ginlo @work
Getting Started Guide

27 February 2019

Contents

Welcome to ginlo @work

ginlo @work is your new messenger for secure business collaboration. You can use it to communicate with colleagues, partners, and any other users at the organization that has invited you.

This guide will take you through the steps of setting ginlo @work up on one or several devices. Please make sure you have your invitation e-mail handy.

If you come across problems that this guide can't help you solve, please contact your ginlo @work administrator. You'll find their details in your invitation e-mail.

Install the app

First things first: Here's how to install the app on your Windows PC or smartphone.

Install the app on Windows

In many companies, the administrator takes care of installing the messenger app for Windows for you. In this case, you'll find ginlo @work in your Start menu.

If you install the app on your own computer, you can download the installation file here: https://files.ginlo.net/windows/beta/latest (https://files.ginlo.net/windows/exe/latest)

Tip: You can also find a link to the app in your invitation e-mail.

Note: For the installation you need local administrator rights.

Install the app on your smartphone

The mobile messenger app is available for iPhones and Android smartphones. Install the app as usual via the Apple App Store or the Google Play Store. To do so, just search for ginlo @work.

Tip: You can find a direct link to the app in your invitation e-mail.
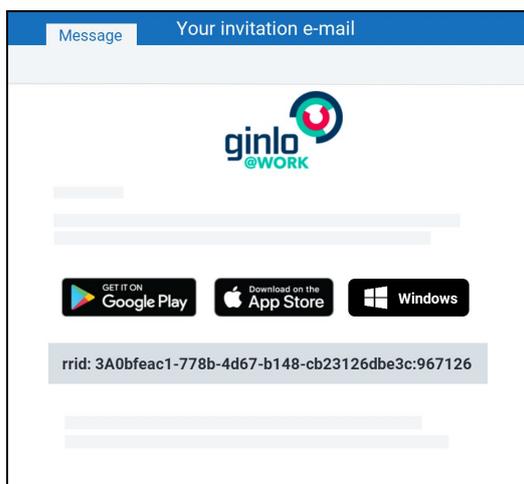
Activate your account

You can now activate the account your ginlo @work administrator created for you. To do so, you'll need your invitation e-mail.

You only have to do this once – if you want to set up another device later, you can simply log in (see also "Log in on a second device" on page 14).

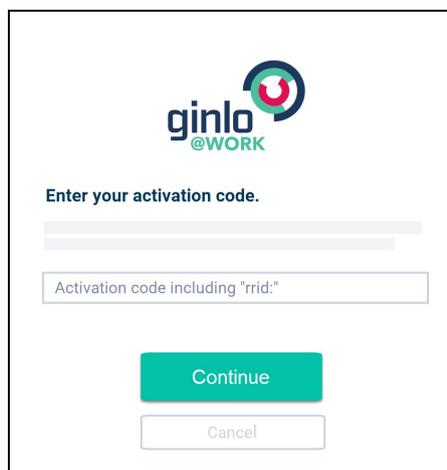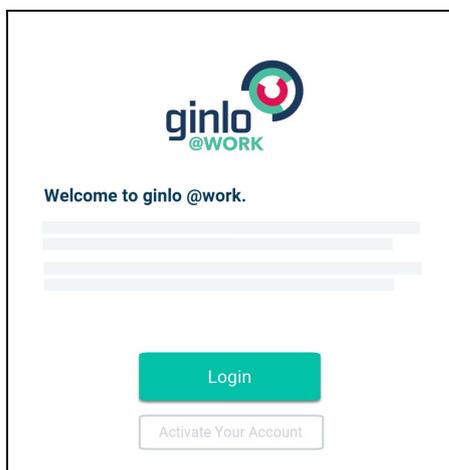**Note:** Make sure your device has a stable internet connection during the entire process.

