ginlo Team Manager
Admin Guide

Contents

Get started

ginlo Team Manager is a desktop tool to manage users and your license for ginlo @work.

ginlo @work is a collaboration platform for businesses that put data confidentiality first. Use ginlo @work to securely communicate, work on projects, and share data with other employees, partners, and customers, while keeping the company in control of the data.

Why not a web application?

While you can start the registration of your ginlo @work team on the web (see also "Start registration on the web" on page 7), we ask you to download and install ginlo Team Manager to complete your registration and manage your team. The reason is this:

When you complete your registration, a set of encryption keys is generated in the background. These keys are needed so that you, as the administrator, can later perform certain tasks, e.g. restore a user's key to a new device (see also "Restore a user's key" on page 19) or export a user's message archive (see also "Export a user's message archive" on page 17). We want to make sure that these encryption keys are generated and used in a secure environment. With a web application, however, we would put you at risk of third-party browser extensions gaining access to these keys. To avoid this, we deliberately decided to provide you with a desktop-based administration tool. This tool, installed on your local computer, is the only place where your keys are ever present in unencrypted format.

To learn more about how encryption works in ginlo @work, please see our ginlo @work Security Whitepaper (https://www.ginlo.net/en/business/support/downloads).

System requirements

The following minimum hardware and software requirements are necessary to run all ginlo @work components.

ginlo Team Manager system requirements

Below, you'll find the minimum system requirements for running ginlo Team Manager on a Mac or Windows PC:

Requirement	macOS	Windows
OS	10.9 (Mavericks)	Windows 7 (64 bit)
Screen resolution	1024 x 768	1024 x 768
Hardware	Dual Core x86 Processor	Dual Core x86 Processor
	4 GB RAM	4 GB RAM
Recommended free HD space	100 MB	100 MB

System requirements for the mobile messenger app

Below, you'll find the minimum system requirements for running the mobile messenger app on an iPhone or Android smartphone:

Requirement	iOS	Android
OS	10.2	5.x
Screen size	4-inch display	4.3-inch display
Orientation	Portrait only (except for preview of attachments)	Portrait only (except for preview of attachments)
Recommended HD space	50 MB app	50 MB app
	1 GB personal data	1 GB personal data

The mobile messenger app has been tested and verified on the following devices:

Device	OS
Samsung Galaxy S9	Android 8.0
Samsung Galaxy S7	Android 7.0
Samsung Galaxy Note8	Android 7.1.1
Sony Xperia XZ	Android 7.1.1
Sony Xperia Z3	Android 6.0.1
Apple iPhone X	iOS 12.1.1
Apple iPhone 8	iOS 11.4.0
Apple iPhone 7 Plus	iOS 11.2.0
Apple iPhone 6s Plus	iOS 12.0.1
Apple iPhone 6	iOS 11.4.1/11.0.3
Apple iPhone 5s	iOS 11.0.1
Apple iPhone 5	iOS 10.3.3
LG 4	Android 6.0.1

With other devices, you may - in exceptional cases - encounter minor functionality or display issues even if they fulfill the above-mentioned minimum requirements. So, please use our free trial period in order to test ginlo @work on the devices you're using in your organization.

We're not officially supporting tablets at the moment: You're welcome to give it a spin (and in many cases, this will work fine), but unfortunately, we won't be able to take care of bugs you come across.

System requirements for the messenger app for Windows

Below, you'll find the minimum system requirements for running the messenger app for Windows:

Requirement	Windows
OS	Windows 7 (32/64 bit)
	Windows 8 (32/64 bit)
	Windows 10 (32/64 bit)
Screen resolution	1024 x 768
Hardware	Dual Core x86 Processor
	2 GB RAM
Recommended free HD space	1 GB
Windows Media Player (to play video or audio files)	Version 10

Recommended browsers for ginlo websites

For our websites "www.ginlo.net" and "work.ginlo.net", we recommend that you use the latest version of one of the following browsers:

- Chrome
- Safari
- Firefox
- Internet Explorer 11
- Edge
- Chrome for Mobile
- Safari mobile version
- Android default browser

Supported languages

All our applications as well as our websites "www.ginlo.net" and "work.ginlo.net" are available in English and German. More languages are planned.

Install ginlo Team Manager

ginlo Team Manager is available for free at our website. You can install it under Windows and macOS.

