYZ® users with very strong multi-key end-to-end encryption technology.

### **What is email encryption?**

Email encryption is a way of improving the security of your email data and of protecting your privacy. Encryption transforms your messages into enciphered text, which is impossible to read without the correct keys.

## **What is end-to-end email encryption?**

Unlike some other encryption methods, end-to-end encryption protects the messages from the moment of sending until the message is opened by the right receiver. Only the receiver who has the correct encryption keys can open the message. If anyone without the correct keys intercepted the message, they would only see enciphered text.

## **How EEZY KEYZ® works?**

EEZY KEYZ® connects to your email service and automatically handles the encryption process and key exchange between users. EEZY KEYZ® is a session- and identity-based encryption solution. The encryption keys for email, its attachments and metadata are randomly generated each time by the autonomous encryption software on the user's device. In other words, this is done without the EEZY KEYZ® service provider, any email service provider, or any interceptor ever seeing them. Encrypted emails are never saved unencrypted unless the user has chosen to do so. This ensures that your email data remains protected at all times.

## **Can EEZY KEYZ® see my emails?**

No. EEZY KEYZ® does not transmit or store emails, and never has access to your emails. EEZY KEYZ® only handles the key exchange between users: emails are transmitted and stored by your email service provider.

## **Is EEZY KEYZ® really safe?**

Yes. EEZY KEYZ® utilizes the world's strongest encryption technology, with no backdoors or general keys to hack. EEZY KEYZ® uses a unique (and patent-pending) session-and identity-based asymmetric and symmetric multi-key encryption technology (3x256 BIT AES and 1x3072 BIT RSA). This makes it practically impossible to hack the system. To do so successfully would require massive interception capacity just to open one single email for unauthorized scanning. However, using EEZY KEYZ® does not reduce the need to keep the security of your device at a high level and to use strong passwords. Do not leave your device unlocked in public places and keep your passwords safe. To ensure the security of the users' email data, there are no backdoors or general keys in EEZY KEYZ®. EEZY KEYZ® does not have access to your messages because we do not transmit or store any emails. The user's private key is encrypted with the user's own password. This is never revealed to or stored by EEZY KEYZ®. For this reason, we cannot reveal the user's private key to anyone (not even to the user himself or herself if he or she has forgotten it).

## **Can I use Gmail or other email services with EEZY KEYZ®?**

Yes. EEZY KEYZ® Outlook-plugin and mobile software are compatible with all leading email service providers, including Gmail, Outlook, Hotmail, Yahoo, and iCloud. The EEZY KEYZ® email encryption software is available for MS Outlook on PC (Outlook 2010, 2013 and 2016) and for Android and iOS mobile devices.

## **Can I use EEZY KEYZ® on my mobile device?**

Yes. EEZY KEYZ® email application is available for Android devices (from version 5.0 onwards) and for iOS devices (from version 9.0 onwards).

## **Can I install EEZY KEYZ® on multiple devices?**

Yes. Your EEZY KEYZ® account is connected to your email address, not to a specific device. You can install as many different versions of EEZY KEYZ® as needed to protect emails on all your devices (limited to supported platforms). This allows you to securely and privately send and receive emails anytime and anywhere.

### **Which protocols are supported by EEZY KEYZ®?**

EEZY KEYZ® Outlook plug-in supports POP3, IMAP and Exchange protocols. EEZY KEYZ® email application for Android devices supports POP3 and IMAP protocols. EEZY KEYZ® email application for iOS devices supports IMAP protocol. We are currently developing Exchange support for EEZY KEYZ® Android and iOS applications.

### **Where can I get EEZY KEYZ® email encryption software?**

The EEZY KEYZ® Outlook-plugin can be downloaded from our website at [www.eezykeyz.eu/download](http://www.eezykeyz.eu/download). EEZY KEYZ® for Android devices can be downloaded from Google Play Store. EEZY KEYZ® for iOS devices can be downloaded from the App Store.

### **Can I use EEZY KEYZ® on a Mac?**

Not yet. Currently EEZY KEYZ® is available for PCs and for Android and iOS devices. We will notify our users of any new releases on our website at [www.eezykeyz.eu](http://www.eezykeyz.eu).

### **Can I continue to use my current email client?**

Yes, if it is Outlook. You can add the EEZY KEYZ® Outlook-plugin into your existing Outlook-account and use it to send and receive encrypted emails. Encrypted messages are conveniently displayed among your normal unencrypted messages in Outlook. EEZY KEYZ® automatically connects to your email service, so there is no need to register to a new email service. The EEZY KEYZ® mobile software for Android and iOS devices are email apps that also connect to your email service.

### **Why do I have to pay for this service?**

We want to offer the best possible service and support to our customers. Quality costs money. However, we offer a free trial to all users. After the trial, it is easy to upgrade to the paid version. However, users can continue to receive encrypted emails and send unencrypted emails after the trial period for free. Only the sending of encrypted emails is no longer possible without upgrading to the paid version.

### **I am not able to download EEZY KEYZ® on my work PC. How can I get the software?**

Ask your organization's IT management to sign up for EEZY KEYZ® end-to-end email encryption service and protect all the devices in your organization. For more information, go to [www.eezykeyz.eu/download](http://www.eezykeyz.eu/download).

### **Can I send encrypted email to my friends?**

Yes! Invite your friends to become EEZY KEYZ® users and we will offer them a one-month free trial. After the trial period, it is easy to upgrade to the paid version. However, users can continue to receive encrypted emails and send unencrypted emails after the trial period for free. Only the sending of encrypted emails is no longer possible without upgrading to the paid version.

### **How do I install and use EEZY KEYZ®?**

EEZY KEYZ® is extremely easy to install and use. Check out the user manual for the Outlook-plugin and for mobile apps at [www.eezykeyz.eu/support](http://www.eezykeyz.eu/support)

### **I forgot my password. How can I reset it?**

There is no way to reset EEZY KEYZ® passwords. We want our service to be truly secure, and so there are no backdoors or general keys. Your password is used to encrypt your private key, so if you lose your password you will not be able to read any emails. The password is never revealed to us – we never know it, so we can never reset it. The upside is that this is what makes EEZY KEYZ® so secure. Nobody can access the encrypted email data without the correct password, not even us.

### **Where is EEZY KEYZ® located?**

EEZY KEYZ® is a Finnish service brought to you by IPRA Technologies Ltd., a Finnish company based in Lappeenranta. Our data centers are also located in Finland. As a Finnish company, we operate under the jurisdiction of Finland and the European Union.

Didn't find the answer you were looking for in our FAQs? Contact our support team: [support@eezykeyz.eu](mailto:support@eezykeyz.eu)