Activate your account on Windows
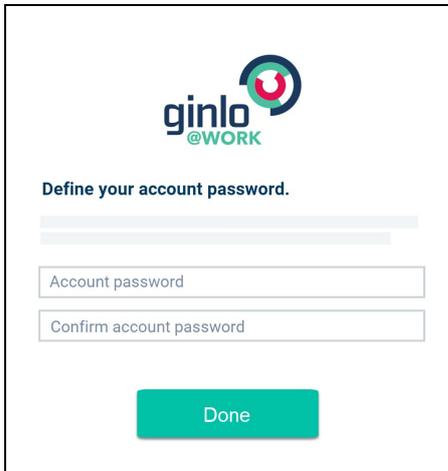
1. Open the invitation e-mail on your computer.

2. Open the messenger app for Windows and click Activate Your Account.

3. Copy the activation code from your invitation e-mail and paste it into the Activation code field in the app. Then select Continue.

   Note: Please enter the entire code including "rrid:".

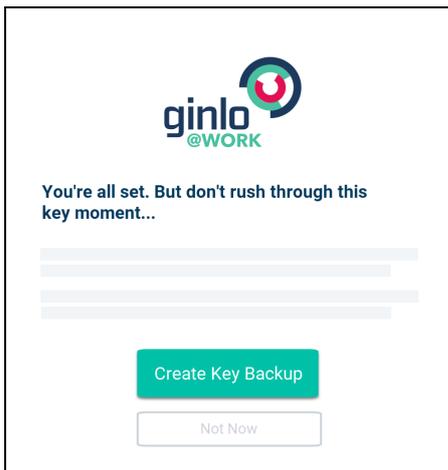4. Set your account password and confirm it.

5. Click Done.

The messenger app now generates a key for you. It's used to encrypt all your messages.

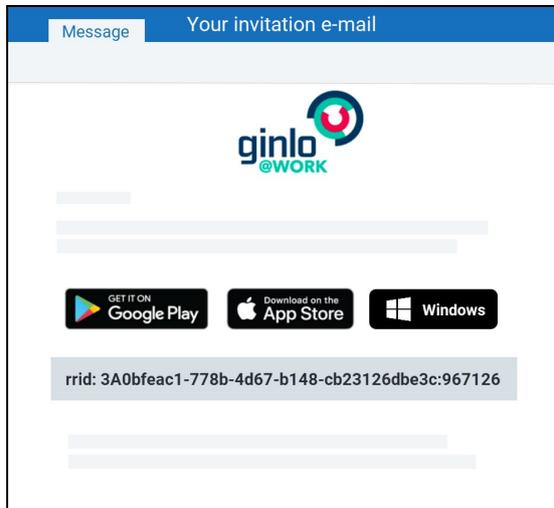After that, the setup of this device is complete.

6. You also want to set up the app on another device later? Then you can prepare for this now and create a backup of your personal key. To do so, click Create Key Backup. You can also do this later at any time (see also "Create a key backup" on page 12).

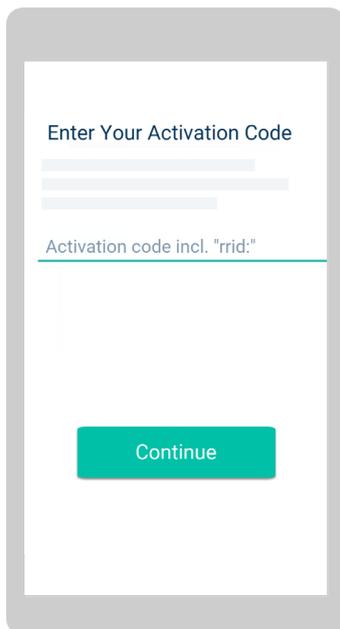You want to start exploring the app straight away? Then click Not Now.

Activate your account on your smartphone

1. Open the invitation e-mail on your computer.

2. Open the mobile messenger app on your smartphone and tap Activate Your Account.

3. Copy the activation code from your invitation e-mail and paste it into the Activation code field in the app. Then select Continue.

