



# Secure Mail

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## Enroll Secure Mail on your device

October 23, 2023

### 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.

**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.

### 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](#).

## 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

March 26, 2020

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.

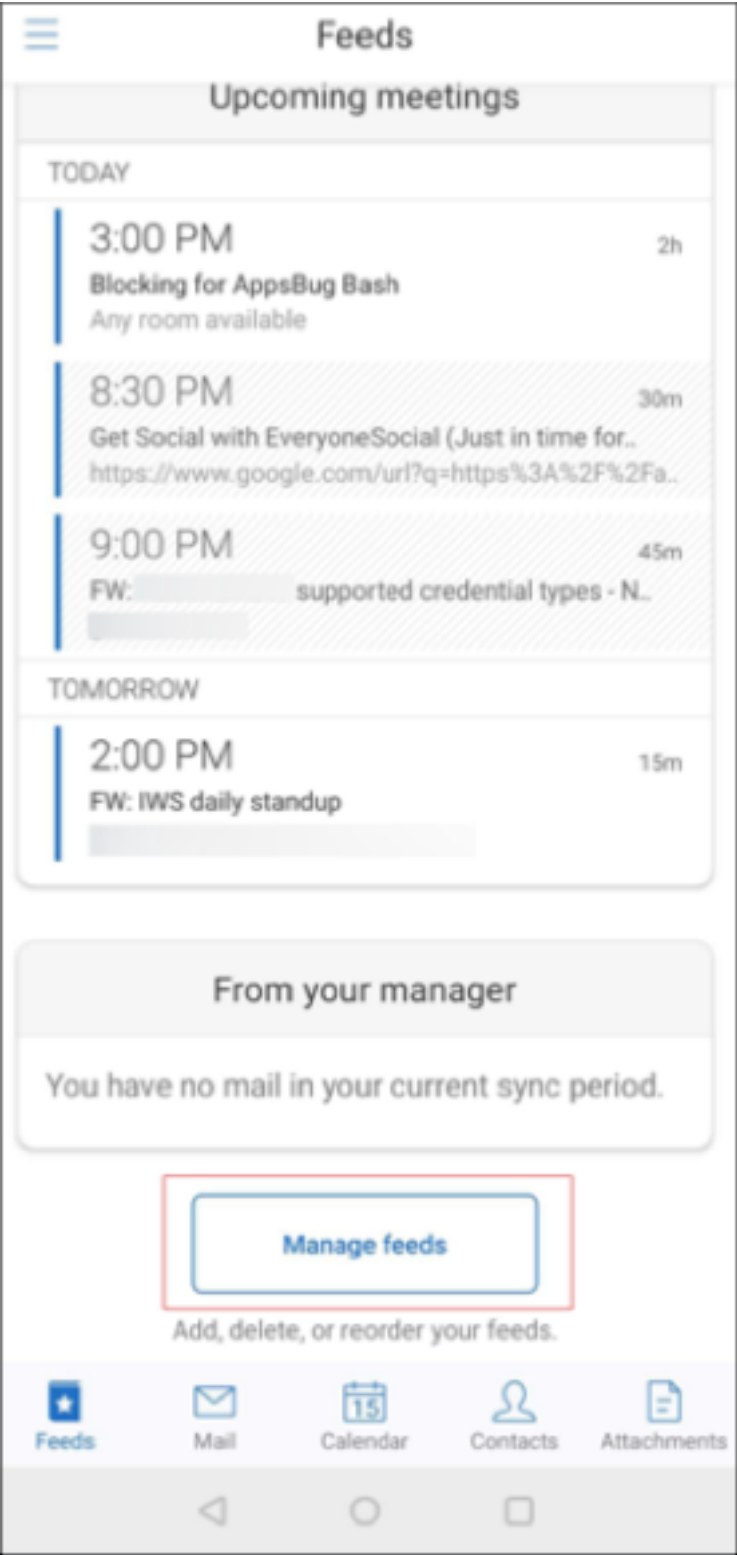
You can:

- Add up to three email folders.

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

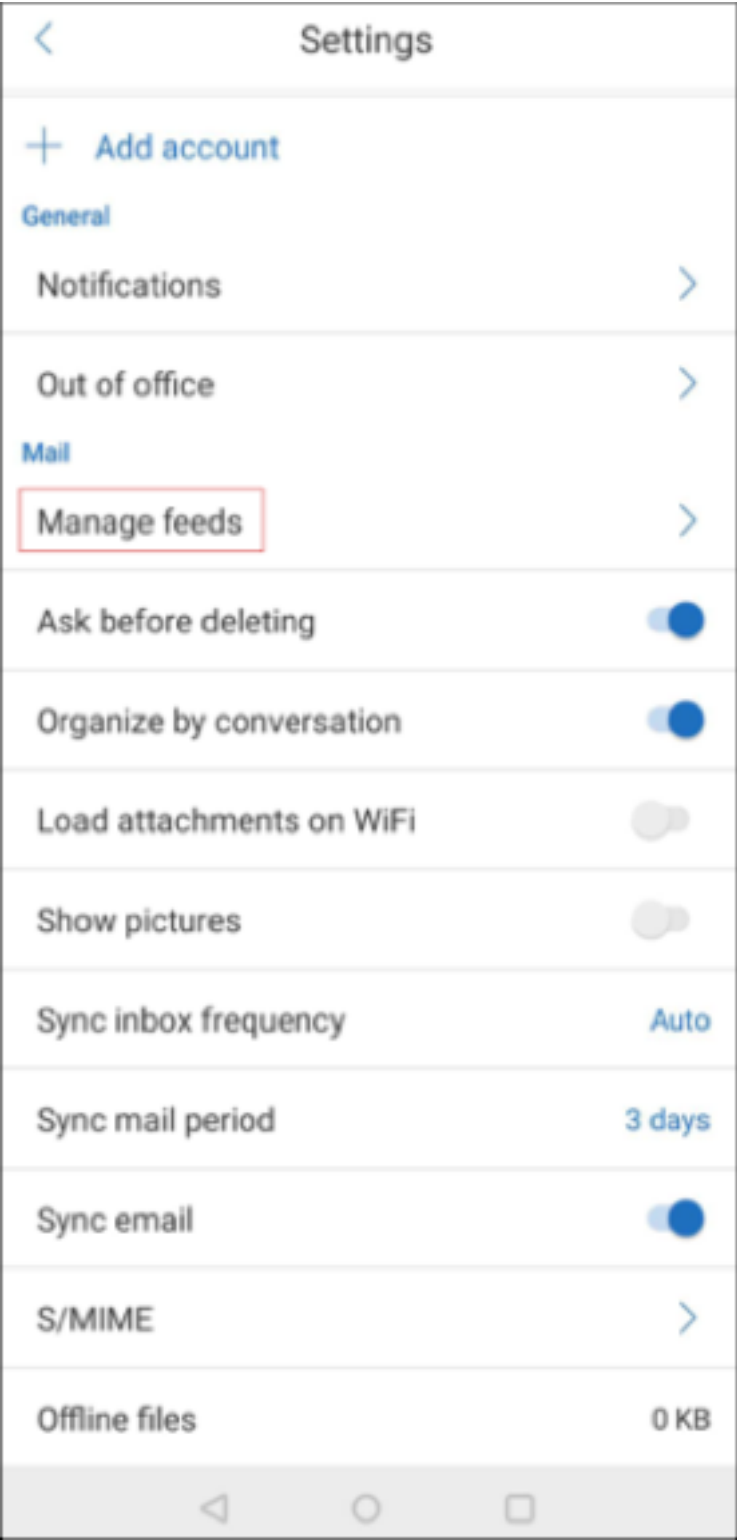
- Reorder your existing cards.
- Remove an existing card.
- In Secure Mail for Android, you can add cards for peers and direct reports. You can also create folders such as VIP or Flagged.

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



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

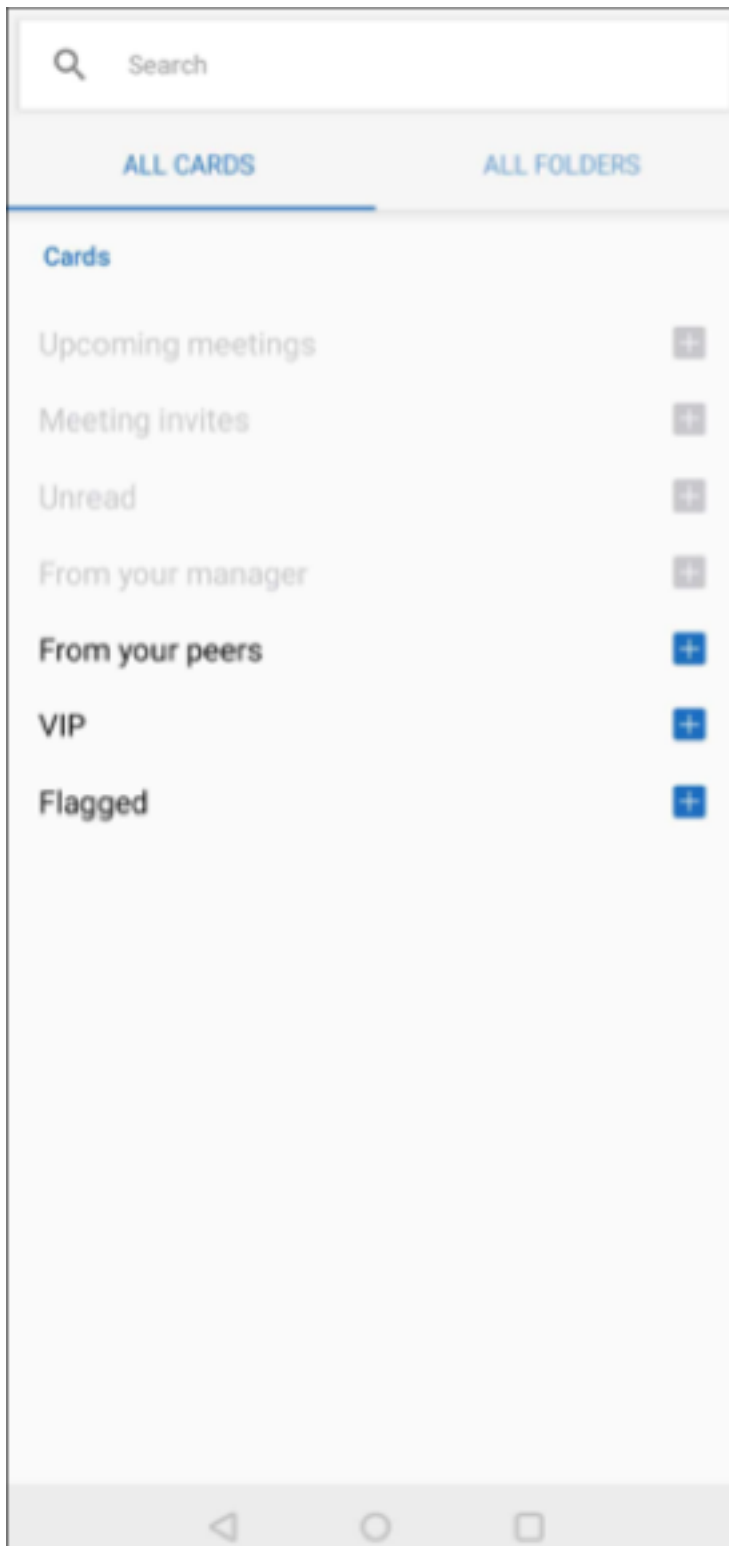




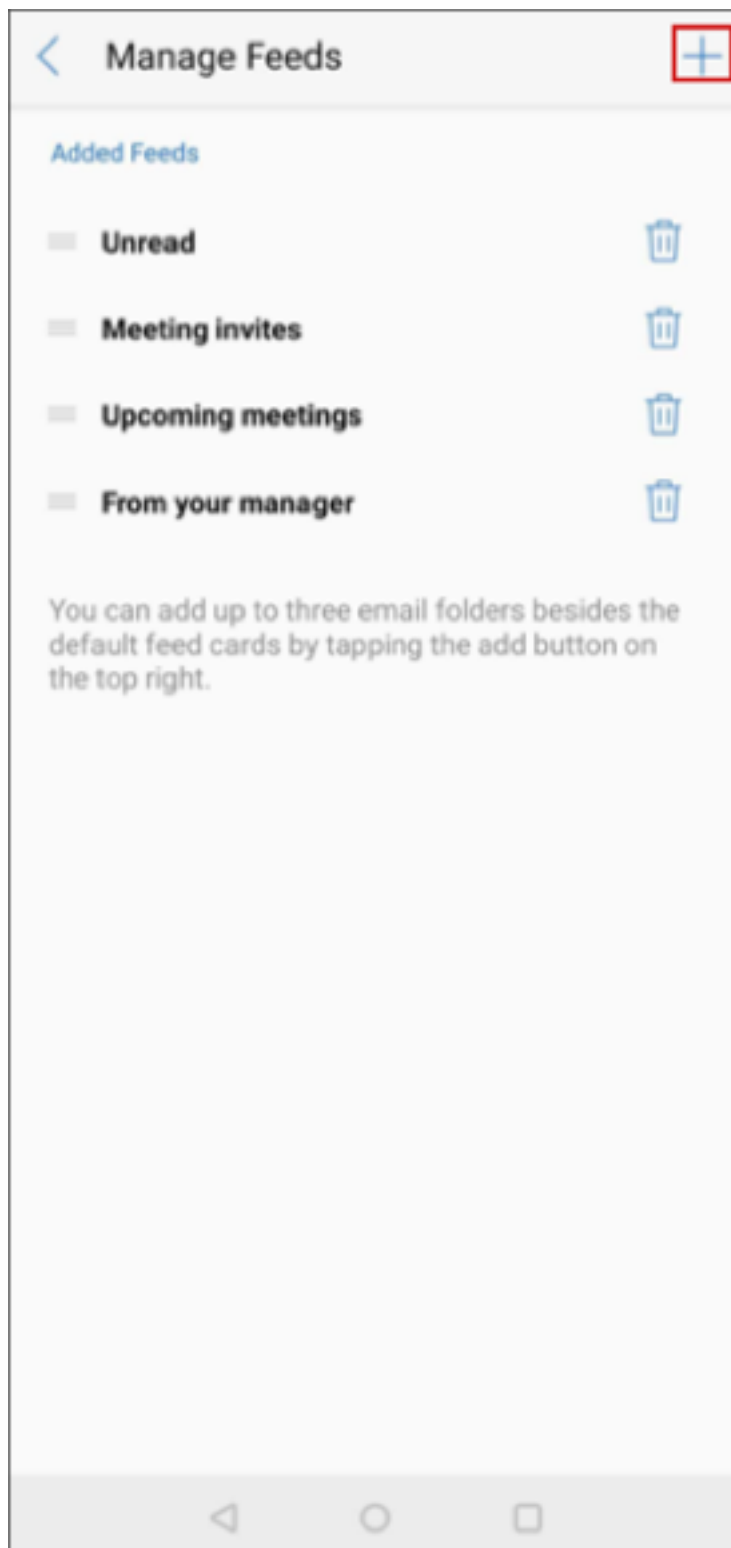
You can add, reorder, or delete your cards based on your preference.

## To add a card

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



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



3. Tap **Done**.

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

**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**

July 24, 2019

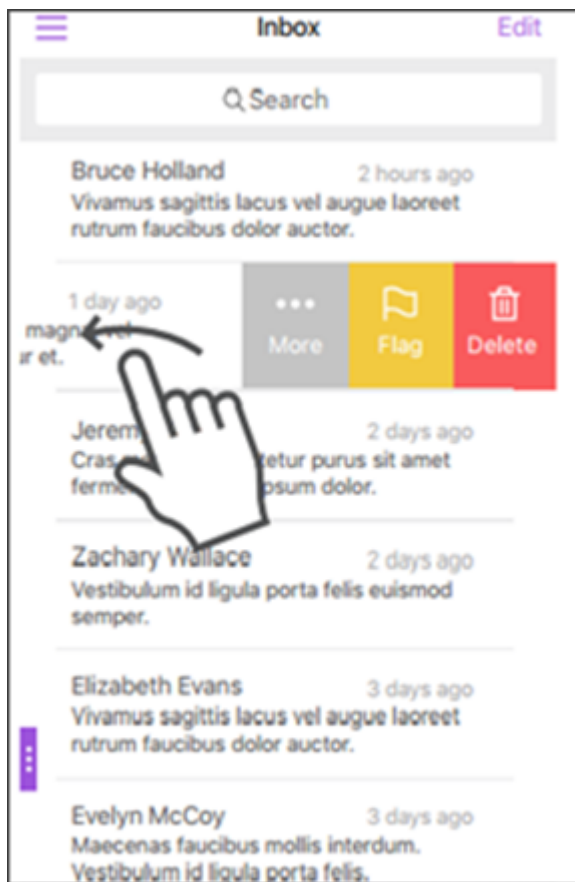
In Secure Mail, when you swipe an email either left or right, you get more options. You can swipe left, long swipe left, or swipe right.

**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 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



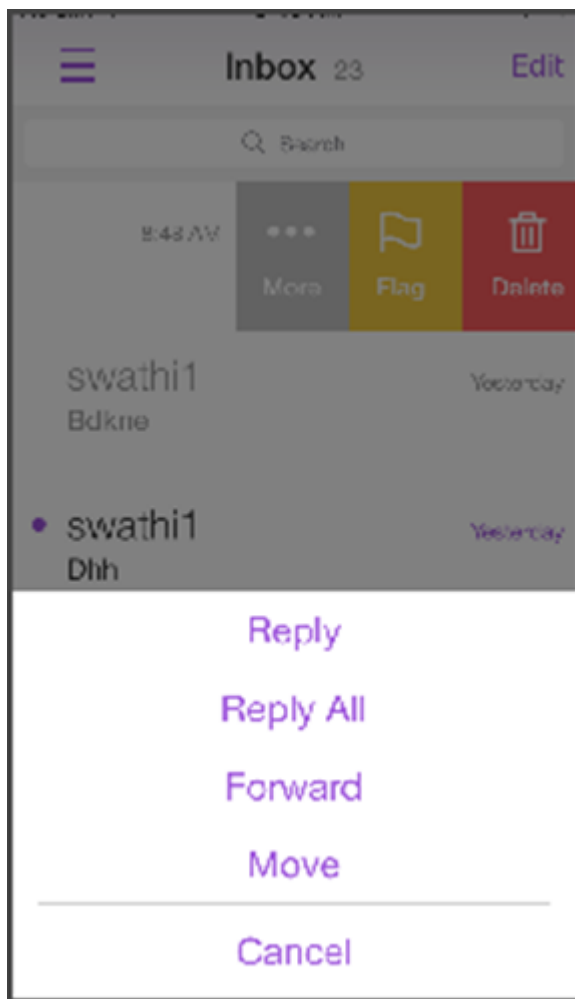
You swipe right to perform the **Mark** action.