To install ginlo Team Manager:

1. Download ginlo Team Manager from our website.

    ▪ **Download for Windows**: https://files.ginlo.net/admin-ui/win/latest/ginlo-team-manager.exe

    ▪ **Download for macOS**: https://files.ginlo.net/admin-ui/mac/latest/ginlo-team-manager.dmg

2. Navigate to the location where you saved your download.

3. Double-click the installer file.

ginlo Team Manager is now installed. Once the installation is complete, ginlo Team Manager opens automatically. You can now create your team account (see also "Register your team account" on page 7).

Register your team account

Before you and your users can start chatting in the ginlo @work messenger app, you need to register an account for your team. You can start your registration either on the web or directly in ginlo Team Manager.

Start registration on the web

Start on the web

1. In your browser, go to https://work.ginlo.net/register.

2. Fill in the registration form, and click **Next**.

3. You receive a verification e-mail. Click on the link or button to confirm your e-mail address.

Continue in ginlo Team Manager

Once you verified your e-mail address, it's time to move from the web to ginlo Team Manager for security reasons (see also "Why not a web application?" on page 4).

1. Download ginlo Team Manager from our website and install it.

    ▪ **Download for Windows**: https://files.ginlo.net/admin-ui/win/latest/ginlo-team-manager.exe

    ▪ **Download for macOS**: https://files.ginlo.net/admin-ui/mac/latest/ginlo-team-manager.dmg

2. Start ginlo Team Manager.

3. In the section **You've already started or completed your registration?**, enter the e-mail address and account password you specified during web registration.

4. Click **Login**.

5. Enter a **team name**, e.g. your company name.

6. Click **Next**.

7. ginlo Team Manager then generates your admin key. You need it for certain administrative tasks and to use the ginlo @work messenger app.

   That's why we create a secure backup of this key for you.

8. To protect your backup, please enter a **key passphrase** and confirm it.

9. Once your backup has been created, click **Dive In**.

You can now invite users into your team (see also "Invite users" on page 11).

Start registration in ginlo Team Manager

1. Download ginlo Team Manager from our website and install it.
   - **Download for Windows**: https://files.ginlo.net/admin-ui/win/latest/ginlo-team-manager.exe
   - **Download for macOS**: https://files.ginlo.net/admin-ui/mac/latest/ginlo-team-manager.dmg

2. Start ginlo Team Manager.

3. In the section **You haven't registered online yet?**, click **Start Registration**.

4. Fill in the registration form, and click **Next**.

5. You receive a verification e-mail. Click on the link or button to confirm your e-mail address.

6. Return to ginlo Team Manager and click **Next**.

7. ginlo Team Manager then generates your admin key. You need it for certain administrative tasks and to use the ginlo @work messenger app.

   That's why we create a secure backup of this key for you.

8. To protect your backup, please enter a **key passphrase** and confirm it.

9. Once your backup has been created, click **Dive In**.

You can now invite users into your team (see also "Invite users" on page 11).

Log in with an existing account

If you have completed the registration of your team account, just log in to ginlo Team Manager when you want to perform administrative tasks:

1. Start ginlo Team Manager.

2. In the section **You've already started or completed your registration?**, enter your e-mail address and account password.

3. Click **Login**.

The ginlo Team Manager **Dashboard** opens providing you with a quick overview of your owned and used seats.

Roll out the messenger app

This is how you can provide your users with the messenger app for smartphones and Windows PCs.

Roll out the mobile messenger app

Your users can download the mobile messenger app on their own smartphones as usual via the Apple App Store or Google Play Store respectively. The download links are included in their invitation e-mail (see also "Invite users" on page 11).

Roll out the messenger app for Windows

Central rollout

To centrally roll out the messenger app for Windows, please use our MSI file: https://files.ginlo.net/windows/msi/latest

Important note: The MSI only installs the messenger app, i.e. all required system components must be installed separately for the app to work properly:

- Microsoft Visual C++ 2015 Redistributable Update 3 RC x86 or later
  https://www.microsoft.com/en-US/download/details.aspx?id=52685

- Microsoft .NET Framework 4.6.2 or later
  https://www.microsoft.com/en-US/download/details.aspx?id=53344

Individual installation

To install the messenger app on an individual workstation, please use our EXE file: https://files.ginlo.net/windows/exe/latest. The download link is also included in a user's invitation e-mail (see also "Invite users" on page 11).

