

2021



SECURE
EXCHANGES

Support File

Support Team

Secure Exchanges inc.

27 juin 2023

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Secure Exchanges

Secure Exchanges is a SaaS that allows point-to-point encrypted email exchange without the recipient having to install anything. It allows you to send emails with attached files up to 2.5 GB. Not only does it allow you to send information, but it also allows you to receive it as well.

Integrated in Microsoft Outlook, in Gmail via a Chrome extension or even via the online platform, Secure Exchanges makes it possible not to change email servers, while effectively securing your exchanges.

Secure Exchanges also offers its customers a .net SDK in order to integrate Secure Exchanges with different platforms.

License purchase

To buy a Secure Exchanges license, you should visit the following website:

<https://www.secure-exchanges.com/packages-secure-transfer.aspx>

Choose from our different packages the one that suits you. We recommend the advanced package to our customers.

Add licenses

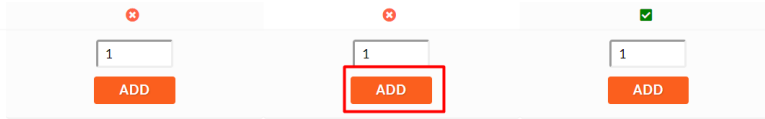
Secure Exchanges offers many advantages that will provide real added value for your company.

	ECO 0.99 \$/MONTH	ADVANCED 6.99 \$/MONTH	PRO 12.99 \$/MONTH
📄 Reading notification	✓	✓	✓
📄 Opening logs	✓	✓	✓
📄 Automatic email destruction	30 days	30 days	30 days
✉ Unlimited messages number	unlimited	unlimited	unlimited
🔌 Software integration	✓	✓	✓
🔒 Password protection	✓	✓	✓
👤 Contacts import	✓	✓	✓
⊙ Customized licenses	✓	✓	✓
👥 Adding and removing licenses	✓	✓	✓
⇄ License transfer	✓	✓	✓
📧 Email personalization	✓	✓	✓
🌐 Customizable read/write pages	✓	✓	✓
www.your-company-sub-domain	✓	✓	✓
🔗 API code requests per month	500	1000	2500
📄 A single monthly invoice	✓	✓	✓
📱 SMS security protection	✗	✓	✓
📄 Secure document retrieval	✗	✓	✓
📄 Credit card return form	✗	✓	✓
📄 Unlimited storage	✗	✓	✓
📎 Up to 100 Mb/attachment	✗	✓	✓
📎 Up to 2.5 Gb/attachment	✗	✗	✓
	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>
	ADD	ADD	ADD

Choose a package

Click on the "add" button at the bottom of the package of your choice. Once done, your shopping cart will be displayed below with the quantity of licenses you wish to purchase. You can manage multiple licenses for your organization that are associated with different users.

Up to 2.5 Gb/attachment



Do your needs go beyond these offers? We will be pleased to develop a **customized solution tailored to your business**.

Your order

License	Messages/month	TTL	Qty	Cost/month	Action
Advanced	1000	100 Mo	<input type="text" value="1"/>	6.99CAD /month	Delete

PROCEED WITH THE PURCHASE

Validate your purchases

Click on the « proceed with the purchase » button, a confirmation window will pop up. This will show you a summary of the licenses and costs associated to your choices.

Your order

License	Messages/month	TTL	Qty	Cost/month	Action
Advanced	1000	100 Mo	<input type="text" value="1"/>	6.99CAD /month	Delete

PROCEED WITH THE PURCHASE

Then click on next

License being purchased x

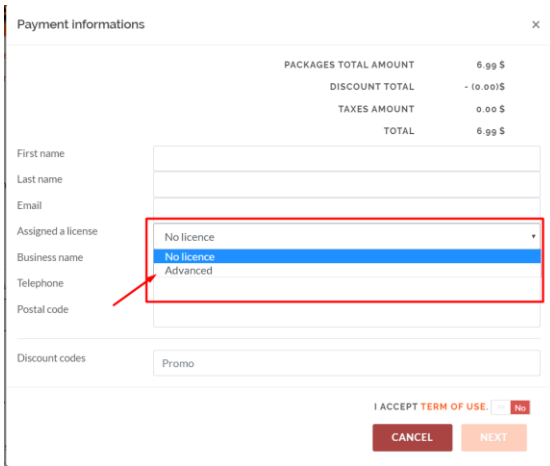
License	Qty	Cost/month
Advanced	1	6.99CAD /month

Sub-total: 6.99\$
 Taxes: 0.00\$
 Monthly business discount : -\$
Total: 6.99\$

CANCEL
NEXT

Enter your information

Please enter your information and immediately assign a license to yourself. If you are buying a license for someone else, do not select any license in Assigned license.



Payment Informations

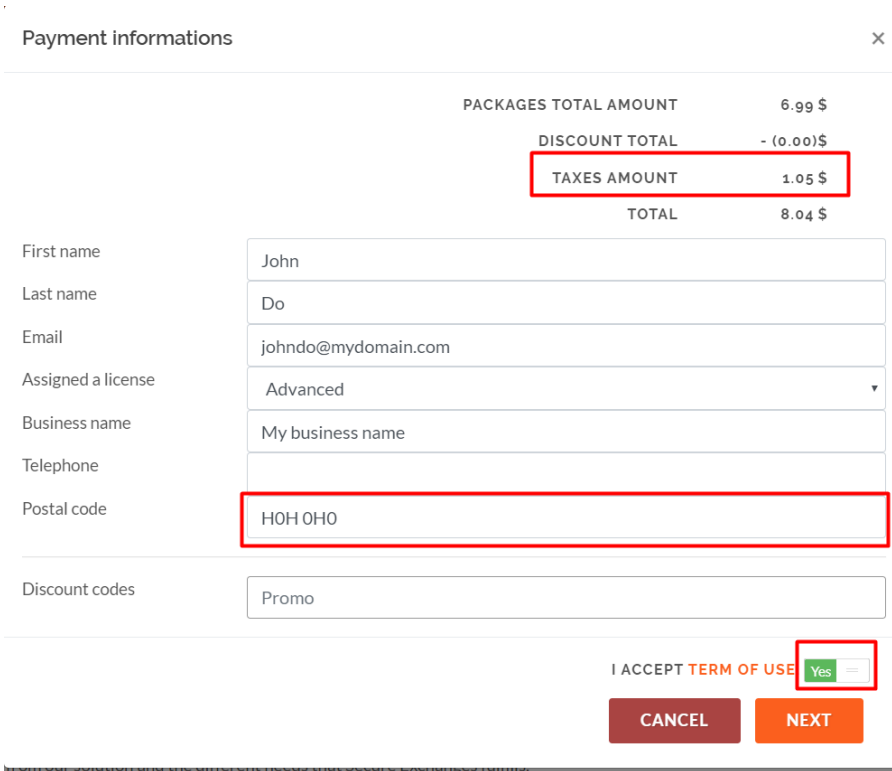
PACKAGES TOTAL AMOUNT	6.99 \$
DISCOUNT TOTAL	-(0.00)\$
TAXES AMOUNT	0.00 \$
TOTAL	6.99 \$

First name
Last name
Email
Assigned a license
Business name
Telephone
Postal code
Discount codes

I ACCEPT TERM OF USE. No

CANCEL NEXT

Enter your postal code, note that taxes will be applied according to it. Then accept the conditions and press next.



Payment informations

PACKAGES TOTAL AMOUNT	6.99 \$
DISCOUNT TOTAL	-(0.00)\$
TAXES AMOUNT	1.05 \$
TOTAL	8.04 \$

First name
Last name
Email
Assigned a license
Business name
Telephone
Postal code
Discount codes

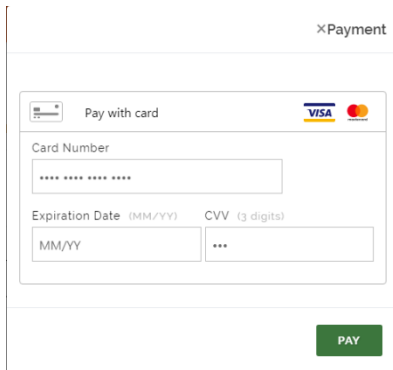
John
Do
johndo@mydomain.com
Advanced
My business name
H0H 0H0
Promo

I ACCEPT TERM OF USE. Yes

CANCEL NEXT

Payment information

Enter your credit card information



The screenshot shows a payment form titled "xPayment". At the top, it says "Pay with card" and includes logos for VISA and Mastercard. Below this, there are three input fields: "Card Number" (with a placeholder "**** *"), "Expiration Date (MM/YY)" (with a placeholder "MM/YY"), and "CVV (3 digits)" (with a placeholder "***"). A green "PAY" button is located at the bottom right of the form.

Once you complete your purchase, close your Microsoft Outlook and install the connector ([check the section below](#)).

When the installation is done, you can open Microsoft Outlook. You would have already received an activation email. You should then follow the procedure [as follows](#).

Login

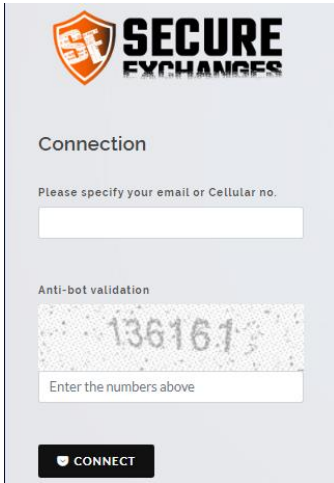
Connection

Secure Exchanges does not require a username or a password to login. When you want to connect to the "Secure Exchanges" portal, you must click on "login", enter your information and you will receive a login email.

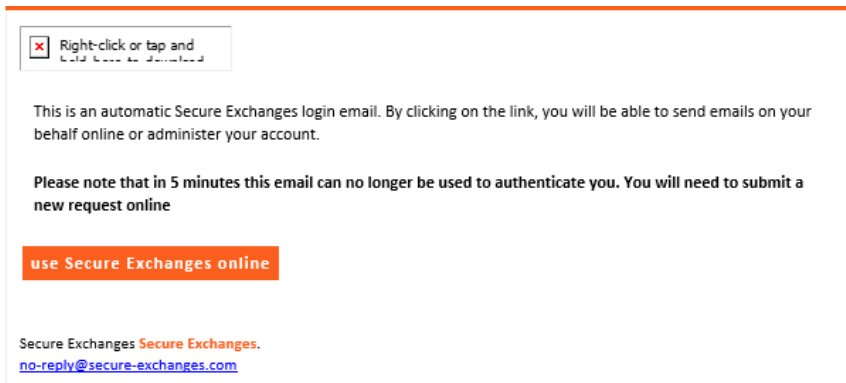


If your license was purchased with an email, use the email. If it was purchased with a cell phone number, use your cell phone.

Enter your information login



Login email received



Click on « Use Secure Exchanges online » and you will automatically be logged in. This connection link **will no longer be valid** once it expires or you click on the link.

Portal management

White label management

You must be logged in. Check the section [connection](#).

☰ **OPTIONS** SEND A SECURE MESSAGE SIGN OUT FR

- MY ACCOUNT
- SIGNATURE TEMPLATE MANAGEMENT
- MANAGEMENT OF USERS
- MANAGEMENT OF LICENSES AND PURCHASES
- MANAGE BUSINESS**
- MANAGE YOUR EMAILS TEMPLATES
- BILLING AND DISCOUNT
- MANAGE YOUR DOMAINS
- MANAGE RULES FOR DOMAINS
- ROLES AND PERMISSIONS
- CONTEXTUAL KEYS

By accessing Business Management, you can customize certain aspects of your Secure Exchanges account and adapt them to your graphic charter.

You can, therefore, customize:

MANAGEMENT OF COMPANY INFORMATION

Basic information

Subscription number	g4dvt2
Client number	4710985939
Business name	<input type="text" value="Secure Exchanges"/>
Postal code	<input type="text" value="j2a0g4"/>
Header bar HTML color	<input type="color"/>
HTML email button background color	<input type="color"/>
HTML email button text color	<input type="color"/>
HTML email border color	<input type="color"/>
Activate password suggestion	<input checked="" type="checkbox"/> Password length <input type="text" value="12"/> <input checked="" type="checkbox"/> Must contains upper case letter <input checked="" type="checkbox"/> Must contain lower case letter <input checked="" type="checkbox"/> Must contains special chars <input checked="" type="checkbox"/> Must contains number
Subdomain	<input type="text" value="www"/>

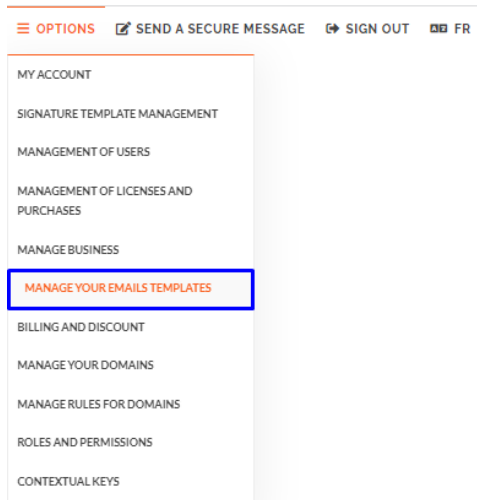
SAVE

- The name of your company
- Colors of borders, text and buttons
- The suggested characters of the passwords
- Subdomain
- Logo

Note that you must be the Company Account Administrator to be able to make these changes.