The following sections provide more information about each menu item.

### More option

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

- Reply
- Reply All
- Forward
- Move
- Cancel



### Flag option

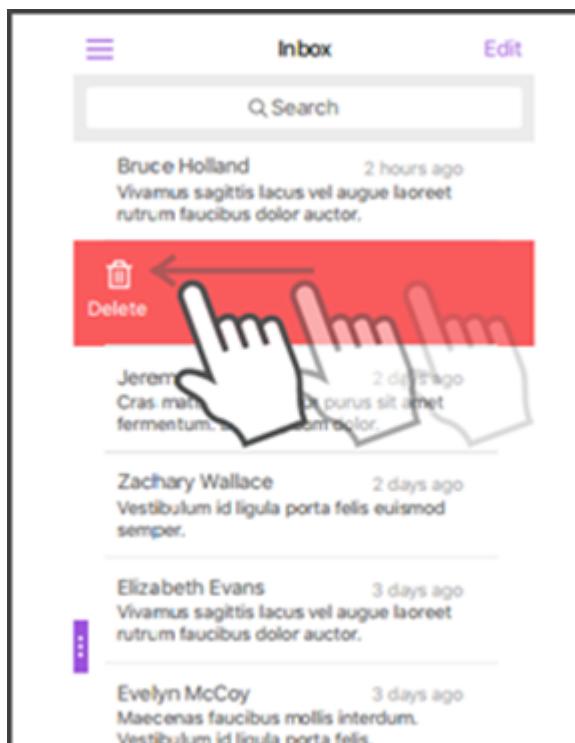
The **Flag** option allows you to mark the email for faster reference. You can also use this option to clear the status of a previously flagged email.

### Delete option

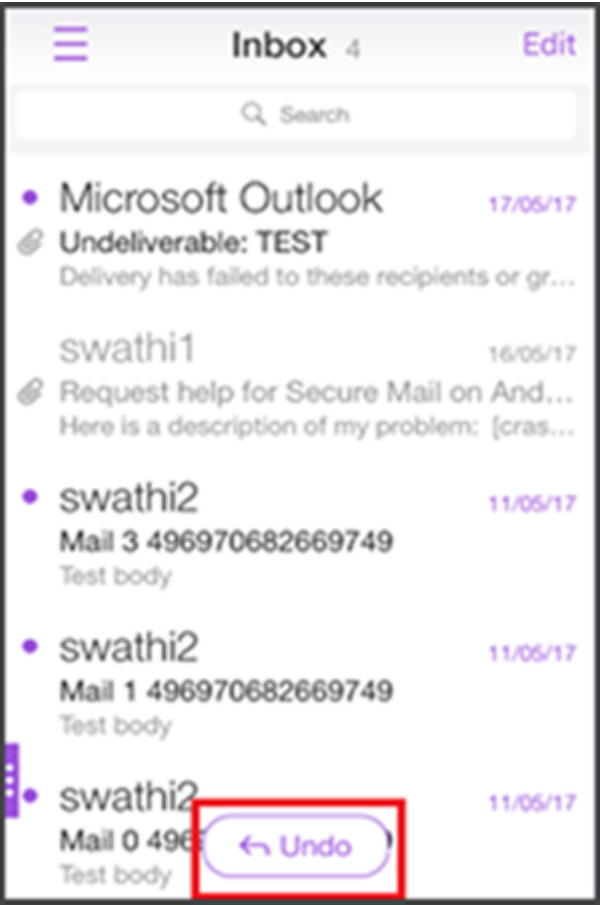
The **Delete** option allows you to delete the selected email.



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



In both delete scenarios, the **Undo** button appears for a few seconds so you can reverse the action.



You can delete multiple emails by long pressing an email item and then selecting the 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.





## Add Exchange accounts

July 24, 2019

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 the account you want to edit.
3. For Android, in the **Account** screen, edit the fields. For iOS, in the **Exchange** screen, type the credentials for the new account.

Optionally, for iOS, you can set values for the following parameters:

- **Sync Mail Period:** Tap to select a value for the sync mail period. The value you set specifies the number of mail days for Secure Mail to synchronize. Your administrator sets the default value.
  - **Make this my default account:** Tap to set the new account as your default account. The value is set to **OFF** by default.
4. For Android, tap **Save** to confirm your action or tap **Cancel** to return to the **Settings** screen.

Cancel

Account details

Save

Email

Address

outlook.office365.com

Username

Password

.....

Show

Description

Personal

Domain

Delete account

For iOS, tap **Sign On** to create the account.

**To edit an account for iOS**

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

1. Open Secure Mail, tap the hamburger icon, and then tap the **Settings** icon.
2. Under **ACCOUNTS**, tap the account you want to edit.
3. In the **Account** 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.
3. In 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.
4. Tap **Delete** to confirm your action.

#### 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.
- **Creating calendar events:** The **Organizer** field auto-populates with the email ID of the default account.
- **App badge count:** Indicates the unread mail count of the default account.

When you add one or more email accounts, the first account you create is the default account. To change the default account, navigate to **Settings > General > Default**.

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

In iOS, you can also navigate to **Settings > ACCOUNTS** and then tap the account you want to set as default. In the **Account** screen, enable the **Make this my default account** feature.

### 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 iOS:

- 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 with local 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.

**Note:**

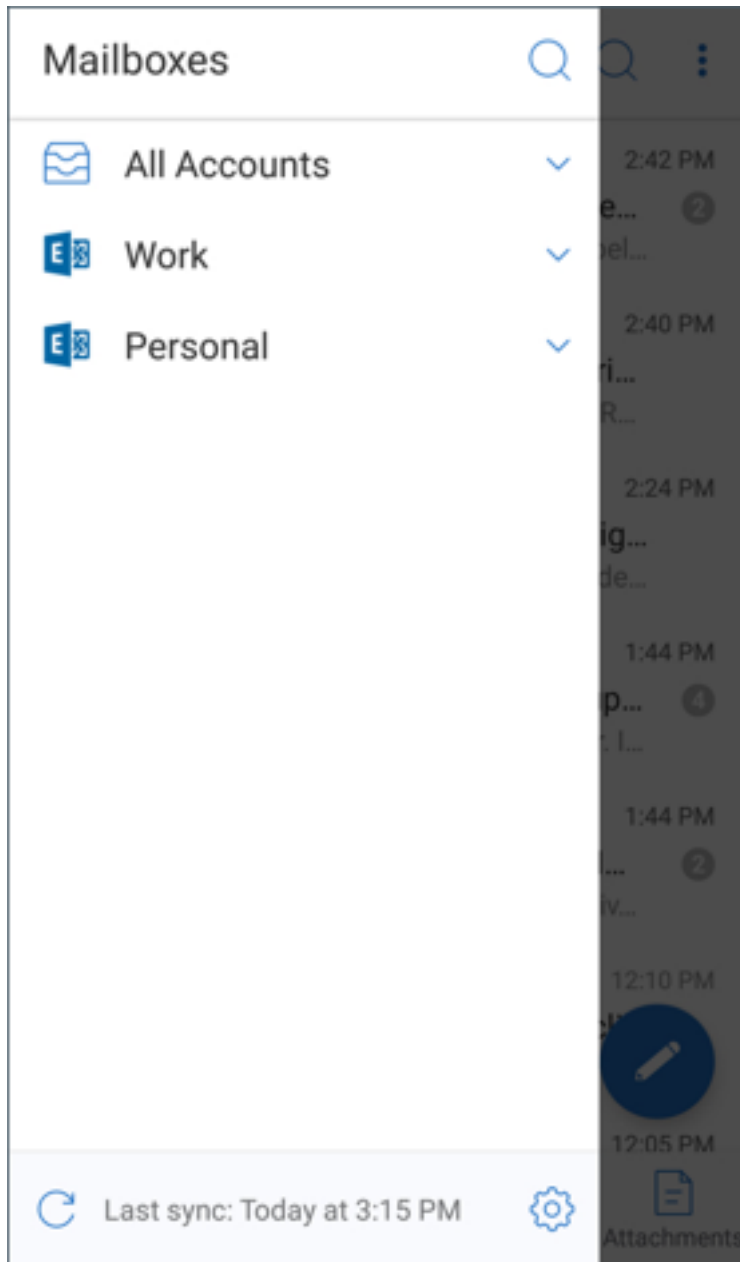
For iOS, you can only import the previously exported Secure Mail settings to the default or primary account.

### 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. In the **Mailboxes** screen, tap the account to expand the options.



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 in the **From:** field and Select a different account from the mail accounts that appear.

Cancel

Compose

Send

From: Work

To:

Cc/Bcc:

Subject: ⓘ

Select mail account

Work

Personal

Cancel

**Note:**

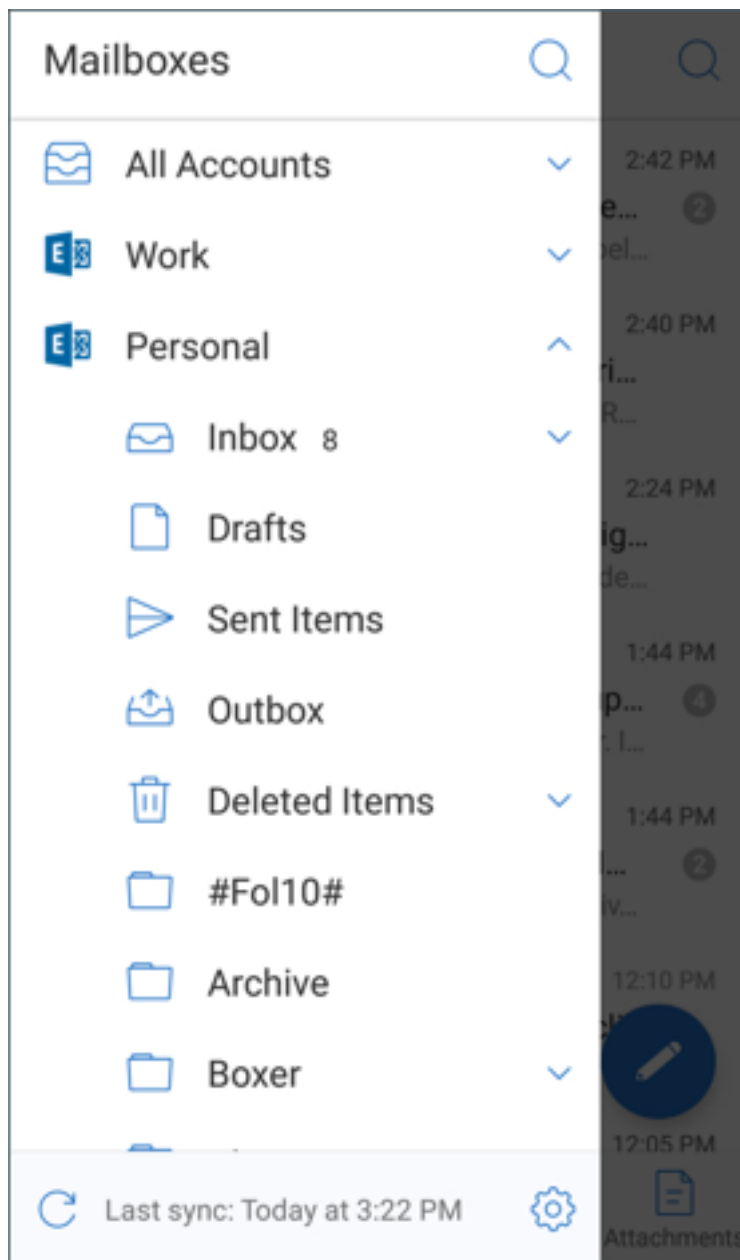
Composing an email from the conversation view auto-populates the **From:** field with the email address that conversation is addressed to.

**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:



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

July 24, 2019

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.

**Note:**

This feature is available for iOS and Android.

### To set colors for calendar events

1. Tap the **Calendar** icon in the footer bar and then tap the ellipses 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.
3. Select a color and then tap **Save**.
4. To return to the previous screen, tap **Cancel**.  
The selected color is set for all calendar events that apply to that Exchange account.

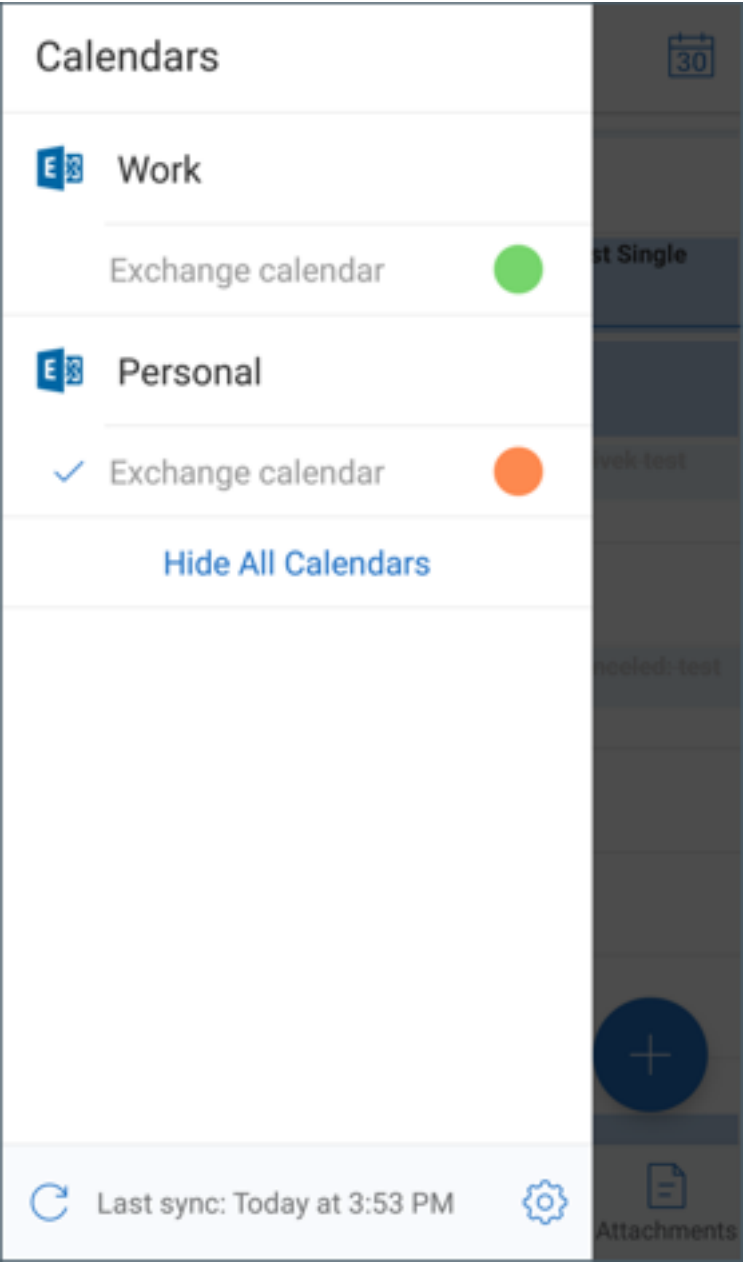


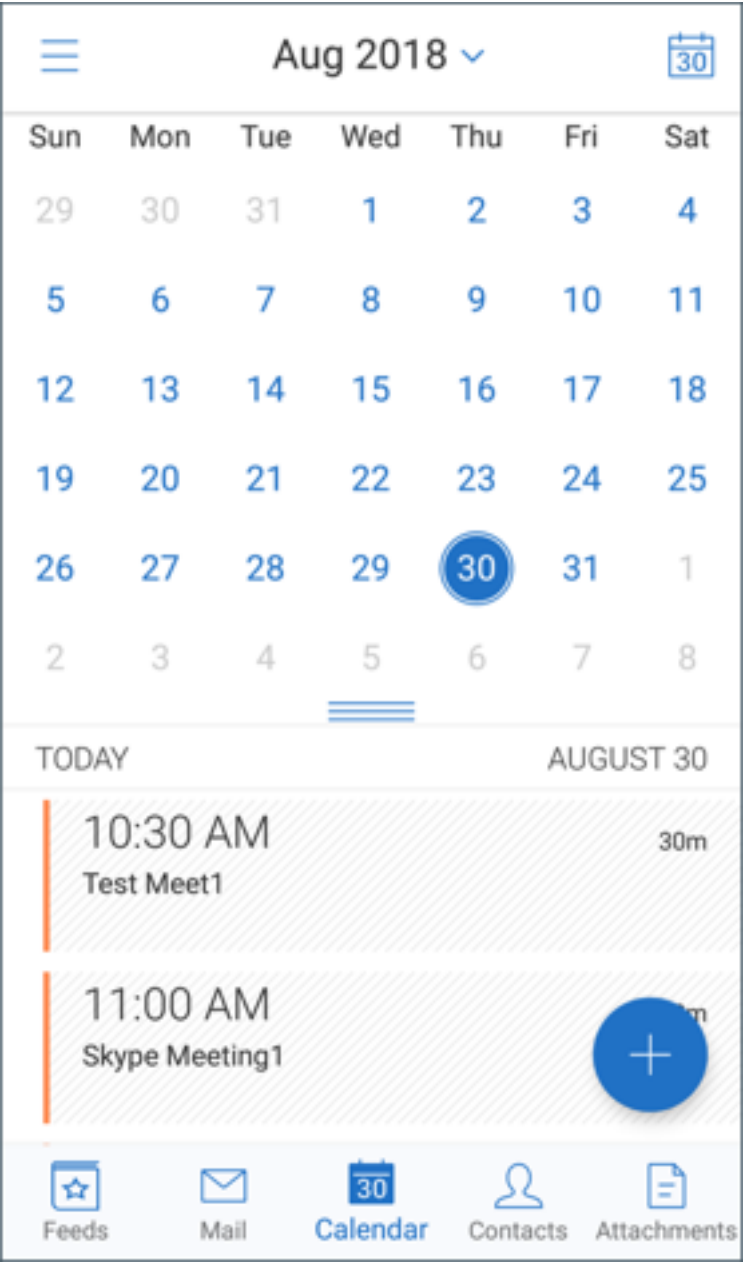
Cancel

Colors

Save

Work





When you create a calendar invitation or event, the **Organizer** field auto-populates with the email address of the default account. To change the mail account, tap this email address and select another account.