Note: For the installation using the EXE file you need local administrator rights.

Purchase a subscription

1. On the ginlo Team Manager **Dashboard**, click **Buy**.

   You're now directed to the login screen of the ginlo @work customer portal.

   Tip: If you're not automatically redirected to the login screen, type **work.ginlo.net** into the address field of your browser.

2. Log in with your registered e-mail address and account password.

3. Under **Order & Billing**, fill in the order form.

   Note: Currently, you can purchase a maximum number of 200 seats. For more seats, please get in touch with our Customer Care (https://www.ginlo.net/en/business/support/contact/).

4. Agree to the Terms by checking the box in the upper right of the screen.

5. Click **Buy Now**.

You'll receive a confirmation e-mail about your purchase.

Add more seats to a subscription

Increasing the number of seats in your ginlo @work subscription is as easy as it gets:

Yearly billing

If you're billed yearly, just send a quick note with the new number of seats to our Customer Care (https://www.ginlo.net/en/business/support/contact/). They'll take care of the rest for you. :-)

The added seats are immediately available.   They will be invoiced proportionately for your current contract year. The current month, however, won't be counted.

Monthly billing

If you're billed monthly, you can easily add more seats yourself:

1.   On the ginlo Team Manager **Dashboard**, click **Show Subscription**.

     You're now directed to the login screen of the ginlo @work customer portal.

     Tip: If you're not automatically redirected to the login screen, type **work.ginlo.net** into the address field of your browser.

2.   Log in with your registered e-mail address and account password.

3.   Under **Order & Billing**, enter the number of seats you want from now on in the **Number of Users** field.

     Note: Currently, you can purchase a maximum number of 200 seats. For more seats, please get in touch with our Customer Care (https://www.ginlo.net/en/business/support/contact/).

4.   Agree to the Terms by checking the box in the upper right of the screen.

5.   Click **Buy Now**.

You'll receive a confirmation e-mail about your purchase. The added seats are immediately available. They will be billed as of the following month.

Manage users

With ginlo Team Manager, you can manage all ginlo @work users in your organization. You can add and invite new users, revoke and resend invitations, archive users, and export message archives.

User roles

When creating a user, you can currently assign one of the following roles:

Member: Members can see and communicate with all other users in their ginlo @work team. This role is typically assigned to internal employees.

Guest: Guests can initially not see or communicate with any other users in their team. However, all members in the team can find the guest in their **Contacts** and can start one-to-one or group conversations with them. All participants in these conversations are then added to the guest's **Contacts**, and the guest can then start new conversations with them. This role is typically assigned to external communication partners, e.g. customers or contractors, who only need to be in touch with certain users in your organization.

Tip: For more details on how communication in ginlo @work works for users with different roles, please see our ginlo @work Getting Started Guide. (https://www.ginlo.net/en/business/support/downloads)

Note: At this time, you can assign roles only when inviting a user. In one of the future versions, you'll also be able to change the role of an existing user.

Invite users

You can invite users by entering their details manually or by uploading a CSV file with their details. During your 30-day free trial, you can invite up to 100 users to your team.

Add users manually

1. In the navigation bar, select **Users > Invite Users**.
2. Select the **Role** for the user.

    Currently, the roles **Member** and **Guest** (see also "**User roles**" on page 11) are available.
3. Enter the **First Name**, **Last Name**, and **E-Mail Address** of the new user, and click **Add**.

    The new user is added to the list of users.
4. Repeat this step to add more users to the list.
5. Once you've added all users to the list, click **Invite** to invite them into your team.

The new users will receive e-mail invitations to join ginlo @work. These e-mails contain app download links for iOS, Android, and Windows as well as an activation code via which they can quickly activate their account.

Tip: For more details about the activation process of a new user, please see our ginlo @work Getting Started Guide (https://www.ginlo.net/en/business/support/downloads).

Import users

As an alternative to manually adding users one by one, you can import them from a CSV file (see also "CSV file format" on page 12).

To import users from a CSV file:

1. In the navigation bar, select **Users > Invite Users**.

2. Click **Import From CSV File**.

3. Click **Select File** and choose the CSV file that you want to import.

4. Click **Open**.

   Users from the CSV file are now displayed in the **n Users Added** table.

