

SecureMail

User guide — safe, simple email

Version 2.0.2 · November 2026

What is in this guide

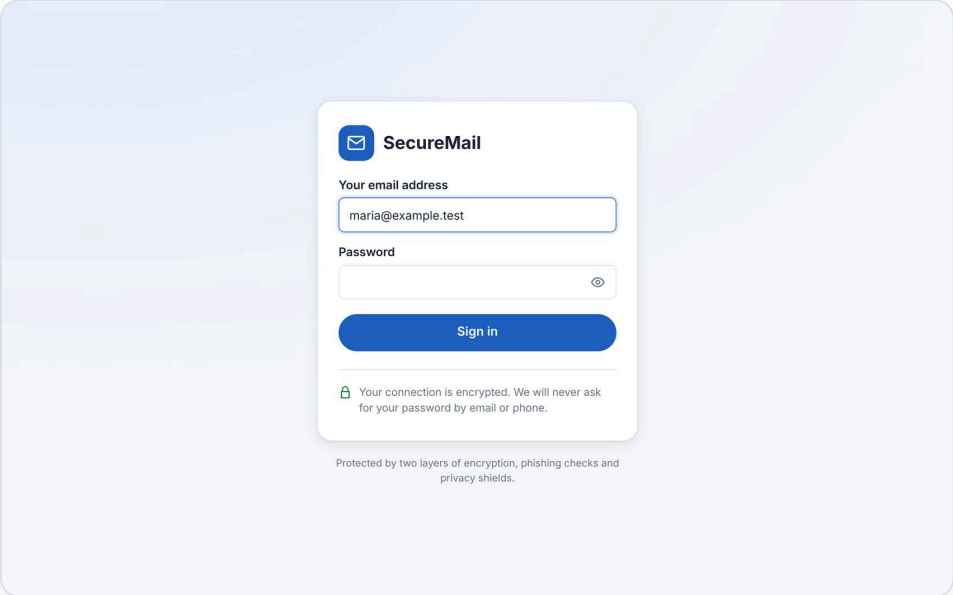
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> **The short version:** sign in, turn on two-step verification once, and press the blue **Write email** button to send your first email. Everything else is explained in plain words on the following pages, and also inside the webmail under **Help**.

Words in **blue** are buttons or menu items you will see on the screen. The pictures in this guide show the demo mailbox of “Maria Georgiou”; your own screen looks the same, with your own emails — and perhaps with your organisation's own name, logo and colour, which your administrator can choose.

1. Getting started

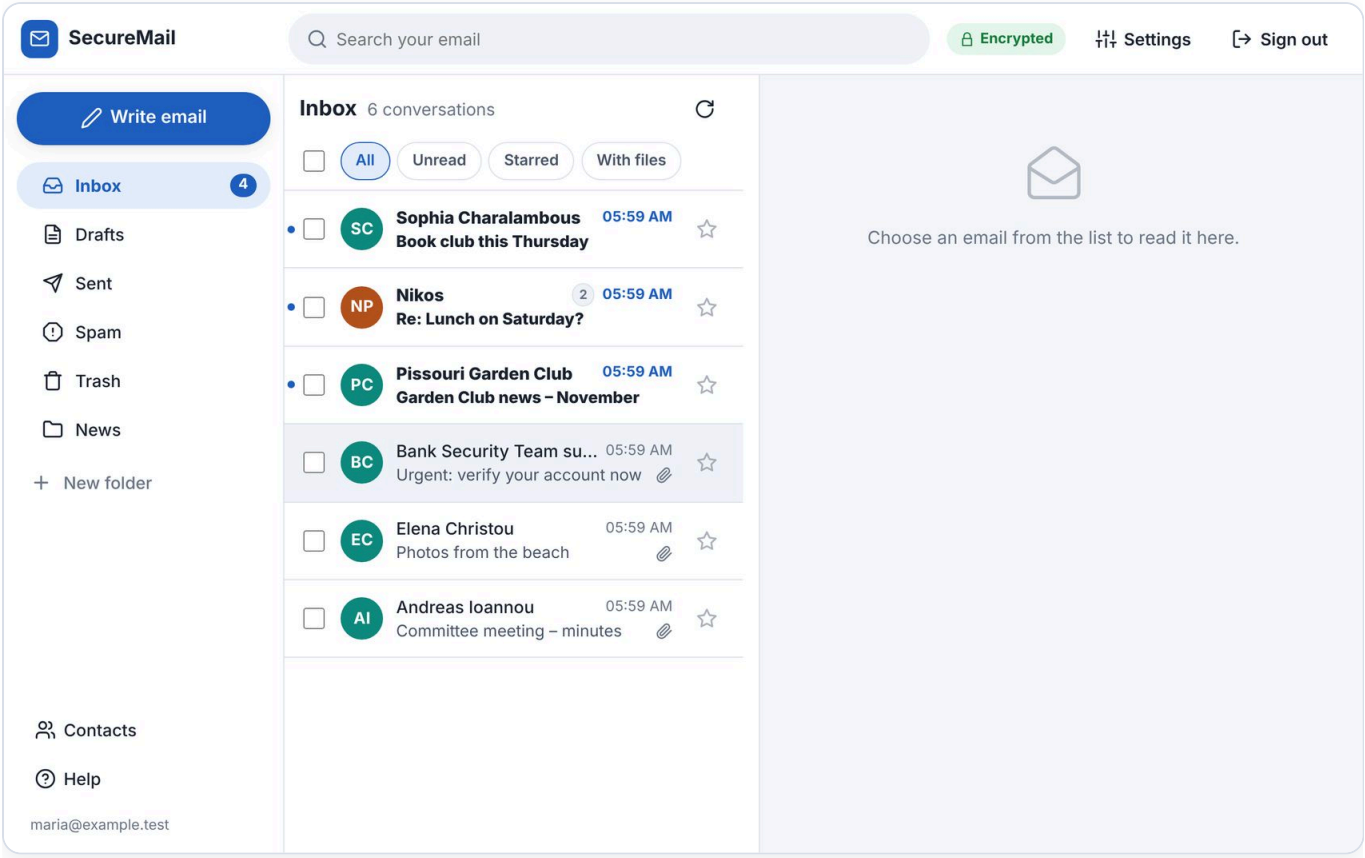
1. **Open the webmail.** Type the address you were given into your browser (for example *securemail.yourdomain.com*). Bookmark it.
2. **Sign in** with your full email address and your email password — the same password your phone or email program uses.
3. **Turn on two-step verification** (5 minutes, once): **Settings** → **Privacy & security**. See chapter 3 for why this matters.
4. **Send your first email:** press **Write email**, type who it is for, a subject and your message, then press **Send**. Changed your mind? Press **Undo** in the next few seconds.
5. **Set your name** under **Settings** → **General**, so people see “Maria Georgiou” and not just an address.



The sign-in page

> **Finished?** Always press **Sign out** on a shared computer. On your own computer the webmail signs you out by itself after a while without use.

2. Your screen at a glance



The inbox, with the folders on the left and the emails in the middle

- **Left:** **Write email**, your folders (Inbox, Drafts, Sent, Spam, Trash, your own folders, and the Outbox when something is waiting), and at the bottom **Contacts** and **Help**.
- **Middle:** your emails. Bold means unread. Tick boxes to act on several at once. The buttons **All**, **Unread**, **Starred** and **With files** narrow the list.
- **Top:** search all your email, **Settings** and **Sign out**. The green **Encrypted** (or **Protected** with two-step verification) badge shows your connection is private.
- **Right:** the email you are reading.

The number of unread emails also shows in your browser tab, for example “(3) SecureMail”.

3. Two-step verification

Two-step verification means signing in needs **two things**: something you **know** (your password) and something you **have** (your phone). Your phone shows a new 6-digit code every 30 seconds.

