

FAQs for Free Users

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CGI

Table of Contents

| | | |
|----------|--|----------|
| 1 | Prot-On | 3 |
| 1.1 | What is Prot-On? | 3 |
| 1.2 | How does Prot-On work? | 3 |
| 2 | Start using Prot-On: protect a file | 3 |
| 2.1 | How to protect documents from PC? | 3 |
| 2.2 | How can I open and view PDFs protected with Prot-On? | 4 |
| 2.3 | How do I give permissions to my protected files? | 5 |
| 2.4 | How can I send protected documents? | 5 |
| 2.5 | What are the differences between Free, SMB and Corporate service? | 7 |
| 2.6 | How to protect an email? | 8 |
| 2.7 | Can I know the activity of a protected file? | 9 |
| 2.8 | Can I unprotect a protected document? | 9 |
| 2.9 | What is the difference between using Prot-On installed on the PC and using it online only? | 10 |
| 2.10 | What do I do if a device where I use Prot-On is lost or stolen? | 10 |
| 2.11 | How are my files protected if I unsubscribe from the service? | 10 |
| 2.12 | What are default permissions? | 11 |
| 2.13 | How does the Prot-On plugin work in Google Drive? | 11 |
| 2.14 | I forgot my password, how can I get it back? | 11 |
| 2.15 | Why can't I open a protected Office (Word, Excel, PowerPoint)? | 12 |
| 2.16 | Protected Excel files on the network take a long time to open and slow down | 12 |
| 2.17 | Login error | 13 |
| 2.18 | Which devices and versions are Prot-On compatible with? | 13 |
| 2.19 | Is it possible to change my username? | 13 |
| 2.20 | Reading documents without registration, is it possible? | 13 |

1 Prot-On

1.1 What is Prot-On?

Prot-On is a free application with which you can protect your documents, photos, videos, audios or e-mails and decide who accesses them, when and for what purpose.

Protect your files and share them with whoever you want as you usually do (by email, Dropbox, Box, Google Drive, on a USB, etc), if you ever regret having shared them you can remotely remove permissions, wherever the files are.

1.2 How does Prot-On work?

Prot-On is very easy to use:

- First, protect your document (from then on only your user will be able to read, print, edit, etc, that file).
- Once protected you can go to your permissions manager and decide who, when and for what purpose can access this document.
- That protected document can be sent by email, uploading it to the cloud, on a USB, as you normally do.

With Prot-On you will ensure that someone who is not a Prot-On user, or a user you have not given permission to, will never be able to access that document. You can give and remove permissions whenever you want, wherever each copy of the document is.

2 Start using Prot-On: protect a file

2.1 How to protect documents from PC?

There are two ways to protect a document:

- If you have Prot-On installed on your computer: Download at <https://proton.prot-on.com/download.do>
Right-click on the document and select Prot-On > "Protect file".



- If you use Prot-On Drag'n Drop, online via a browser (only for PDFs, images, .docx, .xlsx), .pptx):
<https://dnd.prot-on.com/>

You just have to access the website and select or drag the document you want to protect into the window.



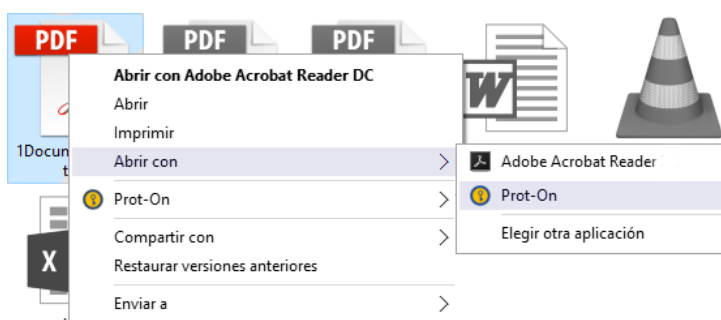
From the moment the document is protected, only your user can read it, print it, edit it, etc... until you give permissions to other users.

2.2 How can I open and view PDFs protected with Prot-On?

If you have protected a PDF or have been sent a protected PDF and want to open it, you can do it in several ways (you will be able to read it as long as you have the owner's permission):

If you have Prot-On installed on your PC:

- Right-click on the document and select "Open with Prot-On".



