

Secured Communications

Connect, Communicate and Collaborate

While Protecting Your Information



New User Guide

App Version 17.102


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Register as a New User

Step One **Download the app**

1. Go to the Apple App Store or Google Play Store
2. Search for “Secured Text” 
3. Download and install the app

Step Two **Register in the app**

1. **Email** Enter your email address
2. **Group ID** Enter the Group ID code provided by your Administrator
(Note: No Password required at this step)
3. **Name** Enter your name
4. **Cell Phone** Enter your cell phone number
5. **Password** Create a password for your account (CASE Sensitive)

Step Three **Explore the app**

1. **Contacts** Favorites – Secured contacts you message the most
Secured – Contact you know that are also SC users
Unsecured – Other contacts that don’t have SC
2. **Groups** Communication groups you have joined
3. **Recent** Most recent one-to-one or group messages (on top)
4. **Files** Remotely manage secure files, send , receive, view and more
5. **Settings** Profile, help/FAQs, change password, app version and more

Step Four **Check out your Command Center**

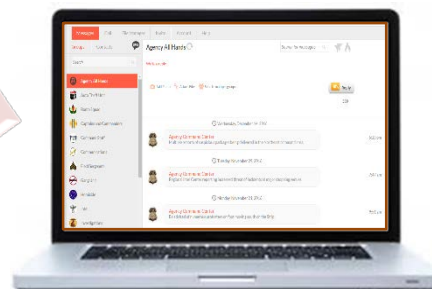
1. Go to <https://securedcommunications.com> and click **Login**
2. Enter the email and password you used when you registered the mobile app





Secured Communications

- ✓ Online, PC and Mobile Communication
- ✓ Command Center Synchs with Mobile App
- ✓ Apple and Android Phones and Tablets
- ✓ All Communication Encrypted
- ✓ One-to-One and Group Communication
- ✓ Secure Alternative to Email
- ✓ Secure Group Messaging
- ✓ Remotely Manage Secure Files
- ✓ Secure Image, Video, Audio and Files



About Secured Communications

Secured Communications is an enterprise solution for secure encrypted Internet, PC and mobile communication. Users have a secure alternative to email, plus group messaging and video, image, audio and file sharing. The secure PC/online Command Center synchs with mobile devices allowing users anywhere to securely communicate and share information.

Benefits of Using

Secured Communications is about protecting the privacy of your communications while making it simpler, faster and more effective for you to connect, communicate and collaborate with your contacts and teams. By using Secured Communications you'll reduce your internal email, increase productivity and reduce meetings. That means more efficient information sharing, better connectivity and greater access to your communication, all while assuring your privacy.

Everything is Encrypted

All communication is end-to-end encrypted using Advanced Encryption Standard (AES 256 bit) technology. The National Institute of Standards and Technology (NIST) approved AES for communicating "secret" and "top secret" information.

Your Account

Mobile Access – Download and register the mobile app (iOS and Android) to create your account. Please have the most current operating system for your device. Once registered, you can install the app on additional mobile devices.

Online Access – For access to your online Command Center go to <https://www.securedcommunications.com>, click **Login** and enter your email and password used to register the mobile app. A PC installed version is also available.

You're Connected

You are always connected to your private secure network. Your PC/online Command Center synchs with your iOS and Android mobile devices so whether you are at your desk or in the field, you will never miss your messages or file shares.

Use with Confidence

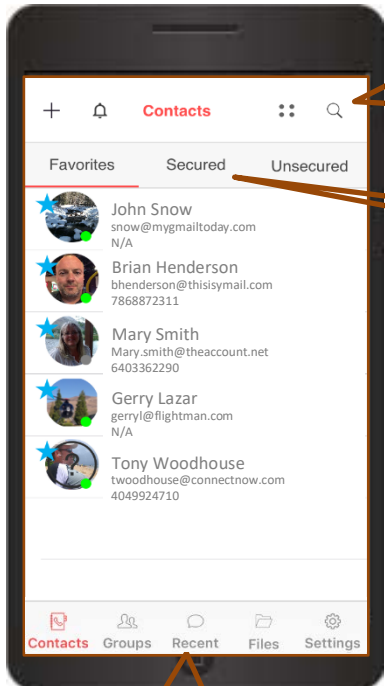
Secured Communications integrates technology and features for HIPAA compliant use when communicating Protected Health Information (PHI). Also, Secured Communications only uses Federal Information Processing Standard (FIPS) Publication 140-2 approved encryption algorithms validated in all relevant categories.

