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## Introduction

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Welcome to the ConfirmSend User Guide! This guide will help you to install and configure ConfirmSend on your Windows PC. Before you get started, please ensure that your system meets the minimum requirements for running ConfirmSend, which are:

- Microsoft Windows 7 to 11
- 500 MHz or higher processor. We recommend a dual-core (Core 2) processor, similar to the recommendation for running Windows 7.
- Capable processor for running Microsoft Office 2010 - 365.
- Microsoft Outlook 2010-365
- 256 MB memory or higher.
- 1.5 GB free hard disk space.

If your system meets these requirements, you're ready to get started with the installation process. This guide will walk you through each step, including downloading the application, configuring settings, and using ConfirmSend to send your emails securely and efficiently. So, let's get started!

## About ConfirmSend

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ConfirmSend is a Microsoft Outlook add-in solution designed to prevent misdirected emails and appointments, which can result in significant business losses and compliance issues. ConfirmSend is GDPR compliant and registered with the ICO, making it an ideal solution for businesses that handle sensitive or confidential information. It offers two solutions: one that allows users to confirm emails before sending and another that enforces a 10-second delay to prevent rushed actions. ConfirmSend has been tried and tested by high-profile law firms, investment bankers, accountants, and finance/HR departments, making it a reliable and effective solution for any business that uses Microsoft Outlook.

## System Requirements:

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See Introduction for more information.

ConfirmSend is a Microsoft Outlook add-in solution that works on all versions of Microsoft Outlook, including Microsoft Office 2010 - 365. It is designed to run on any Microsoft Windows operating system from Windows 7 to 11. To ensure the smooth running of ConfirmSend, it is recommended to have a processor of 500 MHz or higher, 256 MB memory or higher, and 1.5 GB of free hard disk space. While ConfirmSend is an offline piece of software that does not collect or interrogate data, it is necessary to have a capable processor for running Microsoft Office 2010 - 365. By meeting these requirements, you can be sure that ConfirmSend will work optimally on your system.

## License Overview:

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Confirmsend is a licensed software product that requires a valid license key to operate. To obtain a license key, users must purchase a subscription for a period of one year, two years, or three years from the <https://www.confirmsend.co> website. After the purchase is completed, users will be sent a link to download the application and the corresponding license key for the duration of their subscription.

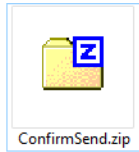
The installation of the application is seamless. There is no request for information. When you send the initial email whilst the addin is enabled, you will be prompted to enter the license key. Once entered, the license key will be registered locally on the machine and users will be able to use Confirmsend without any further activation required within that profile for that particular user. It is important to note that the license is only valid for the duration of the subscription period purchased, and users must renew their subscription to continue using Confirmsend after the license expires.

By using Confirmsend, users agree to the terms and conditions outlined in the user agreement, which includes restrictions on copying, distributing, or modifying the software. Any unauthorized use of Confirmsend is strictly prohibited and may result in legal action.

## Download and Installation

Download the installation file using the Link/File provided.

A download link will be provided when you make a purchase. Alternatively a link will be sent to you via email. The download link will present you with a Zip file.



Extract the Zip file to your desired location. See below figures for further illustration.