Cancel

New Event

Save

Organizer

Work

Title

Location

Web & Audio

None

Invitees

None

All Day

☐

Time Zone

(GMT+5:30) India Standard Time

Starts

Thu, Aug 30, 2018

4:30 PM

Ends

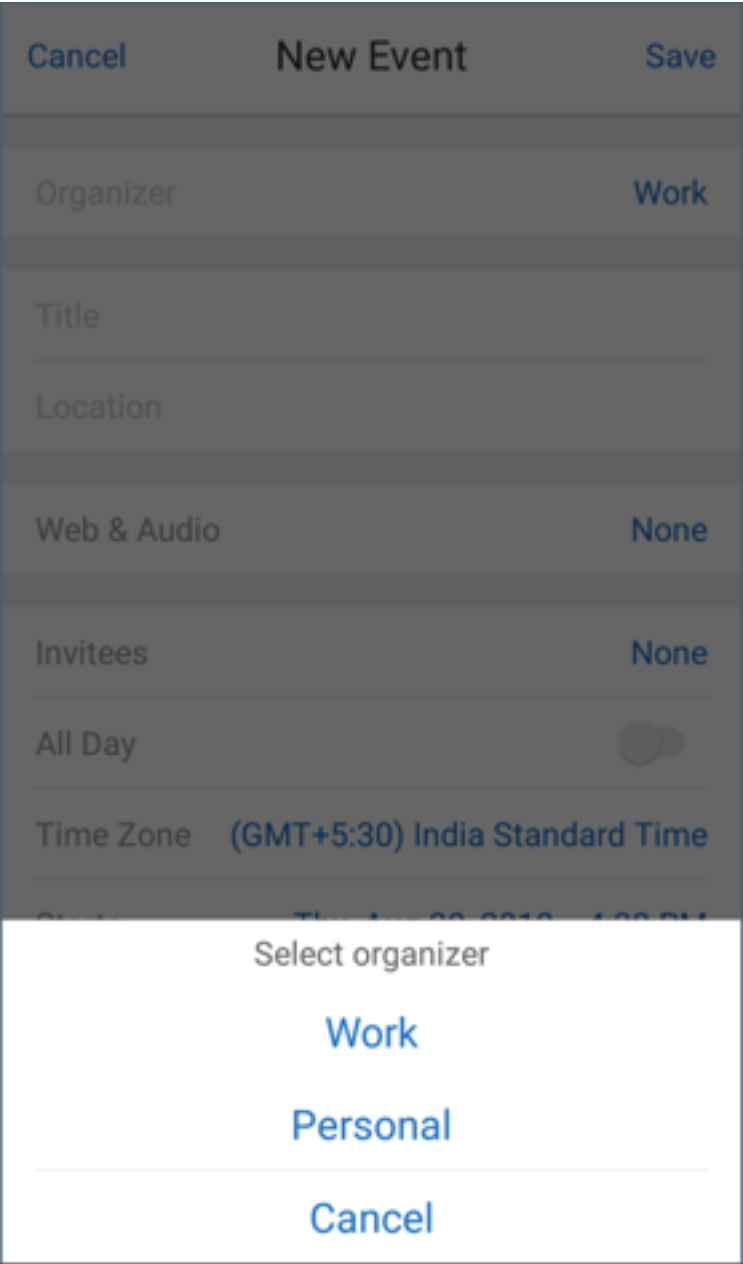
Thu, Aug 30, 2018

5:30 PM

More Options

▼

Attach from ShareFile



**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**

April 9, 2020

You can export Secure Mail calendar events to the calendar app on your device. To do so, tap **Settings > Personal Calendar > Export Secure Mail Calendar**. Then drag the slider for Export Calendar Events to the right.

**Note:**

This feature is available for iOS and Android.

Keep in mind the following:

- Calendar events you export from Secure Mail are read-only. To edit Secure Mail events, tap the **Secure Mail Event** link in your personal calendar event. This action redirects you to Secure Mail to make changes.
- For iOS, this feature only works 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 [Citrix Product Documentation](#).

## View your personal calendar events

May 13, 2021

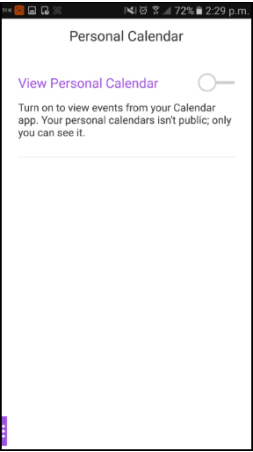
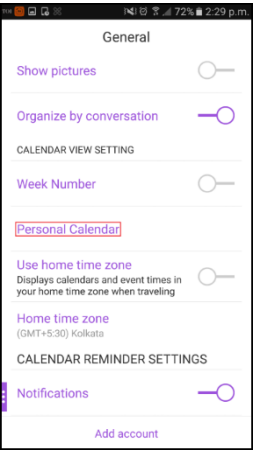
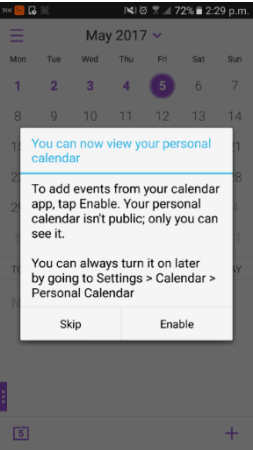
You can import your personal calendar from the native calendar app on your device. Then, you can view your personal events in Secure Mail. Your personal calendar information doesn't sync back to the Exchange or Lotus Notes mail server.

**Note:**

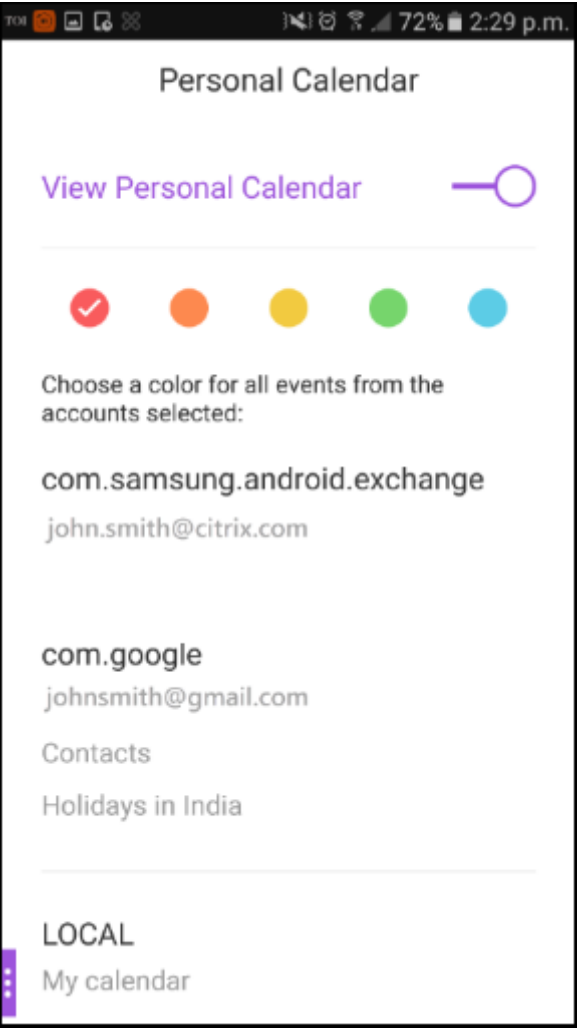
This feature is available for iOS and Android. This feature is not available on Android Enterprise devices.

You enable the personal calendar overlay either from the pop-up notification or from Secure Mail settings. In Secure Mail **Settings**, turn **On** Personal Calendar.

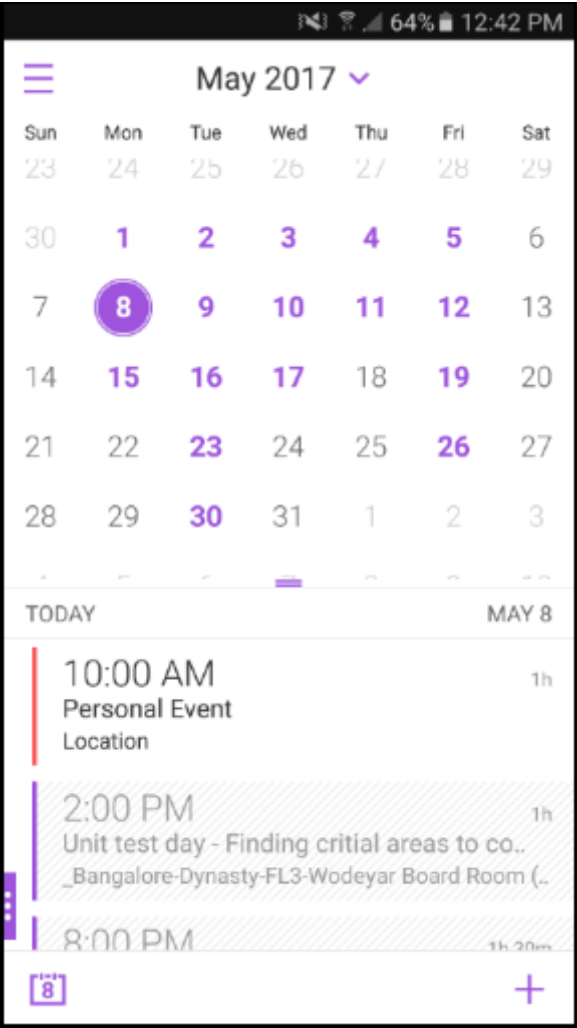
# Secure Mail



Next, you can select a color for your personal mail items.





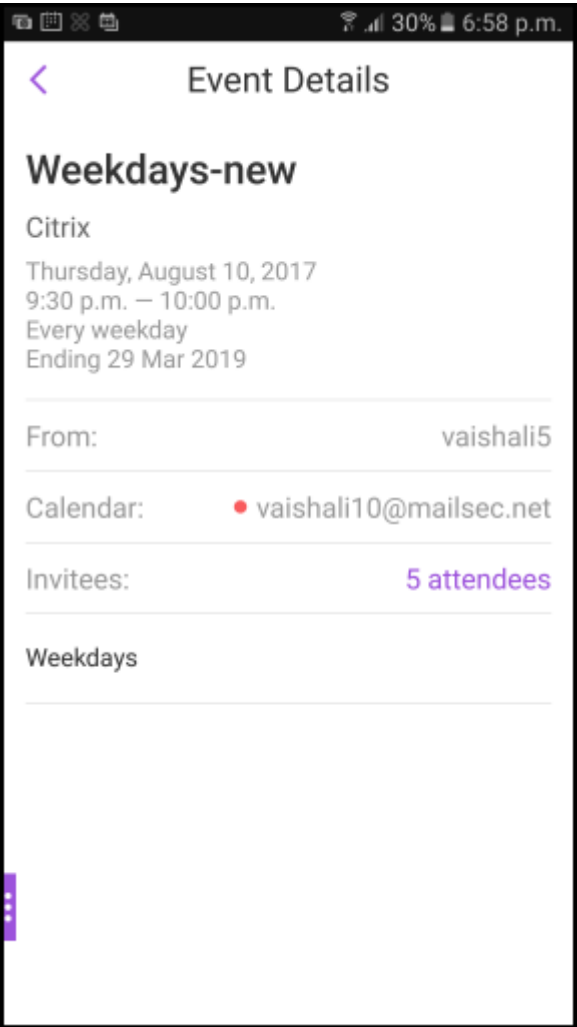


In the **Settings**, you can select which personal calendars appear.

Secure Mail also displays the following details about a personal calendar event:

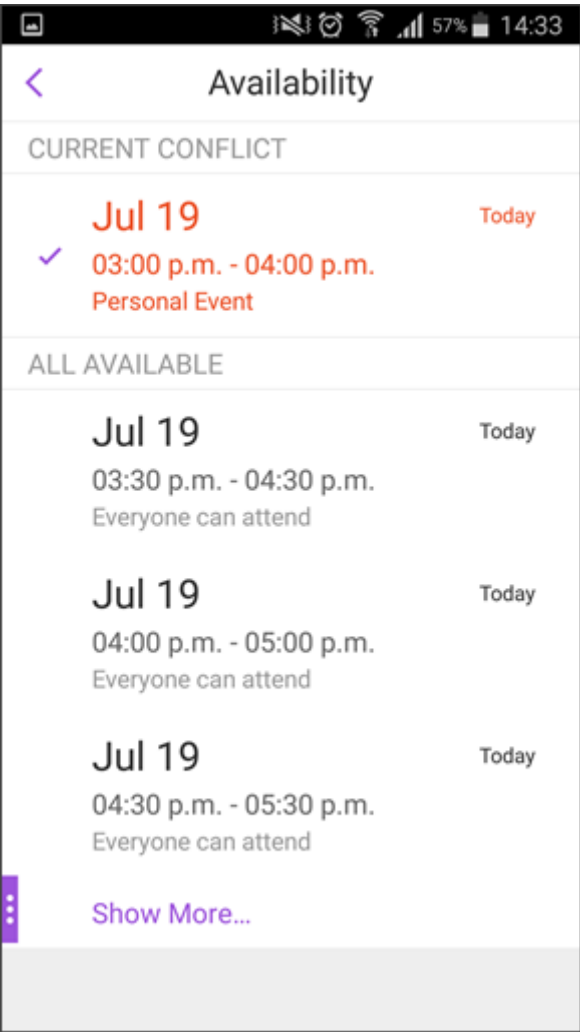
- Account name of the sender
- Invitees

- Meeting notes



Secure Mail for Android displays conflicts with your personal calendar event when you create or reschedule an Exchange account calendar event.





The following video demonstrates the Personal Calendar overlay feature.



## View and sync your contacts

July 24, 2019

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.

## To view your contacts

Tap the **Contacts** icon in the tab bar, and then tap the ellipses icon. The **Contacts** screen shows the following:

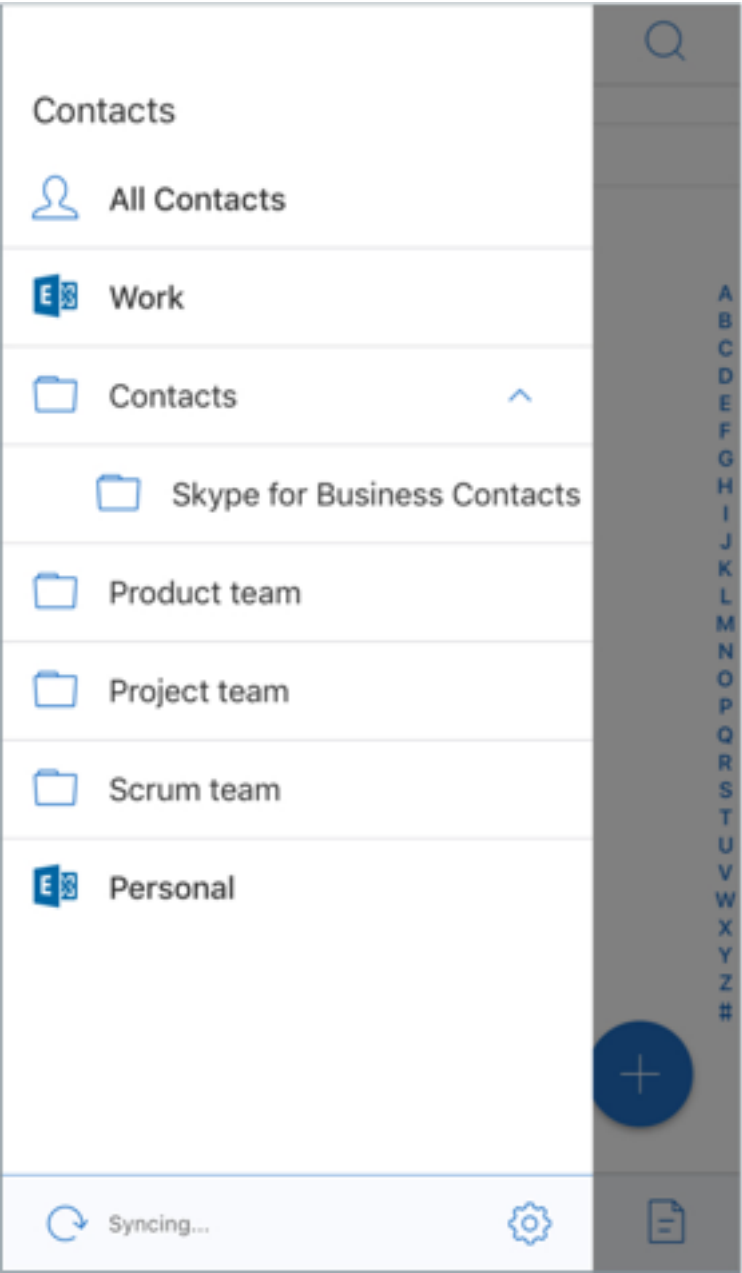
- **All contacts:** Displays all contacts from multiple email accounts. This option appears only if you set up multiple email accounts.
- **Individual email account:** Displays contacts relating to the particular email account you set up.
- **Categories:** On Android, displays contact categories that 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.