Service Restrictions

Secured Communications service is not available to the public or to private individuals. Service is only available to agencies and trusted businesses and organizations. Secured Communications is a member of FBI InfraGard. Secured Communications reserves the right to vet requests for service, and the right to deny service to any entity.



EXPLORE YOUR APP



Making Connections

Global Connect – search for contacts and securely connect.

Confirm Connection – Accept a connection request.

Change View – Change between list view and icon view.

Search – Search your Favorite, Secured or Unsecured contacts.

Your Contacts

Favorites – Your favorite Secured Contacts.

Secured – Secured Contacts also using Secured Communications.

Unsecured – Other contacts in your phone's contact list.

Your Groups

Search – Search your list of groups.

Add Group – Join an Agency Group (enter Group ID) or create a Private Group from your Secured Contacts.

Navigation

Contacts – Your Secured and Unsecured Contacts and Favorites.

For quick access, make your most messaged Contacts **Favorites**.

Groups – Your Secured Communications Groups.

To join a new group, click “+” and enter the Group Code.

Recent – Recently received one-to-one and group messages.

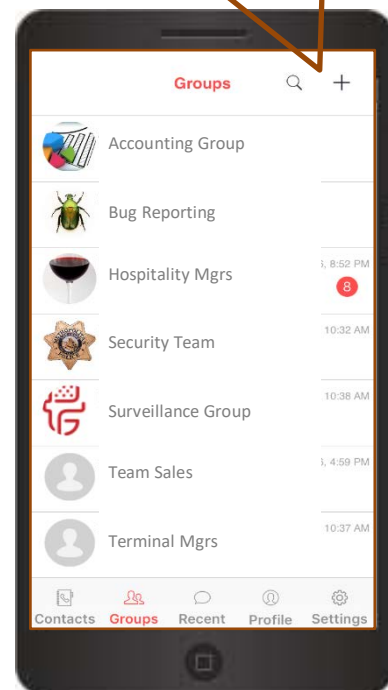
Click **Recent** to see all new messages (listed on top, in bold).

Files – Send, receive and remotely manage your secure files.

The app auto-synchs to files uploaded to your Command Center.

Settings – Version, help, profile, change password, font and logout.

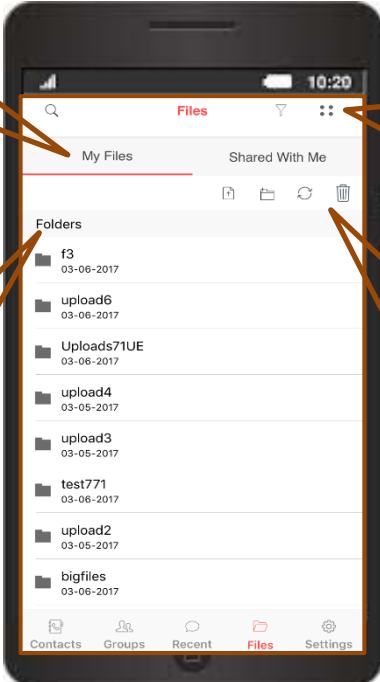
Go to **Profile** and upload your photo and add your details.



Access, Share and Manage Your Secure Files

Your Mobile App synchs with your Command Center to show all secure files in your account, allowing you to manage your files remotely. You can upload, download, rename, copy, move and share files, create new folders and delete files all from your app. You can also view certain files shared with you via secure message including image, video and PDFs.

Your Files
My Files – Your secure files.
Shared with Me – Files shared to you.



