

The purpose of this document is to guide you through the basic administrative tasks that you will need to perform when managing your multi-user CryptoHeaven system. If anything is not clear please contact us immediately.

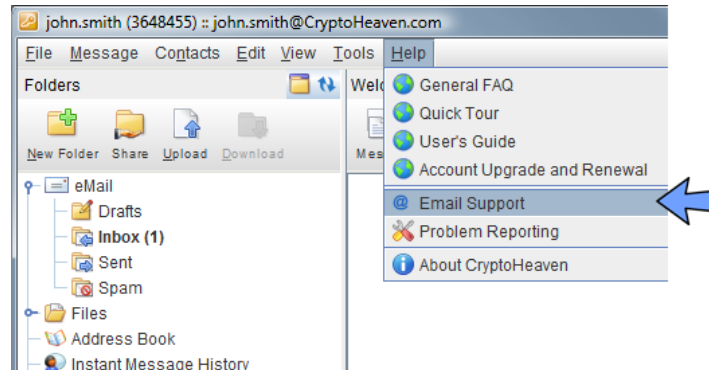
This document assumes you have CryptoHeaven software installed on your computer. If you need any help installing the software please refer to the Installation Guide before proceeding. For your reference the download site is here: <http://www.cryptoheaven.com/download>. If you have customized software this guide is still 100% applicable.

## Contents

Ask for Help .....	2
Use your own Domain Name .....	2
Optional.....	3
Create User Accounts .....	3
Tell your Users to Login.....	6
Manage User Accounts .....	7
Create New Accounts.....	7
Edit Account Settings .....	7
Suspend or Reactivate Account.....	8
Password Reset .....	8
Delete Account .....	9
Manage Account Contacts .....	9
Shared Folders.....	10
Create Shared File Folder .....	10
Modify Folder Access Rights .....	12

## Ask for Help

By far the easiest way to ask for assistance is to send us a quick email. Please describe the problem in as much detail as you think is relevant. The more information you provide us the easier and faster we can respond with a correct solution.



Use the **Help > Email Support** menu option to send us a quick help request straight from your account.

## Use your own Domain Name

This is a feature that you want to use when you own your own domain name. The task is performed with the company that holds your DNS records. Most likely it is going to be a domain registrar such as godaddy.com, namecheap.com and many others.

Mail exchange (MX) records define the servers that handle email for your domain. These records must be configured correctly so that your users are able to receive their email at your domain.

The MX records are administrated with a tool available from your domain name service provider. The steps will vary from one provider to the next, but the basic steps are applicable to all providers.

The correct DNS MX records are as follows:

- mail.cryptoheaven.com
- mail2.cryptoheaven.com

General procedure:

1. Log in to the administrative panel at the domain registrar.
2. Locate the page where mail server settings can be changed. This may be hidden in the advanced settings section.
3. Add the first MX record by entering the server name "**mail.cryptoheaven.com**", without the quotes.
4. Set the priority value for the record. The lower the numbers the higher the priority, try using 0, if that is not possible use a slightly larger number.

5. Repeat step 3 and 4 for “**mail2.cryptoheaven.com**”. Use a slightly larger number, such as 5 for the backup server.
6. Delete any existing MX records, other than the ones you have just created.
7. Save the changes. DNS changes take a few hours to propagate throughout the Internet.

If you have any issues or if you are unable to make the required changes, contact your domain provider.

If you want us to make the changes for you, use the **Help > Email Support** feature in your account to securely email us the login name and password for your account on the domain provider’s web site.

