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# **ginlo manual**

***Release 25.06.12-5a17c33***

**ginlo.net GmbH <support@ginlo.net>**

**Jun 12, 2025**

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## CONTENT

### 1.1 About ginlo

#### 1.1.1 Development of ginlo

Around 2009/2010, **Deutsche Post AG** decided to develop a messenger - at least that was the plan.

They got together with a few developers, product managers and a few other people and created a messenger called **SIMSme**.

SIMSme was a minor success - or not, opinions differ here. The product had the feature of having a private and a business version quite early on. The development was clearly focused on having a secure and (later) GDPR-compliant messaging solution that protected user data and communication content through full encryption and metadata avoidance.

The business version already included a cockpit, i.e. a dashboard and control center where company administrators could manage many things. It also had multi-device capability and some additional functions.

In 2019, Deutsche Post AG sold the **SIMSme** product to **Brabblor AG**, a startup from Munich that went bankrupt a few months later.

Karsten Schramm, one of the founders of Brabblor AG, founded a new company called **ginlo.net GmbH**, which bought the SIMSme assets (now called ginlo) out of the insolvency proceedings. He decided to continue the development with a group of dedicated people.

In addition, the new owner aims to open up the source code so that everyone can see what is being done and anyone who wants to can contribute to further development.

Since the beginning of 2020, ginlo Privat and ginlo Business have returned to the app stores and have been continuously developed further.

For business customers, ginlo Data is also offered for secure data exchange and shared document processing.

In 2025, a completely revised version of both messenger applications was rolled out. Since then, we have been referring to ginlo for private users and ginlo Business for business customers. During the transition phase, the ginlo and ginlo2 apps can be used in parallel.

The ginlo2 app is currently available in 15 languages and can be used depending on the system language set on the device in question:

- German
- English
- French
- Greek

- Italian
- Polish
- Portuguese
- Russian
- Swedish
- Slovakian
- Spanish
- Czech
- Turkish
- Ukrainian
- Hungarian

Further information on ginlo2 will be made available step by step in our manual. Previous entries will be supplemented or replaced.

First call up our [FAQs](#).

### 1.1.2 Safety at ginlo

ginlo and ginlo Business claim to be a GDPR-compliant communication solution *Made in Germany*.

It is not necessary to provide personal data for the basic use of ginlo. With ginlo Business, a minimum of such data is collected and only concerns the area of cockpit administrators.

Our servers are located exclusively in ISO 27001 IT-Grundschutz-certified data centers within Germany.

While ginlo is a free messenger app for everyone, ginlo Business is aimed at all business customers. In both cases, text and voice messages, images and videos, location and contact data or documents of all kinds can be exchanged securely and video conferences can be held tap-proof.

Of course, users of ginlo Business can also communicate with ginlo users and vice versa:

Within a law firm, for example, you can use ginlo Business and at the same time contact clients who have ginlo installed. They, in turn, use ginlo to communicate with family and friends while discussing their children's next parents' evening with the teacher who uses ginlo Business at school.

In all cases, communication takes place via actual **full encryption**, i.e. all messages are encrypted not only during transport, but also on all end devices involved.

Each user automatically generates the private keys for this by assigning a device password for each end device. As these keys are only stored on the device of the respective user, neither ginlo.net GmbH nor a third party has access to them.

---

**Note:** The generation and storage of the keys directly on the respective end device also means that ginlo.net GmbH

- cannot replace lost keys;
  - cannot restore communication or other content;
- 

ginlo can be installed and used on most Android, all iOS cell phones and on all desktops or as a browser version.

### 1.1.3 Glossary

In the following chapters we describe how to

- *how to use this guide*;
- install *ginlo* and set up an account;
- install *ginlo Business* and sets up an account;
- set up a *second device*;
- operates ginlo on *Android smartphones* or on *iOS devices*, as *Desktop* or browser version;
- performs *audio or video calls*;
- install the *ginlo Management Cockpit*;
- receives *Answers* to the most frequently asked questions.

For reasons of clarity, we refrain from using gender in our products and in this documentation and refer equally to female, male, neutral and everyone in between and outside ;-)

If you have any further questions, requests, comments or constructive criticism regarding our products or this documentation, please do not hesitate to contact us at any time at [support@ginlo.net](mailto:support@ginlo.net).

#### 1.1.3.1 Terms and abbreviations used

---

**Hint:** What does ginlo actually mean?

The simplest type of encryption is the rearrangement of letters within a text or word.

The term ginlo is an anagram of the term **login**. That is why we always write ginlo in lower case and leave the pronunciation to the user.

ginlo is a registered trademark of ginlo.net GmbH.

---

##### 1.1.3.1.1 Definitions

###### **Administrator (B)**

Business licenses administrator in the Management Cockpit

###### **App-Messenger**

Messenger based on mobile apps for using ginlo on smartphones

### **Audio and video telephony or Audio Video Call (AVC)**

Conduct audio or video conferences with multiple participants at different locations

### **Single chat**

Transmission of messages with ginlo to one recipient

### **Recipient**

User to whom messages are transmitted with ginlo

### **ginlo Business user account (B)**

Account in ginlo Business for using the messenger on multiple devices

### **ginlo Desktop**

Messenger as a desktop application on Windows, iOS or Linux to use ginlo Business

### **ginlo Management Cockpit (B)**

Software for central user management in ginlo Business

### **ginlo Web Messenger**

Messenger based on web browsers for using ginlo Business on desktop and tablet

### **Group chat**

Transmission of messages with ginlo to multiple recipients

### **Messenger**

Application for communication via ginlo as app messenger or web messenger

### **Mobile devices**

Smartphones that are operated with an approved system for ginlo

## Message

Texts, files, calls, locations or contacts that can be exchanged between users with ginlo

## Server

A ginlo server operated by ginlo.net GmbH

### 1.1.3.1.2 Abbreviations

---

**Note:** The following abbreviations are used mainly in headings or when a specific description is given that is not globally applicable:

---

A - Android

AVC - AudioVideoCall

B - ginlo Business (for business customers)

D - ginlo Desktop

g2 - special notes on ginlo2

I - iOS

M - Moderator (AVC)

P - ginlo (for private users)

### 1.1.3.2 Italicized spelling

All terms that require or describe an action on the smartphone or tablet - *type*, *tap* or *swipe* - or on the desktop or in the browser application - *click* or *mouse movement* - are shown in *italics*.

### 1.1.3.3 Search

The entire manual can be searched for terms using the search function. This makes it possible to quickly find the desired text passages.

### 1.1.3.4 Links to other websites

At certain points, reference is also made to external websites for various reasons. The respective operator is responsible for their content.

Please report broken links to [support@ginlo.net](mailto:support@ginlo.net) under the keyword ginlo manual.

## 1.2 Abbreviations and terms

---

**Hint:** What actually means ginlo ?

The simplest type of encryption is the rearrangement of letters within a text or a word.

With ginlo it is an anagram of the term “login”. That is why we always write ginlo in lowercase and leave the pronunciation to the user.

ginlo is a registered trademark of ginlo.net GmbH.

---

### 1.2.1 Abbreviations

---

**Note:** The following abbreviations are used mainly in headings or when a specific description is given that is not globally applicable:

---

A - Android

AVC - AudioVideoCall

B - ginlo Business

D - ginlo Desktop

I - iOS

M - Moderator (AVC)

P - ginlo Private

### 1.2.2 Definitions

#### **Administrator (B)**

Business licenses administrator in the Management Cockpit

#### **App-Messenger**

Messenger based on mobile apps for using ginlo on smartphones

#### **Audio and video telephony or Audio Video Call (AVC)**

Conduct audio or video conferences with multiple participants at different locations

### **Single chat**

Transmission of messages with ginlo to one recipient

### **Recipient**

User to whom messages are transmitted with ginlo

### **ginlo Business user account (B)**

Account in ginlo Business for using the messenger on multiple devices

### **ginlo Desktop (B)**

Messenger as a desktop application on Windows, iOS or Linux to use ginlo Business

### **ginlo Management Cockpit (B)**

Software for central user management in ginlo Business

### **ginlo Web Messenger (B)**

Messenger based on web browsers for using ginlo Business on desktop and tablet

### **Group chat**

Transmission of messages with ginlo to multiple recipients

### **Messenger**

Application for communication via ginlo as app messenger or web messenger (B)

### **Mobile devices**

Smartphones that are operated with an approved system for ginlo

### **Message**

Texts, files, calls, locations or contacts that can be exchanged between users with ginlo

## Server

A ginlo server operated by ginlo.net GmbH

### 1.2.3 Italic notation

*Cursive* is used to write all terms that require or describe an input on your smartphone as *type* - or your desktop (P) as *click*.

### 1.2.4 Search

The entire manual can be searched for terms using the search function. This makes it possible to quickly find the desired text passages.

### 1.2.5 Links to other websites

At certain points, reference is also made to external websites for various reasons. The respective operator is responsible for their content.

Please report broken links to [support@ginlo.net](mailto:support@ginlo.net) under the keyword ginlo manual.

## 1.3 Install ginlo Private and setup (P)

---

**Hint:** This chapter is intended for ginlo Private users!

ginlo Business users please read [here](#).

---

Installing, setting up and using ginlo is very easy and does not require any special skills.

When downloading, make sure you have a stable internet connection and enough free space on the device you are using.

### 1.3.1 Download ginlo Private

ginlo apps can be conveniently downloaded from the app store of your choice.

---

**Note:** Note the minimum requirements for the operating system of your smartphone:

- **Android:** from version Android 5; use of audio-video chat is possible from Android 8.
  - **iOS:** from version iOS 12
-

### 1.3.1.1 ginlo now!



Much faster than described in the following sections you can use ginlo if you are invited by a ginlo user. To do this, scan the QR code of the inviter and tap on the link that appears. After downloading the ginlo app, you will immediately be taken to the chat overview and can get started right away.

#### **The best thing about it:**

In this case, registration takes place without entering a phone number, email address or other personal data!

This data can be added later if necessary.

### 1.3.1.2 Download for Android devices

Use the app *Play Store* on your phone and type ginlo in the search box. Select the app ginlo Private *messenger* and follow the installation instructions.

Symbolically, you can use [this page](#) as a guide.

For those who prefer to work **without Google**, we offer a way to do so in the [download section](#) of our website under GINLO PRIVATE. Additional instructions can be found [here](#).

### 1.3.1.3 Download for iOS devices

Use the app *App Store* on your phone, select *search* and type ginlo in the search box. Select the app ginlo Private and follow the installation instructions.

Symbolically, you can use [this page](#) a way to do so.

## 1.3.2 Initial setup

Here's how to set up your account for the first time after downloading the ginlo app.

1. Open the app and tap *go-> create account*.



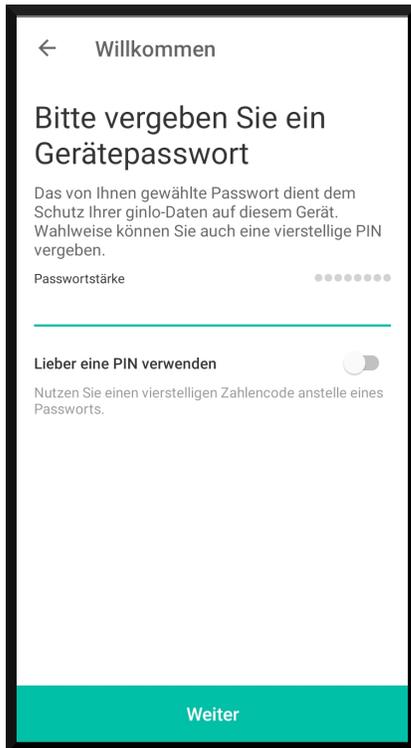
2. Three installation options are displayed on the following screen:



- Scan invitation QR code
- I already have an account.
- Create account

### 1.3.2.1 Scan Invitation QR Code

1. To scan an invitation code, you need to give ginlo permission to create images or videos and file access.  
After that, your installed scanner app will open. Point your smartphone camera at the invitation code.
2. Assign a *password* that you will use to log in to your ginlo account in the future and that will later be used to encrypt all the contents of your account. We call this password the **device password**.



Your device password should consist of at least 8 upper and lower case letters, numbers as well as special characters. You can see how secure your chosen device password is by the colored dots: Everything in the “green area”? Great - you can continue!

Alternatively, you have the option of logging in with a four-digit PIN code. This is convenient, but at the expense of your security!

3. Tap on *Set password* and repeat your previously assigned device password on the following page - remember it well!

Now you can decide whether this device password should be requested every time you start the ginlo app.

4. Confirm your entry by tapping *Confirm password*.

... hint:

If the entries of your device password are not identical, you will get this as an ↪ error message. In this case, go back to the **\*\*first\*\*** page of the password entry ↪ and calmly start over!

5. You will get to your **profile**.

Ihr Profil

Anzeigename (erscheint bei Ihren Nachrichten)

Anzeigename 

ginlo ID

 YQ5QWZ65

Vorname

Nachname

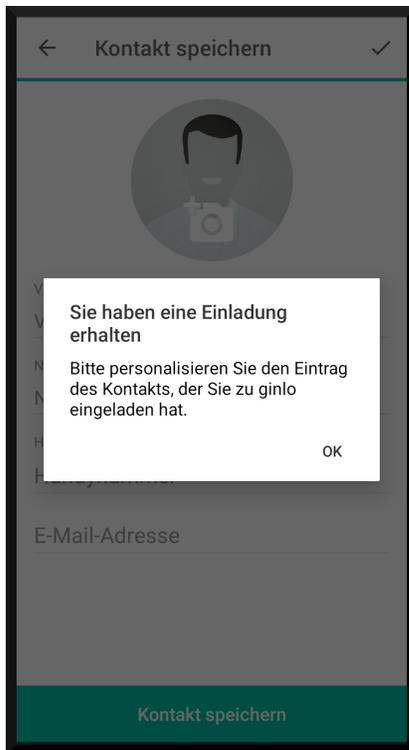
Weiter

Next, assign a name to be displayed in your messages. Optionally, you can upload a photo that will be displayed as an avatar. After that, tap *Next*.

You can optionally add your first and last name.

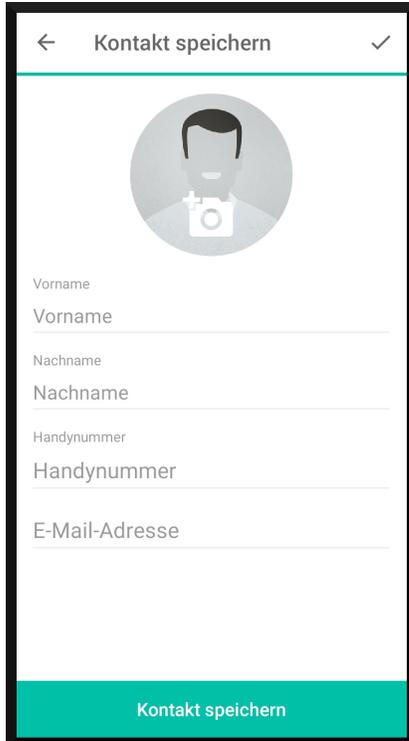
Tap on *Next*.

6. **You have received an invitation** is displayed.



Tap *ok*.

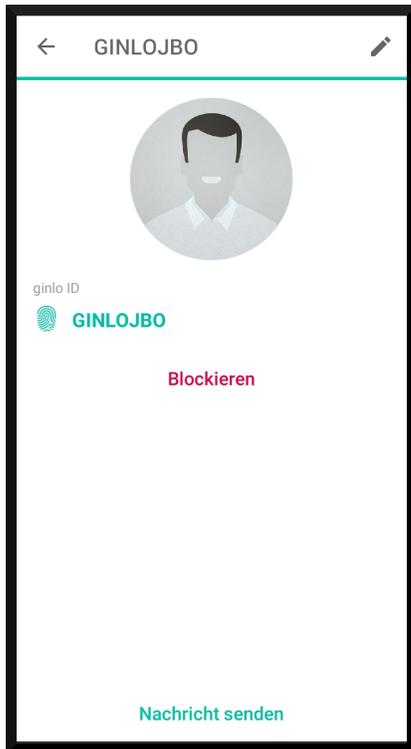
7. You will be taken to the **Contacts** section.



Optionally, enter the data in the displayed fields and tap *Save contact\**.

8. On the following screen you can correct your previously made entries by tapping on the *pencil* in the upper right

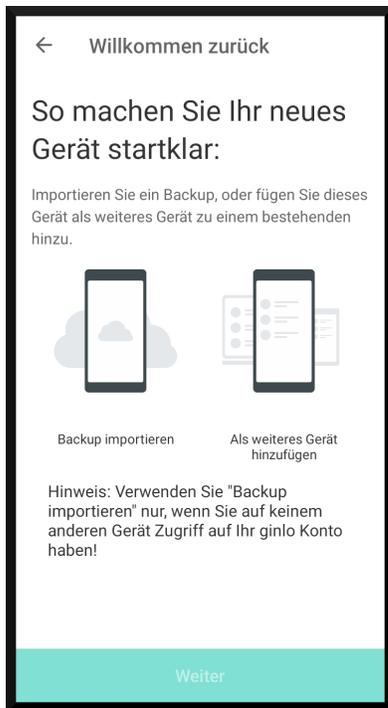
corner.



Now your ginlo account is set up and you can start the first chat. To do so, tap on *send message* at the bottom of the screen.

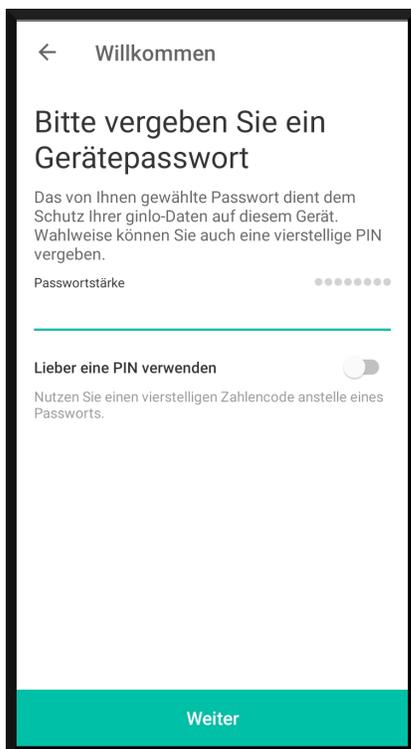
### 1.3.2.2 I already have an account

Select this option if you have already installed ginlo on this device and created a *backup* or if you want to use this device as a *second device*.



### 1.3.2.3 Create account

1. Assign a *password* that you will use to log in to your ginlo account in the future and that will later be used to encrypt all contents of your account. We call this password the **device password**.



Your device password should consist of at least 8 upper and lower case letters, numbers as well as special char-

acters. You can see how secure your selected device password is from the colored dots: Everything in the “green area”? Great - you can continue!

Alternatively, you have the option of logging in with a four-digit PIN code. This is convenient, but at the expense of your security!

2. Tap on *Set password* and repeat your previously assigned device password on the following page - remember it well!

Now you can decide whether this device password should be requested every time you start the ginlo app.

3. Confirm your entry by tapping *confirm password*. Now tap *set password* and repeat your previously assigned device password on the following page - remember it well!

---

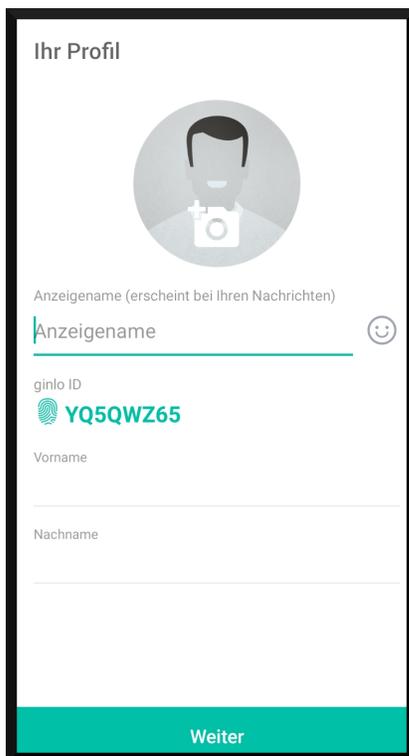
**Hint:** If the entries of your device password are not identical, this will be displayed as an error message. In this case, go back to the **first** page of the password entry and start again calmly!

---

4. Your ginlo ID will be displayed.

Tap *Next*

5. You will get to your **profile**.



Next, assign a name to be displayed in your messages. Optionally, you can upload a photo that will be displayed as an avatar. After that, tap *Next*.

You can also add your first and last name.

Tap *Next*.

6. Now you have the possibility to check if one of your contacts already has a ginlo account. This requires access to your local phonebook.

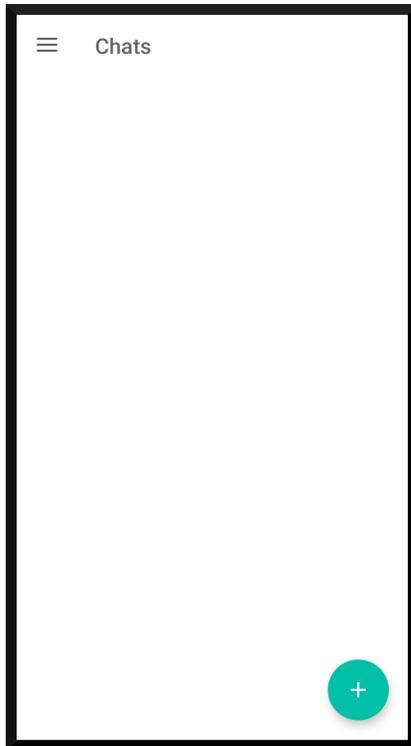
---

**Note:** The access to your address book is only needed for searching known contacts within ginlo. This data is never transmitted in plain text to us, other subscribers or third parties. Encrypted values are generated locally on your device, which are compared with the also encrypted values of other users. There is no access from outside your device to the clear text data at any time!

---

In order to be found yourself, please add your cell phone number in your profile, which will then be stored as a hash value on our server. The search is done as described above.

7. You will get to the **Chats** section.

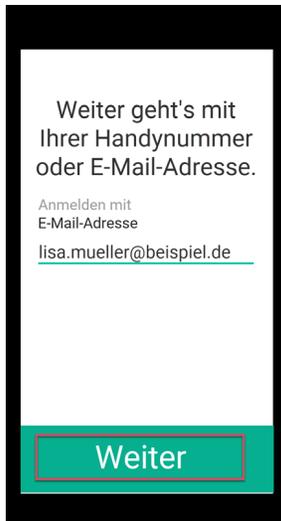


Tap on the + at the bottom right and then on *New Chat*.

You will be taken to the **Contacts** section. Select a contact, tap on it and you are ready to send your first message.

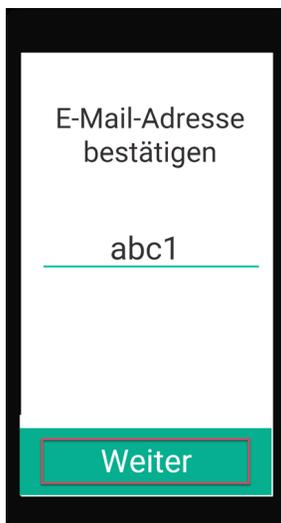
Your contact list is empty? Proceed as described in *Search user* for Android or in *Search user* for iOS.

8. Enter your cell phone number. First select your country, default is **Germany**. The international dialing code is automatically applied. Enter your *mobile number* **without leading zero and without special characters**. Read through the [Terms of Use](#) and tap *Agree and Continue*. Review your entry and correct it if necessary. After that, tap *Looks good*.



Your cell phone number is stored encrypted as **hash value** in our database and can **not** be seen by us in plain text! The hash value of your number will later be used for matching during the contact search.

9. Now you will receive a **confirmation code**. Enter it in the provided fields and tap *next*.



**Note:** The code has a validity of 5 minutes. You can request another code after that.

If you do not receive a code, first check the notification settings on your smartphone. You are also welcome to contact our [support department](#).

Click on *ginlo Private* and then on *Contact* at the bottom of the page. The support form will open. Select **ginlo Private** and fill in the remaining fields.

10. If you have ginlo Private already installed once and made a backup, you can now import the backup and use ginlo as usual. Please read further in *Tips & Tricks* under **Import backup**.

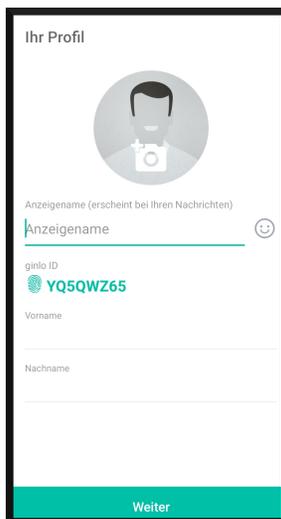
If you are a first-time user of the ginlo app, tap on *create new account*. However, this will overwrite any account data that may have been previously saved under this mobile number! Importing a previously saved backup is then **no longer** possible.

11. Your 8-digit **ginlo ID** will be displayed. You will see this later in your **ginlo profile**. You can share your ginlo ID

with other ginlo users. They can then find you without knowing your mobile number to communicate via ginlo.



12. In order to be informed about the receipt of new messages, you should allow ginlo to send messages. After that tap *Next*.
13. Next, assign a name to be displayed in your messages. Optionally, you can upload a photo that will be displayed as an avatar. After that tap *next*.



14. Now you have the possibility to check if one of your contacts already has a ginlo account. For this you need access to your local phonebook.

---

**Note:** The access to your address book is only needed for searching known contacts within ginlo. This data is never transmitted in plain text to us, other subscribers or third parties. Encrypted values are generated locally on your device, which are compared with the also encrypted values of other users. There is no access from outside your device to the clear text data at any time!

---

Now your ginlo account is set up and you can start the first chat. Read more about this under [Android](#) or [iOS](#).

## 1.4 Install ginlo Business and setup (B)

---

**Hint:** This chapter is intended for ginlo Business users.

ginlo Private users please read [here](#).

---

Installing, setting up and using ginlo is very easy and requires no special skills.

When downloading, make sure you have a stable internet connection and enough free space on the device you are using.

---

**Hint:** On our [YouTube channel](#) the setup of a ginlo Business account is clearly explained!

For users, the training starts at minute 2:14

---

### 1.4.1 Account types

ginlo Business distinguishes between two different account types:

- **Corporate Account** for use in companies, firms, public or charitable institutions, associations, etc.
- **Personal ginlo Business Account** (also Single Account) for private use

#### 1.4.1.1 Corporate Account

This account type is managed centrally by an administrator via the ginlo Admin Cockpit.

For this purpose you will first receive an invitation from the ginlo administrator of your institution. This invitation can be done either by email or SMS.

Only then should your ginlo account be set up!

#### 1.4.1.2 Personal Account

You can use this account for private use. With this account type you can enjoy all the benefits of ginlo Business such as desktop usage.

To do this, purchase a license from the app store of your choice. This license will be activated immediately and ginlo Business can be used right away.

With this account you can communicate with any other ginlo member - no matter if ginlo Private or ginlo Business - but you cannot manage other users.

### 1.4.2 Set up smartphone as initial device

ginlo apps can be conveniently downloaded from the app store of your choice.

---

**Note:** Please note the minimum requirements for the operating system of your smartphone:

- **Android:** from version Android 5; the use of audio-video chat is possible from Android 8.
  - **iOS:** from version iOS 12
-

**Important:** For ginlo users in businesses, companies, public or charitable institutions:

Wait to create a corporate account **until you have received the invitation from your ginlo administrator** to join ginlo Business.

---

#### 1.4.2.1 Download for Android devices

Launch the *Play Store* app on your phone and type ginlo in the search box. Select the app ginlo Business **messenger** and follow the installation instructions.

Symbolically, you can follow [this page](#).

For those who prefer to work *without Google*, we offer a way to do so in the [download](#) section of our website under GINLO BUSINESS. Additional instructions can be found [here](#).

#### 1.4.2.2 Download for iOS devices

Launch the app *App Store* on your phone, select *Search* and type ginlo in the search box. Select the app ginlo Business and follow the installation instructions.

Symbolically, you can follow [this page](#).

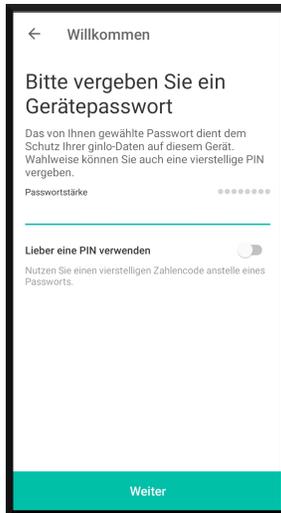
#### 1.4.2.3 First setup

Here's how to set up your account for the first time after downloading the ginlo app:

1. Open the app and tap *Go-> Create account*.



2. First, enter a *password*, which you will use to log in to your ginlo account in the future and which will later be used to encrypt all contents of your account. We call this password the **device password**.



Your device password should consist of at least 8 upper and lower case letters, numbers as well as special characters. You can see how secure your chosen device password is by the colored dots: Everything in the “green area”? Great - you can continue!

Alternatively, you have the option of logging in with a four-digit PIN code. This is convenient, but at the expense of your security!

3. Now tap on *Set password* and on the following page repeat your previously assigned device password - remember it well!

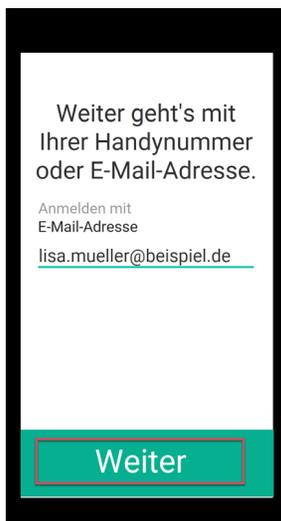
---

**Hint:** If the entries of your device password are not identical, you will get this as an error message. In this case, go back to the **first** page of the password entry and start again calmly!

---

Now you can decide whether this device password should be requested every time you start the ginlo app.

4. Confirm your entry by tapping on *Confirm password*.
5. Enter your *email address* or *your mobile number*. In case of the cell phone number, select your country first, default is **Germany**. The international dialing code will be taken automatically. Enter your *mobile number without leading zero* and **without special characters**. Read through the [Terms and Conditions](#) and tap *Agree and Continue*. Review your entry and correct it if necessary. After that, tap on *Looks good*.



Your e-mail address or your cell phone number will be stored encrypted as **hash value** in our database and can **not** be seen by us in plain text! The hash value of your number will later be used for matching during the contact search.

6. Now you will receive a **confirmation code** by e-mail or SMS. Enter it in the provided fields and tap *next*.



E-Mail-Adresse  
bestätigen

abc1

Weiter

---

**Note:** The code has a validity of 5 minutes. You can request another code after that.

If you do not receive a code, first check the notification settings on your smartphone. You are also welcome to contact our [support department](#). Click on *ginlo Business* and then on *Contact* at the bottom of the page. The support form will open. Select **ginlo Business** and fill in the remaining fields.

---

**Warning: CAUTION**

If you see the message **No backup could be found** at this point, cancel the setup immediately and inform your administrator.

Single users of the ginlo Business app immediately contact our support department as described above. Share the mobile number or email address you used when setting up the ginlo Business account.

7. If you have already installed ginlo once and created a backup, you can now import the backup and use ginlo as usual. Please read further in the *Tips & Tricks* under **Import Backup**.

If you are a first-time user of the ginlo app, tap on *Create new account*. However, this will overwrite any account data that may have been previously saved under this mobile number!