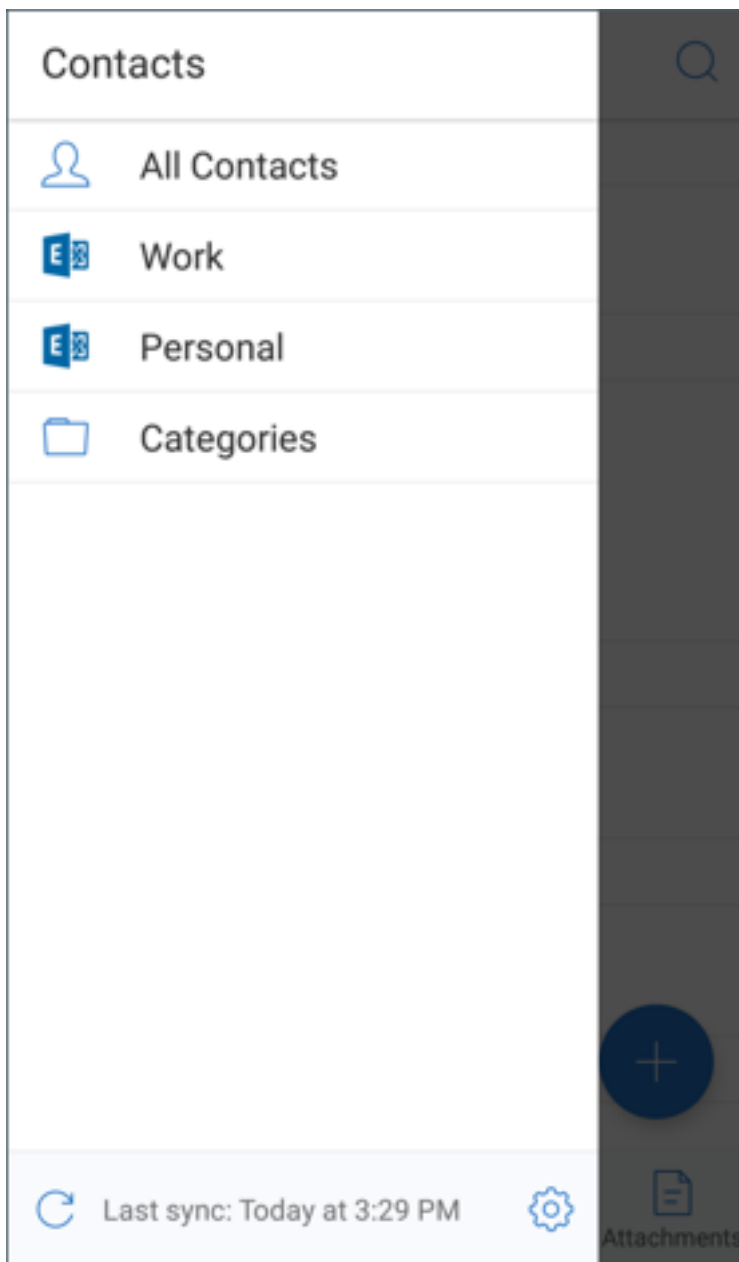
## To view contact folders or categories

1. In the contacts screen, tap an email account to view the contacts associated with that account.

**Note:**

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



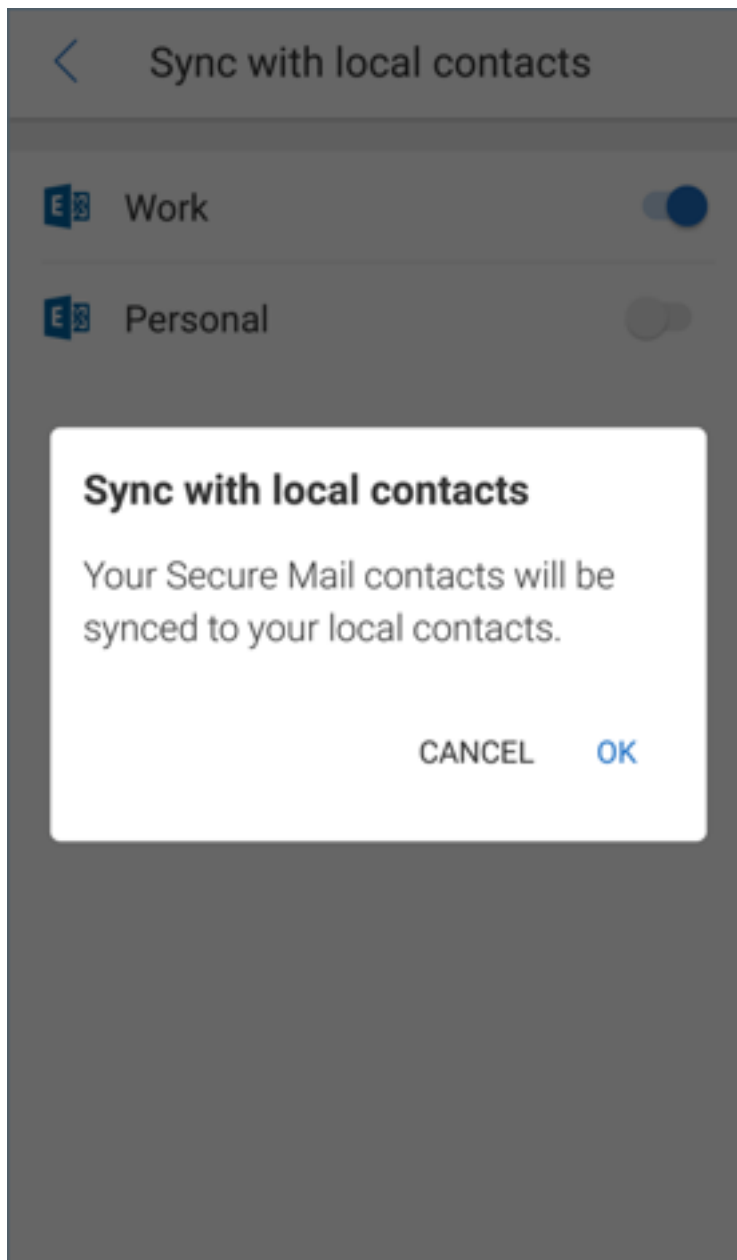


2. On iOS, to view the contacts from a contact folder or subfolder, tap the respective folder or subfolder. The contacts associated with that folder appear.
3. On Android, tap **Categories** to view the contacts grouped under specific categories.

### To sync with local contacts

1. Tap the Settings icon, go to **CONTACTS > Sync with Local Contacts** and then tap **>**.
2. In the **Sync Local Contacts** screen, enable the account with contacts you want to sync.
3. Tap **OK**.

4. When prompted to allow Secure Mail to access your contacts, tap **OK**.



To disable the feature, go to **Settings > Contacts > Sync with Local Contacts**. Tap the switch next to the account to disable this feature. Tap **Yes, Delete** to confirm your action.

## Set up caller ID

July 24, 2019

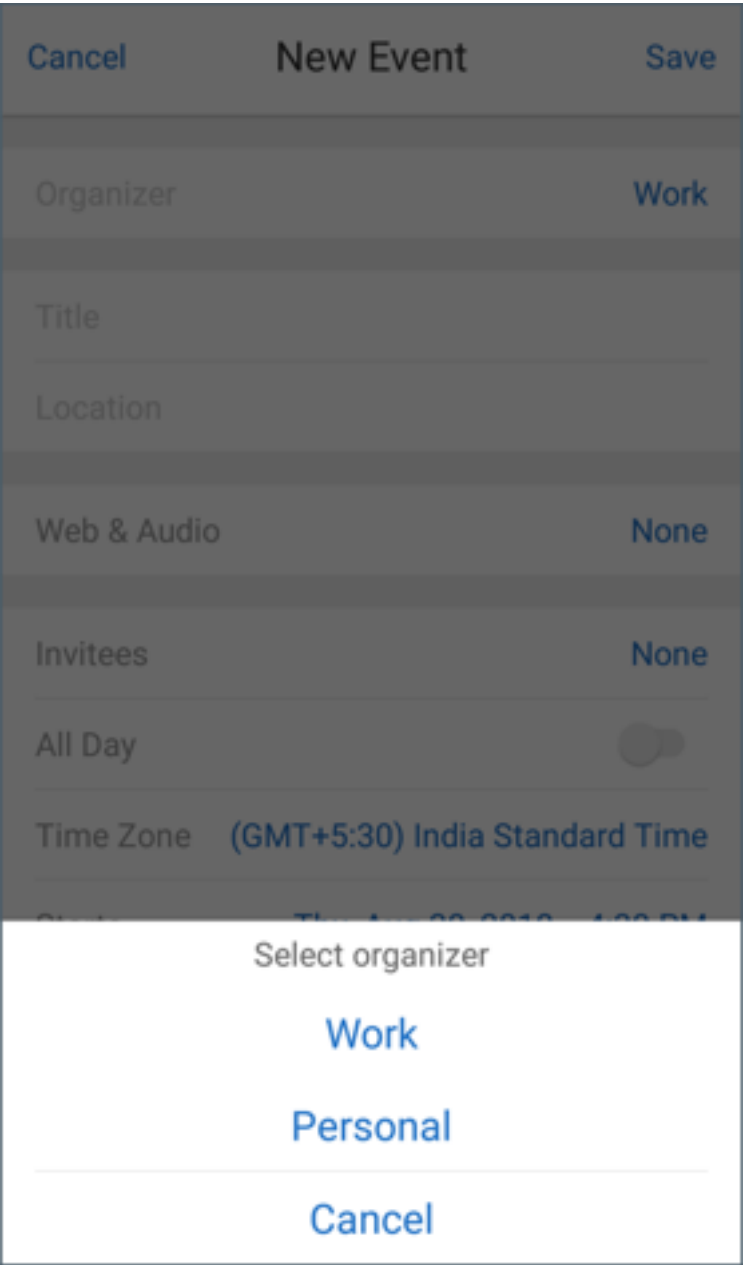


You can identify incoming calls from your Secure Mail for iOS contacts.

**Note:**

The caller ID feature is available for Secure Mail for iOS.

When you get an incoming call, your iOS device shows the App name with the Caller ID, such as “Secure Mail Caller ID: Name”.

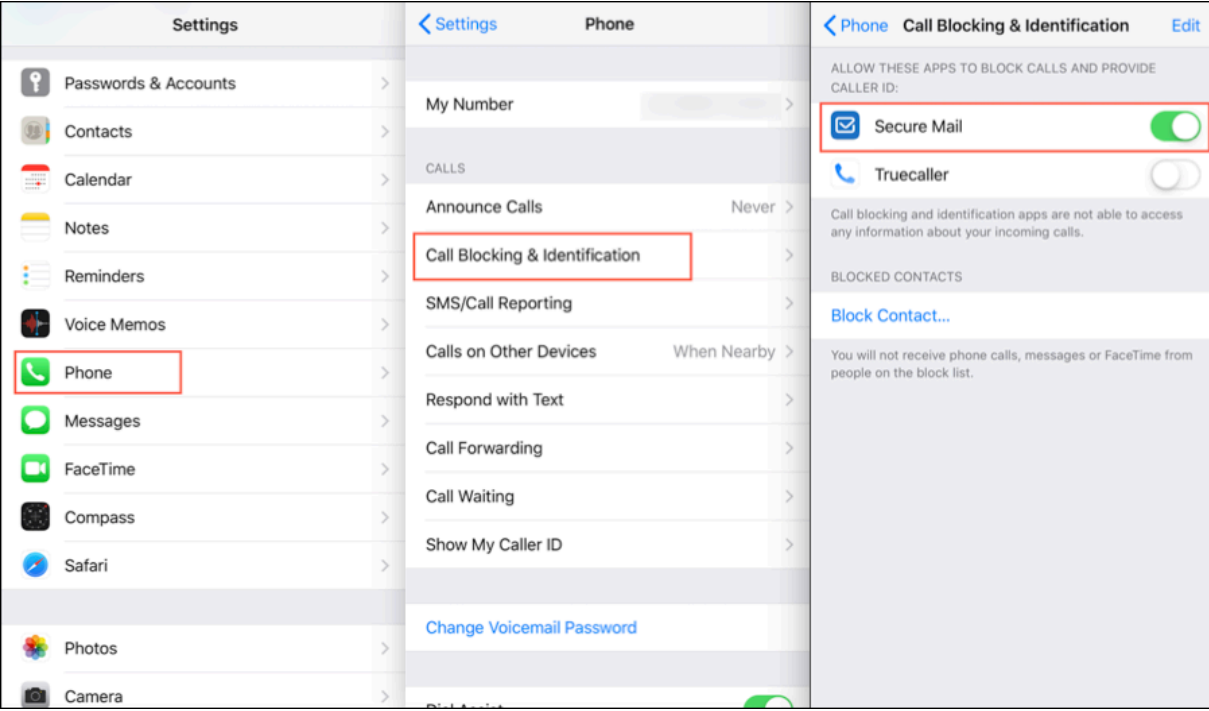


To identify international calls, iOS requires that you save the contact’s phone number with the appropriate country code. For example, for +1 (210) 555-5555, +1 is the country code for North America, followed by the digits.

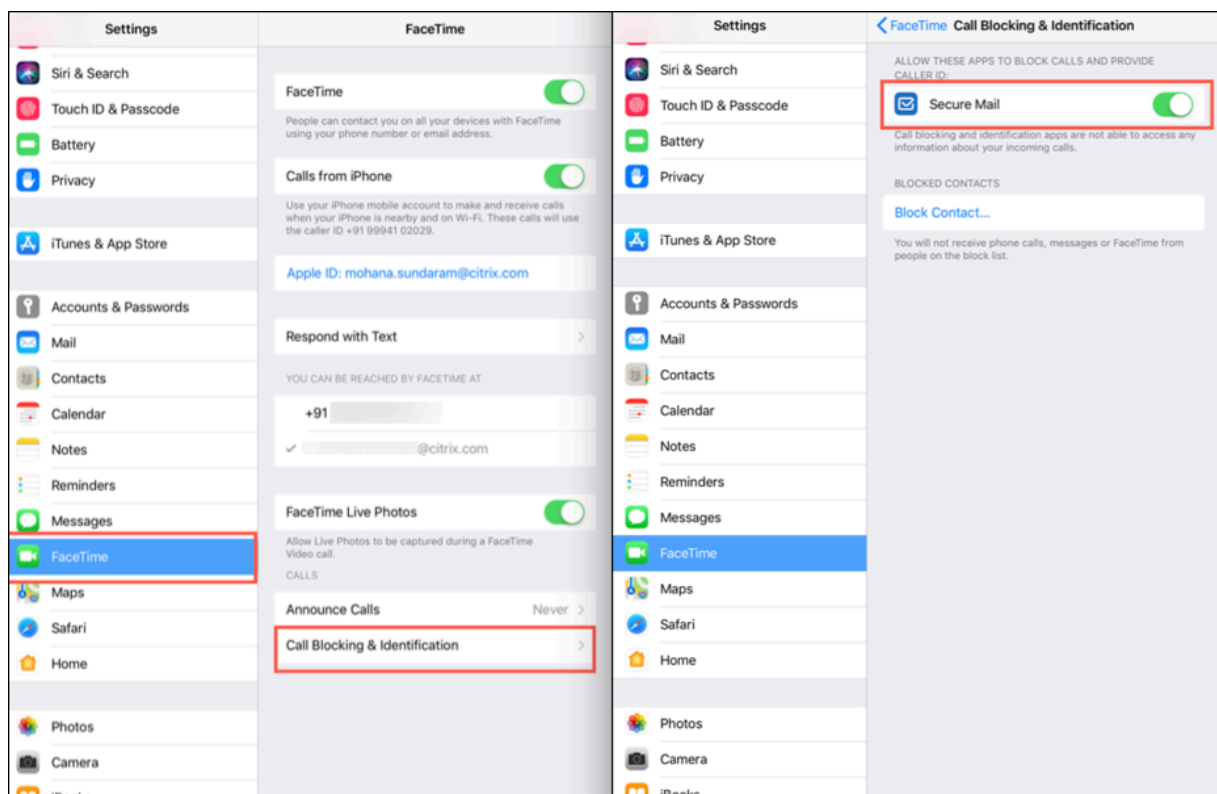
**Note:**

For the policy prerequisite that administrators must set, see the Citrix Product Documentation on [Secure Mail Caller ID](#)).

To enable Secure Mail Caller ID on an iPhone, go to: **Settings > Phone > Call Blocking & Identification**. Then, toggle **On** the Secure Mail app.



To enable Secure Mail Caller ID on an iPad, go to: **Settings > FaceTime > Call Blocking & Identification**. Then, toggle **On** the Secure Mail app.



## View and attach files

August 30, 2019

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.

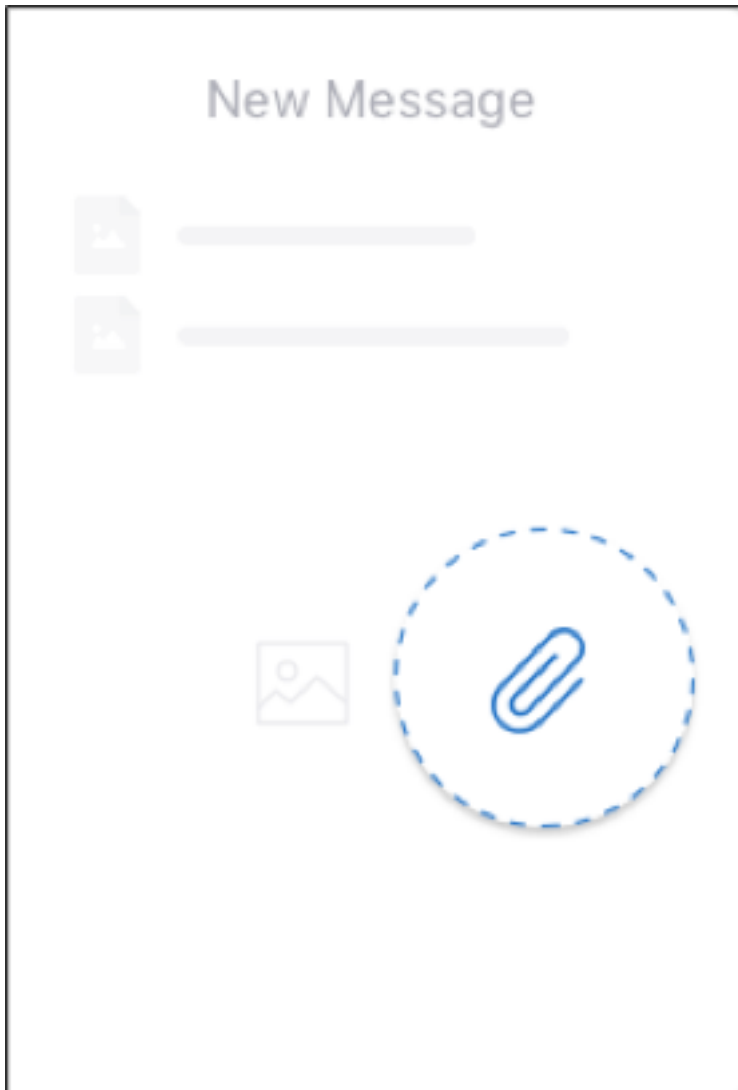
### Note:

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](#).