Manage your emails templates

Email template management allows you to customize communications with your customers for signatures and secure emails.



As the administrator of the company's account, you have the ability to edit the emails your customers receive when sending your emails securely through Secure Exchanges.

Manage the emails received by your customers

To modify the emails received by your customers, follow the steps below and see the result in real time in the preview at the bottom of the page.

1. Choose the language of communication
2. Choose the type of email
3. Choose the variable to modify and click on edit text
4. Check or uncheck the default texts. This allows you to see if your variable is empty the texts by which they will be replaced.
5. Once you are satisfied with your changes click on save template

N.B.: If you delete a text (a variable), the default text will be applied.

Email language

English ▼

Email type

Standard protection file email ▼

Email variable

Intro text ▼

See the default text for empty variable

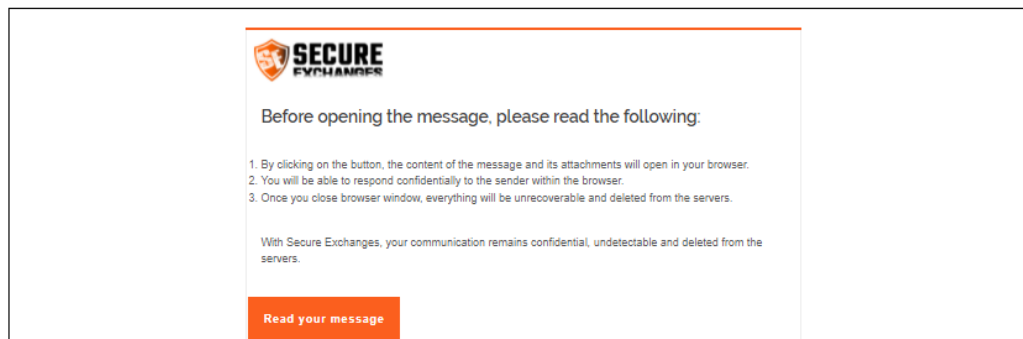


DELETE MY TEXT

EDIT TEXT

SAVE EMAIL TEMPLATE

Email preview



For more details on the customizable aspects, we invite you to check the page [Communications Management](#).

Manage your domains

In order to be able to add users to your business account, you must first make sure that you have already added your domain in the domains on your account.

☰ OPTIONS **✉ SEND A SECURE MESSAGE**

MY ACCOUNT

SIGNATURE TEMPLATE MANAGEMENT

MANAGEMENT OF USERS

MANAGEMENT OF LICENSES AND PURCHASES

MANAGE BUSINESS

MANAGE YOUR EMAILS TEMPLATES

BILLING AND DISCOUNT

MANAGE YOUR DOMAINS


MANAGE RULES FOR DOMAINS

ROLES AND PERMISSIONS

CONTEXTUAL KEYS

Organizational domains management

The list of domains below represents all possible domains that your organization claims ownership of under Secure Exchanges licenses. This means that in order to add a user to your organization, the domain of their email address must be part of your organization.

In order for your domain to be licensed, you must add a TXT record in your domain DNS. Click on  next to your domain to find out what TXT value to add. If you have any difficulties, you can contact us at support@secure-exchanges.com.

If you are unable to add the TXT record to your DNS, you must contact our support team at support@secure-exchanges.com and you will be asked for proof that the domain belongs to you

Users that have a public email address can be added without any special restrictions. For example, Outlook.com, Hotmail.com, Gmail.com.

Secure Exchanges reserves the right to refuse approval for a domain you claim.

Domain

ADD

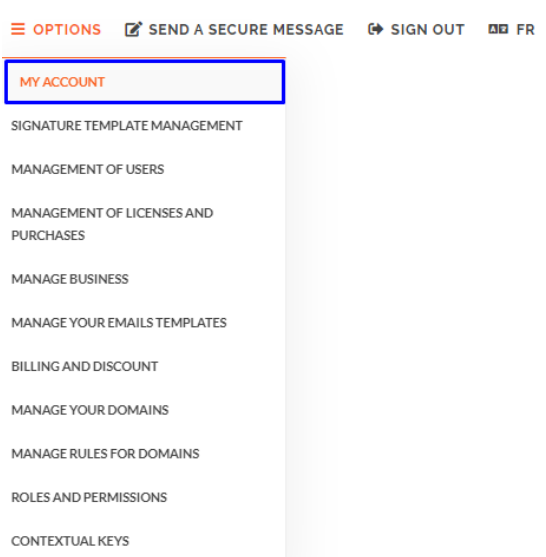
You can view our [demo video online](#).

Note that you are also able to have your domain approved yourself by following the detailed steps on [Adding a domain](#) on our blog.

Accounts management

Manage your own account

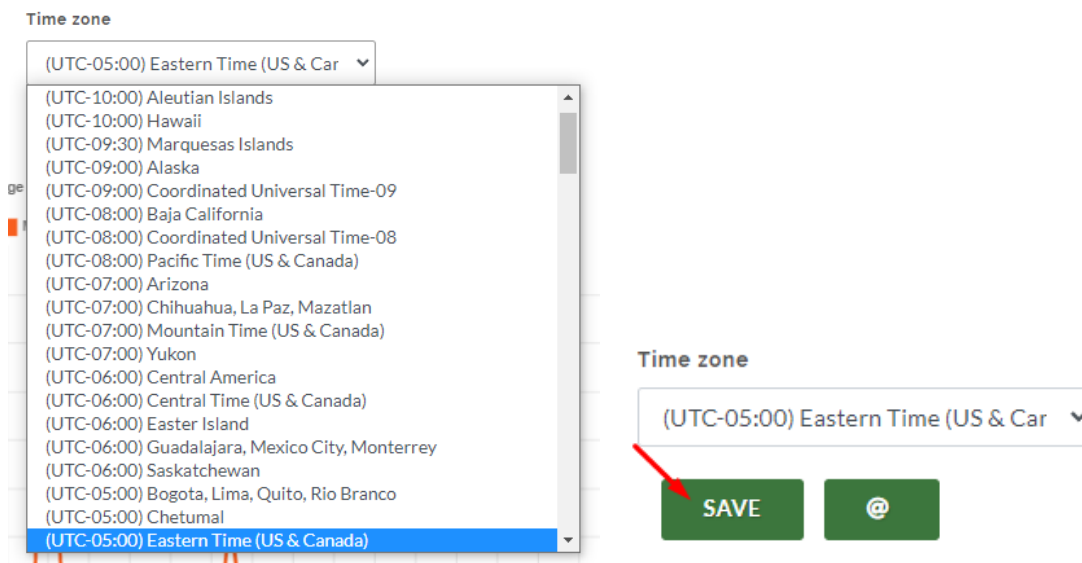
You must be logged in. Check the section [connection](#).



By logging into your account, you have the possibility to:

Change your time zone

You can define your time zone by choosing the one that corresponds to your country of residence in the drop-down list then clicking on "save".



The default time zone is UTC.

Once the time zone has been chosen, your logs as well as notifications of the opening of your secure e-mails will be displayed according to your time zone.

Enter your cell phone number

You can register your cell phone number on your Secure Exchanges account by entering your country code on the Default SMS Code case (2) then your cell phone number on the case Cell Number (1) then clicking on "save".

Cell number 1

Default SMS country 2

Remaining message in the month

2491

Time zone

SAVE



Manage your Secure Exchanges newsletter subscription

You can also manage your newsletter subscription preferences at any time by clicking on the "Stay in touch with the team" button.

SAVE



You can choose from the two options we offer: News and updates; Maintenance and downtime.

Stay in touch with the team ✕

If you would like to receive communications from us on certain topics, please check the topics that interest you.

News and updates

Maintenance and downtime

If you no longer wish to receive our communications, you can uncheck both options.

If you want to continue to receive our communications, you can choose our updates only or our maintenance notices or choose both, you must, therefore, tick the appropriate boxes.

In this way, you will stay in touch with the Secure Exchanges team and will be notified according to the nature of the communications you have chosen.

Remember to click on "Save" after choosing your preferences.

Activate 2FA Authentication

To secure access to your online account on the Secure Exchanges portal, you have the possibility to activate the two-factor authentication option on your account.

To do this, you must log in to your account on our online portal.

Make sure your cell phone number is saved in the corresponding box, then check the box "Activate 2FA authentication" and click on "Save"

Activate 2FA authentication

Once this option is activated, you will be prompted to connect to our portal using your email and an SMS code that you will receive when you click on the link received on [the login email](#).

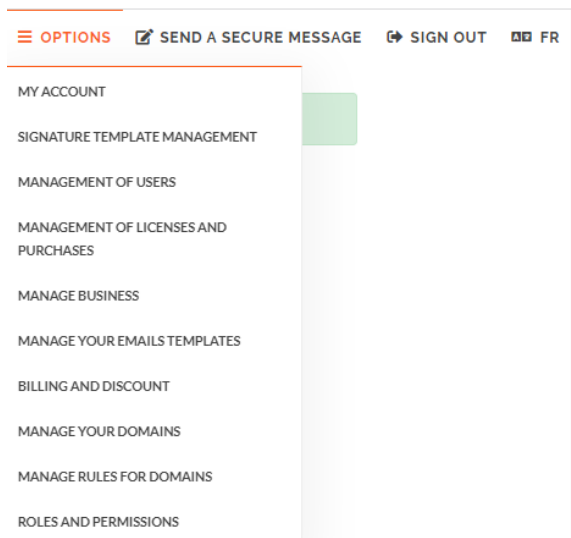
Users & licenses management

With Secure Exchanges, you can manage the users of your business. When you purchase the licenses, you are the administrator of the account.

You must be logged in to add users and manage your business. Check the connection section [connection](#).

Management options

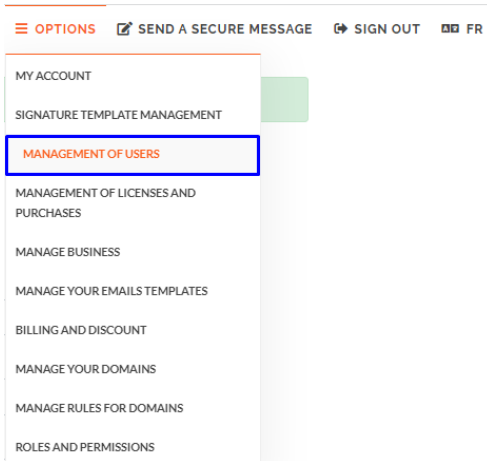
When you are logged in, you have access to the OPTIONS menu which allows you to navigate through the different sections



Add one or multiple users



You must be logged in. Check the section [connection](#).

To add one or multiple users, go to the “user management section”



At the bottom of the page, you can add a user or import a list.

Create users

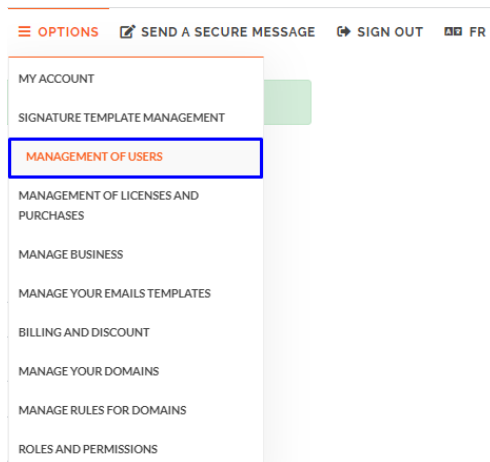
 Create a user  Import users

First name	<input type="text" value="Enter First Name"/>
Last name	<input type="text" value="Enter Last Name"/>
Email	<input type="text" value="Enter Email Address"/>
Cell phone	<input type="text" value="Enter Phone Number"/>

List of users

You must be logged in. Check the section [connection](#).

In the user management, you will have access to the complete list of users linked to your company. You will be able to manage their first and last names, transfer their licenses, activate their connectors remotely and have access to your users' logs.



On this page you will have access to the complete list of users under your corporate license.