   Note: Please enter the entire code including "rrid:".
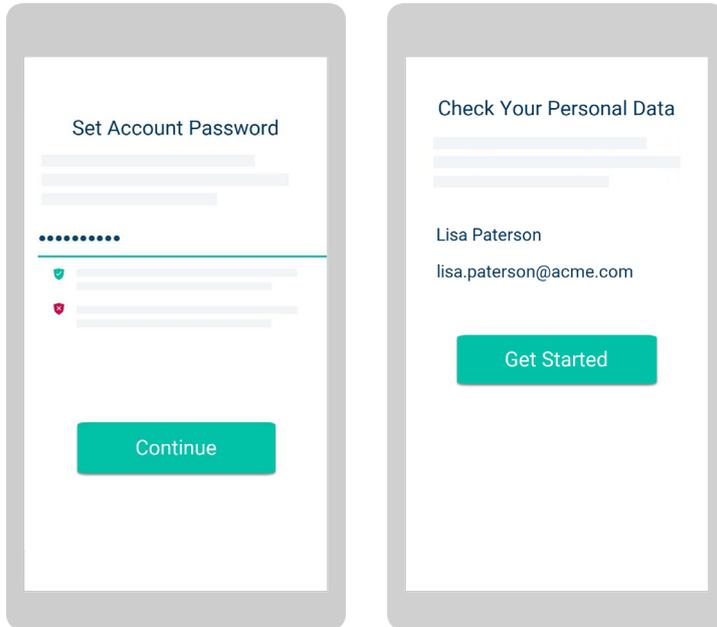

4. Set your account password.

   Tip: There are no password rules; however, below the entry field, you find a few hints of what makes a password secure or insecure.

5. Tap Continue.

6. Check your personal data. If there's e.g. a typo in your name, please contact your ginlo @work administrator.
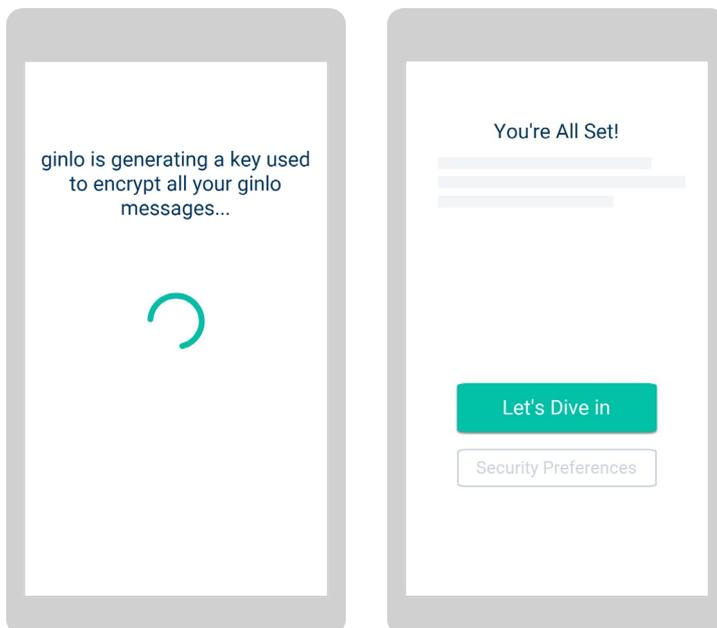
7. Tap Get Started.

The messenger app now generates a key for you. It's used to encrypt all your messages.

After that, the setup of this device is complete.

8. You also want to set up the app on another device later? Then you can prepare for this now and create a backup of your personal key. To do so, tap Security Preferences > Create Key Backup. You can also do this later at any time (see also "Create a key backup" on page 12).

You want to start exploring the app straight away? Then tap Let's Dive in.

Start chatting

Depending on the role your administrator has assigned to you, you can directly start conversations yourself or have to wait to be contacted by others.