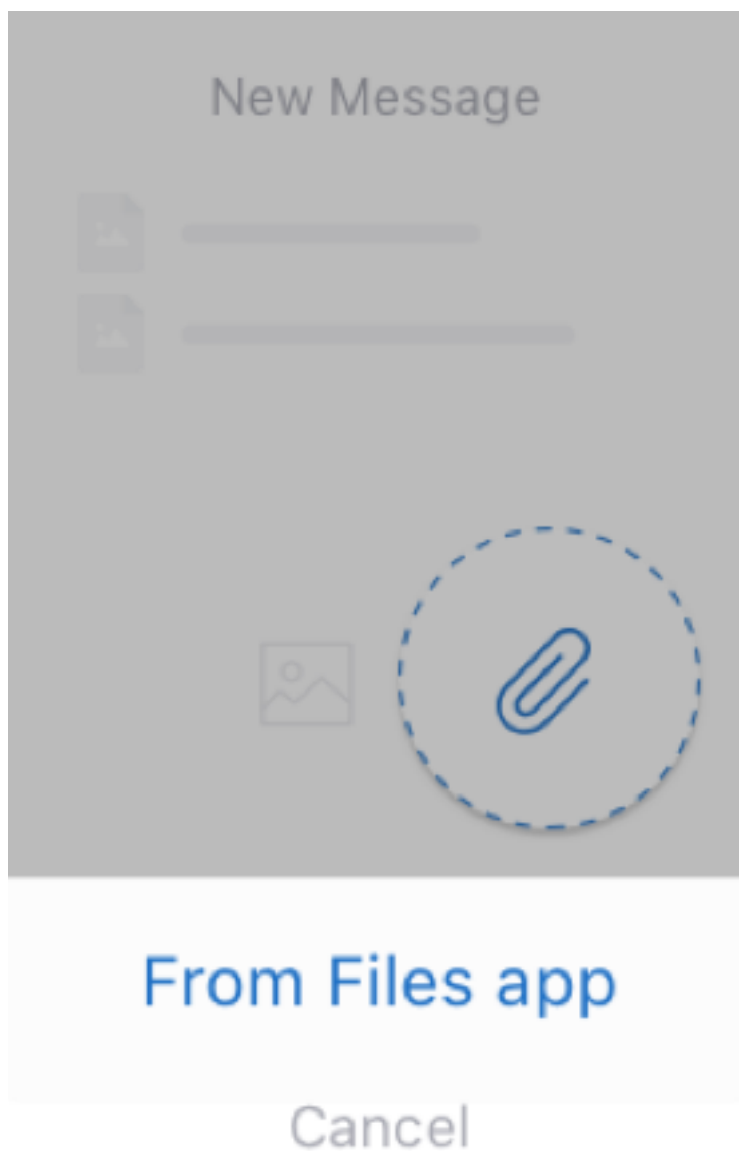
## To attach files in Secure Mail for iOS

1. Tap **Compose** to create an email or tap the **Respond** floating action button to respond to an email.

2. Tap the **Attachments** icon at the bottom right of your screen.



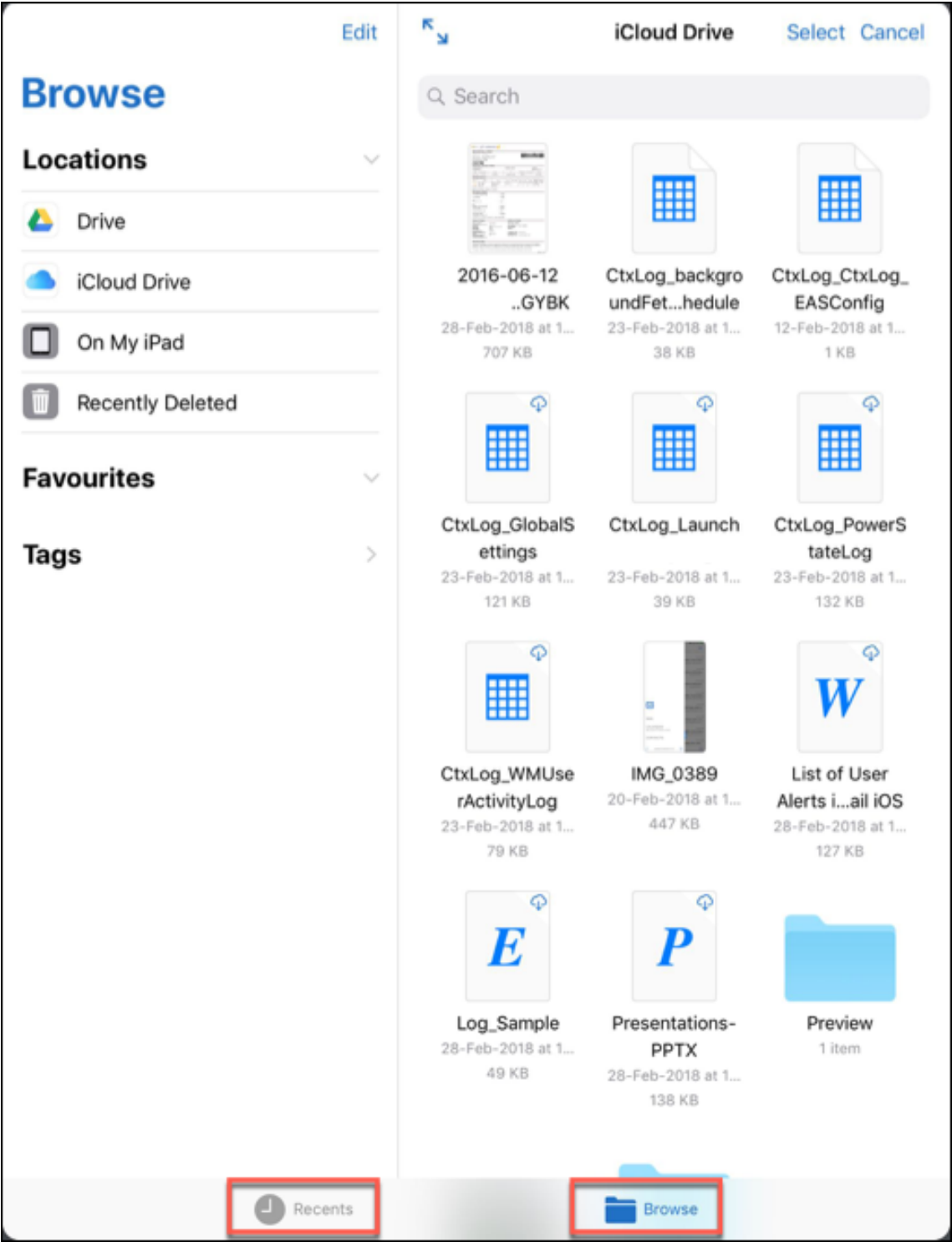
3. From the attachment options, tap **From Files app**.



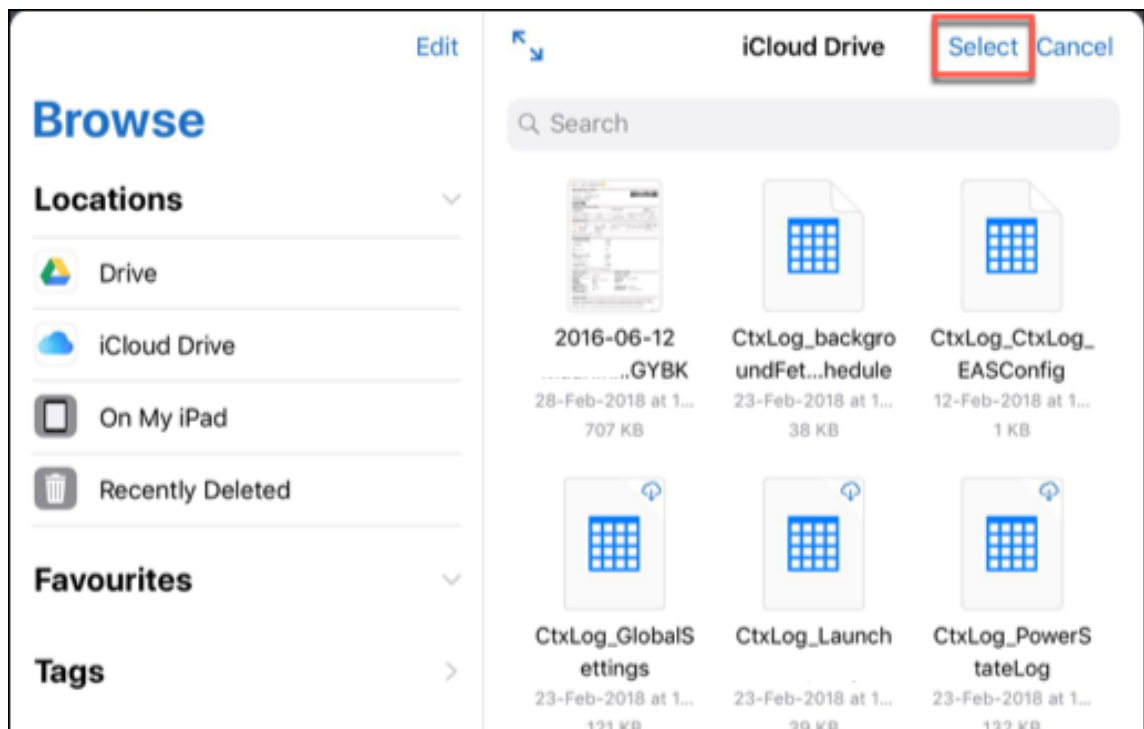
**Note:**

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

4. As required, choose from the **Recent** files or **Browse** through the files and other drives. Tap a file to attach it to your email.



5. To attach multiple files, tap **Select**, select your files and then tap **Done**.



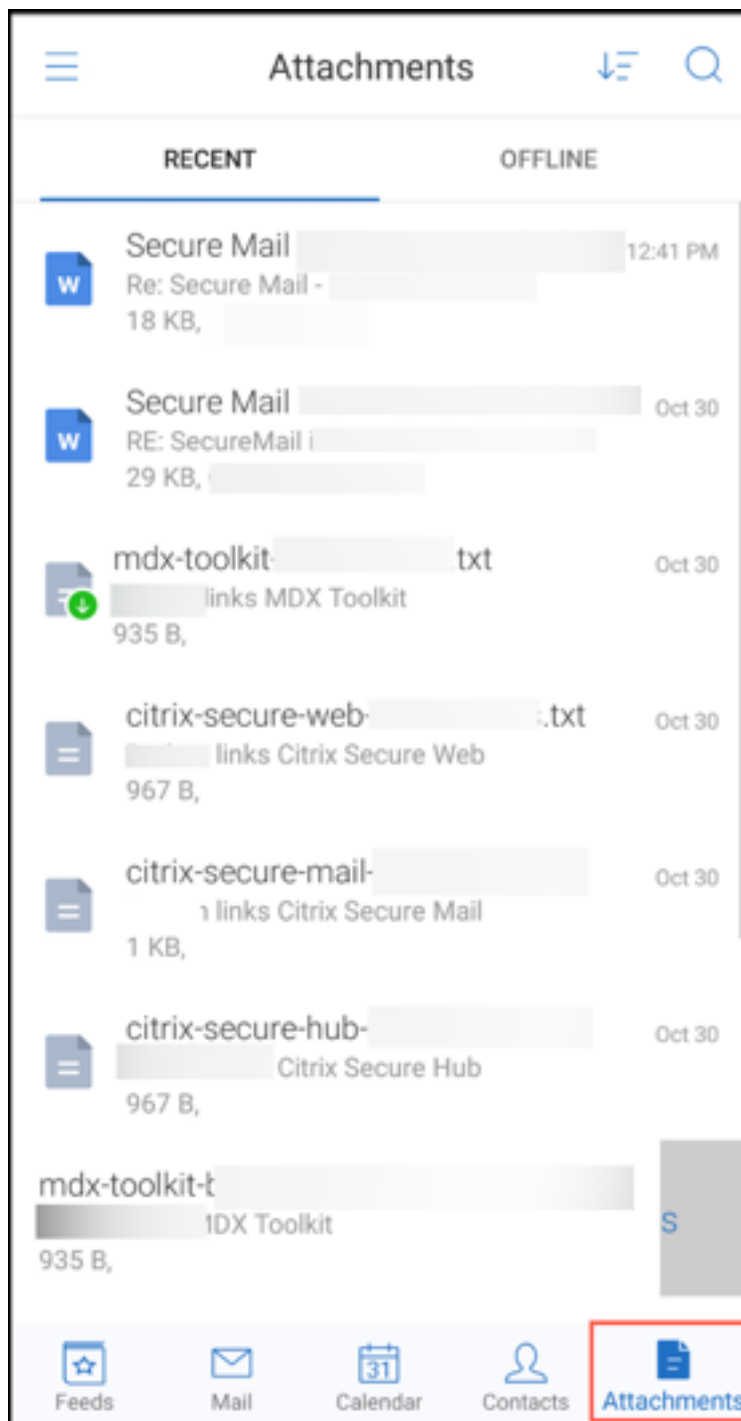
### To view files in Secure Mail for Android

In Secure Mail for Android, you 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** folder, long press to select multiple attachments, or tap to select a single attachment.

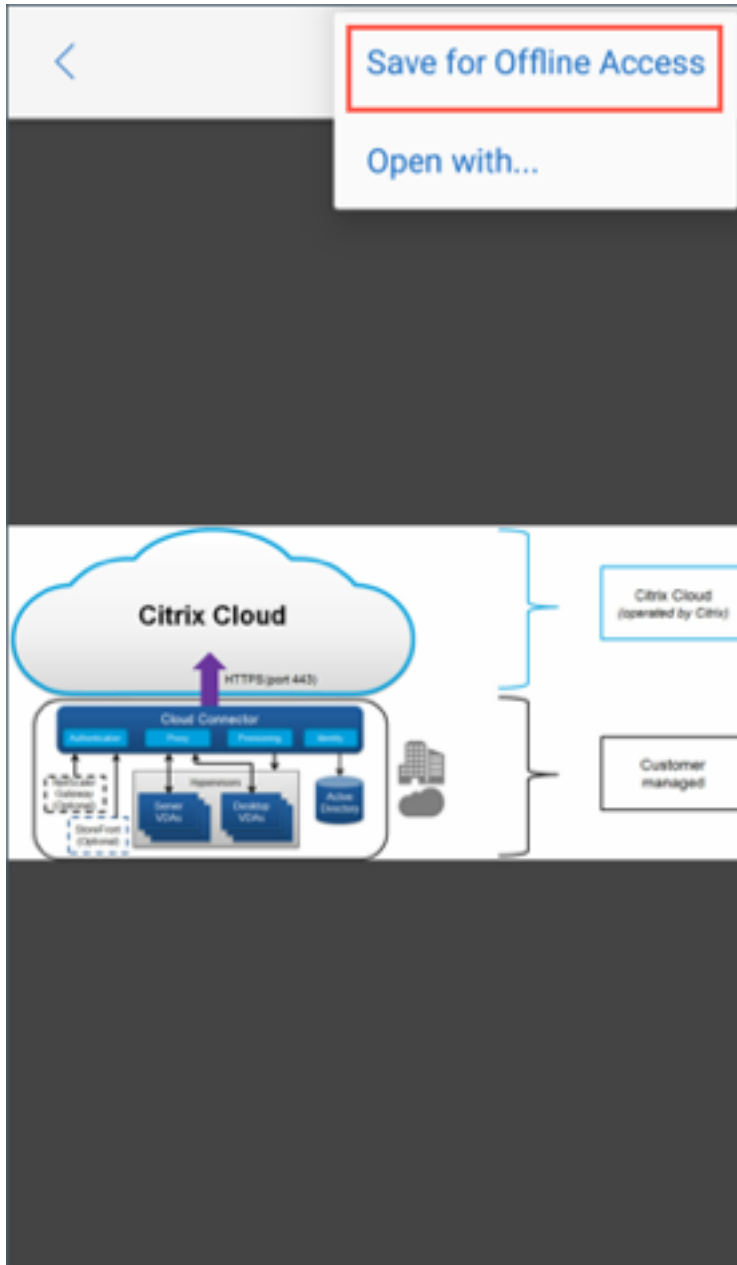


2. Tap the **Attach** icon. The mailbox appears.
3. Do one of the following:
  - To attach the file to an existing email, select an existing message.
  - To attach the file to a new email, tap **New message**.



