Secure Mail

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Enroll Secure Mail on your device

What is Citrix Secure Mail?

Citrix Secure Mail lets you manage your email, calendars, and contacts on your mobile phones and tablets. Be it an enterprise or a BYOD program, you can confidently turn your mobile device into a business tool. With Secure Mail, you can manage emails from multiple accounts, calendars (business and personal), and contacts.
For the complete product documentation, see Secure Mail overview.

Supported mail servers

To maintain continuity, Secure Mail syncs with Microsoft Exchange Server and IBM Notes Traveler Server.
For a list of supported servers, see supported Mail Servers.

Integrating Exchange Server or IBM Notes Traveler Server

To stay in sync with your mail servers, integrate Secure Mail with an Exchange Server or IBM Notes Traveler Server. Ensure that the Exchange Server or IBM Notes Traveler Server resides in your internal network or is behind Citrix Gateway.

For more information, see Integrating Exchange Server or IBM Notes Traveler Server.

Supported file formats

For Secure Mail for iOS, you can attach files from the iOS native Files app. Supported formats are .txt, word, audio, video, html, .zip files, images, .eml files, and .vcf contact file formats. For more information, see View and attach files.

Citrix Secure Mail connection modes

The Secure Ticket Authority (STA) is an XML web service that exchanges Citrix Endpoint Management information for randomly generated tickets. It is used to control access for a Citrix Secure Gateway server.

> **Note:**
>
> Citrix recommends that you use a STA connection for Secure Mail because a STA connection supports long-lived session connections.

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STA mode

A STA-based configuration requires a Citrix Gateway. This configuration does not consume extra Citrix Gateway Universal Licenses for mail sync. It uses an ICA Proxy or SOCKS type of connection.

Non-STA mode

A Non-STA based configuration allows users to connect directly to an Exchange Server (if externally available). If Citrix Gateway is available, users connect via micro VPN and sign on to Secure Hub to sync mail. This method consumes Citrix Gateway Universal Licenses.

> **Note:**
>
> Only the ActiveSync protocol is supported.

For more information on Citrix Gateway integration, see Integrating with Citrix Gateway and Citrix ADC.

Dual mode (Secure Mail for Android)

Mobile application management SDK is available to replace areas of MDX functionality that aren't covered by the Android platform. The MDX wrapping technology is scheduled to reach end of life (EOL) in September 2021. To continue managing your enterprise applications, you must incorporate the Mobile application management SDK (MAM) SDK.

For prerequisites, setup, and other important details about the APIs available as part of the MAM SDK, see Mobile Application Integration.

Push notifications for Secure Mail

Secure Mail can receive email and calendar notifications when the app is running in the background or is closed.
For more information about push notifications, see
Push Notifications for Secure Mail.

> **Note:**
>
> By default, the **Push Notifications** policy is disabled in the Citrix Endpoint Management console.

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Modern authentication with Microsoft Office 365

Secure Mail supports modern authentication with Microsoft Office 365 for Active Directory Federation Services (AD FS) or Identity Provider (IdP). Modern authentication is OAuth token-based authentication with user name and password. Secure Mail users with iOS devices can take advantage of certificate-based authentication when connecting to Office 365. For more information, see Modern authentication with Microsoft Office 365.

Micro VPN requirements

With Citrix micro VPN, a single, per-app VPN gives access to a specific app back-end resource. Using micro VPN technology reduces data transfer costs and simplifies security because the VPN tunnel isn't always active. Instead, it's only active when needed. This method reduces risk and optimizes the performance of the device for a better user experience. For more information about Citrix Micro VPN, see Citrix Secure Hub for Mobile Devices and micro VPN Technology.

Troubleshooting Citrix Secure Mail

When Secure Mail isn't working properly, connection issues are typically the cause. This section describes how to avoid connection issues. If issues occur, this article describes to troubleshoot the issues.

Citrix Endpoint Management authentication timeouts via Citrix Gateway

To access your mail server via the Citrix Gateway, you need to configure background services for Secure Mail. You must configure background services in the MDX app policies settings. For more information, see MDX app policies for the background services configuration.

Verify SSL connectivity

Ensure that the SSL certificate chain is properly configured. You can check for missing Root or Intermediate CAs that are not linked or installed on mobile devices by using the SSL Certificate Checker.

Server certificates, signed by multiple hierarchical Certificate Authorities (CA), form a chain of certificates that you must link. For information about installing or linking your certificates, see Install, link, and update certificates.

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Delay in receiving push notifications

If push notifications are not working correctly, connection issues are typically the cause. For information about avoiding connection issues, see Secure Mail Push Notifications FAQs.

For information about troubleshooting push notifications for Secure Mail for iOS, see Troubleshooting Secure Mail Issues with iOS Push Notifications.

For other information about badge count or notification behavior, see FAQ: Badge and Notification Behavior For End Users.

Reporting issues in Secure Mail

You can report any issues you face in Secure Mail by opening Citrix Secure Hub. Citrix Secure Hub is the launchpad for the mobile productivity apps. To generate device logs while reporting an issue, see How to generate the device side logs.

Other resources

See the following links for more information about related Citrix products:

- Citrix Endpoint Management documentation
- Citrix Secure Hub documentation
- Secure Mail documentation
- Secure Mail user help center
- MDX Service documentation
- MAM SDK documentation

Organize your email

You can view your unread emails, meeting invites that require your attention, and upcoming meetings in the **Feeds** screen. To organize your mail in Secure Mail, you organize your **Feeds** card.

> **Note:**
>
> This feature is available for iOS and Android.

You can:

- Add up to three email folders.

  The added folders appear as cards on the **Feeds** screen.

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- Reorder your existing cards.
- Remove an existing card.
- In Secure Mail for Android, you can add cards for peers and direct reports. You can also create folders such as VIP or Flagged.

To start, tap on the **Manage Feeds** button in your feeds view.

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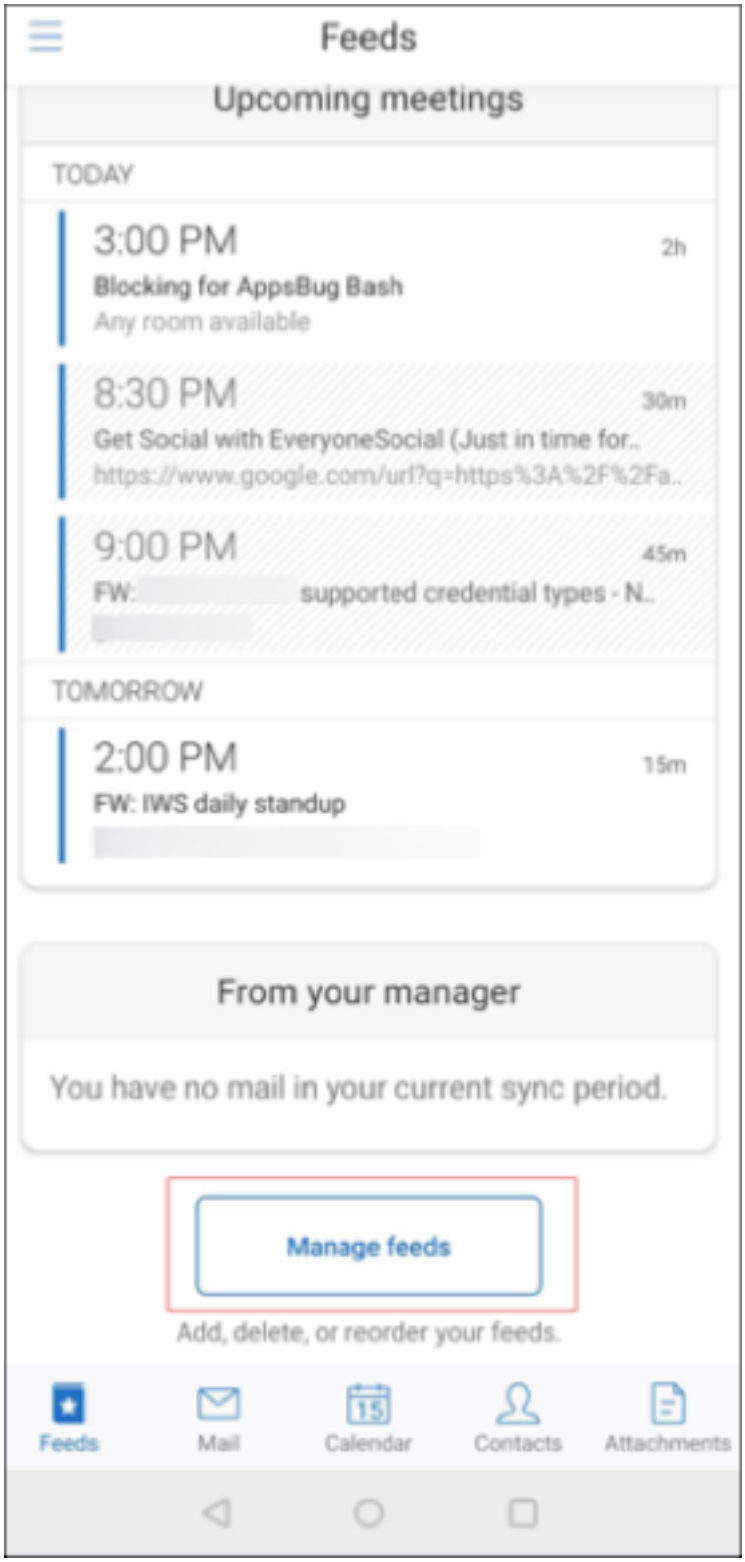

Or, tap the **Manage Feeds** option under **MAIL** from your settings screen.

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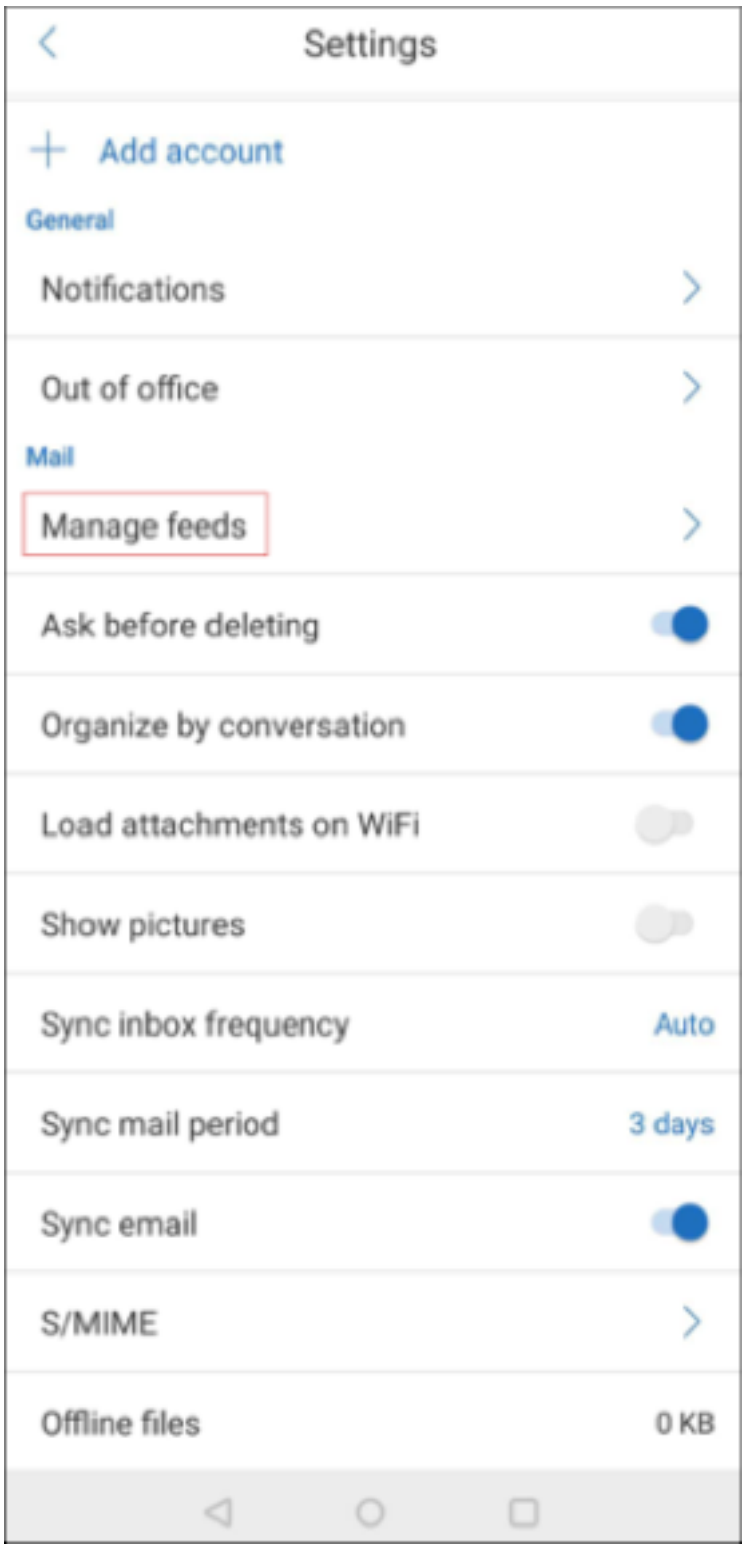

You can add, reorder, or delete your cards based on your preference.

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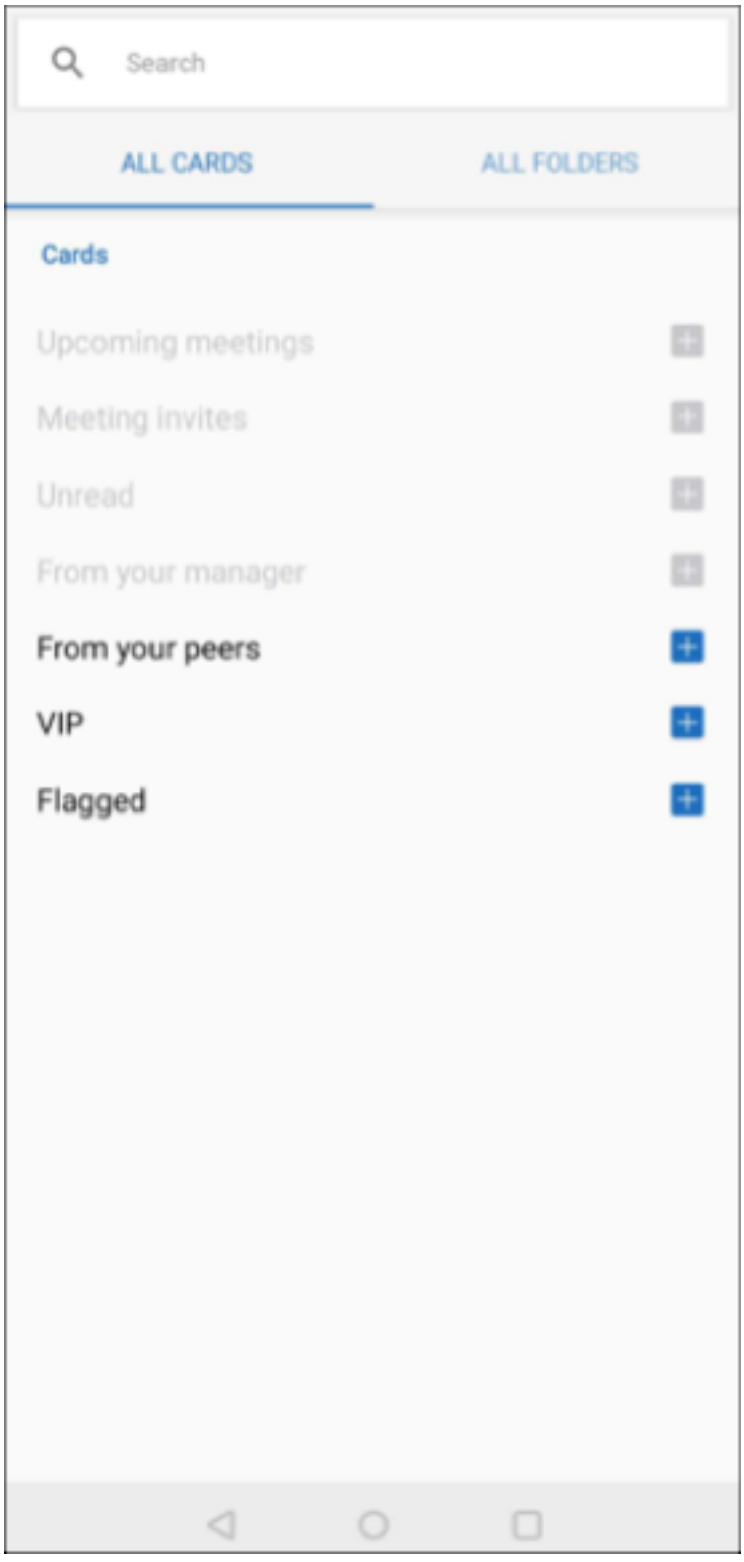
To add a card

1. Tap **All Cards** or **All Folders** tab.



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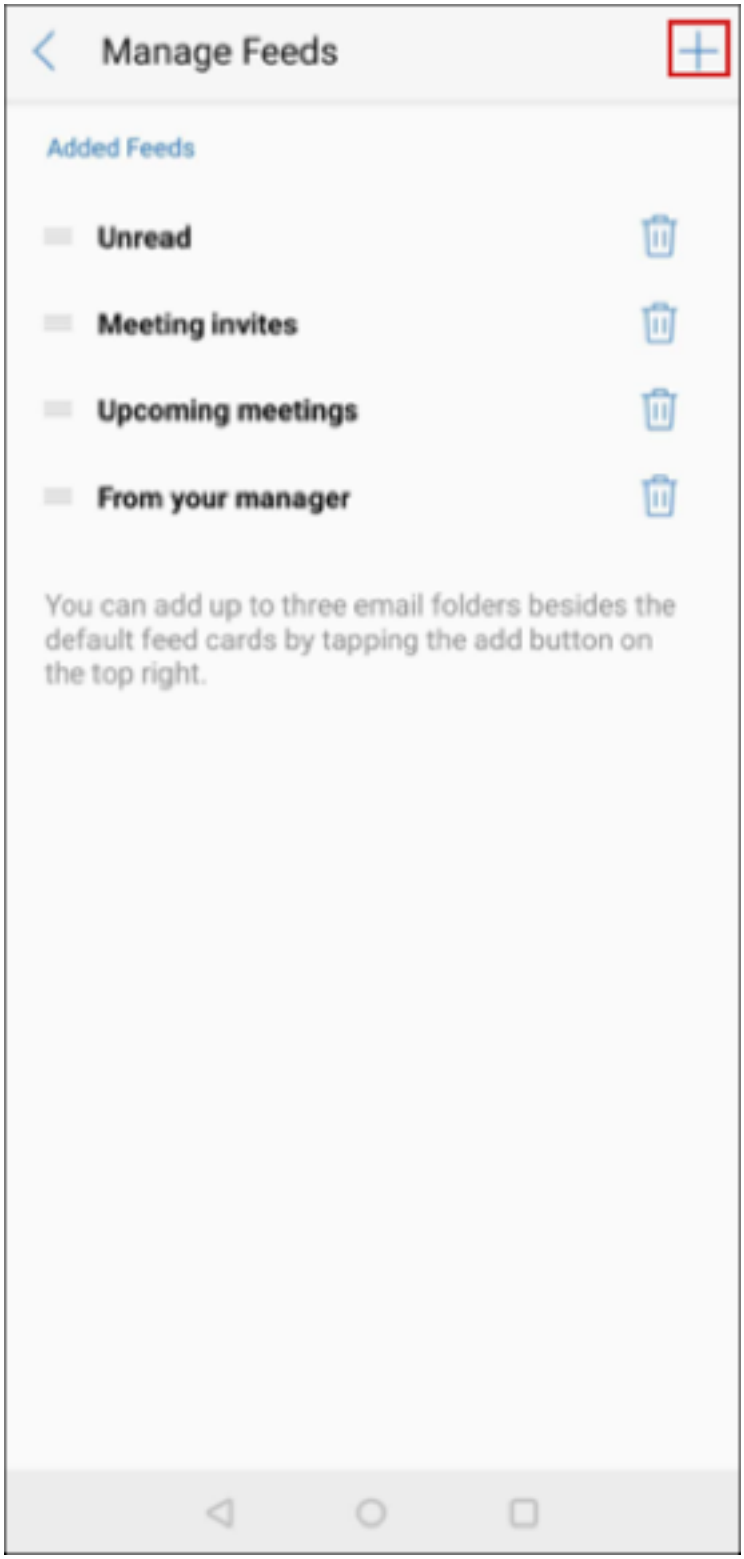
2. Tap the **Add** icon (+) on the top left of your screen to select cards of your choice.