The screenshot shows the 'Files' app interface. At the top, there's a search bar and a filter icon. Below that, there are two tabs: 'My Files' and 'Shared With Me'. Under 'My Files', there's a 'Folders' section with a list of folders: 'f3' (03-06-2017), 'upload6' (03-06-2017), 'Uploads71UE' (03-06-2017), 'upload4' (03-05-2017), 'upload3' (03-05-2017), 'test771' (03-06-2017), 'upload2' (03-05-2017), and 'bigfiles' (03-06-2017). At the bottom, there's a navigation bar with icons for 'Contacts', 'Groups', 'Recent', 'Files', and 'Settings'.

Look
Search – Search files.
Sort – Sort files (date/name)
View – Change view (listing/icon).

Folders and Files

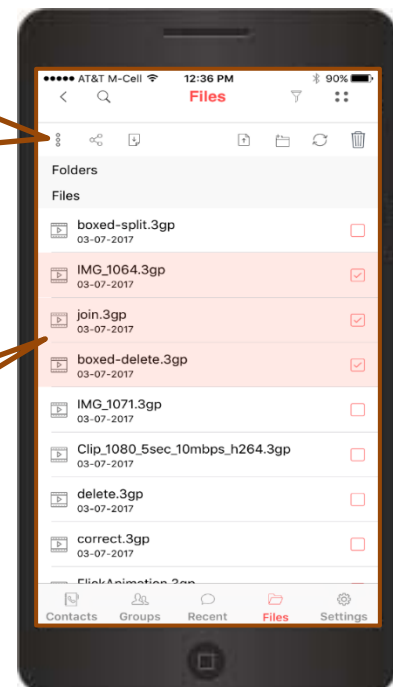
- ✓ Access all folders and files in your Command Center.
- ✓ Files not in a specific folder are listed below folders.
- ✓ Can share individual files from mobile app.

Organize
Upload – Upload image or video from mobile device.
Folder – Create a new folder.
Refresh – Synch between mobile app and Command Center.
Delete – Delete files.

Manage and Share
Touch and press a file to access these options (see below).
Menu – File rename, move, copy, properties and permissions.
Share – Share with contacts/groups and set share permissions.
Download – Download files from mobile to Command Center.

Access

1. Touch and press a file to highlight.
2. Manage & Share menu opens.
3. Select additional files as needed.



Installing the App

Where can I find the app?

The Secured Communications app is available for Apple and Android mobile phones and tablets. You can:

- Go to the Apple App Store or Google Play Store on your mobile device.
 - Tap **Search**.
 - Enter “Secured text”.
 - Look for app by Secured Communications, LLC.
 - Tap **Install**.
- Go to <https://securedcommunications.com/download-app.asp>

Why do I need to create a Gmail account or Apple ID to download and install the app?

The SC app is available through the Apple App Store for Apple devices and Google Play Store for Android devices. In order to access the App Store, Apple requires that you create an Apple ID (account). In order to access the Play Store, Google requires that you create a Gmail account.

You do not have to utilize these accounts except to login to the respective store to download and install the SC app to your mobile device. However, it is important to remember your Gmail or Apple ID login credentials so that you are able to download future updates for the SC app.

Android wants a Gmail account. What do I do?

To download and install apps for Android devices, Google requires you to sign up for a Gmail account. Once you create your Gmail account you can log into the Play Store with your Gmail credentials and download apps

Step 1 – Create your Gmail account.

- From any computer, go to <https://accounts.google.com/signup>.
- Register a Gmail account.
- Remember the Gmail address and password you create.

Step 2 – Go to the Play Store.

- From your Android device, press the **Menu** button.
- On the Menu screen, locate and tap the **Play Store** icon.
- From **Add a Google Account** window, tap **Existing**.
- On the **Sign in** window, enter your Gmail Email and Password.
- Then tap the right arrow icon from bottom-right corner of the screen.
- On the **Set up payment info** interface either enter your payment information or tap **SKIP** (bottom-left).
- Under **Backup and restore** window, tap the **Keep this phone backed up with my Google Account** checkbox.
- Finally, tap the arrow button (bottom-right) to start use **Play Store**.