8. Your 8-digit **ginlo ID** will be displayed. You will see this later in your **ginlo profile**. You can share your ginlo ID with other ginlo users. They can then find you without knowing your email address or cell phone number to communicate via ginlo.



9. To be informed about new messages, you should allow ginlo to send messages. After that tap *Next*.
10. Next, assign a name to be displayed in your messages. Optionally, you can upload a photo that will be displayed as an avatar. After that tap *Next*.



11. Now you have the possibility to check if one of your contacts already has a ginlo account. This requires access to your local phonebook.

---

**Note:** The access to your address book is only needed for searching known contacts within ginlo. This data is never transmitted in plain text to us, other subscribers or third parties. Encrypted values are generated locally on your device, which are compared with the also encrypted values of other users. There is no access from outside your device to the clear text data at any time!

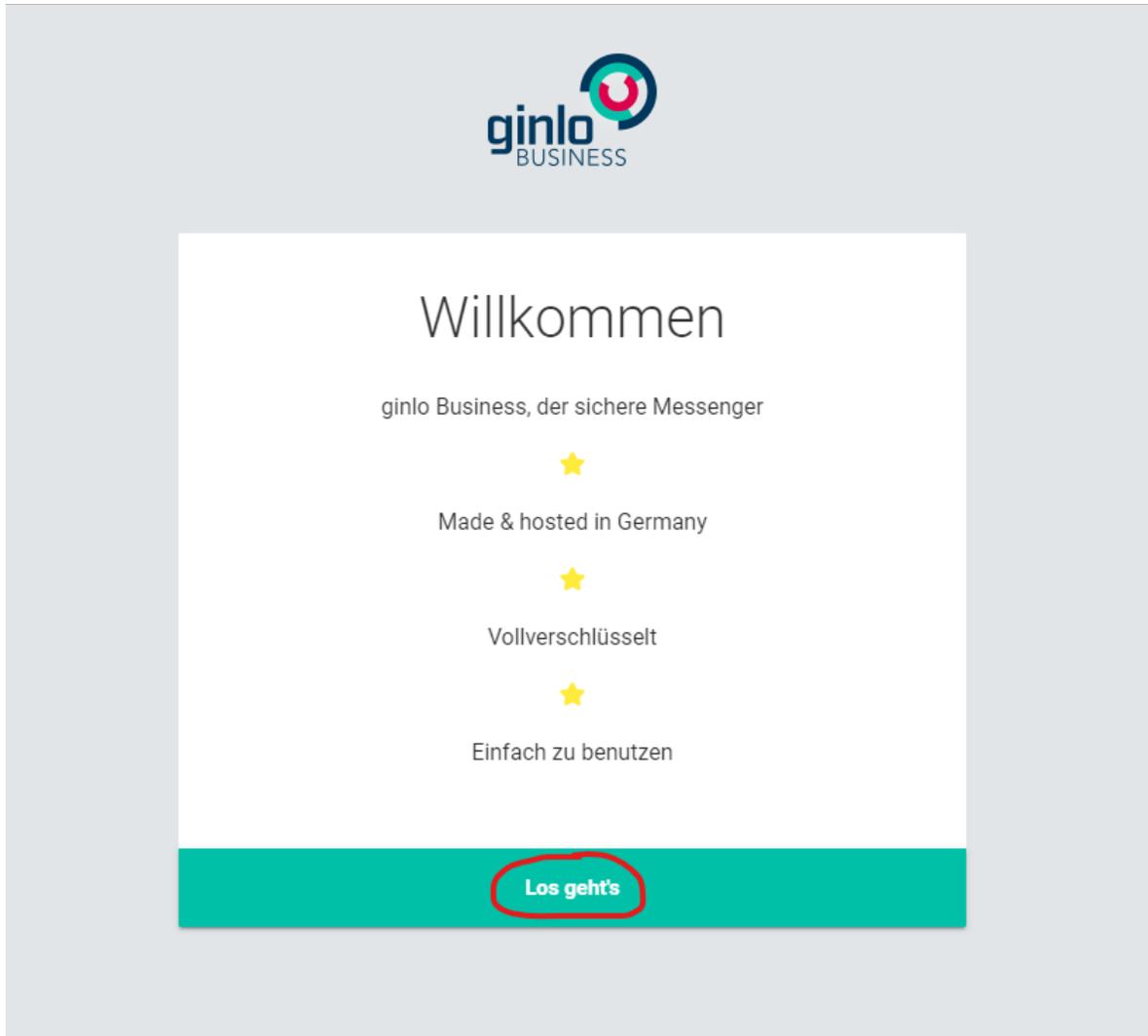
---

Now your ginlo account is set up and you can start the first chat. Read more about this under *Android* or *iOS*.

### 1.4.3 Setup ginlo Desktop as first device

**Important:** Wait to create a business account **until you receive your ginlo administrator** invitation to join ginlo Business.

1. Download the [ginlo Desktop Application](#) under GINLO BUSINESS according to your operating system and follow the installation instructions.
2. Open the application and click *Go* on the welcome page.



3. Now select *Create new account*.



4. On the following page please enter your *email address* or your *cell phone number*. Use the contact to which the invitation was sent by your administrator.
5. Afterwards please enter a *device password* and confirm it.

**ginlo**  
BUSINESS

1 — 2 — 3 — 4

## Account erstellen

Geben Sie Ihre geschäftliche E-Mail-Adresse ein, und vergeben Sie ein Passwort, um die Daten in Ihrem Browser zu verschlüsseln.

E-Mail-Adresse  
mmustermann@ginlo.net

Gerätepasswort ●●●●●●●●●●

Gerätepasswort bestätigen  
●●●●●●●●●●

Abbrechen

Weiter

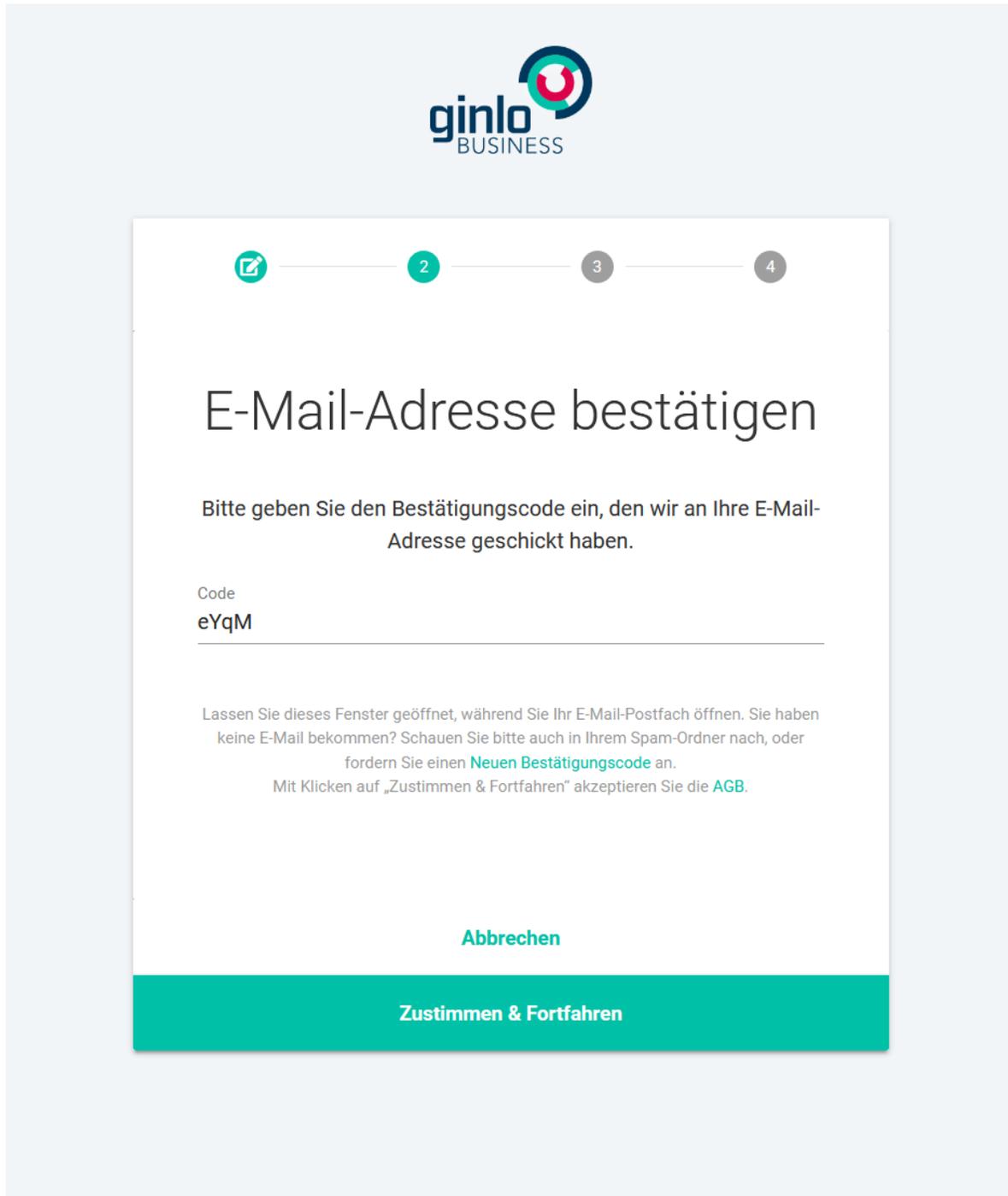
6. Now click on *Next*

**Warning: CAREFUL:**

If you see the message **This email address is already in use** at this point, cancel the setup immediately and inform your administrator.

Single users of the ginlo Business app immediately contact our support department as described above. Share the mobile number or email address you used when setting up the ginlo Business account.

7. If everything has gone properly, ginlo will trigger the sending of an email or SMS with the subject **Welcome to ginlo Business** to the email address or cell phone number provided. This mail or SMS contains the **Confirmation Code**, which you will be asked to enter in the next step.



**ginlo**  
BUSINESS

1 — 2 — 3 — 4

## E-Mail-Adresse bestätigen

Bitte geben Sie den Bestätigungscode ein, den wir an Ihre E-Mail-Adresse geschickt haben.

Code  
eYqM

Lassen Sie dieses Fenster geöffnet, während Sie Ihr E-Mail-Postfach öffnen. Sie haben keine E-Mail bekommen? Schauen Sie bitte auch in Ihrem Spam-Ordner nach, oder fordern Sie einen [Neuen Bestätigungscode](#) an.  
Mit Klicken auf „Zustimmen & Fortfahren“ akzeptieren Sie die [AGB](#).

Abbrechen

Zustimmen & Fortfahren

---

**Note:** Note that the code is only valid for **30 minutes**.

---

8. Assign a display name and optionally upload a profile photo.
9. Your **ginlo ID** will be displayed. You can share this ID with other ginlo users. They can then find you without knowing your email address or cell phone number to communicate with you via ginlo.

With this your ginlo account is set up and you can start your first chat.

#### 1.4.4 ginlo Web Messenger setup

The ginlo Web Messenger is a browser-based application, i.e. you can use ginlo Business on any internet-enabled device without additional software installation. All applications are available to you as on the *ginlo Desktop*. The function is analogous. To do this, start your browser and call up the [login page](#) of ginlo Web Messengers.

**Warning:** However, we strongly discourage initial registration via browser using our web messenger.

Especially in companies, browser configurations are increasingly found that prevent the saving of data. In such configurations, the account can no longer be used after closing the browser and must be created again.

Therefore, please use one of our *Desktop clients*. These are also usable in networked, virtual environments and, thanks to roaming profile support, are not affected by the problems mentioned above.

The installation of the web messenger is described in chapter *Second device*.

### 1.5 Set up second device

Once you have set up your first device, you should add more devices to your account. All your content will then be automatically synced between all devices; an additional backup would not be necessary, but is always possible.

---

**Important:** To ensure the high security of ginlo, the keys used to encrypt your data and content are **generated and stored** exclusively on your device.

So if you only use one device for ginlo, this device is the only place where the keys needed for communication are located.

If this device is broken or lost, the keys cannot be recovered by us.

**This is also true if you delete and subsequently reinstall the app installed on a single device.**

The only way to restore your keys is by making a backup.

---

Therefore, be sure to create a backup - preferably immediately after installation - and keep this backup copy and the associated backup password in a safe place. You can find instructions on how to do this in the chapter *User Manual for Android* or *User Manual for iOS* under the keyword **Backup**.

Ideally, you also register a second device for your account - if allowed by your employer in the business sector. This will transfer the keys to this device as well.

The second device can be another cell phone, in ginlo Business also a desktop client or our web messenger.

In this way you can link up to three and in ginlo Business even up to 10 devices to your account.

---

**Hint:** On our [YouTube channel](#) the pairing of two devices is clearly explained!

---

## 1.5.1 ginlo2

Linking ginlo2 and ginlo Private or ginlo2 Business and ginlo Business is similar to setting up a second device.

In this case, both ginlo apps are treated as **two devices**. The original ginlo app is the **first device**, ginlo2 the **second device**.

Of course, you can install and use ginlo and ginlo2 in parallel on the same smartphone or desktop. Both apps must be used alternately for installation - this requires a little patience! Follow the step-by-step instructions below. Updated illustrated instructions are in preparation.

## 1.5.2 Smartphone as an additional device

### On your existing device

1. In your initial device (smartphone or ginlo Desktop), go to *Settings* (Desktop: **gear icon** on the left edge).
2. In your *profile* you will find your ginlo ID. Copy or write it down!
3. Now go back to *Settings* and select *Devices* - your already registered devices will be displayed.
4. Select *Add another device\**.

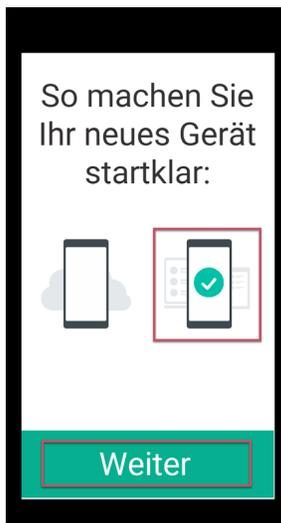
You will see a **code** to activate your new device. This code has a validity of 5 minutes; after expiration you can generate a new code.





### On your new mobile device

1. Open ginlo and tap *Go* -> *I already have an account*.
2. Tap on *Add as another device* and confirm.
3. Assign a *device password* for your new device and confirm it on the following screen. This password will encrypt all ginlo content on this device.
4. Press the *small arrow* next to *email address* and select *ginlo ID*.
5. Now paste your previously copied or noted *ginlo ID*.
6. Enter the *activation code* displayed on your existing device, or tap *Scan* to scan the code and follow the further instructions.



Los geht's  
mit Ihrem  
Gerätepasswort.

Gerätepasswort

Weiter

Anmeldedaten

Anmelden mit  
E-Mail-Adresse

lisa.mueller@beispiel.de

Weiter

Aktivierungscode  
eingeben

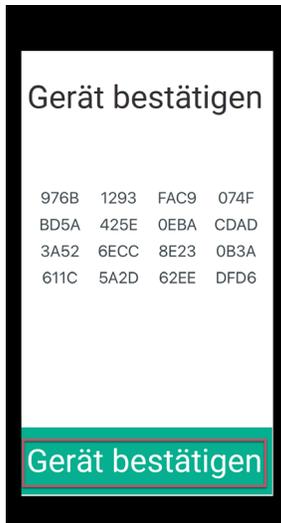
aBC dE1 fgh

Scannen

Weiter

## On both devices

1. You will see a multi-digit security number on your existing and new device.
2. Verify that both numbers are identical, then on your existing device, select *confirm device* and *understood*.



Done! Your existing chats, files and contacts will now be downloaded to your new device. Depending on the amount of data to be transferred, this process may take longer - please be patient.

---

**Hint:** The following already existing chat content will be synchronized:

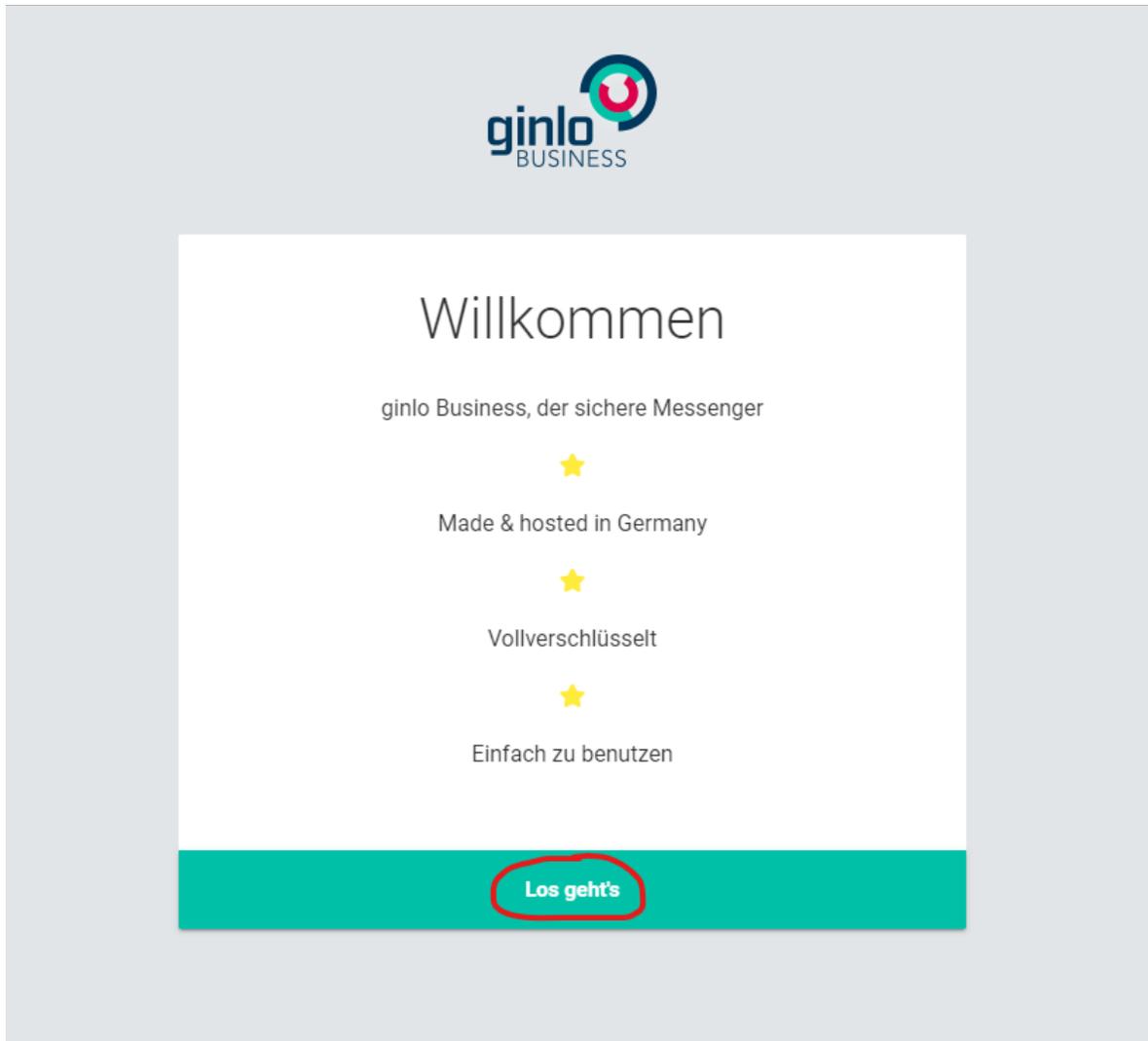
At ginlo Private these are messages which are not older than 30 days. If not set differently by the administrator for ginlo Business, all messages from the last 90 days are affected.

---

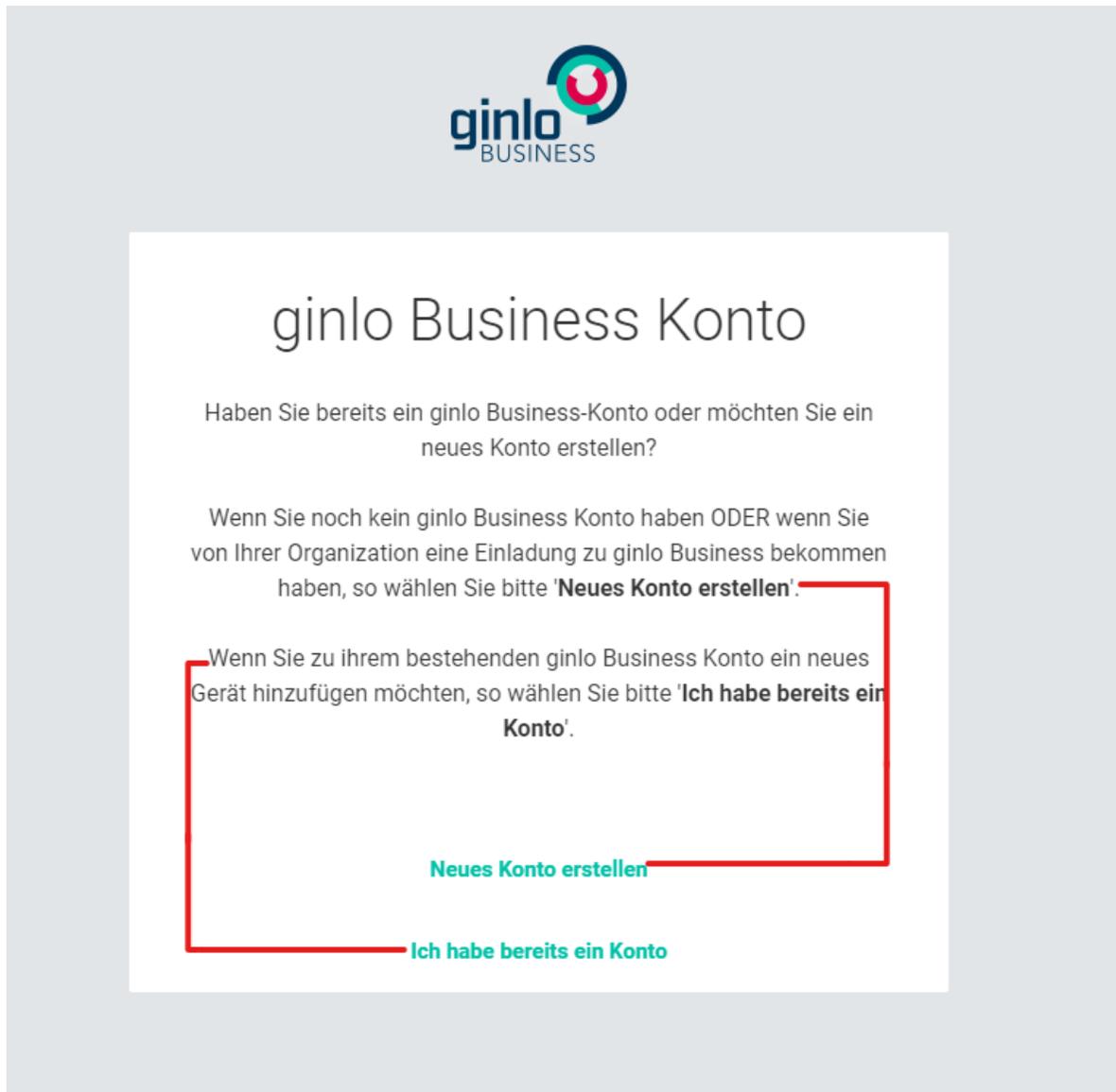
From now on, all new content will be automatically synchronized between all devices included in this way.

### 1.5.3 ginlo Desktop as an additional device

1. Download the [ginlo Desktop Application](#) under GINLO BUSINESS according to your operating system and follow the installation instructions.
2. Open the application and click *Go* on the welcome page.



3. Now select *I already have an account*.



### On your existing device

1. Open ginlo Business and switch to **devices** (on Android) or **settings -> devices** (on iOS and in ginlo Desktop) via the **toaster**.
2. In your *profile* you will find your ginlo ID. Copy or write it down!
3. Go back to *Settings* and select *Devices* - your already registered devices will be displayed.
4. Select *Add another device\**.

You will see a **code** to activate your new device. This code has a validity of 5 minutes; after it expires you can generate a new code.



### On your new desktop device

1. Press the *small arrow* next to *email address* and select *ginlo ID*.
2. Now paste your previously copied or noted *ginlo ID*.
3. Assign a *device name* - this will appear later in the settings under **devices**.
4. Enter the *activation code* that will be displayed on your existing device.

## Login

E-Mail-Adresse

E-Mail-Adresse

Gerätename vergeben

Account erstellen

Weiter

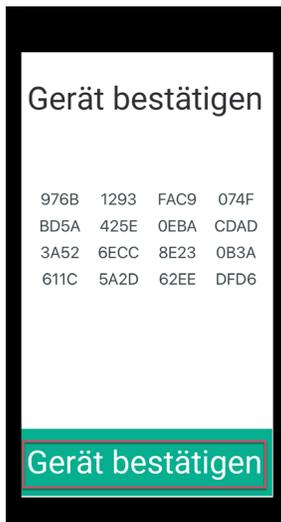
Aktivierungscode eingeben

aBC dE1 fgh

Weiter

### On both devices

1. You will see a multi-digit security number on your existing and new device.
2. Verify that both numbers are the same, then select *Confirm device*.



## On your new device

1. A little bit of patience - it will take a moment for your new device to set up and for your existing content to download.
2. Enter and confirm a *device password* for your new device.

---

**Note:** This password will encrypt all of your content. You will have to enter it later to log in again in ginlo Desktop.

---

### Gerät aktivieren

0FCC D08C D6D8 EFDD  
 4273 1689 21B7 5E23  
 08B5 E311 BD7F CD72  
 6F57 79F2 6B58 FCCB



### Gerätepasswort vergeben

Gerätepasswort

Gerätepasswort bestätigen

Senden

Done! Now nothing stands in the way of chatting on your new device. All new content will be automatically synced between all devices connected in this way from now on.

## 1.5.4 ginlo Web Messenger as an additional device

The ginlo Web Messenger is a browser-based application and works with all major browsers.

**Warning:** The ginlo Web Messenger should never be created as an initial device!

### On your existing device

1. In your initial device (smartphone or ginlo Desktop), go to *Settings* (Desktop: **gear icon** on the left edge).
2. In your *profile* you will find your ginlo ID. Copy or write it down!
3. Now go back to *Settings* and select *Devices* - it will show your already registered devices.
4. Select *Add another device*.

You will see a **code** to activate your new device. This code is valid for 5 minutes; after it expires, you can generate a new code.

### On your PC, laptop or tablet.

1. Start your browser and call the [Login page](#) of the ginlo Web Messenger.

---

**Hint:** Add this page to your favorites!

---

2. Press the *small arrow* next to **cell phone number** and select *ginlo ID*.
3. Now paste your previously copied or noted *ginlo ID*.
4. Assign a *device name* - this will appear later in the settings under **devices**.
5. Click on *Next* - **and not (!)** on *Create account*.

### On both devices

1. You will see a multi-digit security number on your existing and new device.
2. Check that both numbers are identical, then select *Confirm device*.
3. Click *confirm device* on the initial device.
4. Wait for the synchronization process on the secondary device. Depending on the amount of data to be synchronized, this process may take longer - please be patient. After that click *next*.
5. Now assign a *device password* for your new device, confirm it and remember it well - best to write it down safely. With this password ginlo Business will be encrypted on your new device.
6. Click *send*.
7. Set the type of notification you want and click *next*.

---

**Important:** Check in the **Preferences of your browser** in **Privacy** section if cookies and data from websites are allowed to be stored. To be on the safe side, add an **exception for the site** <https://webclient.ginlo.net> permanently. Talk to your administrator!

Otherwise you may have to log in completely again after restarting your browser and calling up the <https://webclient.ginlo.net> page. In this case, the old web messenger on one of your other devices would have to be deleted beforehand.

But normally you will be shown the login page with your ginlo ID, where you only have to enter your *device password*.

---

The operation of ginlo Web Messenger corresponds in large parts to that of ginlo Desktop. Therefore, if you have any questions regarding operation, please refer to the chapter *Operating instructions for the ginlo Desktop (B)*.

## 1.6 User manual for Android devices

---

**Note:** To use ginlo, at least Android 5 is required.

*Audio Video Telephony* works on devices from **Android 8**.

---

This section explains each of the menu items and the features found within them.

After launching ginlo on your Android device, you will find yourself in the **chat overview**. From here you will be taken to the three main menus, which contain other submenus:

- “*Toaster*” menu is located in the upper left corner.
- *Menu “+”* can be seen at the bottom right.
- *Menu “In chat”* becomes visible when you open a chat in the chat overview.

### 1.6.1 Menu „Toaster“

By tapping the *button* in the upper left corner you get to global **settings** with following submenus:

- *Avatar - Profil*
- *Chats*
- *Channels (P)*
- *Contacts*
- *Devices*
- *Settings*
- *Help*
- *Version*

#### 1.6.1.1 Avatar - Profile

Tap the *avatar* in the upper left corner. You will be taken to your **profile**.

In your profile you can add an avatar, change your display name, mobile number (P) or status, enter business details (B), display your ginlo ID, use a QR code or delete your ginlo account.

To edit your profile, tap the *pencil* in the upper right corner.

#### 1.6.1.1.1 Avatar

With an avatar you show your counterpart who you are. You have the option of taking a current photo or selecting a locally stored image. In both cases you have to allow ginlo access to your camera or photo album. If you refuse, you will not be able to take a photo or select an image. A refusal can be changed on your smartphone under *Settings -> Apps -> ginlo -> App settings -> Permissions!*

Tap on the *avatar* and select *take photo* or *select image* in the menu that pops up and follow the further instructions.

Tapping *Delete* will delete your avatar immediately! You can undo this by tapping the *arrow* in the top left corner; you will be taken back to the **Avatar - Profile** menu.

Apply your changes by tapping the *checkmark* in the upper right.

By tapping the *back button* on your phone or the *arrow* in the upper left, you exit this menu.

#### 1.6.1.1.2 Display name

You can change the display name selected during the initial setup. To do this, tap on the *name* and edit it. Scroll to the next entry.

#### 1.6.1.1.3 Status

For status, you can enter your own text and use an emoji. For absence, you can select its duration and leave an absence note. Confirm your entry by tapping the *hook* at the top right.

---

**Hint:** If you change your status, old entries will be saved for reuse.

---

#### 1.6.1.1.4 Cell phone number (P)

If the cell phone number of your smartphone has changed, you can correct it here. To confirm, you will receive a code that you need to enter, just like during the initial setup.

#### 1.6.1.1.5 First name, last name, department, cell phone number, e-mail address (B)

This data can be changed in the business area only by your administrator.

#### 1.6.1.1.6 ginlo ID and account type

Your **ginlo ID** was automatically generated during your registration and consists of 8 characters (letters and numbers). It is a unique identifier and cannot be changed. The ginlo ID can be used as a *search function* in your *contacts*. Give your ginlo ID to friends and acquaintances so that you can communicate with them via ginlo. This way, contacting or searching is possible even without giving out a mobile number or email address.

In addition, it is displayed at this point whether your account is a private or a business one.