3. Tap **Done.**

   The cards you have selected are added and appear in your feeds.

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To reorder your cards

1. Tap the **Manage Feeds** button.
2. From the available cards, tap and hold to select a card.
3. Move the card to the desired location.

To delete a card

1. Tap the **Manage Feeds** button.
2. Tap the - icon next to the cards.
3. Tap **Done.**

The cards are removed from your feeds.

Use swipe actions

In Secure Mail, when you swipe an email either left or right, you get more options. You can swipe left, long swipe left, or swipe right.

> **Note:**
>
> This feature is available for iOS and Android.

Depending on what folder you're in, swiping an email reveals different options. You then tap an option to perform an action.

The following table lists the options depending on the folder you are in and the kind of swipe you make.

Folders	Left swipe	Long left swipe	Right swipe
Inbox, Sent, Delete	Delete; Flag or Unflag; More	Delete	Mark as Read or Unread
Drafts	Delete; Flag or Unflag	Delete	Mark as Read or Unread
Outbox	Delete; Resend or Cancel	Delete	No Action
Server Results	Forward; Reply and Reply All	Reply and Reply All	No Action

The following image is a representaion of swiping action.

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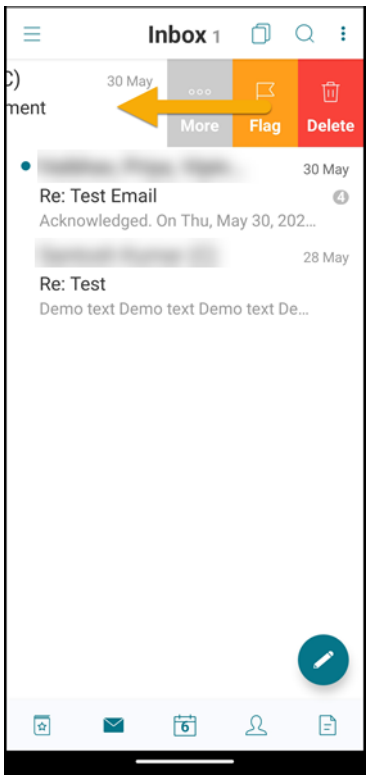

The following sections provide more information about each menu item.

More option

The **More** menu shows the following options:

- Reply
- Forward
- Move
- Cancel

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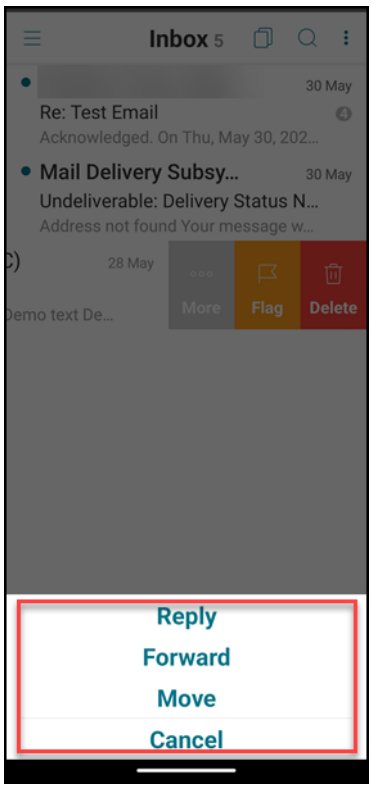

Flag option

The **Flag** option allows you to mark the email for a faster reference. Using this option, you can flag or unflag an email.

Swipe left and tap **Flag** or **Unflag**.

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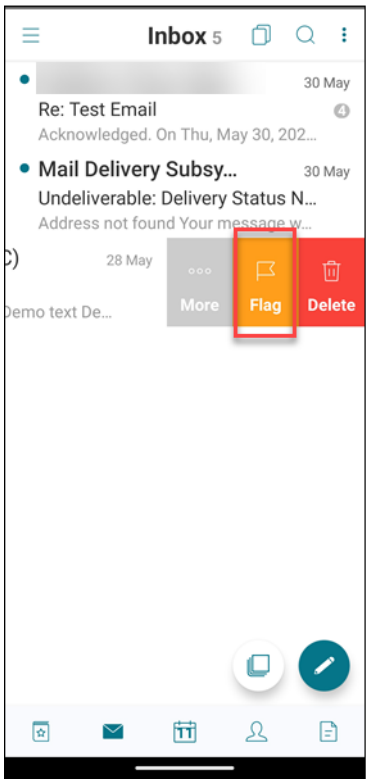

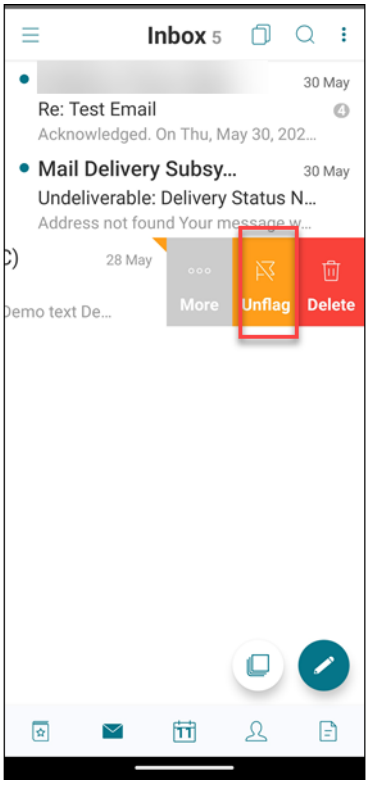

Delete option

The **Delete** option allows you to delete the selected email.

Swipe left and tap **Delete**.

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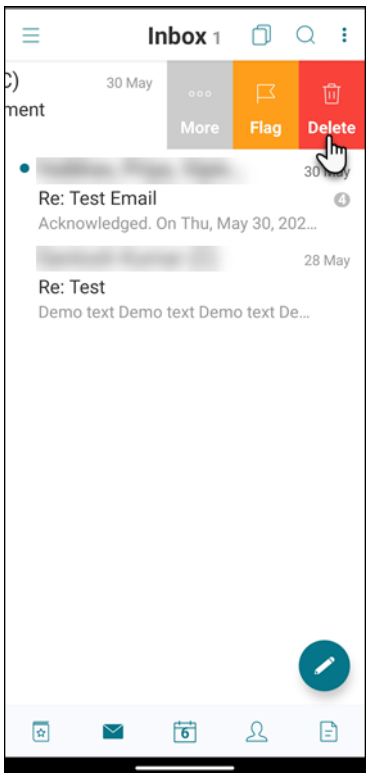
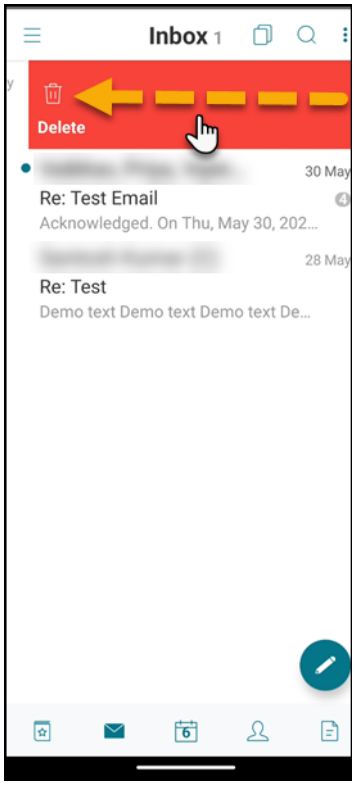


You can also delete an email by long swiping the email item toward the left.



In both delete scenarios (long and short left swipe gestures), the **Undo** option appears for a few sec-

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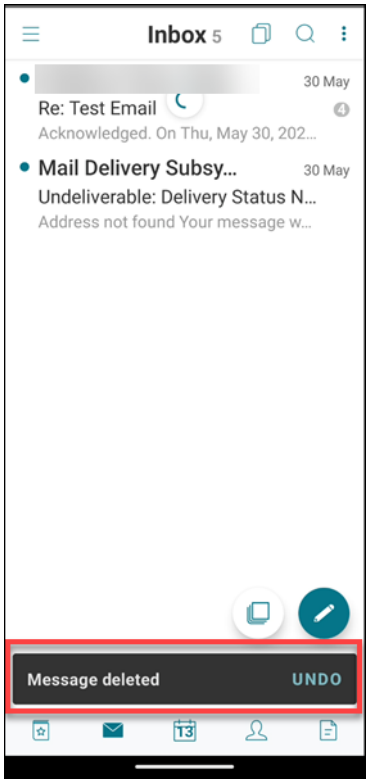
onds so that you can reverse the delete action.

Tap the **Undo** button to revese the delete action.



You can delete multiple emails by long-pressing an email item, and then selecting other emails that you want to delete.

Mark option

The **Mark** option allows you to mark an email as read or unread. This swipe gesture lets you toggle between **Read** and **Unread** options.

Long-swipe right to mark an email as unread.

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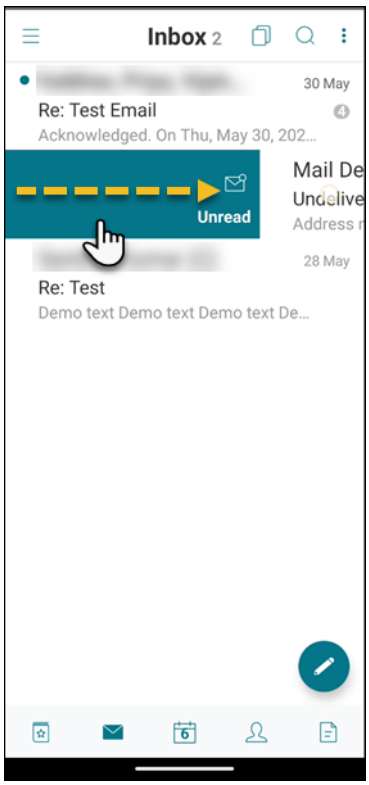
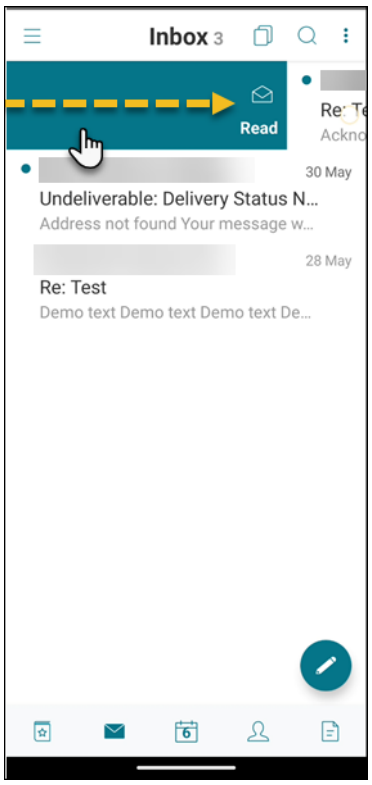


Long-swipe right to mark an email as read.



Short-swipe right and tap **Read** to mark an email as read.

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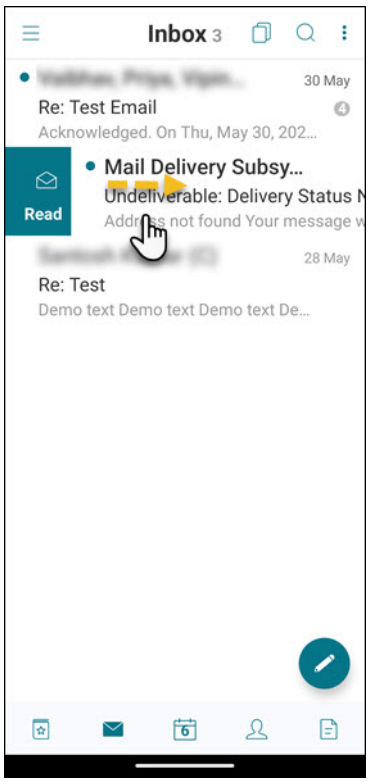
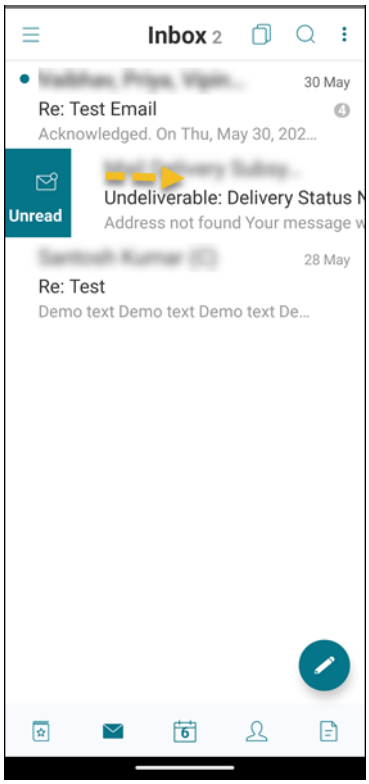


Short-swipe right and tap **Unread** to unmark an email as unread.



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Add Exchange accounts

In Secure Mail, you can add multiple Exchange email accounts and switch between them. You can monitor your mails, contacts, and calendars in one place.

> **Note:**
>
> This feature is available for iOS and Android.

Before you start

- You need a user name and password to configure extra accounts.
- Citrix recommends that you do not configure multiple accounts on shared devices.

For administrative prerequisites, see the Citrix Product Documentation article, Multiple Exchange accounts.

To add an Exchange email account for iOS and Android

1. Open Secure Mail, tap the hamburger icon, and then tap the **Settings** icon.
2. Under **ACCOUNTS**:
    - For iOS, tap **Add Exchange Account**.
    - For Android, tap **Add account**.

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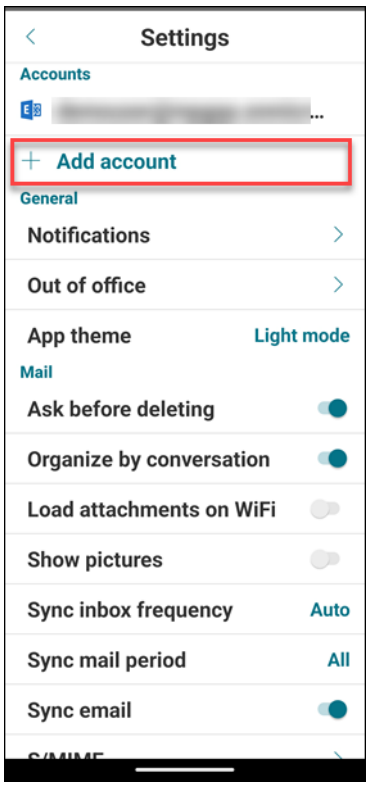

3. For Android, on the **Add Account** screen, edit the fields, and then tap **Sign In** or tap **Cancel** to return to the **Settings** screen.

   Optionally, you can switch on the **Make this my default account** toggle to set the new account as your default account.

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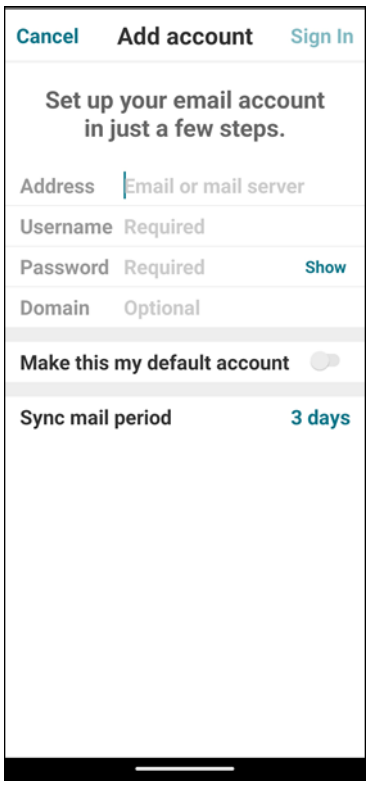

For iOS, on the **Account** screen, edit the fields for the new account, and then tap **Save** or tap **Cancel** to return to the previous screen.

Optionally, you can switch on the **Make this my default account** toggle to set the new account as your default account.

To edit an account for iOS and Android

You can edit the password and description of your email account.

1. Open Secure Mail, tap the hamburger icon on the upper-left corner of the screen, and then tap the **Settings** icon.
2. Under **ACCOUNTS**, tap the account you want to edit.
3. On the **Account/Account Details** screen, edit the fields.
4. Tap **Save** to confirm your action or tap **Cancel** to return to the **Settings** screen.

To delete an account for iOS and Android

1. Open Secure Mail, tap the hamburger icon, and then tap the **Settings** icon.
2. Under **ACCOUNTS**, tap the account you want to delete.