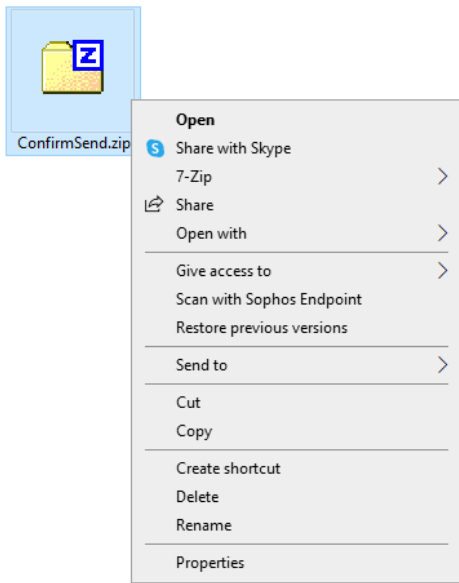


Figure 2

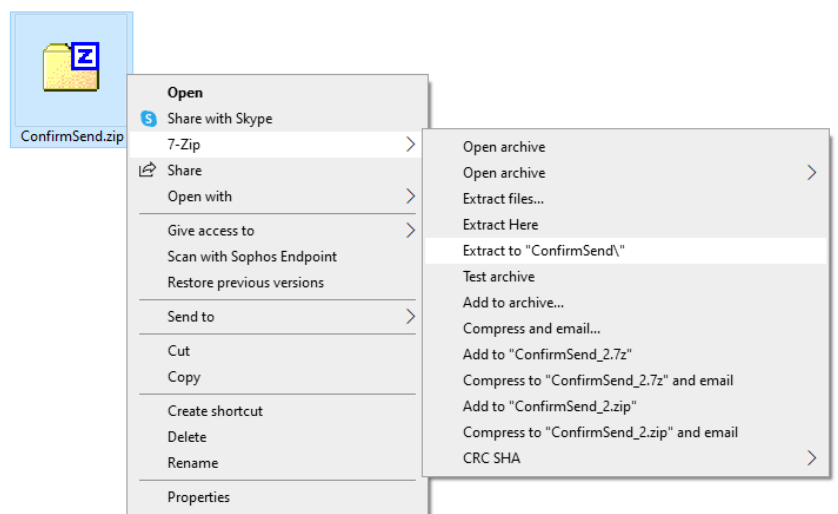
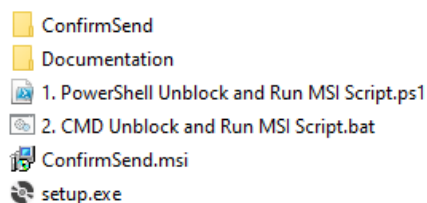


Figure 1

Once the files are extracted, you will be presented with a Folder containing 4 files. An executable (.exe) and an .MSI file. Both of these files can be used to install the application. Please do not rename the .MSI file as the .exe file uses it as a reference.



**Note:** If the MSI or .exe do not work, it is likely your system as 'Blocked' the files. **Solution:** Run the '1. PowerShell Unblock and Run MSI Script.ps1' or '2. CMD Unblock and Run MSI Script.bat'. This will unblock the files and run the MSI installer. Alternatively right click -> properties and press the 'Unblock' button/checkbox on all files individually.

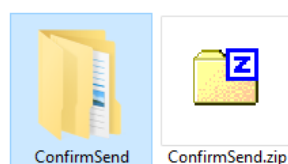


Figure 4

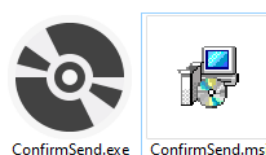


Figure 3

Double click on either the .exe or MSI file to initiate installation. Click Next throughout.