### 1.6.1.1.7 QR code

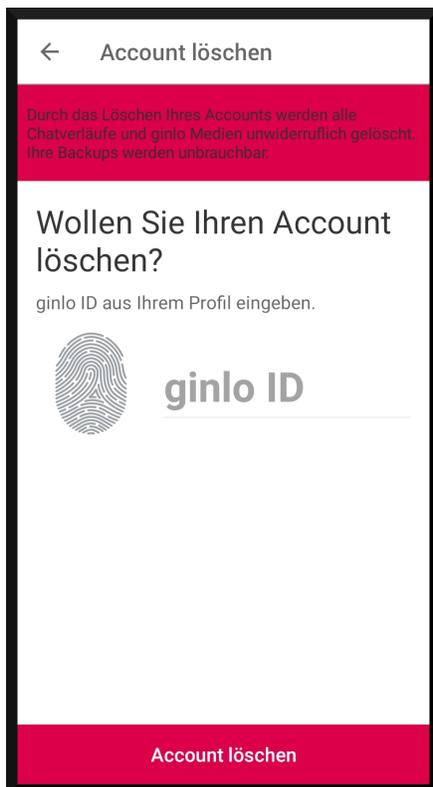
As an alternative to the above contacts, you can have your counterpart scan the displayed QR code - the safest and most convenient way to confirm your identity. Modern devices can recognize codes of older devices - but codes for very old devices are not generated.

### 1.6.1.1.8 Delete account

**Warning: ATTENTION!!!**

Use this option only if you are absolutely sure that you do not want to use ginlo anymore. This function cannot be undone! If you confirm *Delete account*, you will lose your ginlo account and all content forever!

Tap *Delete account*. You will be prompted to enter your device password or your PIN for authorization. After that you have to enter your ginlo ID for security.



Tap *Delete account* again to confirm the process. This will take some time.

If you actually perform this action, we would be interested to know why!

Too bad you deleted your ginlo account :-(

### 1.6.1.2 Chats

Tapping the *Chats* menu item takes you to the chat overview.

Your chats are displayed in the order in which they were used. The most recently used chat is at the top.

The avatars of your chat partners are color-coded. You can read their meaning *here*.

Detailed descriptions of the chat overview can be found in *the “+” menu* and in *the “In Chat” menu*.

### 1.6.1.3 Channels (P)

ginlo offers you possibility to subscribe to defined channels (RSS feeds), to recommend them to others, to be informed about new news or to unsubscribe from the channel.

For selection you can use alphabetical listing or search function. Scroll through listing. Tap *A/Z* in the upper right to change sort order or use the **search** function in the upper right.

Tap on a *channel* and select the content you are interested in from those offered. By *subscribing* you get to the **startpage of the channel provider**.

By tapping the *cogwheel* in the upper right corner, a submenu will appear. Here you can view information about the provider, recommend the channel to others, switch the notification on or off, or unsubscribe from the channel. The procedure is self-explanatory.

Subscribed channels are marked with a **green tick** and displayed in your chat overview.

You can subscribe to different channels on your *paired devices*.

---

**Hint:** The channel operator is solely responsible for all contents and the presentation, especially the order of the displayed messages.

---

You can unsubscribe from the channel by opening it in the chat overview and tapping on the *cogwheel* in the upper right corner. In the submenu that opens, you will find the entry **Cancel**.

### 1.6.1.4 Contacts

In this section you can manage your ginlo contacts, send invitations, search for users and synchronize your contacts with your address book.

Click on *contacts* in the navigation bar on the left or on *avatar* in the top bar in the chat. A list of your contacts will be displayed.

The **contacts** section consists of the following tabs for ginlo Business users:

Tabs	Data type	Who is displayed here?
	Users with whom you have private chats	Users from your device address book, if you have given access to the app <b>Note</b> Access to your address book is only needed for matching with your contacts. We do not access this data in plain text at any time.
	Contacts from the same company	Users with e-mail addresses from your company
	Contacts from your team	Users invited by the same company as you <b>Note</b> This list corresponds to your company list. However, it can also contain external users invited by your administrator, e.g. customers or partners.

Per contact an avatar, the stored contact data and the account type (PRIVATE or BUSINESS) are displayed.

The contacts are sorted by the last names. On the left edge the *Security of your contacts* is marked by a color code. (A comprehensive sorting option of the contacts is planned).

#### 1.6.1.4.1 Find ginlo user

Tap the + *icon* at the bottom right to add. You will be taken to **Find ginlo users**:

← Kontakte

## ginlo-Nutzer finden

Suchen Sie einen neuen ginlo Kontakt und fügen Sie ihn über die ginlo ID, E-Mail-Adresse oder Telefonnummer hinzu. Oder scannen Sie einfach den Einladungscode, den Sie erhalten haben.



Scannen

Manuelles Suchen nach:

ginlo ID

Nutzer suchen

You have the option to scan a previously received QR code of your counterpart - this requires a second device. To do this, tap *ginlo now!*.

The QR code contains the ginlo ID. This will be transferred to your ginlo contacts when you scan it, and you can start chatting immediately.

Alternatively, you can search for a ginlo ID, email address or cell phone number. To select, tap on the *arrow* in the right margin.

Then enter the data you are looking for and tap *Search user* at the bottom of the screen.

In case of a hit, the contact will be displayed to you. Now you can optionally add personal data of your contact. Save the record by tapping *save contact* at the bottom of the screen.

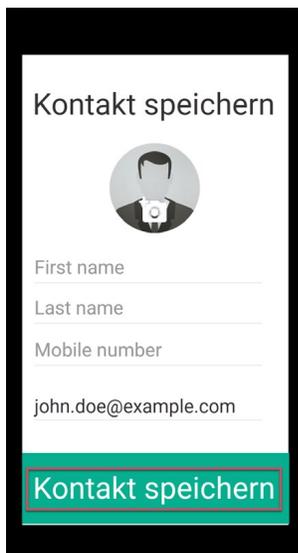


Nutzer suchen

Suche nach  
E-Mail-Adresse

lisa.mueller@beispiel.de

Nutzer suchen



Kontakt speichern



First name

Last name

Mobile number

john.doe@example.com

Kontakt speichern

The chat window will open and you can start your *Chat*.

#### 1.6.1.4.2 Search function

You can also search for existing contacts. Tap into the *blank field with the magnifying glass*. Enter the *first letters* of the contact you are looking for from your address book. A short time later you will be shown a selection. Now select the contact you want to chat with.

Alternatively, click the *arrow* in the upper left corner to return to your contacts.

### 1.6.1.4.3 Three dots

Inviting contacts from your local address book, searching for ginlo users and synchronizing with your local contacts can be found by tapping on the *3 dots* at the top right of the magnifying glass.

A **selection menu** will open at the top.

#### 1.6.1.4.3.1 Invite contacts

A messenger is only really fun when all friends and colleagues also use it. Therefore, invite all the people you want to communicate with securely via ginlo today:

Tap *Invite contacts* to invite other people to use ginlo. Choose a suitable app from those displayed to send the invitation. If your acquaintance accepts the invitation, you can immediately communicate with them via ginlo.

#### 1.6.1.4.3.2 Search user

Tap on *Search user*. You will be taken to *Find ginlo users*.

#### 1.6.1.4.3.3 Synchronize address book

With this function you match your local address book with your ginlo contacts. New contacts will be added automatically.

---

**Hint:** Check regularly if there are new contacts. To do this, tap on *synchronize address book* or simply drag the page with your contacts downwards.

---

### 1.6.1.4.4 Manage contacts

Tap on the *contact* you want to manage. The **profile** of the contact will open.

All ginlo users can immediately start an *Audio Video Call*, edit the contact, mute the chat, block or delete the contact and send a message in this menu.

ginlo Private users can additionally scan the QR code of their partner.

Similar to your *own profile*, you can edit your chat partner's profile. To do so, tap on the *pencil* in the upper right corner.

Now you can create your own avatar, edit the surname and first name, correct the mobile number or add the email address.

You will also see the ginlo ID and the account status.

In the lower area you can *mute* the chat as well as *delete* or *block* the contact, send a message or scan the *contact*.

Tap the *hook* in the upper right corner to save your changes. Tap the *arrow* in the upper left to go back.

---

**Hint:** ginlo Business users may not be able to make changes, it depends on your administrator settings.

---

#### 1.6.1.4.4.1 Mute

Sometimes you do not want to be disturbed by acoustic notifications and can therefore mute each chat individually.

To do this, tap *Mute* - a new page will open. Select from the list

- 15 minutes
- 1 hour
- 8 hours
- 24 hours
- Until deactivation

The remaining time is displayed in the menu.

By tapping *mute* again, you can *unmute* at the bottom of the screen.

#### 1.6.1.4.4.2 Block

There are good reasons to block one of your contacts temporarily or even permanently. During this time he can't communicate with you - but you can't write to him either! Tap *block*.

To unblock, tap *unblock* at the bottom of the screen.

#### 1.6.1.4.4.3 Delete

Tap *delete* to delete the contact. A pop-up will ask you to confirm this operation. At this point you can also revise your decision - tap *cancel*.

#### 1.6.1.4.4.4 Send message

Tap *send message* to go immediately to *Single chat*.

#### 1.6.1.4.4.5 Scan contact

The fastest and safest way to add a contact to ginlo is to scan them.

To do this, your counterpart must call up their ginlo profile and provide you with their QR code. Tap on *Scan* and hold the camera of your device over the QR code to be scanned. In a flash, all the data is copied and available to you in your contacts.

---

**Hint:** ginlo Business users can use this function only with the permission of the administrator.

---

The *arrow* at the top left takes you back to the overview of your contacts.

### 1.6.1.5 Devices

It shows all your linked devices that have ginlo installed and kept in sync. You can use a maximum of three and in ginlo Business 10 devices at the same time.

In detail, the device name, the ginlo software used on it and the date of last use are displayed. Your currently used device is marked with **This device**.

You can give each paired device an individual name. Simply overwrite the displayed name and confirm your change with *Save* at the bottom screen.

Remove devices that are no longer in use by tapping the *entry* in question and then tapping *delete device*. You will be prompted to enter the *device password* of your current device.

To add a new device, proceed as described in *Second device*.

### 1.6.1.6 Settings

This menu takes you to **additional settings** with the following submenus:

- *Backup*
- *Password*
- *Privacy*
- *Chats*
- *Media auto Ddownload*
- *Notifications*
- *Appearance*
- *Enhanced*

#### 1.6.1.6.1 Backup

A backup is a copy of your chats, files and contacts. This copy is stored encrypted outside the ginlo app.

If you switch to a new smartphone with the same operating system, then a backup is the only way to take your existing content with you and restore it on the new device.

---

#### **Important:**

- Backups can currently only be created in the mobile app.
  - They can only be imported on a smartphone with the same operating system, so only from Android smartphone to Android smartphone.
  - Depending on how old your last backup is, content may still be lost, but not as much as without a backup!
- 

We recommend to additionally store a copy of your backup *outside your phone*, e.g. on your computer. We explain how this works in section *Save backup externally*.

---

**Hint:** External storage of your backup is especially important if you use several devices synchronously and your *first* device is to be replaced, e.g. due to a new purchase.

If you have *not* created a backup in this case, only the contents of your second devices that are not older than 30 (ginlo Private) or 90 days (ginlo Business) will be transferred when pairing your new device.

---

The date and time of the last backup creation are displayed in the upper right corner of this menu.

#### 1.6.1.6.1.1 Create backup

1. Tap *create backup now*.

Please give the app access to your files as your backup will be stored on your device.

2. When creating a backup for the first time, you now assign a **backup password** and confirm it on the following screen.

---

**Note:** This password will encrypt your backup before it is stored locally on your device. You will need this password later to import your backup to a new device.

---



3. You will now be prompted to select a file name and location for your backup copies. This selection will be saved. By default **ginlo-backup-Your ginloID.zip** is suggested - you can name the file name however you like.
4. Click on *Save*.
5. When the file is complete, you will get the message **Your backup is ready**. Additionally the complete file name will be displayed again. Confirm with *ok*.
6. You can change your backup password at any time. With this password the next backup file will be encrypted.
7. In the future your backup file will be updated automatically in regular intervals. You can set the **interval** yourself:
  - off
  - daily
  - weekly
  - monthly

We recommend the default setting *once a week*.

---

**Hint:** An automatic backup only starts when the ginlo app is actively used, i.e. it is *not* created automatically in the background when the app is closed!

---

8. You can determine whether during the creation of a backup, in addition to your chats, the received media should also be backed up. To do this, press the *button* in the right margin.

---

**Important:** The backup is not available until the timestamp is displayed.

---

#### 1.6.1.6.1.2 Save backup externally

On Android, your backup is stored locally. Therefore, copy it to a location outside your smartphone as well.

This is necessary so that you can transfer the backup to a new smartphone more easily later.

---

**Important:** It is best to do this regularly. Then you will always have a current backup ready in case your smartphone gets lost.

---

**This is how you save your backup outside your smartphone:**

1. Connect your smartphone to your computer.

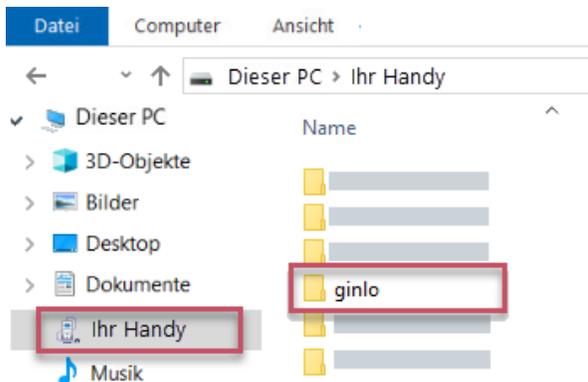
---

**Note:**

- On macOS, please install the *AndroidFileTransfer* <<https://www.android.com/filetransfer/>> application for this.
  - On your smartphone, you may need to allow file transfer. To do this, swipe down on the screen of your smartphone once you have connected it to the computer and tap *Transfer files*.
-



2. On your computer, open the device folder that appears for your smartphone and look for the **ginlo** folder.



3. Copy the entire folder, for example, to your computer's hard drive, to an external drive, or to secure cloud storage.

---

**Note:** Wherever you copy your backup to - it is protected with the backup password you assigned in the app.

---

### 1.6.1.6.1.3 Import backup

1. Install the ginlo app and proceed as described in *ginlo Private install and initial setup*.
2. Tap *Let's go* and then **unconditionally** select *I already have an account*.
3. Tap on *import backup* and confirm.
4. Assign a device password and click *next*, confirm your device password and press *next* again.

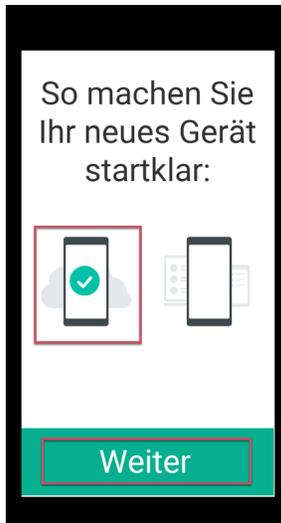
With this device password all your ginlo content will be encrypted. Remember this password well!

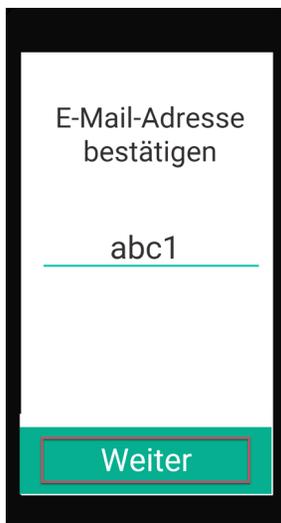
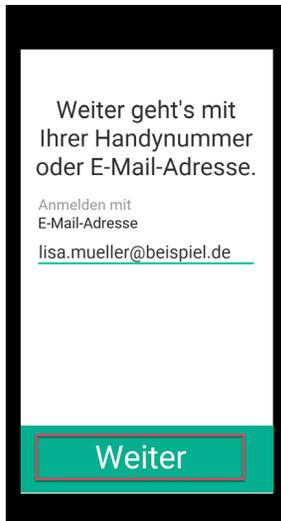
5. Now enter your registered *cell phone number* (without leading zero) or *your email address*. (This data will be used in plain text only for sending the confirmation code and will be encrypted afterwards and stored in our

database not reproducible for anyone).

A window will pop up **All correct like this?** - you can still make corrections or confirm the entry with *Looks good*.

6. Enter the *confirmation code* you received via SMS or email and press *next*.

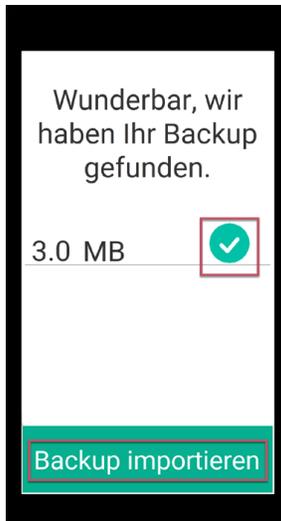




7. If everything has run without errors up to this point, you should now see the message **Wonderful, we found your backup.**

Select the backup and tap on *import backup*. Your selection will be confirmed with a colored check mark. To do this, you may need to allow ginlo to access your files.

8. Enter the *backup password* that you assigned when you created the backup.



Your contacts and chats will now be imported. Depending on how old your backup is, you can pick up chatting (almost) exactly where you left off on your old device.

---

**Note:** After importing a backup, you should create a new backup on your new device!

---

#### 1.6.1.6.2 Password

At ginlo, we refer to the password as the **device password**, which secures your ginlo account on the various devices. Since ginlo can be used on multiple devices in the business sector, a device password must be assigned for each device.

Device password is used to encrypt all ginlo content on the respective device. Private key generated in the process is always located only on the device in question - no one but you has access to it!

In this menu you can change your current device password, define if it should be requested at every ginlo start and if your content should be deleted after a certain number of wrong entries for security reasons.

To enter the password menu, you will be asked for your current device password for security reasons.

If you have forgotten your password, read [here](#).

### 1.6.1.6.2.1 Change password

Tap on *change password*.

Enter a new password that you will use to log in to your ginlo account in the future and that will later be used to encrypt all contents of your account.

Your device password should consist of at least 8 upper and lower case letters, numbers and special characters. You can see how secure your chosen device password is by the colored dots: All green? That's perfect!

Tap *next* and confirm your new password on the following page and tap *next* again. If both entries match, you will briefly see **Password has been changed** and return to the settings. Now tap **OK**, which will take you back to the menu.

**Warning:** If your two entries are not identical, you will get this error and the sentence **Passwords do not match**.

First tap on **OK** and then on the *arrow* in the upper left corner! This will take you to the first (!) input page and you can enter your new password again at your leisure. Then proceed as described above.

### 1.6.1.6.2.2 Change PIN

If you would rather use a 4-digit PIN instead of the complex password, move the *switch* to the right.

Assign a *new PIN* with which you will log in to your ginlo account in the future and with which all contents of your account will be encrypted later.

Your device code consists of only four digits - think carefully about your decision!

After entering your PIN, please confirm it again. Tap *next* at the bottom of the screen and confirm your new PIN on the following page. If both entries match, tap *next* again and **Password has been changed** will be displayed. You will return to the settings menu.

**Warning:** If your two entries are not identical, you will see this error and the sentence **PINs do not match** will appear.

First tap on **OK** and then on the *arrow* in the upper left corner! This will take you to the first (!) input page and you can assign your new PIN again at your leisure. Then proceed as described above.

### 1.6.1.6.2.3 Request password

If you want to enter your device password again every time you start the app for security reasons, move the *switch* to the right.

Now you can define within which time the password request should occur:

- immediately
- after 1 minute
- after 5 minutes
- after 10 minutes

Tap on *desired entry*.

**Warning:** In case of password loss, recovery is not possible. petrol:*ginlo Private* users have to reset their account and create a new one - all data will be deleted! petrol:*ginlo Business* users read more about this topic under *Recovery code*.

#### 1.6.1.6.2.4 Delete data

In order to protect your ginlo account in case of misuse of your smartphone or in case of its loss, you can define after which number of failed attempts your ginlo data should be deleted.

To do this, move the *switch* to the right. Now you can set the number of attempts between 1 and 10. Confirm your selection with **OK**.

Exit this submenu by tapping the *arrow* at the top left.

#### 1.6.1.6.2.5 Recovery code (B)

If you are a ginlo Business user and have forgotten your password, you can have a **recovery code** sent to your stored contact details. To do this, enter any password and tap on *Send recovery code*. Follow the further instructions.

#### 1.6.1.6.3 Privacy

Here you can make some settings to protect your privacy.

##### 1.6.1.6.3.1 Status

Also at this point you can change your current status - read *Avatar - Profile*.

##### 1.6.1.6.3.2 Contacts

If you have contacts from your address book *blocked*, their number is shown here. Tap on an *entry* to unblock this blocked contact.

##### 1.6.1.6.3.3 Chat

Under this item you set whether your counterpart should receive a *Read confirmation* or whether your *Online status* should be displayed. To do this, press the relevant *buttons*.

##### 1.6.1.6.3.4 Messages

#### Load messages in background

If new messages are signaled and ginlo is only running in the background on your phone, you can use this *switch* to instruct ginlo to fetch the messages from the server immediately.

## Messages available on server (B)

As a hint you can see here how long your messages are available on our servers for synchronization. The number of days can be set by your administrator.

## Send display name for messages

Here you can decide whether the *name* you specified during registration should be displayed or not.

### 1.6.1.6.3.5 Error analysis

ginlo works very reliably. Nevertheless, it can happen that the app closes unexpectedly. This is annoying, but can have a variety of reasons. In order to inform our developers about this event, so that they can track down and eliminate possible errors, a **crash report** is generated in such a case, which contains only technical data.

We therefore ask for your support and would be pleased if you would turn on this button. By doing so you contribute to the stability of ginlo - thank you!

---

**Hint:** The crash report does not contain personal data or any chat content!

---

### 1.6.1.6.4 Chats

In this section you can make settings related to your chats.

#### 1.6.1.6.4.1 Media

##### Media quality

Here you can set the quality (resolution) of your sent images or videos. Tapping the area will take you to the settings. You have the option to select one of four quality levels:

- Low
- Medium
- High
- Very High

Confirm your selection with **OK**.

---

**Hint:** Keep in mind that as the quality increases, so does the *size of your file*!

---

## Back up media automatically

After *short tap* received media can be automatically saved in the gallery of your device, i.e. they are saved locally on your device. To do this, press the *button* on the right edge of the screen.

## Open files externally

To open files usually external programs installed on your smartphone are used. Thus, this file leaves the protected ginlo area. You will receive a corresponding warning. This warning can be switched off. To do so, press the *button* on the right edge of the screen.

## Show sticker

If you want to see received stickers (moving images or animations) immediately, leave the switch on. In “Off” mode, stickers are only displayed as still images, but can also be displayed moving by *short tap*.

Animations in [file].tgs format are also supported.

### 1.6.1.6.4.2 Background

You can change the set white background and load a **chat background image**. You can choose from our templates or a photo from your albums. To do this, tap either *backgrounds* or *select image*.

Tap on the *selected image* and confirm by tapping on the *checkmark* in the upper right corner. Your selection will be applied and you will return to the chat menu. Tap again *chat background image*, you can reset the process.

You can get a neutral (white) background by selecting the *image on the top left*.

We have described how to switch to **darkmode** in *this chapter*.

### 1.6.1.6.4.3 Sounds

In this section you set whether you want to be informed acoustically about receiving or sending messages. The following options are available for this purpose:

- Play sound at *self-destruction*.
- Play sound when sending
- Play sound when receiving

Press the corresponding *button* on the right side of the screen.

### 1.6.1.6.5 Media Auto Download

To conserve Internet resources, you can specify here the conditions under which the download of your received files should take place. The setting is possible separately for photos, audio files, videos or other files (e.g. documents). Per file type you can choose between:

- WLAN & Mobile Data
- WLAN
- never

Confirm your selection with **OK**.

At the bottom of the screen is the **Reset Settings** button. This will apply the following settings:

- Photos - WLAN & Mobile Data
- Audio - WLAN
- Videos - WLAN
- Files - WLAN

Stickers are downloaded immediately when the switch is set to **On**.

Tapping the *arrow* at the top left will return you to the menu.

#### 1.6.1.6.6 Notifications

In this section you can set the audible notification for incoming individual, group or channel messages.

You can also specify whether to display in-app messages or show the preview of incoming messages.

##### 1.6.1.6.6.1 Messages for chats

You can generally turn on or off the notification for individual chats.

To do so, press the *buttons* on the right edge of the screen.

##### 1.6.1.6.6.2 Messages for groups

You can generally switch the notification for group messages on or off.

To do so, press the *buttons* on the right side of the screen.

##### 1.6.1.6.6.3 Messages for channels

You can generally switch the notification for subscribed channels on or off.

To do so, press the *buttons* on the right side of the screen.

##### 1.6.1.6.6.4 Other

You can define whether in-app messages should be displayed or a preview of incoming messages should be shown. To do this, press the *buttons* on the right edge of the screen.

By tapping the *arrow* at the top left you return to the menu.

### 1.6.1.6.7 Appearance

In this menu you can switch to *Darkmode* and change the *Font size*.

#### 1.6.1.6.7.1 Screen design

To save your eyes and also the battery of your device, you can activate the **Darkmode**. In dark mode, you will see a light font on a dark background.

To do this, tap on *Screen design*. You can choose between **Light**, **Dark** and **Auto**. In Auto mode, the display is adapted to the basic setting of your smartphone (Darkmode on or off).

---

**Hint:** If your ginlo administrator has made appropriate settings, ginlo Business users may not be able to use this feature and it will be disabled automatically!

---

How to change the **chat background** we have described in *this chapter*.

#### 1.6.1.6.7.2 Theme (experimental)

In this section you can change the font size. Currently you can choose between **Default**, **Small Font** and **Large Font**.

The default setting takes into account the basic setting on your smartphone.

Additionally, you can make the font smaller or larger to display more or less content on your screen.

---

**Hint:** This area is currently being worked on. A result will be presented soon.

---

#### 1.6.1.6.7.3 Enhanced

Here you can access further setting options for your account:

You can allow taking *screenshots*, select a *Google free* location service, completely *disable* the use of Google services, and enable a *regular connection* to the ginlo server for instant notifications.

#### 1.6.1.6.7.4 Image contents

On explicit request **screenshots** can be created in the ginlo app. Normally this feature is disabled for security reasons. Press the *button* on the right edge of the screen to turn it on. After that a restart of the ginlo app is required!

#### 1.6.1.6.7.5 Site Service

As an alternative to the default Google service, you can use **OpenStreetMaps** as a location service.

To do so, press the *button*.

In closed rooms or under unfavorable conditions the display of the selected location may take a little longer than usual - have a little patience!

---

**Hint:** The following point is only displayed in **Google free versions!**

---

#### 1.6.1.6.7.6 Google FCM / Play Services

If you have ginlo **without** installing Google services from our website, the switch in this submenu must be set to *Off!*

#### 1.6.1.6.7.7 Message Polling

To ensure that you can still be informed immediately about incoming messages, turn on *Message Polling*.

This setting can be accompanied by a slightly increased battery consumption.

Additionally, the ginlo icon will be permanently displayed in the notification bar of your phone.

---

**Hint:** However, when using Playstore versions, this switch should be set to *Off!*

---

### 1.6.1.7 Help

In this section we give hints on support options, direct you to our privacy policy, terms of use (P) or GTC (B), give an overview of the licensed software we use and show our imprint.

#### 1.6.1.7.1 Manual

You can access this manual [ginlo manual](#) directly from the app in your web browser.

#### 1.6.1.7.2 Get support

Customer satisfaction is very important to us. We welcome your inquiries, comments or constructive criticism.

In addition to this manual, you can also get individual support:

#### 1.6.1.7.2.1 Contact customer service

##### ginlo Private users

Use our B2C Support Form, select *ginlo Private* and click on *Contact* at the bottom of the page or write to [support@ginlo.net](mailto:support@ginlo.net).

##### ginlo Business users

Use our B2B Support Form, select *ginlo Business* and click on *Contact* at the bottom of the page or write to [b2b-support@ginlo.net](mailto:b2b-support@ginlo.net).

#### 1.6.1.7.2.2 Send log file

In certain cases, you may be asked by our support to send **log file**. In this log file our developers can find e.g. hints about inconsistencies of the ginlo app. By sending us your log file, you help to improve the ginlo app.

Log file contains technical data about the app, device used and actions performed.

---

**Hint:** Excluded is transmission of personal data; this of course includes your communication content!

---

Your log file is sent by email via account you use on your device.

To do this, simply tap on the link *Send log file now* and select an app for sending. Optionally, you can leave a comment, e.g. a ticket number already assigned.

#### 1.6.1.7.3 About ginlo

The following explains some points about **security of your communication**.

##### 1.6.1.7.3.1 Encryption in ginlo

ginlo encrypts all your messages on your devices, during transport and on the receiving devices. That's why we rightly talk about actual **full encryption**. The private keys for this are generated automatically by each user himself with the assignment of a *device password* per end device. Since these keys are only located on the device of the respective user, neither ginlo.net GmbH nor any third party has access to them.

Of course, we offer a number of other features to make your communication as secure as possible:

##### 1.6.1.7.3.2 This is how secure your communication is

Depending on how you and your chat partners have exchanged your contacts, your chats in the overview and your address book entries are marked with a color code on the left side of the screen.

## Green

All contacts are marked that are very safe - you have met in person and exchanged your QR codes or were invited by the administrator (B).

## Yellow / Orange

All contacts are marked that have already been communicated with several times.

## Red

All contacts are marked with which no communication has been made yet - ask or send an *invitation!*

In the chats, you will also find this marking as a colored square at the bottom right of the relevant avatar.

The account type of your counterpart is also displayed there; however, only if your communication partner uses a different account type than you do.

For example, if you use ginlo Private and communicate with a ginlo Business user, this will be displayed below his avatar - **BUSINESS**. The same applies vice versa - **PRIVATE**.

### 1.6.1.7.3.3 Transmission status

So that you also know whether your message has been sent, has arrived on the target device and has been read, your messages are marked with **small gray** or **blue check marks**. This has the following meaning:

#### 1 gray tick

The message has been sent and has arrived on the ginlo servers.

#### 2 gray ticks

The message has been transferred to the recipient and has arrived there.

#### 2 blue ticks

The message has been read by all (!) recipients.

---

**Hint:** You get exact information about the status of each sent message if you tap a little longer on the *sent message*. Under **Info** the information is displayed exactly.

---

#### 1.6.1.7.4 Privacy policy

Compliance with data protection is an absolute priority at ginlo.net GmbH. We therefore collect a minimum of personal data and attach great importance to secure communication in order to protect your privacy.

You can read about how we handle your data in detail and what security precautions we take in the process, as well as what rights you have in the processing of your data, in our [Data Protection Notice](#). If you have any questions, please feel free to contact us by e-mail at [Datenschutz@ginlo.net](mailto:Datenschutz@ginlo.net).

#### 1.6.1.7.5 Terms of use (P)

In our [Terms of Use](#) you will find important information on the contractual terms, rights and obligations, warranty, liability and term of the contract in connection with the use of the ginlo Private app. If you have any questions, please feel free to contact us by email at [kontakt@ginlo.net](mailto:kontakt@ginlo.net).

#### 1.6.1.7.6 Terms and Conditions (B)

In our [General Terms and Conditions \(GT&C\)](#) you will find important information about the terms of the contract, rights and obligations, warranty, liability and term of the contract in connection with the use of the ginlo Business app. If you have any questions, please feel free to contact us by email at [contact@ginlo.net](mailto:contact@ginlo.net).

#### 1.6.1.7.7 Licenses

ginlo also uses copyrighted software, fonts, characters, etc. to provide the service and lists them under **licenses**.