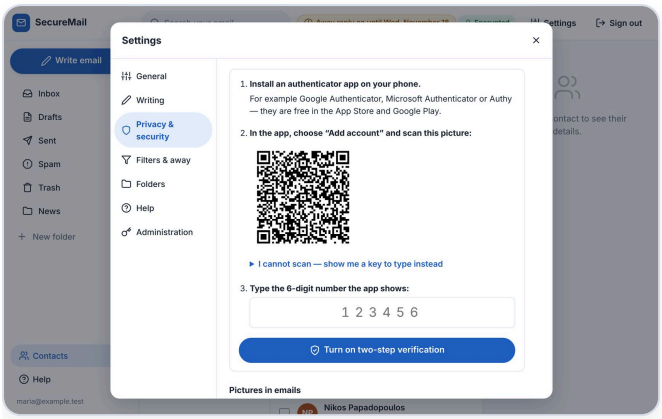
Why it is so much better

	Password only	**Password + two-step verification**
Someone guesses or steals your password (a fake “bank” email, a leak from another website, someone looking over your shoulder)	**They are in.** They can read your email, send email as you and reset your other accounts.	**They are stopped.** Without your phone they cannot get the code.
Codes	—	Change every 30 seconds and each one works only once, so a code someone sees is useless afterwards.
Signing in on your own computer	Password	Password + code. Tick **Don't ask for a code on this device** and you only type the code about once a month there.

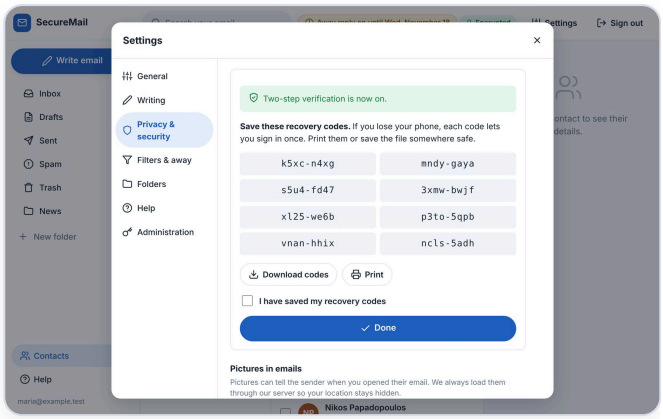
Most stolen email accounts are taken with just a stolen password. Two-step verification blocks almost all of these attacks.

Turn it on (about 5 minutes)

1. Install a free authenticator app on your phone: **Google Authenticator**, **Microsoft Authenticator**, **Authy** or **1Password**.
2. In the webmail: **Settings** → **Privacy & security** → **Turn on two-step verification**.
3. In the app, tap **+** and scan the square code on the screen. (No camera? Open **I cannot scan — show me a key to type instead**.)
4. Type the 6-digit code the app shows and press **Turn on two-step verification**.
5. **Write down the 8 recovery codes** and keep them somewhere safe (not on the phone). Each one lets you in once if you lose your phone.



Scan this with the authenticator app

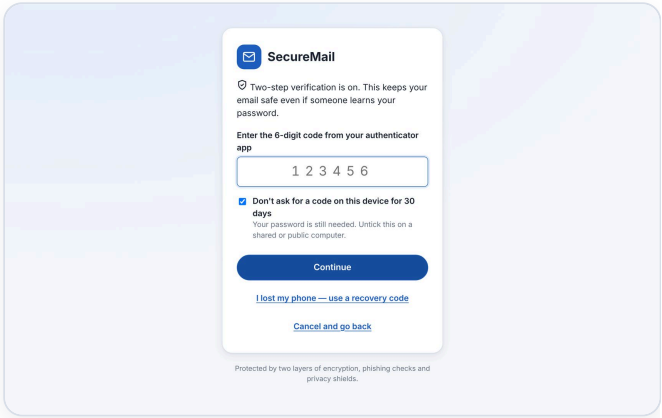


Your recovery codes: write them down

Signing in from now on

After your password the webmail asks for the 6-digit code. Open the app on your phone and type the code shown for your email address.

- **Don't ask for a code on this device**: tick it on your own computer; you are asked again after 30 days (or what your administrator chose). Your password is still always needed.
- **Lost your phone?** Press **I lost my phone** and type one of your recovery codes. Then turn two-step verification off and on again with your new phone.
- Remembered devices are listed in **Privacy & security**, each with a **Forget** button.



Asking for the code after your password

> **Never** tell anyone your code or recovery codes — not even someone who says they are from the bank, your email provider or "support". Real support never asks for them.

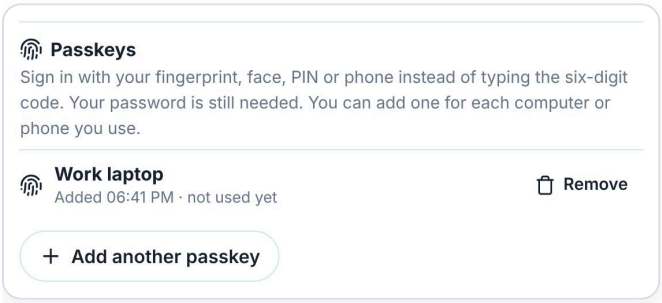
3b. Passkeys: no more typing codes NEW

Once two-step verification is on, you can add a **passkey**. Then, after your password, you simply touch the fingerprint reader, look at the camera, or type your computer's PIN — instead of opening the app and typing the 6-digit code.

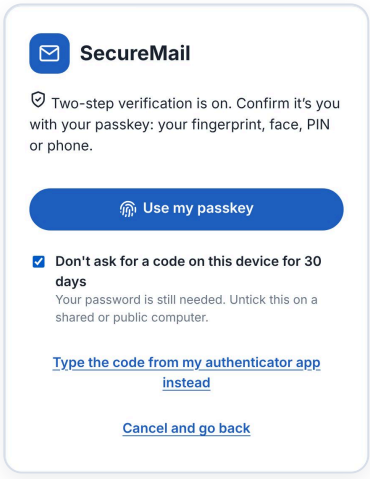
- **Just as safe, quicker.** A passkey only works on the device that made it, and only for this webmail, so a fake website cannot trick you into handing it over.
- **Your fingerprint and face stay on your device.** The webmail never receives them; your device only confirms “yes, it is the owner”.
- **Your password is still needed**, and the code from your authenticator app keeps working too.

Add a passkey

1. **Settings** → **Privacy & security** → **Add a passkey**.
2. Give it a name you will recognise (for example “Work laptop”) and type your email password.
3. Press **Continue** and confirm with your fingerprint, face or PIN when your computer or phone asks.



Your passkeys, each with a Remove button

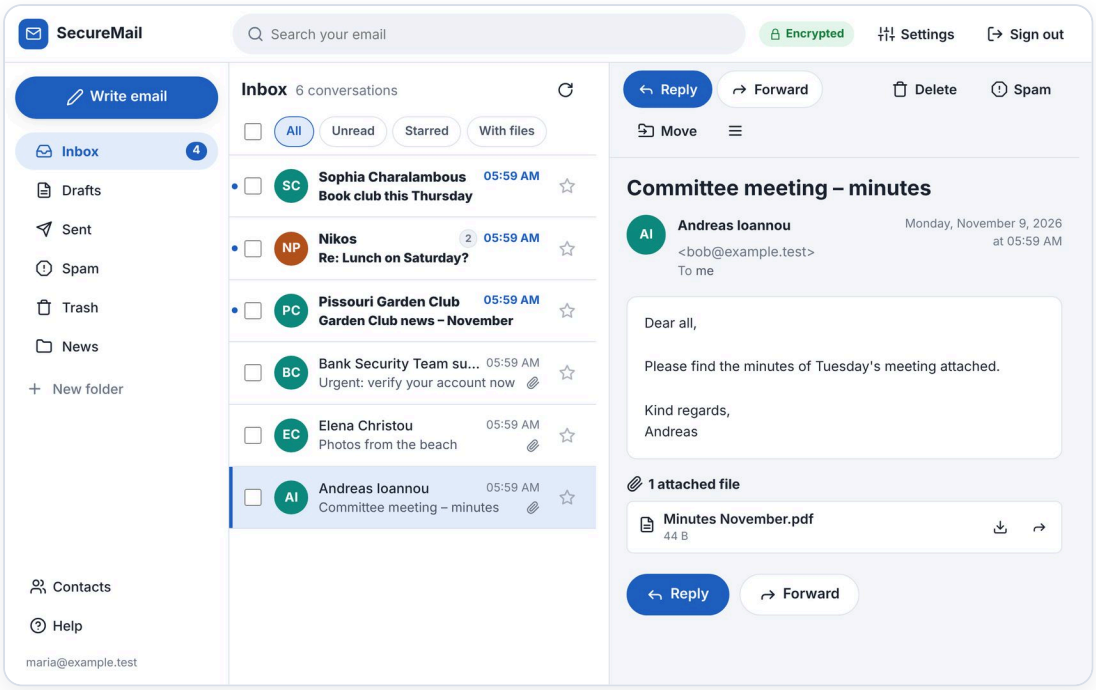


Signing in: press “Use my passkey”

Add one for each computer or phone you use. Next time you sign in, press **Use my passkey**. On a device without one, press **Type the code from my authenticator app instead**.