[More details](#)

Event log export dates
12/24/2019 - 01/25/2020

Copy CSV Excel PDF Print

SEARCH: o@

SHOW 10 ENTRIES

First name	First name	Email	License	Last sending	Type	Action
Démo	Secure Exchanges	demo@secure-exchanges.com	Pro	2020-01-22 09:42:25	Super administrator	    
Secure	Exchanges	info@secure-exchanges.com	N/A	2014-01-01 00:00:00	Standard	    

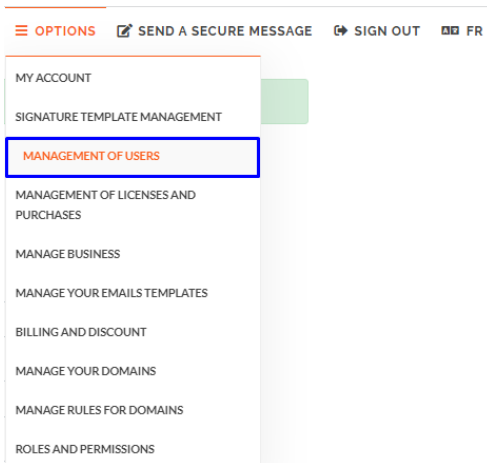
Showing 1 to 2 of 2 entries (filtered from 6 total entries)

Previous 1 Next

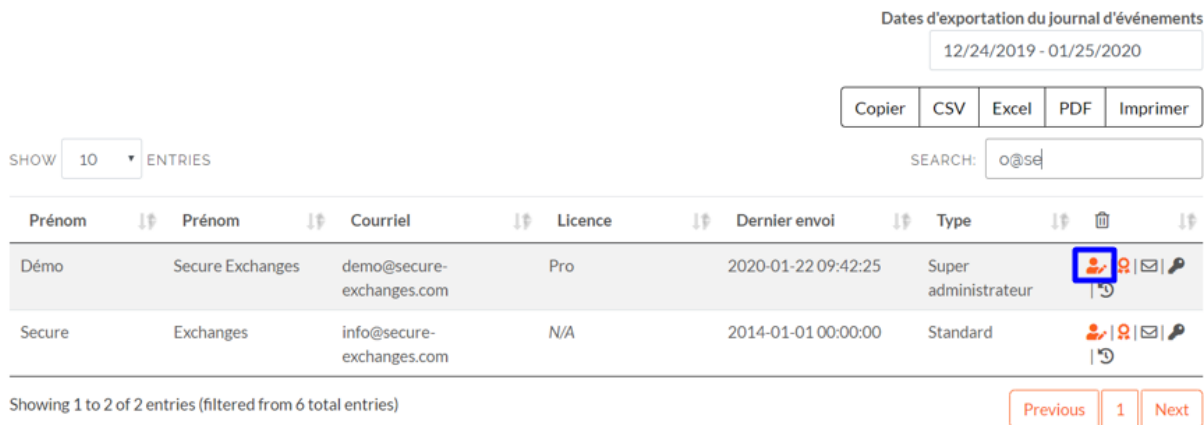
Edit a user

You must be logged in. Check the section [connection](#).

To update a user's information, click on the following icon on the row of the user you want to amend.



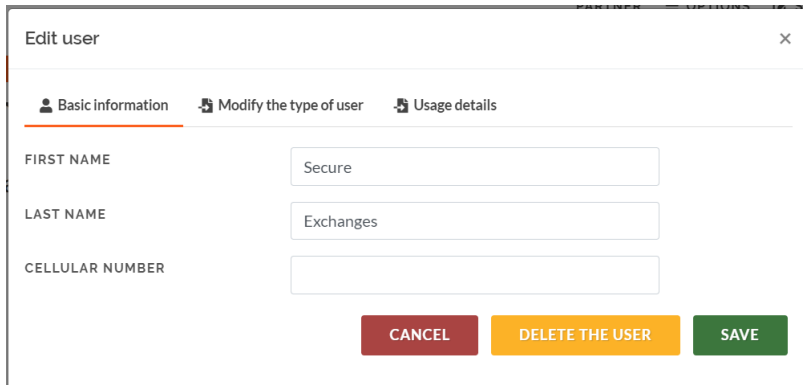
On the row for the user you want to edit, click the user icon with a pencil.

A screenshot of a user management table. At the top right, there is a date range selector for 'Dates d'exportation du journal d'événements' set to '12/24/2019 - 01/25/2020'. Below this are buttons for 'Copier', 'CSV', 'Excel', 'PDF', and 'Imprimer'. A search bar contains 'o@sej'. The table has columns: 'Prénom', 'Prénom', 'Courriel', 'Licence', 'Dernier envoi', 'Type', and a set of action icons. The first row is for 'Démo' (Secure Exchanges, demo@secure-exchanges.com, Pro, 2020-01-22 09:42:25, Super administrateur). The second row is for 'Secure' (Exchanges, info@secure-exchanges.com, N/A, 2014-01-01 00:00:00, Standard). Below the table, it says 'Showing 1 to 2 of 2 entries (filtered from 6 total entries)'. At the bottom right are 'Previous', '1', and 'Next' buttons.

Prénom	Prénom	Courriel	Licence	Dernier envoi	Type	
Démo	Secure Exchanges	demo@secure-exchanges.com	Pro	2020-01-22 09:42:25	Super administrateur	
Secure	Exchanges	info@secure-exchanges.com	N/A	2014-01-01 00:00:00	Standard	

Basic information

Change the last name, first name and mobile phone to receive SMS. Note that the email address cannot be changed, you must delete the account and create a new one to change the email address. You will then lose all your logs.



Edit user

Basic information Modify the type of user Usage details

FIRST NAME

LAST NAME

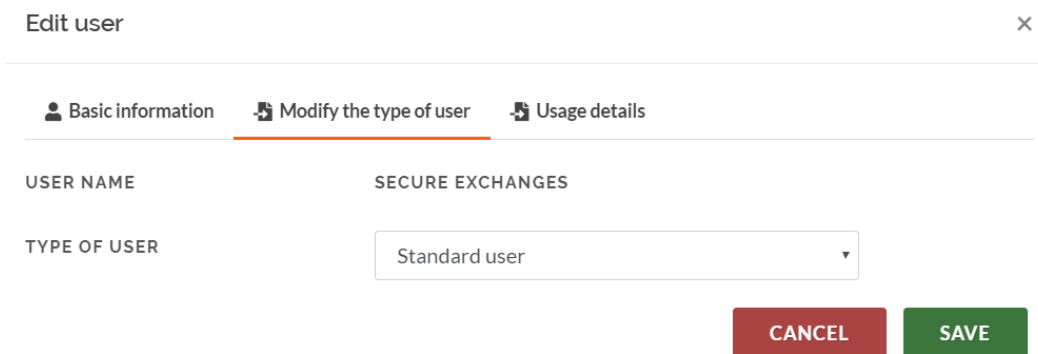
CELLULAR NUMBER

CANCEL DELETE THE USER SAVE

Type of user

You must be logged in. Check the section [connection](#).

Only the super administrator (to be created when purchasing the first license), as well as the administrators, have the right to manage the company. You can demote an administrator to a standard user or upgrade a standard user to the rank of administrator.



Edit user

Basic information **Modify the type of user** Usage details

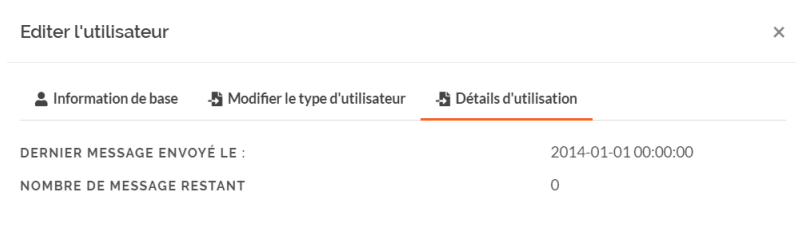
USER NAME SECURE EXCHANGES

TYPE OF USER

CANCEL SAVE

Usage details

You can also access usage details.

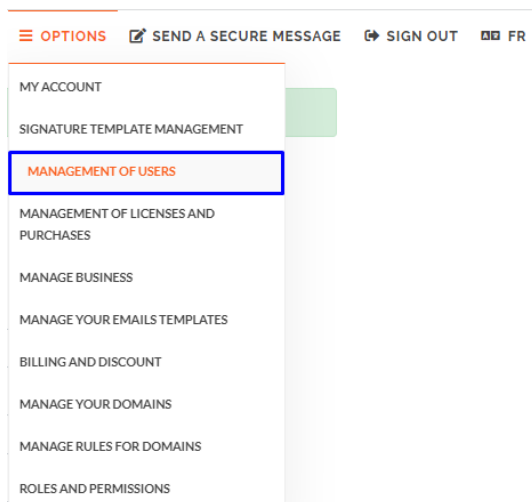


Manage your users' licenses

You must be logged in. Check the section [connection](#).

For each user, you can assign a license previously purchased, transfer a license between two users when a user leaves the company and is replaced by a new one, delete a user license.

WARNING deleting a license does not remove it from your monthly subscription, it is deleted for the selected user. To remove a license from the monthly subscription, see the appropriate section.



More details

Event log export dates

12/24/2019 - 01/25/2020

Copy CSV Excel PDF Print

SHOW 10 ENTRIES

SEARCH: o@

First name	First name	Email	License	Last sending	Type	Action
Démo	Secure Exchanges	demo@secure-exchanges.com	Pro	2020-01-22 09:42:25	Super administrator	    
Secure	Exchanges	info@secure-exchanges.com	N/A	2014-01-01 00:00:00	Standard	    

Showing 1 to 2 of 2 entries (filtered from 6 total entries)

Previous 1 Next

Assign a license to your user

You must be logged in. Check the section [connection](#)

Manage license : info@secure-exchanges.com

Modify license Remove licence Transfer license

FIRST NAME SECURE EXCHANGES

LICENSES

CANCEL SAVE

Withdraw a license

You must be logged in. Check the section [connection](#)

Manage license : **info@secure-exchanges.com** ×

[Modify license](#) [Remove licence](#) [Transfer license](#)

If you remove the license the user will no longer be able to use Secure Exchanges.

Are you sure you want to remove the license?

Transfer a license

You must be logged in. Check the section [connection](#)

WARNING : When you transfer a license to another user, the user who loses its license also loses all of his opening logs.

Manage license : **info@secure-exchanges.com** ×

[Modify license](#) [Remove licence](#) [Transfer license](#)

SEARCH:

First name	Last name	Email	Action
Joe	Ca	joca@secure-exchanges.com	Transfer

Send a connector activation email

You must be logged in. Check the section [connection](#)









The Secure Exchanges Outlook connector is easily activated by an activation email. Send your user an activation email.

Dates d'exportation du journal d'événements
12/24/2019 - 01/25/2020

Copier CSV Excel PDF Imprimer

SEARCH: o@se

SHOW 10 ENTRIES

Prénom	Prénom	Courriel	Licence	Dernier envoi	Type	
Démo	Secure Exchanges	demo@secure-exchanges.com	Pro	2020-01-22 09:42:25	Super administrateur	   
Secure	Exchanges	info@secure-exchanges.com	N/A	2014-01-01 00:00:00	Standard	   

Showing 1 to 2 of 2 entries (filtered from 6 total entries)

Previous 1 Next

Install Secure Exchanges on your version of Microsoft Outlook (2010,2013,2016 ou 365)

Secure Exchanges is supported on the following Outlook versions 2010, 2013, 2016 or 365. Download it and install the connector located in the download page on the Secure Exchanges website at the following address :

<https://www.secure-exchanges.com/Cybersecurity-technology.aspx#download>

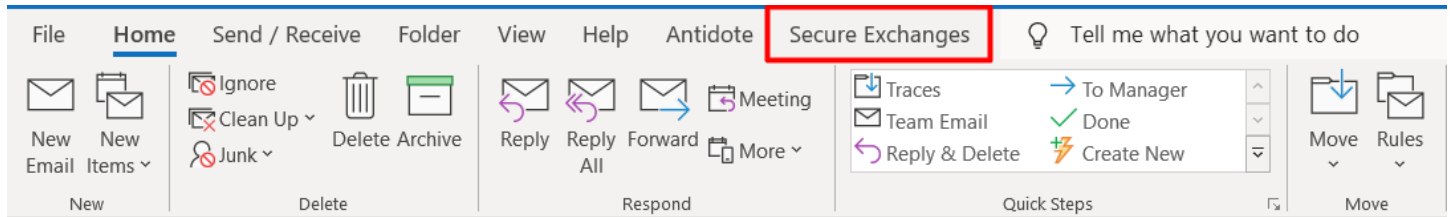
Note : Please close Microsoft Outlook before installing the connector so that it is fully functional

How to get your license from Outlook

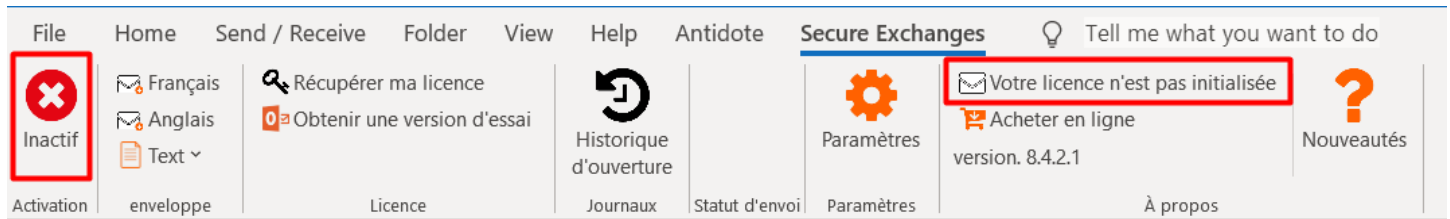
The Secure Exchanges ribbon

You already have a Secure Exchanges license, and you want to activate it in your Microsoft Outlook (2010, 2013, 2016 or 365).