5. Check if all characters are displayed correctly. If they are not, select a different encoding from the drop-down list. If none of the encodings works, please verify that your CSV file is in the correct encoding.

6. Entries that can't be imported are shown below the table. In this case, adjust your CSV file accordingly and import it again, or add the affected users manually (see also "Add users manually" on page 11).

   Note: If you import two CSV files in a row, the second file will overwrite the first one. Manually added users are not affected by this.

7. Click **Invite** to invite the imported users into your team.

The new users will receive e-mail invitations to join ginlo @work. These e-mails contain app download links for iOS, Android, and Windows as well as an activation code via which they can quickly activate their account.

Tip: For more details about the activation process of a new user, please see our ginlo @work Getting Started Guide (https://www.ginlo.net/en/business/support/downloads).

CSV file format

The CSV file must contain the following columns:

- **role**

  Possible values are **member** or **guest** (see also "**User roles**" on page 11).

- **firstname**

- **lastname**

- **email**

Example of a CSV file:

role,firstname,lastname,email

member,Lisa,Paterson,lisa.paterson@acme.com

member,Jason,Goldsberry,jason.goldsberry@acme.com

guest,Kate,Oconnell,kate.oconnell@external.com

Resend an invitation

If there's a user invited to your ginlo @work team who lost their invitation e-mail or whose invitation has expired, you can resend the invitation e-mail.

To resend an invitation:

1. In the navigation bar, select **Users > Open Issues**.

   You can identify affected users by their status **Invitation Expired**.

2. Select the desired user in the list and click ⋮ .

3. Select **Resend Invitation**.

The user receives a new invitation e-mail with a new activation code to activate their account.

Revoke an invitation

You can revoke an invitation as long as users have the status **Invited**, i.e. haven't yet activated their accounts.

To revoke an invitation:

1. In the navigation bar, select **Users > Overview**.

   You'll see a list of all users.

2. Select the desired user in the list and click ⋮ .

3. Select **Revoke Invitation**.

The invitation is revoked immediately without a confirmation prompt and the user is removed from the list of users. The user will receive an e-mail informing them about the revoked invitation.

Edit users

Currently, you can edit the first and last name of a user.

To edit a user:

1. In the navigation bar, select **Users > Overview**.

    You'll see a list of all users.

2. Select the desired user in the list and click ⋮ .

3. Select **Edit User**.

4. In the **Edit User** dialog, make your changes.

5. Click **Save**.

Check the status of a user

To see who's already in your team, or who hasn't yet accepted your invitation, you can check the status of a user.

To check the status of a user:

1. In the navigation bar, select **Users > Overview**.

    You'll see a list of all users.

2. A user can have one of the following statuses:

    ▪ **Invited:** The user has received an invitation, but hasn't activated their account yet.

    ▪ **Invitation Expired:** The user hasn't activated their account within the designated period of 7 days. If you want, you can resend the invitation (see also "Resend an invitation" on page 13).

    ▪ **Activation in Progress:** The user has started the activation of their account in the messenger app; however, the generation of the user's key hasn't been completed yet. This means that the user is not yet visible to and can't communicate with others in the team. If this status persists for some time, please ask the user if they've accidentally closed the app during key generation, or if there's a connection problem. In this case, the user will have to reopen the app and may have to log in again. As soon as the user sees the app's Conversations overview, key generation and thus the user's activation is complete and the status changes to **Active**.

    ▪ **Active:** The user has completed the activation of their account and can use the messenger app.

View active sessions

The active sessions of a user show you on which ginlo @work clients the user is currently logged in. Clients include the mobile messenger app, the messenger app for Windows and macOS, and ginlo Team Manager.

Based on this information, you can see which clients a user has currently in use and identify unauthorized logins, e.g. on devices not approved by your organization.

To view the number of active sessions per user:

In the navigation bar, select **Active Sessions**.
The number of active sessions is shown in the **Sessions** column on the far right.

Notes:

- A maximum of 30 sessions are counted per user.

- Several active sessions may be related to the same client. This is the case if the user uninstalls and reinstalls the client on the same device, or if they log out and in again.

- If a user doesn't use a client for 30 days, the session will become inactive and will no longer be counted.

To view the session details for a user:

Select **Active Sessions** in the navigation bar, and click ⬛ in the table row of the desired user.

Alternatively, select **Users > Overview** in the navigation bar, click ⋮ next to the desired user, and select **Show Session Details**.