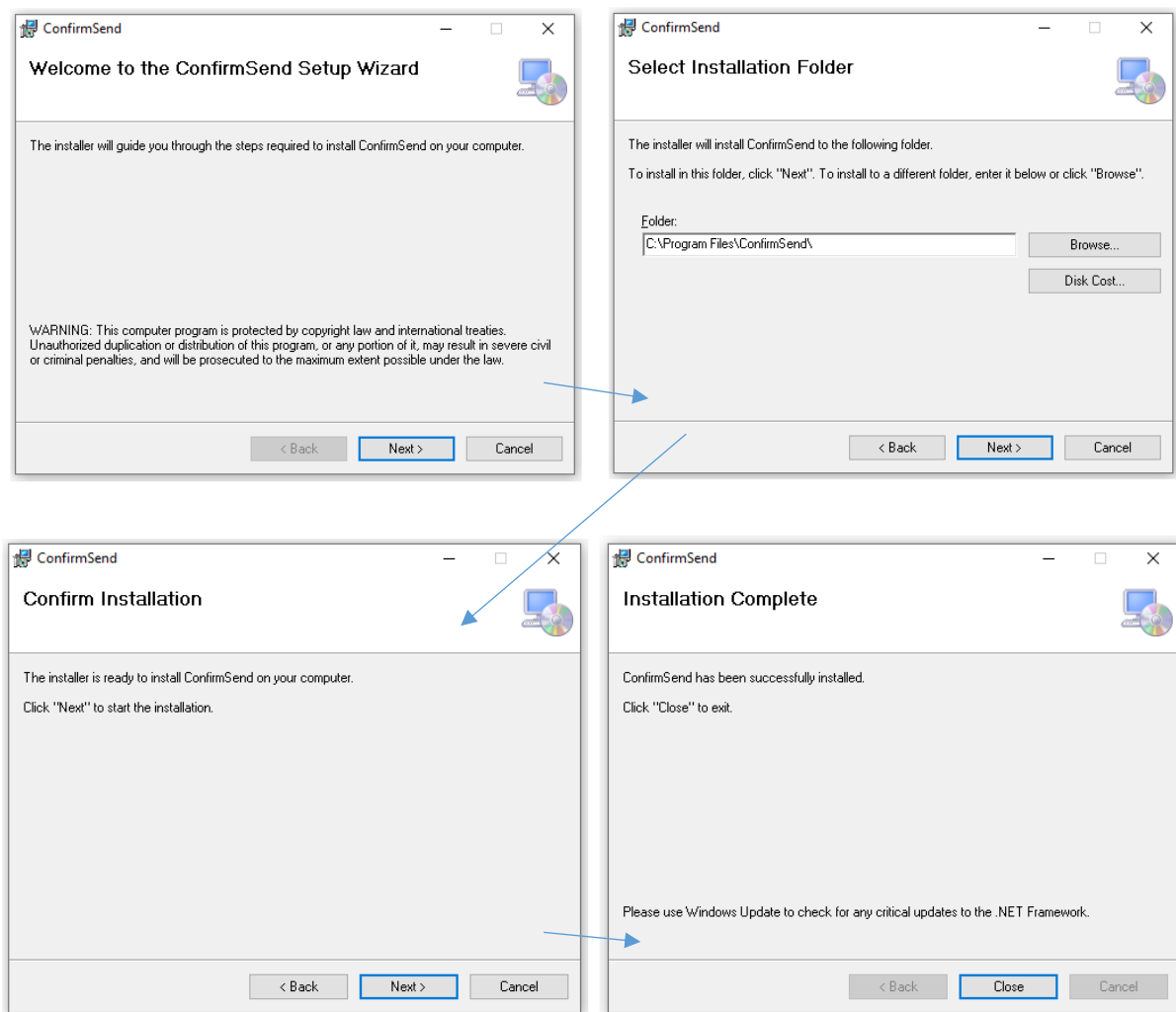


Figure 5

Open Microsoft Outlook.

You will now be presented with the CONFIRM SEND Add-in located in the Ribbon bar.

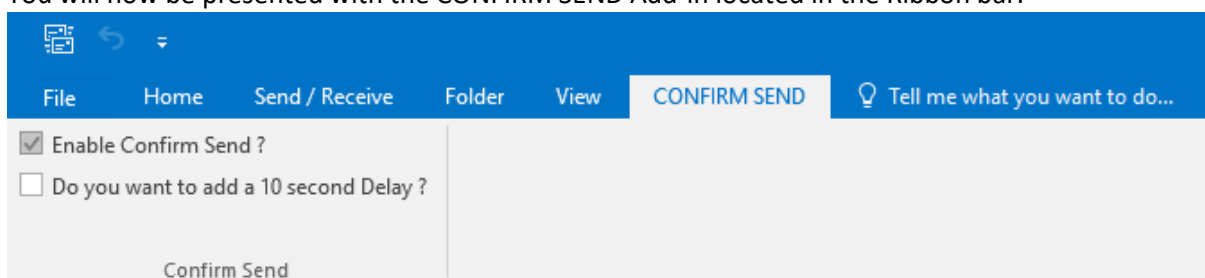


Figure 6

Send an email to be prompted for the License key.

Enter the license key. This will be provided to you within 24 – 48 hours after you have made a purchase.

**Note:** It is recommended that you purchase a longer duration licence subscription to avoid having to update your licence key on each profile/machine.

Please note, by default the 'Enable Confirm Send' is checked on installation. If you check 'Do you want to add a 10 second Delay' then the send button counts down from 10; giving you time to check your recipients, attachments or appointments. [See: [Using ConfirmSend - Sending a Delayed Email](#)]

See Figure 7: Here is an example of the License key prompt. Once you enter the key, click OK and you will be presented with a Thank you dialogue box. Click OK to acknowledge this. Your licence is now registered for the current user on that particular machine.