Make sure you have already installed Secure Exchanges on your version of Microsoft Outlook. If Secure Exchanges is installed, you will find it directly in the Microsoft Outlook ribbon.



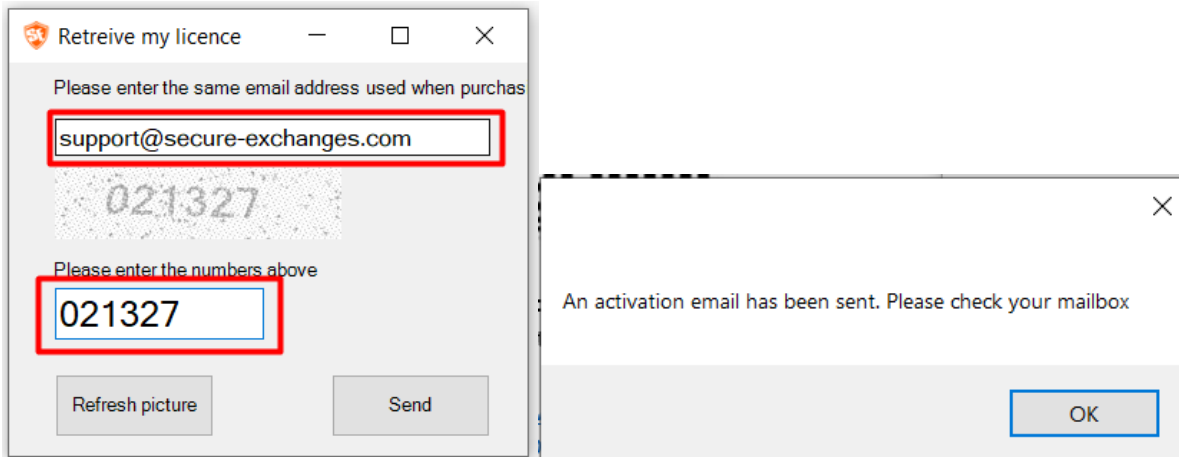
When Secure Exchanges is installed and not activated on your workstation, it will display a red X in the ribbon with the mention inactive, as well as a message indicating that your license has not been initialized.



Click on the "Get my license back" button

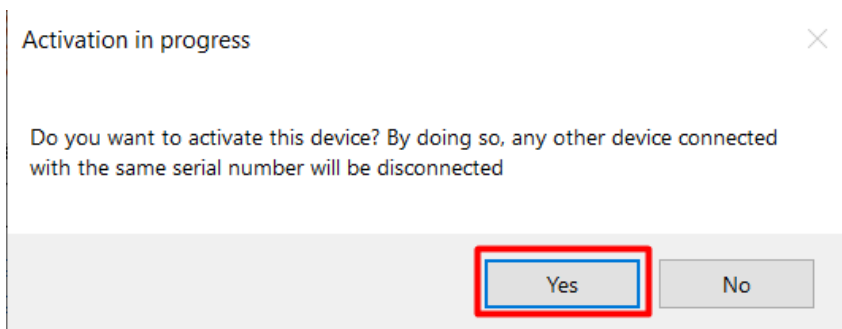


Type your email and the numbers in the appropriate boxes and click on "Send"

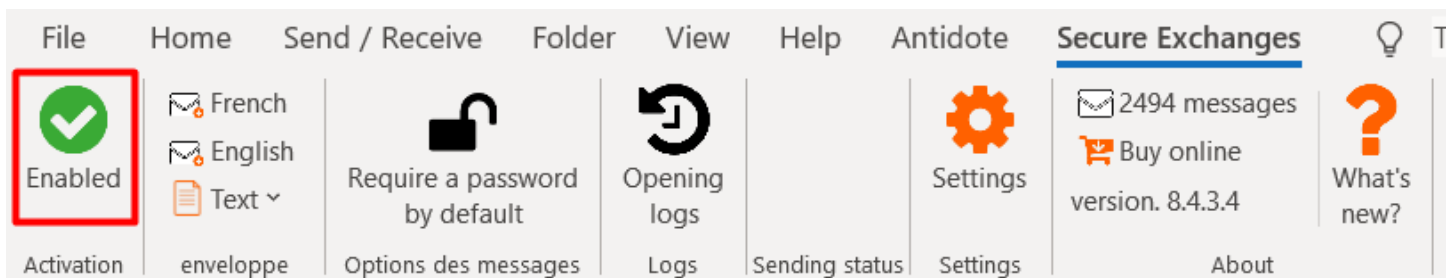


Activation by email

An activation email will be sent to your mailbox. By clicking on this email, a message will ask you if you want to activate your device. Click "yes".

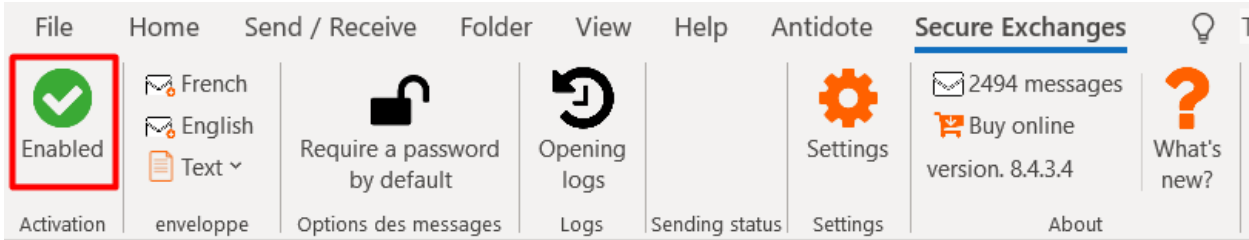


Congratulations, you have just activated your license. A green checkmark should be visible in the Secure Exchanges ribbon, indicating Enabled.



Disable Secure Exchanges

If you would like to disable Secure Exchanges temporarily, you only have to click on the "Enabled" button in the Secure Exchanges ribbon



Or the one in a new message



The green checkmark will then switch to a red X

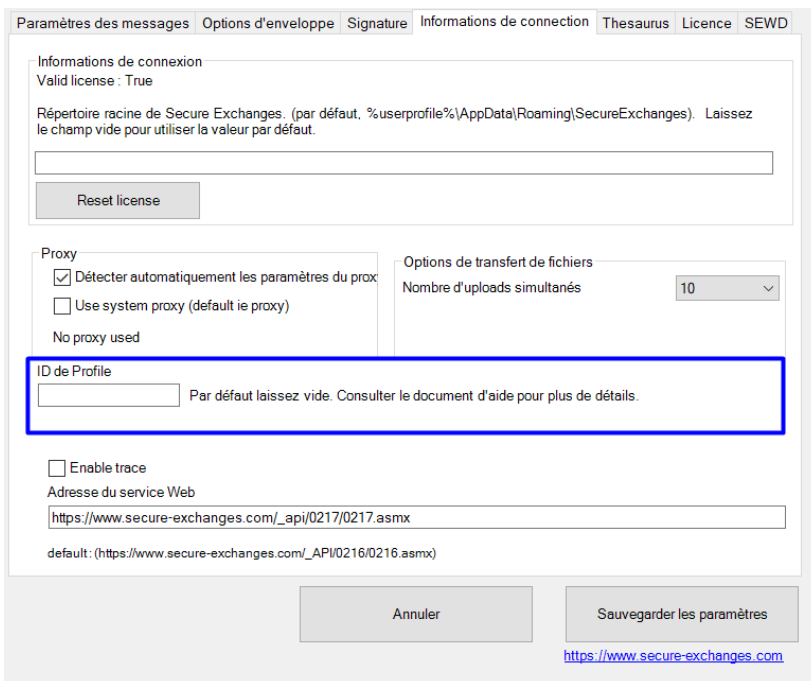


WARNING : Once disabled, Secure Exchanges will not interact with the email, so it will be sent normally. It is recommended to always leave Secure Exchanges enabled.

ID Profile configuration

On Outlook, this parameter allows a user, who uses Secure Exchanges on two different machines with the same email and whose license is reset at each use (due to a particular configuration at the customer), to uniquely identify each machine.

This setting must be different on the two machines in question. It can be empty on one machine and have a name on the second. The parameter must be a character string that identifies the machine used. Ex (Workstation, home, Virtual machine).



The screenshot shows the 'Informations de connexion' (Connection Information) dialog box in Outlook. The 'ID de Profile' field is highlighted with a blue border. The dialog box contains the following elements:

- Tabbed interface with 'Informations de connexion' selected.
- 'Valid license : True'.
- 'Répertoire racine de Secure Exchanges' field with a 'Reset license' button below it.
- 'Proxy' section with checkboxes for 'Détecter automatiquement les paramètres du proxy' (checked) and 'Use system proxy (default ie proxy)'. Below it, it says 'No proxy used'.
- 'Options de transfert de fichiers' section with a dropdown for 'Nombre d'uploads simultanés' set to 10.
- 'ID de Profile' field with the text 'Par défaut laissez vide. Consulter le document d'aide pour plus de détails.'
- 'Enable trace' checkbox (unchecked).
- 'Adresse du service Web' field containing 'https://www.secure-exchanges.com/_api/0217/0217.asmx'.
- 'default:' text with '(https://www.secure-exchanges.com/_API/0216/0216.asmx)'. A link to 'https://www.secure-exchanges.com' is visible below.
- 'Annuler' and 'Sauvegarder les paramètres' buttons at the bottom.

Send & receive confidential data

Options

When sending your message, several protection options are available to you (depending on your license). Whether you want to secure the "entire message" or the "attachments only" all, the options below apply.

1. **Password**

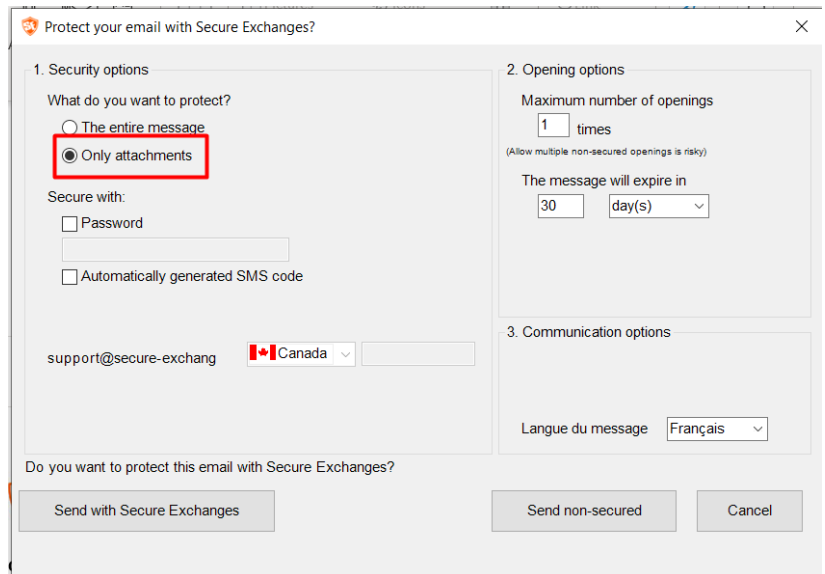
Your recipient will need to know the password to open the message. You disclosed to him orally or through another communication channel (Facebook Messenger, mail, text, phone, etc.)

2. **Automatically generated SMS code**

Your recipient will receive an SMS with a random 6-digit code. This will be required to open the email.

3. **Cell number**

When you choose "Automatically generated SMS code" you must enter the cell phone number that will receive the SMS for each recipient. If you have already entered the cell phone number in your Outlook contact, it will be filled in automatically.



4. **Opening number**

Maximum number of times the message can be read by your recipient before being completely destroyed

5. **Message expiry**

The time before message destruction. The first limit between "The number of openings" and "The expiration period" will lead to the total destruction of the email.

6. **Communication options**

In what language will the message received be written, and on which version of the portal your recipient will be taken.