The table contains the following data:

- **Session:** Details about the ginlo @work clients where the user is currently logged in.

  - **Ginlo** represents a login to a user client, i.e. the mobile messenger app or the messenger app for Windows or macOS.

    These entries include additional information about the device (device type, device ID, operating system version, hardware), the installed app version, and the selected language (locale).

  - Logins to **ginlo Team Manager** include the following information: Device type, build number, hashed MAC address, and operating system.

    Note: Older entries still have the label **Brabbler Http Client**.

- **Last Use:** Date when the user last opened the ginlo @work client on this device.

Notes:

- A maximum of 30 sessions are shown per user.

- The same client may be listed several times. This is the case if the user uninstalls and reinstalls the client on the same device, or if they log out and in again.

- If a user doesn't use a client for 30 days, the session will become inactive and will be removed from the list.

Archive users

You can archive existing users, e.g. to free seats or if a user has left the organization. Affected users will be informed via e-mail that they can no longer access the messenger app. The users' encrypted message archives remain stored on the ginlo server and you - as an administrator - can still decrypt them (see also "Export a user's message archive" on page 17). For more information about the handling of data of archived users, please refer to our ginlo @work Privacy Whitepaper (https://www.ginlo.net/en/business/support/downloads).

Note: An archived user cannot be reactivated. However, you can use the e-mail address to create a new user account.

What other effects does archiving of a user in ginlo @work have?

- An archived user will be removed from the ginlo @work **Contacts** of all other users in your team.

- An archived user will be removed from all group conversations; however, other users can still see their messages in the corresponding group conversations.

- Other users can still open one-to-one conversations they had with an archived user; however, they can no longer send messages.

- The profile picture of an archived user will be removed from all conversations.

Archive a ginlo @work user

1. In the navigation bar, select **Users > Overview**.

   You'll see a list of all users.

2. Select the desired user in the list and click ⋮ .

3. Select **Archive User**.

4. To confirm that you're allowed to archive a user, enter your account password and click **OK**.

The archived user is moved to the **Archived Users** list, which can be accessed from the **Users** menu in the navigation bar.

Change the name of an archived user

You can pseudonymize an archived user by changing their first and last name and use e.g. an employee ID. In that user's conversations, the original username is then replaced with the pseudonymized one. However, the content of messages is not affected by these changes. So, other users in the team may still know which user is behind a pseudonymized name.

To change the name of an archived user:

1. In the navigation bar, select **Users > Archived Users**.

    You'll see a list of all archived users.

2. Select the desired user in the list and click ⋮ .

3. Select **Edit User**.

4. In the **Edit User** dialog, make your changes.

5. Click **Save**.

View open issues of your users

Under **Users > Open Issues**, you can find a list of users that are currently stuck and can't use the ginlo @work messenger app for one of the following reasons:

▪ **Their invitation has expired.**

   To help them, you can resend the invitation (see also "Resend an invitation" on page 13).

▪ **They want to set up a new device, but have problems importing their key**.

   To help them, you can restore their key for them (see also "Restore a user's key" on page 19).

Note: If there are any users in this list, you'll see a red badge in the navigation bar, indicating the number of users affected.

Export a user's message archive

ginlo Team Manager allows you, as an administrator, to export and decrypt the messages of active as well as archived users (see also "Archive users" on page 16) from a given time interval. The exported archive contains text messages and (as an option) attachments. You should only use the export feature if gaining access to this content is in the **legitimate interest of the organization**. Active users whose message archives are exported will be informed via e-mail.

To export a user's message archive:

1. Select the desired user:

     ▪ To export the messages of an **active user**, select **Users > Overview** in the navigation bar.

     ▪ To export the messages of an **archived user**, select **Users > Archived Users**.

2. Select the desired user in the list and click ⋮ .

3. Select **Export Message Archive**.

     The **Export Message Archive** dialog is displayed.