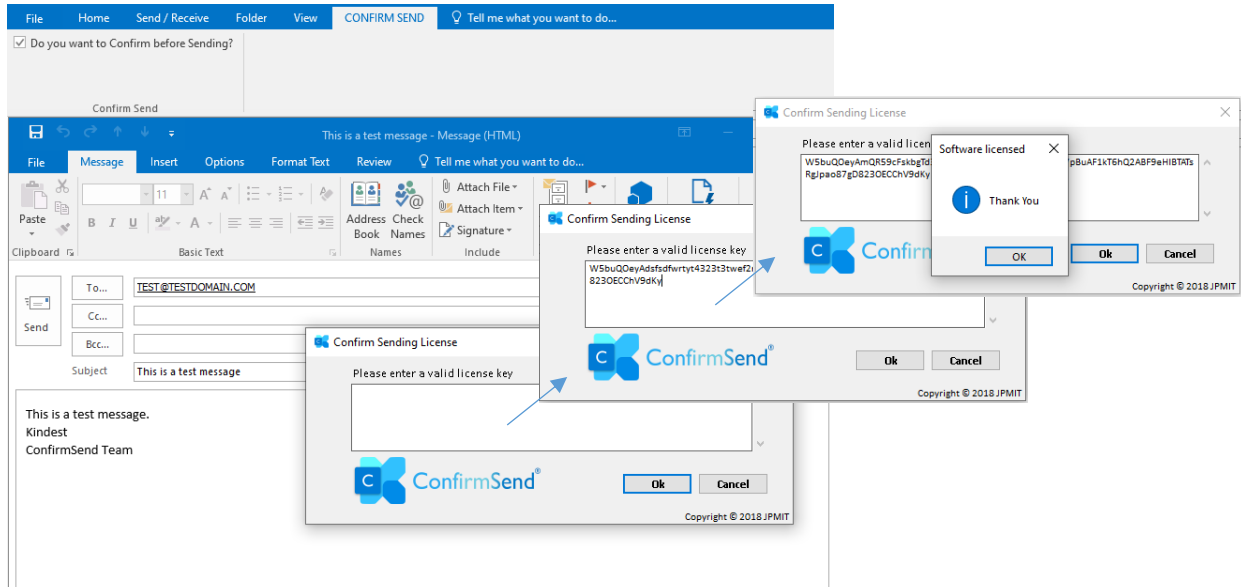


Figure 7

## Using ConfirmSend - Sending Email

When sending an email using ConfirmSend, the user will be prompted with a confirmation dialogue box. This box will allow the user to review the recipients and attachments before sending. The dialogue box will display the email addresses in the To:, Cc:, and Bcc: fields as well as any attachments. The user can deselect any recipients or attachments they wish to remove or click cancel to amend the email directly. Please note that if cancel is clicked and then send is clicked again, the ConfirmSend dialogue box will prompt again.

Additionally, the dialogue box will display a GDPR statement which reads: "By clicking 'Send' you acknowledge confirmation of all recipients of this email; that no sensitive or personal information is included and that the email complies with the company GDPR Data Protection Policy." This statement ensures that the employee sending the email is accountable for their actions and that they should be abiding by the company's GDPR policy.

It is important to note that the ICO Data Protection Principles state that employee accountability is necessary when handling personal data. This means that appropriate measures and records should be in place to demonstrate compliance. Furthermore, it is the responsibility of the employee to use data in a lawful manner and to store all data correctly, ensuring that it is secure and protected against unlawful processing, accidental loss, or destruction.

Remember to review the ConfirmSend confirmation dialogue box carefully before clicking "Send" to ensure that the email is being sent to the intended recipients and that it complies with the company's GDPR Data Protection Policy.