7. **Send with Secure Exchanges**

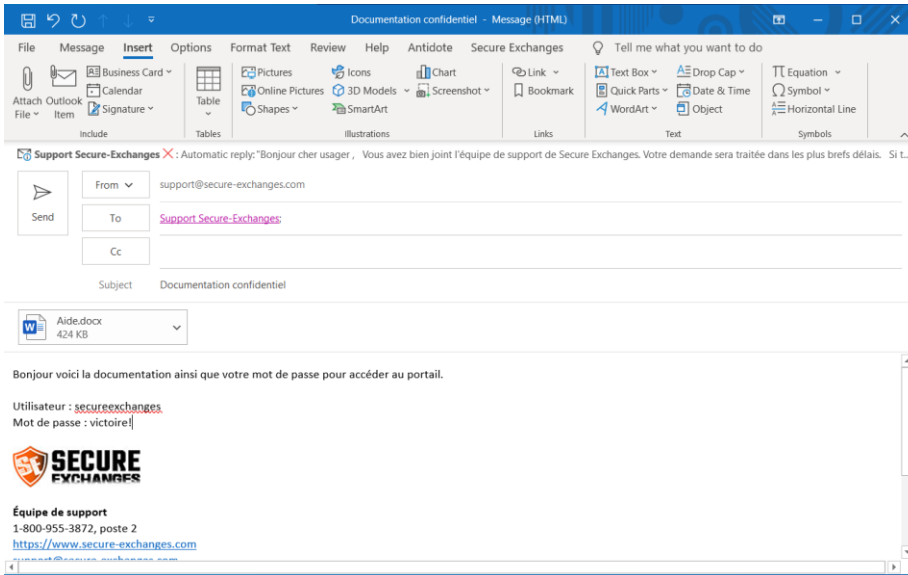
Protect your email sending with Secure Exchanges technology and the selected options

8. **Send normally – (without securing)**

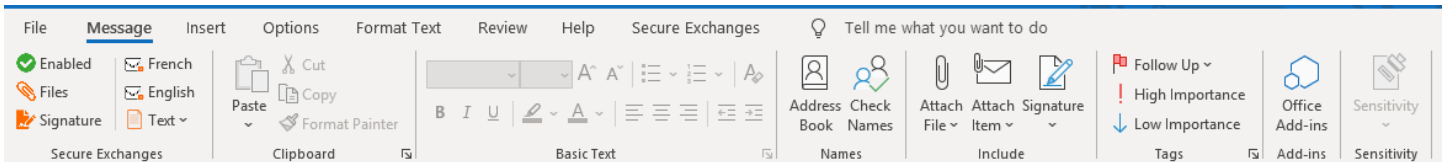
Regardless of the chosen options, your email will leave as normal (unprotected).

I want to protect my message and its documents

When you have sent someone a message that contains confidential content, whether the content contains documents or not, you can use the “Protect Entire Message” feature. Write your email normally, with your files attached (if this is the case). Enter the confidential information you want to share with your recipient in your email.



Make sure that Secure Exchanges is Enabled



When you click send, a message will appear asking if you want to protect your email. Since you want to protect your message as well as the attachments, select "Entire message".

Protect your email with Secure Exchanges?

1. Security options

What do you want to protect?


The entire message

Only attachments

Secure with:

Password

Automatically generated SMS code

support@secure-exchang  Canada

2. Opening options

Maximum number of openings

1 times

(Allow multiple non-secured openings is risky)

The message will expire in

30 day(s)

3. Communication options

Langue du message Français


Do you want to protect this email with Secure Exchanges?

Send with Secure Exchanges Send non-secured Cancel

(Check the section : « Options » in order to see what all the protection options are available to you.)

Then click on the button « Send with Secure Exchanges »

Your recipient will then receive a completely hidden message from your email address, indicating that you wish to send him confidential information. He will have to click on the link to access it.



Cédric Boivin Sent you a secure message through Secure Exchanges. The email address associated with his account is: cboivin@secure-exchanges.com

Before opening it, please read the following

- > By clicking on the button, the content of the message and its attachments will open in your browser.
- > You will be able to respond confidentially to the sender within the browser.
- > Once you close browser window, everything will be unrecoverable and deleted from the servers.

With Secure Exchanges, your communication remains confidential, undetectable and deleted from the servers.

[Read your message](#)

When your recipient clicks "read message", he will be able to read your message and download the attachments. A summary of the date of dispatch, subject, and sender will also be displayed.



Envoyé le : 6/8/2018 3:38:26 PM
De : support@secure-exchanges.com
À : support@secure-exchanges.com
Objet :
Documentation confidentielle

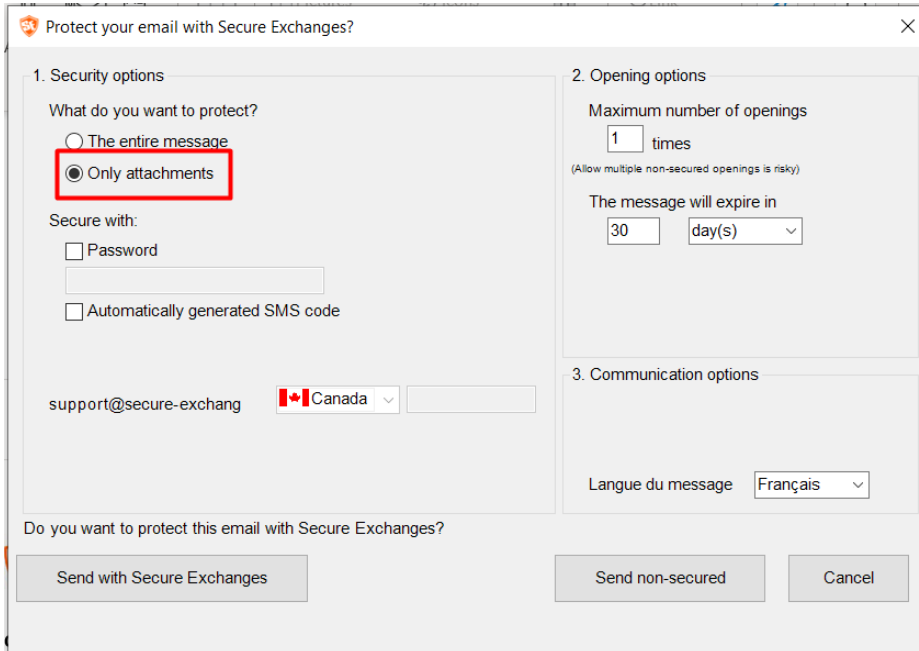
Bonjour voici la documentation ainsi que votre mode de passe pour accéder au portail.

Utilisateur : secureexchanges

Mot de passe : victoire!

I want to secure only my attachments

You must select the « Only attachments » option which will only appear if you have attached documents to your email.



Protect your email with Secure Exchanges?

1. Security options

What do you want to protect?


The entire message

Only attachments

Secure with:

Password

Automatically generated SMS code

support@secure-exchang  Canada

2. Opening options

Maximum number of openings

1 times

(Allow multiple non-secured openings is risky)

The message will expire in

30 day(s)

3. Communication options

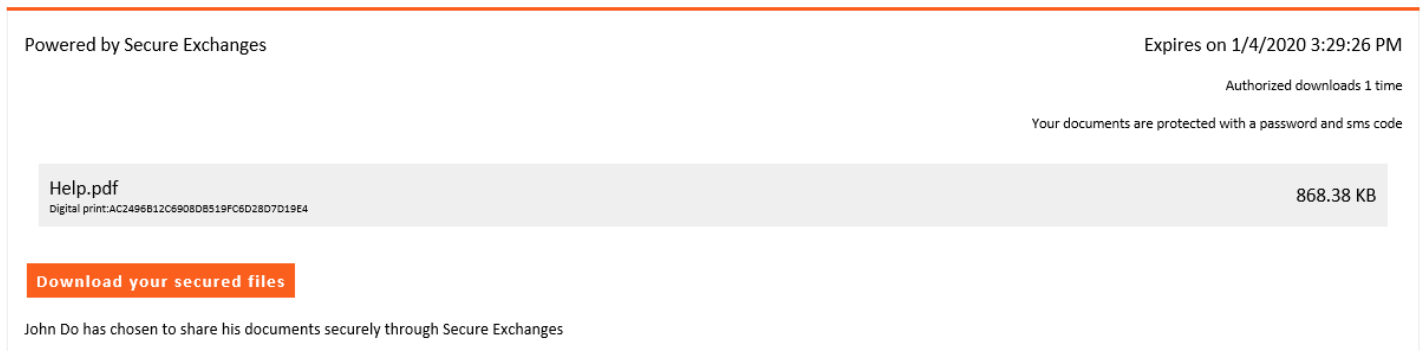
Langue du message Français

Do you want to protect this email with Secure Exchanges?

Send with Secure Exchanges Send non-secured Cancel

Then click on the button « **Send with Secure Exchanges** »

You recipient will then receive an email with your text and a preview of the documents attached as follows :



Powered by Secure Exchanges Expires on 1/4/2020 3:29:26 PM

Authorized downloads 1 time

Your documents are protected with a password and sms code

Help.pdf 868.38 KB

Digital print:AC2496B12C6908D8519FC6D28D7D19E4

[Download your secured files](#)

John Do has chosen to share his documents securely through Secure Exchanges

The download slip contains useful information for your recipient. This information will be useful for compliance, as well as for email research afterwards.

It shows the following information :

- The expiry date of the documents
- The possible openings number
- If the download link requires a password and / or an SMS code
- The name of the files, as well as their size and their unique digital footprint (for compliance)
- The button to download the documents

I want to retrieve confidential content from someone

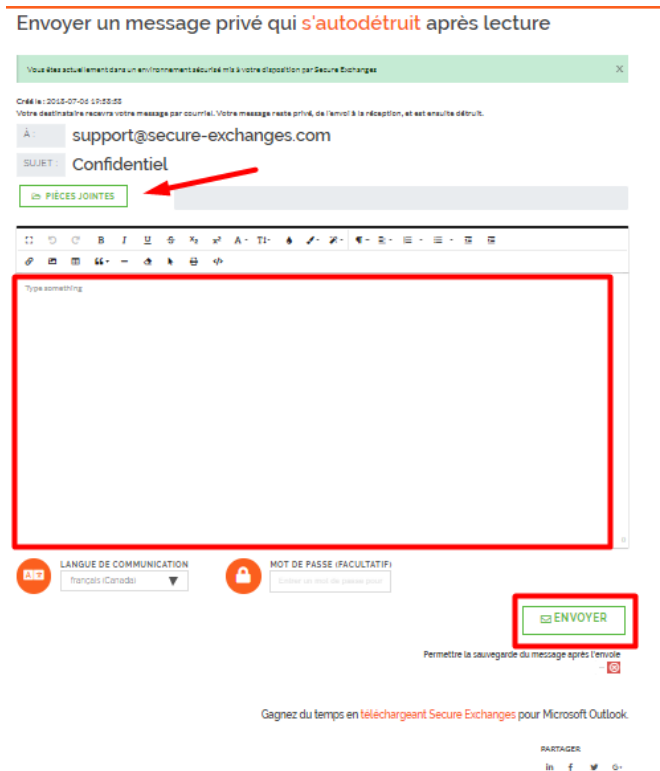
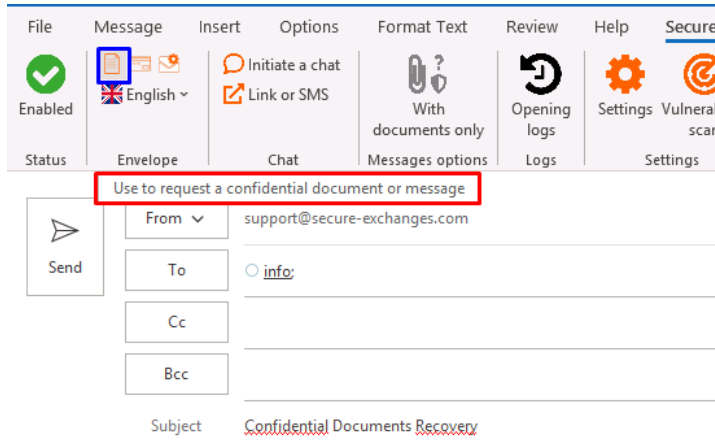
You wish to receive confidential documents from a third party, or a credit card number.

Write a regular email and click on one of the secure return envelope options. A button "Deposit of confidential documents" will then appear where your cursor was located. Send the email normally.

BE CAREFUL NOT TO WRITE CONFIDENTIAL INFORMATION IN THIS EMAIL, AS IT WILL NOT BE PROTECTED, ONLY THE FEEDBACK WILL BE PROTECTED.