Members vs. guests

Members

If you're a member, all other users in your ginlo @work team are automatically listed in your Contacts, and you can start chatting with them right away.
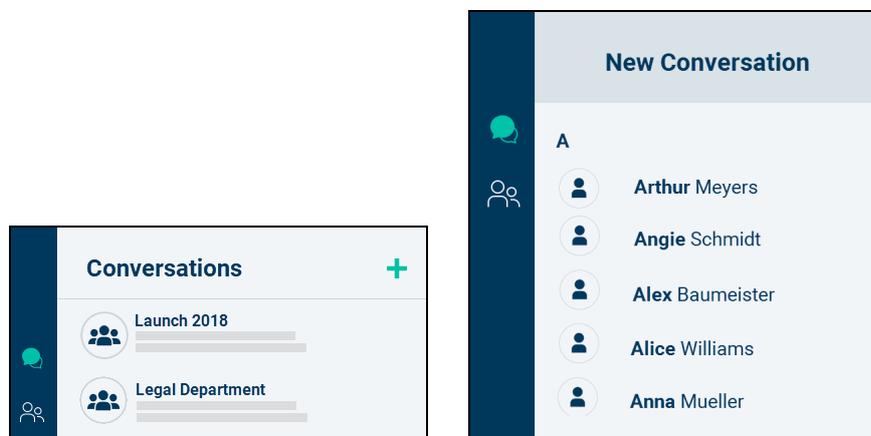
Guests

If you're a guest, the messenger app may look a little empty in the beginning: You can't see any contacts or start a conversation. But don't worry – it won't stay that way for long. The members in your team can now find you in their Contacts and start one-to-one or group conversations with you. All participants in these conversations are then automatically added to your Contacts. You can start new conversations with everyone who's in this list.
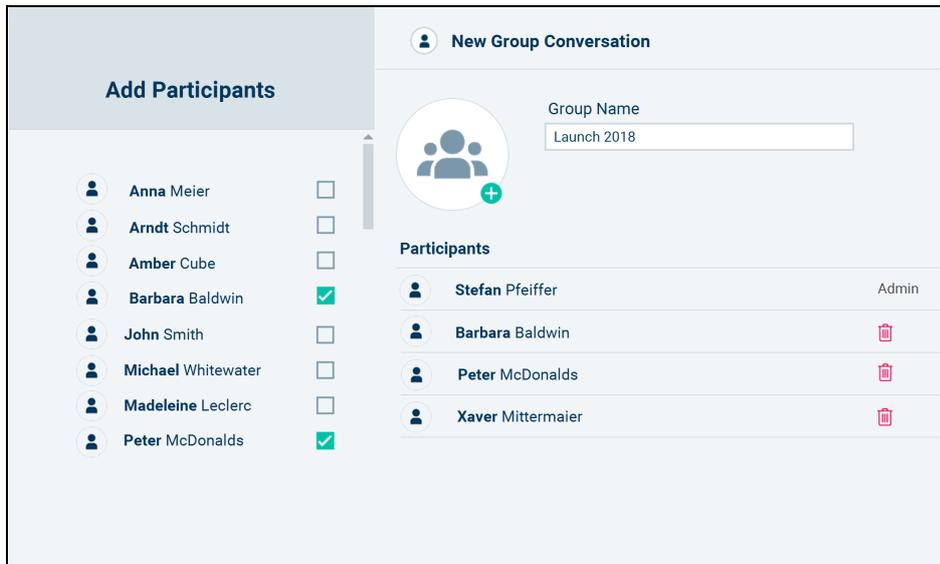
Start chatting on Windows

To start a conversation, click ➕ in the top right of the Conversations overview.

To start a **one-to-one conversation**, simply select a name in the list.

Note: If you don't have any contacts, you're probably a guest user (see also "Members vs. guests" on page 9).