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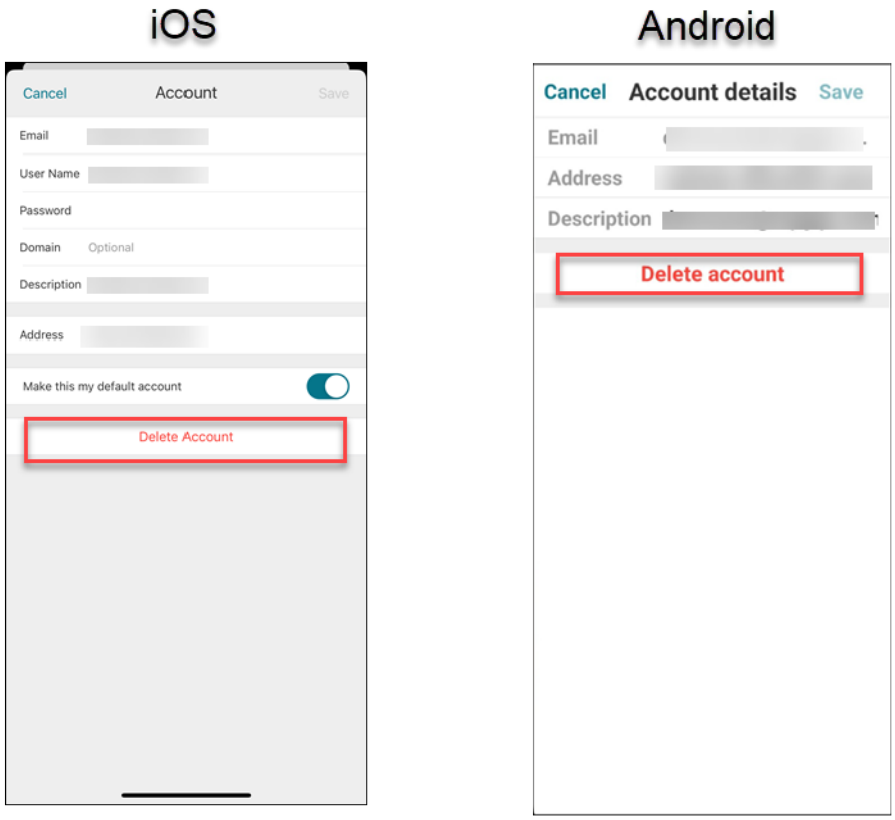
3. On the **Account** screen for iOS or the **Account details** screen for Android, tap **Delete Account** at the bottom of the screen or tap **Cancel** to return to the **Settings** screen.



> **Note:**
>
> If you delete the default account, the next account will become the default account.

To set a default account

Secure Mail uses the default account in the following scenarios:

- **Composing emails:** The **From:** field auto-populates with the email ID of the default account.
- **App badge count:** Indicates the unread mail count of the default account.

For Android, when you add one or more email accounts, the first account you create is the default account.

For Android, to change the default account, tap the hamburger icon on the upper-left corner of the screen. On the **Settings** screen, under **General**, tap the email id next to **Default**.

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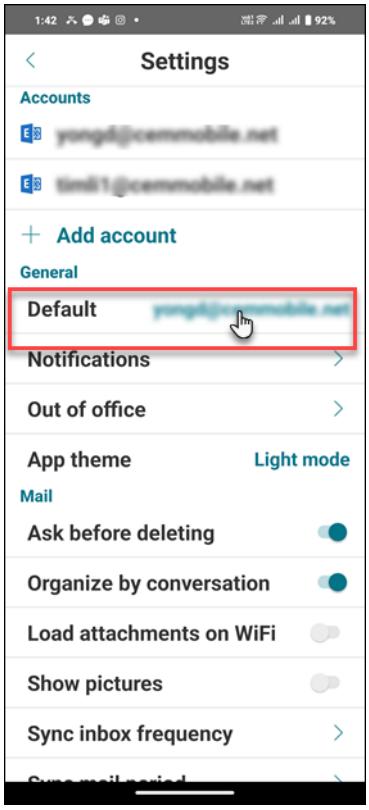
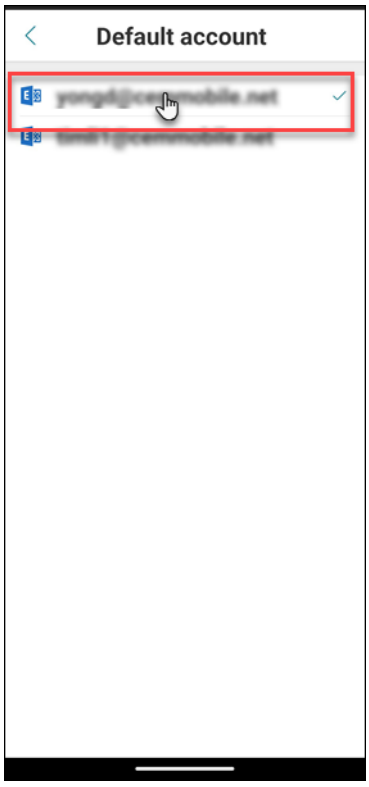


On the **Default account** screen, tap the account you want to set as default.



For iOS, to set as a default account, you can navigate to **Settings > ACCOUNTS**, and then tap the

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account you want to set as default. On the **Account** screen, switch on the **Make this my default account** toggle.

Settings for multiple Exchange accounts

If you have configured multiple Exchange accounts, some Secure Mail settings are available to each of these accounts individually. Whereas some other settings are global to all accounts. The following settings are account-specific for iOS:

- Default
- Notifications
- Auto Refresh
- Out of Office
- Sync Mail Period
- S/MIME
- Offline Files
- Signature
- Sync with Local Contacts
- Export Settings

The following settings are account-specific for Android:

- Default
- Notifications
- Out of Office
- Sync inbox frequency
- Sync mail period
- Sync email
- S/MIME
- Offline Files
- Signature
- Quick responses
- Sync calendar
- Sync contacts
- Sync contacts
- Export Settings

These settings appear with the **>** icon. Tap the **>** icon to view the accounts on your device.

To apply the setting to a specific account, expand a setting item by tapping **>**, and then selecting the email account.

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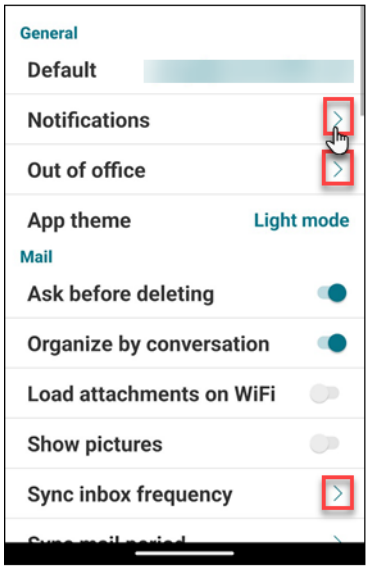

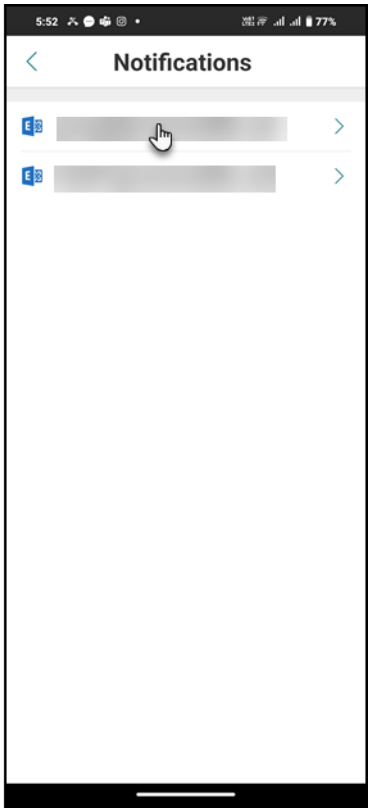

> **Note:**
>
> For iOS, you can only import the previously exported Secure Mail settings to the default or primary account.

Mailboxes screen for iOS and Android

The **Mailboxes** screen displays all the accounts you have configured and has the following views:

- **All Accounts:** Contains emails from all Exchange accounts that you have configured. The **All Accounts** mailbox is the global view by default. This view contains attachments and emails from all Exchange accounts that you have configured on your device.
- **Individual accounts:** Contains emails and folders of an individual account. These accounts appear as a list that you can expand to view the subfolders.

For Android, to view your mailboxes, open Secure Mail and tap the hamburger icon. On the **Mailboxes** screen, tap the account to expand the options.

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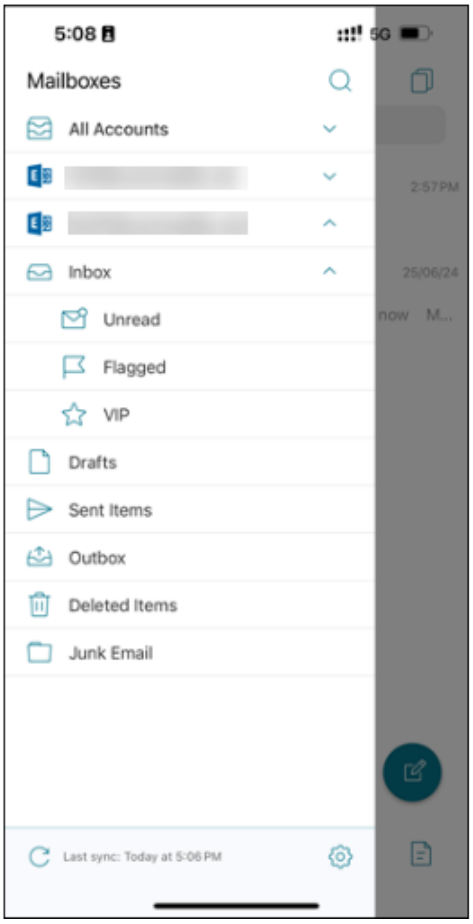
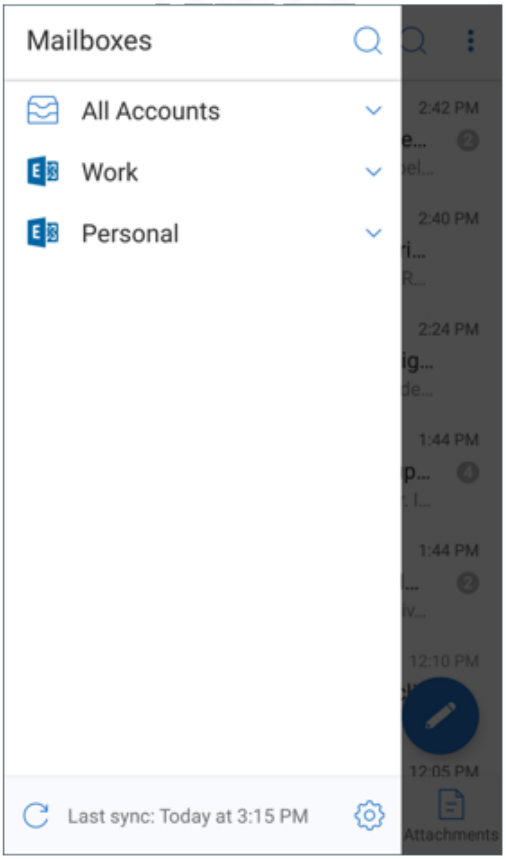
iOS



Android



The **All Accounts** view displays your emails from multiple accounts collectively. But the following actions use the email address of the default or primary account:

- New message
- New event

You can change the email address of the sender while composing a mail from the **All Accounts** view. To do so, tap the default address on the **From:** field and Select a different account from the mail accounts that appear.

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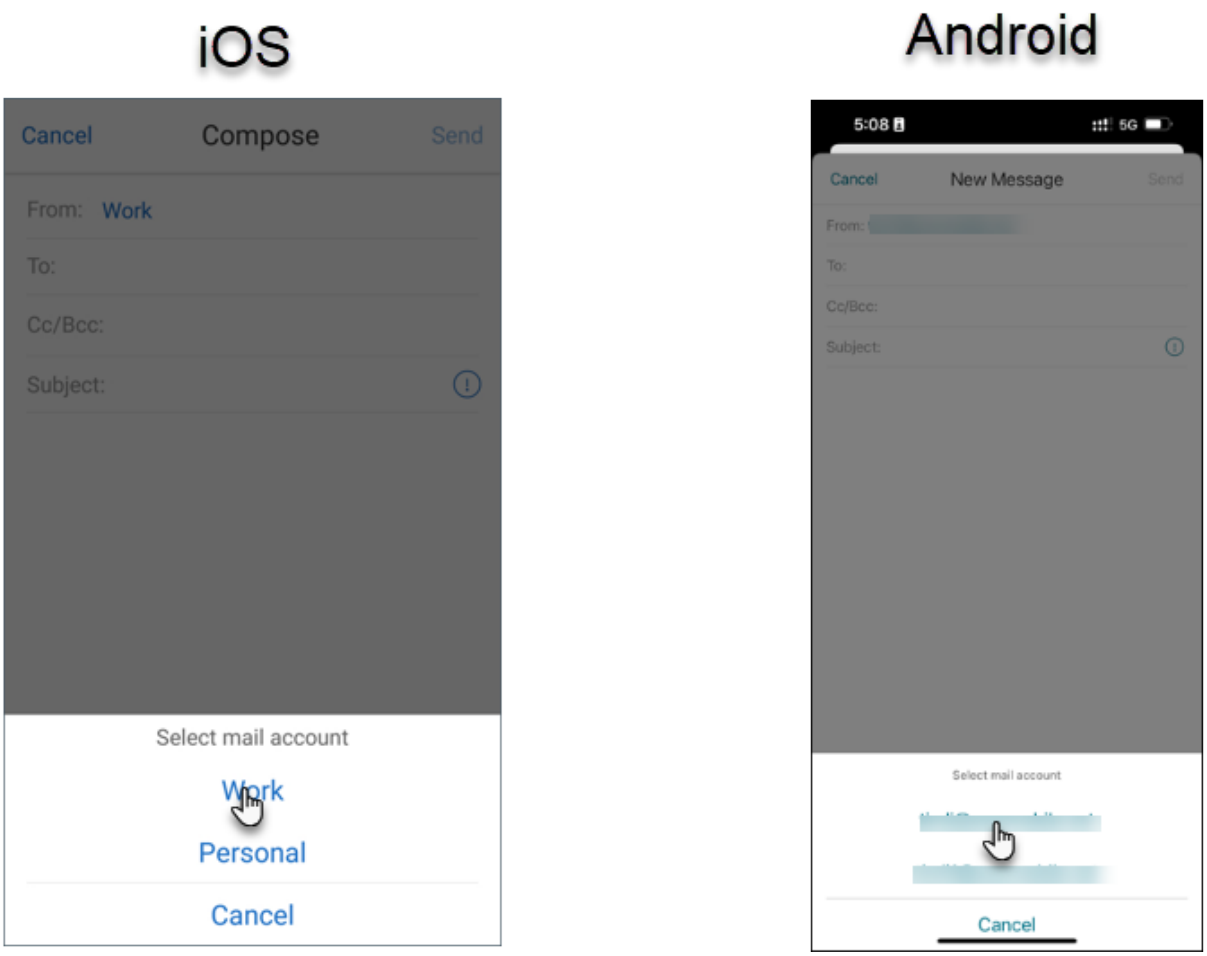

> **Note:**
>
> Composing an email from the conversation view auto-populates the **From**: field with the email address that conversation is addressed to.

Individual accounts

The default or the primary account always appears first followed by the other accounts in alphabetical order.

The individual accounts display any subfolders you might have created.

On Android, the subfolders appear as follows:

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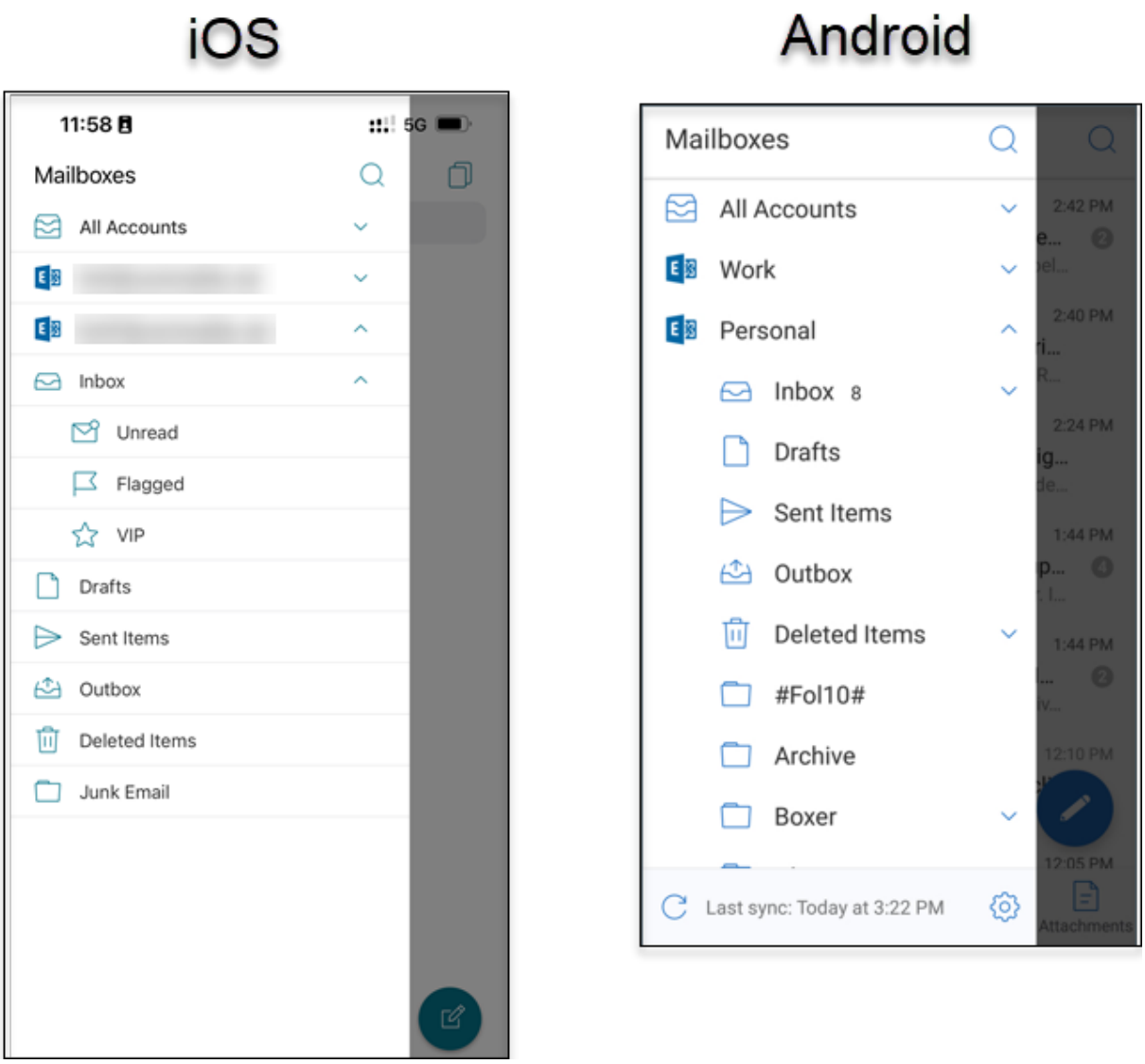

The following actions are limited to individual accounts only:

- Moving items.
- Composing emails from the conversation view.
- Importing vCard (for Android)
- Saving contacts.

Set colors for synchronized Secure Mail calendars

The Secure Mail calendar shows all events that relate to synchronized mail accounts on your device. You can set colors for individual accounts to differentiate calendar events.