4. Enter a start and end date for the data to export as well as the folder where you want to store the message archive.

5. The **Include Attachments** option is enabled by default. To exclude attachments from the export, disable it.

6. To confirm that you're allowed to export a message archive, enter your key passphrase.

7. Click **Export**.

The user's text messages and attachments are exported separately for each one-to-one and group conversation. All text messages are written to one text file (named messages.txt) per one-to-one and group conversation. The folder structure and naming is as follows:

/firstname_lastname_YYYY-MM-DDTHHmmss.sss/

    .../OneToOne/

        .../name of participant/

           messages.txt

      attachment files

    .../Group/

       .../name of group/

          messages.txt

      attachment files

Manage keys

ginlo @work is a fully encrypted collaboration platform. Its concept based on dedicated keys for users and administrators allows users to communicate securely while keeping you as the ginlo @work administrator in control. To learn more about our encryption concept, please refer to the ginlo @work Security Whitepaper (https://www.ginlo.net/en/business/support/downloads).

Admin key

Your admin key is generated when you register your ginlo @work team. It is needed to perform certain administrative actions, e.g. exporting a user's message archive. In these cases, the key is retrieved from the backup you created during registration. You also need this backup if you want to set up the messenger app on your smartphone or desktop (you can find a detailed description in our FAQ "How do I start using the messenger app after I registered in ginlo Team Manager?" in our online FAQ section (https://www.ginlo.net/en/business/support/)).

To access your key backup, you have to enter the key passphrase specified during backup creation. **Important note:** We as the provider can't reset a lost passphrase for you, so please make sure you keep it in a safe place! You can only reset your passphrase (see also "Reset your key passphrase" on page 23) if you also use the messenger app on your smartphone or Windows PC.

User key

For every user, a key is generated on their device when they register their account. It is needed to encrypt and decrypt the user's messages.

To transfer the key to a new device, users can create their own key backups in the messenger app. You can find a detailed description in our FAQs "How do I create a key backup in the mobile messenger app?" / "How do I create a key backup in the messenger app for Windows?" in our online FAQ section (https://www.ginlo.net/en/business/support/). We recommend that every user creates such a backup: Then, they can easily set up the messenger app on a new device without needing your assistance.

If, however, a user hasn't created their own backup or forgot their key passphrase, you can restore their key for them.

Restore a user's key

When a user wants to set up the messenger app on a new device or reinstall it, they can send you a request to restore their key for them if they don't have their own key backup or forgot their key passphrase. In this case you'll receive a notification via e-mail.

To restore a user's key:

1. For security reasons, verify the origin of the request and ensure that it was really that user who sent it, e.g. by checking back via phone or e-mail.

2. Log in to ginlo Team Manager.

3. In the navigation bar, select **Users > Open Issues**.

   You can identify affected users by their status **Key Requested**.

4. Select the desired user in the list and click ⋮.

5. Select **Restore Key**.

6. Authenticate yourself with your key passphrase and click **OK**.

The user will be automatically notified and is now all set to use the ginlo @work messenger app as usual.

Settings

ginlo Team Manager **Settings** currently allow for configuring your proxy settings, enabling or disabling sending of crash and error logs, as well as changing the display language.

Change the language in ginlo Team Manager

You can run ginlo Team Manager in English or German.

To change the language on ginlo Team Manager:

1. In the navigation bar, select **Settings > Language**.

2. Open the **Select Language** drop-down list and choose the desired language.

3. Click **Save**.

The display language changes to the chosen language immediately without a restart of ginlo Team Manager.

Configure your proxy settings

If your network requires a proxy server to access the internet, specify the details in **Proxy Settings**.

To configure your proxy settings:

1. In the navigation bar, select **Settings > Proxy Settings**.

2. Define how you want to connect to your proxy server:

    ▪ via **HTTP** or

    ▪ via **SOCKS5**

3. Type the URL or IP address of your proxy server.

4. Type the port number of your proxy server. You can specify a value from 1024 to 65535 (common values are 8080, 1080, or 3128).

5. If your proxy server requires authentication before granting access to the internet, activate **Username and password required**.

6. Type the username and password.

7. Click **Save**.

Audit log

The **Audit Log** allows you to retrace actions related to the management of users and keys, either performed by you or a user in your ginlo @work team.

In the log, you can find the following information:

▪ **Date:** Date and time an action took place.

- **Initiated by:** First and last name of the initiator of the action, including the label **Admin** (if you were the initiator) or **User** (if a user in your team was the initiator).

- **Action:** For an overview of actions currently included, see table below.

- **Description:** First name, last name, and e-mail address of the user affected by the action. This is currently only applicable to actions performed by you as the administrator: If, for example, you invited a user or restored a user's key, their details are shown here.