To start a **group conversation**, click New Group Conversation and select the desired participants. Add a Group Name, and click Create.
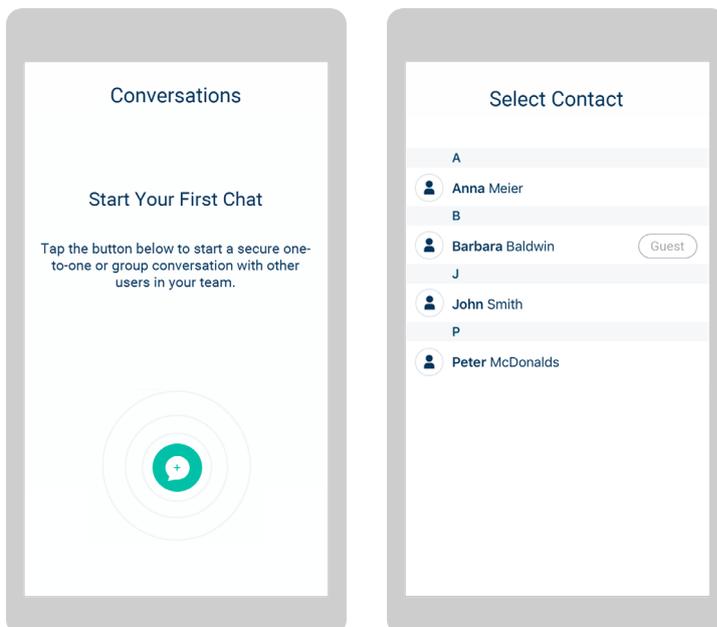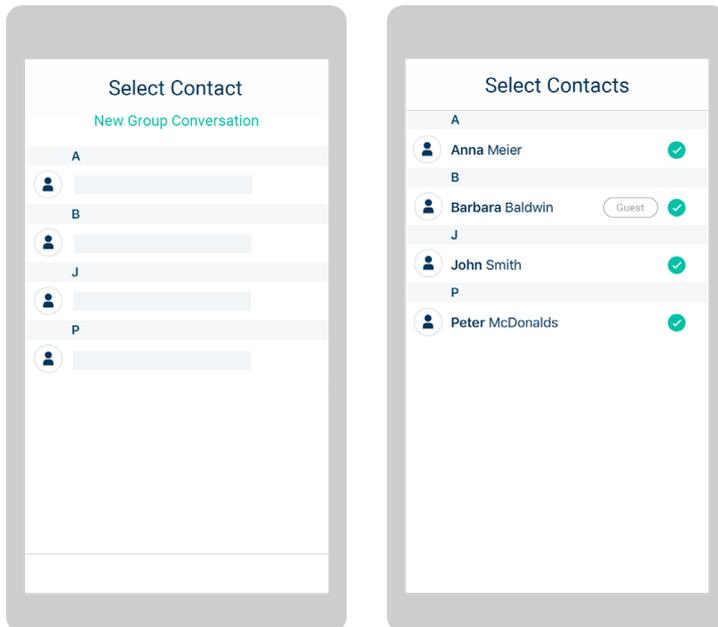

Start chatting on your smartphone

To start a conversation, tap .

To start a **one-to-one conversation**, simply select a name in the list.

Note: If you don't have any contacts, you're probably a guest user (see also "Members vs. guests" on page 9).

To start a **group conversation**, tap New Group Conversation and select the desired participants. Add a Group Name, and you're done.

Create a key backup

When you activated your account (see also "Activate your account" on page 5), the messenger app generated a personal key for you. It's used to encrypt all your messages. If you want to use ginlo @work on a second device later, you'll need to transfer a copy of your key there. The easiest way to do this is to import it from a key backup you can create on your first device. With such a backup, you can set up new devices without having to ask your ginlo @work administrator for help. Don't worry, it's much easier than it sounds. :-)
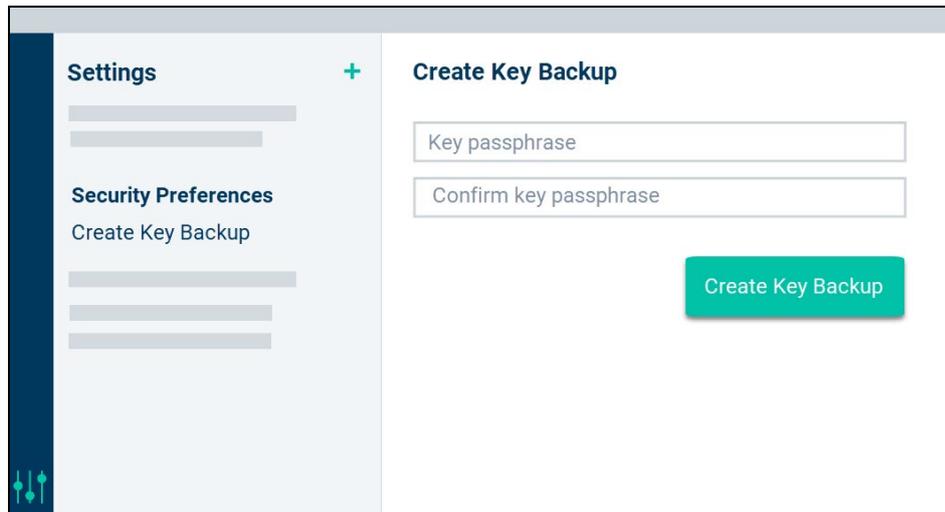
Create a key backup on Windows