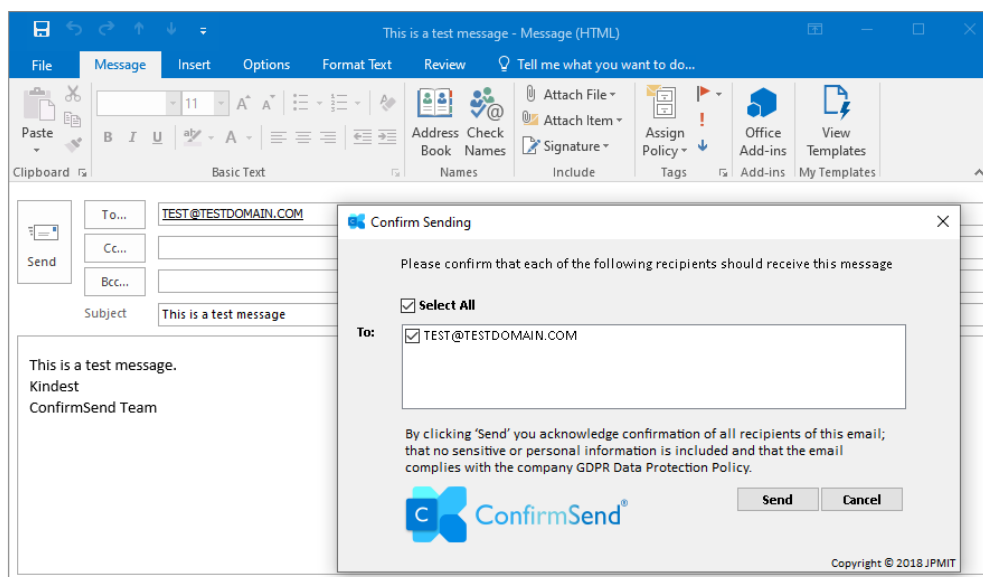


Figure 8

## Using ConfirmSend – Sending Calendar Appointment Invite

ConfirmSend provides an added layer of protection when sending calendar appointment invites. When you create an appointment in your calendar and send an invitation to a recipient, you will be prompted with a ConfirmSend confirmation dialogue box. This will allow you to verify the recipients and ensure that no sensitive or personal information is included.

The dialogue box displays the email addresses entered in the To:, Cc:, and Bcc: fields as well as any attachments. You can deselect recipients or attachments as needed or cancel and make changes to the email. If you cancel and then click send, the ConfirmSend dialogue box will prompt again.

Additionally, the dialogue box allows you to modify the start and end time of the appointment. If the appointment is an all-day event, you can select the 'All Day Event' check box to book the appointment for the entire day.

Finally, before sending the appointment invitation, the dialogue box reads out a GDPR statement that requires your acknowledgement. “By clicking ‘Send’, you confirm that all recipients have been verified, no sensitive or personal information is included, and the email complies with the company's GDPR Data Protection Policy.”

It's important to note that ConfirmSend empowers employees to be accountable for their actions and comply with the company's GDPR policy. The ICO Data Protection Principles require employees to take responsibility for how they handle personal data and ensure appropriate measures and records are in place to demonstrate compliance. All data should be stored correctly and kept secure and protected from any unlawful processing and against accidental loss or destruction.