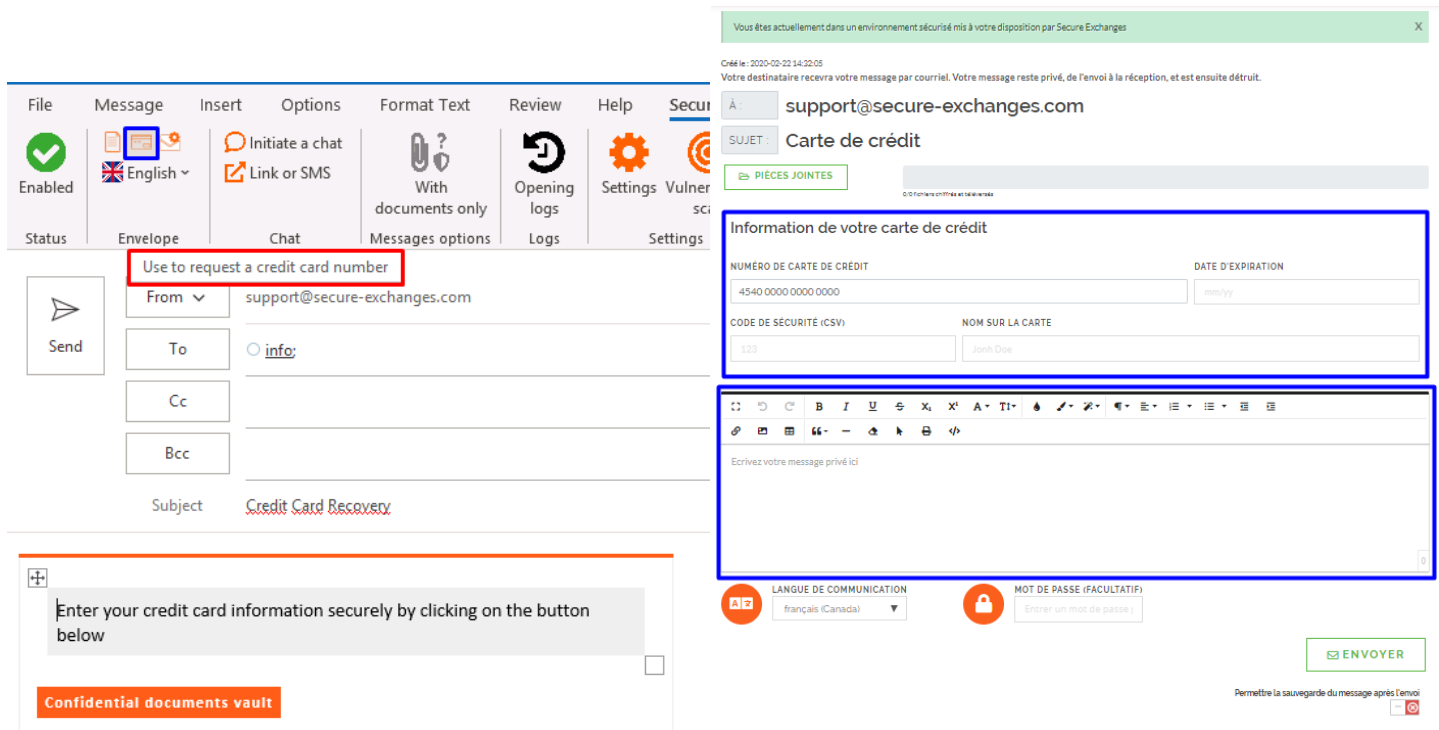
Retrieval of sensitive documents or information

By clicking on the link, the recipient will then be able to return the desired information to you via the confidential form. This form is mobile compatible, which makes it very useful for retrieving "photocopies" of documents for people who do not have access to a "scanner".



Retrieval of credit card

Your recipient can, in this case, securely enter their credit card information, add the attachments, and write a comment. He can also protect information with a password which he would have already given to you.

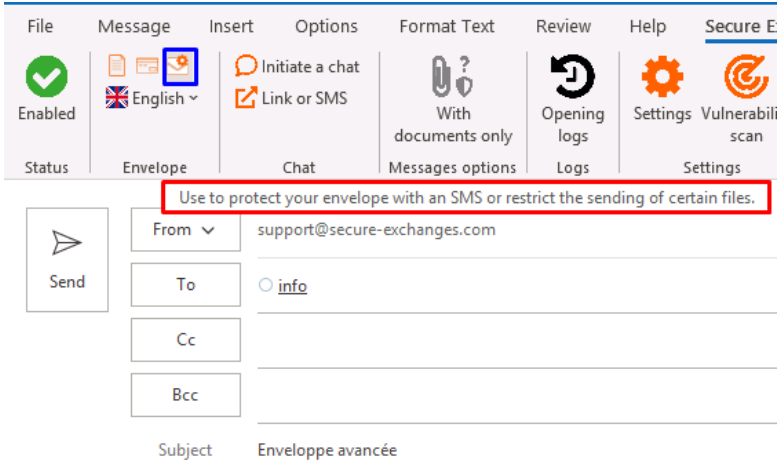


The screenshot displays the Secure Exchanges email client interface. At the top, a green notification bar states: "Vous êtes actuellement dans un environnement sécurisé mis à votre disposition par Secure Exchanges". Below this, a message header shows the sender as "support@secure-exchanges.com" and the subject as "Carte de crédit". A red box highlights the "Use to request a credit card number" button in the "Chat" section of the ribbon. The main content area contains a form titled "Information de votre carte de crédit" with fields for "NUMÉRO DE CARTE DE CRÉDIT", "DATE D'EXPIRATION", "CODE DE SÉCURITÉ (CSV)", and "NOM SUR LA CARTE". A blue box highlights this form and the text area below it, which contains the instruction "Ecrivez votre message privé ici". At the bottom, there are dropdown menus for "LANGUE DE COMMUNICATION" (set to français (Canada)) and "MOT DE PASSE (FACULTATIF)" (with a placeholder "Entrer un mot de passe"). A green "ENVOYER" button is located at the bottom right. A footer note reads: "Permettre la sauvegarde du message après l'envoi".

Envelope Options

In addition to the two envelope options mentioned above, you also have the option of using our Advanced Envelope. This allows you to customize certain parameters before sending your envelope.

You can select it by clicking on the button you see below:



File Message Insert Options Format Text Review Help Secure E

Enabled English ▼ Initiate a chat Link or SMS With documents only Opening logs Settings Vulnerability scan

Status Envelope Chat Messages options Logs Settings

Use to protect your envelope with an SMS or restrict the sending of certain files.

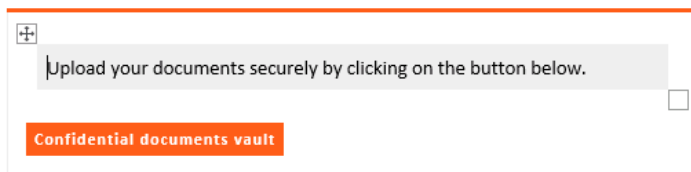
Send From ▼ support@secure-exchanges.com

To ○ info

Cc

Bcc

Subject Enveloppe avancée

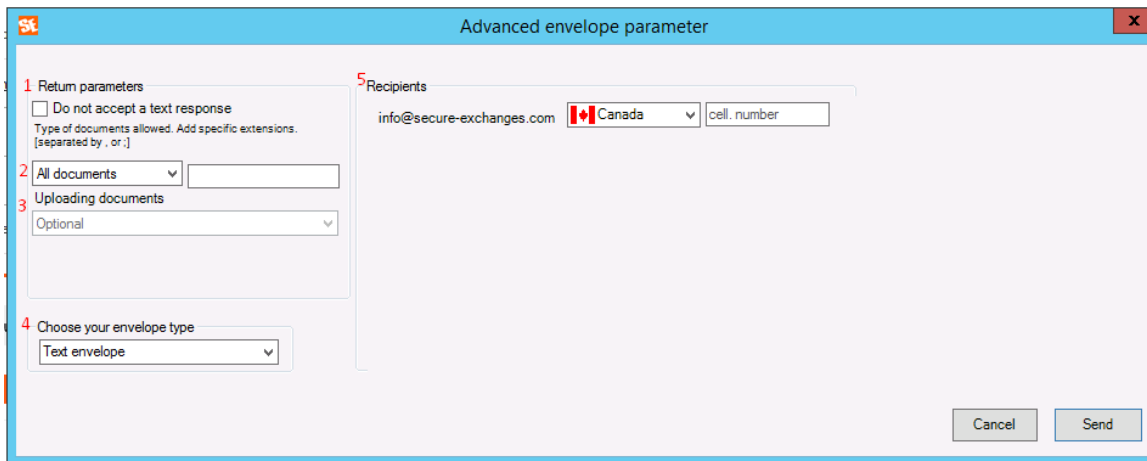


+

Upload your documents securely by clicking on the button below.

Confidential documents vault

When you click Send, the following window appears on your screen:



Advanced envelope parameter

1 Return parameters

Do not accept a text response

Type of documents allowed. Add specific extensions.
[separated by , or]

2 All documents ▼

3 Uploading documents

Optional ▼

4 Choose your envelope type

Text envelope ▼

5 Recipients

info@secure-exchanges.com 🇨🇦 Canada ▼ cell. number

Cancel Send

This window allows you to manage the following parameters:

1. Remove the ability to write a message when you want to retrieve documents only. In this case, the recipient of your envelope will not be able to write any text there and will be obliged to return attachments only.

2. Restrict the type of files you wish to receive (Documents, Images, Videos). You can choose one of its options or directly choose the extension of the file types you want to receive.
3. Force the user to return files to you. This option allows you to define whether the attachment of documents is mandatory or optional on the envelope.
4. Select the type of envelope if it is a Text Envelope or Credit Card Envelope
5. Secure the opening of the envelope by SMS code.

You will find below the list of file extensions that you can recover, by default, if you choose to restrict the type of files to receive:

- Images: .jpg, .jpe, .jpeg, .png, .bmp, .gif.
- Documents: .doc, .docx, .xls, .xlsx, .pdf.
- Videos: .mp4, .mp2, .mpe, .mpeg, .mpg, .avi.

I want to protect responses to my secure emails and envelopes

You want to increase the security of responses to your secure emails and envelopes.

Log in to your Secure Exchanges account on the online portal and check the box “Protected returns by SMS” then click on “Save”.

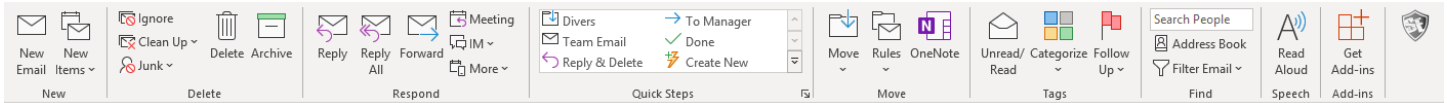


Make sure you have already entered your cell phone number in the corresponding box.

*** This option is only available for users with a Pro license.**

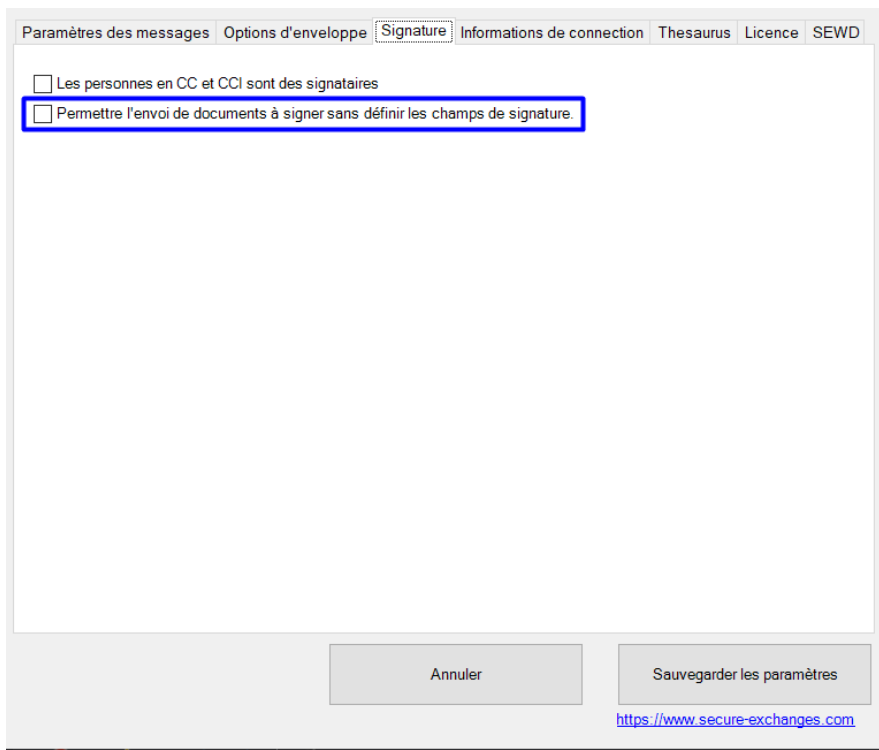
Track attachments download progress

When downloading large files for sending via Secure Exchanges, you can follow the progress of their download through the button boxed below on the Outlook Secure Exchanges ribbon:



Control of the sending of documents to be signed

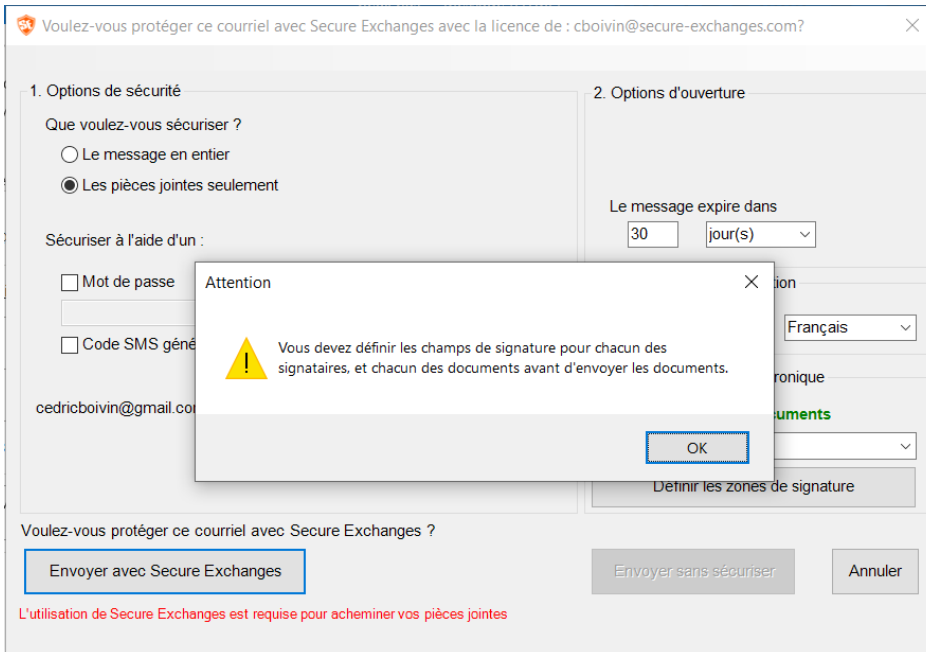
When using Secure Exchanges, make sure the following option is not checked.