#### 1.6.1.7.8 Imprint

In [imprint](#) you will find all necessary information about the operator of [ginlo website](#).

#### 1.6.1.8 Release Notes

If a new ginlo version is available, the **(i)** is displayed in color.

Your currently used ginlo version is displayed at the bottom of the screen. This information is important if you want to contact our support department.

Tap on the **(i)** to go to the overview of the latest versions.

---

**Hint:** Make sure that you always use a current ginlo version.

The reason for this is on the one hand the security aspect and on the other hand the fact that you can only use the latest ginlo features with up-to-date software.

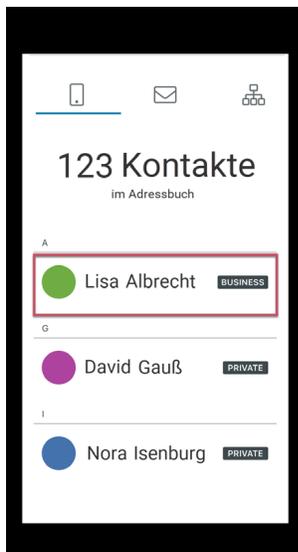
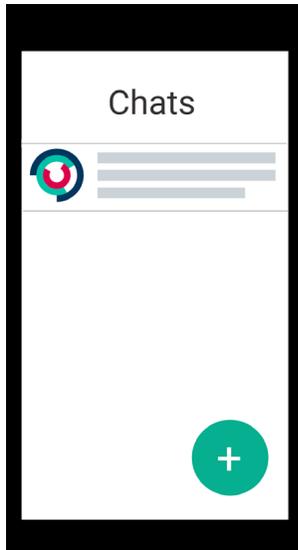
---

## 1.6.2 Menue „+“

You can find this menu item in your chat overview at the bottom right. A submenu will open where you can organize your chats:

### 1.6.2.1 New chat

Tap *New Chat*, your **ginlo contacts** will open. Use the **search** function or select a contact directly. You can find more explanations about the input options in *In Chat*.



Now you can compose your *message*.

### 1.6.2.2 New distributor

This feature gives you the ability to **once** send a specific message to multiple chat participants who are not in a *Group*.

Tap on *new distribution list* - your **ginlo contacts** will open. Now tap on the *contacts* you want to send a message to. Your selection will cause a **white checkmark** to appear in contact's avatar. Tapping a *contact* again will cancel this selection. Confirm your selection by tapping the *hook* at the top right of *contacts*.

You can delete contacts or add more by tapping the *person* in the top right corner. This will take you back to your contacts. Confirm your change by tapping the *hook* in the top right again.

Now you can compose your *message*. After that, checkmark will be removed from your contacts.

### 1.6.2.3 New group

If you want to communicate in a group, you must first create a group. To do this, first tap the **+** at the bottom right in the chat overview and then on *new group* - **overview page** for managing groups will open.

1. Optionally choose an *avatar*.
2. Assign a *group name*.
3. Make sure that *announcement group* has the switch set to **no**.
4. Tap on *add participants* - your **ginlo contacts** will open. Now tap on the *contacts* you want to add to the group. Your selection will cause a **white checkmark** to appear in the contact's avatar. Tapping a *contact* again will cancel this selection. Confirm your selection by tapping the *hook* in the upper right corner.

You can **remove group members** by tapping on *remove participant* and then on the *contact* you want to remove. To confirm, the avatar will be displayed as a red dot with a white cross. Confirm your change by tapping the *checkmark* in the upper right corner again.

5. Optionally, you can designate additional administrators. To do this, tap on *manage administrators*. The list of your group members will be displayed. Now tap on *the contacts* you want to set as administrators. Your selection will cause a **white checkmark** to appear in the contact's avatar. Confirm your selection by tapping the *hook* in the upper right corner.

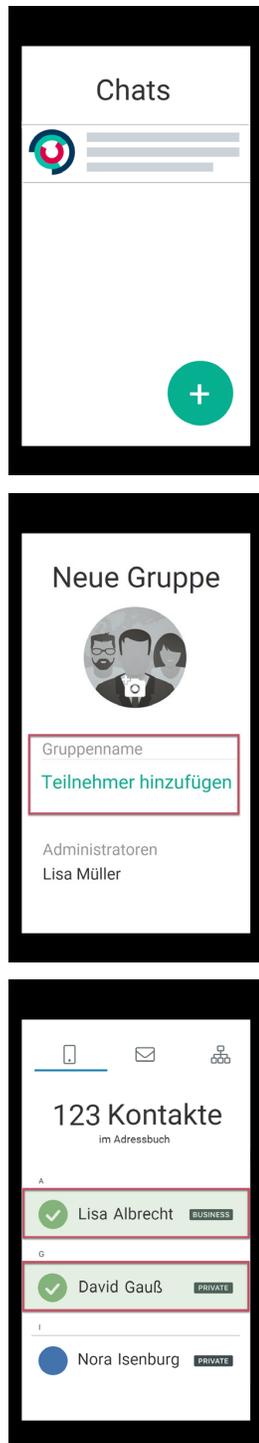
You can delete administrators by tapping *manage administrators* again. To confirm, the white tick in the avatar will disappear. Confirm your change by tapping the *hook* in the upper right corner again.

---

**Hint:** Administrators you designate can invite or delete other group members, but they cannot add administrators.

---

6. Finally, tap *Done* in the upper right corner.



Now you can compose your *message*. All participants will receive invitations and can join your group.

If you want to leave a group as a member, select the respective group chat in the *Chat overview* and tap on the *group name*. At the bottom of the screen you will find the **Exit Group** button. In another pop-up you will be asked for confirmation or you can cancel the process.

If a group is no longer needed, select as an administrator in the *Chat overview* the relevant group chat tap and on the *group name*. At the bottom of the screen you will find the button **Delete group**. In another pop-up you will be asked for confirmation or you can cancel the process.

### 1.6.2.4 Announcement group (B)

In contrast to the group described above, here you have the possibility to send information to your group members without them being able to reply to it. You can give administrator rights to certain group members so that they can also write and add or remove other members.

---

**Hint:** The creation of such groups is only available to ginlo Business users. However, ginlo Private users can also be invited and even appointed as administrators.

---

To create an announcement group, tap the + in the bottom right corner of the chat overview and then tap *new group - overview* page for managing groups will open.

1. Optionally choose an *avatar*.
2. Assign a *group name*.
3. Make sure that *announcement group* has the switch set to **yes**.
4. Tap on *Add participants* - your **ginlo contacts** will open. Now tap on the *contacts* you want to add to the group. Your selection will cause a **white checkmark** to appear in the contact's avatar. Tapping a *contact* again will cancel this selection. Confirm your selection by tapping the *hook* in the upper right corner.

You can **remove group members** by tapping on *remove participant* and then on the *contact* you want to remove. To confirm, the avatar will be displayed as a red dot with a white cross. Confirm your change by tapping the *checkmark* in the top right corner again.

5. Optionally, you can designate additional administrators. To do so, tap on *manage administrators*. The list of your group members will be displayed. Now tap on the *contacts* you want to set as administrators. Your selection will cause a **white checkmark** to appear in the contact's avatar. Confirm your selection by tapping the *hook* in the upper right corner.

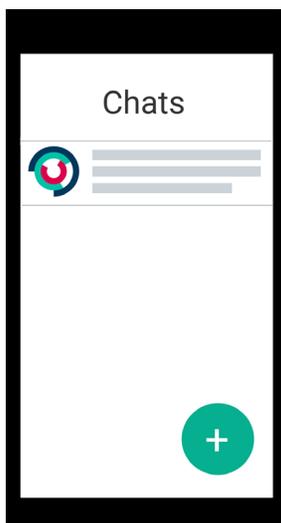
You can **remove administrators** by tapping on *manage administrators* again. To confirm, the green checkmark in the avatar will disappear. Confirm your change by tapping the *hook* in the upper right again.

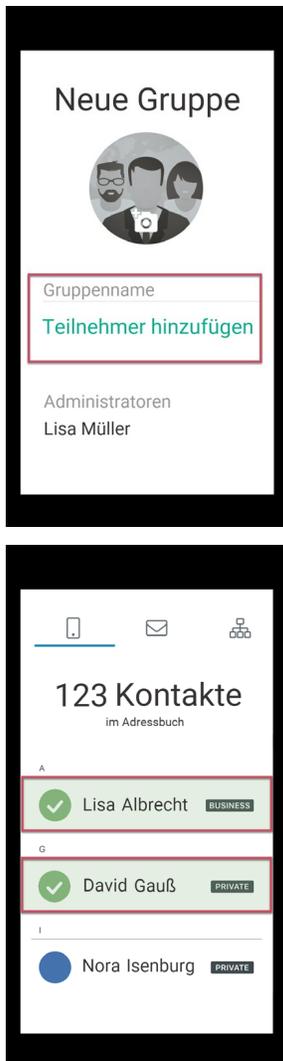
---

**Hint:** Your designated administrators can invite or delete other group members, they can even add or delete administrators.

---

6. Finally, tap *Done* on the top right.





Now you can compose your *message*. All participants will receive invitations and can join your announcement group.

If you want to leave a group as a member, select the respective group chat in the *Chat overview* and tap on the *group name*. At the bottom of the screen you will find the **Exit Group** button. In another pop-up you will be asked for confirmation or you can cancel the process.

If an announcement group is no longer needed, tap on the group name in the *Chat Overview* and then tap on *delete group* at the bottom. A pop-up will ask you to confirm this action. At this point you can also revise your decision - tap *Cancel*.

### 1.6.2.5 Subscribe to channel (P)

From this menu you can also *subscribe to channels*.

### 1.6.2.6 Search users

From this menu you can also *search users*.

### 1.6.2.7 Invite (P)

From this menu you can also *invite contacts*.

## 1.6.3 “In chat” menu

When you are in a chat, you will see a bar at the bottom and top of each screen with additional controls. Let’s take a look at them now:

### 1.6.3.1 Bar at the bottom

Within a chat the bottom bar has a central meaning. In the middle of this bar is the **input field for your messages**, to the left of it another submenu “+” as well as **emojis** and to the right a **microphone** for voice recordings.

#### 1.6.3.1.1 Input field

This is the most important part of a messenger - here you use your keyboard to enter the message texts you want to send. You can use all letters, numbers, characters and also emojis of your keyboard.

While you are typing, a symbolized **alarm** appears on the right above the green arrow. When you tap on it, you will be shown the following optional options for sending your message:

#### Mark message as important

You can mark special messages as **important** by tapping on the *upper symbol with the exclamation mark*. In this case, a **red field with an exclamation mark** appears above the message for the recipient.

#### Message self-destruction

You can set messages to be irretrievably deleted from the recipient after being read by the recipient or after a specified time has elapsed.

Tap on the *fuse*:

Under **Countdown** you set after how many seconds (maximum 60) after reading the message will be deleted. A new message with the **symbolized detonator** as well as **text and duration** appears at the recipient. The recipient must **tap and hold** the message to read it. The remaining time is counted down and displayed accordingly. After the set time value has elapsed, the message disappears at the recipient’s - but it remains with you.

Under **Time** you determine when the message should arrive at the recipient. Set the date and the exact time. Until then your message will be stored encrypted on our servers.

## Send message delayed

**Time-delayed sending** of messages is especially practical. You always wanted to be the first birthday greeter? Tap on the *stopwatch* and enter *date and time* of the desired date. Technically, the message will already be transmitted to the server, but will only be delivered to the user(s) when the respective time has been reached.

---

**Hint:** You can combine all three options - try it out!

---

## Close menu

Tap *cross* on the far right to close this display.

---

**Hint:** Actual sending of your message is always done by tapping the *green arrow* on the right margin.

---

### 1.6.3.1.2 “+“ left

When you tap this +, a pop-up will open. Select one of the following options (from top to bottom):

#### 1.6.3.1.2.1 Take photo

Tap *take photo\** - the camera of your smartphone will open, if you have allowed ginlo to access it. Take a photo. Tap **OK** to prepare it for sending or *repeat* to take a perhaps better photo.

You can add more photos, tap the + next to your already selected photo.

Optionally, you can type a text, add an *emoji* and then *send the message*.

The following image types are supported:

- image/apng
- image/avif
- image/bmp
- image/gif
- image/HEIF
- image/jpe
- image/jpeg
- image/jpg
- image/png
- image/x-bmp
- image/x-ms-bmp
- image/svg+xml
- image/tif
- image/tiff

- image/webp

#### 1.6.3.1.2.2 Select image

Tap *select image* - the local folder with images on your smartphone will open, if you have allowed ginlo to access it. Select a *picture* and tap on it to prepare it for sending.

You can add more images, tap the + next to your already selected image.

Optionally, you can enter a text, add an *emoji* and then *send the message*.

All image types listed in *Take photo* are supported.

Note the *size limit*.

#### 1.6.3.1.2.3 Record video

Tap *record video* - your smartphone camera will open if you have allowed ginlo to access it. Create a video to prepare it for sending.

You can add more videos, tap the + next to your already selected video.

---

**Note:** Note the size limit of currently 100 MiB !

For technical reasons, very large files take a little longer to send and require a stable, high-performance Internet connection and a device that is as modern as possible. They are sent “in the background”. ginlo can still be used as usual.

---

Optionally, you can enter a text, add an *emoji* and then *send the message*.

#### 1.6.3.1.2.4 Select video from album

Tap *select videos from album* - the local folder with videos on your smartphone will open, if you have allowed ginlo to access it. Select a *video* and tap it to prepare it for sending.

You can add more videos, tap the + next to your already selected video.

Optionally, you can enter a text, add an *emoji* and then *send the message*.

#### 1.6.3.1.2.5 Choose file

Tap *file* - your smartphone’s local file folder will open, if you have allowed ginlo to access it. Select a *file* and tap on it to prepare it for sending. ...

Select the *desired file* by tapping on it to prepare it for sending.

You will be asked if you want to send the file later or immediately. If you tap *send*, the file will be sent immediately!

Note the *size limit*.

### 1.6.3.1.2.6 Send location

**Hint:** To use this feature, location services must be enabled on your mobile device in the settings under **Privacy**. Of course, there must be a SIM card in your device.

You want to meet with friends and have not arranged an exact meeting place - no problem:

Tap on *send location* - **Maps** opens and zooms to your location. Tap *Send your own location* at the bottom of the screen.

**Warning:** A map with your location will be sent as soon as you tap it!

As an alternative to the default, you have the option to use **OpenStreetMaps**. You can find out more about this in the *advanced settings*.

### 1.6.3.1.2.7 Send contact

Tap on *send contact* - a pop-up will open. You have the choice between **ginlo contact** and **address book contact**. Tap on the *corresponding field* and search for the desired contact.

**Warning:** Record of the selected contact will be sent as soon as you have tapped on it!

Contact sent in this way can be saved locally by the recipient.

### 1.6.3.1.3 Emojis

Tap *emoji* to the left of the input field and make your selection. Emojis can be inserted anywhere in the text.

Alternatively, you can use emojis or stickers from your keyboard.

### 1.6.3.1.4 Microphone

If you want to send a voice file, hold down the *microphone* button on the right at the end of the input line while you speak!

You will see a clock running on the left. When you release the button, the recording will stop.

- Tap the *play button* on the left to listen to the recording.
- Tap on the *trash can* to delete the recording.
- Tap the *green arrow* to send the voice file.

### 1.6.3.2 Bar on top

In chat, the **chat or group name** is displayed in the top bar in the center, as well as a **phone handset** and a **camera icon** on the right.

#### 1.6.3.2.1 Single chat

---

**Hint:** For ginlo Business users, editing may be restricted. This depends on the cockpit settings of your administrator.

---

In the single chat you can see the **status** of your counterpart under the display name; in case of his inactivity the time of the last usage will be displayed when you call the chat for the first time.

After tapping the *display name* you will get to the **profile** of the respective participant. Read further under *Manage contacts*.

You can mute, block or delete the contact, empty the chat or edit the contact via the *pencil* in the upper right corner.

ginlo Private users can additionally scan the contact.

##### 1.6.3.2.1.1 Mute, block and delete

Please refer to the corresponding *subsections* in the **contacts** section.

##### 1.6.3.2.1.2 Empty chat

To permanently delete the chat content, tap *empty chat\**. A pop-up will ask you to confirm this action. At this point you can also revise your decision - tap *cancel*.

Alternatively, these and other functions can be used directly from the *Chat overview*.

##### 1.6.3.2.1.3 Scan contact (P)

Also for this there already exists a *description* in **contacts section**.

#### 1.6.3.2.2 Group chat

Analogous to the individual chat, some settings can also be made in the group chat.

Depending on whether you are a group administrator or a group member, you have the following options:

#### 1.6.3.2.2.1 Group administrator

Tap on *group name* - you will get to **manage group** page.

As a group administrator you can

- view avatar and topic (group name) and *change* it;
- view *add and remove* participants;
- *manage* group administrators(restricted for deputies);
- *mute* chat;
- *delete* group;
- *empty* chat;

#### 1.6.3.2.2.2 Group member

Tap on *group name* - you will be taken to **group Info** page.

As a group member you can

- view members and admin(s);
- *mute* chat;
- *leave* group;
- *empty* chat;

#### 1.6.3.2.3 Make a call

Tap the *phone handset* for a phone call or tap the *camera* for a video call.

You can find a detailed description of this features in the **Audio Video Call** section under the *Making*.

You end a call by tapping the *red telephone receiver*.

#### 1.6.3.2.4 Left arrow

Tap the *arrow* in the upper left to return to the chat.

#### 1.6.3.3 Edit messages

---

**Hint:** Note for ginlo Business users

Depending on your administrator's settings, the following editing options may only be available to a limited extent or not at all!

---

By *short* or *slightly longer* tapping on a message, it can be displayed (opened), answered, forwarded, copied (shared) or deleted. In addition, information about the status of sent messages is displayed.

**AVC messages** are indicated by a telephone handset and are described in the **Audio Video Call** section under the item *Accept Call*.

### 1.6.3.3.1 Short tap

By *short tapping* on a message it can be opened, shared or even saved - depending on the message type:

Message Type	Open	Share	Save
Image, Sticker, Video			X <sup>1</sup>
File	X	X	
Location	X <sup>2</sup>		
Text			

#### image, sticker, video

When *shortly tapping* on such a file, it will be displayed in full screen mode.

Tapping the + sign in the upper right corner will take you to your local directory to save the file to a folder of your choice.

At this point we would like to point out the possibility of *automatic backup of media*.

#### File

At the bottom of the screen you can *open* or *share* the file.

Suitable programs are displayed to open the file.

Sharing a file is possible in various social media channels; suitable programs are displayed.

Note that when sharing, the file will leave the protected area of ginlo and will be transmitted unencrypted.

#### Location

Locations are displayed by *tapping*. The display may take a little longer when used for the first time due to the location search.

#### Text

No action takes place.

### 1.6.3.3.2 Longer tap

A *longer tap* on a message opens a pop-up with icons at the top of the screen with the following options (from left):

Reply - Show information - Delete - Copy - Forward

<sup>1</sup> The file is displayed in full screen mode.

<sup>2</sup> The display of the location may take a little longer when used for the first time due to the location search.

Message Type	Reply	Info <sup>Page 79, 3</sup>	Delete	Copy	Forward
Image	X	X	X		X
File	X	X	X		X
Location	X	X	X		
Sticker	X	X	X		X
Text	X	X	X	X	X
Video	X	X	X		X

## Image

All specified options except copying are possible.

The *Transmission status* can only be displayed for messages **sent** by you.

The displayed status can be *deleted* or *forwarded* per message.

## File

All specified options except copy are possible.

The *Transmission status* can only be displayed for messages **sent** by you.

The displayed status can be *deleted* or *forwarded* per message.

## Location

Messages with location can be *replied* and *deleted*.

The *transmission status* can be displayed only for messages **sent** by you.

The status displayed can be *deleted* or *forwarded* per message.

## Sticker

All specified options except copying are possible.

The *Transmission status* can only be displayed for messages **sent** by you.

The displayed status can be *deleted* or *forwarded* per message.

## Text

All specified options are possible.

The *Transmission status* can only be displayed for messages you **sent**.

The displayed status can be *deleted*, *copied* or *forwarded* per message.

<sup>3</sup> Status informations are displayed only for **sent** messages.

## Video

All specified options except copy are possible.

The *transmission status* can only be displayed for messages you **sent**.

The displayed status can be *deleted* or *forwarded* per message.

### 1.6.3.4 Arrow back

Tapping the *back arrow* at the top left will take you to the chat overview.

## 1.6.4 Chat overview

Directly from the chat overview you can edit single and group chats and also channels (only for ginlo Private users).

By *longer tapping* on a chat a pop-up opens at the bottom of the screen with different options.

### 1.6.4.1 Single chat

You can clear the chat, (previously) export its content as a backup, or delete the chat completely.

Follow the further instructions.

### 1.6.4.2 Group chat

You can empty the chat, (previously) export its content as a backup or leave the group.

Follow the further instructions.

### 1.6.4.3 Channels (P)

You can empty or unsubscribe the chat.

Follow the further instructions.

## 1.7 User manual for iOS devices

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**Note:** To use ginlo, at least iOS 12 is required.

---

This chapter explains the individual menu items and the features they contain.

After starting ginlo on your iOS device, you will find yourself in the **chat overview**. From here you will be taken to the three main menus, which contain other submenus:

- *Menu “Avatar”* is located in the upper left corner.
- *Menu “+”* can be seen at the top right.
- *Menu “In chat”* becomes visible when you open a chat in the Chat Overview.

Your chats are displayed in the order in which they were used. The most recently used chat is at the top.

The avatars of your chat partners are color-coded. You can read their meaning [here](#).

### 1.7.1 Menu “Avatar”

Tapping your *Avatar* will take you to the global **Settings** with following submenus:

- *Profile*
- *Device password*
- *Privacy*
- *Contacts*
- *ginlo files*
- *Devices*
- *Channels (P)*
- *Chats*
- *Media auto download*
- *Communications*
- *Help*
- *Release Notes*

#### 1.7.1.1 Profil

Tap on the entry *profile*.

In your profile you can add an avatar, change your display name, your status (P) or availability (B), enter business details (B), display your ginlo ID, use a QR code or delete your ginlo account.

To edit your profile, tap *edit* in the top right corner.

##### 1.7.1.1.1 Avatar

With an **avatar** you show your counterpart who you are. You have the option of taking a current photo or selecting a picture from your albums. In both cases you have to allow ginlo access to your camera or photo album. If you refuse, you will not be able to take a photo or select an image. A refusal can be undone on your smartphone under *Settings* -> *ginlo*!

Tap on the *avatar* and select *take photo* or *select picture* in the menu that pops up and follow the further instructions. By tapping *cancel* you will exit this menu.

### 1.7.1.1.2 Display name

You can change the display name selected during the initial setup. To do this, tap on *name* and edit it. Scroll to the next entry.

### 1.7.1.1.3 Status (P)

As status you can enter your own text or choose from a list. Confirm with *done* in the upper right corner.

If you change your status, old entries are saved for reuse.

### 1.7.1.1.4 Availability (B)

You can choose between **available** and **absent**, enter a date for the duration of your absence and leave an absence note. You confirm your selection by tapping the *checkmark* at the top right.

### 1.7.1.1.5 Mobile number (P)

If cell phone number of your smartphone has changed, you can correct it here. To confirm, you will receive a code to enter, just like during the initial setup.

### 1.7.1.1.6 First name, last name, department, cell phone number, e-mail address (B)

These data can be changed in the business area only by your administrator.

### 1.7.1.1.7 ginlo ID and account type

Your **ginlo ID** was generated automatically during your registration and consists of 8 characters (letters and numbers). It is a unique identifier and cannot be changed. ginlo ID can be used as a *search* in your *contacts*. Give your ginlo ID to friends and acquaintances so they can communicate with you via ginlo. This way, contacting or searching is possible even without giving out a mobile number or email address.

In addition, it is indicated at this point whether your account is private or business.

### 1.7.1.1.8 QR code

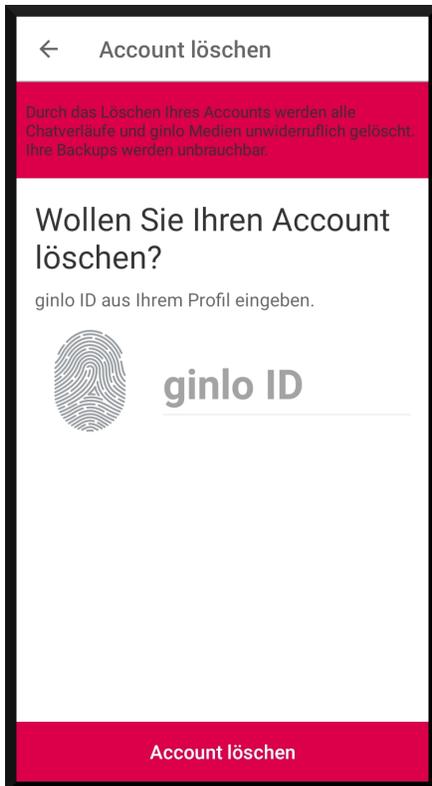
As an alternative to the above contacts, you can have your counterpart scan the displayed QR code - the safest and most convenient way to confirm your identity. Modern devices can recognize codes of older devices - but codes for very old devices are not generated.

### 1.7.1.1.9 Delete account

**Warning: CAUTION!!!**

Use this option only if you are absolutely sure that you do not want to use ginlo anymore. This function cannot be undone! If you confirm *Delete account*, you will lose your ginlo account and all content forever!

Tap *Delete account*. You will be prompted to enter your device password or your PIN for authorization. After that you have to enter your ginlo ID for security.



Tap *Delete account* again to confirm the process. This will take some time.

If you actually perform this action, we would be interested to know why!

Too bad you deleted your ginlo account :-(

Save all changes by tapping *done* in the upper right corner.

Without saving, you can return to the settings menu by tapping *cancel* and *arrow* in the upper left corner.

### 1.7.1.2 Device password

**Device password** is the password that secures your ginlo account on the various devices. Since ginlo can be used on several devices in the business area, it is necessary to assign a device password for each device.

Device password is used to encrypt all ginlo content on the respective device. Private key generated in the process is always located only on the device in question - no one but you has access to it!

In this menu you can change your current device password, define if it should be requested at every ginlo start and if your content should be deleted after a certain number of wrong entries for security reasons.

To enter the password menu, you will be asked for your current device password for security reasons.

If you have forgotten your password, read [here](#).

#### 1.7.1.2.1 Change device password

Tap *change password*.

First you can decide whether you want to use a complex password (recommended by us) or only a 4-digit PIN. To do so, press the *button* on the right.

##### 1.7.1.2.1.1 Change password

Assign a new password that you will use to log in to your ginlo account in the future and that will later be used to encrypt all contents of your account.

Your device password should consist of at least 8 upper and lower case letters, numbers and special characters. You can see how secure your chosen device password is by the colored dots: All green? That's perfect!

Tap *next* at the bottom of the screen and confirm your new password on the following page. If both entries match, tap *next* again and **password has been changed** will be displayed. Now tap **OK**, which will take you back to the menu.

**Warning:** If your two entries are not identical, you will see this error and the sentence **passwords do not match** will be displayed.

First tap on **OK** and then on the *arrow* in the upper left corner! This will take you to the first (!) input page and you can enter your new password again at your leisure. Then proceed as described above.

##### 1.7.1.2.1.2 Change PIN

Enter a new PIN which you will use to log in to your ginlo account in the future and which will later be used to encrypt all contents of your account.

Your device code consists of only four digits - think twice about your decision!

Tap *Next* at the bottom of the screen and confirm your new PIN on the following page. If both entries match, tap *next* again and **PIN has been changed** will be displayed. Now tap **OK**, which will take you back to the menu.

**Warning:** If your two entries are not identical, you will see this error and the sentence **PINs do not match** will appear.

First tap on **OK** and then on the *arrow* in the upper left corner! This will take you to the first (!) input page and you can assign your new code again at your leisure. Then proceed as described above.

### 1.7.1.2.2 Request password on app startup

If you want to re-enter your device password every time you start the app for security reasons, press the *button* on the right.

Now you can define within which time the password request should take place:

- immediately
- after 1 minute
- after 5 minutes
- after 10 minutes

Tap on the *desired entry*. Your selection will be confirmed by a **green tick** in the right margin. Exit this submenu by tapping on the *arrow* at the top left.

**Warning:** In case of password loss, recovery is not possible. ginlo Private users have to reset their account and create a new one - all data will be deleted! ginlo Business users can read more about this topic under [Recovery code](#).

### 1.7.1.2.3 Query Touch ID

This feature is in planning stage.

### 1.7.1.2.4 Delete data

To protect your ginlo account in case of misuse of your smartphone or in case of its loss, you can define after which number of failed attempts your ginlo data should be deleted.

To do this, move the *switch* to the right. Now you can set the number of attempts:

- 3 attempts
- 5 attempts
- 10 attempts

Tap on the *desired entry*. Your selection will be confirmed by a **green tick** in the right margin. Exit this submenu by tapping on the *arrow* at the top left.

#### 1.7.1.2.4.1 Recovery code (B)

If you are a ginlo Business user and have forgotten your password, you can have a **recovery Code** sent to your stored contact details. To do this, enter any password and tap on *Send recovery code*. Follow the further instructions. To do this, the *switch* on the right must be turned on.

If the switch is inactive, the security on your phone will be increased. In case of password loss, you would need to delete your ginlo Business App, reinstall it and register your phone as *second device*.

### 1.7.1.3 Privacy

Here you can make some settings to protect your privacy.

#### 1.7.1.3.1 Contacts

If you have contacts from your address book *blocked*, their number will be shown here. Tap on an *entry* to unblock this blocked contact.

#### 1.7.1.3.2 Chat

Under this item you set whether your counterpart should receive a *Read confirmation* or whether your *Online status* should be displayed. To do this, press the relevant *buttons*.

#### 1.7.1.3.3 Messages

##### Load messages in background

If new messages are signaled and ginlo is only running in the background on your phone, you can use this *switch* to instruct ginlo to fetch the messages from the server immediately.

##### Messages available on server (B)

As a hint you can see here how long your messages are available on our servers for synchronization. The number of days can be set by your administrator.

##### Show display name

Here you can decide whether the *name* you specified during login should be displayed or not.

#### 1.7.1.3.4 Error analysis

ginlo works very reliably. Nevertheless, it can happen that the app closes against expectations. This is annoying, but can have the most different reasons. In order to inform our developers about this event, so that they can track down and eliminate possible errors, a **crash report** is generated in such a case, which contains only technical data.

We therefore ask for your support and would be pleased if you would turn on this button. By doing so you contribute to the stability of ginlo - thank you!

---

**Hint:** The crash report does not contain personal data or any chat content!

---

### 1.7.1.4 Contacts

In this section you manage your ginlo contacts. You can also invite friends, search for users and synchronize your contacts with your address book. To do this, tap on the *three dots* at the top right. A selection menu will appear at the bottom of the screen. Tap *Cancel* to return to your contacts.

**Contacts** section consists of the following tabs for ginlo Business users:

Tab	Data type	Who is displayed here?
	Users with whom you have private chats	Users from your device address book, if you have given access to the app <b>Note</b> Access to your address book is only needed for matching with your contacts. We do not access this data in plain text at any time.
	Contacts from the same company	Users with e-mail addresses from your company
	Contacts from your team	Users invited by the same company as you <b>Note</b> This list corresponds to your company list. However, it can also contain external users invited by your administrator, e.g. customers or partners.