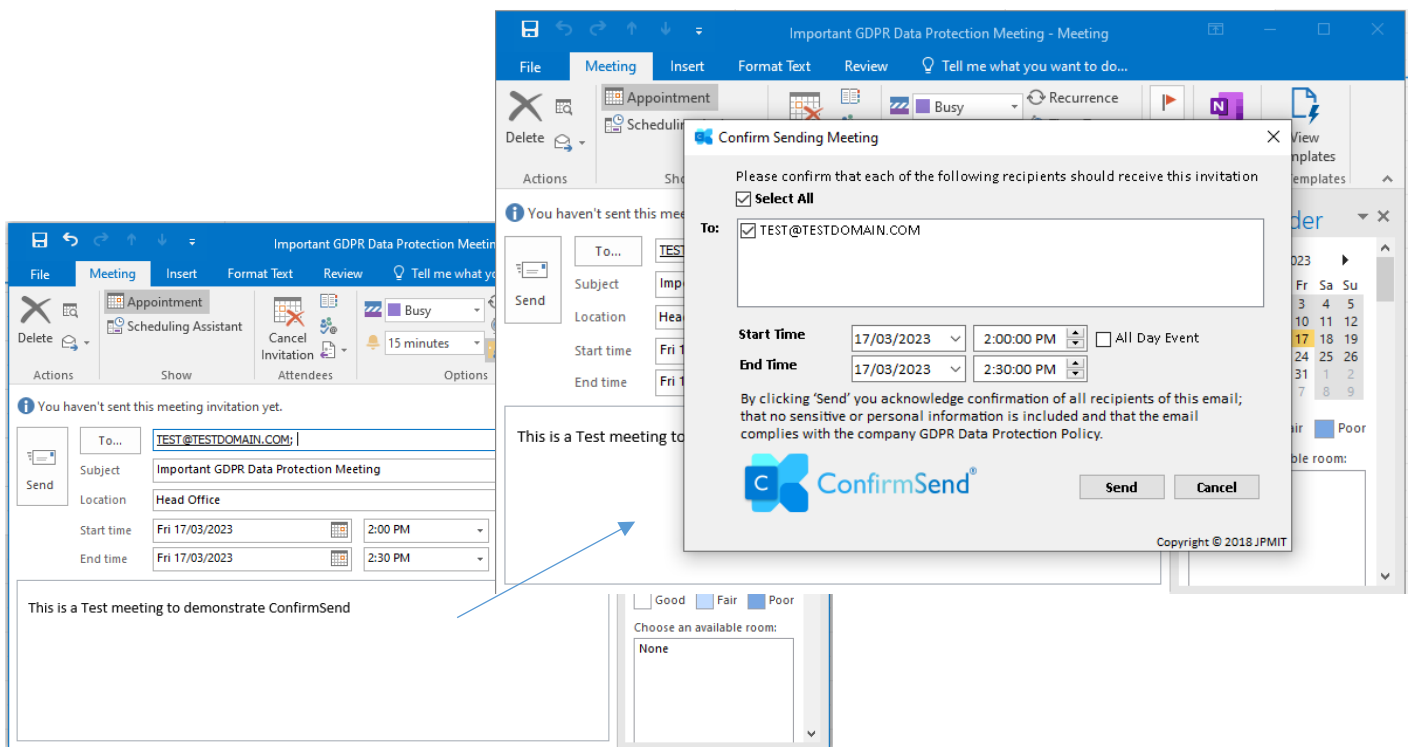


Figure 9

## Using ConfirmSend - Sending a Delayed Email

If you check the 'Do you want to add a 10 second Delay' checkbox within the ConfirmSend ribbon. It will add an optional 10 second delay to your emails or appointments. See below, the send button counts down from 10; giving you time to check your recipients, attachments or appointments.

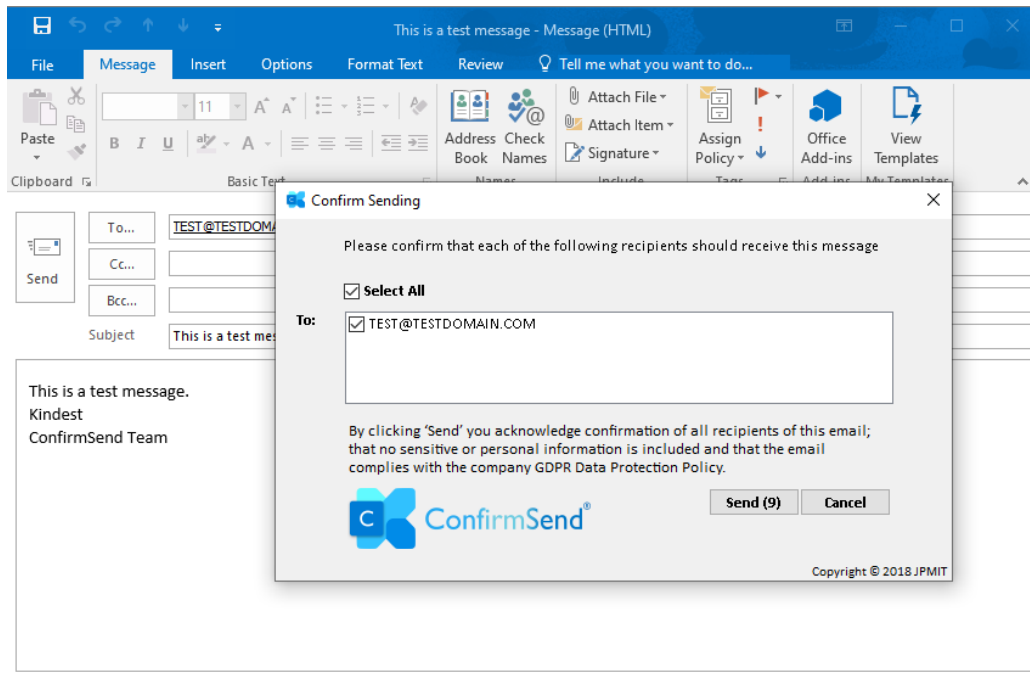
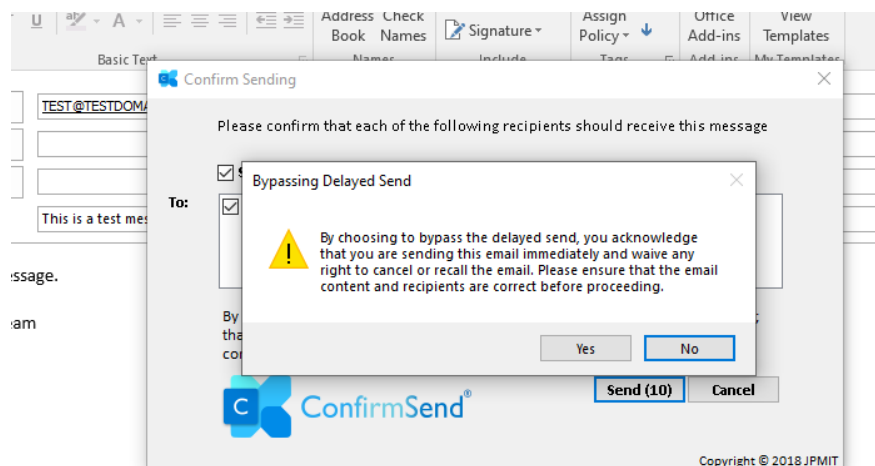