Passkeys need a fairly recent browser (Chrome, Edge, Safari or Firefox from the last few years) and the webmail opened over https. Lost a laptop? Remove its passkey in Privacy & security.

4. Reading email



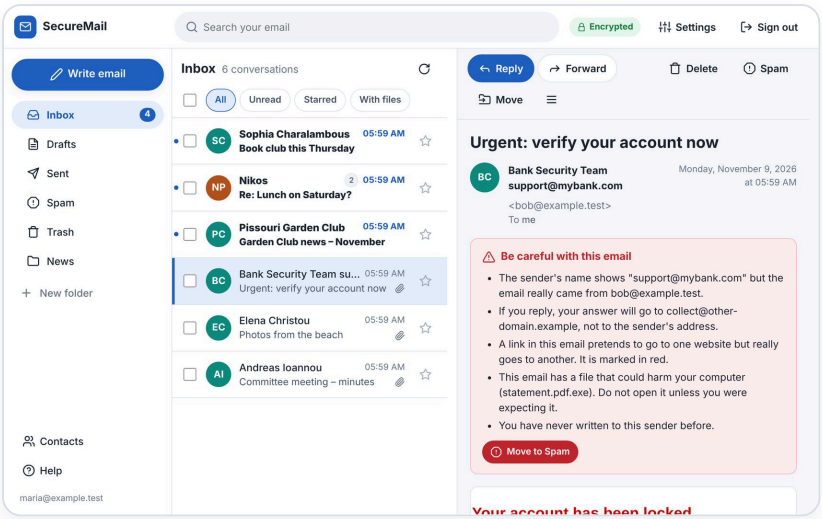
An email open on the right, with its attached file underneath

- **Reply**, **Reply all** and **Forward** are at the top of the email.
- **Delete**, **Spam** and **Move** tidy it away. Deleted by mistake? Press **Undo**, or open Trash and move it back.
- The **More** menu: mark as unread, add a star, print or save as PDF, add the sender to your contacts, **Filter emails like this**, and show details.
- Attached files are listed under the email. Pictures can be looked at straight away; other files are downloaded.
- Search: type in the search box at the top. It looks at senders, subjects and the text of your emails.

Prefer the email on a full page? **Settings** → **General** → **Layout** → **Read on a full page**.

5. Staying safe: fake emails and pictures

Every email is checked for tricks before you see it. When something looks wrong, a red box explains it in plain words.

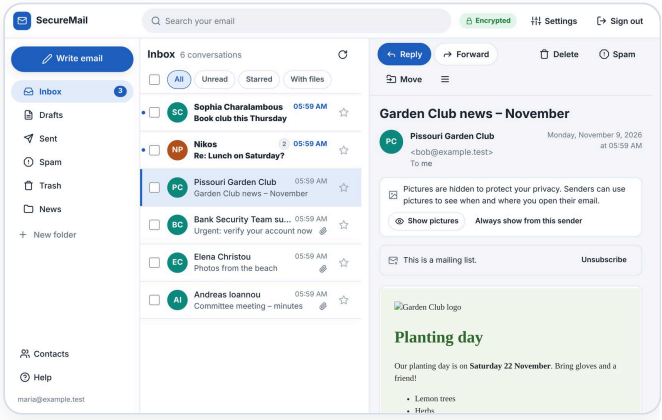


A fake “bank” email: wrong sender, a link that goes somewhere else, and a dangerous file

- **Pretend senders**: a name like “PayPal support@paypal.com” that really comes from another address.
- **Hidden links**: link text that shows one website but really goes to another is marked in red.
- **Dangerous files** such as *invoice.pdf.exe* need an extra confirmation before downloading.
- **Verified sender**: a green badge when your mail server confirmed the email really comes from that company.

Pictures from the internet

Many newsletters hide tiny “tracking” pictures that tell the sender when and where you opened the email. The webmail does not show pictures from the internet until you press **Show pictures** (or **Always show from this sender**). Even then they are fetched through the webmail, so the sender never learns where you are.

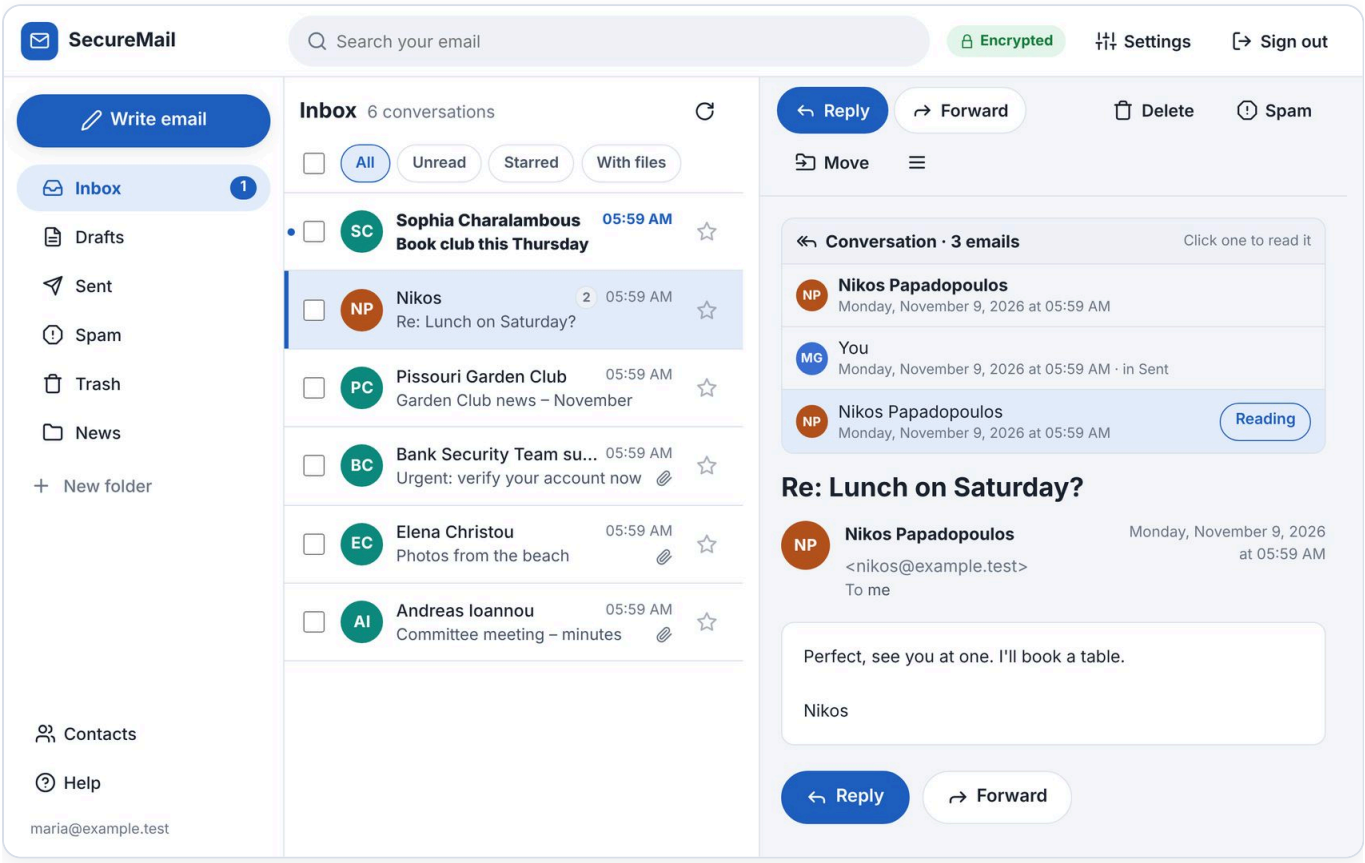


A newsletter with its pictures held back, and an unsubscribe button

6. Conversations and notifications

Conversations

Switch on **Settings** → **General** → **Show conversations**. Replies to the same email then become one row in the list, with a small number showing how many emails it contains. Opening it lists the whole conversation above the email — **including your own replies** from the Sent folder — so you can follow who said what. Click any line to read that email.