Per contact an avatar, the stored contact data and the account type (PRIVATE or BUSINESS) are displayed.

The contacts are sorted by last name. On the right side there is an alphabetical search bar.

(A comprehensive sorting option of the contacts is planned).

#### 1.7.1.4.1 Three Dots top right

Inviting contacts from your local address book, searching for ginlo users and synchronizing with your local contacts can be found by tapping on the *3 dots* at the top right.

A **selection menu** will open at the bottom.

##### 1.7.1.4.1.1 Invite contacts

A messenger is only really fun when all your friends, acquaintances and colleagues use it too. Therefore, invite all the people with whom you would like to communicate securely via ginlo today:

Tap *invite contacts* to invite other people to use ginlo. Choose an appropriate app from those displayed to send the invitation. If your contact accepts the invitation, you can immediately communicate with them via ginlo.

#### 1.7.1.4.1.2 Scan contact

The fastest and safest way to add a contact to ginlo is to scan them.

To do this, your counterpart must call up their ginlo profile and provide you with their QR code. Tap on *Scan* and hold the camera of your device over the QR code to be scanned. In a flash, all the data is copied and available to you in your contacts.

---

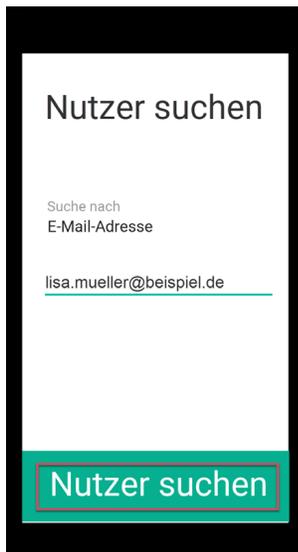
**Hint:** ginlo Business users can use this function only with the permission of the administrator.

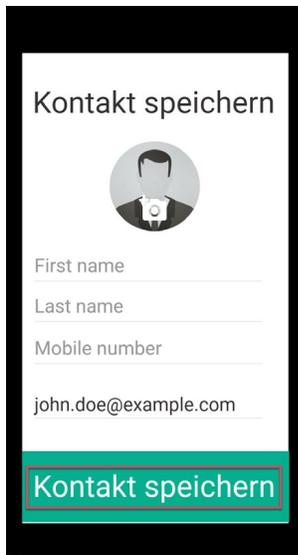
---

#### 1.7.1.4.1.3 Search users

Tap *search user* and then tap the *green arrow* on the right edge. You can search by mobile number, email address or ginlo ID. After selecting, enter the data you are looking for and tap *Search user* at the bottom of the screen.

In case of a hit, the contact will be displayed to you. Now you can optionally add personal data of your contact. Save the record by tapping *save contact* at the bottom of the screen.





The chat window will open and you can start your *Chat*.

Alternatively, type the *beginning letters of the contact you are looking for* in the search box with the magnifying glass. A short time later you will be shown a selection. Now select the contact you want to chat with.

#### 1.7.1.4.1.4 Synchronize address book

With this function you synchronize your local address book with your ginlo contacts. New contacts will be added automatically.

---

**Hint:** Check regularly if there are new contacts. To do this, tap on *synchronize address book*.

---

#### 1.7.1.4.1.5 Cancel

This closes the selection menu.

#### 1.7.1.4.2 Manage contacts

Tap on the *contact* you want to manage. The **profile** of the contact will open.

All ginlo users can edit the contact in this menu. You can also send a message instantly, *mute chat*, as well as block, delete or scan the contact. To do this, tap on one of the *green icons* in the center of the display.

ginlo Private users can additionally scan the QR code of their partner.

At the bottom you can edit the first and last name, correct the mobile number or add an email address.

At the bottom of the screen you will see the ginlo ID of your contact as well as his account type.

---

**Hint:** ginlo Business users may not be able to make changes, it depends on your administrator's settings.

---

#### 1.7.1.4.3 Write message

Tap *write message* to immediately go to the *Single chat*.

#### 1.7.1.4.4 Edit contacts

Similar to your *own profile*, you can edit your chat partner's profile. To do so, tap on *Edit* in the top right corner.

Now you can create your own avatar, *mute chat* and *block*, *delete* or *scan* the contact. To do this, tap on one of the *green icons* in the middle of the display.

Tap *save contact* at the bottom of the screen or *done* at the top right to save your changes. Tapping *cancel* at the top left will take you back.

##### 1.7.1.4.4.1 Mute

Sometimes you do not want to be disturbed by acoustic notifications and can therefore mute each chat individually.

To do this, tap on the *green bell icon* - a new page will open. Select from the list

- 15 minutes
- 1 hour
- 8 hours
- 24 hours
- permanent

The remaining time is displayed in the menu.

By tapping the now crossed out *green bell icon* you can *unmute* at the bottom of the screen.

##### 1.7.1.4.4.2 Block

There are good reasons to block one of your contacts temporarily or even permanently. During this time he can't communicate with you - but you can't write to him either! Tap *block*.

To unblock, tap *avatar* in the top right corner of the chat in question, then tap *unblock* at the bottom of the screen.

##### 1.7.1.4.4.3 Delete

Tap *delete* to delete the contact. A pop-up will ask you to confirm this operation. At this point you can also revise your decision - tap *cancel*.

#### 1.7.1.4.4 Scan contact

To do this, read further as *described above*.

---

**Hint:** ginlo Business users can use this function only with the permission of the administrator.

---

#### 1.7.1.4.5 Arrow at the top left

Clicking this *arrow* will take you back.

#### 1.7.1.4.6 Search function

Type the *empty field with the magnifying glass*. Enter *first letters* of contact you are looking for from your address book. A short time later you will be shown a selection. Now select the contact you want to chat with.

Alternatively, click the *arrow* in the upper left corner to return to the settings menu.

#### 1.7.1.5 ginlo files

You can ginlo *allow* to save copies of all files received and sent. You can access this under the **ginlo files** item.

In an overview, your media files (photos, videos, voice messages) and documents are displayed separately. By tapping on a *file* you can view photos or documents, videos and voice messages are played.

To delete files, first tap *Edit* on the top right. Then tap on the *file*. When you do this, a multi-selection is possible. This is marked by a **green tick**. Now, by tapping on the *trash can* in the bottom right, you can mark these files for deletion. If you choose *Delete*, the marked files will be deleted finally; with *Cancel* and *Done* in the upper right corner you return to the overview.

---

**Hint:** By pressing on a file for a longer time, you can edit it:

---

##### 1.7.1.5.1 Media

###### Photos

They are displayed and can be saved, forwarded or deleted.

###### Videos

They are played and can be saved, forwarded or deleted.

## Voice messages

They are played and can be deleted.

### 1.7.1.5.2 Documents

Documents are displayed and can be shared, copied, printed or saved. To do this, tap *edit actions* at the very bottom. Bring two fingers together diagonally across the screen to close the file.

When using the search function, you can search for the file name.

### 1.7.1.6 Devices

It shows all your linked devices that have ginlo installed and kept in sync. You can use a maximum of three and in ginlo Business 10 devices at the same time.

In detail, the device name, the ginlo software used on it and the date of last use are displayed. Your currently used device is marked with **This device**.

You can give each paired device an individual name. Simply overwrite the displayed name and confirm your change with *Save* at the bottom screen.

Remove devices that are no longer in use by tapping the relevant entry and then *delete device*. You will be prompted to enter the *device password* of your current device.

To add a new device, proceed as described in *Second device*.

### 1.7.1.7 Channels (P)

ginlo offers you the possibility to subscribe to defined channels (RSS feeds). You can browse through more than 10 categories, recommend subscribed channels, get informed about new news or unsubscribe from the channel.

For selection you can use the alphabetical listing, the search function or overview of the categories. To do so, tap on *categories* in the upper right corner. After selecting a category, the relevant channels are displayed alphabetically; a search function is also available.

Tap on a *channel* and select the content you are interested in from the content offered. By *subscribing* you get to the start page of the channel provider.

By tapping the *cogwheel* in the upper right corner, a submenu is displayed. Here you can view information about the provider, recommend the channel to others, activate or deactivate the notification function, or unsubscribe from the channel. The procedure is self-explanatory.

Subscribed channels are marked with a **green tick** and displayed in your chat overview.

You can subscribe to different channels on your *paired devices*.

---

**Hint:** Channel operator is solely responsible for all contents and presentation, especially the order of the displayed messages.

---

You can unsubscribe from the channel if you open it in the chat overview and tap on the *cogwheel* in the upper right corner. In the submenu that opens, you will find the entry *Cancel*.

### 1.7.1.8 Chats

In this section you can make settings related to your chats.

#### 1.7.1.8.1 Media and quality

##### Media quality

Here you can set the quality (resolution) of your sent pictures or videos. Tapping the area will take you to the settings. You have the option to select one of four quality levels:

- Low
- Medium
- High
- Extra High

Your selection is marked with a **green tick** and accepted by tapping the *arrow* at the top left.

---

**Hint:** Keep in mind that as the quality increases, so does the *size of your file!*

---

##### Automatic voice recording

If you set this switch to *On*, you can conveniently *Record and send voice messages*.

##### Back up media automatically

Press the *button* at the right edge of the screen to automatically save received media locally.

##### Use Photos app

You can send media directly from your locally installed photo apps. To do this, the *Switch* must be set to **On**.

#### 1.7.1.8.2 Background

##### Transparent background

In addition to the white background, you can also switch to **transparent background** mode. In this mode your phone camera is activated and you can see through your display. This setting is associated with a higher battery consumption. Try it out anyway!

## Chat wallpaper

With normal (white) background you can load a **chat background image**. You can choose from our templates or a photo from your albums:

Tap on the *selected image* and confirm by tapping on the *checkmark* in the upper right corner. Your photo will be transferred to the **backgrounds** gallery. You have the option to change the background again at this point, just *tap* on the image of your choice. With the *Back-Button* on the top left you save your selection and get back to the menu.

You can get a neutral (white) background by selecting the *image on the top left*.

### 1.7.1.8.3 Tones

In this area you can set whether you want to be informed acoustically about the receipt or sending of messages. The following options are available for this purpose:

- Play sound on *self-destruct*.
- Play sound when sending
- Play sound when receiving

Press the corresponding *button* on the right side of the screen.

### 1.7.1.8.4 Backup

Backup is a copy of your chats, files and contacts. This copy is stored encrypted outside the ginlo app.

If you switch to a new smartphone with the same operating system, then a backup is the only way to take your existing content with you and restore it on the new device.

---

#### Important:

- Backups can currently only be created in the mobile app.
  - They can only be imported on a smartphone with the same operating system, so only from iPhone to iPhone.
  - Depending on how old your last backup is, content may still be lost, but not as much as without a backup!
- 

Your backup will be encrypted and uploaded to **Apple iCloud**.

#### 1.7.1.8.4.1 Create Backup

1. Tap *create backup now*.
2. Assign a **backup password** and confirm it on the following screen.

---

**Note:** This password will encrypt your backup before it is uploaded to Apple iCloud. You will need this password later to import your backup to a new device.

---



3. Now your backup is created. It will be updated automatically in regular intervals. You can set the **interval** yourself:

- off
- daily
- weekly
- monthly

Default setting is once a week.

4. You can determine whether your media (photos, videos and files) should be backed up in addition to your chats when creating a backup. To do this, press the *button* in the right margin.

---

**Important:** The backup is only available when you see the text **(available in iCloud)** under **settings -> chats** in **backup** section.

---

### 1.7.1.8.4.2 Import backup

Since your backup is backed up directly to iCloud, you can also import it from there. To do this, you need to log in to iCloud.

If you want to use a new iPhone, follow these instructions:

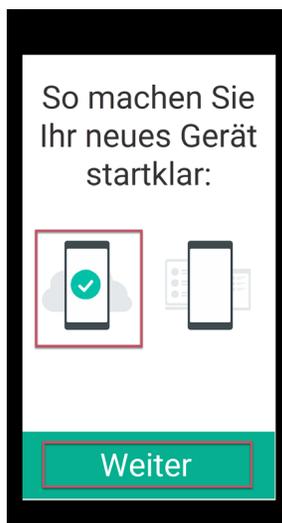
1. Install the ginlo app and proceed as described in *ginlo Private install and initial setup*.
2. In the app, tap on *let's go* and then **conditionally** select *I already have an account*.
3. Tap on *import backup* and confirm.
4. Assign a device password and click *next*, confirm your device password and press *next* again.

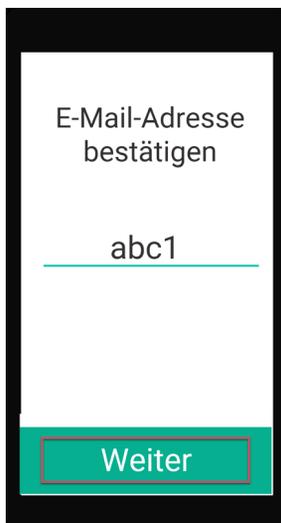
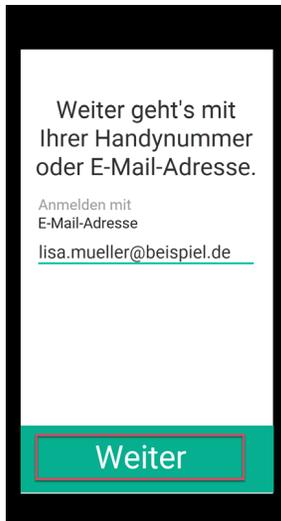
With this device password all your ginlo content will be encrypted. Remember this password well!

5. Now enter your registered *cell phone number* (without leading zero) or your *email address*. (This data will be used in plain text only for sending the confirmation code and will be encrypted afterwards and not be stored in our database reproducible for anyone).

Window will pop up **All correct like this?** - you can still make corrections or confirm the entry with *Looks good*.

6. Enter the *confirmation code* you got by SMS or email and press *next*.

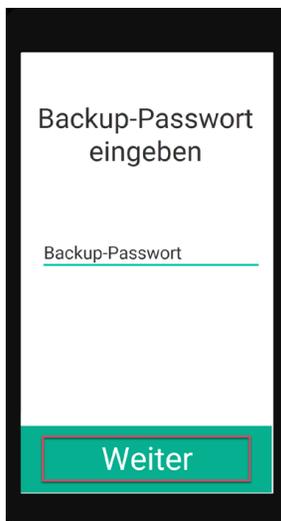
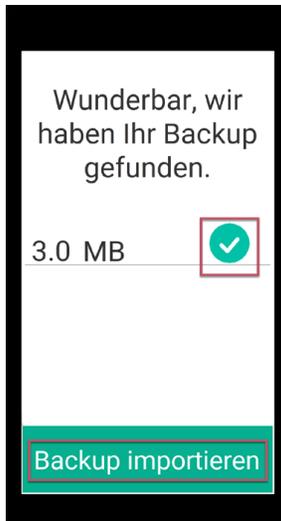




7. If everything has run without errors up to this point, you should now see the message **Wonderful, we found your backup.**

Select the backup and tap on *import backup*. Your selection will be confirmed with a colored check mark. To do this, you may need to allow ginlo to access your files.

8. Enter the *backup password* you gave when creating the backup.



Your contacts and chats will now be imported. Depending on how old your backup is, you can pick up chatting (almost) exactly where you left off on your old device.

---

**Note:** After importing a backup you should create a new backup!

---

### 1.7.1.9 Media auto download

To conserve Internet resources, you can specify here the conditions under which the download of your received files should take place. The setting is possible separately for photos, audio files, videos or other files (e.g. documents). Per file type you can choose between:

- WLAN & mobile data
- WLAN
- never

Your selection is marked with a **green tick** and applied by tapping the *arrow* at the top left. At this point you can reset your selected settings. To do so, tap *reset settings* at the bottom of the screen. By tapping the *arrow* at the top left again, you return to the menu.

### 1.7.1.10 Communications

In this section you can set the audible notification for incoming individual, group or channel messages.

You can also determine whether in-app messages should be displayed or the preview of incoming messages should be shown.

#### 1.7.1.10.1 Messages for chats

You can turn on or off the notification for individual chats in general. You can determine whether and which sound should be played.

To do so, press the *buttons* on the right edge of the screen.

#### 1.7.1.10.2 Notifications for groups

You can generally switch the notification for group messages on or off. You can determine whether and which sound should be played.

To do so, press the *switches* on the right side of the screen.

#### 1.7.1.10.3 Notifications for channels (P)

You can generally switch the notification for subscribed channels on or off. You can determine whether and which sound should be played.

To do so, press the *buttons* on the right side of the screen.

#### 1.7.1.10.4 Other

You can define whether in-app messages should be displayed or a preview of incoming messages should be shown. To do this, press the *buttons* on the right edge of the screen.

By tapping the *arrow* at the top left you return to the menu.

### 1.7.1.11 Help

In this section we give hints on support options, direct you to our privacy policy, terms of use (P) or GTC (B), give an overview of the licensed software we use and show our imprint.

#### 1.7.1.11.1 User manual

You can access this [ginlo manual](#) directly from the app in your web browser.

### 1.7.1.11.2 Get support

Customer satisfaction is very important to us. We welcome your inquiries, comments or constructive criticism.

In addition to this detailed manual, you can also receive individual support:

#### 1.7.1.11.2.1 Contact customer service

##### ginlo Private users

Use our [B2C Support Form](#), select *ginlo Private* and click on *Contact* at the bottom of the page or write to [support@ginlo.net](mailto:support@ginlo.net).

##### ginlo Business users

Use our [B2B Support Form](#), select *ginlo Business* and click on *Contact* at the bottom of the page or write to [b2b-support@ginlo.net](mailto:b2b-support@ginlo.net).

#### 1.7.1.11.2.2 Send log file

In certain cases you may be asked by our support to send a **log file**. In this log file our developers can find e.g. hints about inconsistencies of the ginlo app. By sending us your log file, you help to improve the ginlo app.

A log file contains technical data about the app, the device used and the actions performed.

---

**Hint:** Excluded is the transmission of personal data; this of course includes your communication content!

---

Your log file is sent by email via the account you use on your device.

To do this, simply tap on the link *send log file now* and select an app for sending. Optionally, you can leave a comment, e.g. an already assigned ticket number.

### 1.7.1.11.3 About ginlo

In the following some points about **security of your communication** are explained.

#### 1.7.1.11.3.1 Encryption in ginlo

ginlo encrypts all your messages on your devices, during transport and on the receiving devices. That is why we rightly talk about actual **full encryption**. The private keys for this are generated automatically by each user himself with the assignment of a *device password* per end device. Since these keys are only located on the device of the respective user, neither ginlo.net GmbH nor any third party has access to them.

Of course, we offer a number of other features to make your communication as secure as possible:

### 1.7.1.11.3.2 This is how secure your communication is

Depending on how you and your chat partners have exchanged your contacts, the avatars will be marked by a colored circle in the chat overview.

#### Green

All contacts are marked that are very safe - you have met in person and exchanged your QR codes or were invited by the administrator (B).

#### Yellow / Orange

All contacts are marked that have already been communicated with several times.

#### Red

All contacts are marked with which no communication has been made yet - ask or send a *invitation!*

### 1.7.1.11.3.3 Transmission status

So that you also know whether your message has been sent, has arrived on the target device and has been read, your messages are marked with **small gray** or **blue check marks**. This has the following meaning:

#### 1 gray tick

The message has been sent and has arrived on the ginlo servers.

#### 2 gray ticks

The message has been transferred to the recipient and has arrived there.

#### 2 blue ticks

The message has been read by all (!) recipients.

---

**Hint:** Exact information about the status of each sent message can be obtained by tapping a little longer on the sent message. Under **Info** the information is displayed exactly.

---

#### 1.7.1.11.4 Privacy policy

Compliance with data protection is an absolute priority at ginlo.net GmbH. We therefore collect a minimum of personal data and attach great importance to secure communication in order to protect your privacy.

You can read about how we handle your data in detail and what security precautions we take in the process, as well as what rights you have in the processing of your data, in our [Data Protection Notice](#). If you have any questions, please feel free to contact us by e-mail at [Datenschutz@ginlo.net](mailto:Datenschutz@ginlo.net).

#### 1.7.1.11.5 Terms of use (P)

In our [Terms of Use](#) you will find important information about the terms of contract, rights and obligations, warranty, liability and duration of the contract in connection with the use of the ginlo Private App. If you have any questions, please feel free to contact us by email at [contact@ginlo.net](mailto:contact@ginlo.net).

#### 1.7.1.11.6 General Terms and Conditions (B)

In our [General Terms and Conditions \(GT&C\)](#) you will find important information on the terms and conditions, rights and obligations, warranty, liability and term of the contract in connection with the use of the ginlo Business app. If you have any questions, please feel free to contact us by e-mail at [contact@ginlo.net](mailto:contact@ginlo.net).

#### 1.7.1.11.7 Licenses

ginlo also uses copyrighted software, fonts, characters, etc. to provide the service and lists them under **Licenses**.

#### 1.7.1.11.8 Imprint

In the [Imprint](#) you will find all necessary information about the operator of the [ginlo website](#).

#### 1.7.1.12 Release Notes

ginlo version you are using is displayed at the bottom of the screen. This information is important if you want to contact our support department.

---

**Hint:** Make sure that you always use a current ginlo version.

The reason for this is on the one hand the security aspect and on the other hand the fact that you can only use the latest ginlo features with up-to-date software.

---

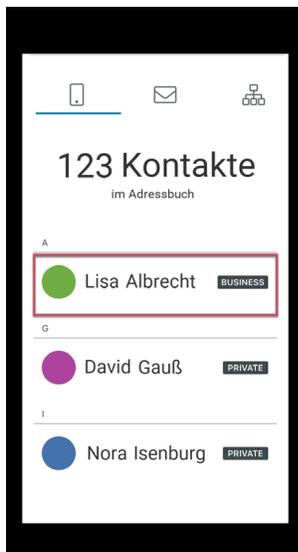
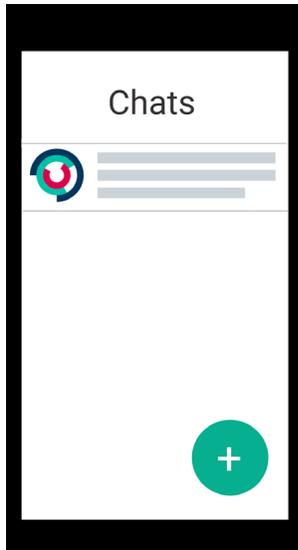
Tapping the *arrow* at the top left will return you to the chat overview.

## 1.7.2 Menu „+“

You can find this menu item in your **chat overview** in the upper right corner. A submenu will open where you can organize your chats:

### 1.7.2.1 New chat

Tap *New Chat*, your **ginlo contacts** will open. Use the **search function** or choose a contact directly. For more explanations of the input options, see *In Chat*.



Now you can compose your *message*.

### 1.7.2.2 New distributor

This feature gives you the ability to **once** send a specific message to several chat participants who are not in a *group*.

Tap on *new distribution list* - your **ginlo contacts** will open. Now tap on the *contacts* you want to send a message to. Your selection will cause a **green checkmark** to appear in the contact's avatar. Tapping a *contact* again will cancel this selection. Confirm your selection by tapping the *hook* in the upper right corner.

You can delete contacts or add more by tapping the *person* in the top right corner. This will take you back to your contacts. Confirm your change by tapping the *hook* on the top right again.

Now you can compose your *message*. After that, checkmark will be removed from your contacts.

### 1.7.2.3 group

If you want to communicate in a group, you must first create a group. To do this, first tap the **+** at the bottom right in the chat overview and then on *new group* - **overview page** for managing groups will open.

1. optionally choose an *avatar*.
2. assign a *group name*.
3. Tap on the *symbolized pen* - a pop-up will open. Select *manage participants*. Now you will get to your ginlo contacts. Tap on the *contacts* you want to add to the group. Your selection will cause a **green checkmark** to appear in the contact's avatar. Tapping a *contact* again will cancel this selection. Confirm your selection by tapping the *hook* in the upper right corner.

You can **remove** group members by tapping on the *pencil*, *manage participants* and then on the *contact* to be removed. To confirm, the green checkmark in the avatar will disappear. Confirm your change by tapping the *hook* in the top right corner again.

4. Optionally, you can specify additional administrators. To do this, tap *manage administrators*. The list of your group members is displayed. Now tap on the *contacts* you want to set as administrators. Your selection will cause a **green checkmark** to appear in the contact's avatar. Confirm your selection by tapping the *hook* in the upper right corner.

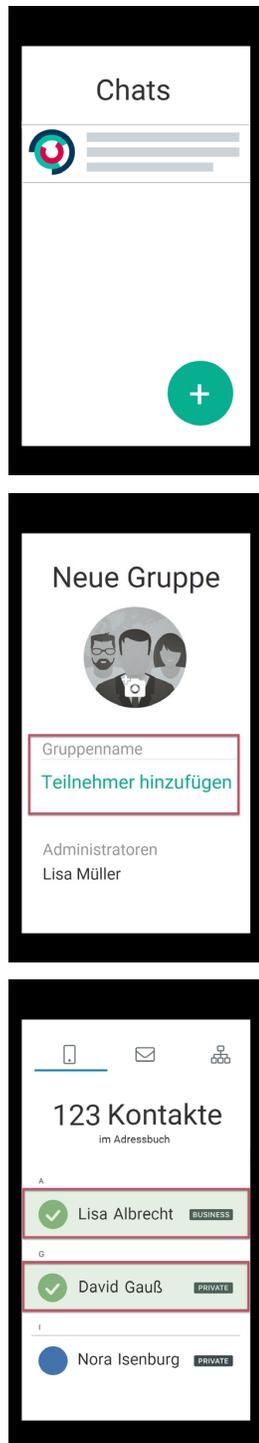
You can **remove administrators** by tapping on *manage administrators* again. To confirm, the green checkmark in the avatar will disappear. Confirm your change by tapping the *hook* in the upper right again.

---

**Hint:** Administrators you designate can invite or delete other group members, but they cannot edit administrators.

---

5. Finally tap *done* in the upper right corner.



Now you can compose your *message*. All participants will receive invitations and can join your group.

If you want to leave a group as a member, select the respective group chat in the *Chat overview*, tap on the *group symbol* in the upper right corner and then on the *three dots* (edit group). Another menu will open, at the bottom of the screen you will find the **Exit Group** button. In another pop-up you will be asked for confirmation or you can cancel the process.

If a group is no longer needed, select as administrator in the *Chat overview* the relevant group chat, tap on the *group icon* on the top right and then on the *three dots* (edit group). Another menu will open, at the bottom of the screen you

will find the **Delete Group** button. In another pop-up you will be asked for confirmation or you can cancel the process.

#### 1.7.2.4 Announcement group (B)

In contrast to the group described above, here you have the possibility to send information to your group members without them being able to reply to it. You can give administrator rights to certain group members so that they can also write and add or remove other members.

---

**Hint:** The creation of such groups is only available to ginlo Business users. However, ginlo Private users can also be invited and even appointed as administrators.

---

To create an announcement group, tap the + in the upper right corner of chat overview and then tap *announcement group* - **overview page** for managing groups will open.

1. Optionally choose an *avatar*.
2. Assign a *group name*.
3. Tap on the *symbolized pen* - a pop-up will open. Select *manage participants*. Now you will get to your ginlo contacts. Tap on the *contacts* you want to add to the group. Your selection will cause a **green checkmark** to appear in the contact's avatar. Tapping a *contact* again will cancel this selection. Confirm your selection by tapping the *hook* in the upper right corner.

You can **remove** group members by tapping on the *pencil*, *manage participants* and then on *contact* to be removed. To confirm, green checkmark in the avatar will disappear. Confirm your change by tapping the *hook* in the top right corner again.

4. Optionally, you can specify additional administrators. To do this, tap *manage administrators*. The list of your group members is displayed. Now tap on the *contacts* you want to set as administrators. Your selection will cause a **green checkmark** to appear in the contact's avatar. Confirm your selection by tapping the *hook* in the upper right corner.

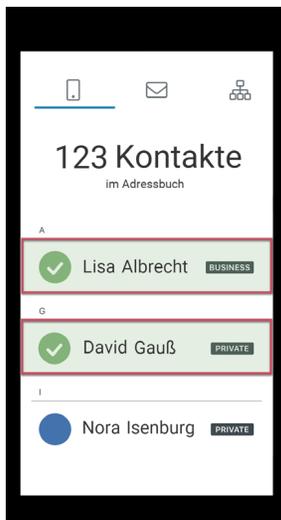
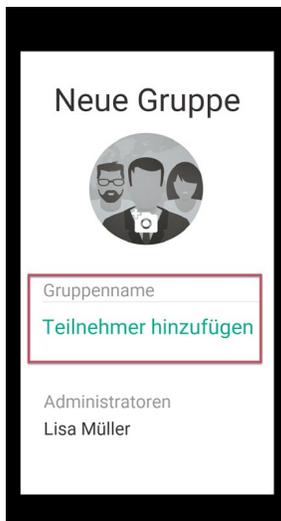
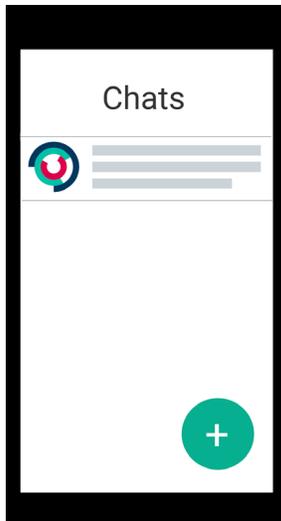
You can **remove administrators** by tapping on *manage administrators* again. To confirm, the green checkmark in the avatar will disappear. Confirm your change by tapping the *hook* in the upper right again.

---

**Hint:** Administrators you designate can invite or delete other group members. You can even add or delete administrators.

---

5. Finally, tap *done* on the top right.



Now you can compose your *message*. All participants will receive invitations and can join your announcement group. If you want to leave a group as a member, select the respective group chat in the *Chat overview*, tap on the *group icon*

on the top right and then on the *three dots* (edit group). Another menu will open, at the bottom of the screen you will find the **Exit Group** button. In another pop-up you will be asked for confirmation or you can cancel the process.

If a group is no longer needed, select as administrator in the *Chat Overview* the group chat in question, tap on the *group icon* on the top right and then on the *three dots* (edit group). Another menu will open, at the bottom of the screen you will find the **Delete Group** button. In another pop-up you will be asked for confirmation or you can cancel the process.

### 1.7.2.5 Invite contacts (P)

Also from this place you can *invite* your friends and acquaintances to ginlo.

## 1.7.3 Menu “In chat”

When you are in a chat, you will see a bar at the bottom and top of the screen with additional controls. Let’s take a look at these now:

### 1.7.3.1 Bar at the bottom

Within a chat the bottom bar has a central meaning. In the middle of this bar is the **input field for your messages**, to the left of it another submenu **paperclip** for attachments and to the right a **microphone** for voice recordings.

#### 1.7.3.1.1 Input field

This is the most important part of a messenger - here you use your keyboard to enter the message texts you want to send. You can use all letters, numbers, characters and also the emojis of your keyboard.

While you are typing, a symbolized **alarm** appears on the right above the green arrow. When you tap on it, you will be shown the following optional options for sending your message:

#### Mark message as important

You can mark special messages as **important** by tapping on the *upper symbol with the exclamation mark*. In this case, a **red field with an exclamation mark** appears above the message for the recipient.

#### Message self-destruction

You can set messages to be irretrievably deleted from the recipient after being read by the recipient or after a specified time has elapsed.