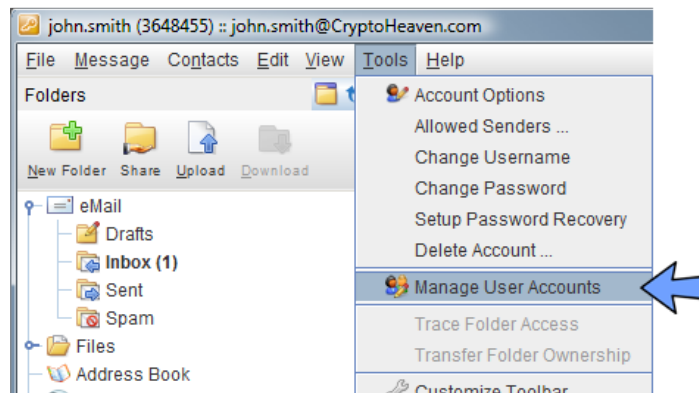
## Optional

In addition to the required mail server records, you may want to setup TXT SPF records. Create a TXT record as follows.

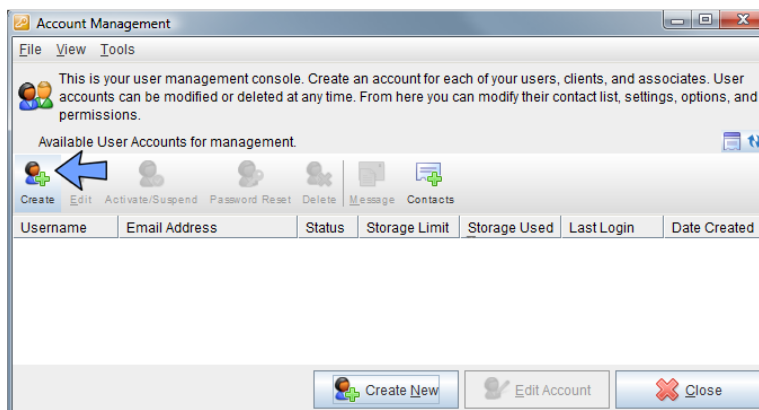
TXT "v=spf1 include:cryptoheaven.com -all"

## Create User Accounts

User accounts are created with your master account. To access the Administrative control panel, go to **Tools > Manage User Accounts**:



On the Account Management window click the **Create** button.



Enter the desired user name and the initial password for each user account that is to be created. Leave the email address line blank or enter the desired email addresses. Unless specified otherwise, the email addresses will be created in the form <username>@<domain.com>. The domain will be the default domain such as CryptoHeaven.com or your own domain, if you have chosen to use one. Click the **Add More** button if you want to create more than three accounts at a time. Click the **Next** button when you are done.



The screenshot shows the 'Account Management' window with the 'User Accounts' tab selected. The window title is 'Account Management' and it features the CryptoHeaven logo and tagline 'secure collaboration made easy'. Below the logo, it states 'Copyright 2001-2011 CryptoHeaven Corp. All rights reserved.' The 'User Accounts' tab is active, showing a table with columns for 'Username', 'Password', and 'Email Address'. The table contains four rows of data: 'isabella' with password '7uYEzI6y2X', 'sophia' with password 'Qku5QUQbbj', 'emma' with password '2Z6Q85Ckn8', and 'olivia' with password 'c76111WI8Q' and email address 'olivia.key'. There are blue arrows pointing to the 'isabella' and '7uYEzI6y2X' fields. Below the table is an 'Add More' button. A note states: 'Note: Email Address is optional. When email address is not specified or only the nickname without domain is specified, the system will try to assign a default email address in the form of: nickname@yourDomain.com'. At the bottom, there are buttons for 'Previous', 'Next', 'Finish', and 'Cancel', with a blue arrow pointing to the 'Next' button.