"Lunch on Saturday?" — Nikos's email, Maria's reply (in Sent) and Nikos's answer

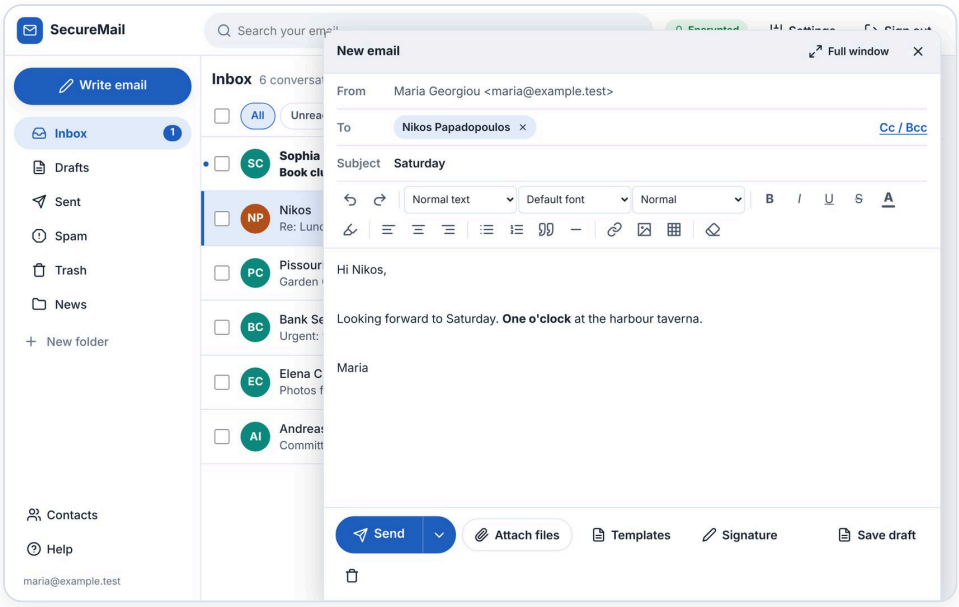
Deleting or moving a conversation row deletes or moves all the emails in it.

Notifications

Switch on **Settings** → **General** → **Notify me about new email**. Your browser asks once whether the webmail may show notifications — choose **Allow**. A small message then appears on your screen when new email arrives while the webmail is open in another tab or behind other windows. Click it to read the email.

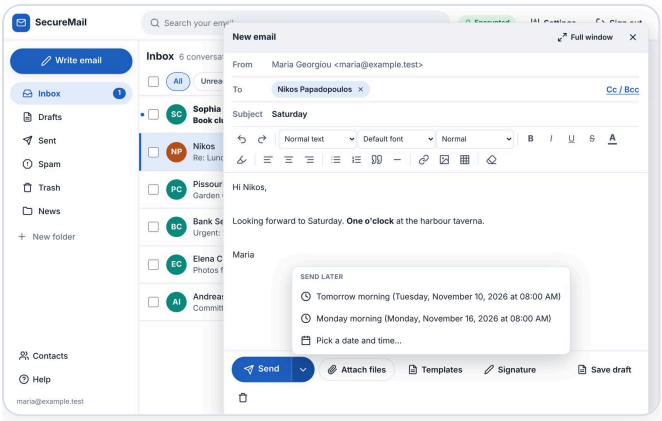
Notifications only work while the webmail is open in your browser. They do not stop the automatic sign-out.

7. Writing email



Writing an email: suggestions while typing the address, formatting buttons above the message

- **Addresses:** start typing a name — people from your contacts and people you wrote to before are suggested. Press Enter to pick one. **Cc / Bcc** adds copies.
- **Formatting:** headings, fonts, sizes, colours, highlighting, bold, lists, quotes, tables, links and lines. Pasting from Word keeps the look but removes the clutter.
- **Pictures** can be pasted or dragged into the text; they arrive inside the email, so the reader sees them straight away.
- **Files: Attach files**, or drag them onto the window. Too big to attach? You are offered a **private download link** instead; the file is deleted after 14 days.
- **Reminders:** you are asked if you mention an attachment but forgot it, or send without a subject.
- **Drafts** are saved every minute and when you close the window. Finish them later from the Drafts folder.
- **The window** can be made bigger by dragging its top or left edge, filled with **Full window**, or **moved** by dragging its title bar NEW. Double-click the title bar to put it back.