If you want to view the document in your browser:

- Open this [Drag'n Drop](#) page and once logged in, drag or select the protected document in the window.



2.3 How do I give permissions to my protected files?

Once you have protected documents, in your Prot-On permissions panel you will see a list with the names of all your protected documents (this is just a list to assign permissions, your protected documents are on your device). By clicking on each one you can give and remove permissions to the Prot-On user you want.

In the "search user" box, add your contacts by username or email. If someone is not yet a Prot-On user, add their email address here and you can invite them to become a Prot-On user.

The screenshot shows the Prot-On permissions interface with several callout boxes explaining its features:

- Listado de tus archivos protegidos:** OJO! Solo es un listado para poder gestionar los permisos de cada documento, no es el documento físico.
- Decide con que permisos por defecto se protegerán tus archivos.** Por defecto, solo tú tienes permisos.
- Puedes saber la actividad de cada archivo:** quién, cuándo y para qué accedió.
- Opciones avanzadas como:** Marcas de agua, uso offline, validez del documento.
- Revisa tus permisos por defecto** (button)
- Archivos Protegidos:** Includes a search bar and a list of files like **Historial.docx** and **Libro1.proton.pdf** with their protection dates and a **Gestionar permisos** button for each.
- Busca Usuario o Grupo:** A search bar to find users or groups.
- Tipos de permiso:** A table with columns for **Lectura**, **Impresión**, **Edición**, **Copia**, and **Gestión**.
- Usuarios y Grupos:** A list including **LauraProton**, **Círculo de Confianza**, **Cualquier usuario Prot-On**, and **usuario1@gmail.com** (added on 18/11/2014).
- Da o quita el tipo de permiso que quieras a cada usuario de Prot-On:** A callout pointing to the permission checkboxes in the table.

2.4 How can I send protected documents?

You can share the documents as you normally do (by email, Dropbox, Google Drive, OwnCloud, Box, USB...).

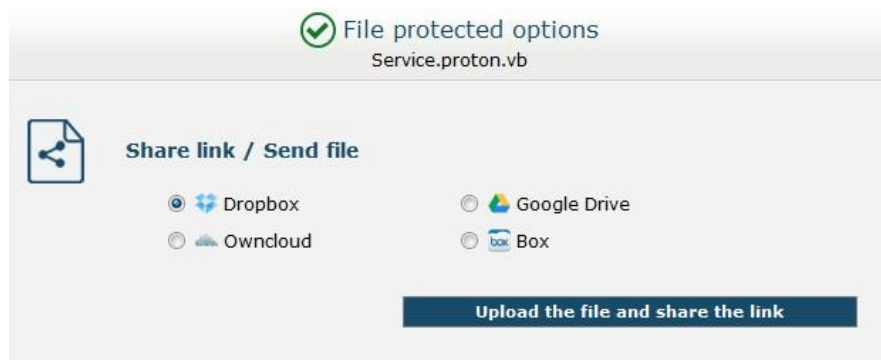
The 'Send Documents' dialog box shows a list of email addresses: **usuario@gmail.com, info@midominio.com**. Below the list, two files are selected for sharing:

- KuppingerColeReport.proton.pdf (3,698K)**
- January2015.proton.xlsx (51K)**

At the bottom, there is a **Send** button and a status bar showing **Saved**.



In addition, you can also share them through the cloud service directly with Prot-On's "share" option; it will automatically associate Prot-On and your account in Dropbox, Google Drive, Box, etc, and will provide you with a link that you can send to your recipients. This sent link will take the recipients to a new browser window where they will only have to register and will be able to read the protected document (if they have permissions to do so).



2.5 What are the differences between Free, SMB and Corporate service?

At Prot-On we offer a Free Service for individual users who want to protect and control the files they share. They will be able to protect documents and give reading and printing permissions. They will also be able to access protected documents (if they have permissions).

In addition, in the Corporate and Small Business Service, for companies concerned about possible information leaks, an administrator will have control of all the company's documentation. In a single click you can remove permissions to a user who leaves the company and you can have detailed reports of the use of your files, export reports, integrations through LDAP, etc.