1. In the messenger app for Windows, click ┆┃┆ in the bottom left to open Settings.

2. Under Security Preferences, select Create Key Backup.

3. Enter a key passphrase and confirm it.

   This key passphrase protects your backup against unauthorized access.

Click Create Key Backup.

Done! Now you can import your key to a new device, simply by entering your key passphrase when you're asked for it after logging in (see also "Log in on a second device" on page 14).

Create a key backup on your smartphone

1. In the mobile messenger app, go to Settings > Security Preferences > Create Key Backup.

2. Enter a key passphrase and confirm it.

   This key passphrase protects your backup against unauthorized access.
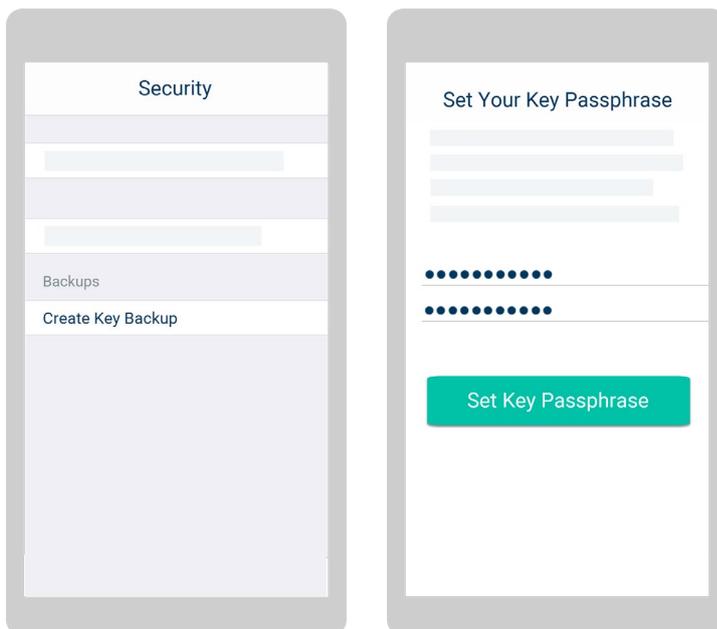
3. Tap Set Key Passphrase.

Done! Now you can import your key to a new device, simply by entering your key passphrase when you're asked for it after logging in (see also "Log in on a second device" on page 14).

Log in on a second device

Once you've activated your account and created a key backup on your first device, you can log in to the messenger app on other devices, too. The process is the same for both smartphones and Windows PCs:

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

2. Select Login.

3. Enter your e-mail address and your account password.

   You set the password when activating your account (see also "Activate your account" on page 5).

4. Select Login.

5. Enter your key passphrase and confirm.

   You set the passphrase when creating your key backup (see also "Create a key backup" on page 12).

   Tip: If you forgot it, you can always change it in the messenger app on your first device. To do so, go to
   ⚙ Settings > Security Preferences > Change Key Passphrase.

Once you're done, the app downloads all contacts and conversations you already have. Then you can start chatting here as well (see also "Start chatting" on page 9).

Further help resources

You can find more step-by-step instructions and information about the most important ginlo @work features in the Support section of our website (https://www.ginlo.net/en/business/support/contact/). Just take a look inside. :-)