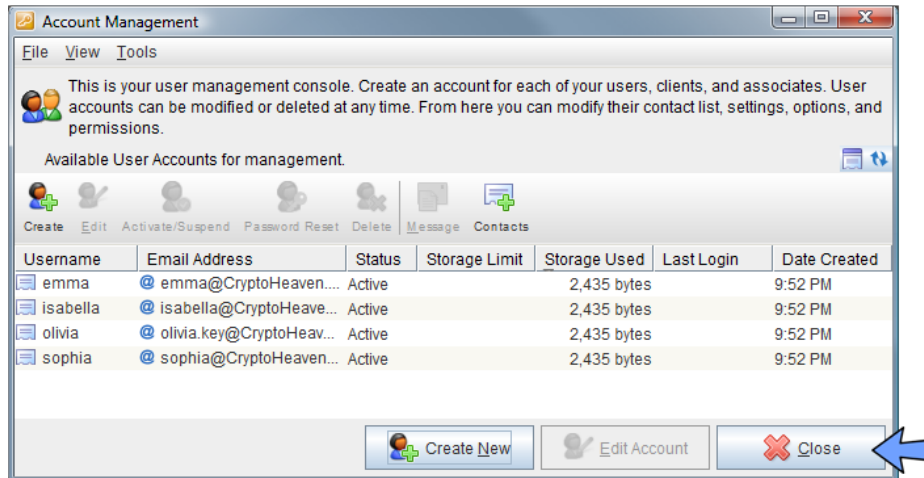
Username	Password	Email Address
isabella	7uYEzI6y2X	
sophia	Qku5QUQbbj	
emma	2Z6Q85Ckn8	
olivia	c76111WI8Q	olivia.key

**Add More**

Note: Email Address is optional. When email address is not specified or only the nickname without domain is specified, the system will try to assign a default email address in the form of: nickname@yourDomain.com

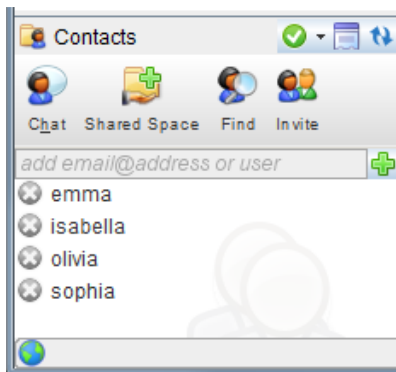
**Previous** **Next** **Finish** **Cancel**

On the next two screens click **Next** again to accept the defaults and then click **Finish** to actually create the accounts. You will receive a record of the created accounts and their initial passwords in your Inbox. Your Account Management window will now display all your user accounts as follows:



Click the **Close** button to dismiss the Administrative panel. Your Inbox now has a new message entitled **“User Account creation summary”**. Keep this email as your record of initial user passwords so that you can tell your users how to login with their own account.

Your contact list is now populated with the accounts you have created:



If you need to create additional accounts, go back to the Tools > Manage User Accounts tool.

Your next task is to let your users know how to login and what their login name and passwords are.

## Tell your Users to Login

Here is a sample message that you may want to send.

Isabella,

Attached is a document with step by step instructions describing exactly how to install the CryptoHeaven software on your computer.

In summary you need to:

1. Download and install CryptoHeaven from this website:  
<http://www.cryptoheaven.com/download>
2. Start CryptoHeaven and enter your login name and password.

Your login name is “isabella” and your password is “7uYEzI6y2X”. Both are case sensitive. Once you login change your password by going to **Tools > Change Password**.

Send your first secure email to me by double clicking “john.smith” in your contact list in the bottom left corner of the application window.

Please see the attached PDF for detailed instructions.

## Manage User Accounts

All administrative tasks related to user accounts are performed from the master account. The control panel is accessible from the **Tools > Manage User Accounts** menu.

Most common administrative tasks:

- create new account
- edit account settings
- suspend or reactivate account
- password reset
- delete account
- manage account contacts

## Create New Accounts

The details on how to create user accounts are covered in the Create User Accounts section.

## Edit Account Settings

To change the settings for your user accounts, go to the **Tools > Manage User Accounts** control panel. Other than an email address all settings can be changed for multiple accounts at a time. Email addresses have to be changed one account at a time as they are unique to each account.

Here is an example of how it works. Select more than one account, click **Edit**.



Click the **Include the following settings in this update** checkmark and make changes. OK the dialog window when you are satisfied. Click this item on every tab that you edit.

## Suspend or Reactivate Account

To lock out or freeze a user's account go to the **Tools > Manage User Accounts** panel and select all accounts to modify, click the **Activate/Suspend** button. Select the desired action, either Activate or Suspend. Confirm with the password for the master account.