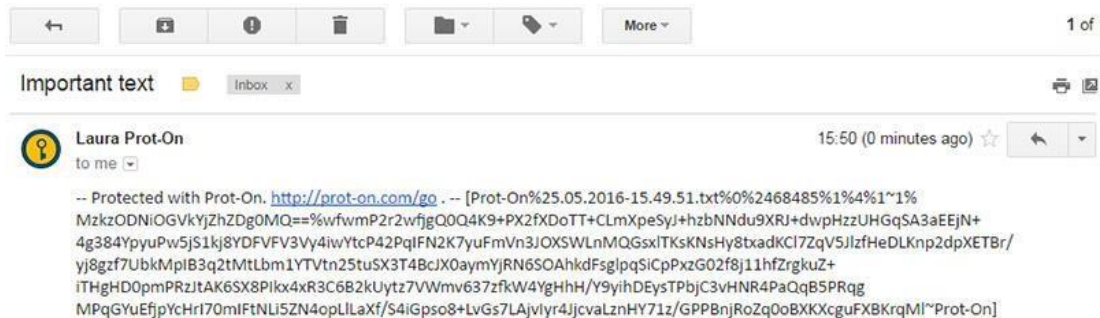
| | Particulares | Empresas 1 a 10 usuarios | Empresas Usuarios Ilimitados |
|---|------------------|-------------------------------------|------------------------------------|
| FUNCIONALIDADES | FREE Gratuito | SMALL BUSINESS 150€/ usuario/año | CORPORATE Precio por usuario |
| Proteger archivos ⓘ | ✓ | ✓ | ✓ |
| Acceder a archivos protegidos ⓘ | ✓ | ✓ | ✓ |
| Ver actividad de cada documento ⓘ | ✓ | ✓ | ✓ |
| Proteger y Gestionar Carpetas ⓘ | - | ✓ | ✓ |
| Limitar dispositivos de uso ⓘ | - | ✓ | ✓ |
| Edita PDF protegidos (Plugin Foxit en Windows) ⓘ | - | ✓ | ✓ |
| Aplica tiempo de validez a los documentos ⓘ | - | ✓ | ✓ |
| Permitir accesos sin conexión a Internet ⓘ | - | ✓ | ✓ |
| Añadir marcas de agua | - | ✓ | ✓ |
| Gestión de documentos y usuarios dentro de tu organización ⓘ | - | ✓ | ✓ |
| Crear grupos específicos de trabajo (RR.HH, Contabilidad...) | - | ✓ | ✓ |
| Informes de cada movimiento por usuario, documento...(Exportar CSV) | - | ✓ | ✓ |
| Uso de API-REST ⓘ | - | ✓ | ✓ |
| Protección de Documentos Autocad | - | ✓ | ✓ |
| Integración con LDAP/Directorio Activo | - | - | ✓ |
| SaaS u On Premises | - | - | ✓ |
| Integración con SharePoint o Drupal | - | - | ✓ |
| Federación de Identidad (Públicos o Privados) ⓘ | - | - | ✓ |
| Recuperación de Claves ⓘ | - | - | ✓ |
| Gestión Multidominios ⓘ | - | - | ✓ |

2.6 How to protect an email?

With Prot-On you can also protect texts, e.g. from an e-mail ([watch video](#)):

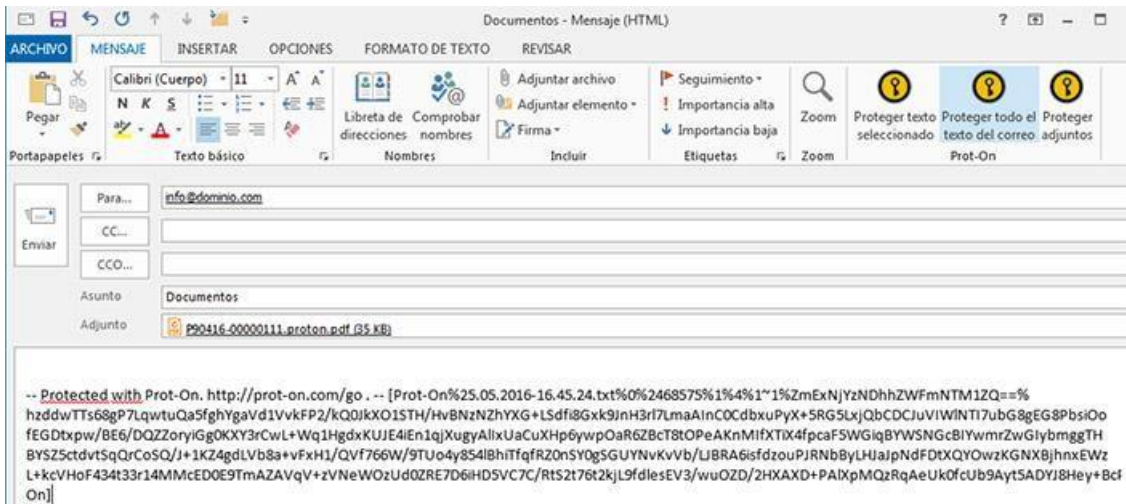
- Go to Drag'n Drop and click on "Write your text".
 - Type the text you want to protect in the window and click the "Protect" button.
- O
- Click on the Prot-On icon in the notification area of your computer.
 - Select "Protect text": a window will appear where you can type or paste the text you want to protect. Enter a name to help you manage its permissions from the panel.