Tap on the *fuse*:

Under **countdown** you set after how many seconds (maximum 60) after reading the message will be deleted. A new message with the **symbolized detonator** as well as **text and duration** appears at the recipient. The recipient must **tap and hold** the message to read it. The remaining time is counted down and displayed accordingly. After the set time value has elapsed, the message disappears at the recipient’s - but it remains with you.

Under **time** you determine when the message should arrive at the recipient. Set the date and the exact time. Until then your message will be stored encrypted on our servers.

## Send message delayed

The **time-delayed sending** of messages is especially practical. You always wanted to be the first birthday greeter? Tap on the *stopwatch* and enter *date and time* of the desired date. Technically, the message will already be transmitted to the server, but will only be delivered to the user(s) when the respective time has been reached.

---

**Hint:** You can combine all three options - try it out!

---

## Close menu

Tap the *cross* on the far right to close this display.

---

**Hint:** The actual sending of your message is always done by tapping the *green arrow* on the right margin.

---

### 1.7.3.1.2 Paperclip

The paper clip icon stands for **attachments**. When you tap *on* it, a pop-up will open. Select one of the following options (from top to bottom):

#### 1.7.3.1.2.1 Camera

Tap *camera* - your smartphone's camera will open, if you have allowed ginlo to access it. You can choose between photo and video.

#### Photo

Create a photo. Tap *use photo* to prepare it for sending or *new* to take a perhaps better photo.

You can add more photos, tap the *green +* above the input line.

Optionally, you can enter a text and then *send the message*.

#### Video

Create a video. Tap *use video* to prepare it for sending or *new* to make a perhaps better video.

You can add more videos, tap the *green +* above the input line.

Optionally, you can enter a text and then *send the message*.

---

**Note:** Note the size limit of currently 100 MiB !

For technical reasons, very large files take a little longer to send and require a stable, high-performance Internet connection and a device that is as modern as possible. They are sent "in the background". ginlo can still be used as usual.

---

### 1.7.3.1.2.2 Album

Tap *album* - your smartphone's photo gallery will open, if you have allowed ginlo to access it.

Select a *photo* by tapping on it to prepare it for sending. Multiple selection is possible.

You can add more photos by tapping the **green +** above the input line.

Optionally, you can enter a text and then *send the message*.

Note the *size limit*.

### 1.7.3.1.2.3 Send location

---

**Hint:** To use this feature, location services must be enabled on your mobile device in the settings under **Privacy**. Of course, there must be a SIM card in your device.

---

You want to meet with friends and have not set an exact meeting place - no problem:

Tap on *send location* - **Maps** opens and zooms to your location. Tap *send your own location* at the bottom of the screen.

<p><b>Warning:</b> A map with your location will be sent as soon as you tap it!</p>
---

### 1.7.3.1.2.4 Contact

Tap on *contacts* - a pop-up will open. You have the choice between **ginlo contacts** and **address book contacts**. Tap on the *corresponding field* and search for the desired contact.

<p><b>Warning:</b> The record of the selected contact will be sent as soon as you have tapped on it!</p>
--

A contact sent in this way can be saved locally by the recipient.

### 1.7.3.1.2.5 File

Tap *file* - the local file folder of your smartphone will open.

Select the *desired file* by tapping on it to prepare it for sending.

You will be asked if you want to send the file later or immediately. If you tap *send*, the file will be sent immediately!

Note the *size limit*.

### 1.7.3.1.2.6 ginlo files

Tap *ginlo files* - the *folder with your ginlo files* will open.

Select one or more *files* by tapping on them to prepare them for sending.

You can add more files, tap the **green +** above the input line.

Optionally, you can enter a text and then *send the message*.

### 1.7.3.1.3 Microphone

If you want to send a voice file, while you are speaking, hold down the *microphone button* at the right end of the input line!

You will see a clock running along on the left and symbolically the recording level. When you release the key, the recording is ended.

Alternatively, you can first type into the input line and then speak directly into your cell phone as you would when making a phone call. But for this, the automatic *voice recording* must be activated.

- Tap the *play button* on the left to listen to the recording.
- Tap the *trash can* to delete the recording.
- Tap the *green arrow* to send the voice file.

### 1.7.3.2 Top bar

In the chat, the **display name** or the **group name** is displayed in the top bar. To the right you see a **phone handset** to start an audio or video call, in **individual chat** to the right you see the **avatar** and in **group chat** you see **three dots** for further chat settings as well as the **back arrow** to the chat overview on the far left.

#### 1.7.3.2.1 Manage single chat

---

**Hint:** For ginlo Business users, editing may be restricted. This depends on the cockpit settings of your administrator.

---

In the single chat you can see the **status** of your counterpart under the display name; in case of his inactivity, the time of the last usage is displayed when you call the chat for the first time.

After tapping the *avatar* you will get to the **profile** of the respective participant. Read more about this in *Manage contacts*.

You can mute, block or scan the contact using the **green icons** under the status, export or clear the chat or edit the contact using *Edit* in the top right corner.

---

**Hint:** The scan function is only available to ginlo Private users.

---

#### 1.7.3.2.1.1 Bell icon

This will take you to the menu for muting the chat.

Continue reading in the **Contacts** section under the relevant *sub-item*.

#### 1.7.3.2.1.2 Person icon

Here you can temporarily block or unblock a contact and scan the contact details.

#### 1.7.3.2.1.3 Block

This takes you to the menu for blocking a contact.

Continue reading in the **Contacts** section under the relevant *subitem*.

#### 1.7.3.2.1.4 Scan contact

The menu for scanning a contact appears.

Read more about this in the **Contacts** section under the relevant *subitem*.

#### 1.7.3.2.1.5 Chat editing (3 dots)

In this menu you can export or clear the chat.

#### 1.7.3.2.1.6 Export chat

You can save the content of a chat by exporting it to a text file, for example.

To do this, tap *export chat* and select a suitable app.

---

**Hint:** ginlo Business users can use this feature only with the permission of the administrator.

---

#### 1.7.3.2.1.7 Empty chat

To permanently delete the chat content, tap on *empty chat\**. A pop-up will ask you to confirm this action. At this point you can also revise your decision - tap *cancel*.

### 1.7.3.2.2 Manage group

Analogous to the individual chat, some settings can also be made in the group chat.

Depending on whether you are a group administrator or a group member, you have the following options:

#### 1.7.3.2.2.1 Group Administrator

Tap on *3 dots* in the upper right corner - you will be taken to **manage group** page.

As a group administrator you can

- view avatar and topic (group name) and *change* it;
- view, *add and remove* participants;
- *manage* group administrators (restricted for deputies);
- *mute* chat;
- *export* chat;
- *empty* chat;
- *delete* group;

#### 1.7.3.2.2.2 Group member

Tap on *3 dots* in the upper right corner - you will be taken to **group info** page.

As a group member you can

- view members and admin(s);
- *mute* chat;
- *export* chat;
- *empty* chat;
- *leave* group;

#### 1.7.3.2.3 Start call

Tap on the *phone handset* and then select *start voice call* or *start video call*.

You can find a detailed description of this feature in the **Audio Video Call** section under *make a call*.

#### 1.7.3.2.4 Left arrow

Tap the *arrow* in the upper left corner to return to the chat.

### 1.7.3.3 Edit messages

**Hint:** Note for ginlo Business users

Depending on your administrator's settings, the following editing options may only be available to a limited extent or not at all!

By *short* or *slightly longer* tapping on a message, it can be displayed (opened), replied to, forwarded, copied (shared), saved, assigned to a contact, printed, added to an album or deleted. Information about the status of **sent messages** is also displayed.

**AVC messages** are indicated by a telephone handset and are described in the **Audio Video Call** section under the item *Accept Call*.

#### 1.7.3.3.1 Short tap

With a *short tap* on a message, it can be opened, forwarded, shared, copied, saved, assigned to a contact, printed, added to a shared album or saved to a file - depending on the message type.

Options	Image	File	Loca- tion	Sticker	Text	Video
Open <sup>1</sup>	X	X	X	X		X
Forward						X
Share		X		X		X
Copy		X		X		X
Save	X			X		X
Assign to a contact				X		
Print		X		X		
Add to an album				X		X
Save to file		X		X		X

Tapping the *Back arrow* at the bottom left of the screen opens a submenu (Forward / More / Cancel). If you tap on *More*, additional editing options will become visible according to the table above. The further procedure is self-explanatory.

**Hint:** After viewing a photo, it can be saved. To do so, tap *Save* in the upper right corner.

After viewing a photo, *swipe right or left* to scroll to the other photos from that chat once they have been loaded from our server. After tapping a photo, it can be saved as described above.

By tapping *Finished* you get back to the chat.

<sup>1</sup> File is opened in full screen mode.

### 1.7.3.3.2 Longer tap

By *longer tapping* on a message, it opens a pop-up with the following options (from left):

Reply - Forward - Copy - Delete - Info.

Options	Image	File	Location	Sticker	Text	Video
Reply	X	X	X	X	X	X
Forward	X	X		X	X	X
Copy	X				X	X
Delete	X	X	X	X	X	X
Info <sup>2</sup>	X	X	X	X	X	X

Select an option. The rest of the procedure is self-explanatory.

## 1.8 User manual for ginlo Desktop

**Note:** ginlo Desktop is available for ginlo Business users running Windows, Mac OS and Debian Linux in our [download area](#) in the **GINLO BUSINESS** area.

Download the appropriate file for your operating system to your PC or laptop and follow the installation instructions.

If you do not have a ginlo Business account yet and want to use the ginlo Desktop as your first device, first read the section *ginlo Desktop setup*.

If you already have a ginlo Business account and want to set up the ginlo Desktop as an additional device, follow the instructions for *Second Devices*.

This chapter explains each of the menu items and the features found within them.

On ginlo Desktop you will find four main menus that will take you to other submenus:

- *Sidebar menu* is located on the left and has a dark blue color.
- *Menu “Chat overview”* is located in the middle.
- *Menu “In chat”* can be seen on the right.
- *Menu bar* is located above the sidebar at the top of the window.

### 1.8.1 Sidebar menu

You can show and hide the **Sidebar left** menu. To do this, click on the *arrow* at the very top left. Below you will find the following submenus:

- *Profil*
- *Chats*
- *Contacts*
- *Files*

<sup>2</sup> Status information is displayed only for **sent** messages.

- *Settings*

At the bottom of the left sidebar you can check the connection to the ginlo server.

### 1.8.1.1 Profil

Clicking on the *avatar* will take you to your **profile**. In your profile you can add an avatar, change your display name and status, view business details, view your ginlo ID, use a QR code or delete your account.

To edit your profile, click *the arrow* in the upper right corner and then click *edit*.

All changes will only take effect when you click *Apply changes* at the bottom of the screen.

Whether and which changes are possible depends on the settings selected by your administrator.

Without saving, you leave this submenu by clicking on the *cross* at the top left.

#### 1.8.1.1.1 Avatar

With an **Avatar** you show your counterpart who you are. You have the option of selecting an image from your files or taking a current photo - this requires a camera on your PC or laptop that ginlo is allowed to access.

In edit mode, click on the *Avatar* or *Browse* and select an image file stored locally on your device.

Alternatively, click *Take photo* and follow the further instructions. By clicking *Cancel* you will exit this menu.

Clicking *Delete* will delete the current avatar.

#### 1.8.1.1.2 Display name

You can change the display name selected during the initial setup. To do so, click on the *name* and edit it.

#### 1.8.1.1.3 Status

As status you can enter your own text and use an emoji.

#### 1.8.1.1.4 First name, last name, department, cell phone number, e-mail address

This data can only be changed by your **administrator**.

#### 1.8.1.1.5 ginlo ID and account type

Your **ginlo ID** was generated automatically during your registration and consists of 8 characters (letters and numbers). It is a unique identifier and cannot be changed. The ginlo ID can be used as *search function* in your *contacts*. Give your ginlo ID to friends and acquaintances so that you can communicate with them via ginlo. This way, contacting or searching is possible even without giving out a mobile number or email address.

In addition, it is indicated at this point that it is a business account.

#### 1.8.1.1.6 QR code

As an alternative to the above contacting methods, you can have your counterpart scan the displayed QR code - the safest and most convenient way to confirm your identity.

If you are not in edit mode, you also have the option of sending your QR code to invite other contacts, e.g. by e-mail. To do so, click the *Copy as invitation* button at the bottom of the page.

#### 1.8.1.1.7 Delete account

A red button can be found at the bottom of this menu.

**Warning:** CAUTION!

Use this option only if you are absolutely sure that you do not want to use ginlo anymore. This function cannot be undone! If you confirm *delete account*, you will lose your ginlo account and all content forever!

Even a synchronized *second device* will not help in this case - it will delete the data on all connected devices!

#### 1.8.1.2 Chats

Here you always get to the menu *Chat overview*.

#### 1.8.1.3 Contacts

In this section you manage your ginlo contacts. You can also start a new single or group chat and search for users.

Click the *Contacts* icon in the navigation bar on the left.

The **contacts** section consists of the following tabs:

Tabs	Data type	Who is displayed here?
	Favorites	Contacts that you have manually marked as favorites
	Contacts from the same company	Users with email addresses from your company
	Contacts from your team	Users invited by your company <b>Note</b> This list corresponds to your company list. However, it can also contain external users invited by your administrator, e.g. customers or partners.
	Users with whom you have private chats	Users from your device address book, if you have given the app access. <b>Note</b> Access to your address book is only needed for matching with your contacts. We do not access this data in plain text at any time.

An avatar, the name and the account type (PRIVATE or BUSINESS) are displayed per contact.

(A comprehensive sorting option of the contacts is planned).

The avatars of your chat partners are color-coded. You can read their meaning [here](#).

### 1.8.1.3.1 Manage contacts

Click on the *contact* you want to manage. Profile of the contact will open. To edit it, click on the small *arrow* in the upper right corner.

A submenu will open. There you can mark the contact as a favorite, share it with others, edit it or even block it.

#### 1.8.1.3.1.1 Add to favorites

---

**Hint:** This function is only available on ginlo Desktop!

---

In order to find certain users faster, they can be marked as **favorites**.

To do this, move the mouse over the desired contact in one of the three tabs and click on the *green star*. By clicking on the *green star* again, you remove the contact from the one favorites list.

Alternatively, click on the desired *contact* and then click *add to favorites* in the submenu that opens. Conversely, to delete the contact from the list, click on *remove from favorites*.

#### 1.8.1.3.1.2 Share

If you want to share a contact with others, click *Share* in the submenu. Your chat overview will be displayed.

Clicking on a contact will immediately generate a message to them that includes the avatar and name.

The recipient can save the contact or start a chat immediately.

#### 1.8.1.3.1.3 Edit

Similar to your *own profile* you can edit the profile of your chat partner. Click on *edit* in the submenu.

In another menu the profile of your chat partner will be displayed. You can, for example, edit, create or delete the avatar. In addition, you can also *mute* the contact at this point.

---

**Hint:** It is possible that not all editing options will be displayed to you. This depends on the cockpit settings of your administrator.

---

Click on *save contact* at the bottom of the screen to save your changes. Clicking the *cross* at the top left will take you back.

#### 1.8.1.3.1.4 Block

There are good reasons to block one of your contacts temporarily or even permanently. During this time he can't communicate with you - but you can't write to him either! Click *block* in the submenu.

To unblock, click on the *crossed out circle* under the avatar.

#### 1.8.1.3.1.5 Mute

Sometimes you don't want to be disturbed by acoustic notifications and therefore you can mute each chat individually.

To do this, click *mute* at the bottom of the profile - a window will appear. Select from the list

- 15 minutes
- 1 hour
- 8 hours
- 24 hours
- permanent

and confirm your selection by clicking *save* at the bottom of the screen. The remaining time is displayed in the menu.

You can end the interruption by clicking *mute* and *unmute* again.

### 1.8.1.3.2 Search function

You can find an existing contact or chat by clicking in the *empty field* next to the magnifying glass at the top. Enter the *first letters* of the contact you are looking for from your address book. A short time later you will be shown a selection. Now select the contact you want to chat with. To do so, click on the *message icon* below the avatar.

Alternatively, click on the *green plus* in the upper right corner to *Search user* and search specifically for a cell phone number, email address or ginlo ID.

In case of a hit, the contact will be displayed to you. Now you can optionally add personal data of your contact. Save the record by clicking *save contact* at the bottom of the screen.

Done! Your new contact is now saved in the contacts of your address book.

Click on the green *write message* button at the bottom. The chat window will open and you can start your *Chat*.

To return directly to the address book overview, remove the search letters you entered.

Alternatively, after pressing the *green plus* in the upper right corner, you can also create a new *Start chat*, a new *Group* or a *Announce group*.

#### 1.8.1.4 Files

In an overview your media files (photos, videos, voice messages) and documents are displayed separately. By clicking on a *file* you can view photos or documents, videos and voice messages will be played.

To delete files, first click the *arrow* in the upper right corner and then click *Edit*. Selected files are marked by a **cross in red box**. Now you can click the *delete* button at the bottom of the screen to delete these files immediately; *Cancel* will undo your selection.

##### 1.8.1.4.1 Media

###### Photos

They are displayed and can be forwarded, saved locally or deleted. To do this, use the *symbols* at the top right.

###### Videos

They are played and can be forwarded, saved or deleted. Use the *symbols* in the upper right corner.

###### Voice messages

They are played and can be deleted.

##### 1.8.1.4.2 Documents

Documents are displayed and can be forwarded, saved locally or deleted. To do this, use the *symbols* at the top right.

#### 1.8.1.5 Settings (cog)

Clicking the *cog* will take you to the global **settings**. Here you can also access your profile, edit your devices, change your device password, view your blocked contacts, make notification settings, and read up on legal and privacy related things.

##### 1.8.1.5.1 Profile

Here you can also access and edit your own profile, as we have already described in the *Profile* section.

##### 1.8.1.5.2 Devices

All your linked devices on which ginlo Business is installed and kept in sync are displayed. In the upper right corner, you can see the number of devices that have been shared for this purpose. You can pair a maximum of 10 devices.

In detail, the device name, the ginlo software used on it and the date of last use are displayed. Your currently used device is marked with **Active**.

Remove devices that are no longer in use by clicking on the *relevant entry* and then clicking on *delete device*. You will be prompted to enter the *device password* of your current device.

To mount a new device, proceed as described in *Second device*.

### 1.8.1.5.3 Change device password

**Device password** is the password that secures your ginlo account on the various devices. Since ginlo can be used on several devices in the business area, a device password must be assigned for each integrated device.

Device password is used to encrypt all ginlo content on the respective device. The private key generated in the process is always located only on the device in question - no one but you has access to it!

In this menu you can change your current device password.

To enter the password menu, you will be asked for your current device password for security reasons.

Assign a new password that you will use to log in to your ginlo account on this device in the future and that will later be used to encrypt all contents of your account.

Your device password should consist of at least 8 upper and lower case letters, numbers and special characters. You can see how secure your chosen device password is by the colored dots: All green? That's perfect!

Repeat your input. Click *back* to cancel this process or *save*. Your new password will be applied immediately.

### 1.8.1.5.4 Blocked contacts

If you have blocked contacts from your address book, you can unblock them here. Click on *blocked contacts* and then on the *garbage can icon* to unblock them.

---

**Hint:** Re-blocking is possible in the chat in question after clicking on the *avatar* or directly in the *Contacts*.

---

### 1.8.1.5.5 Messages available on server

As a hint, here you can see how long your messages are available on our servers for synchronization. The number of days can be set by your administrator.

### 1.8.1.5.6 Read receipt

Under this item you set whether your counterpart should receive a *Read confirmation*. To do this, press the *switch*.

### 1.8.1.5.7 Online status

Under this item you can set whether your online status should be displayed. To do this, press the *button*.

### 1.8.1.5.8 Password forgotten

With this switch you determine whether you can receive a recovery code in case of loss of your device password. For this purpose the switch must be set to **Off**!

<p><b>Warning:</b> When this switch is on, it increases the security for your account - but in case of password loss, you will have to delete this application completely, reinstall it and mount it as <i>second device</i>. This assumes that you already have ginlo installed on another device and have access to it. For <i>Android</i> and also <i>iOS</i> users there is a description for this.</p>
---

### 1.8.1.5.9 Notifications

Under this item you can specify whether you want notifications to be displayed on the desktop, whether you want to be informed acoustically or visually about the arrival of new messages. To do this, click the relevant *buttons*.

### 1.8.1.5.10 Legal & Privacy

In this section we provide information about security-related topics, direct you to our privacy policy, general terms and conditions, give an overview of the licensed software we use, show our imprint and provide contact information for ginlo support.

#### 1.8.1.5.10.1 About ginlo Business

In the following some points about **security of your communication** are explained.

#### 1.8.1.5.10.2 Encryption in ginlo

ginlo encrypts all your messages on your devices, during transport and on the receiving devices. That's why we rightly talk about actual **full encryption**. The private keys for this are generated automatically by each user himself with the assignment of a *device password* per end device. Since these keys are only located on the device of the respective user, neither ginlo.net GmbH nor any third party has access to them.

Of course, we offer a number of other features to make your communication as secure as possible:

#### 1.8.1.5.10.3 This is how secure your communication is

Depending on how you and your chat partners have exchanged your contacts, your chats in the overview and your address book entries are marked with a color code on the left side of the screen.

You can additionally recognize this status by the colored rings around the avatars:

#### Green

All contacts are marked that are very safe - you have met in person and exchanged your QR codes or were invited by the administrator (B).

#### Yellow

All contacts are marked that have already been communicated with several times.

## Red

All contacts are marked, with which no communication took place yet - ask or send a *message!*

### 1.8.1.5.10.4 Transmission status

So that you also know whether your message has been sent, has arrived at the target device and has been read, your messages are marked with **small gray** or **blue ticks**. This has the following meaning:

#### 1 gray tick

The message has been sent and has arrived on the ginlo servers.

#### 2 gray ticks

The message has been transferred to the recipient and has arrived there.

#### 2 blue ticks

The message has been read by all (!) recipients.

### 1.8.1.5.10.5 Privacy

Compliance with data protection is an absolute priority at ginlo.net GmbH. We therefore collect a minimum of personal data and attach great importance to secure communication in order to protect your privacy.

How we handle your data in detail and what security precautions we take in the process, as well as what rights you have in the processing of your data, can be found in our [Data Protection Notice](#). If you have any questions, please feel free to contact us by e-mail at [Datenschutz@ginlo.net](mailto:Datenschutz@ginlo.net).

### 1.8.1.5.10.6 Terms and Conditions

In our [General Terms and Conditions \(GT&C\)](#) you will find important information on the terms and conditions, rights and obligations, warranty, liability and term of the contract in connection with the use of the ginlo Business app. If you have any questions, please feel free to contact us by e-mail at [contact@ginlo.net](mailto:contact@ginlo.net).

### 1.8.1.5.10.7 FAQ

Customer satisfaction is very important to us. We welcome your inquiries, comments or constructive criticism.

You can access our detailed [ginlo manual](#) directly from the app in your web browser.

In addition to this help, you can also receive individual support:

Use our [B2B Support Form](#), select *ginlo Business* and click on *Contact* at the bottom of the page or write to [b2b-support@ginlo.net](mailto:b2b-support@ginlo.net).

#### 1.8.1.5.10.8 Licenses

ginlo also uses copyrighted software, fonts, characters, etc. to provide the service and lists them under **Licenses**.

#### 1.8.1.5.10.9 Imprint

In *imprint* you will find all necessary information about the operator of *ginlo website*.

#### 1.8.1.5.11 ginlo business license

#### 1.8.1.5.12 Version

The used ginlo version is shown here. This information is important if you want to contact our support department.

---

**Hint:** Make sure that you always use a current ginlo version. Find out about this regularly on our [download page](#) in the *GINLO BUSINESS* section.

The reason for this is on the one hand the security aspect and on the other hand the fact that you can only use the latest ginlo features with up-to-date software.

For business use, updates are partially controlled centrally by the administrator and on a time-delayed basis.

---

#### 1.8.1.5.13 Close

Click on the *cross* in the upper left corner to close the **settings** menu.

#### 1.8.1.6 Server status

By clicking on the menu item with the *symbolized WLAN* you will get information about your connection to the ginlo server. Everything in the green area? Wonderful! If not: First check your internet connection, in case of doubt contact your administrator.

### 1.8.2 “Chat overview” menu

You can reach this menu by clicking on the *chat icon* in the *Sidebar*. Now your chats will be listed. Your activity determines the order displayed, i.e. the chat you were last active in is at the top. Click on a *chat* to open it. Then proceed as described in the section *In Chat*.

There is also a search function and another submenu “+” where you can start a new chat, create a new group or search for users.

### 1.8.2.1 Search function

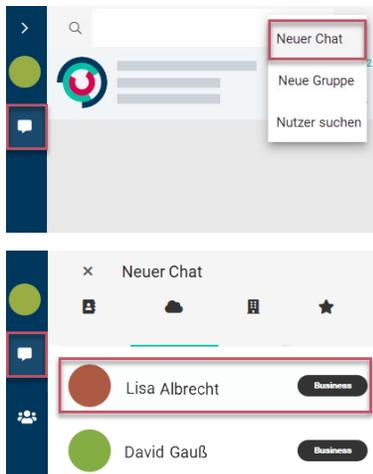
In *Search field above the chat overview* you can search for (group) chats and contacts. Enter at least *two characters*. You will see the number of chats or contacts found, and the chats or contacts will be listed.

### 1.8.2.2 Menu „+“

You can find this menu item in your chat overview on the top right. A submenu will open where you can organize your chats:

#### 1.8.2.2.1 New chat

Click *new chat*, your **ginlo contacts** will open. Select a contact. For further explanation of the input options, see *In chat*.



Now you can compose your *message*.

#### 1.8.2.2.2 New group

If you want to communicate in a group, you must first create a group. To do this, first tap the **+** at the bottom right in the chat overview and then on *new group - overview page* for managing groups will open.

1. Optionally choose an *avatar*.
2. Make sure that *announcement group* has the switch set to **Off** - unless you actually want to create such a group.
3. Assign a *group name*.
4. Click on *add participants* - your **ginlo contacts** will open. Now click on the *contacts* you want to add to the group. Your selection will cause a **green checkmark** to appear at the end of the contact entry. Clicking on a *contact* again will cancel this selection. Confirm your selection by clicking the *Save* button at the very bottom.

You can remove **group members** by clicking on the *green cross*. Confirm your change by clicking the *create group* button at the very bottom.

5. Optionally, you can designate additional administrators. To do this, click *manage administrators*. The list of your group members is displayed. Now click on *the contacts* that you want to set as administrators. Your selection will cause a **green check mark** to appear at the end of the contact entry. Clicking on a *contact* again will cancel this selection. Confirm your selection by clicking the *Save* button at the very bottom.

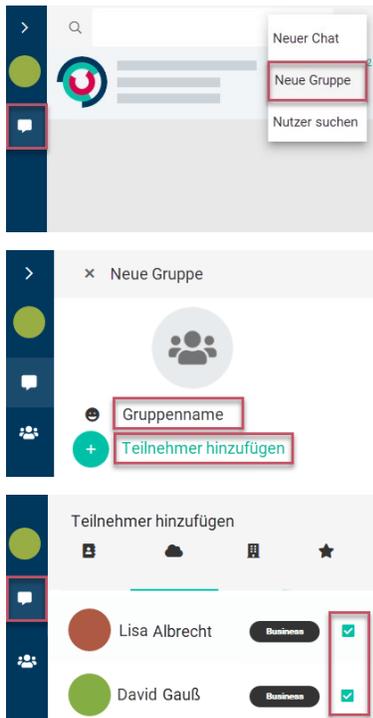
You can **remove administrators** by clicking on the *green cross*.

---

**Hint:** Administrators you designate can invite or delete other group members, but they cannot edit administrators.

---

6. Finally, click *create group* at the very bottom.



Now you can compose your *message*. All participants will receive invitations and can join your group.

If you want to leave a group as a member, select the relevant group chat in the chat overview, click on the small *arrow* at the top right and then on *edit group*. At the bottom of the screen you will find the green **leave group** button. In another pop-up you will be asked for confirmation or you can cancel the process.

If a group is no longer needed, click on the small *hook* to the right of the chat in question in the chat overview and click on *edit group* in the pop-up. Now the group overview opens and you can click on *delete group* at the very bottom. In another pop-up you will be asked to confirm this action. At this point you can also revise your decision - click *cancel*.

### 1.8.2.2.3 New announcement group (B)

In contrast to the group described above, here you have the possibility to send information to your group members without them being able to reply to it. You can give administrator rights to certain group members so that they can also write and add or remove other members.

---

**Hint:** The creation of such groups is only available to ginlo Business users. However, ginlo Private users can also be invited and even appointed as administrators.

---

To create an announcement group, click **+** in the upper right corner of the chat overview and then on *new announcement group - overview page* for managing announcement groups will open.

1. Optionally choose an *avatar*.

2. Click on *add participants* - your **ginlo contacts** will open. Now click on the *contacts* you want to add to the group. Your selection will cause a **green checkmark** to appear in the contact's avatar. Clicking on a *contact* again will cancel this selection. Confirm your selection by clicking the *checkmark* in the upper right corner.

You can **remove** group members by clicking on *remove participant* and then clicking on the *contact* you want to remove. To confirm, the avatar will be displayed as a *red dot with a white cross*. Confirm your change by clicking again on the *checkmark* in the upper right corner.

3. Assign a *group name*.
4. Optionally, you can designate additional administrators. To do so, click on *manage administrators*. The list of your group members will be displayed. Now click on *contacts* you want to set as administrators. Your selection will cause a **green checkmark** to appear in the contact's avatar. Confirm your selection by clicking the *checkmark* in the upper right corner.

You can **remove administrators** by clicking on *manage administrators* again. To confirm, the green checkmark in the avatar will disappear. Confirm your change by clicking the *hook* in the upper right corner again.

---

**Hint:** Administrators you designate can invite or delete other group members. You can even add or delete administrators.

---

5. Finally, click on *done* in the upper right corner.

Now you can compose your *message*. All participants will receive invitations and can join your announcement group.

If you want to leave a group as a member, select the relevant group chat in the chat overview, click on the small *arrow* at the top right and then on *edit group*. At the bottom of the screen you will find the green **leave group** button. In another pop-up you will be asked for confirmation or you can cancel the process.

If an announcement group is no longer needed, click on the group name in the *Chat overview* and then click on *delete group* at the bottom. A pop-up will ask you to confirm this action. At this point you can also revise your decision - click *cancel*.

#### 1.8.2.2.4 Search users

Click *search user*, a window will pop up. You can search by cell phone number, business email address or ginlo ID. After selecting, enter the data you are looking for and now click on *search user* at the very bottom.

In case of a hit, the contact will be displayed to you. Now you can optionally add personal data of your contact. Save the record by clicking *Save contact* at the very bottom.

Click at the very bottom on *Write message*. The chat window will open and you can start your *chat*.

#### 1.8.2.3 Chat selection

Click on a *chat* in the chat overview to *open*.

## Single chat

In the single chat you can *empty* or *delete* chat. To do this, click on the small *arrow* at the bottom right of the relevant individual chat in the overview.

## Group chat

In the group chat, you can *empty* chat or *edit group*. To do this, click on the small *arrow* at the bottom right of the relevant group chat in the overview.

### 1.8.3 “In chat” menu

This menu occupies the right half of your ginlo desktop. You will find additional control options at the bottom as well as at the top. We will now go into these:

#### 1.8.3.1 Bar at the bottom

Within a chat the bottom bar has a central meaning. In the middle of this bar you can enter the text for your messages, on the left edge another submenu **staple** as well as the **emojis** and on the right a **cog** for additional options for sending messages as well as a **microphone** for voice recordings.