Figure 10

In the event the email must be sent immediately and the sender has checked all details. They have an option to click send before the 10 second delay is concluded. This is a bypass. If the user bypasses the 10 second delay they are prompted with a warning.



If the user clicks Yes to the warning, the email is sent. If the user clicks No to the warning, the email is not sent and the countdown continues from where it was paused.

After the 10 second delay has passed, the send button will no longer prompt with a warning. Clicking Send will send the email. This functionality applies to appointments also when the Delay option is checked.

## ConfirmSend – Change/Customize LOGO

ConfirmSend is a powerful email and calendar protection tool that enhances data security by enabling users to confirm recipient information and messages before sending them. The ConfirmSend dialogue box is displayed when a user clicks the "Send" button in Microsoft Outlook. The dialogue box displays critical information such as the recipient's email address, subject line, and message body, as well as the ConfirmSend logo.

It's essential to note that the ConfirmSend logo displayed on the confirmation dialogue box is not static. Users can customize or change the logo to their desired logo so long as it falls within the **202 x 50px height** and **width** dimensions. Here's how to customize or change the ConfirmSend logo:

1. Make sure Microsoft Outlook is closed before changing the logo.
2. Save your custom logo in the "C:\Program Files\ConfirmSend" directory and name it "logo.png."
3. Replace the existing "logo.png" file with your custom logo.png file. (Alternatively rename the original to "logo.png.old".
4. The next time you open Microsoft Outlook, your custom logo will appear in the ConfirmSend confirmation dialogue box.

It's important to remember that the logo change will not be effective while Microsoft Outlook is open since the file will be in use. Please close Microsoft Outlook before replacing the "logo.png" file with your new custom logo. This way, the new logo will appear in the ConfirmSend confirmation dialogue box when sending emails or calendar invites.

In conclusion, users can customize and change the ConfirmSend logo by following these simple steps. This feature ensures that organizations can brand the ConfirmSend protection tool to their preference while maintaining the application's usability and functionality.