Your text can only be read by people who have your permission.



If you use Outlook, you can protect your emails more easily with the Prot-On add-on for MS-Office Outlook ([watch video](#)).

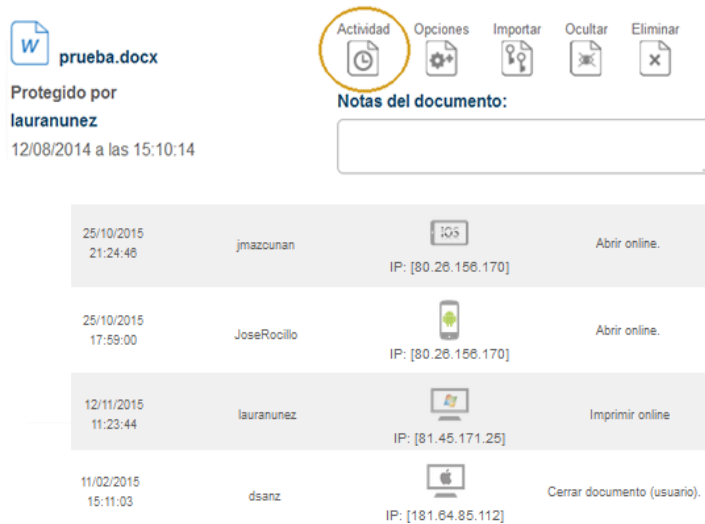
The email addresses to which you send protected emails will have read permission automatically added to both the text of the email and its attachments. And if the recipient is not yet a Prot-On user, he/she will receive an invitation to register.



2.7 Can I know the activity of a protected file?

In the Activity icon of a file you can access the record of operations (opening, printing, editing, etc.) that all users have performed on any protected copy of the file. None of these users will know that you are viewing this activity.

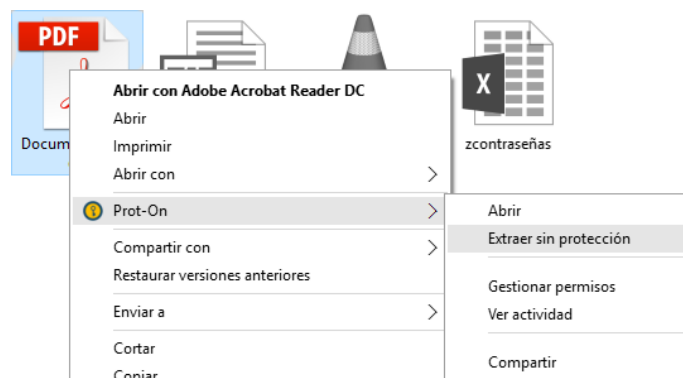
This option is very good to know who viewed your documents, which user has read, printed or edited them, on what date, from which IP, etc.



2.8 Can I unprotect a protected document?

Yes, as long as you are the one who protected that document.

If you are the owner of the document and you want to "clear" a protected document you have the option "extract unprotected document": select the document and with the right mouse button you will see this option (you must have Prot-On installed on your computer).



2.9 What is the difference between using Prot-On installed on the PC and using it online only?

With Prot-On Drag'n Drop you can use Prot-On online without installing anything on your computer. Just by opening this window in a browser and logging in you will be able to protect and view PDF documents, images, word, excel, ppt, as well as texts.