##### 1.8.3.1.1 Input field

This is the most important part of a messenger - here you use your keyboard to enter the message texts you want to send. You can use all letters, numbers and characters of your keyboard.

Before sending your message, you can choose from the options hidden behind the **cog** at the end of the input line:

#### Mark as important

You can mark special messages as **important** by tapping on the *upper symbol with the exclamation mark*. In this case, a **red field with an exclamation mark** will appear above the message on the recipient's screen.

#### Time-shifted sending

The **time-delayed sending** of messages is particularly practical. You always wanted to be the first birthday greeter? Click on the *clock* and enter *date and time* of the desired date. Technically, the message will already be transmitted to the server, but will only be delivered to the user(s) when the respective time is reached.

#### Enable self-destruction

You can set messages to be irretrievably deleted from the recipient after being read by the recipient or after a specified time has elapsed.

Click **sand clock**:

Under **time** you determine when the message should arrive at the recipient. Set the date and the exact time and click on *set\**. Until then, your message will be encrypted and stored on our servers.

Under **after display duration** you set after how many seconds (maximum 60) after reading the message will be deleted. A new message appears at the recipient with the **sand clock** (desktop) or a **symbolized detonator** (cell phone) and **text**

**and duration.** The recipient has to **tap and hold** the message and can read it while doing so. The remaining time is counted down and displayed accordingly. After the set time value has expired, the message disappears at the recipient's - but it remains with you.

---

**Hint:** You can combine all three options - try it out!

---

### Close menu

Click *cancel* or the *cross* in the upper left corner to close this display.

---

**Hint:** The actual sending of your message is always done by clicking the *green arrow* on the right margin.

---

### 1.8.3.1.2 Staple

When you click on this symbolized *staple*, a pop-up will open. Choose one of the following options (from top to bottom):

#### 1.8.3.1.2.1 Camera

Click on the green *camera* icon - your PC's or laptop's camera will open, if you have allowed ginlo to access it. Take a photo by clicking on the green displayed "icon". Click on *Save* to prepare it for sending or on the *Camera* to take a maybe better photo. Click on the *cross* to exit this application.

You can add more photos or videos stored on your PC, click on the "+" next to your already selected photo.

Optionally, you can enter a text, add a *emoji* and then *send the message*.

#### 1.8.3.1.2.2 Audio

Click on the green *microphone* - the file manager of your PC or laptop will open, if you have allowed ginlo to access it. Select a saved audio file. Click on the *cross* to close this application.

You can add more audio files stored on your PC, click on the "+" next to your already selected file.

Optionally, you can enter a text, add a *emoji* and then *send the message*.

#### 1.8.3.1.2.3 Contacts

Click *contacts* - your ginlo contacts will open. Find the contact you want and click on it.

**Warning:** The **record of the selected contact** will be sent immediately after you clicked on it!

A contact sent in this way can be saved locally by the recipient. To do this, click on *Save*.

Of course you can also start a *chat* immediately.

#### 1.8.3.1.2.4 ginlo media

Click *ginlo media* - the *folder with your ginlo media and files* will open.

Select one or more *files* by clicking on them to prepare them for sending.

You can add more files by clicking on the “+” above the input line.

Optionally, you can enter a text, add an *emoji* and then *send the message*.

#### 1.8.3.1.2.5 Files

Click *files* - the local file folder of your PC or laptop will open.

Select *desired file* by clicking on it to prepare it for sending.

You can add more files by clicking on the “+” above the input line.

Optionally you can enter a text, add an *Emoji* and *send the message* afterwards.

#### 1.8.3.1.2.6 Pictures & Videos

Click *files* - the local file folder of your PC or laptop will open.

Select *desired file* by clicking on it to prepare it for sending.

You can add more files by clicking “+” above the input line.

Optionally, you can enter a text, add an *emoji* and then *send your message*.

#### 1.8.3.1.2.7 Copy/paste images from other applications into ginlo

If you take a screenshot and copy it to the clipboard, or if you have an image open and copy an area of that image, you can now paste that image data into ginlo. These files will be sent as attachments.

#### 1.8.3.1.2.8 Drag and drop image URLs

If an URL points to an image in JPG, PNG or WebP format, ginlo retrieves the image data and adds it as an attachment to be sent.

If the URL does not point to an image in the above format, the URL is inserted as text in the input field.

Only URLs that meet one of the following criteria will be processed as images:

- The URL **ends** to either jpg, jpeg, png or webp - **without a dot**.
- The URL **contains** either .jpg, .jpeg, .png, or .webp.

In all other cases, the URL will not be interpreted as an image.

### 1.8.3.1.3 Emojis

Click *emoji* to the left of the input field and make your selection. Emojis can be inserted anywhere in the text.

### 1.8.3.1.4 Send voice message

If you want to send a voice file, click *microphone* at the right end of the input line.

You will see a clock running along on the left and a red dot flashing. You can start recording.

- Click *red cross* to delete the recording.
- Click *green arrow* to send the voice file immediately.

## 1.8.3.2 Top bar

In the chat, the top bar displays the avatar on the left, the **display name** or the **group name** in the middle. To the right you will see a **phone handset** and a **camera** to start an audio or video call, a **magnifying glass** as a search icon and an **arrow** for further editing options.

### 1.8.3.2.1 Single chat

In the single chat you can see the status of your counterpart under the display name; in case of his inactivity, the time of the last use is displayed when the chat is called for the first time.

After clicking on the *avatar* you will get to the **profile** of the respective participant. Please read further under *Manage contacts*.

You can mute the contact, mark it as a favorite or edit it using the **arrow** in the upper right corner.

---

**Hint:** It is possible that not all editing options are displayed to you. This depends on the cockpit settings of your administrator.

---

#### 1.8.3.2.1.1 Mute

Please refer to corresponding *subitem* in **manage contacts** section.

#### 1.8.3.2.1.2 Favorites and editing

Please refer to corresponding *subitem* in **manage contacts** section.

### 1.8.3.2.2 Group chat

Analogous to individual chat, some settings can also be made in group chat.

Depending on whether you are a group administrator or a group member, you have following options:

#### 1.8.3.2.2.1 Group administrator

Click *group avatar* - you will get to **group overview** in a new menu.

As a group administrator you can

- *mute* chat;
- *leave* group;

by clicking *arrow* in the upper right corner:

- *empty* chat;
- *edit group*:
  - view avatar and topic (group name) and *change* it;
  - view, *add and remove* participants;
  - *manage* group administrators (restricted for deputies);
  - *delete* group;

Click *cross* in the upper left corner to close the menu.

#### 1.8.3.2.2.2 Group member

Click *group avatar* in the chat overview - you will be taken to **group overview** in a new menu.

As a group member you can

- View members and admin(s);
- *mute* chat;
- *leave* group;

by clicking on the *arrow* in the upper right corner:

- *empty* chat;

Click *cross* in the upper left corner to close the menu.

#### 1.8.3.2.3 Phone

You start a *phone call*.

#### 1.8.3.2.4 Camera

You are starting a *video call*.

#### 1.8.3.2.5 Magnifier

You can search for terms in the chat using this search function. Click on the *magnifier* and enter the *desired term* in the new window. Depending on the size of the chat, this may take a little more time.

#### 1.8.3.2.6 Arrow

Click in the upper bar on the small *arrow* on the far right.

### Single chat

In single chat you can *empty chat* or *delete chat*.

### Group chat

In group chat you can *empty chat* or *edit group*.

#### 1.8.3.2.6.1 Empty chat

To permanently delete the chat content, click on *Empty chat*.

<b>Warning:</b> The chat content will be completely deleted immediately and irreversibly!
---

#### 1.8.3.2.6.2 Delete chat

To delete a chat completely, click on *delete chat*. A pop-up will ask you to confirm this action. At this point you can also revise your decision - click *Cancel*.

### 1.8.3.3 Edit messages

---

**Hint:** Note for ginlo Business users

Depending on the selected preferences of your administrator, the editing options described below may only be available to a limited extent or not at all!

---

If you move the mouse pointer over a message, a clickable small arrow appears right above the message. A pop-up with icons opens with the following options (from left):

Info - Reply - Forward - Download - Delete

	Image	File	Loca- tion	Sticker	Text	Video.
Info <sup>1</sup>	X	X	X	X	X	X
Reply	X	X	X	X	X	X
Forward	X	X		X	X	X
Download	X	X		X	X	X
Delete	X	X	X	X	X	X

Select an option. The rest of the procedure is self-explanatory.

### 1.8.4 “Menu bar”

As in many other programs, you will also find a **menu bar** in ginlo Desktop at the top left of the screen. Over it you can call and/or adjust some things on direct way. Certain key combinations (short cuts) are assigned to the individual items, so that ginlo can also be operated without a “mouse”:

Menu item	Key combinations	Name	Meaning
File	Ctrl + Shift + N	New group	Create a new group
		New announcement group	Create an announcement group
Edit	Ctrl + Shift + A	New contact	Add contact
	Strg + Q	Quit	Exit ginlo
	Ctrl + Z	Undo	
	Ctrl + Shift + Z	Redo	
	Ctrl + X	Cut	Cut out
	Ctrl + C	Copy	Copy
	Ctrl + V	Paste	Paste text
	Ctrl + Shift + V	Paste and match style	Paste text and formatting
Display		Delete	Delete
	Ctrl + A	Select All	Select all
	Ctrl + 1	Chats	Show chat overview
	Ctrl + 2	Contacts	Show contacts
	Ctrl + 3	ginlo media	Show media and files
	Ctrl + Shift + I (without function)	Profile	Show profile
	Ctrl + 0	Actual Size	Normal size
	Ctrl + Shift + =	Zoom In	Zoom in
	Ctrl + -	Zoom Out	Zoom out
	F11 (without function)	Toggle Full Screen	Full screen mode
Ctrl + Shift + I (without function)	Toggle Developer Tools	Show developer tools	
Window	Ctrl + M	Minimize	Minimize window
	Ctrl + W	Close window	Close window
Help		About ginlo	
		imprint	
		General Terms and Conditions	
		Privacy	Privacy policy

<sup>1</sup> Status information is displayed only for **sent** messages.

## 1.9 Audio Video Calls

With ginlo Audio Video Call (AVC), location-independent video calls or video conferences can be made tap-proof and GDPR compliant. The servers are located in certified data centers in Germany, and the signals are transmitted using transport encryption.

### 1.9.1 Requirements

In order for ginlo Audio Video Call to be conducted, the following must be ensured:

- All participants must already be ginlo users or have been explicitly invited by the moderator to participate.
- For scheduled group discussions, participants should be recorded in a group.
- Devices used must meet certain minimum requirements.
- Stable Internet connection (ideally broadband) is mandatory to achieve the best possible quality.
- Therefore, avoid switching between access points during a conference, e.g. in buildings (hotels), while driving in the car, but also at home if WLAN repeaters are in use.

#### 1.9.1.1 Participants

In order to make a ginlo Audio Video Call, all scheduled participants must be owners of a ginlo account. It does not matter whether it is a ginlo Private Account or a ginlo Business Account. Every ginlo user can participate in a ginlo Audio Video Call with any ginlo user.

Search for the relevant call partners in your ginlo contacts or invite colleagues, friends or acquaintances to create a ginlo account. For information on how to do this, see the **contacts** sections of the user guides under *Android*, *iOS* or for the *ginlo Desktop*.

As a moderator, you can additionally invite external guests. Information on this can be found under *Invite person*.

For a scheduled group call, create a group with the desired participants. For information on how to do this, see **Menu plus** sections of user guides for *Android*, *iOS* or for *ginlo Desktop*.

#### 1.9.1.2 Technical Requirements

ginlo Audio Video Calls are possible via all devices technically equipped for this purpose (smartphone, PC); however, these must meet certain minimum requirements:

Since picture-in-picture function is required, ginlo AVC is possible on devices from **Android 8** or **iOS 12**. Use only current, tested and stable running operating systems - unfortunately this is not always guaranteed with the latest versions!

Large amounts of data are transferred during an AVC. If transmission is also fully encrypted, as in case of ginlo Audio Video Call, a lot of processes are running in the background, which are connected with an enormous technical effort. Only high-performance devices such as smartphones of the latest generation can cope with this. Older models or models with little working memory capacity (CPU performance) can take longer to establish a connection, and there may be “jerks” or even disconnections.

Satisfactory transmission is equally dependent on the internet connection used. Public WLANs often do not meet these requirements! Even on train or as a passenger in a car, stable Internet connection is not (yet) guaranteed everywhere.

AVC also requires increased battery power; therefore, ideally operate your smartphone on the charger.

PC must be equipped with camera (for video calls), microphone and loudspeaker. Headset can be used as an alternative.

Access to the required hardware must be granted to ginlo in all cases.

**Hint: For administrators or firewall users:**

In general, the following TCP ports should be enabled in the firewall:

- TCP: Outgoing to destination port
  - 88 (SSL certificate verification)
  - 443 (access to STUN/TURN server to determine public IP addresses of users)
- UDP: outgoing to destination port
  - 3479 (Connection via audio/video in the meetings)

Your firewall must allow HTTPS traffic (between the clients and our servers) to pass unhindered!

**Inform any IT service providers you may use about these settings and notes!**

---

## 1.9.2 Start conversation

### 1.9.2.1 1:1 conversation

Start ginlo and go into an existing chat with desired conversation partner or start a new chat. To do this, select on

#### Android phone

top right the *green handset* for a phone call or the *camera* for a video call;

#### iPhone

the *phone handset* at the top of the screen and then either *make audio call* or *make video call*;

#### ginlo Desktop or WebClient (B)

the *phone icon* or the *camera icon* at the top of the chat window.

After that, a connection is established.

Read further under *Conduct conversation*.

### 1.9.2.2 Group conversation

Start ginlo and go to the desired group chat. Select on

## Android phone

top right the *green handset* for a phone call or the *camera* for a video call;

## iPhone

the *phone handset* at the top of the screen and then either *make audio call* or *make video call*;

## ginlo Desktop or Webclient (B)

the *phone icon* or the *camera icon* at the top of the chat window.

After that, a connection is established.

---

**Hint:** For ginlo Private users up to 5 persons can join a video chat.

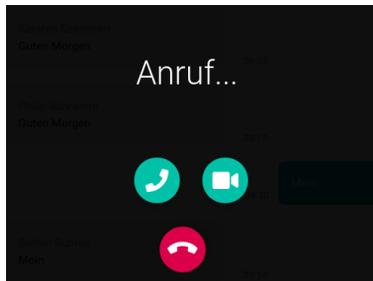
For ginlo Business users number of participants is unlimited, but depends on technical circumstances.

---

Read more under *Conduct conversation*.

### 1.9.3 Accept call

As with every incoming telephone call, you will also be informed acoustically and visually about a ginlo Audio Video call. Prerequisite for this is the device you are using has a loudspeaker and it is switched on.



---

**Hint:** If bandwidth is too low, you can alternatively accept only the voice call at first and switch on your camera manually later. To do this, click on *phone handset* during an incoming call.

---

Within approx. 30 minutes, it is possible to participate in the conversation subsequently or repeatedly. If you move the mouse pointer over an AVC message - it is marked by a telephone receiver - a clickable small arrow appears on the right above the message. A pop-up opens with icons with the following options (from left):

Info - Handset - Camera - Trashcan

Click on the iconized *Listener* (Accept Audio) or the *Camera* (Accept Video) to join the conference.

**Info** is only displayed on the caller.

Click on the *trash can icon* to delete the AVC message.

## 1.9.4 Conduct conversation

After starting a call, you will briefly see the message **A connection to your meeting is being established** and an external window will open. If you have not already done so, you will be asked to agree to access your camera and microphone. Confirm by clicking *Agree*. If you decline, you will not be able to participate in the meeting!

---

**Hint:** The message **Only you are in this meeting** only means that no other participant has joined the AVC yet. As soon as another caller joins, this message will disappear and instead you will see the avatar of the called person and a short time later also his picture. This process can take up to one minute! Please have a little patience.

---

## 1.9.5 End call

To end the call, simply tap the *red handset* at the bottom of the application. To do this, swipe up on your smartphone or guide the mouse into this area on the desktop.

---

**Hint:** You can dial in again to join the conversation again. To do so, go to the chat in question. The call is marked with a **phone handset** or **call**. Tap on the *call\** again on your smartphone or move the mouse into this field on the desktop and click on the *arrow at the top right*. Now click on either *handset* or *camera icon*. For ginlo Business users the dial-in is possible on all logged in devices!

---

## 1.9.6 Explanation of buttons

After accepting a call, you will see - depending on whether you are using ginlo Business or ginlo Private and are a moderator (M) or a subscriber and which device you are using - different icons, the meaning of which is explained below.

### 1.9.6.1 Android

On Android phones, the following icons are located when using the **cross format**. To do this, touch the *display*:  
Microphone - Camera - Report - View - Attendees - Switch camera - More settings - Handset.




---

**Hint:** The order or arrangement changes when using the portrait format!

---

### 1.9.6.1.1 Microphone

Tapping the *microphone* turns it off or on.

---

**Hint:** During a conference with several participants, the microphone should only be switched on when you want to speak yourself. This avoids disturbing background noise as far as possible.

---

### 1.9.6.1.2 Camera

Tapping the *camera icon* will turn your camera off or on. Deactivating the camera is recommended when connection conditions are not optimal (weak internet).

---

**Hint:** Disabling the camera is recommended in case of less than optimal connection conditions (weak internet).

---

### 1.9.6.1.3 Report

This option is useful for conferences with several participants: you can signal that you want to speak. Such messages are marked in color and a number is added. Remember to lower your hand again after your contribution...

In addition, if approved by the moderator, various emojis can be generated (interactions).

### 1.9.6.1.4 View

Here you can switch between individual and overall view (tile view) of the participants.

### 1.9.6.1.5 Attendees

The number of people present is displayed.

If you tap on this *display*, another menu opens:

You can search for *attendees*, *invite* people as a moderator, view and edit attendee status, set up a *breakout room* (second room), and mute all attendees, turn off their cameras, or give permission to turn on cameras individually.

#### 1.9.6.1.5.1 Invite person (M)

Using *this button* will generate an invitation link that you can send via social media or email. Clicking *this link* will open an AVC in a new browser window. In order to participate in the conference, access to the microphone or camera must be allowed. This currently only works on desktops! On smartphones you will get a corresponding hint.

### 1.9.6.1.5.2 Search function

In larger call groups it is sometimes necessary to search for people attendees. Enter some *letters* - the result will be displayed.

### 1.9.6.1.5.3 Status (M)

You can see whether a participant's camera or microphone is switched on or off to the right of their name in the participant list.

If you tap on a *participant*, you can

- call up connection information;
- show the participant in the foreground;
- give moderation rights;
- remove the participant from the room;
- mute all other participants;
- ask the participant to unmute.

### 1.9.6.1.5.4 Breakout Room (M)

For group work, additional rooms can be set up, which can be joined individually or to which the moderator assigns specific persons. These persons can leave the respective side room again and return to the main room.

If you tap a *Side room* longer, you can remove it again.

### 1.9.6.1.5.5 More settings (M)

At the bottom of the screen there are further setting options. With these you can

- mute all;
- turn off all cameras;
- allow those attendees to unmute their own or turn on their camera.

### 1.9.6.1.5.6 Cross

By tapping the *cross* in the upper left corner, you close this menu and return to the conference.

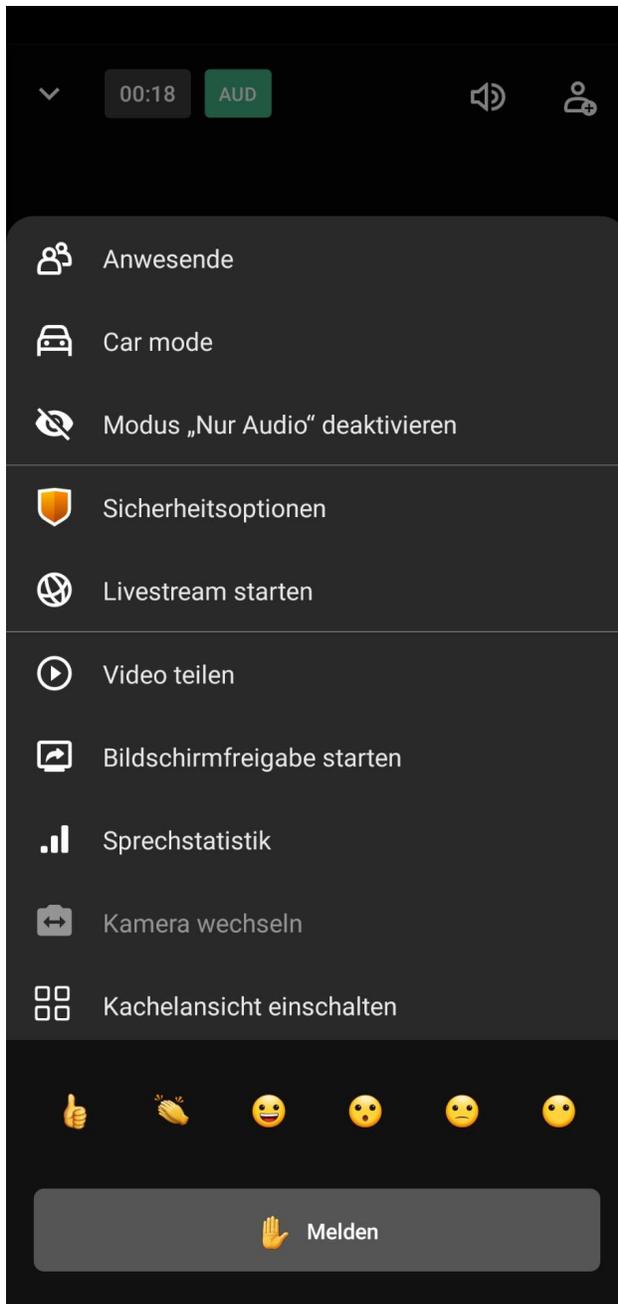
#### 1.9.6.1.6 Change camera

With the camera switched on, you can switch to the second built-in camera to show the participants your surroundings or a specific document, for example.

#### 1.9.6.1.7 Other settings (3 dots)

In **Highlight** mode, depending on whether you are a moderator (M) or a participant, a pop-up opens with the following options (from top):

Attendees - Car Mode - Activate **Audio Only** Mode - Security Options (M) - Start Livestream (M) - Share Video (M) - Screen Sharing - Talk Statistics (M) - Switch Camera - View - Report.



In the following only the possibilities not described so far are explained:

#### 1.9.6.1.7.1 Attendees

Description see above.

#### 1.9.6.1.7.2 Car Mode

During the car ride you can participate in the meeting undisturbed, the camera is switched off. Select a device for audio output by tapping *Select Sound Device*.

At this point you can also end your participation in the conference. To do this, tap on *Leave Meeting*.

By tapping the *Cross* in the upper left corner, you close this menu and return to the AVC.

#### 1.9.6.1.7.3 Mode “Audio only”

This allows you to turn the camera off or on. Disabling the camera is recommended when connection conditions are not optimal (weak Internet).

#### 1.9.6.1.7.4 Security options (M)

For security reasons, you can assign a password to participate in a conference, which must be used by every participant.

#### 1.9.6.1.7.5 Start live stream (M)

A pop-up will open. Enter the Internet address of the desired live stream and start it.

For information you will find the following links:

- [What is it?](#)
- [YouTube Terms of Use](#)
- [Google Privacy Policy](#)

Clicking the *Cancel* button will close the pop-up.

#### 1.9.6.1.7.6 Share video (M)

Enter a valid YouTube URL or a direct video URL to stream a video in the AVC.

#### 1.9.6.1.7.7 Share Screen

You can share the screen content of your smartphone with other conference participants; a notice will be displayed beforehand.

After finishing sharing, you need to turn on your camera again.

#### 1.9.6.1.7.8 Speech statistics (M)

In this menu you can see the speaking times of the individual participants. You can search for a specific participant.

#### 1.9.6.1.7.9 Change camera

Description see above

#### 1.9.6.1.7.10 View

Description see above

#### 1.9.6.1.7.11 Report

Description see above

#### 1.9.6.1.8 Handset

By tapping the *red handset* you end the call. You will return to the chat.

### 1.9.6.2 iOS

On iOS phones, the following icons are located. To do this, touch the *Display*:

Microphone - Handset - Camera - More settings

#### 1.9.6.2.1 Microphone

Tapping the *microphone* turns it off or on.

---

**Hint:** During a conference with several participants, the microphone should only be switched on when you want to speak yourself. This avoids disturbing background noise as far as possible.

---

#### 1.9.6.2.2 Handset

By tapping the *red handset* you end the call. You will return to the chat.

### 1.9.6.2.3 Camera

Tapping the *camera icon* turns your camera off or on.

... hint:

Deactivating the camera **is** recommended **in** case of less than optimal connection conditions (weak internet).

### 1.9.6.2.4 Settings (3 points)

A pop-up will open with the following options (from the top):

Select audio device - Enable **Audio Only** mode - Report - More options

#### 1.9.6.2.4.1 Select audio device

You reach the selection between handset, loudspeaker (listen loudly) and - if used - headset.

#### 1.9.6.2.4.2 Mode “Audio only”

This allows you to turn the camera off or on. Deactivating the camera is recommended in case of less than optimal connection conditions (weak internet).

#### 1.9.6.2.4.3 Report

This option is useful in conferences with several participants: you can signal that you want to speak. Such messages are marked with a color and a number. Remember to lower your hand again after your contribution...

In addition, if approved by the moderator, various emojis can be generated (interactions).

#### 1.9.6.2.4.4 More options

By tapping this option you will see additional setting options:

Switch camera - Share YouTube video - Mute all.

#### 1.9.6.2.4.5 Change camera

With the camera on, you can switch to the second built-in camera to show participants your surroundings or a specific document, for example.

#### 1.9.6.2.4.6 Share YouTube video (M)

Enter a valid YouTube URL or a direct video URL to stream a video in AVC.

#### 1.9.6.2.4.7 Mute All (M)

Use this menu to mute all participants except yourself. If needed, each participant must turn their microphone back on themselves.

### 1.9.6.3 ginlo Desktop or ginlo Web Messenger (B)

For users of the ginlo Desktop application, various setting options or displays are available in the lower, upper and right screen areas. Bottom and top bar are visible for 5 seconds each and can be displayed by moving the mouse. The bar on the right side of the screen can be shown or hidden. To do this, click on the *arrow* in the middle.

The setting options are analogous for ginlo Web Messenger.

#### 1.9.6.3.1 Bottom bar

Depending on whether you are a moderator or a participant, you will see the following icons (from left):

Microphone - Camera - Screen sharing - Reporting - moderator - View - Avatar - Performance - More settings - Listener.

##### 1.9.6.3.1.1 Microphone

Clicking on the *microphone* turns it off or on.

---

**Hint:** During a conference with several participants, the microphone should only be switched on when you want to speak yourself. This avoids disturbing background noises as far as possible.

---

After clicking the *small arrow* a pop-up opens where you can select your available hardware for speaking and listening. Usually the automatically detected **default settings** are sufficient.

##### 1.9.6.3.1.2 Camera

Clicking the *camera icon* will turn your camera off or on.

---

**Hint:** Deactivating the camera is recommended in case of less than optimal connection conditions (weak internet).

---

After clicking the *small arrow* a pop-up window opens, where you can select your available hardware. Usually the automatically detected **default settings** are sufficient.

#### 1.9.6.3.1.3 Share screen

With this function files or presentations can be made accessible to all conference participants. You can choose whether your entire screen or only a specific window should be displayed.

With a click on *Share* (on iOS or Linux) or *Allow* (on Windows) all participants will see your made selection. By *Cancel* you terminate this function.

In **Share** mode, if the camera is switched on, your image in the bottom right area is also transmitted. You terminate the **Share screen** function by clicking again on the *Screen* icon at the bottom left.

#### 1.9.6.3.1.4 Report

This option is useful for conferences with several participants: you can signal that you want to speak. Such messages are marked with a color and a number. Remember to lower your hand again after your contribution...

In addition, if approved by the moderator, various emojis can be generated (interactions).

#### 1.9.6.3.1.5 View

---

**Hint:** This button is only visible after the first participant has dialed in.

---

Here you can switch between *individual and overall view* (tile view) of the participants.

#### 1.9.6.3.1.6 Avatar (M)

You will see your name and ginlo ID.

#### 1.9.6.3.1.7 Performance

With a click on *this menu item* you can set the transmission quality of your camera. A pop-up will open. You can choose between **Best performance** and **Highest quality**. The default setting is always **Highest quality**.

Use the *slider* to select a suitable resolution. Click on the *cross* to apply the selected setting for this connection and close the window.

---

**Hint:** There is no permanent storage of this setting!

---

#### 1.9.6.3.1.8 Other settings (3 dots)

Clicking on the *three dots* opens a pop-up with the following options (from top):

Full screen mode - Security options (M) - Livestream (M) - Share video - Speech statistics - Settings - Shortcuts.

#### **1.9.6.3.1.9 Full screen mode**

You switch to full screen mode and back in your screen window.

#### **1.9.6.3.1.10 Security options (M)**

As a moderator, you can assign a password to participate in a conference, which must be used by each participant.

#### **1.9.6.3.1.11 Start Livestream (M)**

A pop-up will open. Enter the Internet address of the desired livestream and start it.

For information you will find the following links:

- [What is it?](#)
- [YouTube Terms of Use](#)
- [Google Privacy Policy](#)

Click the Cancel button to close the pop-up.

#### **1.9.6.3.1.12 Share video**

Enter a valid YouTube URL or a direct video URL to stream a video to the AVC.

#### **1.9.6.3.1.13 Talking Statistics (M)**

In this menu, as a moderator, you can see the speaking times of each participant. You can search for a specific participant.

#### **1.9.6.3.1.14 Settings**

##### **Devices**

Here you can select the hardware installed on your PC (camera, microphone and loudspeaker) and play a test tone.

##### **Moderation**

You can set the following as moderator:

- All persons join muted
- All persons join without video
- FollowMe for all persons
- Suppress interactions for all

## More

- Enable or disable notification for chat messages
- Enable / disable keyboard shortcuts
- Show or hide self-view
- Set screen language
- Set frame rate for screen sharing

## OK / Cancel

With the **OK** button you save your selection, with *Cancel* you leave this menu and return to the AVC.

### 1.9.6.3.1.15 Show shortcuts

The following keyboard shortcuts allow you to control your ginlo AVC via keyboard:

F	Switch video thumbnail view on or off
M	Enable or disable mute
V	Start or stop camera
A	Manage call quality
D	Switch between camera and screen sharing
R	Raise hand
S	Enable or disable full screen mode
W	Enable/disable tile view
ALT+T	Thumbs up
ALT+C	Clap hands
ALT+L	Smiling face
ALT+O	Surprised face
ALT+B	Serious face
ALT+S	Silent face
?	Show or hide keyboard shortcuts
Space	Push-to-Talk (talk key) *
T	Show speaker statistics

- By permanently pressing the *space button* (space bar) your microphone is switched on and you can actively participate in the conversation during this time.

Via the *close* button you end this display.

### 1.9.6.3.1.16 Handset

Click on the *red handset* to pause or end your participation in the conference.

### 1.9.6.3.2 Top bar

Using the icons that can be displayed at the top of the screen, you can see the total duration of the conference, the number of participants, view the speech statistics and go directly to the performance setting. To do this, click on the desired *icon*.