Apple wants my Apple ID and Password?

To access the Apple App Store you need to log in your device with your Apple ID and Password.

What is an Apple ID?

- An Apple ID is the email address you used to create a personal account to access Apple Services.
- Go to <https://appleid.apple.com/faq#!&page=faq>.

To create an Apple ID.

- Go to <https://appleid.apple.com/account#!&page=create>.

Forgot your Apple ID?

- Go to <https://iforgot.apple.com/password/verify/appleid#!§ion=appleid>.

Forgot your Apple password?

- Go to <https://iforgot.apple.com/password/verify/appleid>.

How do I cancel the Google/Gmail account that was created on my device?

If you are no longer using your mobile device, you can cancel your Google/Gmail account. First, for security purposes, make sure you log out your Google/Gmail account.

First, log out of your Google/Gmail account.

- To log out of your Google/Gmail account on your Android phone go to these links for instructions:
 - <https://www.google.com/safetycenter/everyone/start/signing-out/>
 - <http://www.wikihow.com/Log-Out-of-Gmail>
 - <https://support.google.com/mail/answer/8154?hl=en>

Then, cancel/delete your Google/Gmail account.

- To cancel your Google/Gmail account, go to these links for instructions:
 - Cancel Google Account - <https://support.google.com/accounts/answer/32046?hl=en>
 - Cancel Gmail Account - <https://support.google.com/accounts/answer/61177>

How do I cancel the Apple ID account that was created on my device?

If you are no longer using your mobile device, you can cancel your Apple ID account. First, for security purposes, make sure you log out your Apple ID from your device.

First, log out of your Apple ID account.

- To log out of your Apple ID account on your Apple phone go to these links for instructions:
 - <https://support.apple.com/en-us/HT203983>
 - <https://discussions.apple.com/thread/2161675?start=0&tstart=0>



Then, cancel/delete your Apple ID account.

- To cancel your Apple ID, go to these links for instructions:
 - <https://support.apple.com/explore/managing-apple-id>
 - <http://www.wikihow.com/Delete-an-Apple-ID>
 - <https://support.apple.com/en-us/ht201351>
 - <https://discussions.apple.com/thread/3242472?start=0&tstart=0>

Where is the app on my Android?

After installing Secured Text app, the “SC” app icon  should automatically be added to your Home screen.

- If you don’t see the SC app icon, tap on **Apps** and search the list of apps on your device.
- Usually the most recent app installed is listed last.
- To add the app to your Home screen, press and drag to your Home screen.

SC Password Help

I forgot my Secured Communications password.

If you are logged out of the app and logging in, or are installing the app on an additional mobile device, you will need to enter your email address and password used to create your original Secured Communications account (i.e. the email and password used when you registered the app for the very first time).

I forgot my password?

- Tap **Forgot Password** link and enter or confirm the email address.
 - A Reset Password email will be sent to the email address entered.
 - Open the Email, click the web page link and reset your password.
- Use the new password to login to the SC app.

I didn’t get the reset password email.

- You probably have multiple emails. You need to enter the email you used when you first registered.
 - Enter a different email and tap **Forgot Password**.
- Check that you are in the right Email mailbox.
- Check your Junk folder in your mailbox.
 - Look for “Reset Password” email from Secured Communications.

Using the App

How do I know I have a new message?



Make sure “Notifications” is enabled on your mobile device to receive home screen notices of messages.

- For Android - a small “SC” app icon will appear on the very top of your device indicating you have a new message. There will also be a notification banner to indicate who sent you a new message.
- For Apple – a banner or alert will appear on your home screen

What is the red badge (with number) on the app icon?

This indicates the number of new messages received since the last time you opened the app.

I do not see the red badge on the app icon on my Android?