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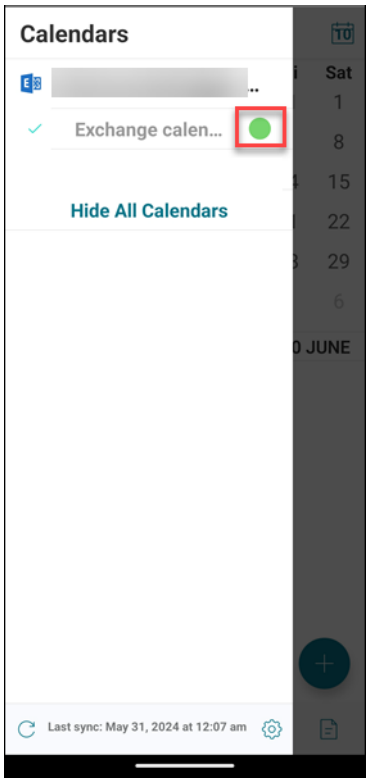
> **Note:**
>
> This feature is available for iOS and Android.

To set colors for calendar events

1. Tap the **Calendar** icon at the bottom of the screen, and then tap the hamburger icon.
   The **Calendar** screen displays all the configured accounts.
2. Tap the default color displayed on the right of an Exchange account.
   The Colors screen displays the available colors for that account.



1. Select a color and then tap **Save** to apply the color or tap **Cancel** cancel the action.

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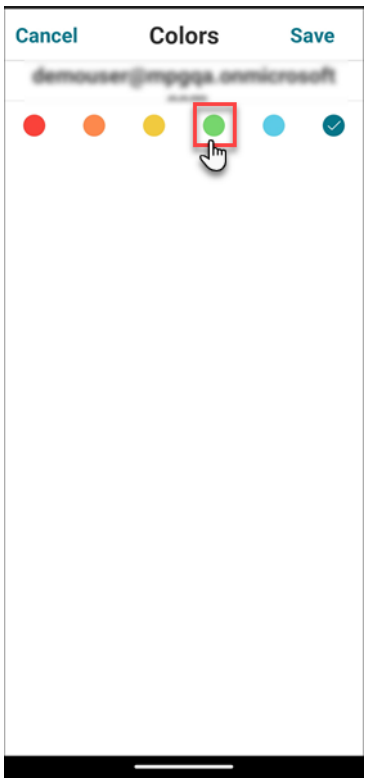
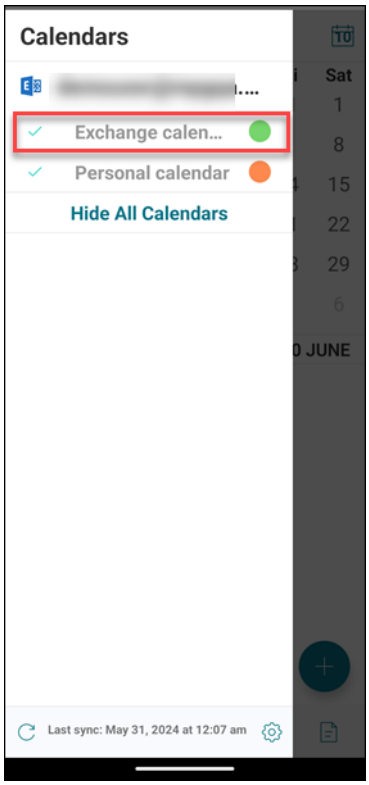


The selected color is set for all calendar events that apply to that Exchange account.



The selected color appears next to the calendar event.

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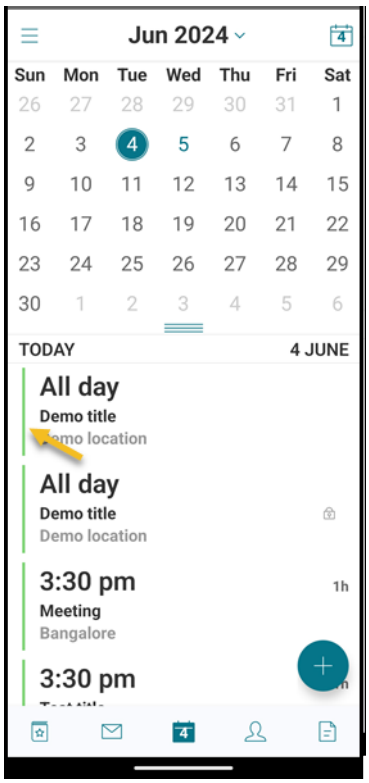

> **Note:**
>
> When you exit and then open Secure Mail, the app restores the last configured calendar settings on your device.

Export your Secure Mail calendar events

> **Note:**
>
> This feature is available for iOS and Android.

To export Secure Mail calendar events to the personal calendar on your device, do the following:

1. Tap the hamburger icon on the upper-left of the screen.
2. Tap the gear icon on the lower-right corner of the screen.
3. On the **Settings** screen, tap **Personal calendar**.

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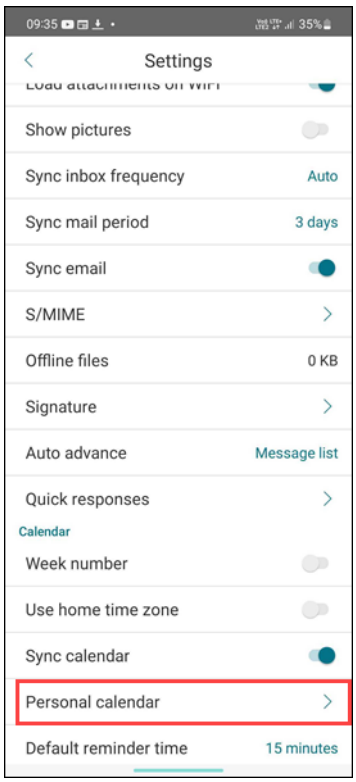
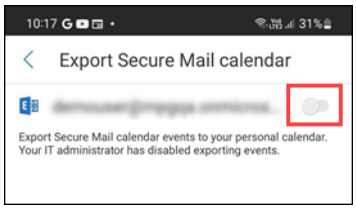


4. Tap **Export Secure Mail calendar**, and turn on the toggle button of the mail account.



Contact your administrator if this feature is disabled and you see the following message:

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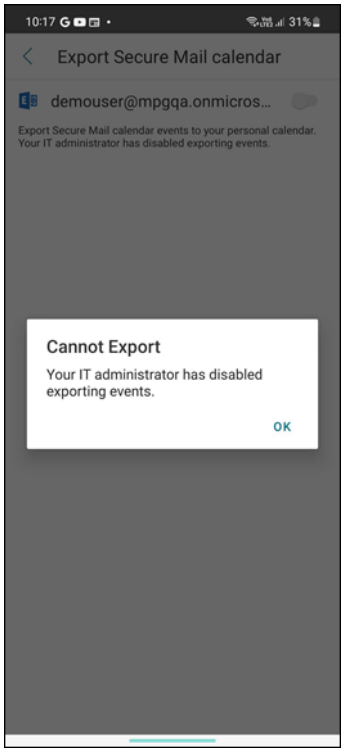

Edit Secure Mail events

To edit Secure Mail events, do the following:

1. Tap an event in the calendar.

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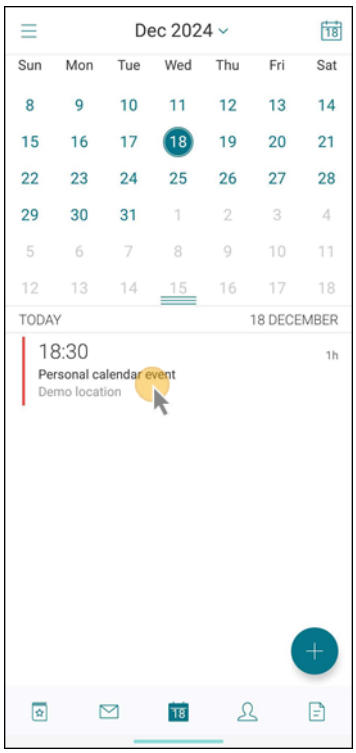
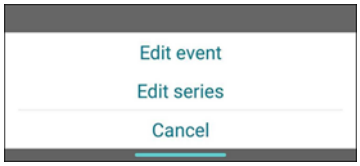


2. Tap the **Pencil** icon at the lower-middle of the screen to edit the fields, and then tap **Send** to confirm or tap **Cancel** to cancel the edit action.

3. Select the appropriate option from the list.



4. Click **Send** after editing the relevant information.

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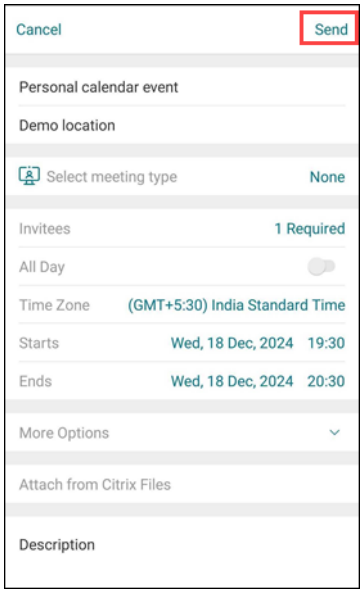

Note:

- Calendar events you export from Secure Mail are read-only.
- For iOS, this feature works only if iCloud is enabled.
- For Android, the Secure Mail Event link is not available on Samsung and Huawei devices.
- For administrative policy settings, see Export Secure Mail calendar events in the Secure Mail product documentation.

View your personal calendar events

You can import your personal calendar from the native calendar app on your device. Then, you can view your personal events in Secure Mail. Your personal calendar information doesn't sync back to the Exchange or HCL Domino mail server.

> **Note:**
>
> This feature is available for iOS and Android. This feature is not available on Android Enterprise devices.

Enable your personal calendar

You can enable the personal calendar overlay either from the pop-up notification or from Secure Mail settings.

1. In the Secure Mail app, tap the hamburger icon in the upper-left corner of the screen.
2. Tap the gear icon on the lower-right corner of the screen.

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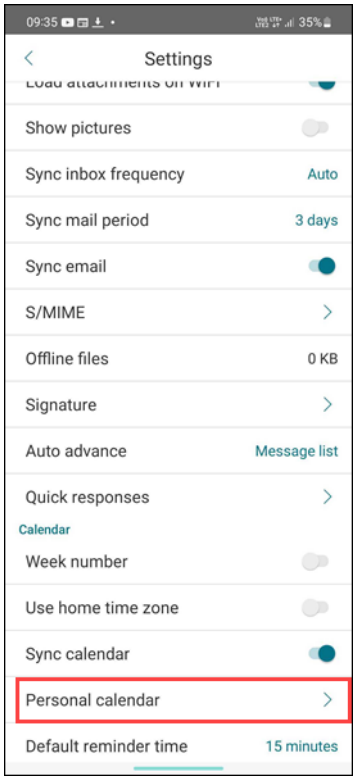
3. On the **Settings** screen, tap **Personal calendar**.



4. Tap **Import personal calendar**, and turn on the **View personal calendar** toggle.

> **Note:**
>
> If Secure Mail prompts, change the privacy settings to allow access to your device calendar.

Once you turn on the toggle, the app populates your personal calendar from the device.

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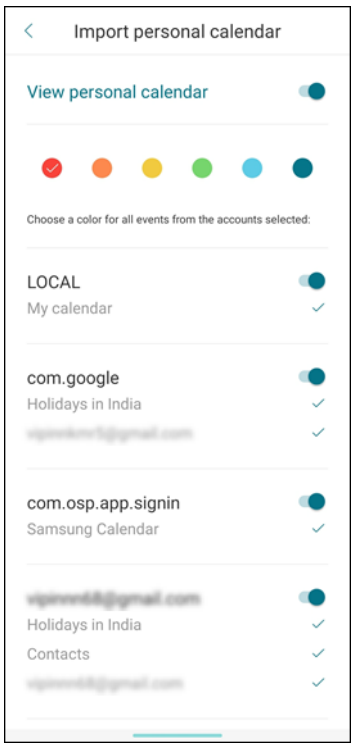
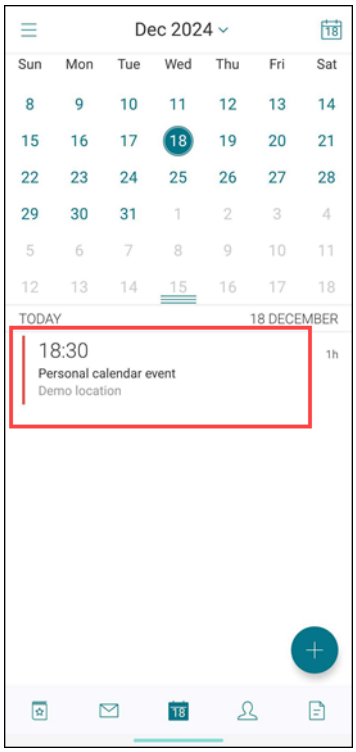


You can select the personal calendar events you want to display. Deselecting them will prevent those events from appearing in your Secure Mail calendar.



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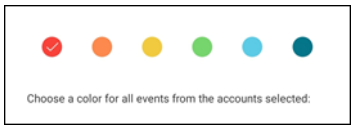
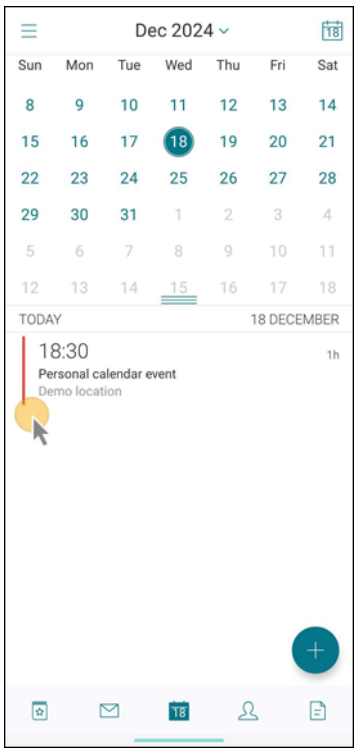
Choose a color for calendar events

In the **Import personal calendar** screen, users can choose a color for their calendar events.



The selected color applies to all the calendar events associated with that account.



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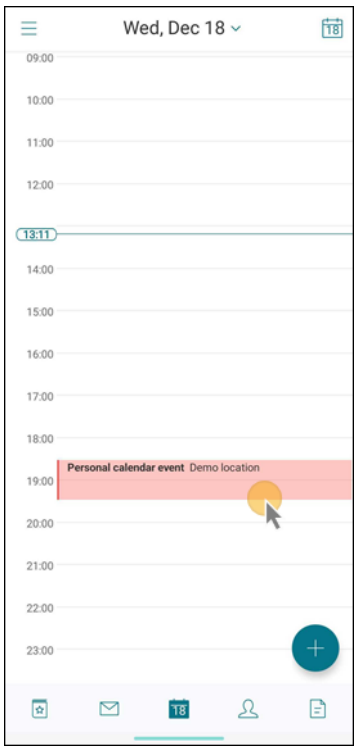
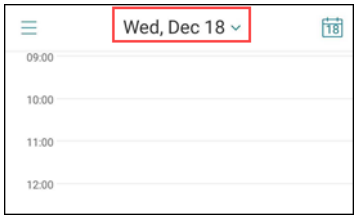


Switch to different calendar modes

Different calendar modes such as Day, Week, Month, and Agenda are available for users. You can switch between all calendar view modes by selecting the required option in the drop-down menu.



View and sync your contacts

You can view your contacts in Secure Mail and from other mail accounts you've set up. You can also export your Secure Mail contacts and sync them with other mail accounts on your device.

> **Note:**
>
> This feature is available for iOS and Android.

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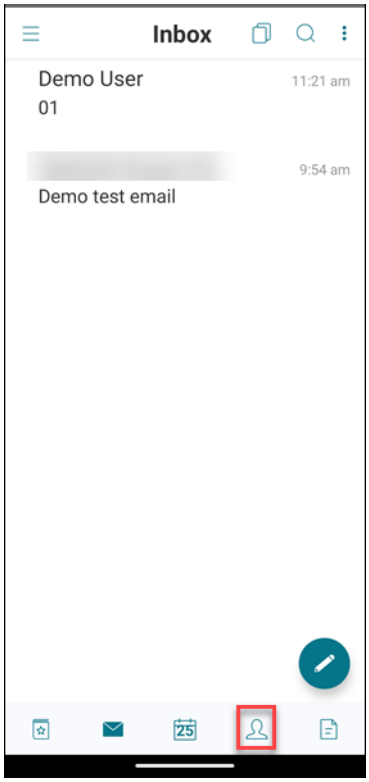
To view your contacts

Tap the **Contacts** icon at the bottom of the screen, and then tap the hamburger icon.



The **Contacts** screen shows the following:

- **All contacts:** Displays all contacts from multiple email accounts. This option appears only if you set up multiple email accounts.
- **Individual email account:** Displays contacts relating to the particular email account you set up.
- **Categories:** On Android, displays contact categories that you have created or selected from a predefined list for grouping contacts.
- **Contact folders or subfolders:** On iOS, displays contacts from folders or subfolders you created in Microsoft Outlook.