The arrow next to Send: send later

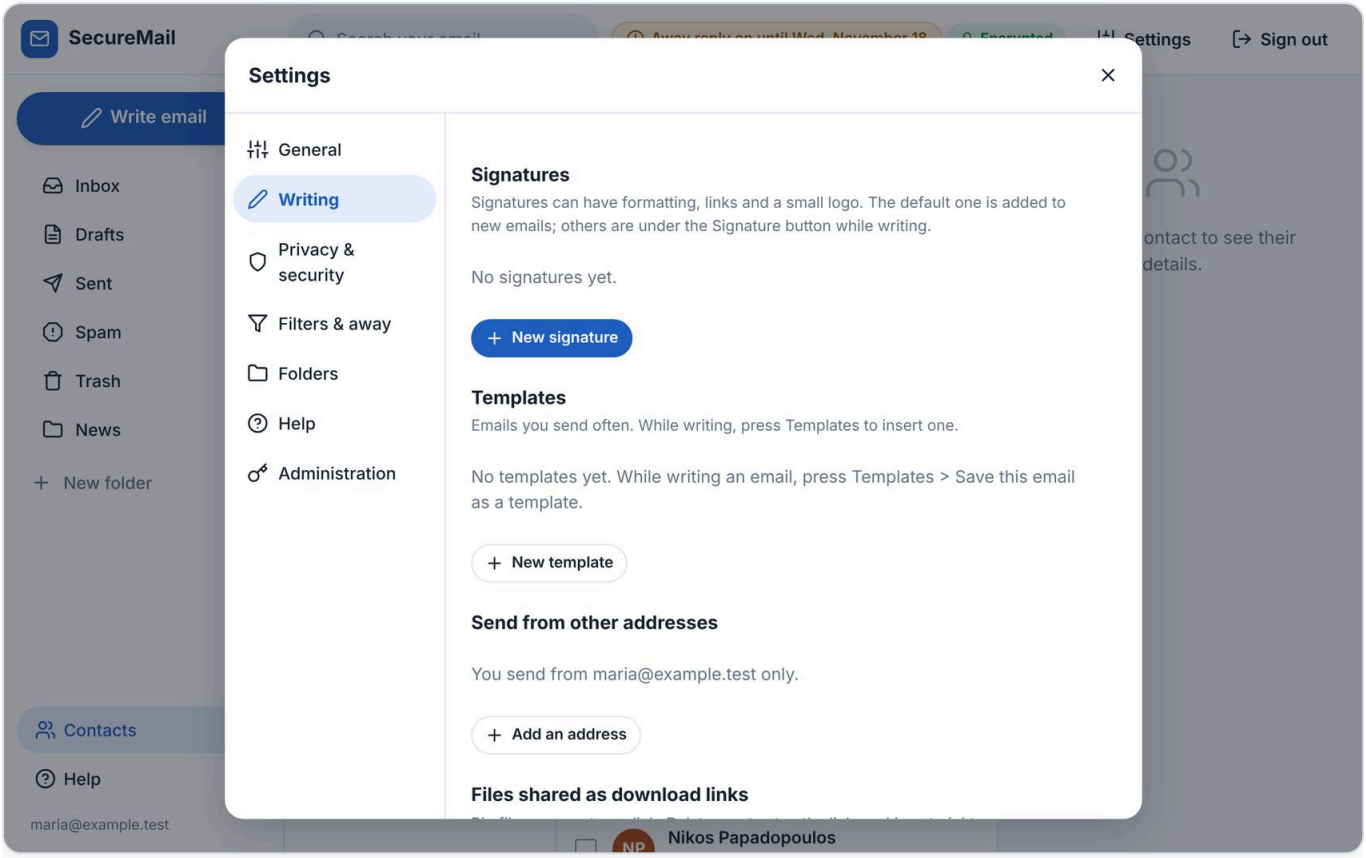
Send later

Press the small arrow next to **Send**: tomorrow morning, Monday morning, or any date and time. The email waits in the Outbox until then, where you can send it now, change the time or cancel it.

Undo send

After pressing Send you have a few seconds to press **Undo** (change the seconds in Settings → Privacy & security → Undo send).

8. Signatures, templates and other addresses

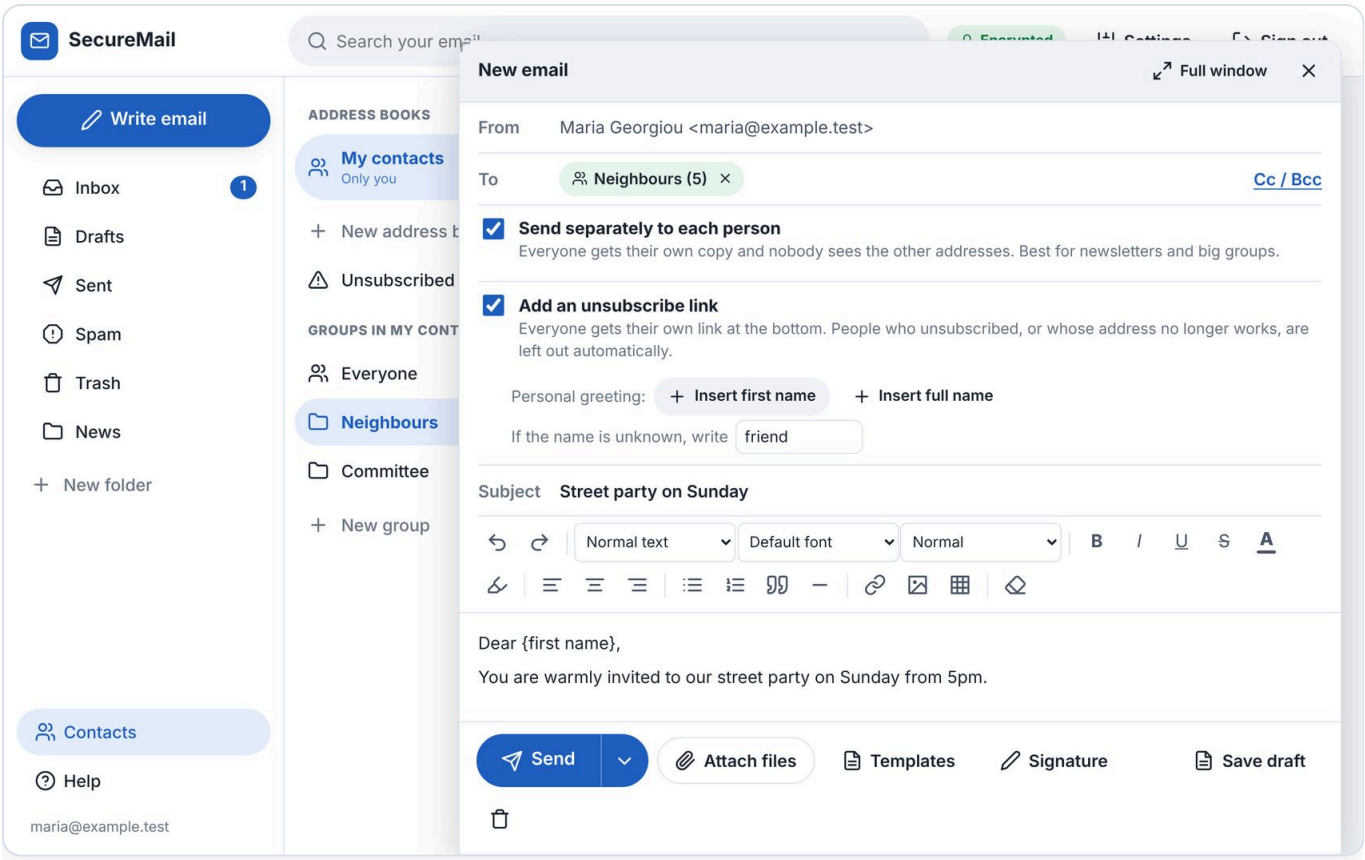


Settings → Writing

- **Signatures:** make one or more, with formatting and a small logo if you like. The default one is added to every new email; the others are under the **Signature** button while writing.
- **Templates:** save an email you send often and insert it with one click from the **Templates** button.
- **Send from another address** (for example *info@yourdomain.com*): add it here and type the code that is emailed to it. You can then choose it in the **From** line, and replies automatically use the address the email was sent to.
- **Download links** you sent are listed with how often they were downloaded, and can be deleted.

9. Sending to many people

Write to a whole group by typing the group name in the **To** box, or open the group in Contacts and choose **Email everyone in this group**.