This option is very useful if you want to send a document to someone and do not want to install anything on their computer, just view a protected document.

But if you need a more complete use of the application you will have to install the Prot-On client on your device:

- You will be able to protect and view other formats such as audio, video, old versions of MS-Office, PSD, etc.
- You will be able to protect and view documents with more weight.
- Protect folders locally and in your cloud service.
- Ability to edit or copy documents (if you have permission to do so).
- Make offline use...

2.10 What do I do if a device where I use Prot-On is lost or stolen?

If a mobile phone, tablet or PC where you have Prot-On installed is lost or stolen and you don't want anyone to be able to use your account, access your user profile from any other device.

<https://proton.prot-on.com/profile.do>

Click on the devices option and disassociate the one you want. This will require the user to re-enter the username and password to be able to access their protected documents from it.



2.11 How are my files protected if I unsubscribe from the service?

If you decide to unsubscribe from the service, you choose how you want all copies of your protected files to remain: that no one can open them or that anyone can open them.

If a file you have protected has Management permissions for another user, the permissions of this file will remain unchanged and will not be affected by your deletion.

Baja del servicio

Estás solicitando la baja del servicio Prot-On. A continuación puedes comprobar los documentos que has compartido hasta ahora y elegir en qué estado quedarán una vez procesada tu baja del servicio.

No Existen documentos administrados únicamente por ti

No Existen documentos administrados por más usuarios

Los documentos en los que no eres el único administrador se mantendrán en el sistema, sin embargo, existen dos opciones en relación a cómo quieres que queden los documentos que sólo administras tú dentro del mismo. Elige la forma en que quieres procesar tu baja del servicio:

Opción 1

Si deseas que los documentos en los que figuras como único administrador sean **INACCESIBLES** para todos los usuarios del sistema Prot-On una vez tramitada tu baja pulsa el siguiente botón.

Dar de baja y eliminar documentos

Opción 2

Si deseas que los documentos en los que figuras como único administrador sean **ACCESIBLES** para todos los usuarios del sistema Prot-On una vez tramitada tu baja pulsa el siguiente botón.

Dar de baja y mantener documentos

2.12 What are default permissions?

When you protect a file, it is assigned initial permissions by default. Subsequently, you can change the permissions of the file itself at any time in your permissions management tab.

The initial default permission settings can be changed in the Check your default permissions option. Note that, if you change these settings, these changes will not affect files that are already protected.

2.13 How does the Prot-On plugin work in Google Drive?

Install the Prot-On plugin in Google Drive and you can protect documents online by right-clicking "open with Prot-On". Once protected, click on the same button again to manage your permissions without leaving the Google Drive website.

<https://www.youtube.com/watch?v=pbUuy8dWhBk>

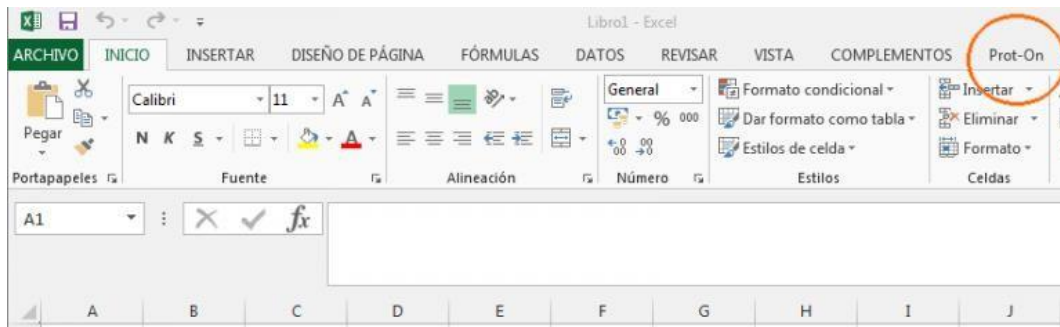
You can also have your Google Drive folders protected from your own PC. You will be able to work from multiple devices safely. Always keep your documents protected in the cloud.