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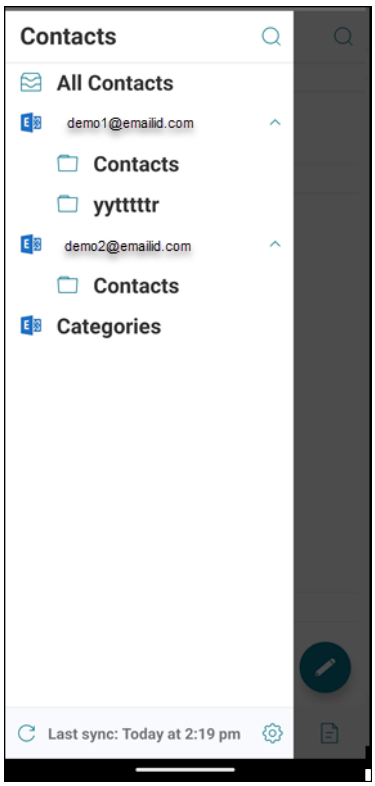

To view contact folders or categories

1. Tap the **Contacts** icon at the bottom of the screen, and then tap the hamburger icon.

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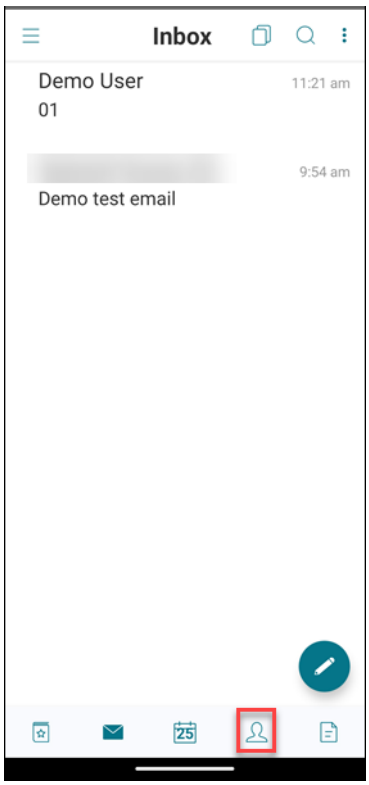
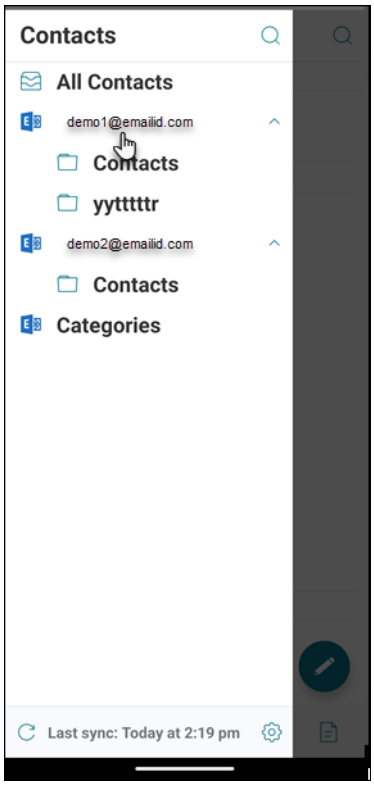


2. On the **Contacts** screen, tap the email account to view the contacts associated with that account.



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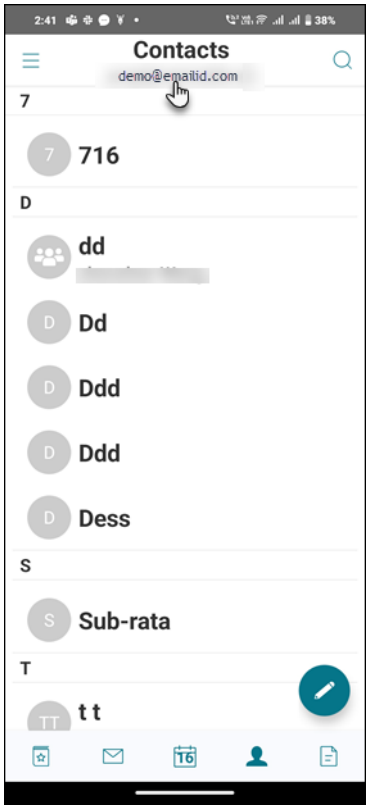
The contacts associated with the email id displays.



> **Note:**
>
> **All Contacts** appears only if you set up multiple email accounts.

3. On iOS, to view the contacts from a contact folder or subfolder, tap the **Contacts** icon on the bottom of the screen, and then tap the hamburger icon on the upper-left corner of the screen.

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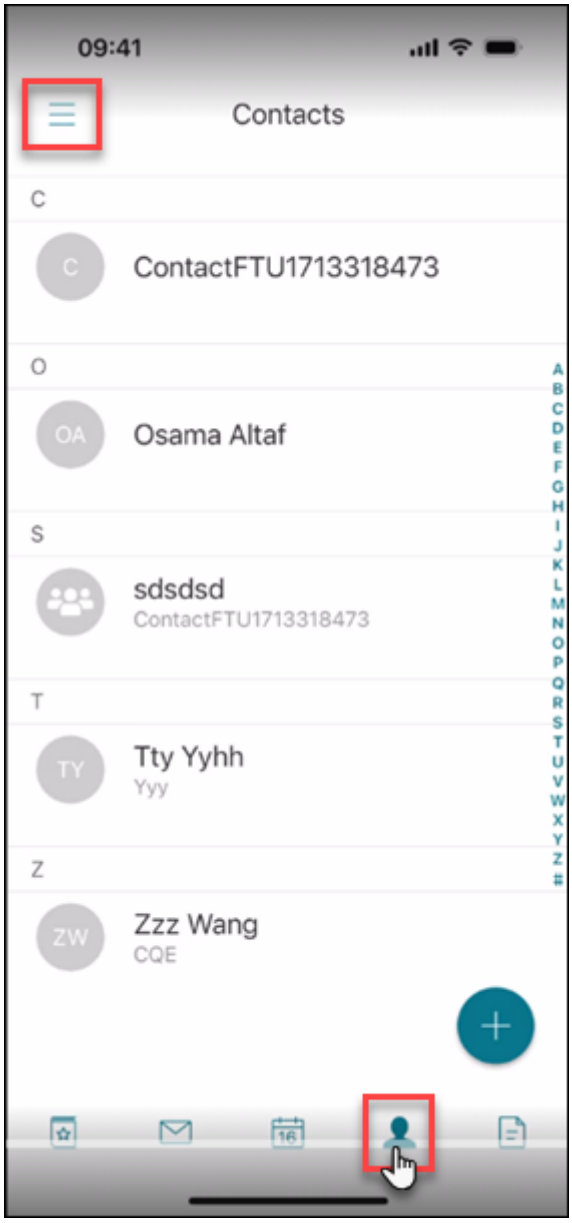

4. Under **Contacts** folder, tap the sub-folder **Company**.

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You can view the contacts under the sub-folder **Company**.

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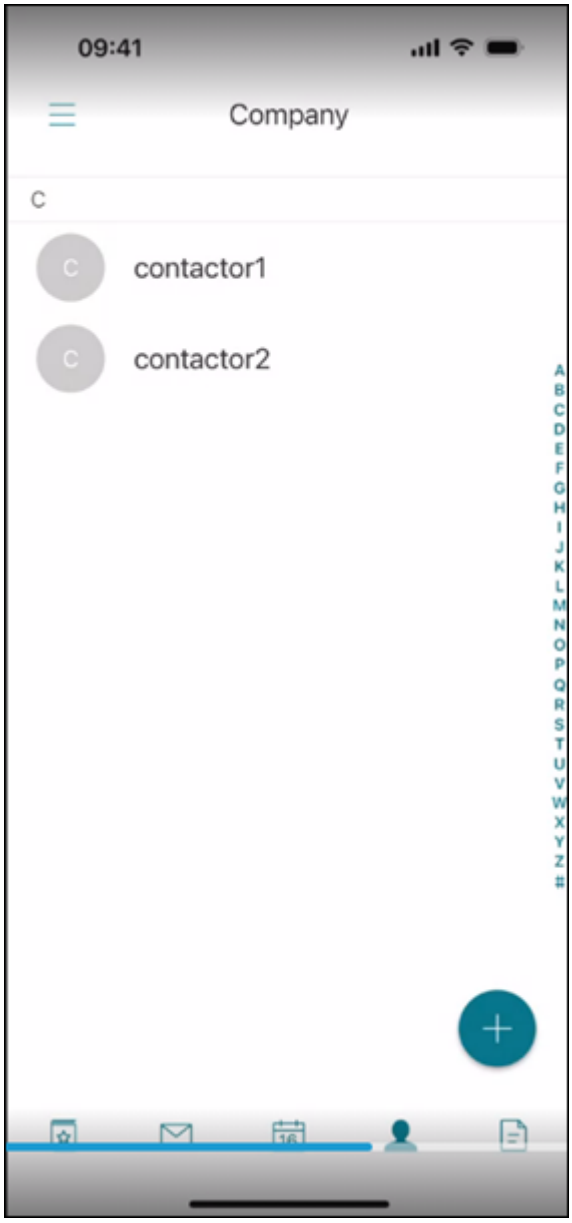

5. On Android, tap the hamburger at the upper-left corner, and then tap **Categories** to view the contacts grouped under specific categories.

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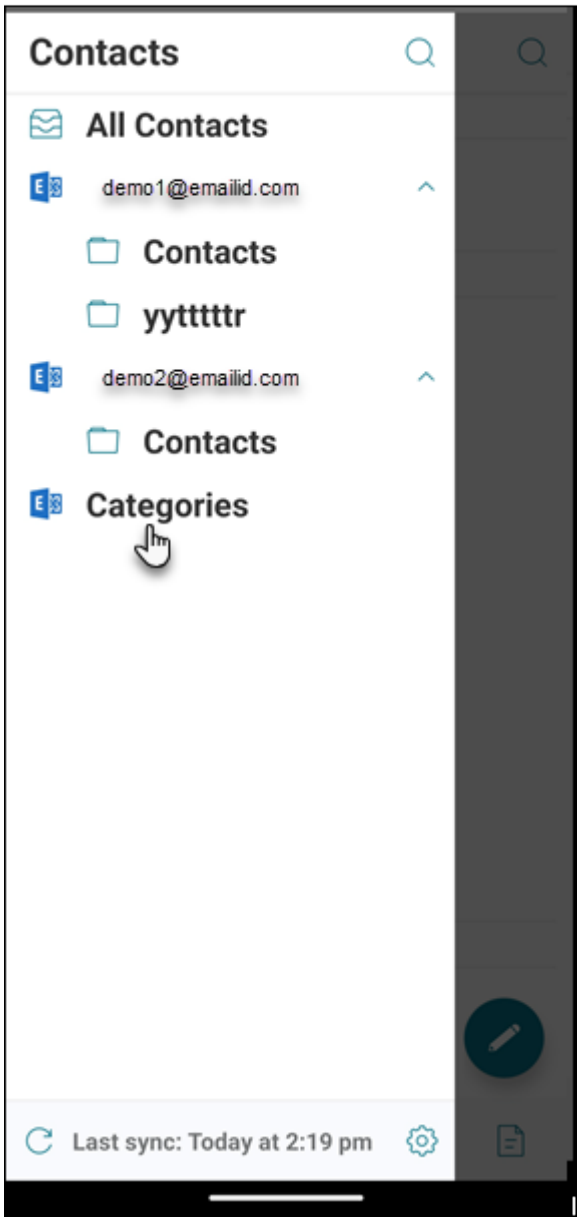

The **Categories** screen displays.

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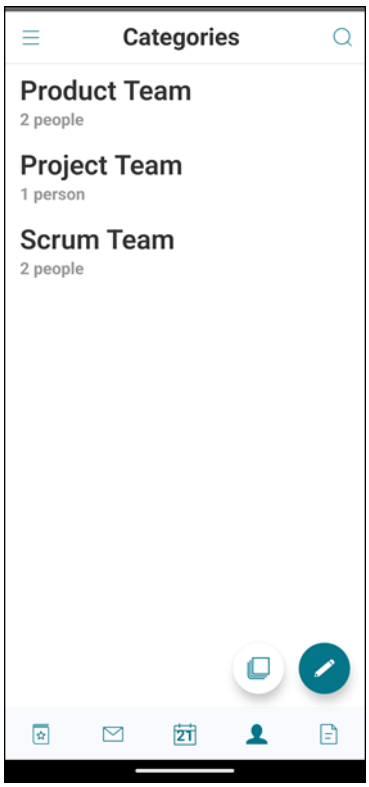

To sync contacts

End users can synchronize their contacts between Secure Mail and their device's contacts.

For Android devices: Contact synchronization is two-way, allowing contacts to sync from Secure Mail to the device's contacts and from the device's contacts to Secure Mail. It allows users to manage Secure Mail contacts from device's contacts list and manage device contact from within the Secure Mail contact list.

For iOS devices: Allows contacts to sync from Secure Mail to the device contact. It allows users to manage Secure Mail contacts from the device's contacts list.

1. Tap the **Contacts** icon at the bottom of the screen, and then tap the hamburger icon on the upper-left of the screen.

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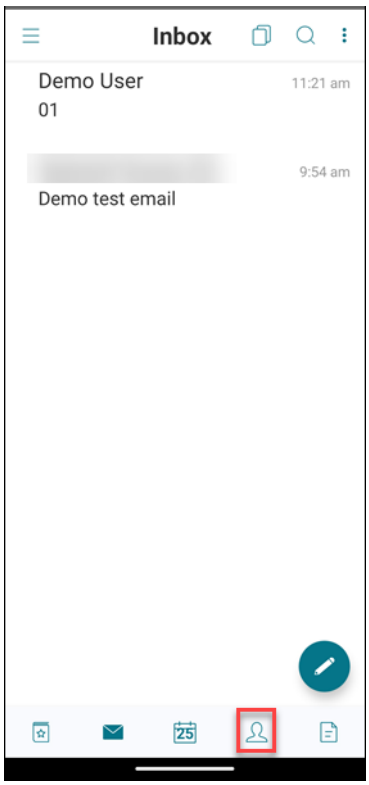
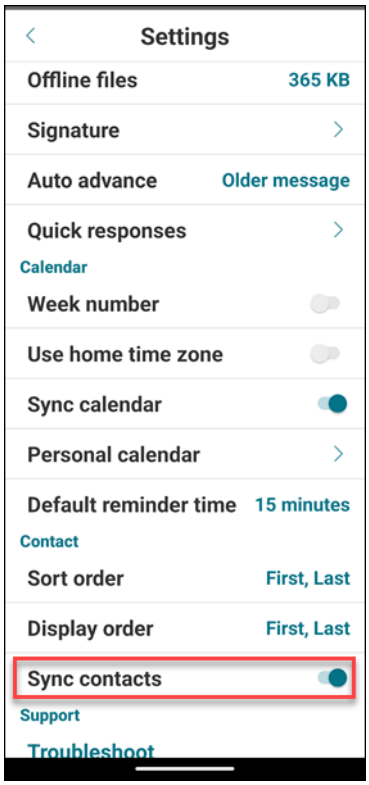


2. Tap the **Settings** icon.
3. Under **Contact**, turn on the **Sync contacts** toggle switch.



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To disable the contact sync, turn off the **Sync contacts** toggle switch.

> **Note:**
>
> For managed-devices, if the **Sync contacts** option is not available or appears grayed out in your app, you can reach out to your IT admin to enable it.

Set up caller ID

You can identify incoming calls from your Secure Mail for iOS contacts.

> **Note:**
>
> The caller ID feature is available for Secure Mail for iOS.

When you receive an incoming call, your iOS device shows the App name with the Caller ID. For example, “Secure Mail Caller ID: Number/Name”.

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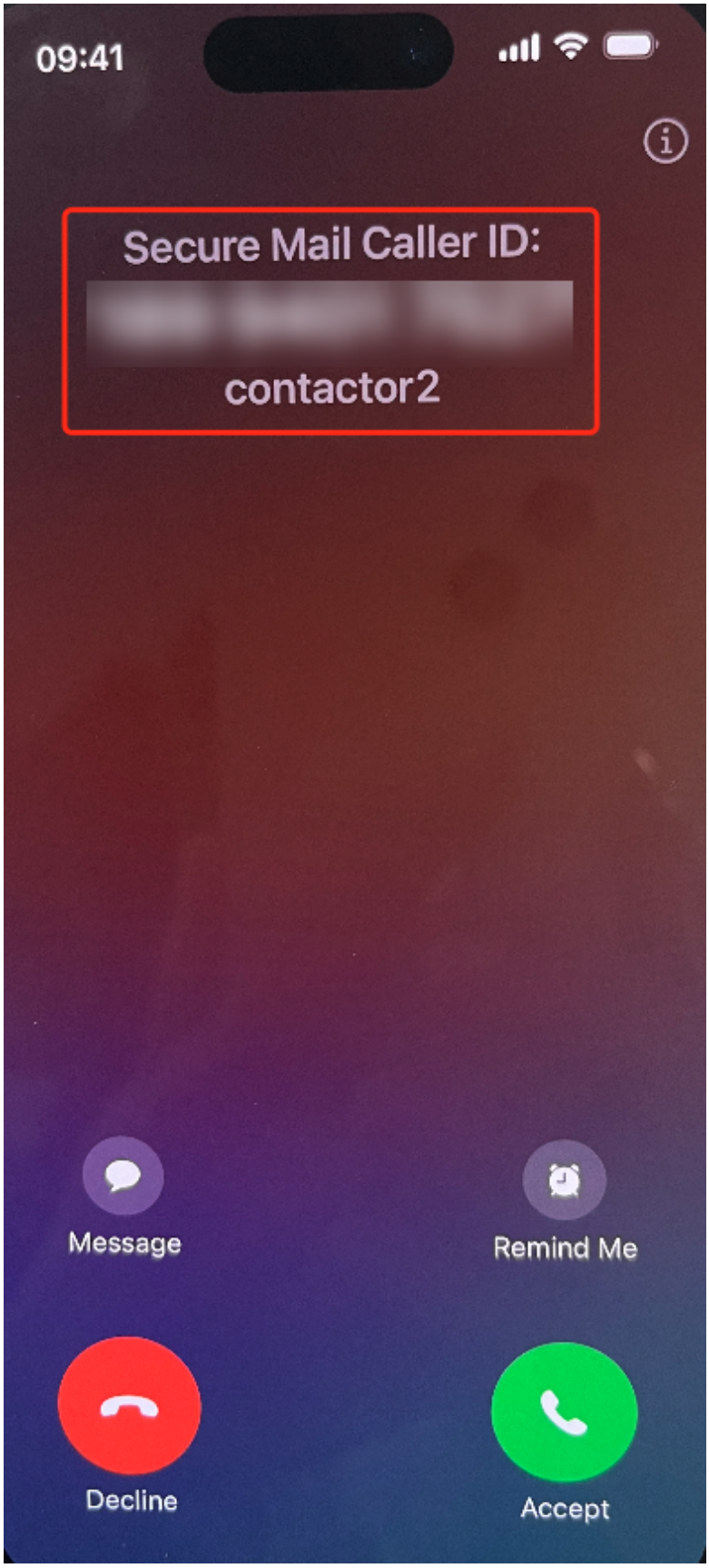

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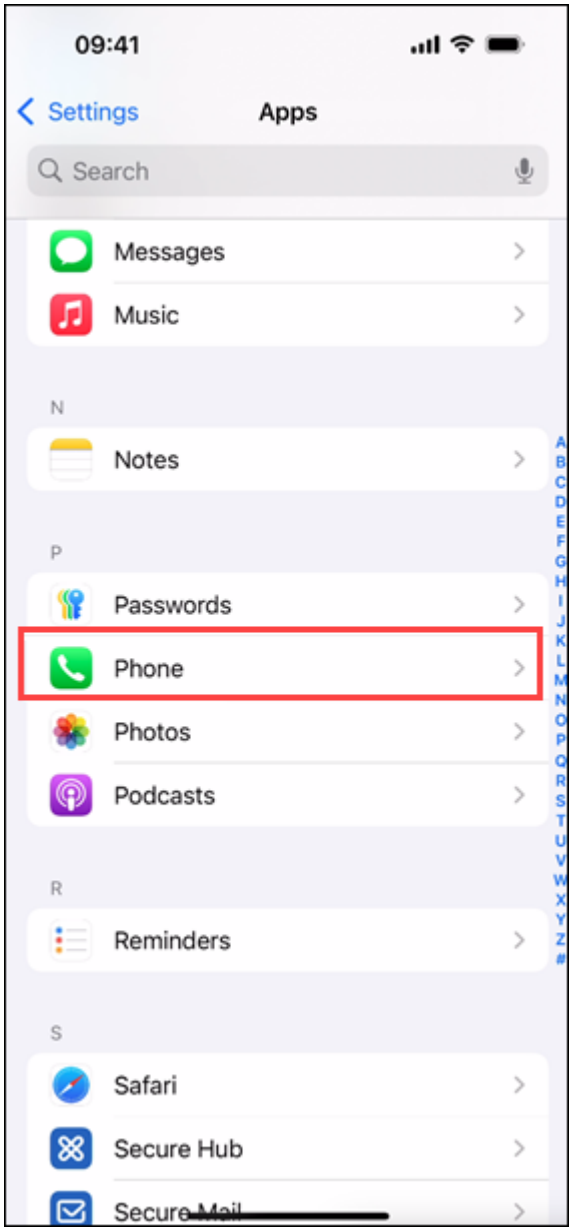
To identify international calls, iOS requires that you save the contact's phone number with the appropriate country code. For example, for +1 (210) 555-5555, +1 is the country code for North America, followed by the digits.