This will allow you to have more control over the sending of your documents to be signed and to avoid sending them before defining the signature zones.

You can check it from the settings of the Secure Exchanges ribbon.

If this box is not checked and you have not yet defined the signature zones and you have clicked to send the email, the following message will appear on your screen reminding you to define your signature areas :



Install Secure Exchanges signature plugin on your version of Microsoft Outlook (2010,2013,2016 ou 365)

You can download our Secure Exchanges signature plugin for Outlook 2010, 2013, 2016 or 365 versions from our website:

<https://www.secure-exchanges.com/Cybersecurity-technology.aspx#download>

Note : Please close Microsoft Outlook before installing the connector so that it is fully functional

I* To define the signature areas or PDF documents in Microsoft Outlook. (SEOASF)



TÉLÉCHARGER

version : 1.2.0.0

last update : 09/20/2021

Install our specially designed tool to define the signature areas of the PDFs you want to sign, without having to leave Outlook.

You can [watch our help videos](#) to understand how it works simply and effectively.

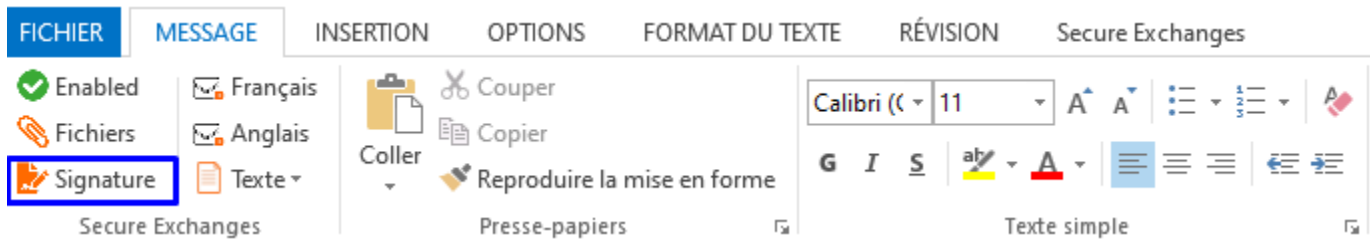
*Available on Windows only

I want to get my documents signed with Secure Exchanges

To have documents signed digitally, you can send them to the signers via Secure Exchanges.

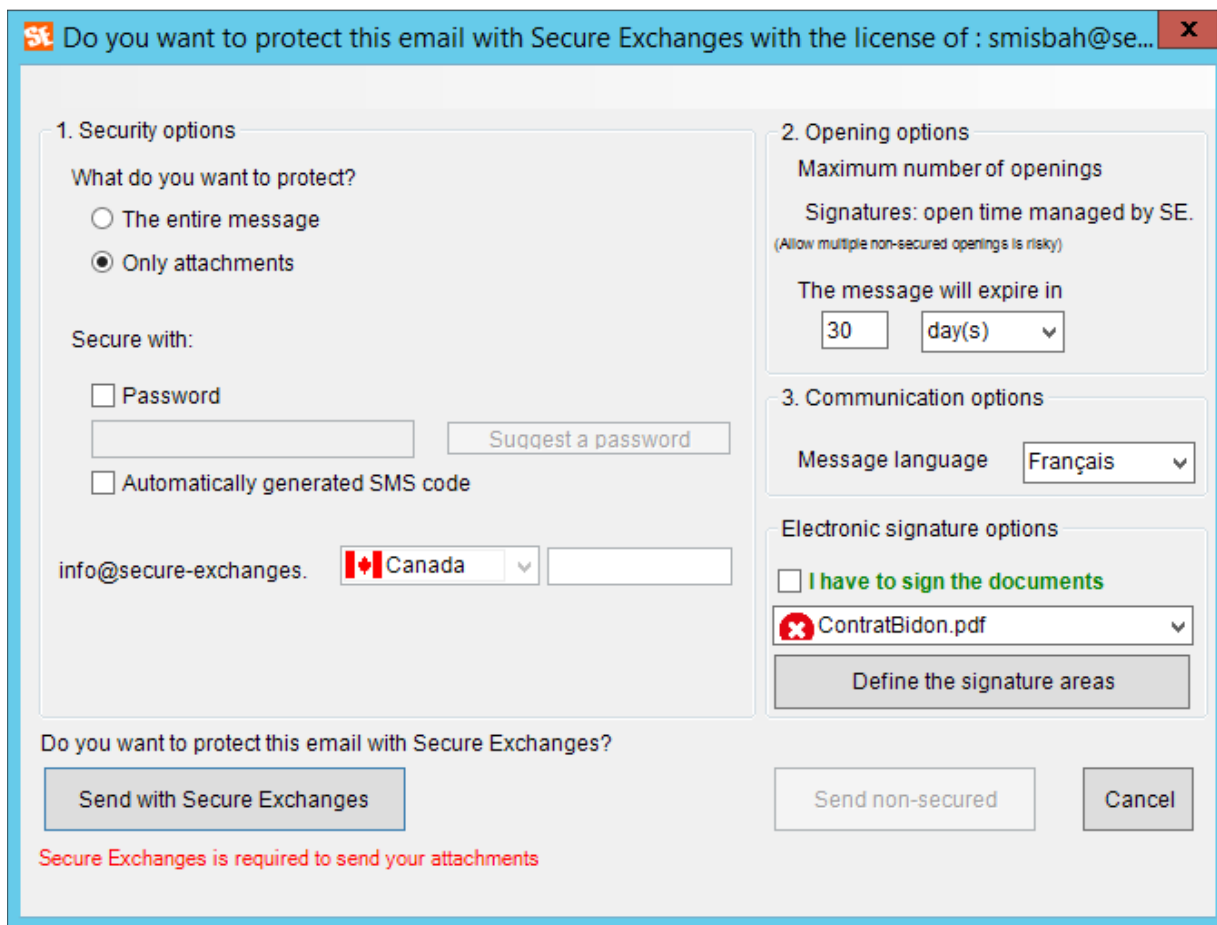
You can, in fact, have several documents signed by several signatories in a single sending.

To do this, you must attach the documents to be signed by clicking on the "Signature" button:



Write your email in the usual way then click on "Send".

The following Secure Exchanges window will appear on your screen :



You must then click on button "Define signature zones".

The document to be signed will be opened on your screen and you will have to define the fields that your signatories must fill in (in the case of several documents, you must select each of its documents and define its own signature zones).

For more details on how to define signature zones, we invite you to consult our online demo video: <https://youtu.be/rNeH5xezrrc>

As well as the blog article which explains the different [signature options](#) that we offer as well as our [multiple advantages](#).

Note that you can also sign the documents yourself by checking box "I must sign the documents".

Once you have defined the signature zones for each document and each recipient, you must click on "Send with Secure Exchanges".

Your recipients will receive the documents in turn and will be asked to complete the signatures.

If you need to sign the documents as well, you will be the last to receive them for signature.

As soon as you have all signed the documents, you and each of your recipients will receive the latest version of the signed documents.

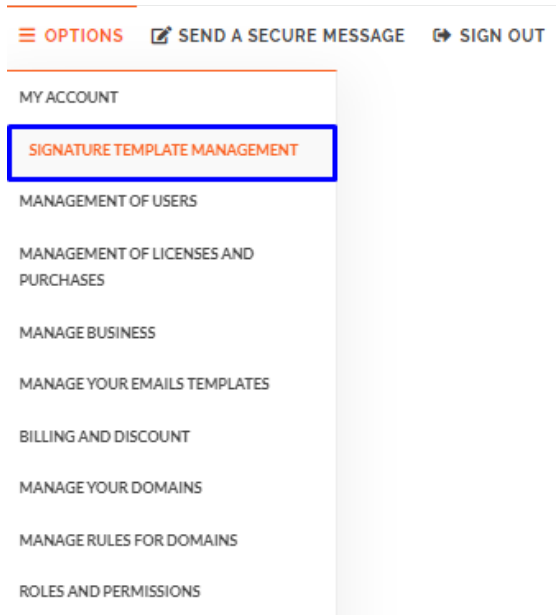
This latest version will contain a certificate justifying the fingerprint of each document and each signer to maintain the legal value of the digital signatures of your documents.

I want to manage my signature templates

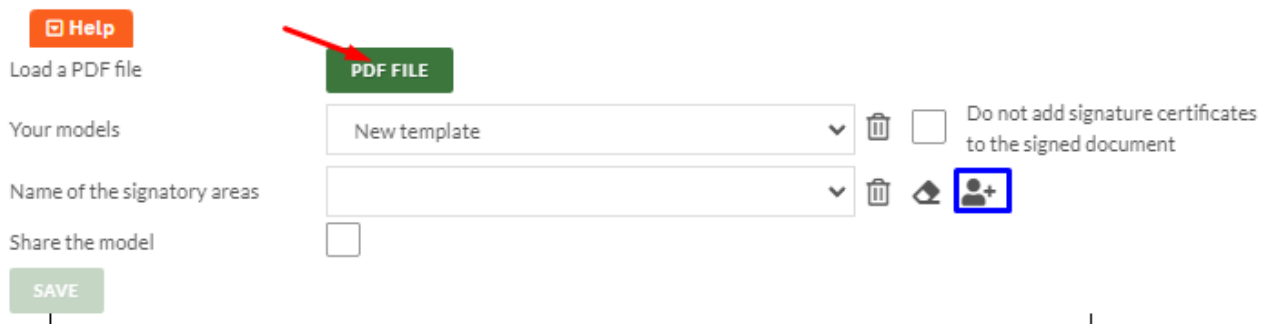
If you need to have the same documents (eg sales contracts, membership form, etc.) signed by different signatories each time, you can save your signature templates in order to avoid having to trace your signature zones every time.

To do this, you must log into your account from the Secure Exchanges portal.

Then click on the button Options - Signature template management

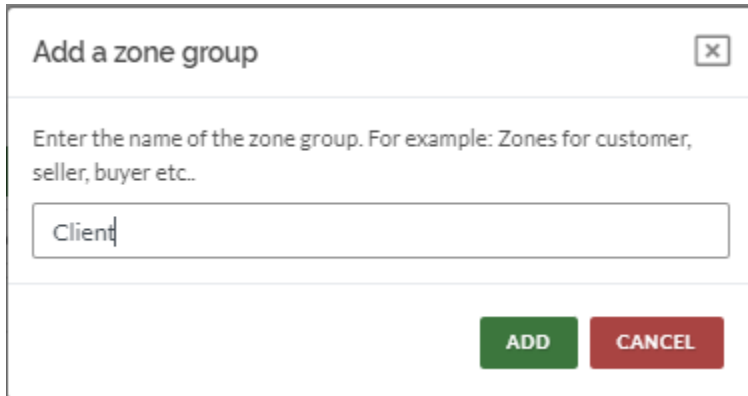


Afterwards, you must attach the desired document by clicking on "PDF file"



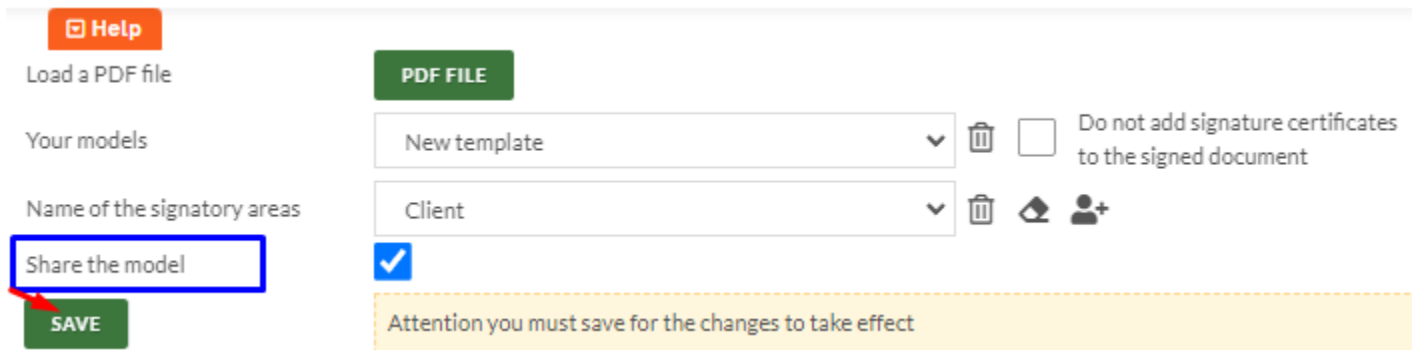
Once the file has been uploaded, you must define your signature areas, save them by clicking on the add signatory icon framed in blue above and assign them a title.