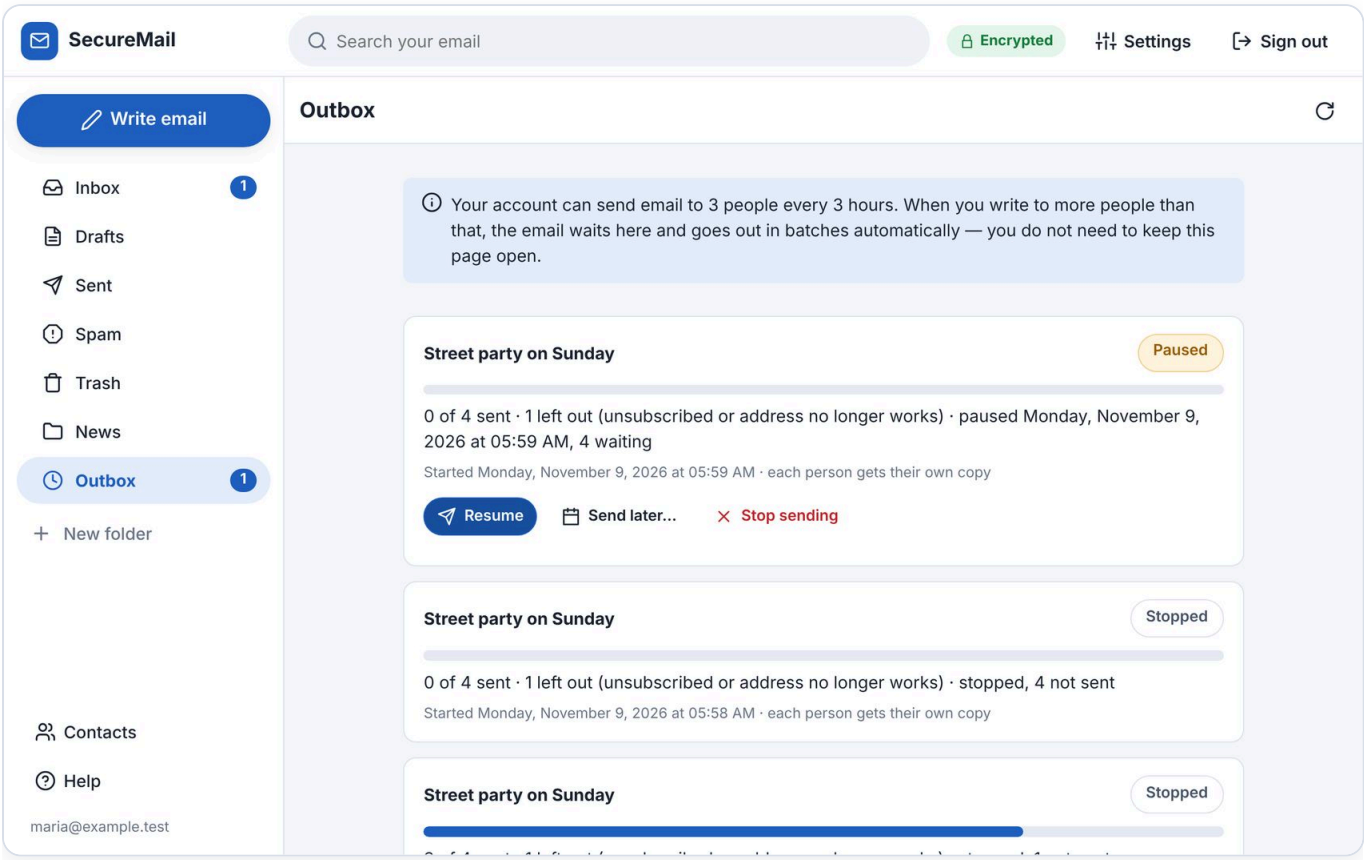


An email to the “Neighbours” group, with a personal greeting and an unsubscribe link

- **Send separately to each person** (switched on for groups): everyone gets their own copy and nobody sees the other addresses.
- **Add an unsubscribe link:** everyone gets their own link at the bottom of the email (and Gmail, Outlook and Apple Mail show their own Unsubscribe button). People who unsubscribe are left out automatically next time.
- **Personal greeting:** press **Insert first name** to write “Dear {first name},”. Each person sees their own name (“Dear Nikos,”). **If the name is unknown, write** sets the word used otherwise (for example “friend”).
- **Sending limit:** to protect the mail server from spam, each mailbox may send to a set number of people every few hours. Bigger emails are not refused: whatever fits goes now and the rest is sent automatically in batches — you may close the page. The window tells you how many batches and when the last one goes.

10. The Outbox

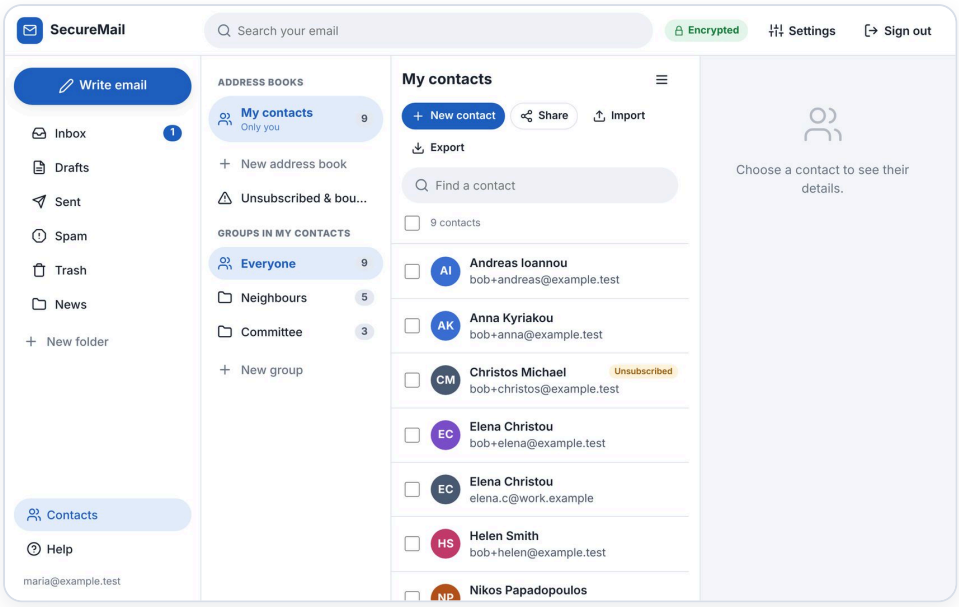
The Outbox appears in the folder list when an email is waiting: scheduled for later, or going out in batches.



A group email paused half-way

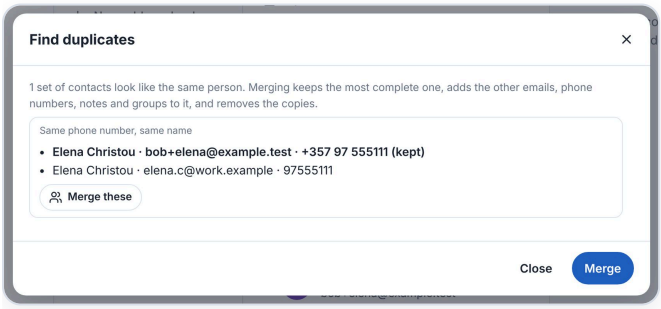
- Each email shows how many people have it already, when the next batch goes, and any addresses that failed.
- **Pause** and **Resume**; **Send later…** moves the rest to another day and time.
- **Stop sending**: people who already received it are not affected; the rest will not get it.
- Scheduled emails: **Send now**, **Change time** or **Cancel** (its copy is removed from Sent).
- When a long send is finished you receive a short “Finished sending” report in your inbox.

11. Contacts and groups

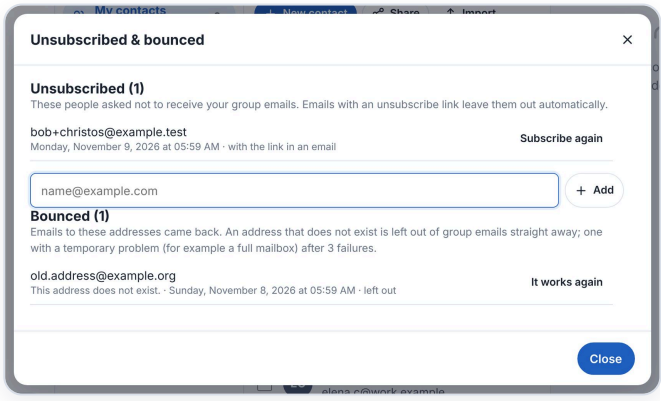


Contacts: address books and groups on the left, people in the middle, details on the right

- **New contact**: names, several emails and phone numbers, addresses, company, birthday, website, notes.
- **Groups** (for example “Neighbours”, “Committee”): tick people and press **Add to group**.
- **Import** and **Export**: vCard (Roundcube, Apple, Gmail, Outlook, phones) and CSV (Excel). Importing again updates people instead of adding them twice.
- **Share** an address book with colleagues as *Can view* or *Can edit*. Changes appear for everyone within seconds.