> **Note:**
>
> For the policy prerequisite that administrators must set, see the Citrix Product Documentation on Secure Mail Caller ID).

To enable Caller ID on an iPhone

To enable Secure Mail Caller ID, navigate to **Settings**, and then tap **Phone**.



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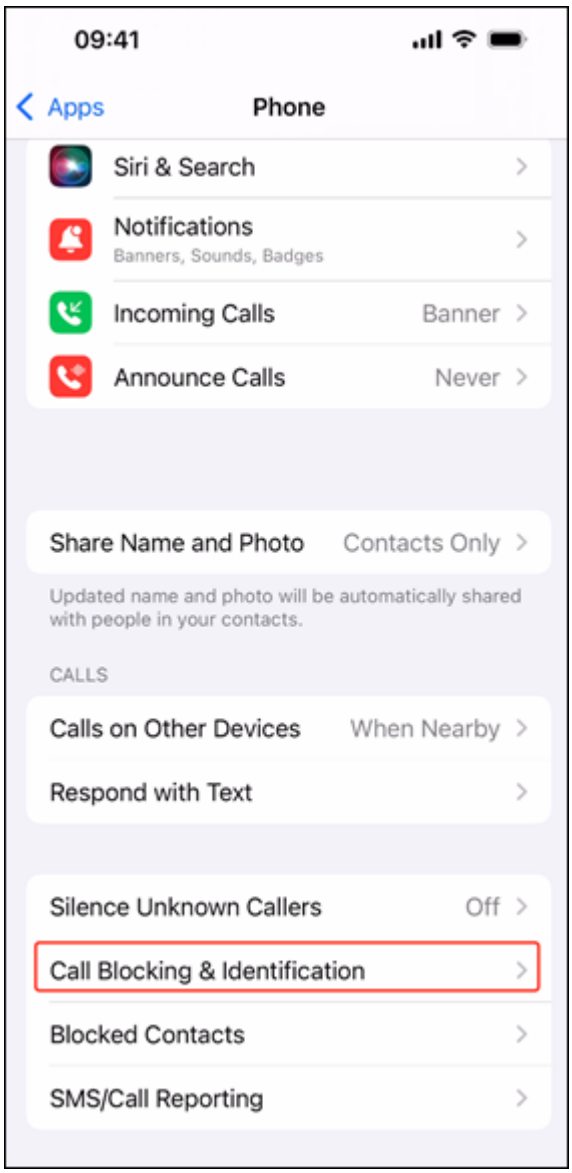
Tap **Call Blocking & Identification**.



Turn on the **Secure Mail** toggle.

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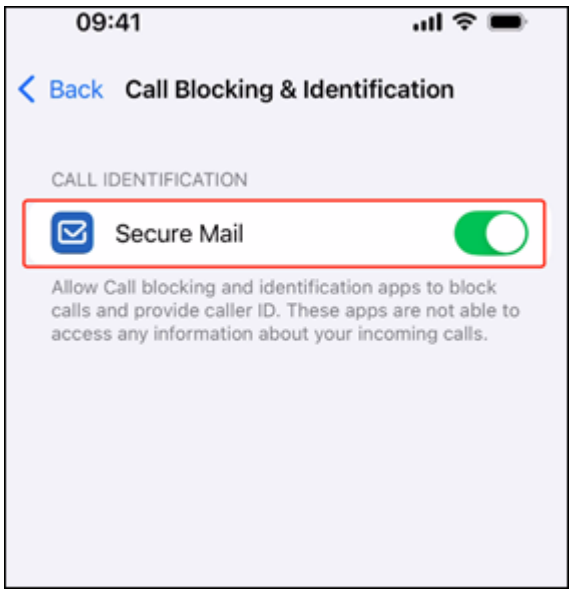

To enable Caller ID on an iPad

To enable Secure Mail Caller ID on an iPad, navigate to **Settings**, tap **FaceTime**, and then tap **Call Blocking & Identification**.

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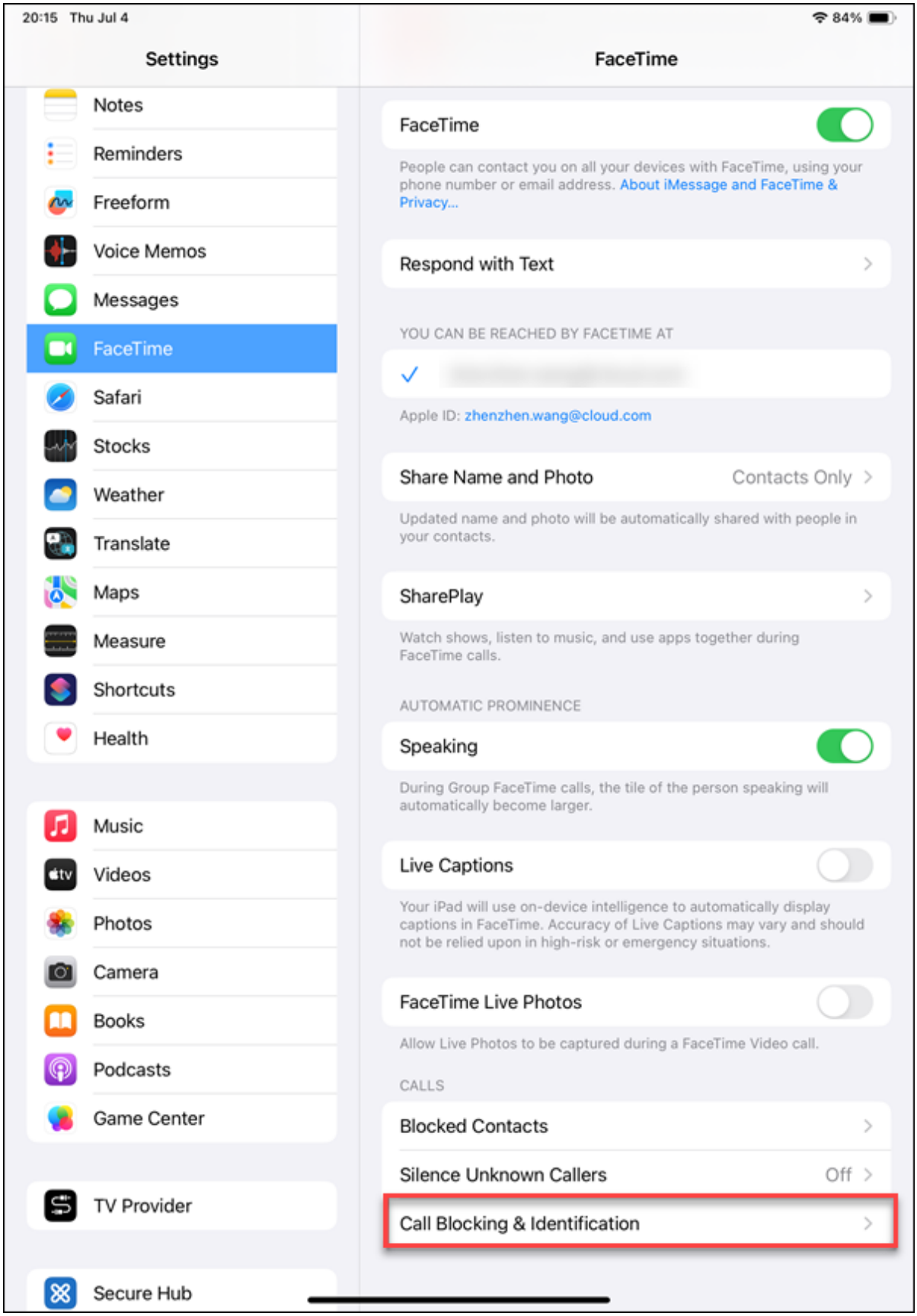

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Under **Call Blocking & Identification**, turn on the **Secure Mail** toggle.

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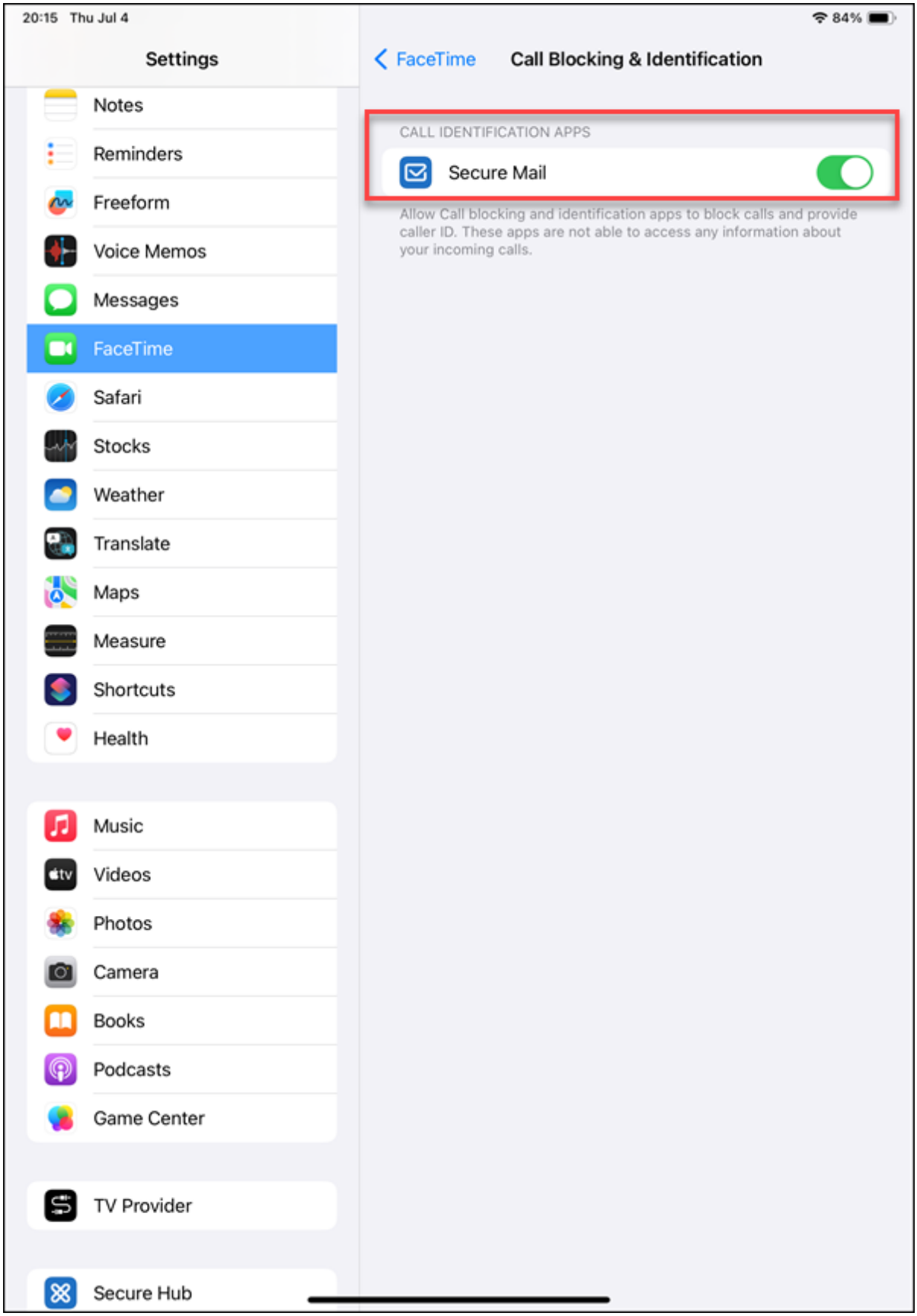

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View and attach files

For Secure Mail for iOS, you can attach files from the iOS native **Files** app. For more information about the iOS Files App, see the Apple Support documentation.

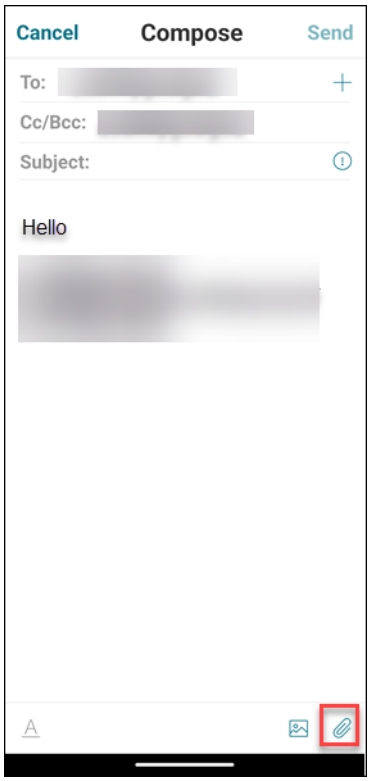
For Secure Mail for Android, an attachment opens directly within the app or a list of supported apps appears. You can select an app to view the attachment. Supported formats are .txt, word, audio, video, html, .zip files, images, .eml files, and .vcf contact file formats.

> **Note:**
>
> For Android, as a prerequisite, an administrator must configure policies. For details, see the Citrix Product Documentation on Admin steps to enable file attachments from the Gallery in Android.

To attach files in Secure Mail for Android

You can either attach a file to a new email or attach a file while responding to an email.

1. Do one of the following:
   - Tap the **Compose** icon on the lower-right corner of the screen to create a new email.
   - Open an email, and then tap the **Respond** icon to reply to an email.
2. Tap the **Attachments** icon on the lower-right corner of your screen.



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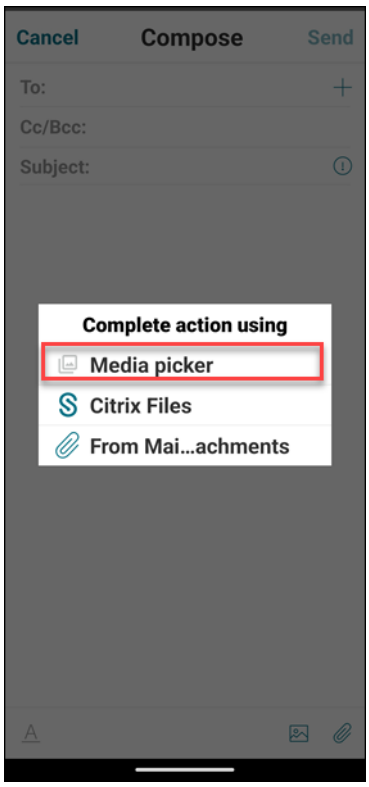
3. From the attachment options, tap **Media Picker**.



> **Note:**
>
> The Files app shows files from your device and other integrated cloud storage solutions, such as OneDrive and Google Drive.

4. Tap the hamburger icon on the upper-left corner of the screen. On the **Open from** screen, select one of the file locations such as **Recent, Images, Videos, Audio, Documents,** etc. and select a file to attach.

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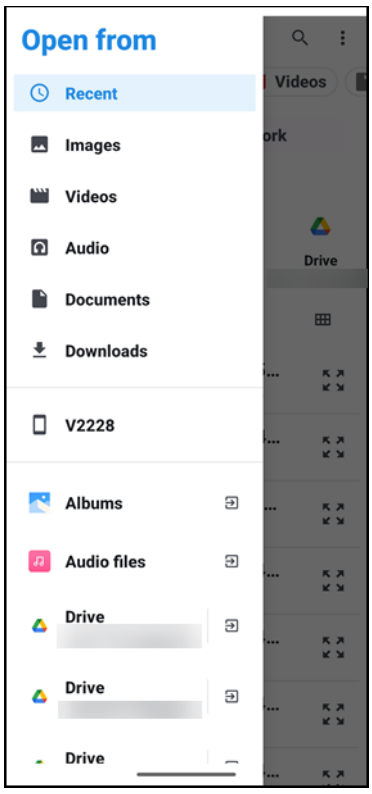

5. To attach multiple files, long-press on a file.
6. Tap on multiple files, and then tap **Select** on the upper-left corner. The files will be attached to the email.

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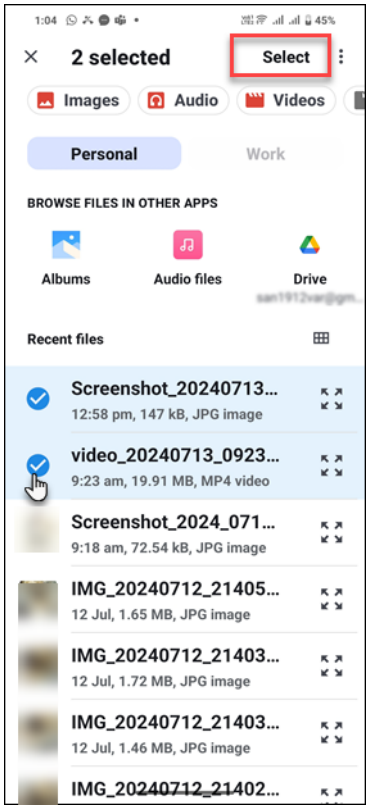

To view files in Secure Mail for Android

In Secure Mail for Android, you can attach a file to a new or existing message. With attachments to emails, you can do the following:

- Save the attachment offline and delete the attachment later.
- Open the attachment by using a different app.
- View the source email or calendar event of the attachment.
- Preview attachments while viewing a message, composing a new message, or forwarding a message. You can also preview attachments from the Attachments folder and calendar events.