Action	What does it mean?
Team created	You created the account for your ginlo @work team.
User invited	You invited a user to your ginlo @work team. An invitation e-mail was sent to the user.
Invitation revoked	You revoked the invitation you had previously sent to a user (see also "Revoke an invitation" on page 13).
Account activation started	The user started the activation of their account in the messenger app.
Account activation completed	The generation of the user's key was completed. This means that the user is active and can use the messenger app.
	Note: As long as this event is missing for a user, the generation of the user's key hasn't been completed yet. This means that the user is not yet visible to and can't communicate with others in the team. If this status persists for some time, please ask the user if they've accidentally closed the app during key generation, or if there's a connection problem. In this case, the user will have to reopen the app and may have to log in again. As soon as the user sees the app's Conversations overview, key generation and thus the user's activation is complete.
Key requested	The user sent you a request to restore their key for them (see also "Restore a user's key" on page 19). This usually happens if the user wants to set up the messenger app on a new device, but doesn't have their own key backup or forgot their key passphrase.
Key restored	You restored the key for the user. This allows the user to set up the messenger app on the device from which they sent you their request.
Message archive exported	You exported and decrypted messages sent and received by the user (see also "Export a user's message archive" on page 17).
Name of user changed	You changed the name of a user, e.g. to correct a typo or to pseudonymize an archived user (see also "Change the name of an archived user" on page 16).
User archived	You archived the user (see also "Archive users" on page 16), i.e. the user can no longer access the messenger app.

Reset a forgotten password

Here's what you can do if you forgot your account password or your key passphrase.

Reset your account password

The account password protects your ginlo account from unauthorized access. You'll have to enter it together with your registered e-mail address, e.g. to log in to ginlo Team Manager or ginlo @work on another device.

To reset your account password:

1. On the login screen of ginlo Team Manager, select **Forgot Your Account Password?**

2. Enter the e-mail address you used to register with ginlo Team Manager, and select **OK**.

3. Click on the link in the e-mail sent to your e-mail address. This helps confirm that you (and not an attacker) are changing your password.

4. Define a new account password and confirm it.

   Note: We recommend that you use a strong, unique password containing for example uppercase letters, numbers, and special characters.

5. Select **OK**.

Back on the login screen, you can log in with your new account password.

Reset your key passphrase

You can reset the passphrase if you're logged in to the messenger app on a smartphone or Windows PC.

To reset your key passphrase:

1. Open the messenger app on your smartphone or Windows PC.

2. Go to **Settings**.

3. Select **Security Preferences > Change Key Passphrase**.

4. Define a new key passphrase and confirm it.

   Note: We recommend that you use a strong, unique key passphrase containing for example uppercase letters, numbers, and special characters.

5. Select **Set Key Passphrase**.

Your key backup is now protected with the new key passphrase. You can use the new key passphrase in ginlo Team Manager as well.

Update ginlo Team Manager

We'll provide you with updates for ginlo Team Manager on a regular basis. If a major update is available, a notification pops up after you logged in to ginlo Team Manager. We recommend that you update to a new major version as soon as possible. If a minor update is available, you'll see a small yellow symbol to the right of the **Updates** menu in the navigation bar.

To download a new version of ginlo Team Manager:

1.   In the navigation bar, select **Updates**.

     You'll see the currently installed version, as well as the version number of the latest version and the new features and bug fixes contained in it.

2.   Click **Download Update**.

Get support

If you have questions or things get stuck in ginlo Team Manager or the ginlo @work messenger app, please contact our Customer Care (https://www.ginlo.net/en/business/support/contact/).

Note: Depending on the client in which the problem occurs, please attach the **Team Manager log** (see also "**Log files of ginlo Team Manager**" on page 25), the **app log of the mobile messenger app** (see also "**Log files of the mobile messenger app**" on page 26), or the **app log of the messenger app for Windows** (see also "**Log files of the messenger app for Windows**" on page 27).

Log files of ginlo Team Manager

There are 2 types of log files you as the admin can send to support troubleshooting: a **Team Manager log** and an **error log**.

Team Manager log

This log is constantly updated in the background and saved to the following file:

- **On Windows:** C:\Users\Username\AppData\Roaming\ginlo Team Manager\gtm.log

- **On macOS:** /Users/Username/Library/Application Support/ginlo Team Manager/gtm.log

Please send this log to our Customer Care when reporting a bug in ginlo @work, as this helps during investigation.