Menu → Find duplicates

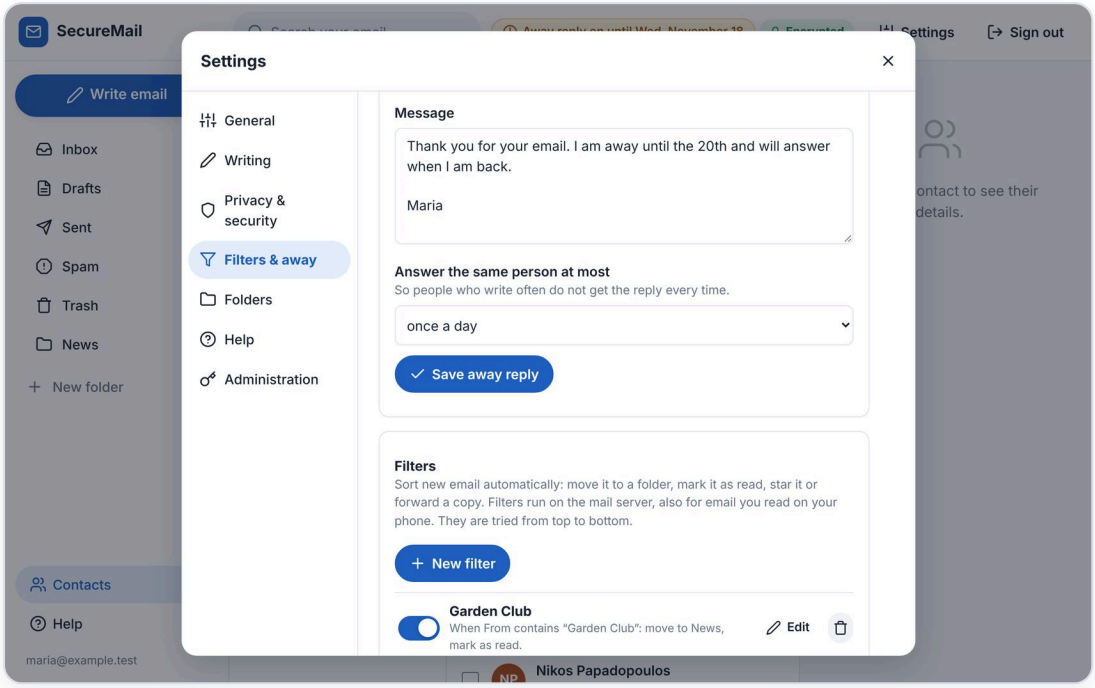


Unsubscribed & bounced

- **Find duplicates** finds people listed twice (same email, phone or name) and merges them without losing anything.
- **Unsubscribed & bounced** lists people who unsubscribed from your group emails and addresses where email came back. They are marked in the list and left out of group emails automatically.

12. Filters and the away reply

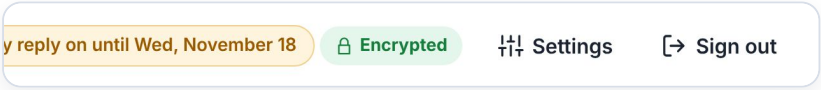
Both live in **Settings** → **Filters & away** and run **on the mail server**: they keep working when your computer is off, and also for email you read on your phone.



An away reply until the 20th, and a filter for the Garden Club newsletter

Away reply

Switch on **Away reply**, choose the first and last day (or leave them empty), write your message and press **Save away reply**. The same person is answered at most once a day (or once every few days); spam and mailing lists are not answered. While it is on, a yellow reminder shows at the top of the screen — click it to change or switch it off.



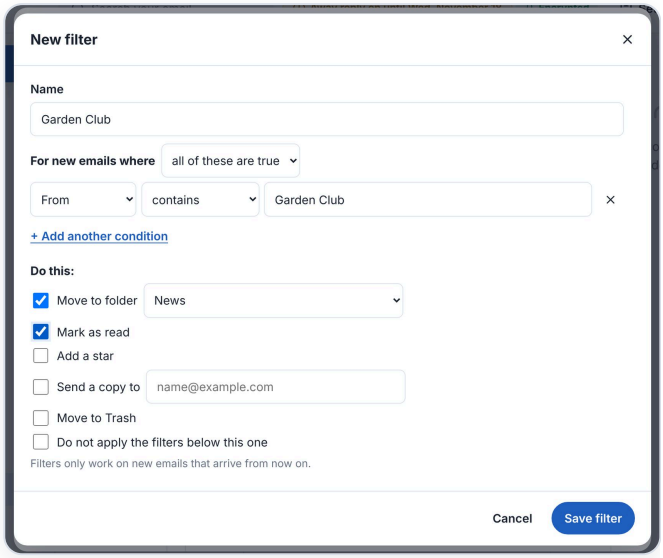
The reminder at the top while the away reply is on

Filters

A filter sorts new email automatically. The quickest way: open an email and choose **More** → **Filter emails like this**.

1. Say which emails: **From**, **To or Cc**, **Subject** or **Message text** *contains*, *does not contain* or *is exactly* something. Add more conditions if needed.
2. Say what to do: **move to a folder**, **mark as read**, **add a star**, **send a copy** to another address, or **move to Trash**.
3. Press **Save filter**.

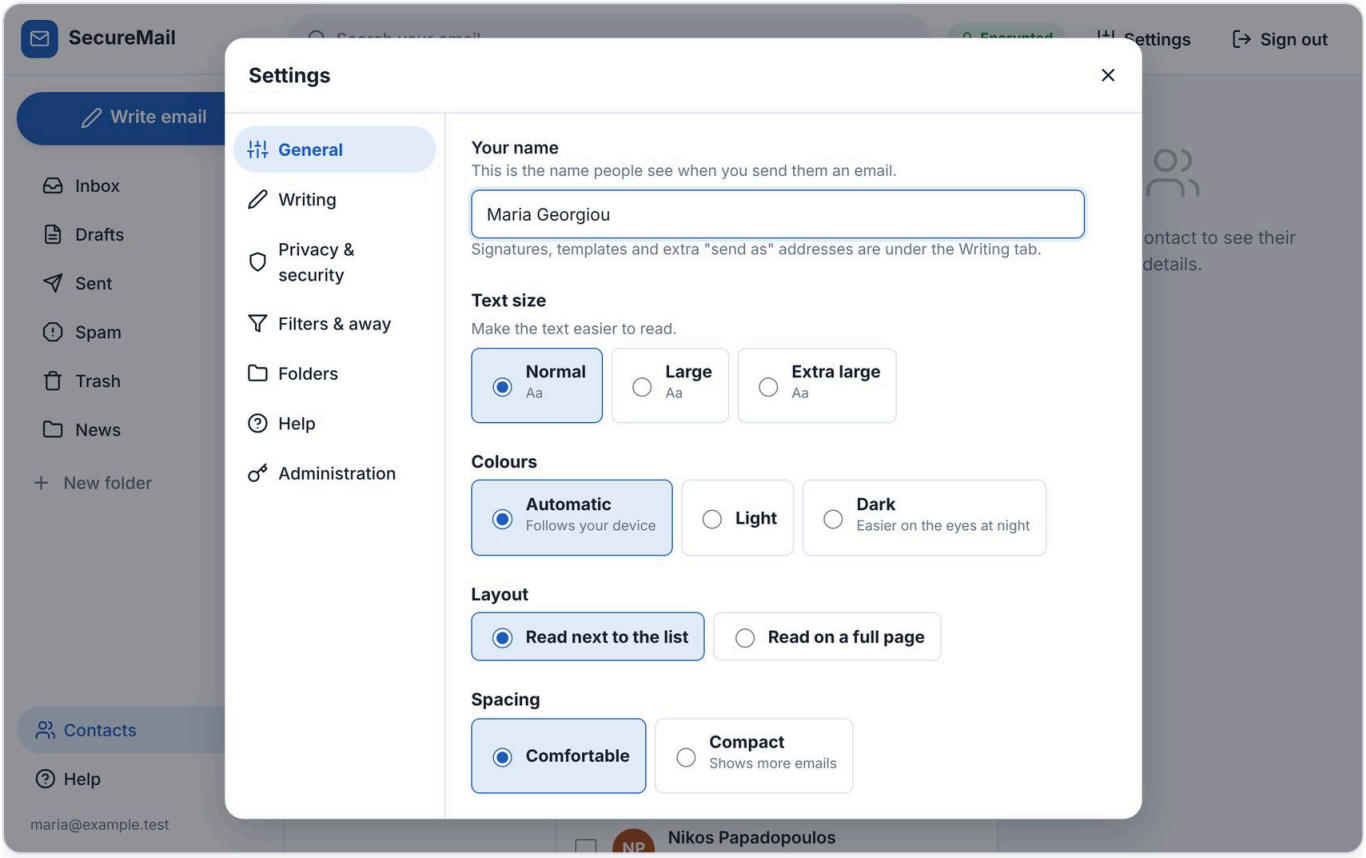
Filters are tried from top to bottom; use the arrows to change the order, and the switch to turn one off for a while. They work on new emails from now on. A filter that sends copies to another address asks for your password, and you get an email about it.