2.14 I forgot my password, how can I get it back?

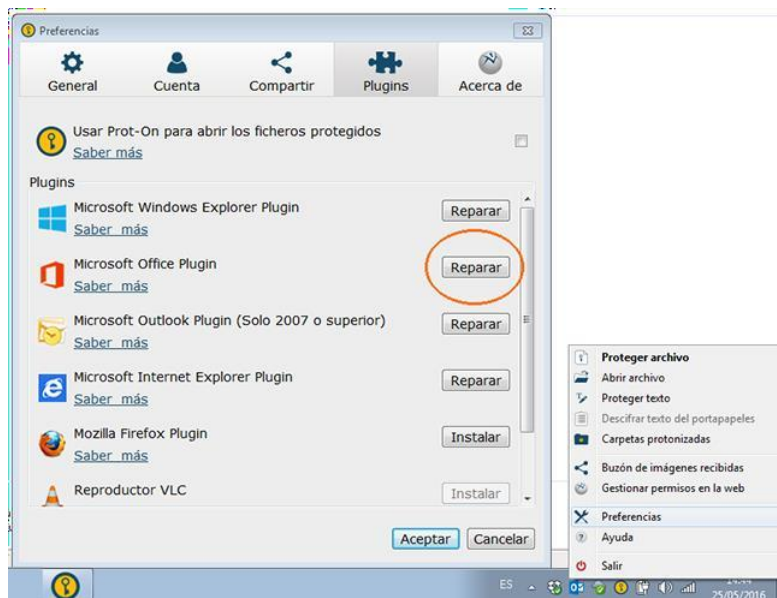
If you have forgotten your password and want to change it, follow these instructions:

1. Access the website <https://proton.prot-on.com/login.do>.
2. Click on "I forgot my password".
3. Insert the email address you used to register with Prot-On.
4. Check your email inbox and click on the link we have sent you to change your password.

2.15 Why can't I open a protected Office (Word, Excel, PowerPoint)?



Click on the Prot-On icon in the notification bar, select preferences and then the plugins window. Click the Install or Repair button next to Microsoft Office Plugin.



2.16 Protected Excel files on the network take a long time to open and slow down

If you are going to work with Excel documents on the network, you have to configure the trust center in your Excel options. This way Excel will not slow down your work by doing these checks.

Go to File > Options > Trust Center > Trust Center Settings > Trusted Locations and check "Allow trusted locations that are on the network".

2.17 Login error

This error appears when logging in:

Unable to connect to the key server.

Why could this be?

Single use: this error occurs when access is blocked by a proxy, firewall or antivirus. Please check the configuration of some of these elements in order to allow traffic between the client and the server.

2.18 Which devices and versions are Prot-On compatible with?

Prot-On is free and available for the following operating systems:

- Windows XP (Service pack 2), Vista, 7, 8, and 10
- Mac from OSX 10.7
- iOS 5 and up
- Android from 2.3
- Blackberry from 10.2

If you use another operating system, you can use Prot-On Online to view and protect PDF, images and MS-Office documents. <https://dnd.prot-on.com>

2.19 Is it possible to change my username?

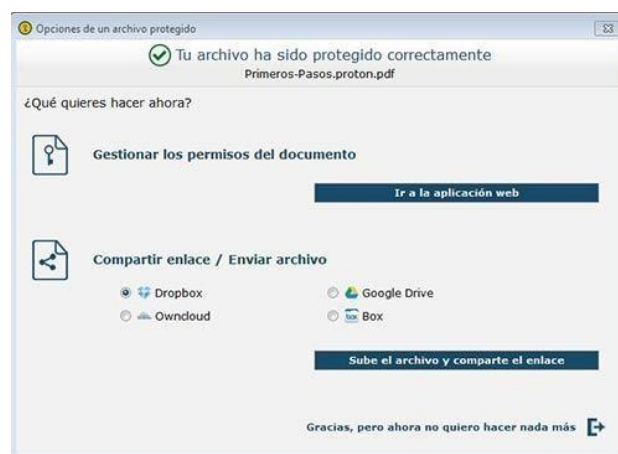
Currently, it is not possible to change your username. If you want to change the username you would have to unsubscribe the current user from your profile and create a new one with the same email address.

But if you do so, keep in mind that you will lose the permissions you had granted.