## Password Reset

Passwords can be reset for all user accounts provided that this option was not explicitly disabled. The default setting is to allow password reset.

Go to **Tools > Manage User Accounts** panel and select a user account. Click the **Password Reset** button. Type in the new password for the user account and confirm on the last line with the password for your master account.



In the above example the password for user “emma” is about to be reset. The status indicator to the right of the account name shows “**reset available**”. The other states that are possible are “**option disabled**” and “**option enabled, user setup pending**”.

- “Option disabled” indicates the password cannot be reset.
- “Option enabled, user setup pending” indicates the option has been enabled but the password cannot yet be reset. The user must successfully login for this feature to become available.

Important notice: if the user has forgotten their password and the password reset option was disabled, then password reset is not possible. Password reset must be enabled before a password is lost or forgotten.



## Delete Account

To delete a user account go to the **Tools > Manage User Accounts** panel and select all accounts you wish to delete, click the **Delete** button. Double check the list of accounts to delete and confirm with the password for your master account.

As an alternative and a non-permanent solution consider suspending accounts.

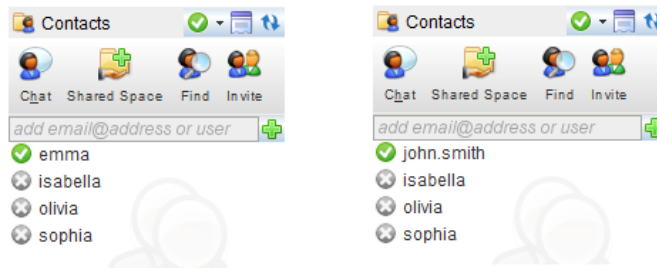
Note that it is possible to change the login name, change the email address, and most of the time, to change the password without deleting an account.

## Manage Account Contacts

All user accounts created at the same time have their contact list configured to include the Master Account as well as each other in their contact list.

Example: when you create four accounts at a time, all four accounts by default will have each other, as well as the master account, in their contact list. If you do not want this to be the case then either create accounts one by one or disable this on the final confirmation screen.

Here is the illustration of the contact list. The master account is on the left and the contact list for user “emma” is on the right.



From the master account you can see that user “emma” is online and the three other accounts are offline.

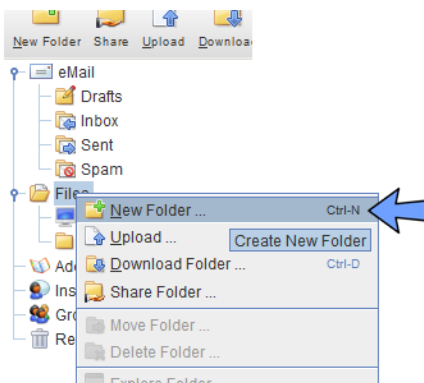
Notice that your own account is not in your contact list but is in the contact list of the “emma” account.

## Shared Folders

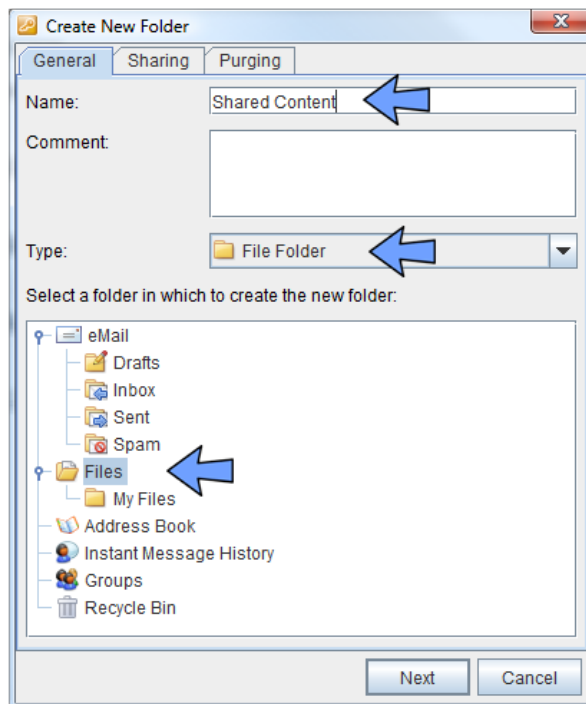
With shared folders you have full control over who has access to each folder.