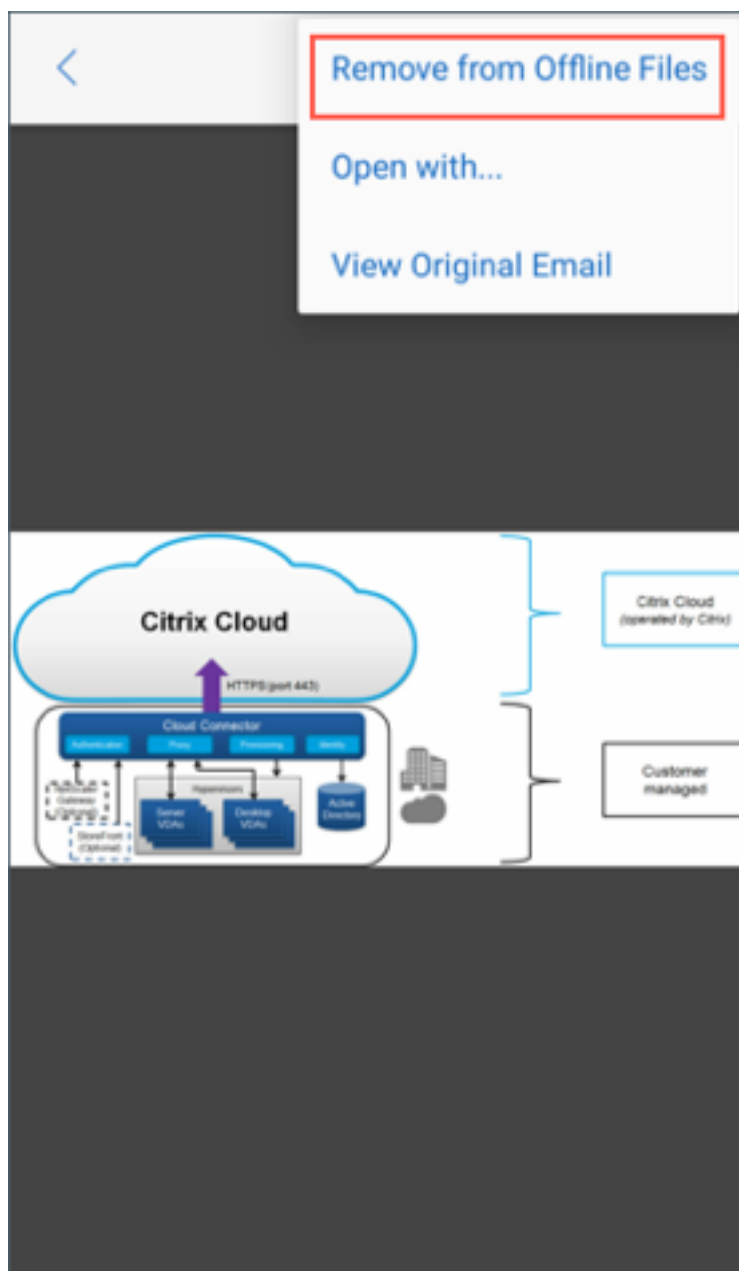
### To save the attachment for offline access in Secure Mail for Android

1. Open the attachment.
2. Tap the **More** icon on the top right of the page and then tap **Save for Offline Access**.



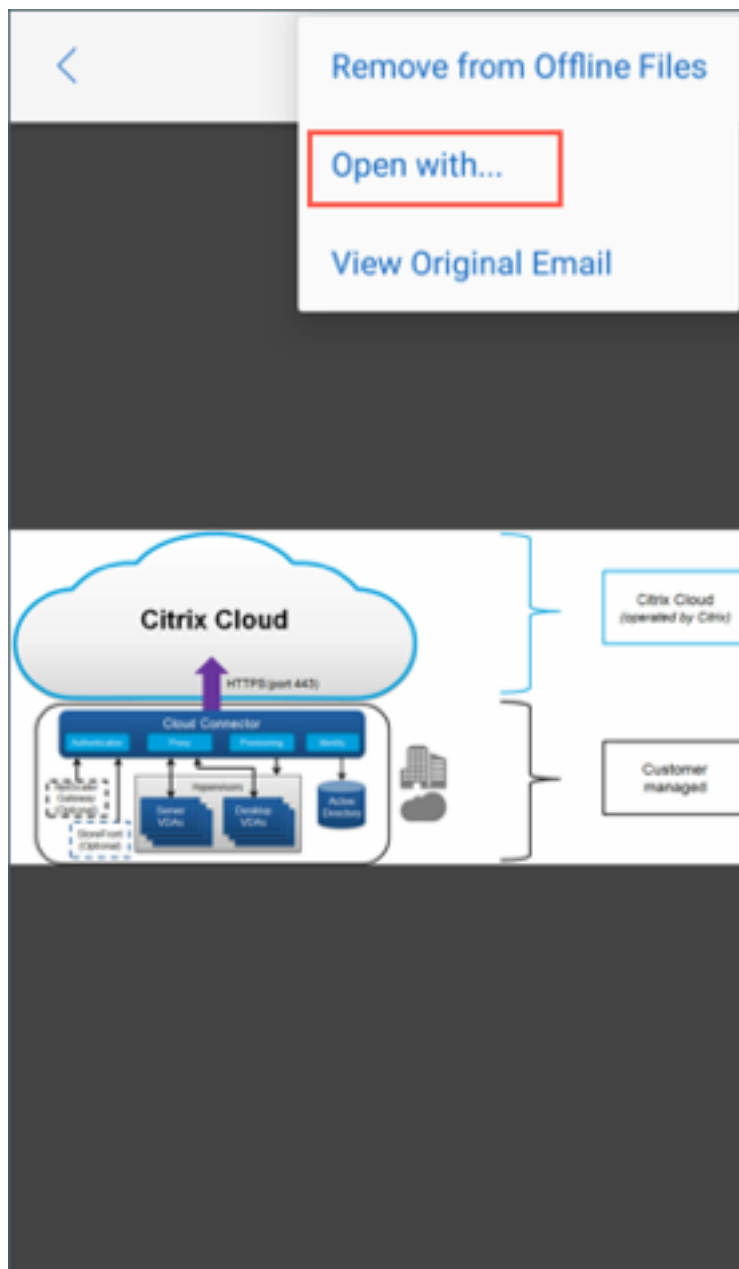
### To delete the attachment from offline files

1. Open the attachment.
2. Tap the **More** icon on the top right of the page and then tap **Remove from Offline Files**.

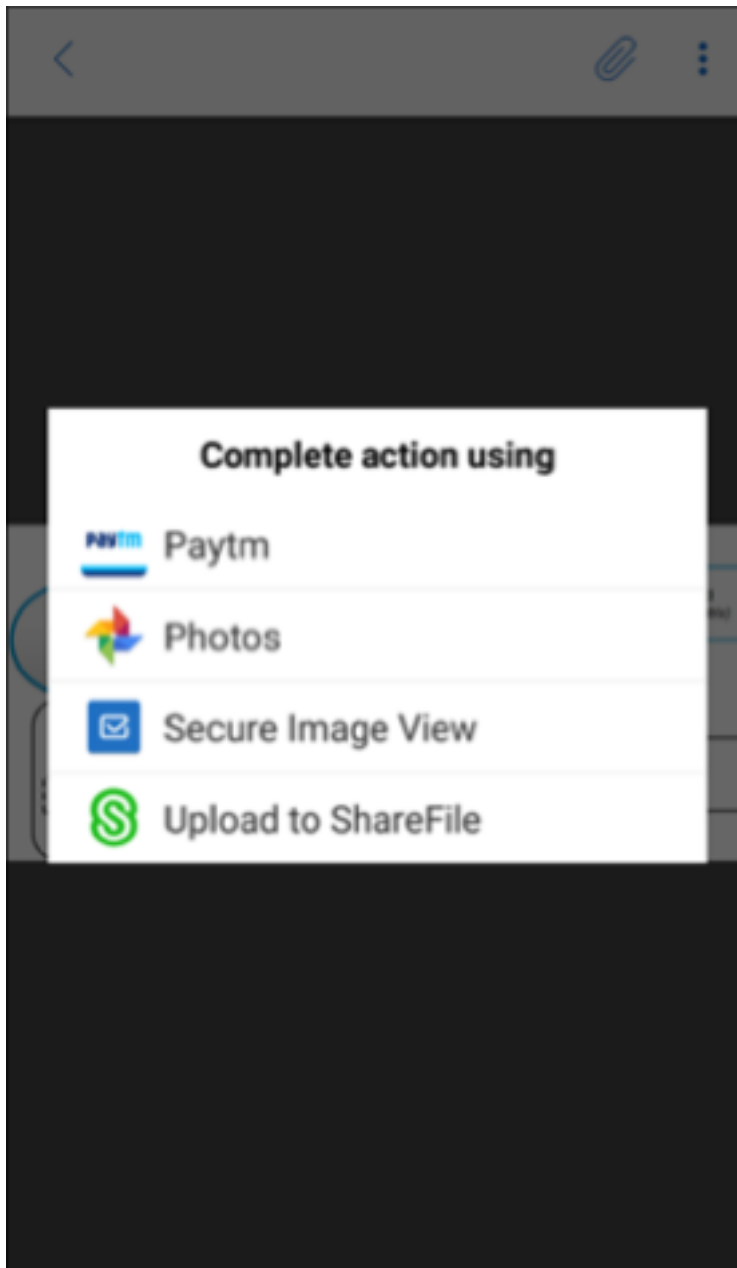


### To open the attachment by using different apps in Secure Mail for Android

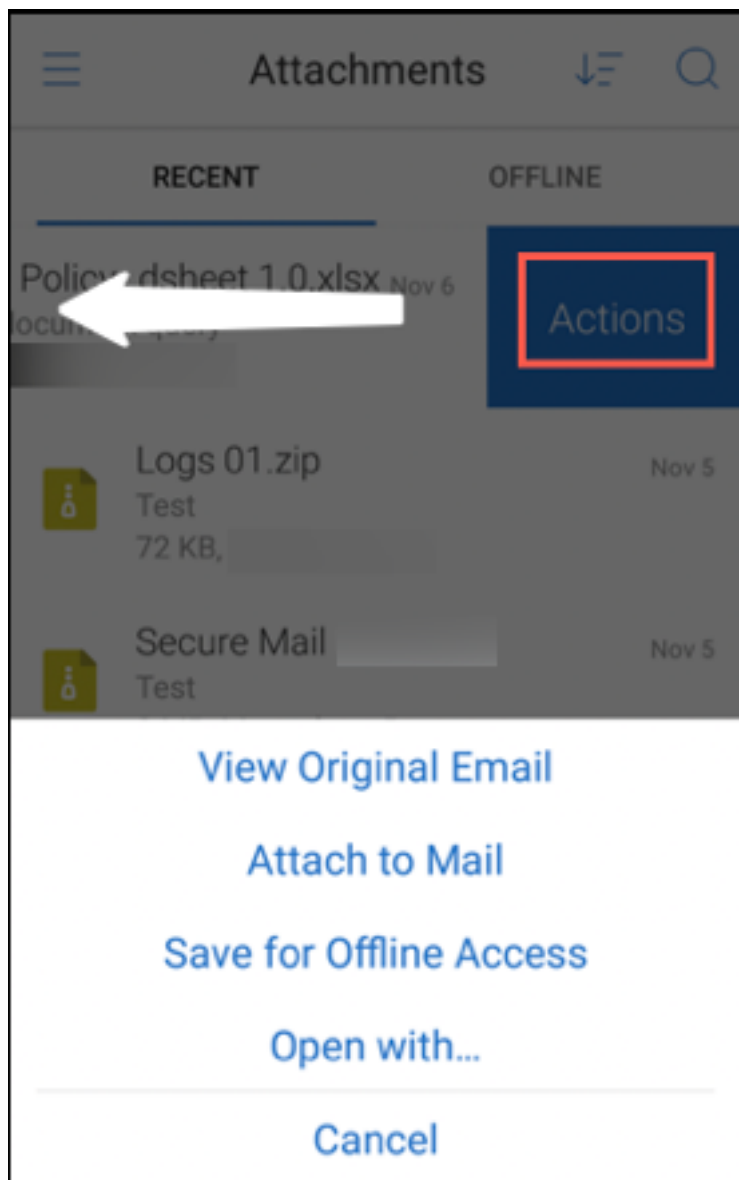
1. Open the attachment.
2. Tap the **More** icon on the top right of the page and then tap **Open with**.



3. From the options that appear, do one of the following:
- Tap the app you want to open the attachment with.



- Swipe left to see the list of Actions that can be used to view or open an attachment.



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

1. Tap the **Attachments** icon on the bottom right of your screen.
2. Tap the attachment and then tap the **More** icon on the top right of the screen.
3. Tap **View Original Email** or **View Original Calendar** to view the source of an email or a calendar event.



## Sync folders and contacts

August 29, 2019

You can refresh and sync Secure Mail content.

### Mail folder sync

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

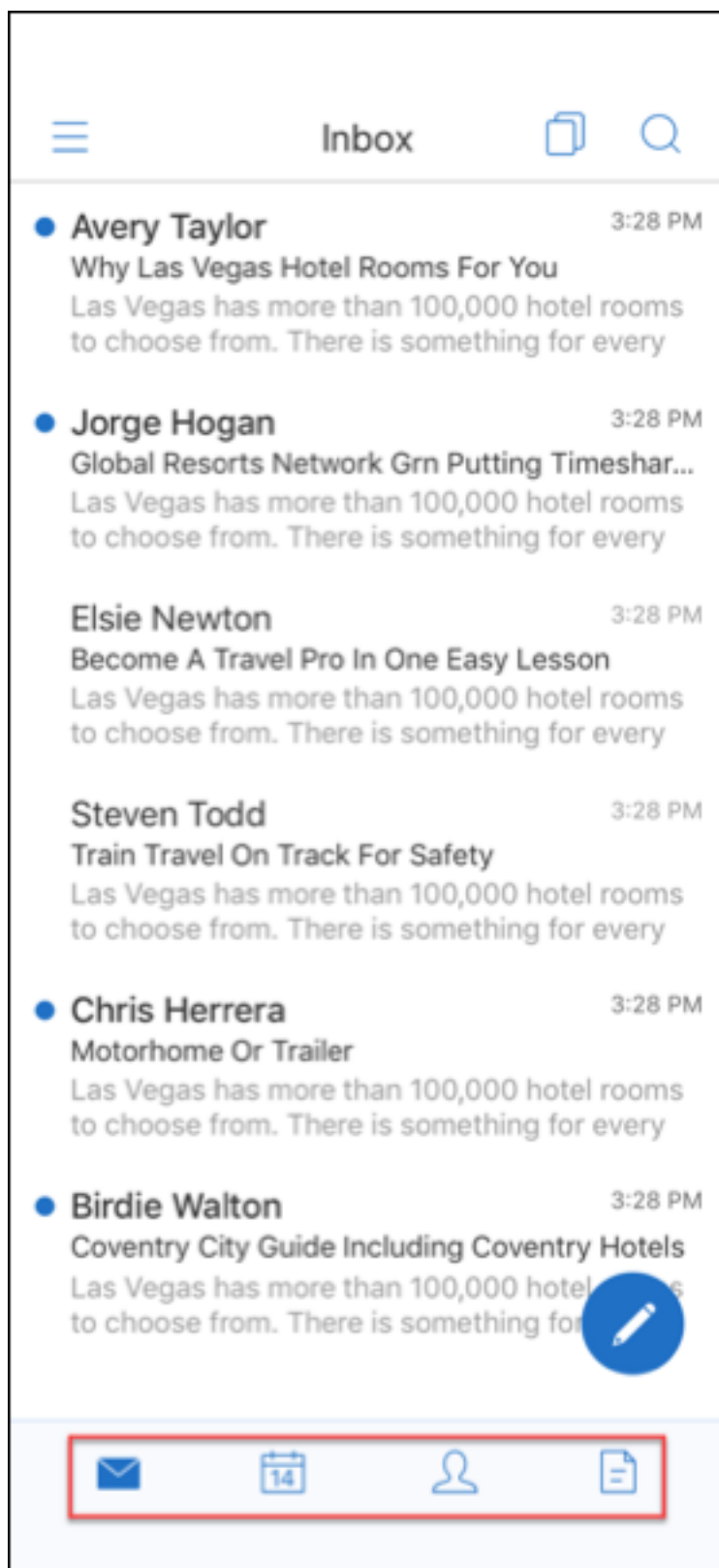
**Note:**  
This feature is available for iOS and Android.

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 time-stamp of the last sync appears next to the **Sync** icon.

### To sync your folders

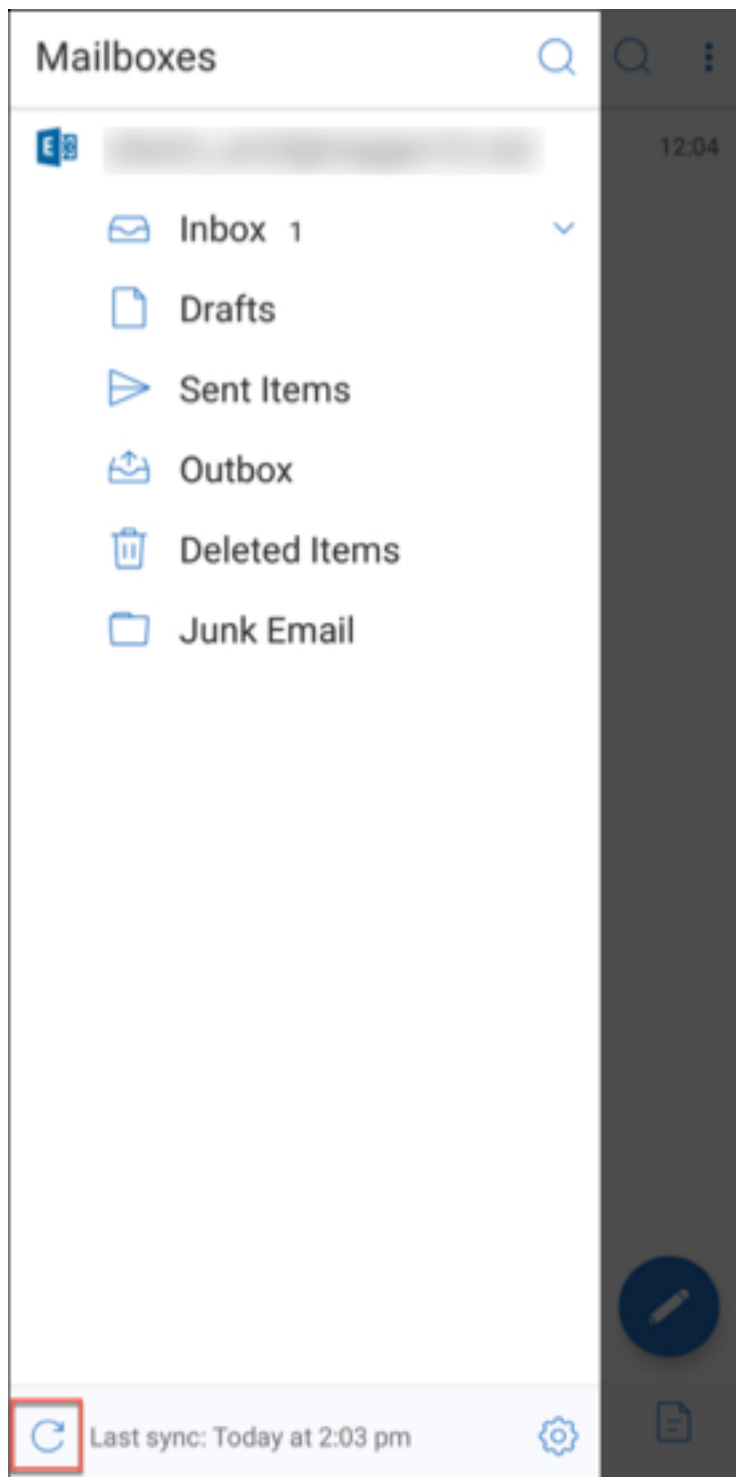
1. Open Secure Mail.
2. From the available folders on the footer tab bar, tap the folder you want to sync.