### Examples of Custom Logos:

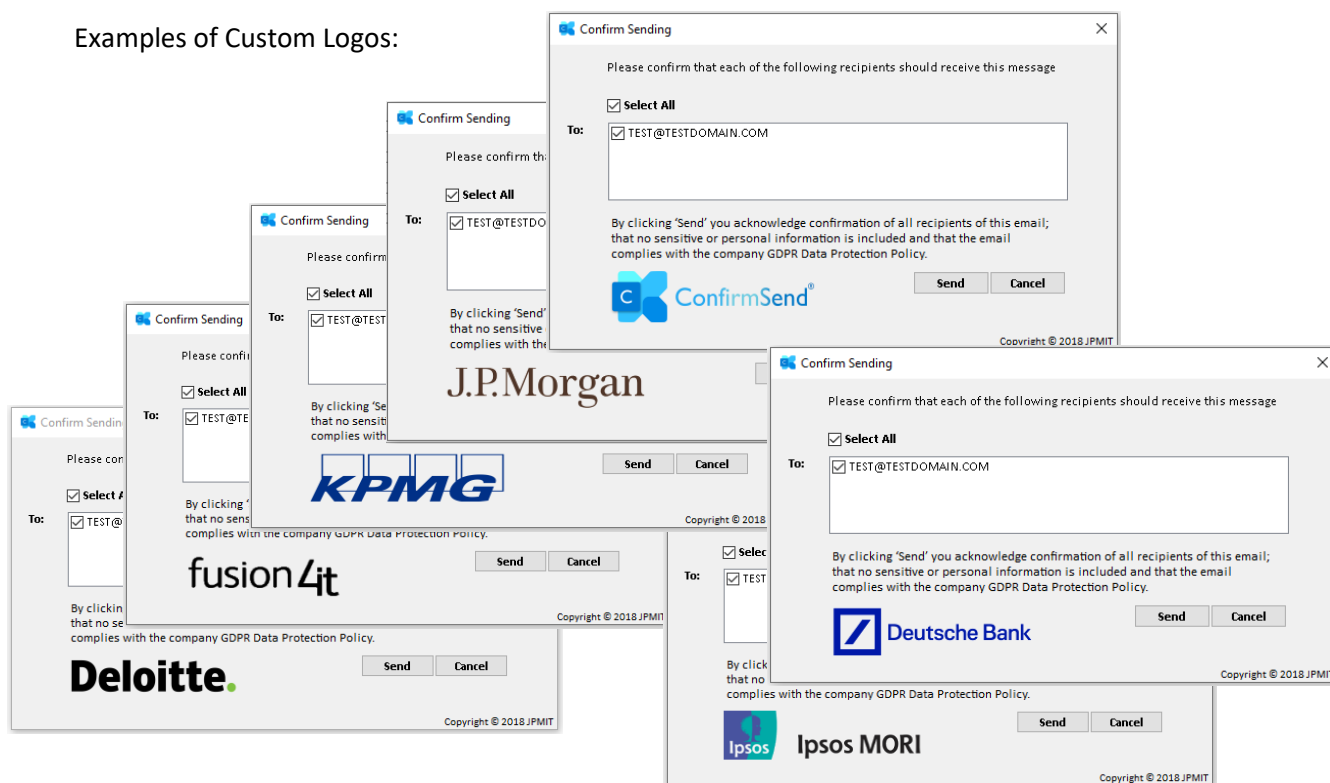


Figure 11

## Glossary of terms and FAQ:

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Antivirus – Please ensure you whitelist the installation files within your Antivirus. Click Allow or Unblock if prompted.

‘Blocked’ Files after downloading ConfirmSend.zip: Extract the files in your C:\Apps directory and run the PowerShell or CMD script. It will unlock all files and run the ConfirmSend.msi installer.

ConfirmSend: An email sending software that provides a range of features to help users send emails securely, efficiently and avoid email misdirection.

License key: A unique code that enables a user to access ConfirmSend features for a specific duration, based on their subscription.

Subscription: A package purchased from the ConfirmSend website that provides access to ConfirmSend features for a specific duration, such as 1 year, 2 years, or 3 years. Manual renewal.

Email encryption: The process of encoding emails to protect their contents from unauthorized access.

Email tracking: The process of monitoring emails to determine whether they have been received, opened, or replied to. (ConfirmSend does not track emails)

Email recall: The process of retrieving an email that has been sent in error or needs to be modified before delivery. (This is a Microsoft Outlook feature – it is recommended to avoid using this entirely, this is why it is important to have ConfirmSend in place)

Email scheduling: The process of setting a specific time and date for an email to be sent.

Outlook add-in: A software component that integrates with Microsoft Outlook to provide additional functionality.

Mail Merge: Mail merge lets you create a batch of documents that are personalized for each recipient. For example, a form letter might be personalized to address each recipient by name. A data source, like a list, spreadsheet, or database, is associated with the document. It is highly recommended that you turn off ConfirmSend if you make use of Mail Merge. (Click the CONFIRMSSEND tab and uncheck the checkbox – ‘Do you want to Confirm before Sending?’).

\*Resolution and size of text/app: If on installation ConfirmSend Resolution is not correct. This will be due to your device resolution and ‘size of text, apps and other items’ % (Zoom) found in Display settings. To resolve this issue; Close Outlook, Uninstall ConfirmSend, then change the Display Resolution to (recommended), ‘change the size of text, apps and other items’ to 100%. Finally install the application and send a test email. Now change the resolution back to how you prefer it.