You will see the following window appear, insert the title that suits you, for example "Customer" for the zones which must be signed by your customer and your name for the zones which you must sign yourself if this is the case then click on " Add "



If your document needs to be signed by other signers, you need to click the add signer button again, name the signature area group and click add then plot the signature fields.

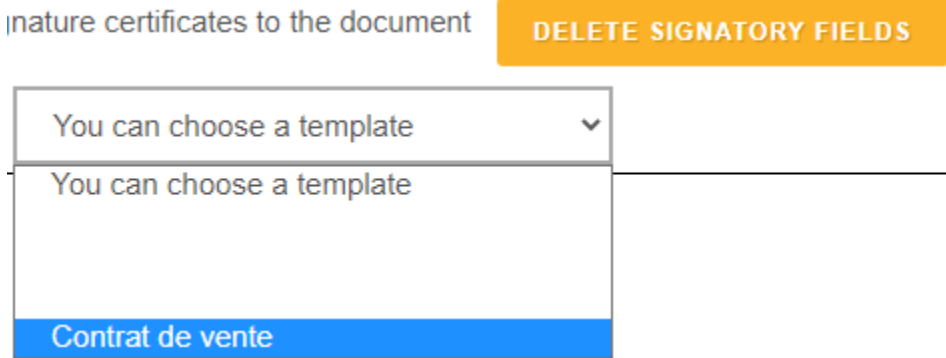
Then, you must click on the "Save" button, assign a title to the signature model by Example Contract on the window that will appear and click again on "Save"



You can also share the saved signature template with your colleagues by checking the "Share template" box. Don't forget to save.

By following these steps, the signature template is saved on your account and you can use it for all the signatures of your Sales Contracts, for example.

The next time you send a sales contract, you will see the template appear in the "You can choose a template" box below when you click on the "Define signature zones" button:



This would allow you to save time more time when signing your most frequently used documents.

Outlook settings

Message sending options

Send with my mail server (recommendation: enabled)

The email is sent directly from your email server. The recipient will therefore receive the email from your email address. If this option is disabled, the email will be sent by Secure Exchanges servers, and it will come from no-reply@secure-exchanges.com and not from your email address.

Acknowledgment of receipt

You will receive an acknowledgment by email upon opening a secure email with Secure Exchanges.

Make the use of password mandatory

You must enter a password to send an email via Secure Exchanges.

Make the use of an SMS code mandatory

You must enter an SMS code for all recipients.

Always use Secure Exchanges

The use of Secure Exchanges will be mandatory. You will not be able to send email normally, unless your email violates your license permissions.

Do not encrypt my sent items

When your email is sent with Secure Exchanges an unencrypted copy will be kept in your sent items. Attachments will be attached to the email if they are below 50 Mb. If the attached file exceeds 50 Mb, then the path to the attached file will be added in the body of the message.

Do not keep the encrypted version

The encrypted version of the email will then be deleted from the items sent. The unencrypted version only will be kept in sent items.

Secure Exchanges email reception options

Automatically decrypt incoming email

Lorsqu'un courriel Secure Exchanges arrive dans votre boîte de réception dans le dossier « inbox », votre courriel sera automatiquement déchiffré s'il ne contient pas de mot de passe ou de code SMS.

Encrypt email on closing (beta)

When you open your email in a new window, you have the option at the top right, under the Secure Exchanges tab, to decrypt your email. Your email will then be decrypted and become clear text in your mailbox. When you close your email, it will be re-encrypted in your inbox. You can then decrypt it again by clicking on the decrypted button. This functionality is still in the “phase” of testing and could encounter anomalies. Although very stable you might encounter problems with encrypted emails containing large attachments. If you encounter any problems, we invite you to submit them to us by email at support@secure-exchanges.com

Attachments download register.

This register is where attachments will be downloaded when your email is automatically decrypted or you decrypt it manually.

Automatically download attachments

When you double click on an email, click on the top right “decrypted” button and your encrypted email contains attachments, Secure Exchanges will download them automatically.

If possible, attach files to email (beta)

When your email is decrypted automatically or manually, Secure Exchanges will try as much as possible to attach the attached files to the email. Elements such as the size or nature of the document could prevent it from being properly attached to the decrypted email. If the file cannot be attached to the email, then a link to the file on disk will be added to the body of the email.

Envelope options

Number of openings authorized during an envelope return

Defines the number of times an envelope can be used by the recipient, as well as the number of times the return envelope message or reply can be read.

Envelope expiry time limit

The time limit before the envelope is no longer valid. This value is calculated in hours.

Opening options

Default number of openings with SMS code or password

Defines the number of default openings of the protected messages by using a password or an SMS code.

Default number of openings

Defines the number of default openings of the messages.

To secure by default

The message

this is to secure the entire message by default. The entire message corresponds to the body of the message as well as its attachments.

The attachments

This is to secure attachments only by default. Protect Attachments Only means that the body of the message remains visible, and that only attachments are protected by Secure Exchanges. A link will then be added to the body of the message to let your recipient know that the email contains secure attachments to download.

Languages

Interface language:

This allows you to put the Secure Exchanges interface in French (FR-CA) or in English (EN-CA)

Communication

When you send a Secure Exchanges message, even if your interface is in one language, you can send the messages in another language. This value will be the default value for communication with your recipients. This value can be changed at the time of sending.

Activate Secure Exchanges

If this option is not enabled, Secure Exchanges will be disabled completely.

Registry keys

Secure Exchanges saves its information in the computer registry under:

[HKEY_CURRENT_USER\Secure-Exchanges]

DisableByConnectionLost : Dedicated for the operation of Secure Exchanges

GetNotify : (True | False) Enables notifications on message openings

AlwaysSendSecure : (True | False) Always use Secure Exchanges for sending email

AskBefore: (True | False) Enable or disable Secure Exchanges

SetPassword: (True | False) Make password mandatory

UILanguage: (fr-CA | en-CA) Determines the language of the UI

DefaultNbOpenTime: (1 – 99) Determines the number of times a message is opened by default without additional protection

MaximumReplyExpirationHours: (1 - 720) Number of hours before an envelope expires

MaximumReplyOpenTime: (1 – 99) Number of times an envelope can be used, and number of times an envelope return is opened

AutoDetectProxy: (True|False) automatic detection of a proxy

Disable: (True | False) Disable Secure Exchanges

DefaultMessageType: dword: 00000001|dword:00000001 : Message Protect by default =0 , the attachments=1

AlreadyRegistered: Dedicated for the operation of Secure Exchanges

AlwaysUseSMS: (True | False) Make mandatory the use of an SMS code

EnableMailDecryption: (True|False) Make available the email decryptions button in the ribbon

EnableSEWD: (True|False) Enable Secure Exchanges Watch Dog

RequestProtectionWithAttachmentOnly: (True | False) Enable Secure Exchanges on emails with attachments only

NbUploadsThreads: dword:0000000a Number of thread in hexa decimal ranging from 1 to 10 for uploading documents

EnableSEWDStartup: (True|False) Launch SEWD.exe when Windows starts

SEWD: SEWD.exe : Dedicated for Secure Exchanges operations

KeepSentItemClearText: (True|False) Keep items sent in clear text

AutoDownloadFiles: (True|False) Automatically download attachments on message decryptions

AutoDecrypt: (True|False) Automatically decrypt incoming Secure Exchanges emails

EncryptEmailOnClose: (True|False) On closing a Secure Exchanges email, encrypt it again

DirectoryDownloadPath: %userprofile%\documents\SecureExchanges\

ActivateThesaurus: (True|False) Enable the thesaurus function by searching for a keyword forcing the activation of Secure Exchanges

AttachFileToEmailIfPossible: (True|False) When an email is decrypted by Outlook, attach files less than 50 Mb to the email

EnableSupportTrace: Dedicated for the operation of Secure Exchanges

UseSystemDefaultProxy: (True|False) Default proxy use

DeleteCryptedCopySentItemWhenSaveInClear: (True|False) Delete the encrypted version of the email when a clear copy is kept

DefaultNbOpenTimeWhenSafe: dword:00000003 Defines the number of default openings when a Password or SMS Code is used

LockSettingsChangByUser: (True |False) Prevents the user from changing their settings through Outlook

PswAndSMSProtectionOperator: (and | or) allows you to activate the option to choose a password or SMS code **when both are required (SetPassword & AlwaysUseSMS)**

NotifyUserWhenEnvelopIsRead : (True|False) Allows you to disable the notification sent to the person who filled the envelope when the Secure Exchanges licensee opens the email. (By default True)

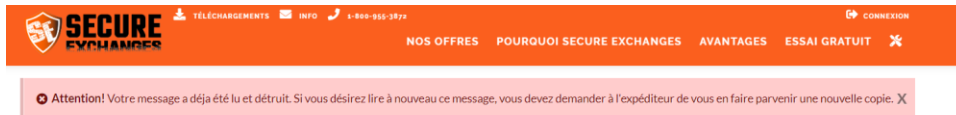
IsChatEnable : (True|False) Disables the ability to start a chat

IsSendBySMSEnable : (True|False) Disables the ability to send an SMS or generate a link rather than sending an email through Outlook.

My recipient receives an error message: "Access denied"

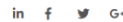
My recipient receives a message telling them that access is denied.

- 1- Either the maximum number of readings of the message has been reached
- 2- Either the expiry date of the message has been reached
- 3- The SMS code or the password is invalid



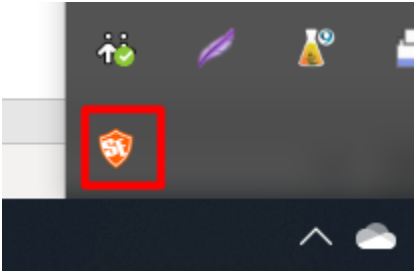
The screenshot shows the top navigation bar of the Secure Exchanges mobile app with the logo and menu items: TÉLÉCHARGEMENTS, INFO, 1-800-955-1874, and CONNEXION. Below the navigation bar is a pink warning banner that reads: "Attention! Votre message a déjà été lu et détruit. Si vous désirez lire à nouveau ce message, vous devez demander à l'expéditeur de vous en faire parvenir une nouvelle copie. X". The main content area displays the title "Accès refusé" and a paragraph: "Vous n'êtes pas autorisé à visualiser ce message ou le message auquel vous tentez d'accéder a déjà été consulté. Si vous désirez lire à nouveau ce message, vous devez demander à l'expéditeur de vous en faire parvenir une nouvelle copie." Below the text is a large red circle with a diagonal slash over a grey envelope icon, indicating that access to the message is denied.

PARTAGER

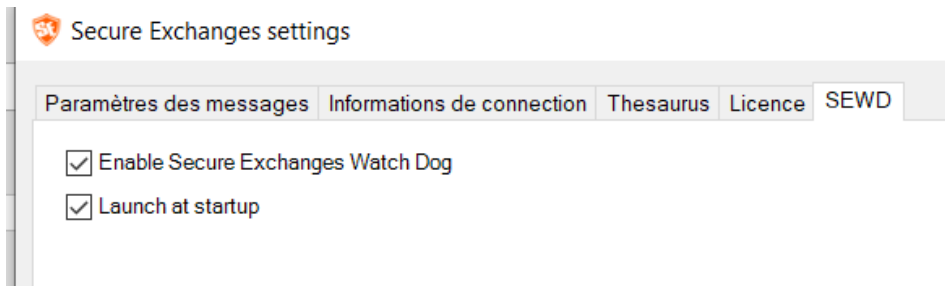


Secure Exchanges Watch Dog

Secure Exchanges Watch Dog (SEWD.exe) is a utility developed by the Secure Exchanges team to monitor connector deactivation in Microsoft Outlook. This one monitors the registry keys which could be modified by Microsoft Outlook to deactivate the connector.



Since update 8.4.3.4 SEWD.exe is enabled by default. To deactivate it go to settings / SEWD and uncheck the boxes.



Data hosting



This data center benefits from the Tier 3 standard.

For us, the security of your data remains our priority. We have chosen to host our customers' encrypted data in a data center whose access is controlled by a SAS, an identity card with chip and human validation.

Located in Drummondville and Montreal, your data remains encrypted on Canadian soil and is completely destroyed when the first life limit is reached, either the number of times they are opened or the deadline.