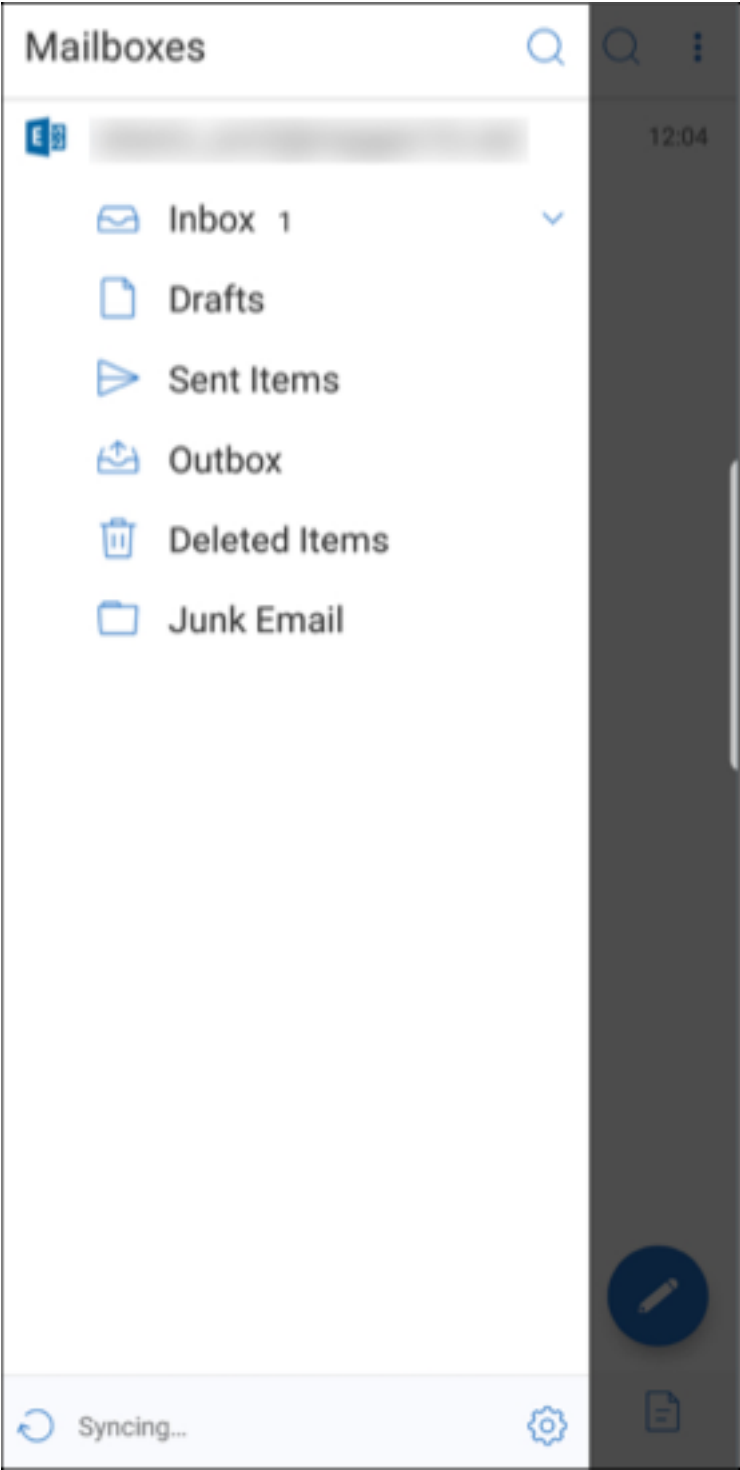


3. Tap the hamburger icon on the top left of your screen.



4. Tap the Sync icon on the bottom left of your screen.





The folder is synced and your content is refreshed. The timestamp appears next to the Sync icon.

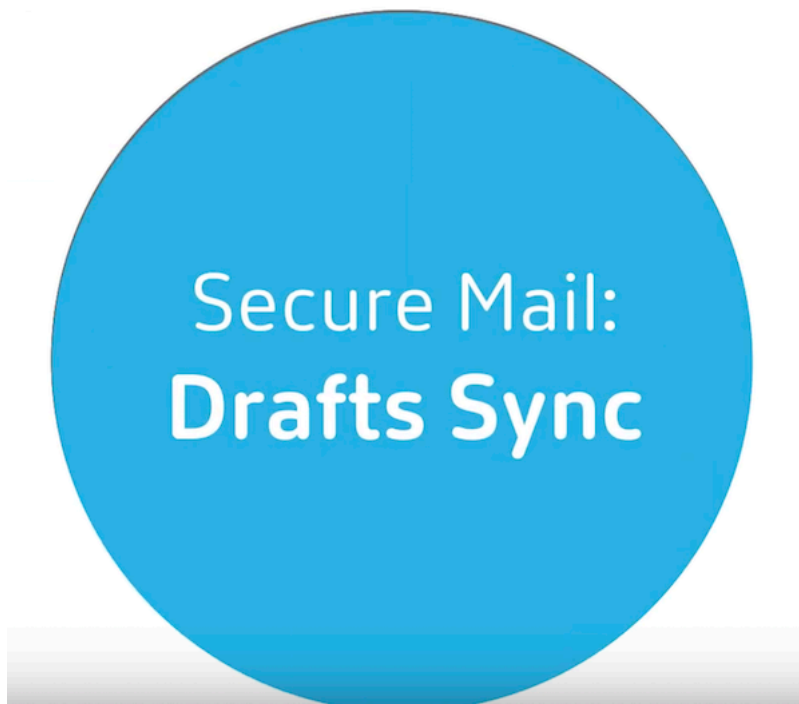
### **Drafts folder auto-sync**

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:



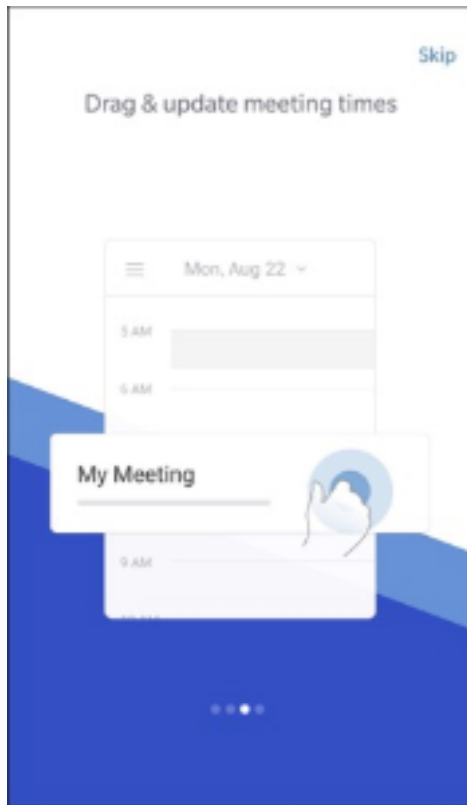
### **Change a calendar event time**

September 5, 2019

In your Secure Mail calendar, to change an event time, drag and then drop the event to the desired time slot.

**Note:**

This feature is available for iOS and Android.



You can change the time of an event only for the same day the meeting occurs.

Use the anchor button to change the event duration. The anchor button lets you expand or shrink the event time.

## Report a phishing email

March 26, 2020

You can report an 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, see [MDX policies for mobile productivity apps at a glance](#). 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.

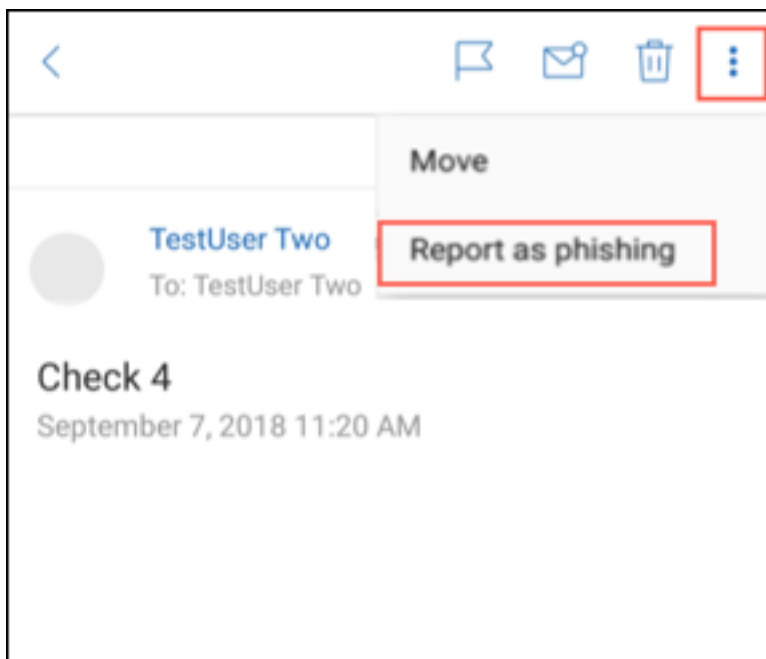
### Considerations

- The Report as Phishing feature is supported for individual emails only. You can't report an entire conversation.
- For an IBM Lotus notes server, phishing mails are reported as an attachment. 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

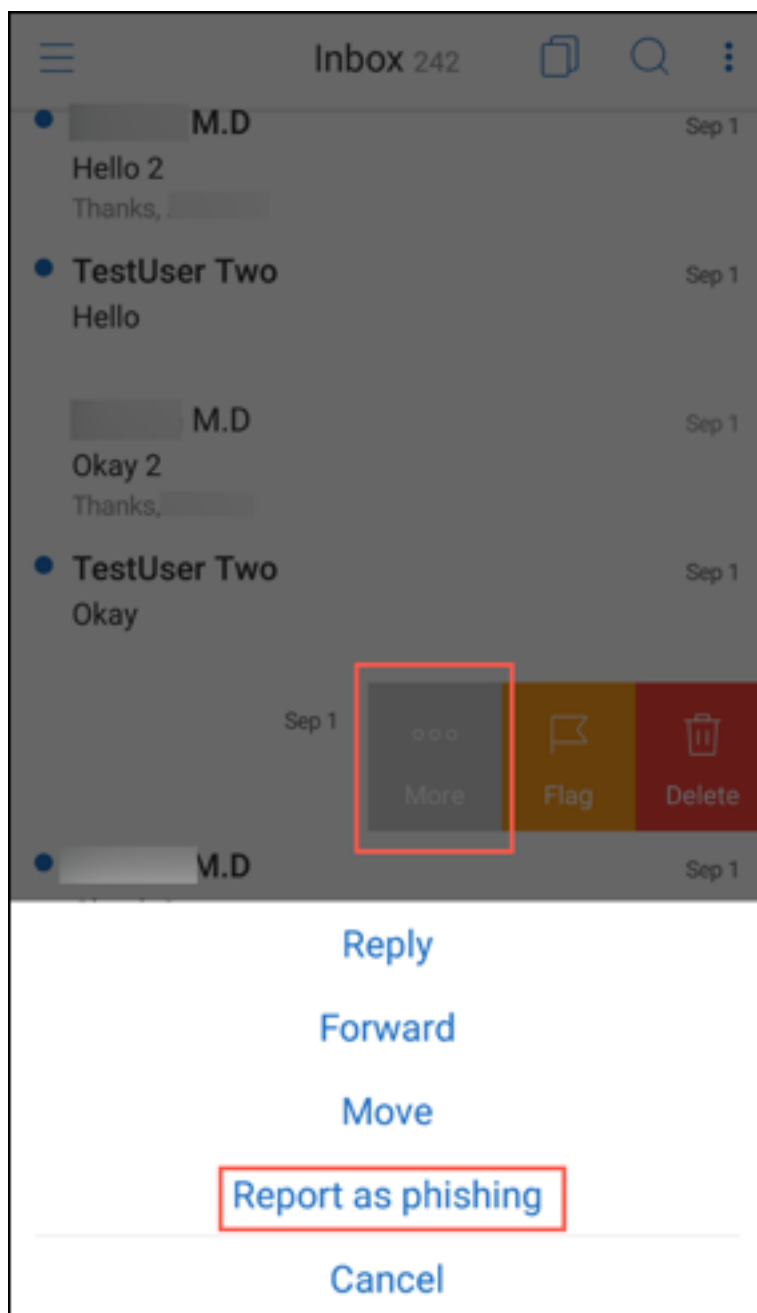
1. Do one of the following:

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

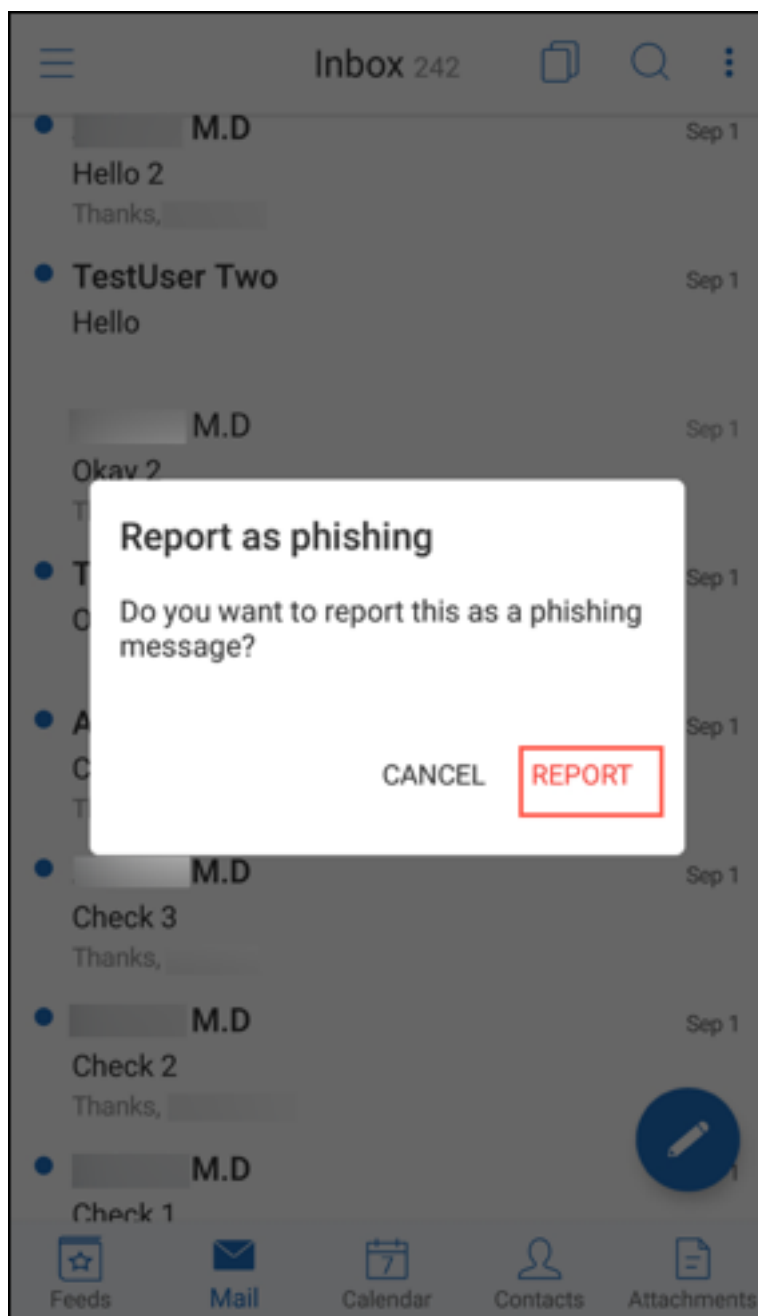


- Swipe left on the email you suspect of phishing and then tap **More**.

2. From the slide-out, tap **Report as phishing**.



3. On the confirmation box, tap **Report**.



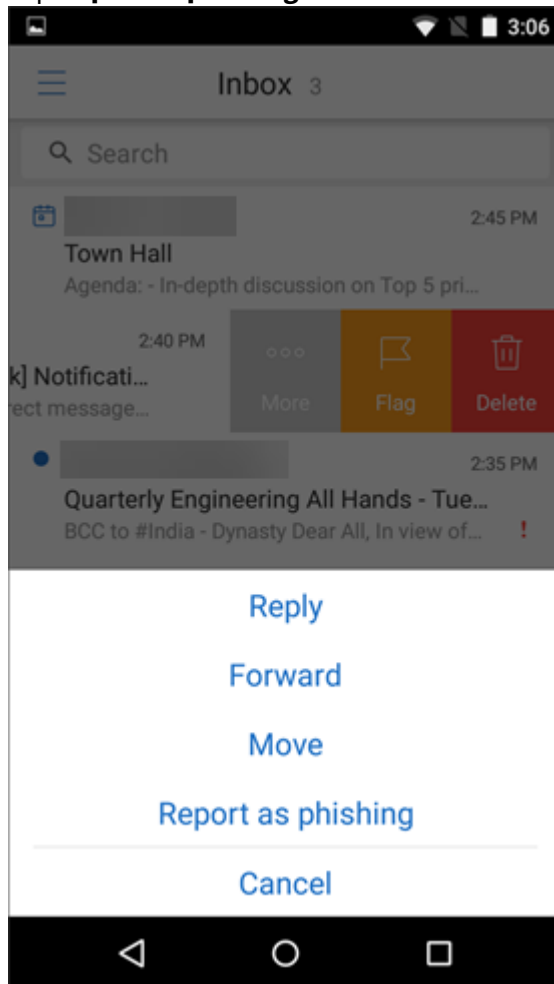
The email is forwarded to the email address or addresses that your admin configured in the Report Phishing Email Address policy.

