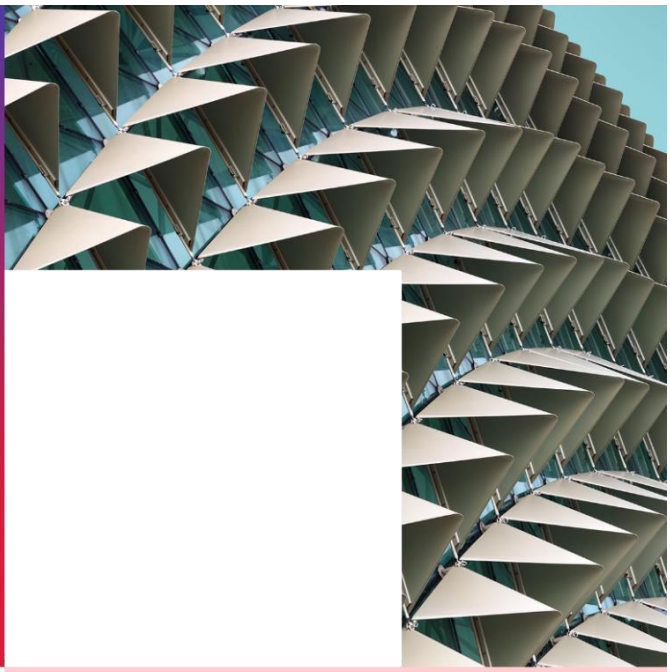


Prot-On
Protect what you share

iOS FAQs

2024-01-10

Confidential © 2024 CGI Inc.

CGI

Table of Contents

1 How to protect a file from iPhone or iPad? 3

1.1 How to open a protected document from iPhone or iPad? 3

1.2 How can I share a protected file from mobile? 3

2 How can I manage the permissions of a protected file? 3

3 What type of files can I protect with Prot-On? 4

4 How can I view the activity of a document from my mobile? 4

5 How can I protect a text? 4

6 Can I invite friends to use Prot-On from the application? How do I do it? 4

7 How can I change my account or delete my current one? 5

8 Can I lose my files if I delete the application? 5

9 What do I do if a device where I use Prot-On is lost or stolen? 5

10 How are my files protected if I unsubscribe from the service? 6

Confidential
© 2024 CGI Inc.

1 How to protect a file from iPhone or iPad?

You can protect files in different ways:

- Open a file directly with Prot-On and it will be protected automatically. Long click on the document and select "Open in Prot-On" or "Copy to Prot-On".

  https://www.youtube.com/watch?v=rKDrQ2ysG3o

- Take a photo, record a video or audio from the Prot-On app itself and it will be automatically protected, or you can go to the camera roll to protect a file you already have on your iOS or iPhone.

1.1 How to open a protected document from iPhone or iPad?

To read a protected document from iOS or iPhone, long click on the document and select "Open with Prot-On" or "Copy to Prot-On". The document will be opened and saved in the Prot-On Gallery (Documents).

https://youtu.be/rKDrQ2ysG3o

1.2 How can I share a protected file from mobile?

In the application open the file you want to share and select "share" from the menu.

In the case of images, you can send them directly to another Prot-On user, by email, or share them from Dropbox.

Media files and documents can be shared by email or by uploading them to Dropbox and sharing a link.

2 How can I manage the permissions of a protected file?

Open the protected file you want to manage, in the menu that appears select manage permissions (**key icon**) and decide which other user or which group can access your protected file (search by name or by email for another user). Delete or give permissions whenever you want, even after you have shared your document.

If the person you want to send the document to is not yet a Prot-On user, you can enter their email address in "search" and invite them to become one. From this screen you can only give read permissions; if you want to give other permissions such as printing, editing, etc., you can access from the icon on the top right (**+key**).

Confidential
© 2024 CGI Inc.

3 What type of files can I protect with Prot-On?

With Prot-On you can protect unlimited photos, MS-Office, PDF, text, video and audio files.

4 How can I view the activity of a document from my mobile?

You can see at any time which user has accessed your document and when.

To view the activity, first open the document from the menu and select "activity" (clock icon). The link will open the Prot-On website and, when you log in, you will have direct access to the activity of that document.

5 How can I protect a text?

To protect a text, go to the text option, type or paste from the clipboard the text you want to protect and protect it from the button that appears below your screen.

You will automatically get an encrypted text that will be the one you copy and paste wherever you want or share in an email, a Dropbox link... This protected text will be saved as a .txt file in the documents window.

6 Can I invite friends to use Prot-On from the application? How do I do it?

Yes, you can tell your friends to become Prot-On users for free and manage permissions.

Go to "preferences" and select "invite contacts": you can invite your Google contacts, contacts from your address book or by entering an email address.

© 2024 CGI Inc.

7 How can I change my account or delete my current one?

If you have multiple Prot-On users on the same device, you can go to "preferences" and create, delete or manage your user accounts.

8 Can I lose my files if I delete the application?

Yes, you may lose the files you have in Prot-On Gallery. Before deleting the application, send your protected documents to your cloud storage or move them to another location to avoid losing files.

9 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.

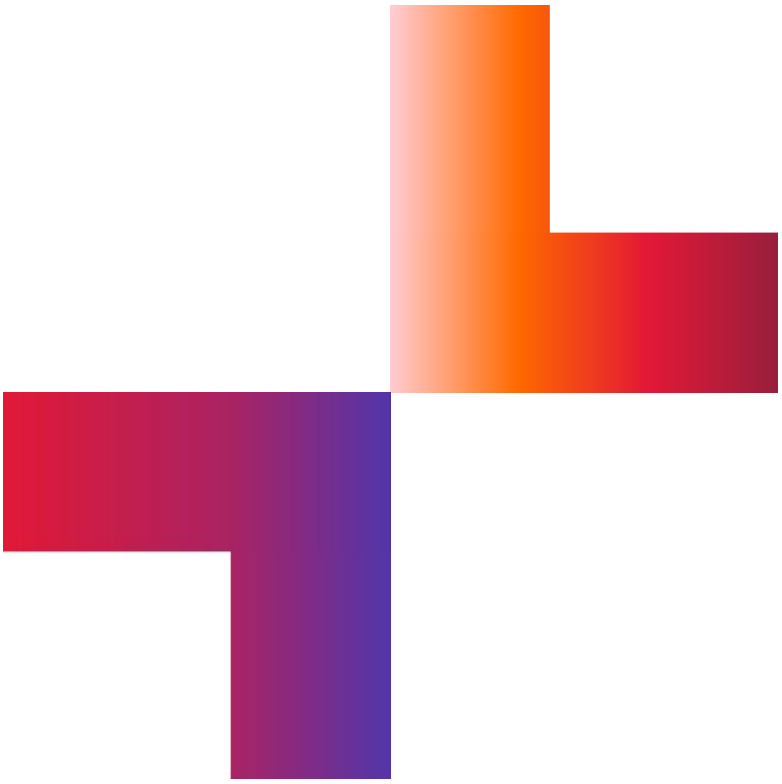
© 2024 CGI Inc.

10 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 unsubscription.

© 2024 CGI Inc.



cgi.com

CGI