To attach files to an existing or new email in Secure Mail for Android

1. Tap the **Attachments** icon on the lower-right corner of the screen. The **Attachment** screen appears.

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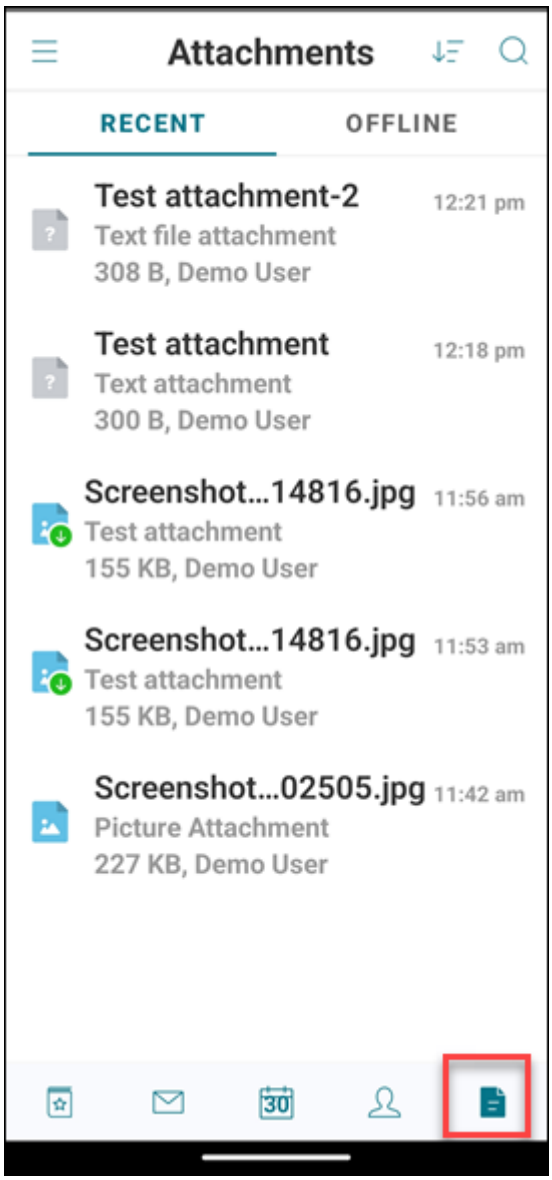

Do one of the following:

- To select a single attachment, tap the **Attachment** icon on the upper-right corner of the screen.

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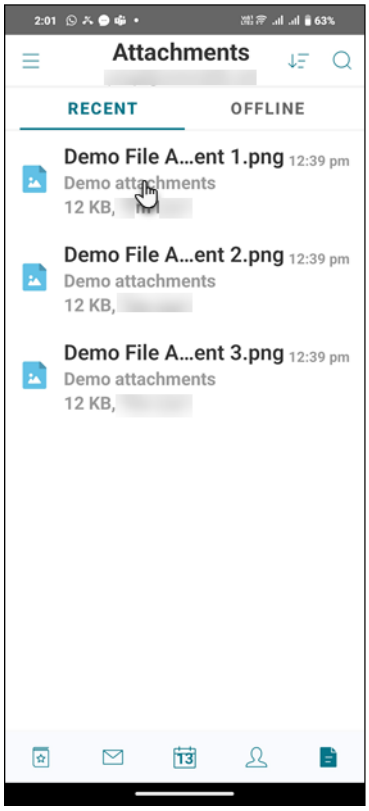
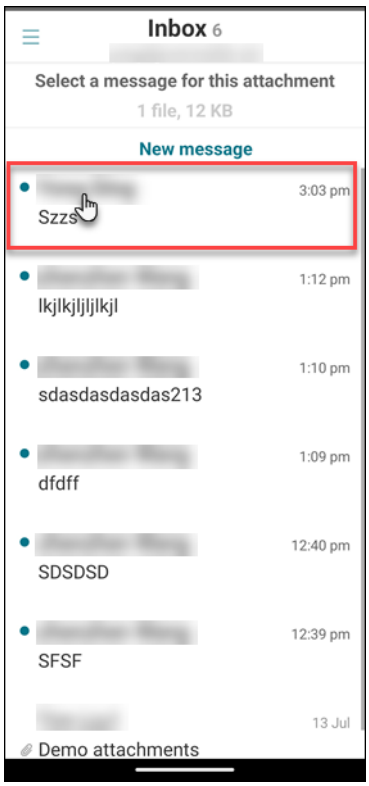


In the **Inbox** screen, tap the email you want to attach. The selected file will be attached to the email selected.



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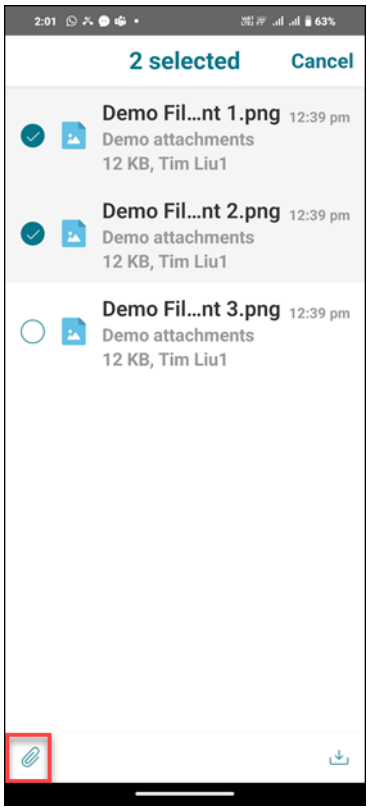
- To attach multiple files, long-press a file and select multiple files, and tap the **Attachment** icon on the lower-left of the screen.



2. Do one of the following:

   - To attach the file to an existing email, tap an existing email.
   - To attach the file to a new email, tap **New message**.

You can compose and send the email with the attachment.

To save the attachment for offline access in Secure Mail for Android

1. Tap the **Attachments** icon on the lower-right of the screen, and then open an attachment.

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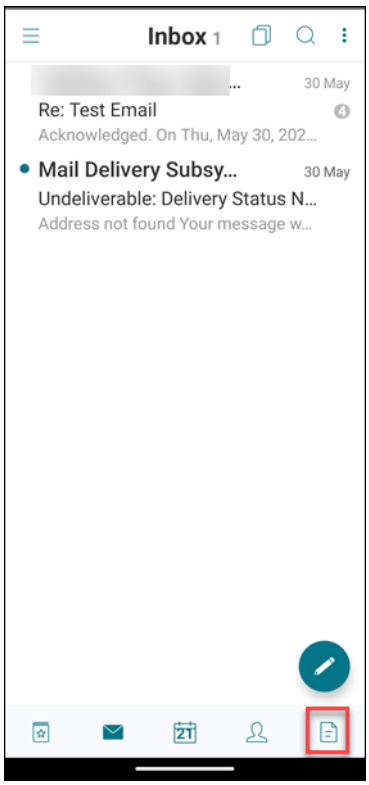

2. Tap the **More** icon on the upper-right of the screen, and then tap **Save for Offline Access**.

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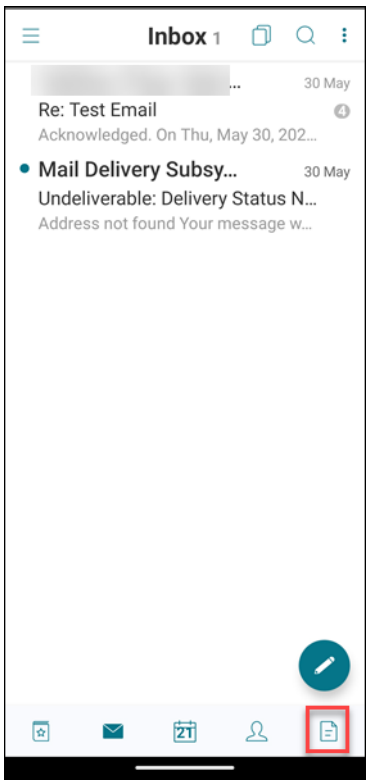
To delete the attachment from offline files in Secure Mail for Android

1. Tap the **Attachment** icon on the lower-right of the screen, and tap an attachment to open.



2. Tap the **More** icon on the upper-right of the screen, and then tap **Remove from Offline Files**.

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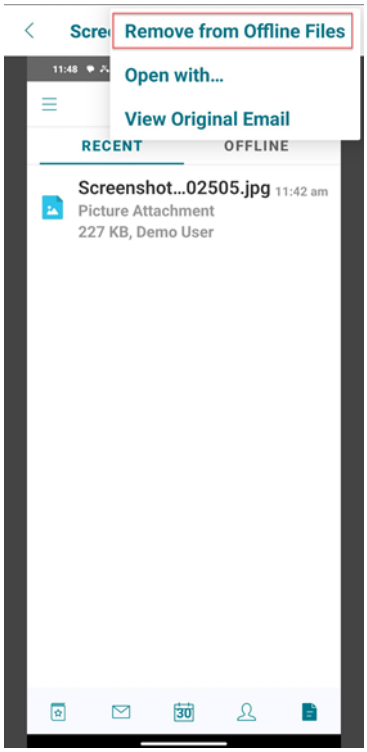
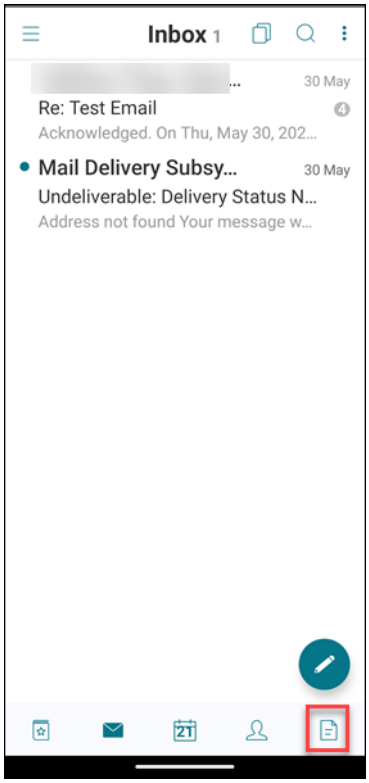


To open the attachment by using different apps in Secure Mail for Android

1. Tap **Attachments** icon on the lower-right corner of the screen.



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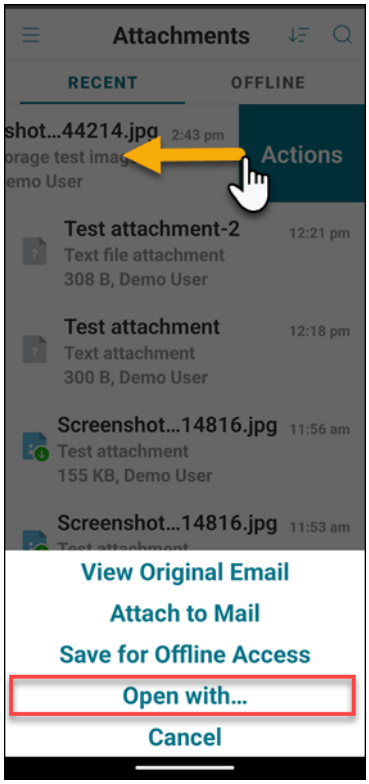
Do one of the following:

- Swipe left to view the list of actions, and then select **Open with…**



- Open an attachment.

2. Tap the **More** icon on the upper-right of the screen, and then tap **Open with…**.

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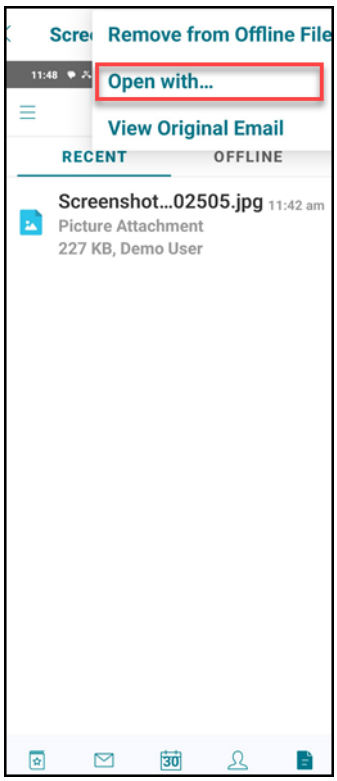
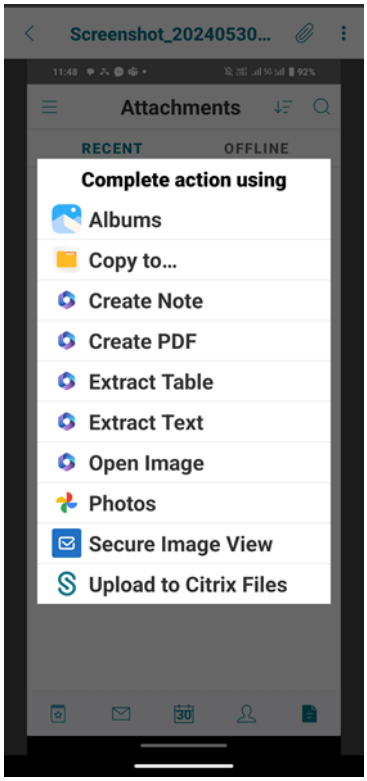


3. From the options that appear, tap the app you want to open the attachment with.



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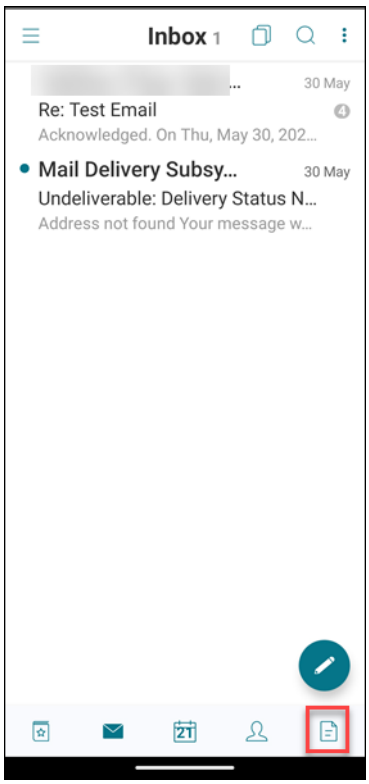
To view the source email or calendar event of the attachment for Secure Mail for Android

1. Tap the **Attachments** icon on the lower-right of your screen.



2. Tap an attachment, and then tap the **More** icon (three dots) on the upper-right of the screen.
3. Tap **View Original Email** to view the source of an attachment.

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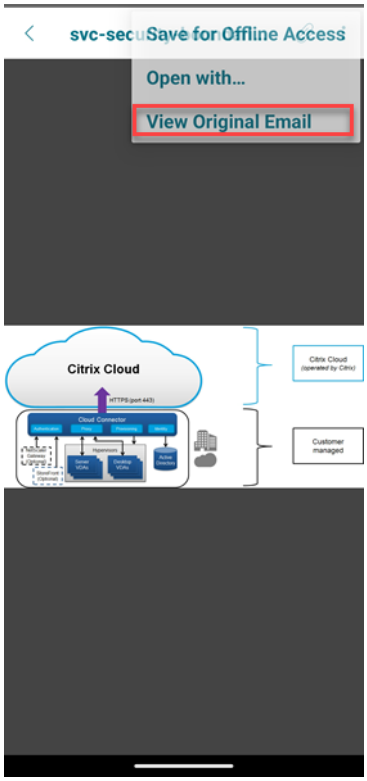
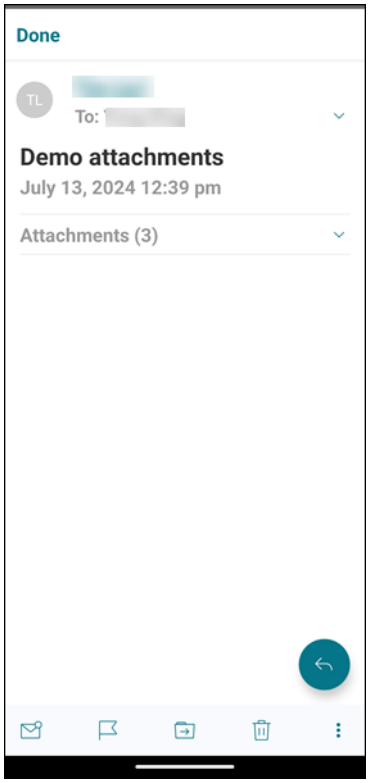


The source of an attachment appears similar to the following image.



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Sync folders and contacts

You can refresh and sync Secure Mail content.

Mail folder sync

You can sync all Secure Mail content by tapping the **Sync** icon.

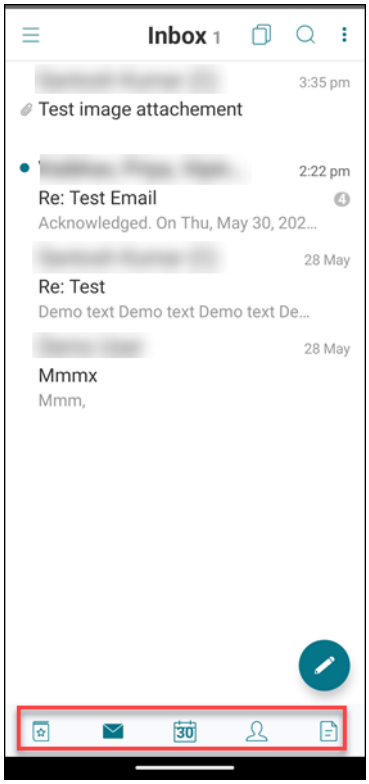
> **Note:**
>
> This feature is available for iOS and Android.

The **Sync** icon appears in Secure Mail slide outs, such as Mailboxes, Calendars, Contacts, and Attachments.

When you tap the **Sync** icon, the folders that are configured to auto refresh are updated. The timestamp of the last sync appears next to the **Sync** icon.

To sync your folders

1. Open Secure Mail.
2. From the available folders on the footer tab bar, tap the folder you want to sync.



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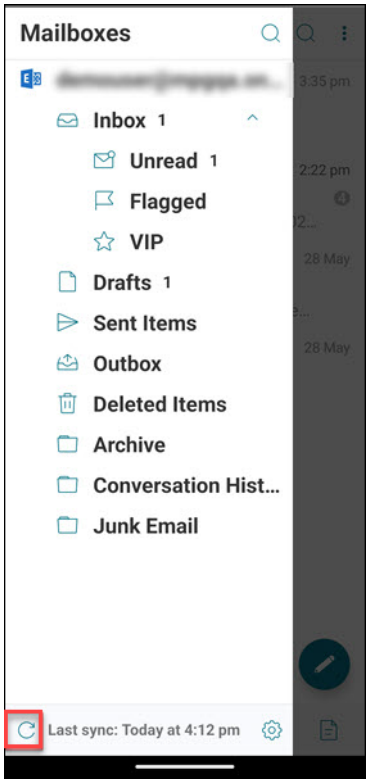
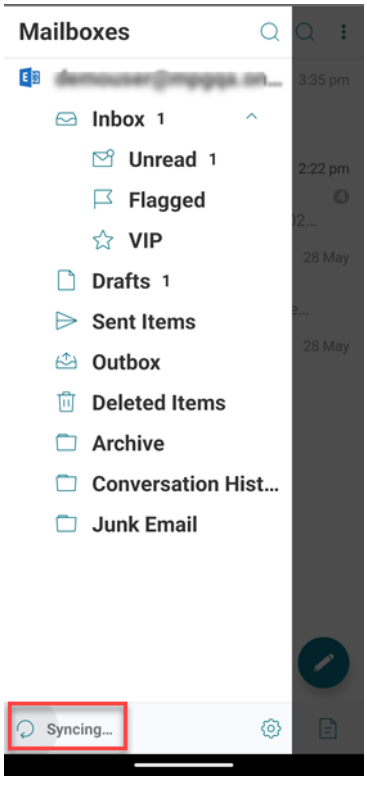
3. Tap the hamburger icon on the upper-left corner of your screen.
4. Tap the Sync icon on the lower-left corner of your screen.