### **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.

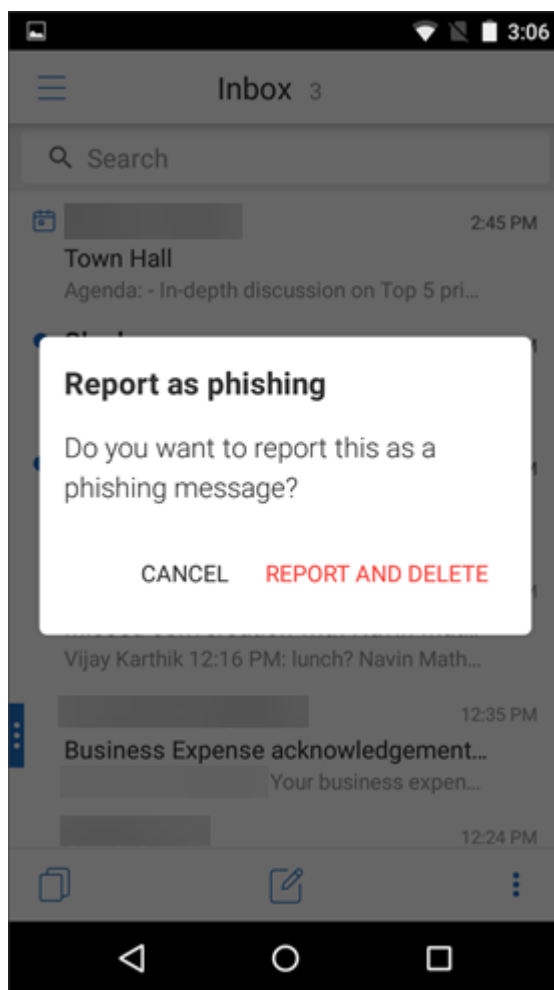
### To report a phishing email as an attachment

1. Swipe-left and then tap **More**.
2. Tap **Report as phishing**.



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

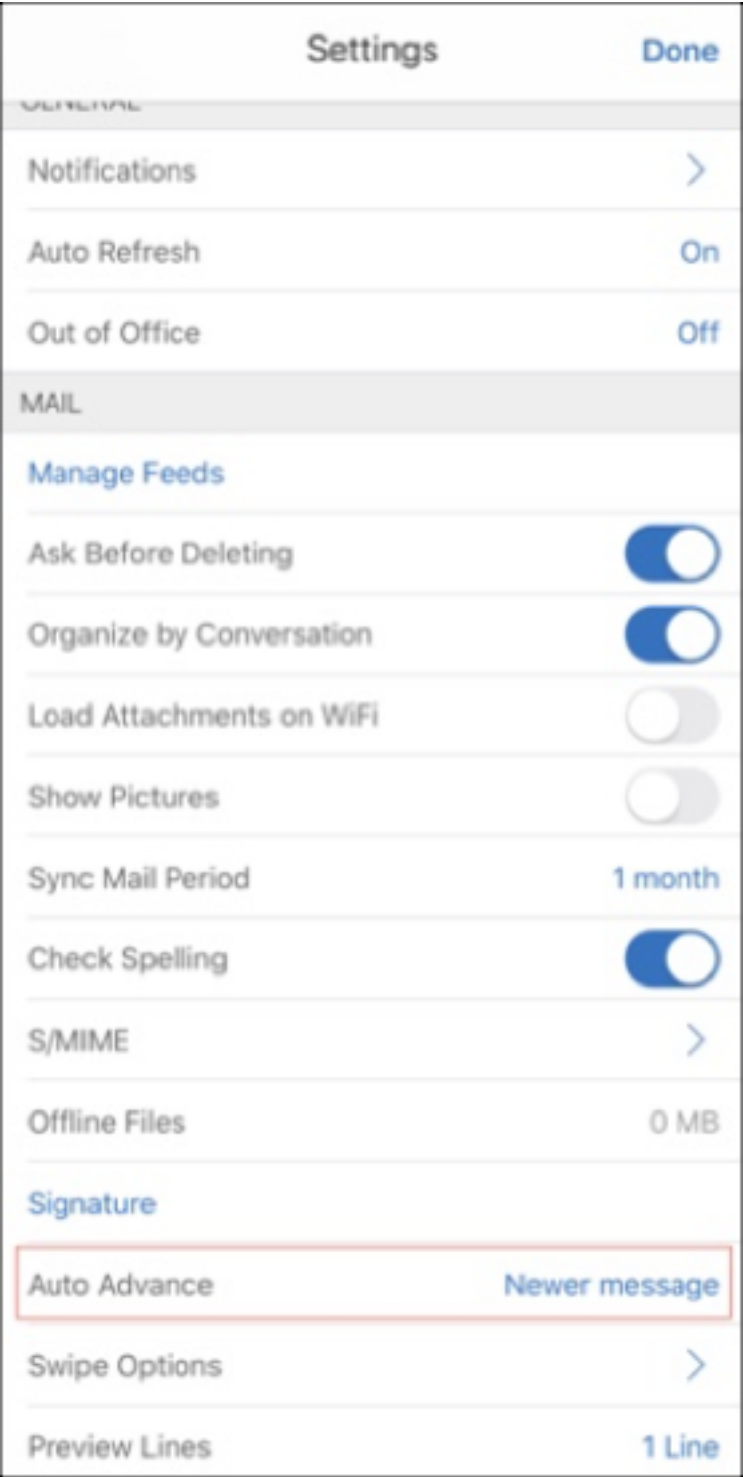
September 5, 2019

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**.

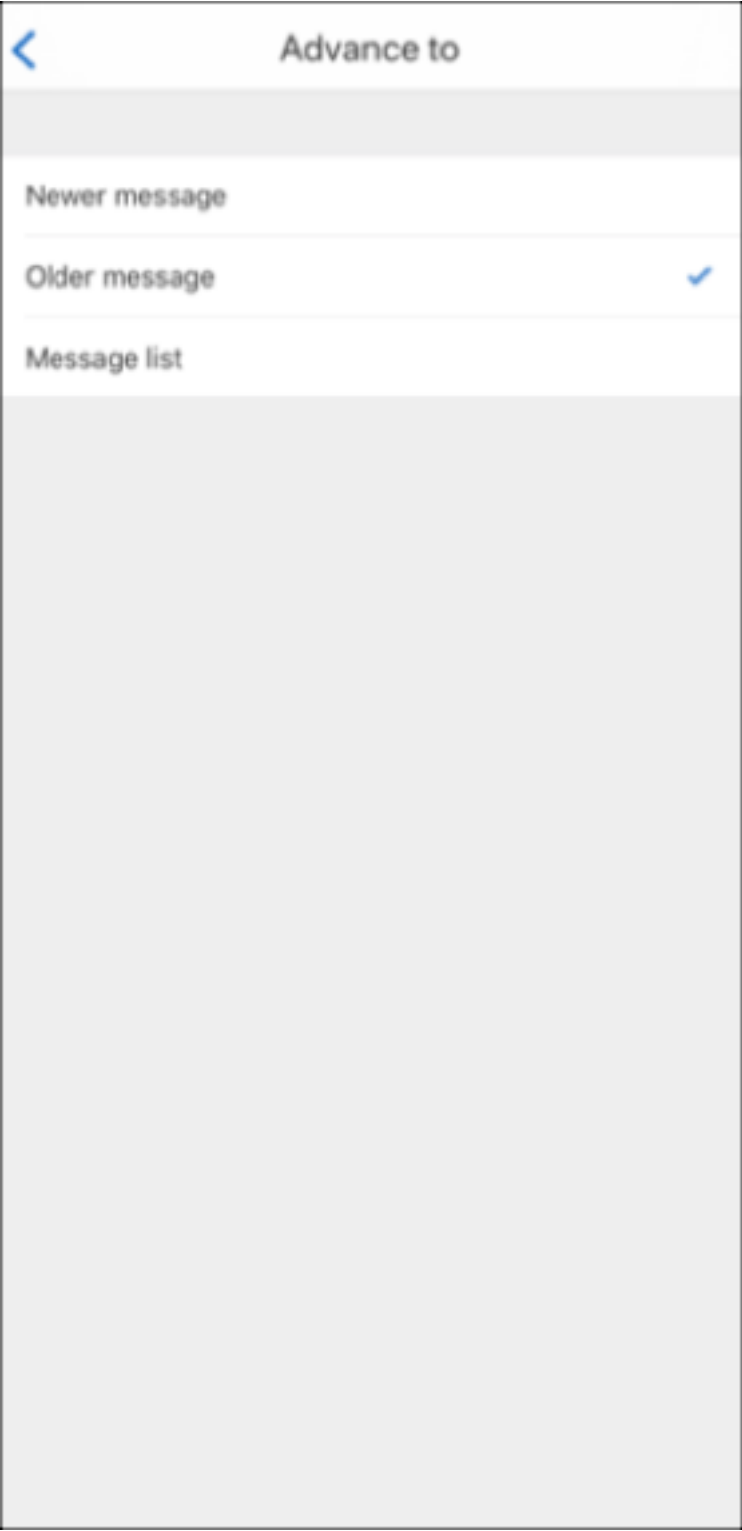
Navigate to **Settings > Auto Advance**.



The Auto Advance options are:

- **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.



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

## Show pictures of your contacts

January 16, 2020

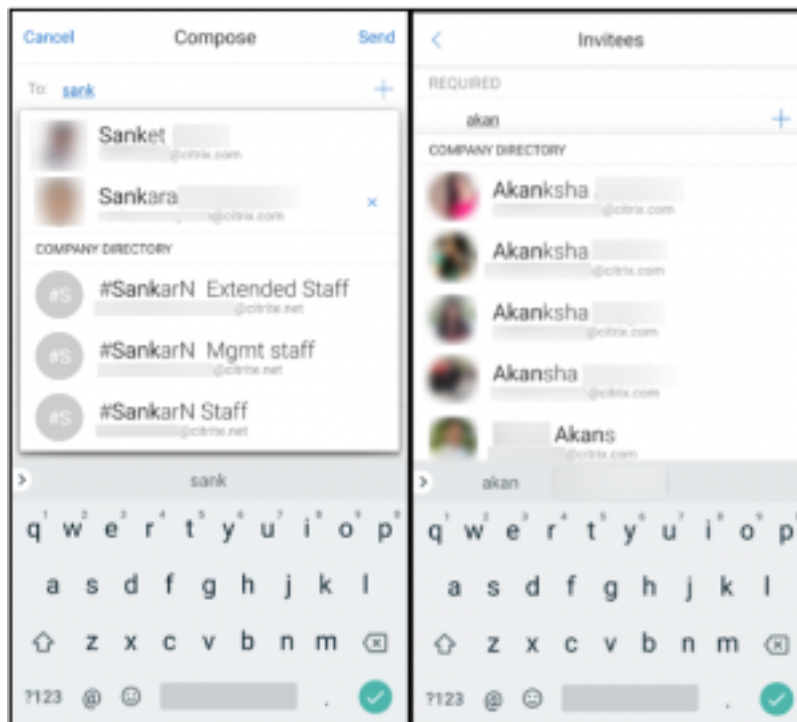
You can view a picture of your contact when you add recipients to your emails or to your meeting invites.

**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.

To search for contacts that aren't saved locally, type at least four characters of a name. You'll then see pictures in the results.



## Minimize a draft email

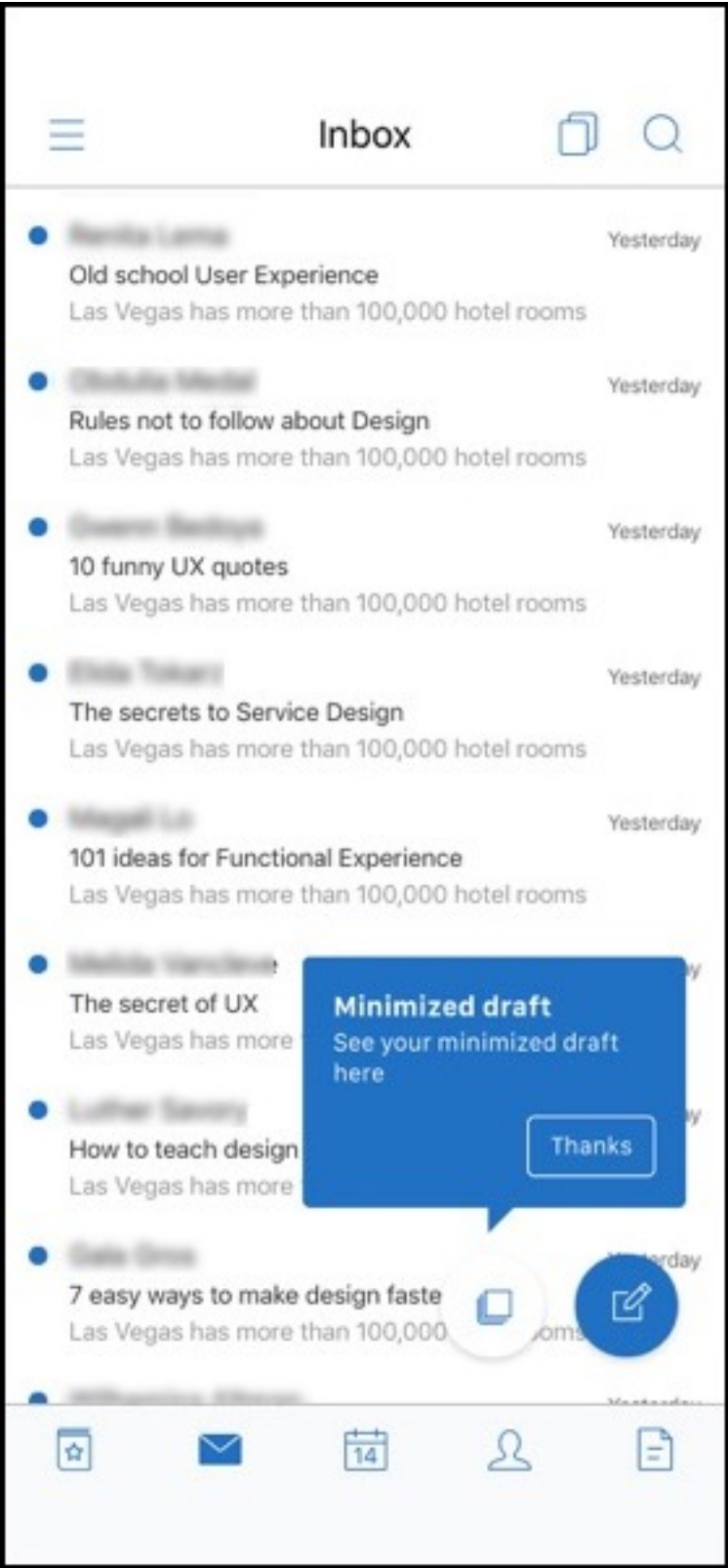
February 10, 2020

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

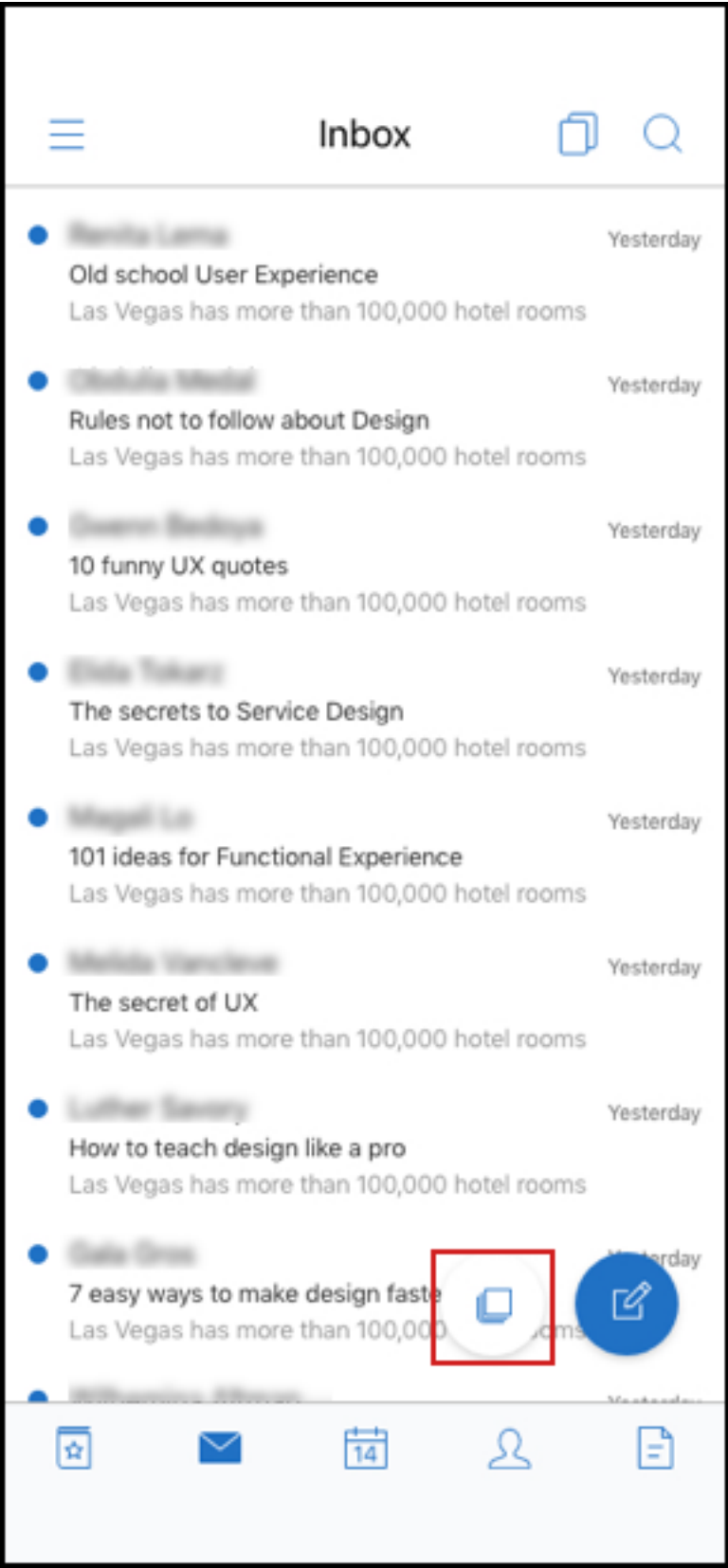
**Note:**

This feature is available for Android and devices running iOS 13 and later.

To minimize the draft email, swipe down on the compose screen. The draft stays as a floating action button at the bottom of your screen.



To return to the draft, tap the minimized draft icon.



## View PDFs

December 12, 2019

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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