Most likely you are using a Samsung Galaxy device. Because there are many different Android devices, all with possible differences in how apps behave, sometimes it is necessary to program specific updates for specific device types. The red badge will be updated for Samsung Galaxy devices in a future release.

I am not receiving notifications, what do I do?

It's possible you turned off notifications. This can happen when you install the app. When you open the app for the first time, you are prompted to allow for certain features. In order for the app to work as expected, you need to answer “Yes” for allowing for notifications, use of camera and access to gallery.

To check if you are receiving notifications:

- On Apple iOS.
 - Go to Settings (gray wheel icon).
 - Scroll to Notifications.
 - Tap on **Notifications**.
 - Look for the SC app from the list.
 - Tap on **SC app**.
 - Enable Notifications for SC if it is disabled.
 - Tap the **Home** button to go to the Home screen.
 - Find and Re-open SC app and login.
 - See article for details - <https://support.apple.com/en-us/HT201925>.
- On Android.
 - Go to Settings.
(For most Androids, swipe from the top. Settings (grey wheel) is located on top right corner.
 - Scroll menu to find Notifications.
 - Look for SC app from the list of apps.
 - Tap on **SC app**.
 - Enable Notifications for SC if it is disabled.
 - Some Android devices have Advanced Notification options. Update as desired.
 - Tap the **Home** button to go back to your Home screen.
 - Find and re-open SC app and login.
 - See article for details - <http://www.droid-life.com/2012/11/29/how-to-disable-android-application-notifications-beginners-guide/>.



How do I turn access to camera or picture gallery back on?

- On Apple iOS.
 - Go to Settings (gray wheel icon).
 - Scroll to SC app from the list.
 - Tap on **SC app**.
 - Enable all options (Contacts, Photos, Microphone, Camera, Notifications) if disabled.
 - Tap the **Home** button to go to the Home screen.
 - Find and Re-open SC app.
 - See article for details - <http://www.howtogeek.com/211623/how-to-manage-app-permissions-on-your-iphone-or-ipad/> .
- On Android.
 - Go to Settings.
(For most Androids, swipe from the top. Settings (grey wheel) is located on top right corner.
 - Scroll menu for Privacy & Security or App Permissions option.
 - Tap on each function, such as Camera, Contacts, Microphone, Phone or Gallery.
 - For each option, find on SC app from list.
 - Enable each function for SC if it is disabled.
 - Optionally, go to Application Manager and find SC from list of apps.
 - Under Permissions, enable each function for SC app.
 - Tap the **Home** button to go back to your Home screen.
 - Find and re-open SC app.
 - See article for details - <http://www.howtogeek.com/176968/everything-you-need-to-know-about-managing-app-permissions-on-android/>.

I am not seeing new message in the app Message screen.

New messages should automatically appear as they arrive on the **Recent** (and **Groups** if group message) screens. You can manually refresh the **Recent** or **Group** screens to check for new messages. This will also help if you are not seeing the badge on the screen showing new messages.

- To manually refresh the Recent or message screen in the app.
 - Go to Recent.
 - Tap, hold and swipe down to manually refresh.
 - If any new messages, they will appear.
 - Go to Message screen for specific contact or group.
 - Tap, hold and swipe up to load new messages.
 - If any new messages, they will appear.
 - NOTE: if swipe down, previous messages will load.

I just registered on my iPhone but the Group screen is blank?

The Group screen will normally refresh automatically.

- To manually refresh the Group screen.



- Go to the Groups tab.
- Tap, hold and swipe down.
- You should see a round refresh icon appear to indicate refreshing.
- This will load your groups.

When installing the app it's asking for my contacts. Why?

In order to communicate securely using the app, SC needs to know which licensed Secured Communication users are also your contacts. SC compares contacts in your phone's directory to the global list of licensed SC users. If any of your contacts are SC licensed users, they will appear as "Secured" contacts in the app.

Can I add secured contacts to my app manually?

Yes, provided they are Secured Communications licensed user you can search for them in the SC Global Secure Network and request that you connect with them.