The Team Manager log contains the following data:

- Severity of logged event (info, warning, or error)

- Log message, e.g. `"cannot login: user is not authorized"`

- Affected source code section

- Date and time the event occurred

- Build date and version

- Client ID

- User agent (device type, device model, operating system, and device ID)

- Admin's user ID

   This is an ID assigned by the system – not the real name of the admin.

Error log

An error log is written when an error occurs, e.g. if ginlo Team Manager crashes. Please allow ginlo Team Manager   to send us the error log - this helps us improve the overall stability of the application. You can give your consent during registration or later in **Settings > Error Log**.   If you change your mind later, you can opt out at any time.

The error log contains the following data:

- Application ID

- Application version including build date and time

- Date and time of sending the log file

- OS version

- Device model

- User ID (hashed)

- Team ID

- Actions performed by the administrator

- Exception (error, unexpected behavior)

- Affected source code section

- For more information about data handling and data privacy, please see our ginlo @work Privacy Whitepaper (https://www.ginlo.net/en/business/support/downloads).

Log files of the mobile messenger app

There are 2 types of log files a user can send to support troubleshooting: an **app log** and a **crash log**.

App log

This log is constantly updated in the background. Please send it to our Customer Care when you report a bug one of your users is experiencing.

In this case, please ask your user to send you the app log file via **Settings > Get Support > Send Log File Now**. You can then forward the file to us.

Important note: Make sure you remove all user-related data, e.g. the sender's name and e-mail address, before forwarding the app log to our Customer Care.

The app log contains the following data:

- App ID

- App name

- App version

- Vendor ID (device ID)

- OS version

- Device model

- Server request ID and end point for every failed call to the server

- IDs of incoming and sent messages, conversations, and users in the team
  These are IDs assigned by the system - no real names of users or groups.

- Views the users navigates to

- Actions (taps) performed by the user

Crash log

If a user's mobile messenger app crashes or stops responding, they can choose to send a crash log directly to us. This helps us improve the overall stability of the app. The crash log contains the following information:

- App ID

- App name

- App version

- OS version

- Device model

- Date and time the error occurred

- Error, e.g. `Inconsistency detected. Invalid view holder adapter positionViewHolder{c9e5e20 position=28 id=636617355702660000, oldPos=25, pLpos:25 scrap [attachedScrap] tmpDetached no parent} android.support.v7.widget.RecyclerView{7a7d8c4 VFED..... .F....ID 0,240-1080,1610 #7f0b00d8 app:id/conversations_recyclerview_messages}, adapter:md52295f0290af090920ccc6538bb8a6cad.GinloChatAdapter@87e0248, layout:android.support.v7.widget.LinearLayoutManager@cc77c5c, context:ag.brabbler.ginlo.work.GinloChatActivity@dd1830a`

For more information about data handling and data privacy, please see our ginlo @work Privacy Whitepaper (https://www.ginlo.net/en/business/support/downloads).

Log files of the messenger app for Windows

There are 2 types of log files a user can send to support troubleshooting: an **app log** and a **crash log**.

App log

This log is constantly updated in the background. Please send it to our Customer Care when you report a bug one of your users is experiencing.

In this case, please ask your user to send you the app log file via **Settings > Get Support > Send Log File Now**. You can then forward the file to us.

Important note: Make sure you remove all user-related data, e.g. the sender's name and e-mail address, before forwarding the app log to our Customer Care.

The app log contains the following data:

▪ App version

▪ Date and time the error occurred

▪ Error, e.g.
  `NullReferenceExceptionBrabbler.Ginlo.Wpf.Behaviors.TextMessageBehavior in LinkOnClick`

Crash log

Whenever the messenger app for Windows crashes, a crash log is automatically sent to us in the background. This helps us improve the overall stability of the app. The crash log contains the following data:

▪ OS version

▪ Architecture: x86 (32 bit) or x64 (64 bit)

▪ .NET Framework version

▪ Date and time the error occurred

▪ Error, e.g.
  `NullReferenceExceptionBrabbler.Ginlo.Wpf.Behaviors.TextMessageBehavior in LinkOnClick`

For more information about data handling and data privacy, please see our ginlo @work Privacy Whitepaper (https://www.ginlo.net/en/business/support/downloads).