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The folder sync progress shows, and the folder is synced. The timestamp appears next to the Sync icon.

Drafts folder auto-sync

In Secure Mail for Android, the drafts folder syncs automatically. Your drafts are available across all your devices. For Android, the feature is available on devices running Office 365 or Exchange Server 2016 and later.

In Secure Mail for iOS, this feature is available on setups running Exchange ActiveSync v16 or later.

If your Secure Mail draft contains attachments, the attachments aren't synced to the server.

The following one-minute video demonstrates how this feature works:

Change a calendar event time

In your Secure Mail calendar, to change the time of an event, tap and drag up or down, and then drop the event to the desired time slot.

> **Note:**
>
> This feature is available for iOS and Android.

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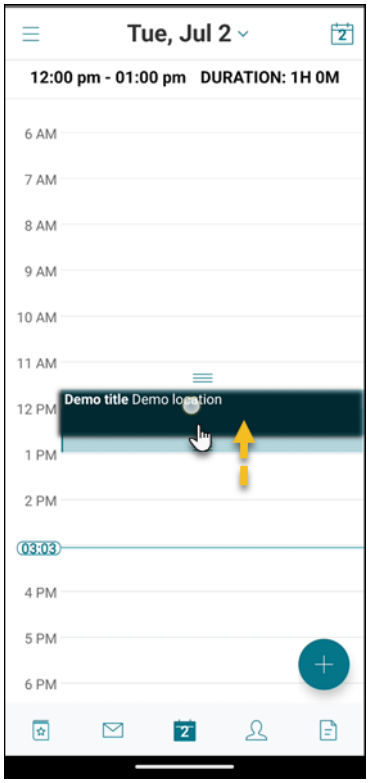

> **Note:**
>
> You can change the time of an event only for the same day the meeting occurs.

You can also change the duration of the event. To change the event duration, tap and hold the anchor (three lines) and drag up or down to a desired time.

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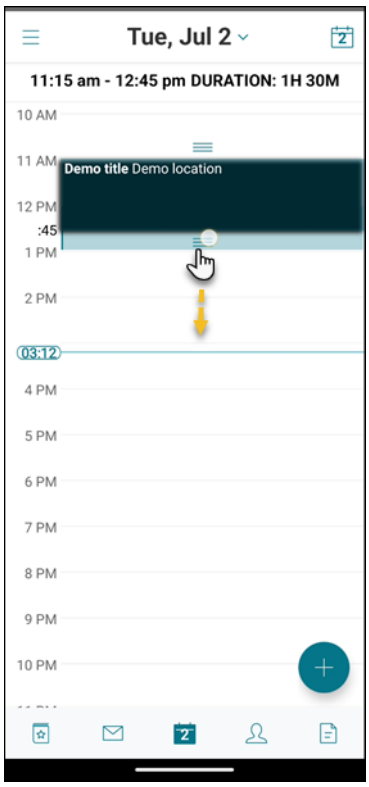

Report a phishing email

You can report the email that you suspect as phishing. The way you report the email is based on the policy your admin configures. The options for sending the email are as a forward or as an attachment.

The default setting in the policy is **Report via attachment (.eml)**.

For more information on administrative policies for Secure Mail, refer the following links:

- MAM SDK policies for third-party apps for Android
- MAM SDK policies for third-party apps for iOS.

Admins configure these policies in Citrix Endpoint Management.

> **Note:**
>
> This feature is available for iOS and Android.

Report a phishing email as a forward

You can forward suspicious messages to email addresses that admins configure. To enable this feature, your admin must configure the **Report Phishing Email Address** policy for Secure Mail.

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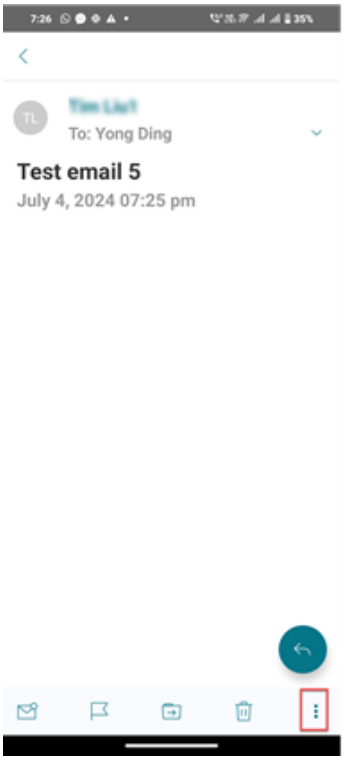
Considerations

- The Report as Phishing feature is supported for individual emails only. You can't report an entire conversation.
- For an HCL Domino server, phishing emails are reported as attachments. The attachment goes to an email address or addresses that an admin configures.
- The original email isn't deleted or hidden from the inbox.
- After you report a phishing email, future emails from that sender aren't blocked automatically.
- After you report a phishing email, the subject line is unchanged.

To report a phishing email as a forward

1. Do one of the following:

   - Open an email, tap the **More** icon at the bottom of the screen, and then tap **Report as phishing**.



   - In your inbox, swipe left on any email you suspect of being a phishing attempt, and then tap **More**.

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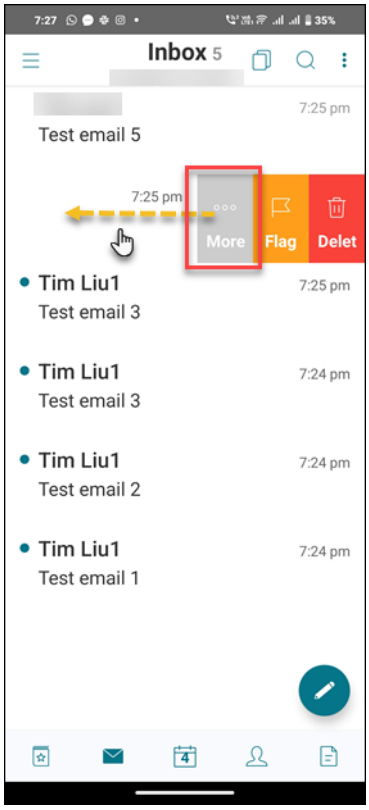
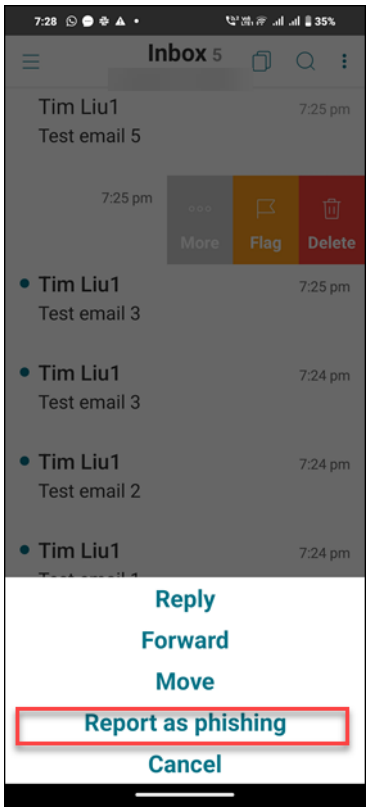


2. Tap **Report as phishing**.



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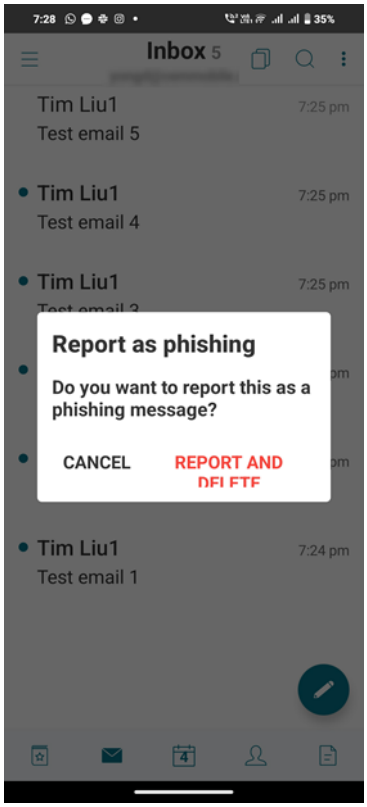
3. Tap **REPORT AND DELETE**.



The email is forwarded to the email address or addresses that your admin configured in the **Report Phishing Email Address** policy.

Report a phishing email as an attachment

You can send a suspected phishing message as an attachment to an email address or to a list of email addresses. Your admin configures the addresses in the **Report Phishing Email Address** policy.

To report a phishing email as an attachment

1. In the Inbox, swipe the phishing email to the left, and then tap **More**.

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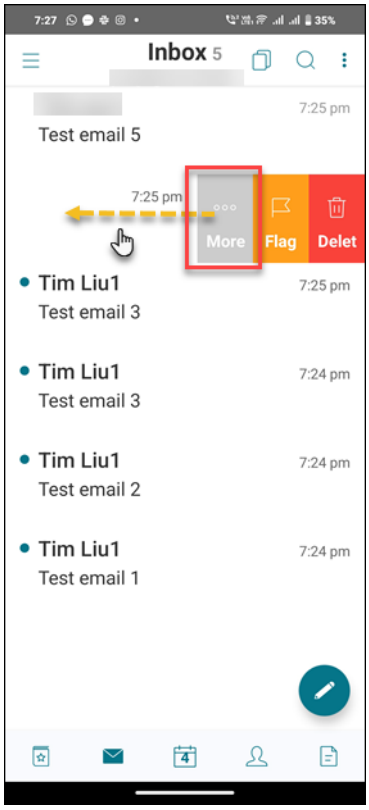
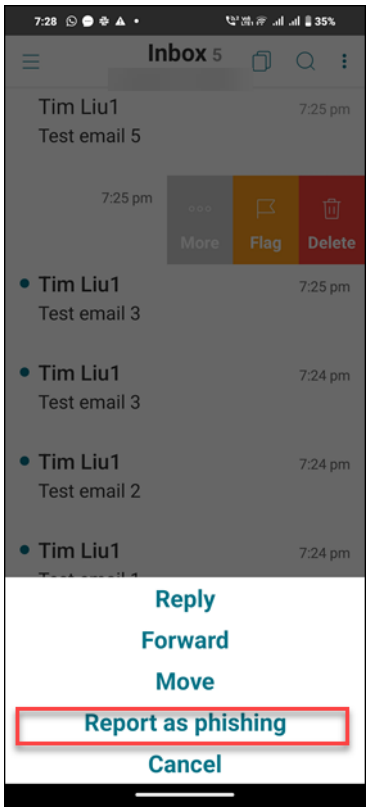


2. Tap **Report as phishing**.



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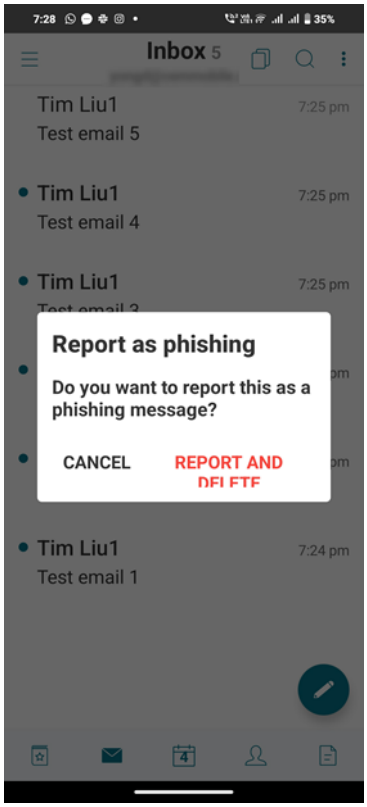
3. Tap **REPORT AND DELETE** to confirm.



The email is reported to the address or addresses that the admin configured.

Delete and auto advance to an email in Conversations

In Secure Mail, when you delete a message in **Conversations**, you can choose which message you return to.

> **Notes:**
>
> - This feature is available for iOS and Android.
> - You can use this feature only if you've sorted your emails to appear in **Conversations**.

Tap the hamburger icon on the upper-left corner. Navigate to **Settings > Auto Advance**.

Select one of the following options:

- **Newer message** –Returns to the succeeding email in the chain after you delete an email.
- **Older message** –Returns to the previous email in the chain after you delete an email.
- **Message list** –Returns to the conversation screen after you delete an email. This option is the default setting.

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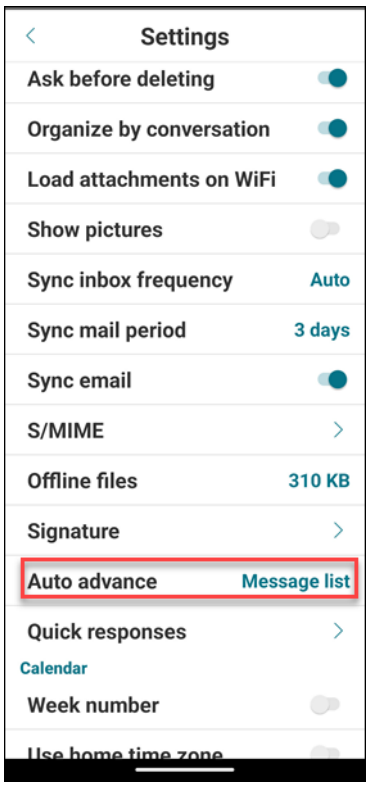

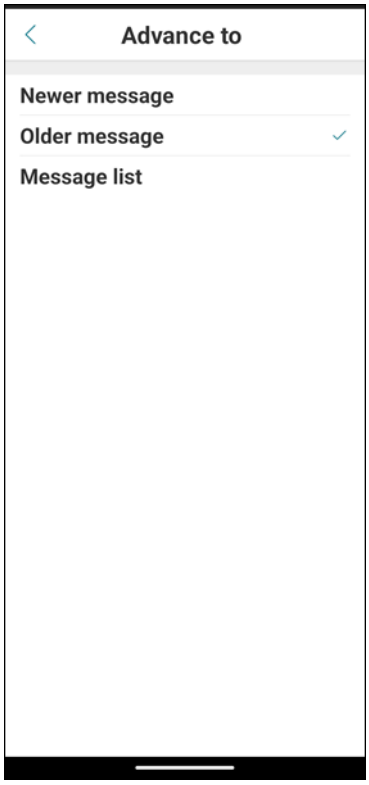

When you delete all emails in **Conversations**, you return to the Inbox.

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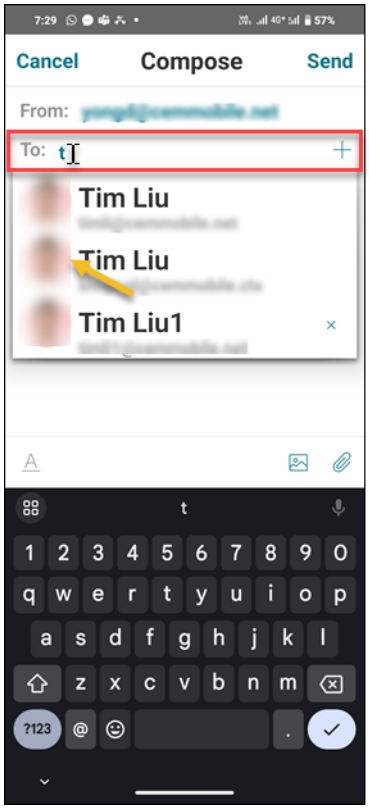
Show pictures of your contacts

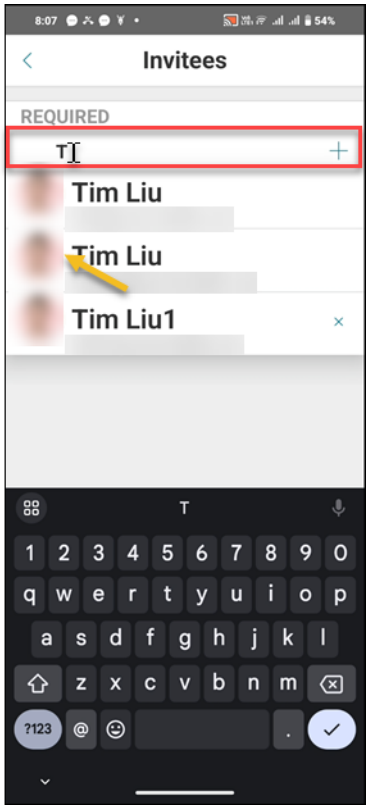
You can view a picture of your contact when you add recipients to your emails or to your meeting invites.

> **Note:**
>
> This feature is available for iOS and Android.

The image of your contact appears next to their name. If your contacts have the same name, the image helps you to pick the correct person.

In the email **Compose** screen or in the **Calendar** > **New Event** > **Invitees** screen, enter the characters of a name of your contact (The contacts that are not saved locally). The matching contacts will show in the results.





Minimizing drafts

When you're writing an email, you can minimize the draft email. You can navigate in Secure Mail and return to your draft email later.

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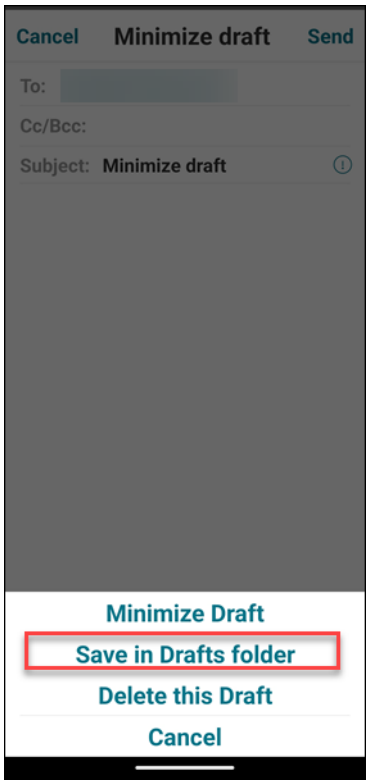
> **Note:**
>
> This feature is available for Android and devices running iOS 13 and later.

To minimize draft email on Android

To minimize the draft email on the compose screen, you can either:

- swipe left from the extreme edge of the screen.
- tap **Cancel** and tap **Save in Drafts folder**.



The email draft is available at the bottom of your screen.
To return to the email draft, tap the minimized draft button.

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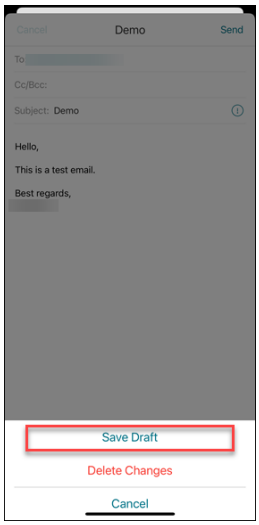
To minimize draft email on iOS

To minimize the draft email, tap **Cancel** and tap **Save Draft** on the compose screen.



The email draft is available at the bottom of your screen.
To return to the email draft, tap the minimized draft button.

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View PDFs

You can view PDF files and the PDF bookmarks and annotations within Secure Mail. You can also see an enhanced view of other Microsoft Office attachments.

> **Note:**
>
> This feature is available for Android.

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