A filter that files the Garden Club newsletter in “News”, already read

> Had filters already (for example made in Roundcube)? They keep working: SecureMail adds them to its own when you save.

13. Settings

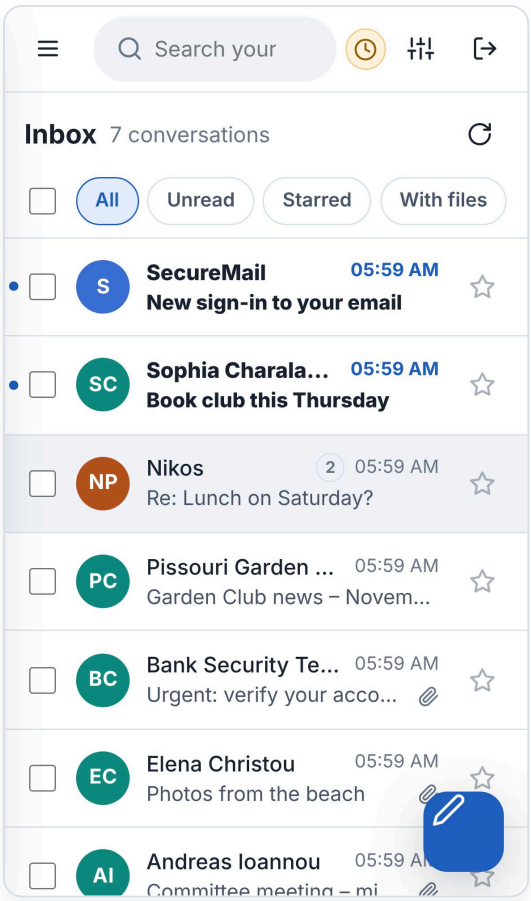


Settings → General

- **General:** your name, text size (normal, large, extra large), light or dark colours, layout, spacing, emails per page, formatting or plain text, conversations, notifications.
- **Writing:** signatures, templates, other addresses, download links.
- **Privacy & security:** two-step verification and passkeys, remembered devices, contacts on your phone (app passwords), where to change your password, **Sign out all other devices**, an email when someone signs in from a new device or place, pictures from the internet, sign-in history, automatic sign-out.
- **Filters & away**, **Folders** (make, rename, delete your own folders) and **Help**.

> **Lost track of a device?** Privacy & security → **Sign out all other devices** ends every other session at once. If you think someone knows your password, change it straight away in your hosting control panel and turn on two-step verification.

14. On your phone



The inbox on a phone

Open the same address in your phone's browser. Everything works the same, with bigger buttons:

- The **menu button** (top left) opens your folders, Contacts and Help.
- The round **pencil button** (bottom right) writes an email.
- Tap an email to read it; **Back** returns to the list.

Tip: “Add to Home Screen” (iPhone: the Share button in Safari; Android: the menu in Chrome, “Install app”) gives the webmail its own icon and window, like an app, with your organisation's name and logo.

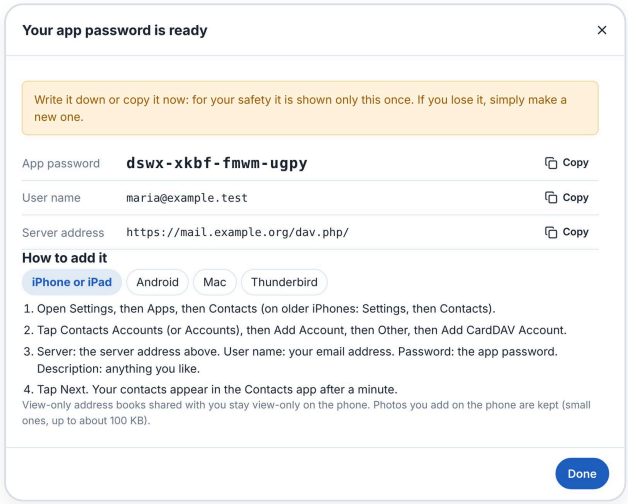
You can keep using your phone's own email app at the same time — filters, the away reply and your folders are the same everywhere.

14b. Contacts on your phone NEW

Your address books — including the ones colleagues share with you — can appear in the **Contacts app** on your iPhone, iPad, Mac or Android phone, and in Thunderbird. Add or change a contact on the phone and it changes in the webmail, and the other way round.

Each phone signs in with its own **app password**: a 16-letter password made just for that phone. Your real email password is never stored on it, and if the phone is lost you remove its app password and it stops syncing at once.

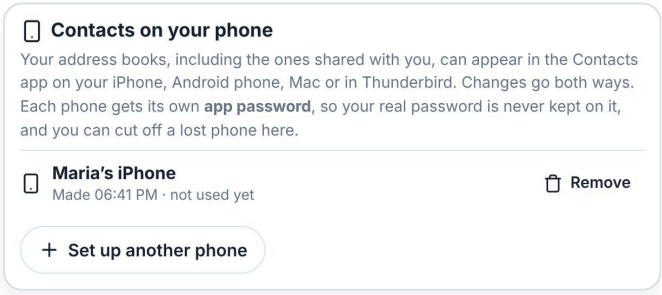
1. **Settings** → **Privacy & security** → **Set up a phone or computer**.
2. Say which device it is for and type your email password. Press **Make app password**.
3. The webmail shows the app password, your user name and the server address, with **Copy** buttons, and the exact steps for iPhone, Android, Mac and Thunderbird. Follow them on the device.



The app password is shown once, with the steps for each kind of device

- **iPhone and iPad:** Settings → Apps → Contacts → Contacts Accounts → Add Account → Other → **Add CardDAV Account**.
- **Android:** install the free app **DAVx⁵**, tap +, choose “Login with URL and user name”.
- **Mac:** System Settings → Internet Accounts → Add Other Account → CardDAV account.

View-only address books shared with you stay view-only on the phone. Photos added on the phone are kept (small ones).



Each device, and when it last synced

15. Quick answers

I deleted an email by mistake.

Press **Undo** straight away, or open **Trash**, open the email and press **Move** → Inbox. Emptying Trash deletes for ever.

An email I expected is missing.

Look in **Spam**; if it is there press **Not spam**. Check your filters in Settings → Filters & away. Use the search box.

Pictures in an email do not show.

Press **Show pictures** above the email, or **Always show from this sender** if you trust them.

My big email is “waiting in the Outbox”.

That is normal for many people: it goes out in batches by itself. You can close the page.

Someone says they did not get my group email.

Open the Outbox to see failed addresses, and Contacts → **Unsubscribed & bounced** to see whether they unsubscribed or their address stopped working.

I lost my phone (two-step verification).

Sign in with one of your recovery codes (**I lost my phone**). No codes left? Ask your administrator.

I was signed out.

For your safety you are signed out after a while without use (you get a warning a minute before). Just sign in again; drafts are saved.

Can I change the text size?

Yes: Settings → General → **Text size** → Large or Extra large.

The webmail says my password is easy to guess.

Only a suggestion. Two-step verification (chapter 3) protects you even if it is guessed. **Not now** hides it for a week.

How do I change my password?

Your email password is changed in your hosting account, not in the webmail. **Settings** → **Privacy & security** → **Changing your password** says where; your administrator may have added a **Change my password** button there. Phones that sync contacts keep working with their app passwords.

16. New in 2.0, and what comes next

SecureMail is updated regularly; your administrator installs new versions with one click and you simply see the new features after signing in.

New in version 2.0 NEW

- **Passkeys** (chapter 3b): sign in with your fingerprint, face or PIN instead of typing the code.
- **Contacts on your phone** (chapter 14b): your address books in the iPhone, Android and Mac contacts apps, in sync both ways.
- **Changing your password**: Privacy & security tells you where, with a button if your administrator added one.

Ideas for later versions IDEAS

- **A calendar** that stays in step with your phone's calendar, the same way contacts now do.
- **Other languages**, Greek first.

These are ideas, not promises; what comes next depends on what people need. Wishes are welcome — tell your administrator.