### Create Shared File Folder

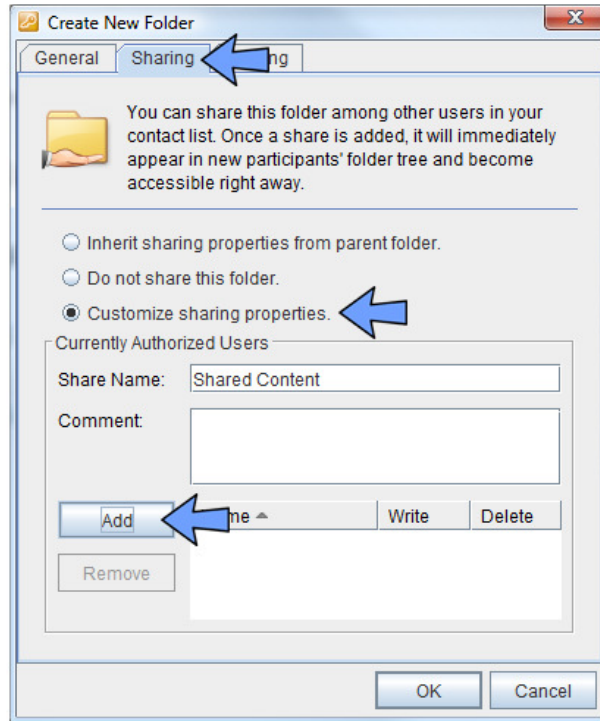
1. Right click on the **Files** item in the folder tree, select **New Folder**.



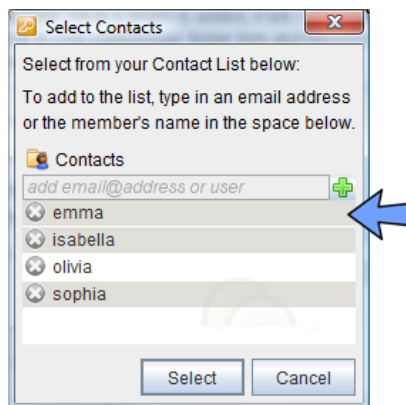
2. Enter the desired folder name. In this case we name it "Shared Content".
3. Change folder type to **File Folder**.
4. Select the desired location, **Files** is a good place to start.



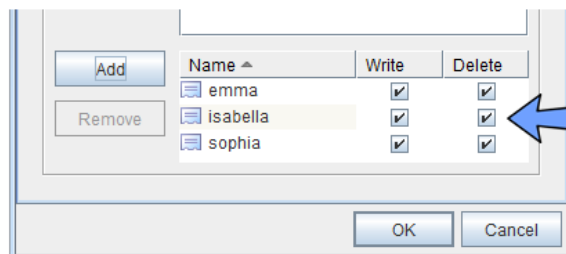
5. Click the **Sharing** tab.
6. Select **Customize sharing properties**.
7. Click **Add**.



8. Select one or more contacts that are to have access rights to the folder. Use SHIFT and left mouse click to select a range, use CTRL + left mouse click to toggle additional contacts.



9. Click the **Select** button to accept the selection. You are now taken to the previous window where the selected contacts are shown added to the list as follows.



10. Read/write/delete rights are assigned to all the selected contacts. Unmark the Write and Delete privilege as required.

11. Click the OK button to accept all the settings.

The shared folder is now created and visible to all users who were assigned access rights.

## Modify Folder Access Rights

To modify access rights to an existing folder:

- Select the folder with the right mouse button, click **Folder Properties and Sharing**.
- Switch to the **Sharing** tab.
- Click the **Write** and/or **Delete** checkbox to disable the corresponding privilege. To remove all rights, including Read, select the contact and click **Remove**.

To remove all access rights for all users and make the folder private, select **do not share this folder**.

...