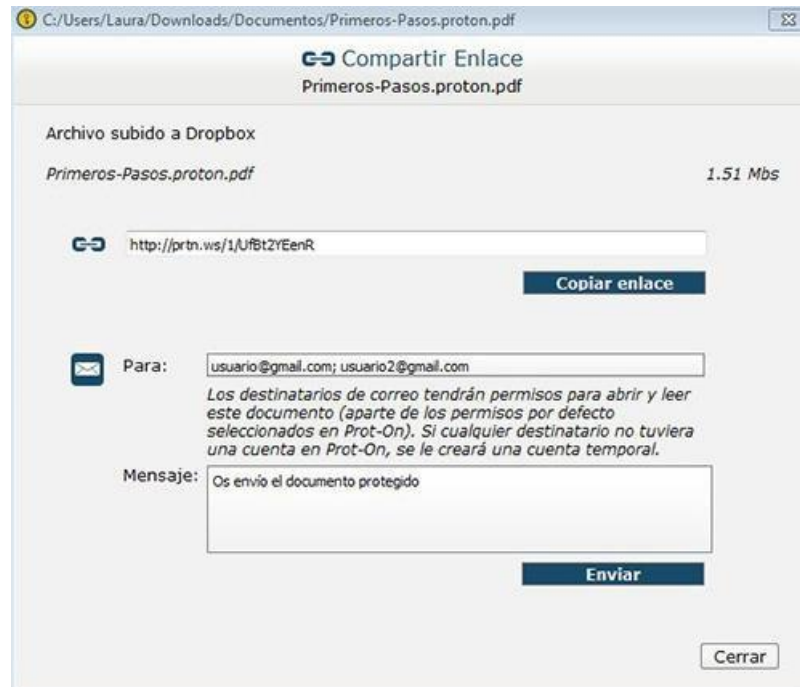
2.20 Reading documents without registration, is it possible?

If you want to share a protected document without the recipient having to register, since he/she will only use Prot-On for a specific purpose, follow the steps below:

1. Protect the document and share it via Dropbox or Google Drive from this screen.



2. Select "Upload the file and share the link" (you must link your Dropbox or Google Drive account only the first time) and this other window will appear where, after uploading the complete document, you must add the recipients' emails and an optional message.



C:\Users\Laura/Downloads/Documentos/Primeros-Pasos.proton.pdf

Compartir Enlace

Primeros-Pasos.proton.pdf

Archivo subido a Dropbox

Primeros-Pasos.proton.pdf 1.51 Mb

<http://prtn.ws/1/UfBt2YEenR> **Copiar enlace**

Para: usuario@gmail.com; usuario2@gmail.com

Los destinatarios de correo tendrán permisos para abrir y leer este documento (aparte de los permisos por defecto seleccionados en Prot-On). Si cualquier destinatario no tuviera una cuenta en Prot-On, se le creará una cuenta temporal.

Mensaje: Os envío el documento protegido **Enviar**

Cerrar

3. Users will receive a link to their email, which they will only have to click on, and the document will open in a new browser window. This link is for one-time use only, but they can request a new one whenever they need it.

 **lauranunez (lauranunez)** de la organización Prot-On te envía el siguiente archivo protegido con Prot-On:

Primeros-Pasos.pdf

Haz clic en el nombre del archivo para abrirlo en tu navegador.

Haga click [aquí](#) para descargarlo y abrirlo con tu aplicación Prot-On.

Descarga Prot-On gratis desde [aquí](#).

Te envío el informe

Has recibido un documento protegido por lauranunez de Prot-On

Para poder acceder a documentos protegidos y proteger tus propios archivos

Regístrate ahora en Prot-On

Usuario

Nombre Completo






Correo electrónico

Me registraré más tarde

Quiero acceder al documento ahora

Ver Documento

4. If the owner of the document does not want them to be able to access this document anymore, just go to their [permissions panel](#) and remove the read permission.

| Tipo de permiso | | Lectura | Impresión | Edición | Copia | Gestión |
|---|----------------------------------|---------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Marcar Todos | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|  | lauranunez | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
|  | Círculo de Confianza | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|  | Grupo del dominio Prot-On | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|  | Cualquier usuario Prot-On | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
|  | usuario@gmail.com | X <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Añadido el 16/01/2017 a las 16:05:44 Por lauranunez | | | | | | |