- In the app, go to Contacts.
- Tap the "+" (upper left corner) to go to Global Connect.
- In Global Connect, enter an email, cell phone number or name.
- Tap **Search**.
- From search results, tap the "add contact" symbol (far right) of the contact you want to add.
- SC will send that user a message that you want to securely connect.
- If the user accepts your request, then you will both be connected as secured contacts.

If I need to how do I reinstall the app?

- On Apple iOS.
 - If you have the app installed, please logout. In the app, go to **Settings** and tap **Logout**.
 - Uninstall the app from your device.
 - Restart your iPhone by pressing **Home + Power** button simultaneously for about 5-7 sec. Once the device restarts, release the buttons.
 - After restart, open the App Store, search for "Secured Text" and install.
 - On installed, login using your login email and password.
- On Android.
 - If you have the app installed, please logout. In the app, go to Settings and tap Logout.
 - Uninstall the app by going to Apps.
 - Find the SC app in your list.
 - Tap, hold and drag the app to the Trash bin.
 - Restart your device.
 - After restart, open the Play Store, search for "Secured Text" and install.
 - On installed, login using your login email and password.



Help for New Devices

There are no contacts on my new phone.

In order for the app to load contacts, your new phone should already have contacts imported. Make sure to login on your new phone using the same iTunes or Google/Gmail account used for your previous device. Check that you have contacts by opening the **Contacts** app. If no contacts appear, then see below.

Manually add contacts or utilize iTunes or Gmail to transfer/sync your contacts.

- For iTunes see these articles:
 - <https://support.apple.com/en-us/HT201269>.
 - <https://discussions.apple.com/thread/1977187?start=0&tstart=0>.
- For Android see these articles:
 - <http://androidforums.com/threads/help-how-to-transfer-contacts-from-android-to-other-phone.339803/>.
 - <http://www.wikihow.com/Sync-Android-Contacts-With-Gmail>.

Once you have contacts on your new device, open the app and check that contacts load.

- Login to the app using your login credentials.
- Go to **Contacts**, and then **Unsecured Contacts**.
 - Tap, hold and swipe down on the screen to refresh the data. If contacts exist, then it will load the contacts on your device.
- Go to **Contacts**, and then **Secured Contacts**.
 - Tap, hold and swipe down on the screen to refresh the data. If any secured contacts exist, then it will load the contacts on your device.

Tips and Tricks

What are “Favorites” and how do I add them?

Favorites are Secured Contacts that you select because you frequently communicate with them. It’s just an easy way to identify the most common Secured Contacts for your communication.

To add Favorites under Contacts.

- Open the app and go to **Contacts**.
- From Picture View
 - Tap the “star” next to a Contact’s picture (or tap and hold on to contact until popup menu appears, then select Add Favorite).
- From List view
 - Slide to the left for menu options and select the “star” to add as favorite.



My Profile Photo appears upside down on Android.

There is a curious behavior when using iPhones to take pictures. If you rotate the phone sideways (landscape) with the Home button on the left or on top to take a photo, the photo taken will be upside down or flipped horizontally. When looking at the photo in the Photos app, the photo looks fine because iOS rotates the orientation of the photo automatically. However, when looking at that photo from Android devices in SC app (Message screen, View Profile, etc.), the photo displays upside down or flipped horizontally. That's because Android does not recognize that "auto flipping" that iOS does.

To fix, edit the photo using Photos app to manually rotate photo right side up or flip horizontally, depending on how the photo was taken.

- On your iPhone/iOS device, open the **Photos** App.
- Find the photo.
- Tap **Edit**.
- Look for the "Rotate" icon (bottom left) and rotate the photo manually until upside down or flip horizontally.
- Tap **Save/Done**.
- Then rotate manually again until right side up or flip horizontally so that the photo displays in the correct orientation.
- Tap **Save/Done** again.
- Open the app and go to **Profile**.
- Delete the current photo and upload the new corrected photo.



YOUR COMMAND CENTER

Go to <https://securedcommunications.com/> and Login