### 1.9.6.3.3 Right sidebar

When the tile view is turned off, the participants are displayed in thumbnail view. You can see your own avatar in the upper area, the remaining participants are arranged below.

You can view the connection quality of all participants individually and change their volume. You can hide your own view and ask the other participants to remotely control your screen. Move the mouse over an image to perform one of these *actions*.

The view can be shown or hidden. Use the *small arrow* on the right side of the screen.

## 1.10 ginlo Management Cockpit (B)

---

**Hint:** This chapter is intended for **Technical administrators**.

ATTENTION:

The ginlo Management Cockpit is currently being reworked.

Displayed screenshots will be adjusted after completion of the rebuild!

---

### 1.10.1 Order the ginlo Management Cockpit

IT administrators can find out more about ginlo Management Cockpit on the [ginlo website](#).

You can try ginlo Business for 30 days free of charge by clicking the *FREE TRIAL* button. This will take you to the test form. Fill in the mandatory fields and send the form.

---

**Hint:** Ideally, you should use a neutral e-mail address for the cockpit admin account that is not directly assigned to a person - e.g. [ginlo\\_cockpit@YourBusinessDomain.com](mailto:ginlo_cockpit@YourBusinessDomain.com)

---

### 1.10.2 Register in ginlo Management Cockpit

If you have successfully sent the order form, an account will be created for you. Afterwards you will receive the email **Your personal cockpit access for ginlo Business** to the address you provided.



MANAGEMENT COCKPIT

Willkommen **Dar Tracker,**

Sie erhalten mit dieser Mail Ihren persönlichen Zugangslink zum ginlo Management Cockpit.

## **ginlo Management Cockpit starten**

Klicken Sie auf Ihren persönlichen Zugangslink und vergeben Sie Ihr individuelles Passwort:

zum ginlo Business Cockpit

ginlo Business ist der sichere Messenger der ginlo.net GmbH.

Ihr Browser zeigt eine Fehlermeldung? [Hier finden Sie Hilfe zu ginlo Business.](#) Bei Fragen wenden Sie sich bitte an unseren Support unter [b2b-support@ginlo.net](mailto:b2b-support@ginlo.net)

Sie haben diese automatische Mail erhalten, weil Sie ginlo Business Lizenzen oder einen Testzugang bestellt haben.

Open the link from your welcome email.



Bitte vergeben Sie Ihr eigenes Passwort.

- Mindestens 8 Zeichen
- Klein- und Großbuchstaben (a-z,A-Z)
- Mindestens eine Ziffer (0-9) oder Sonderzeichen

Neues Passwort eingeben

Neues Passwort wiederholen

Speichern

Now assign your personal login password for the ginlo Management Cockpit yourself. The password must consist of at least 8 characters. It must contain lower and upper case letters and at least one digit or special character. Save your password and remember it well!

---

**Important:** After first login you will automatically receive a **recovery code** by email.

**Keep this safe and secure.**

It is the **only possibility** to recover administrator account in case of loss of the regular password!

---

After registration, ginlo Management Cockpit can be accessed via [cockpit startpage](#).

If you need help, please simply reply to the welcome email. With your registration, we have automatically opened a support ticket to quickly assist you with any questions.

### 1.10.3 Set up and manage cockpit

This part of the documentation provides an overview of the ginlo Management Cockpit, how to configure the app, how to ideally prepare the rollout of ginlo Business for your company's employees and how to effectively manage the use of the messenger.

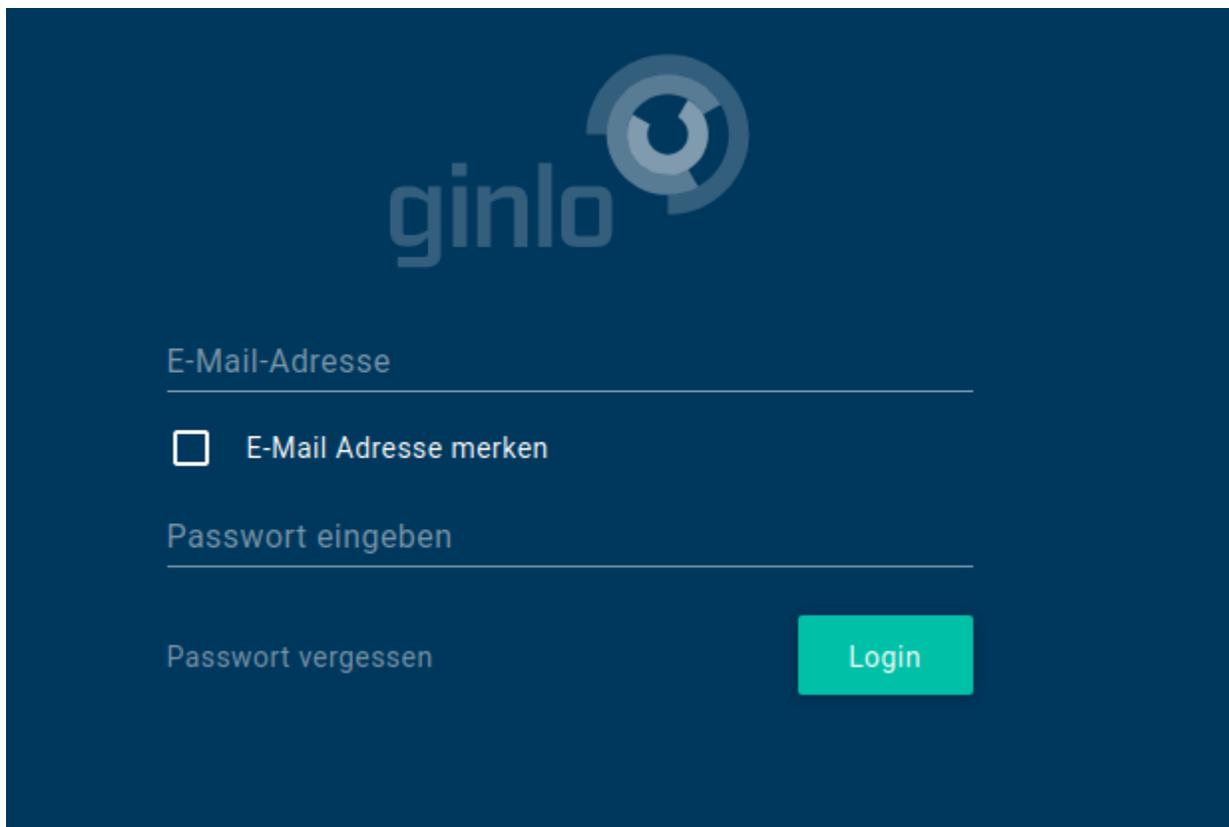
ginlo Management Cockpit allows configuration of ginlo Business app according to your compliance requirements and an intuitively simple user and license management.

Via a web interface, an IT administrator can distribute the app throughout the company and control it centrally. In addition to app functions, design can be customized and messages can be sent.

The innovative ginlo Management Cockpit has following functions, among others:

- *App settings*
- *Security and compliance settings*
- *App design configuration*
- *User management*
- *License management*
- *Group management*
- *Channels*
- *Reporting tool*

First log into your ginlo Management Cockpit with *your e-mail address* and *pre-generated password*. To do this, call up cockpit startpage.

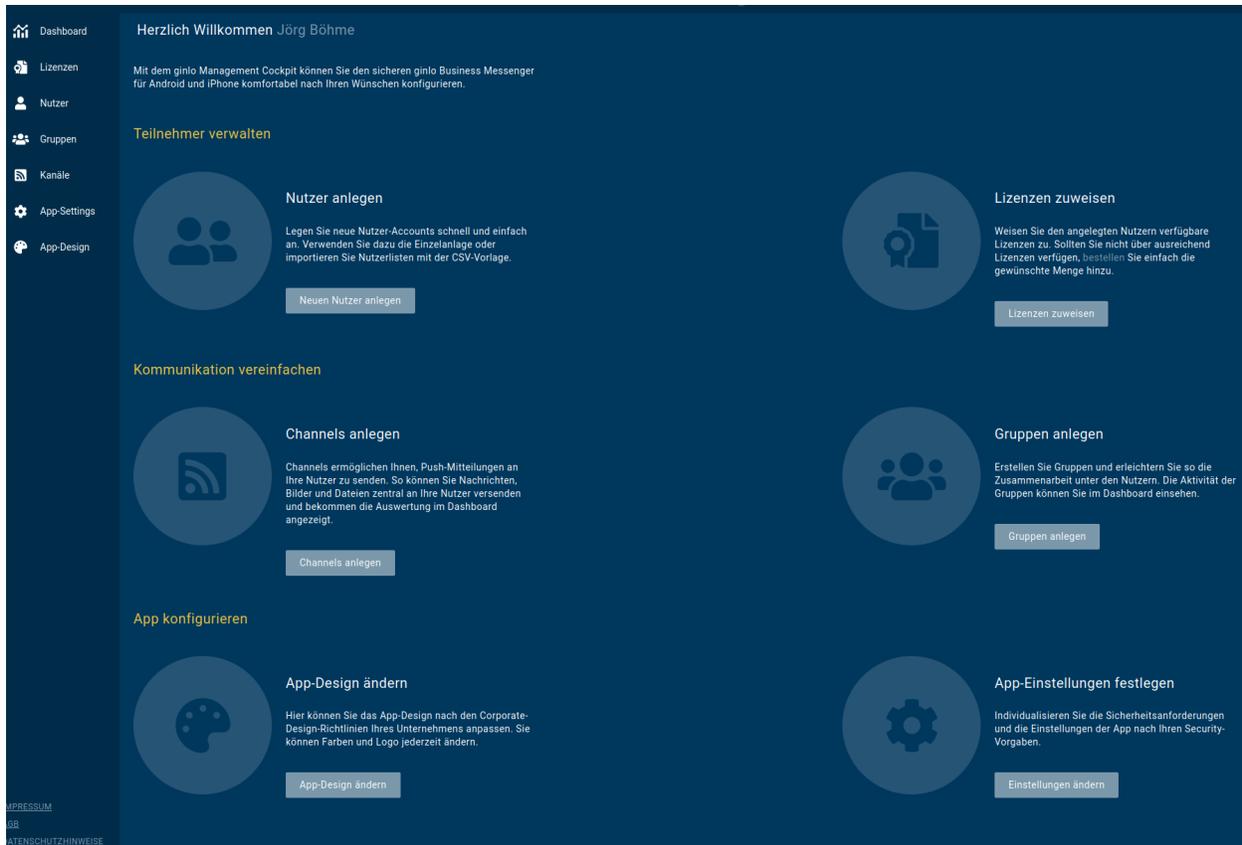


You will be taken to the start page.

On the top right you can set the preferred language (DE for German and EN for English). To the right is the *Logout button*.

In the center area you can select specific sections.

The side menu takes you to the *Reporting tool*, the *App and user management* and to the *Basic settings of the cockpit*.



The following sections describe the basic settings of the ginlo Management Cockpit, the *App and user management* and the *reporting tool*.

### 1.10.3.1 Settings

**Important:** ATTENTION: Construction site!

The following sections are under revision!

Pictures and texts as well as the order of the description reflect the actual state only conditionally.

We ask for your understanding.

If you have any questions, please contact our support department by [email](#).

In the **Settings** necessary information about the company, administrative details as well as user processing for larger companies are managed. You also get an overview of your purchased licenses.

### 1.10.3.1.1 Company information

Enter *name and postal address of your company* and complete given fields. Optionally you can upload a *company picture*. Two language choices are available for communication: German or English.

Your company details will be needed later by us for invoicing.

Confirm your entries by clicking the green *Save* button at bottom right.

### 1.10.3.1.2 Administrator

Enter *your name* and your *first name*. Additionally you can manage your access password to your ginlo Management Cockpit here. Your e-mail address and your cell phone number have been taken from your order.

Your personal data will be used for contacting our support department.

Confirm all entries or changes by clicking the green *save* button at bottom right.

### 1.10.3.1.3 Deputy

ginlo Management Cockpit of a company can be administered by several persons (administrators). First created administrator of ginlo Management Cockpit can create **deputies** for this purpose.

**Administrator**

Katharina Ostermann

k.ostermann@musterfirma.de

+4917044455522

**Stellvertreter** 2 aktiv 2 angelegt

Paul Zimmer	Letzte Anmeldung 04.07.2019 10:15
Katharina Ostermann	Letzte Anmeldung 08.08.2019 13:44

Stellvertreter bearbeiten

To do this, click on *edit deputy* and then on the green button *create new deputy* at bottom right. For this purpose, surname, first name, e-mail address and mobile number of deputy colleague must be stored.

This data will also only be used for contact purposes.

A deputy can also access the ginlo Management Cockpit and create, edit and delete users, groups and channels.

---

**Hint:** A deputy cannot create additional deputies.

---

There is no upper limit defined for the number of deputies. For practical reasons, we recommend not to name more than 3 deputies. In the deputy list overview, you can track date and time of activation and last login.

An active deputy can also be deactivated or deleted in the detailed view by the administrator of ginlo Management Cockpit. To do this, click on *edit deputy* and then on corresponding line in the overview. **Delete button** and a **yellow button for deactivation** appear at the top right.

In case of deactivation access to ginlo Management Cockpit will be blocked, but user data will be kept. User can be reactivated as a deputy at any time.

In case of deletion, on the other hand, deputy will be deleted from the system and marked accordingly. If he is to be appointed as a deputy again at a later date, data record must be created again and process run through once more.

Confirm all entries or changes by clicking the green *Save* button at the bottom right.

### 1.10.3.1.4 Order History

In the order history you can see an overview of your license orders. This can be sorted by date. You can also use the **Order new licenses** button at this point to request additional licenses you need. To do this, enter the required *number* in the relevant field in the pop-up and follow the further instructions.

### 1.10.3.1.5 ginlo Business API

In addition to *manual user creation* and *simplified import procedure* via CSV for one-time user creation, ginlo also offers the possibility to import data into ginlo Management Cockpit via automated processes, e.g. from an LDAP directory. In contrast to the simplified process, the LDAP update automatically creates, changes or even deletes users.

Furthermore, users can be automatically assigned to **groups** and **channels** in this way. If respective groups or channels do not yet exist, these are also created in course of import.

In addition to an LDAP directory, any other system can also be used as a source system if the user data provided matches the defined data structure. The following two sections provide detailed instructions for the two-step process consisting of *LDAP-Import* and *-Export*.

A REST API is available for continuous LDAP synchronization. In addition to automated employee creation, users are also assigned licenses, groups, channels and keywords. If the assignment entities do not yet exist in the system, they are created directly through the interface.

Due to the large number of covered functions, a simpler, individualized connection of a user directory service to the ginlo Management Cockpit (e.g. LDAP, AD) is possible, which simplifies the administration of the own employee structure. At the same time, the interval for updating the data can be controlled from one's own infrastructure.

To achieve successful authentication against the interface, it is necessary to enable the **LDAP synchronization via API** function.

## LDAP Synchronisation per API

Die ginlo API ist ein RESTful Service. Darüber können Sie Nutzer, Gruppen und Channels mithilfe von LDAP-Synchronisierung automatisiert erstellen, bearbeiten und löschen.

Hier finden Sie die dazugehörige Dokumentation.

LDAP API aktivieren

Afterwards a certificate is generated and sent to the logged in administrator via e-mail and the certificate password via SMS. Basic authentication serves as a second authentication channel. All relevant access data can be accessed via the **Settings** menu item.

The following figure shows an overview of all relevant data:

## Zugangsdaten

Nutzername	apiuser6D8F6B3A	
Passwort	qpnpW3Ms	
Fingerabdruck Nutzerzertifikate	e8 cf fa 35 d9 8b 16 20 3c db 95 40 f7 5c a9 38 4b 2a f1 b8	<a href="#" style="background-color: #00c080; color: white; padding: 5px 10px; text-decoration: none;">Download .CRT-Zertifikat</a>
Gültig bis	06.08.2024 16:07	Mit dem Public Key der .CRT-Datei können Sie die Gültigkeit des Zertifikates überprüfen.
Monitoring URL	<a href="https://mgt-api-prod.simsme.de/api/v1/info/importOverview/C09AE125-0522-4889-B4E0-D1275ACC08E9">https://mgt-api-prod.simsme.de/api/v1/info/importOverview/C09AE125-0522-4889-B4E0-D1275ACC08E9</a> <small>Mit dieser URL können Sie den Status der Importe über Ihr Monitoring System überwachen. Es werden dabei keine personenbezogenen Daten übertragen. Das Format des Aufrufs ist in der API Dokumentation beschrieben.</small>	<a href="#" style="background-color: #00c080; color: white; padding: 5px 10px; text-decoration: none;">URL kopieren</a>
<a href="#" style="background-color: #00c080; color: white; padding: 5px 10px; text-decoration: none;">Bearbeiten</a>	Hier finden Sie die dazugehörige Dokumentation.	<a href="#" style="background-color: #808080; color: white; padding: 5px 10px; text-decoration: none;">Schließen</a>

- **username:** first component of basic authentication
- **password:** second part of basic authentication
- **fingerprint user certificate:** fingerprint of the public certificate to validate authenticity of the sent certificate
- **Valid until:** End date of validity of certificate
- **Monitoring URL:** Query the status of the last 10 imports, for which no authentication is required.

By pressing the **Edit** button you can

- generate a new password;
- send a new certificate;
- generate a new URL;

Two **close** buttons will take you back to ginlo Management Cockpit settings.

### 1.10.3.1.5.1 LDAP Import

The creation of LDAP data is a two-step process consisting of LDAP import and cockpit export. This guide looks at the cockpit import.

For details on LDAP export, see section *Interface Description*.

1. In the **Users** tab, click *Import Template* in the upper right corner.

ginlo Management Cockpit

DE | EN Einstellungen | Logout

Dashboard **Nutzerverwaltung (4)** Suchbegriff eingeben

↓ CSV-Import & -Export Nutzerdaten importieren

Nachname ↑	Vorname	E-Mail	Mobilnummer	Schlagwort
Bach	Susanne	s.bach@musterfirma.de	+4917612345678	Verkauf
Baum	Matthias	m.baum@musterfirma.de	+4917066646362	Management
Bergmann	Jörg	j.bergmann@musterfirma.de	+491719497870084	Verkauf
Kunze	Ursula	u.kunze@musterfirma.de	+49151288776655	Entwicklung

IMPRESSUM  
AGB  
DATENSCHUTZHINWEISE  
3.01.000 (cc1af58e)

Neuen Nutzer anlegen

1. Select *Advanced CSV* and populate this as described in the **Interfaces** section.

ginlo Management Cockpit

Strigl Brigitta  
DE | EN Einstellungen | Logout

Dashboard **Nutzerverwaltung (0)** Suchbegriff eingeben

↓ CSV-Import & -Export Nutzerdaten importieren

Importvorlage herunterladen

- Erweitertes CSV für eine kontinuierliche LDAP-Aktualisierung und automatischen Zuweisungen in Gruppen und Kanäle
- Vereinfachtes CSV für die einmalige Nutzeranlage

Daten für den Export auswählen

- Alle verwendeten Geräte in eine CSV-Datei exportieren.

1. Import the filled CSV - the data will be checked first and then prepared for import.

ginlo Management Cockpit

DE | EN Einstellungen | Logout

Dashboard **Nutzerverwaltung (4)** Suchbegriff eingeben  CSV-Import & -Export **Nutzerdaten importieren**

	Nachname ↑	Vorname	E-Mail	Mobilnummer	Schlusssymbol	Schlusstext
Nutzer	Bach	Susanne	s.bach@musterfirma.de	+4917612345678	●	Verkauf
Gruppen	Baum	Matthias	m.baum@musterfirma.de	+4917066646362	●	Management
Kanäle	Bergmann	Jörg	j.bergmann@musterfirma.de	+491719497870084	●	Verkauf
App-Settings	Kunze	Ursula	u.kunze@musterfirma.de	+49151288776655	●	Entwicklung

IMPRESSUM  
AGB  
DATENSCHUTZHINWEISE  
3.01.000 (cc1af58e)

Neuen Nutzer anlegen

1. In the preliminary test, you can export the test report for notes, warnings and errors or continue the import.

ginlo Management Cockpit

Dashboard **Überprüfung abgeschlossen**

Kategorie	Anzahl Einträge	Hinweise	Warnungen	Fehler
Nutzer	120	15	3	1
Gruppen	3			
Channels	1			
Schlagerwörter	3			

Abbrechen Prüferbericht exportieren **Fortsetzen**

1. The import process may take a moment depending on the data size. The progress bar also shows the remaining time.

ginlo Management Cockpit

Änderungen werden übernommen

Kategorie	Anzahl Einträge	Hinweise	Warnungen	Fehler
Nutzer	120	15	3	
Gruppen	3			
Channels	1			
Schlagwörter	3			

Abbrechen      Prüfbericht exportieren      Fortsetzen

1. Once all changes are applied, you can also export a detailed import report or close the process.

ginlo Management Cockpit

✓ Änderungen übernommen

Kategorie	Anzahl Einträge	Hinweise	Warnungen	Fehler
Nutzer	120	15	3	
Gruppen	3			
Channels	1			
Schlagwörter	3			

Abbrechen      Prüfbericht exportieren      Schließen

### 1.10.3.1.5.2 LDAP interface description

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##### *IV LDAP Importer*

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  - 2.2 Using a proxy
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#### **I Introduction**

This interface description is intended for developers to enable them to provide user data for ginlo Business in an automated way.

petrol:*ginlo Business* provides a CSV-based interface for importing user data.

The interface allows to create, change and delete users automatically.

Furthermore, users can be assigned to **ginlo groups** and **ginlo channels**.

If the respective groups or channels do not yet exist, they will also be created in the course of the import.

This document describes the format of the CSV data structure and the associated constraints. It is the basis for implementing an export adapter of user data.

There is also an example implementation of an LDAP adapter for exporting user data from OpenLDAP or Microsoft AD LDS. The sample implementation can be used as a basis for realizing an LDAP adapter.

Independently of LDAP-based systems, any other system can also be used as a source system if the user data provided corresponds to the CSV data structure defined here.

Additionally, this document covers the description of an automatic LDAP import. Using a REST interface, the LDAP adapter data can be added to the ginlo Management Cockpit.

An explicit description of the interface is realized by means of a so-called swagger file. This description makes it possible to generate a client automatically and to adapt it for its needs.

The following information can also be found:

- In *Chapter II* is the detailed description of the CSV data structure. It is relevant for the development of an export adapter.
- In *Chapter III.6.1* is described how to configure the LDAP server for the adapter.
- *Chapter III.6.2* defines the mapping of LDAP fields to the data structure of ginlo users.
- *Chapter IV* describes technically the REST interface for importing LDAP data and shows with an exemplary implementation how to use it.

This section shows the overall structure and presents the interaction of the individual components.

The LDAP adapter is designed to read data from a Microsoft Active Directory and provide it in CSV format.

The explicit structure of the format is described in *Chapter II*.

The file generated by the LDAP adapter provides the basis for the LDAP importer, which can communicate with the ginlo Management Cockpit service via the REST interface provided by ginlo and can create and update users, groups, channels and keywords as well as realize mappings of these to the users.

The result of this interaction is the direct mapping of the content of the Active Directory in the ginlo Management Cockpit. The following illustration shows the process visually.

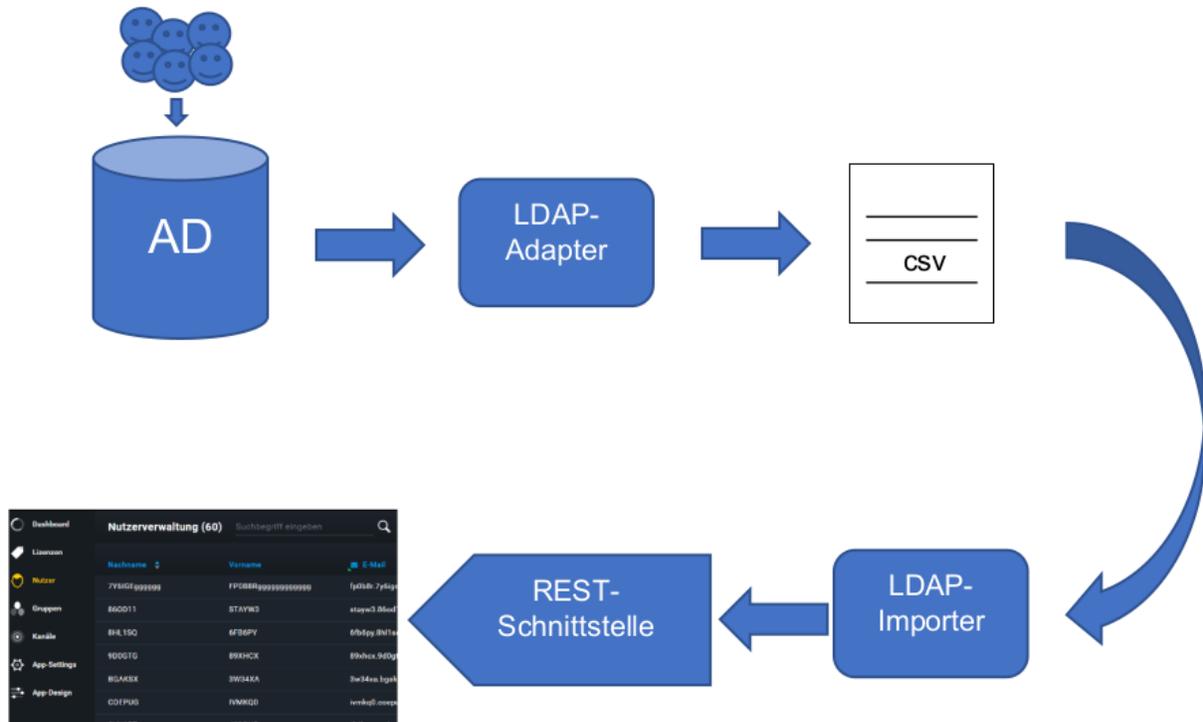


Abbildung 1: Infrastruktureller Aufbau

## II CSV data structure

To import users into the ginlo Management Cockpit, a CSV file containing the user information must be created.

For this purpose, the CSV file must be UTF8-encoded and conform to the following format:

```
"ACTION";"CREATED";"MODIFIED";"USER_ID";"DEPARTMENT";"PHONE";"EMAIL";"LAST_NAME";"FIRST_
↳NAME";"KEYWORDS";"CHANNELS";"GROUPS"
"INSERT";"2018-02-27T03:58:21";"2018-02-27T03:58:21";"BA9170A1341038489BED9BE23C0E11F4";
↳"IT";"+4991634000002";"max.mustermann-002@myldap.localhost";"Max Mustermann-002";"Max";
↳"myldap GmbH,Verwaltung, IT";"myldap company channel, myldap it channel, myldap_
↳employee channel";"myldap it group"
```

In the first line of the CSV file the above field labels must be completely present and separated exclusively with semicolons (without additional whitespaces).

In addition, the field labels must be enclosed in quotation marks.

Each subsequent line must contain the data of a user. The user data must also be enclosed in quotation marks and separated exclusively by semicolons (without additional whitespaces).

A linefeed (n) must be used for the line break.

**Note:** The following characters must not be used in text fields:

; " < > { } &

Empty lines will be ignored during import.

The fields used within the CSV data structure are shown in overview in the table below.

The following chapter describes the fields and their constraints in detail.

Attribut	Description
ACTION	Describes whether it is a new creation, modification or deletion Valid values are: INSERT, UPDATE, DELETE
CREATED	Date of user creation in LDAP provider Format: <YYYY>-<MM>-<DD>T<HH>:<MM>:<SS>
MODIFIED	Date of the last modification of the user in the LDAP provider Format: <YYYY>-<MM>-<DD>T<HH>:<MM>:<SS>
USER_ID	ID of the user in the LDAP provider The format is defined by the respective LDAP provider.
DEPARTMENT	User's department
PHONE	User's phone number
EMAIL	User's mail address
LAST_NAME	User's surname
FIRST_NAME	User's first name
KEYWORDS	For the user in the LDAP provider stored ginlo keywords Format: comma separated list
CHANNELS	Channels stored for the user in the LDAP provider Format: comma separated list
GROUPS	Groups stored for the user in the LDAP provider Format: comma separated list

Table 1: CSV data structure

## 1 Field Description.

### 1. ACTION

defines whether a user should be created, modified or deleted. Valid values are INSERT, UPDATE and DELETE. In case a user is to be created with the action

- INSERT and already exists, the action is interpreted as UPDATE;
- UPDATE is to be created and does not yet exist, the action is interpreted as INSERT. If the data to be updated is identical to the entries in the import file, the action is ignored and logged.
- DELETE is to be deleted and does not exist, the action is ignored and logged;

An empty value is not allowed. INSERT and UPDATE behave the same in terms of content. Only the message in the generated report differs, depending on whether the data set existed before the import or not.

This behavior can be used to perform a sanity check based on the log file.

### 2. CREATED

defines the creation time of the user in the source system. The timestamp must follow the format

<YYYY>-<MM>-<DD>T<HH>-<MM>-<SS>

format.

Currently the field is ignored in the import process. An empty value is allowed.

### 3. MODIFIED

defines the modification time of the user in the source system. The timestamp must follow the format

<YYYY>-<MM>-<DD>T<HH>-<MM>-<SS>

Currently the field is ignored in the import process. An empty value is allowed.

#### 4. USER\_ID

is the ID of the user in the source system. The USER\_ID is stored as an external ID at the ginlo user.

The content of the field must be unique and not assigned to multiple users. If an ambiguity is identified, the user's data will not be processed.

The maximum length of the USER\_ID is 100 characters. All printable ASCII characters are allowed. Excluded are the characters < and >.

#### 5. DEPARTMENT

defines the organizational unit to which the user is assigned in the source system. The organizational unit is stored as a department for the ginlo user. An empty value is allowed.

#### 6. PHONE

defines the mobile phone number of the user. The mobile phone number must correspond to one of the following two formats:

- +<country code><national area code><connection identifier>.
- <national area code><connection identifier>.

The first one corresponds to the E.164 standard. A valid mobile number must be passed, with a maximum of 15 characters.

The mobile number is stored with the ginlo user. If no country code was given, the area code +49 is assumed. An empty value is allowed.

The content of the non-empty field must be unique and may not be assigned to multiple users. If an ambiguity is identified, the user's data will not be processed.

#### 7. EMAIL

must be a valid e-mail address. The email address will be stored with the ginlo user. An empty value is allowed.

The content of the non-empty field must be unique and not assigned to multiple users. If an ambiguity is identified, the user's data will not be processed.

#### 8. LAST\_NAME

defines the last name of the user and may have a maximum length of 30 characters. The last name will be added to the ginlo user.

All printable ASCII characters are allowed. Excluded are the characters < and > and an empty string.

#### 9. FIRST\_NAME

Defines the first name of the user and may have a maximum length of 30 characters. The first name will be added to the ginlo user.

All printable ASCII characters are allowed. Excluded are the characters < and > and an empty string.

#### 10. KEYWORDS

The KEYWORDS field is used to store ginlo specific keywords used to organize users in the ginlo Management Cockpit.

The keywords must be present in the field as a comma-separated list.

The field content may have a maximum length of 100 characters. The keywords will be added to the ginlo user.

All printable ASCII characters are allowed. Excluded are the characters < and > and an empty string.

## 11. CHANNELS

The CHANNELS field is used to store ginlo specific channels to which the user is automatically assigned during import.

If a channel does not exist at the time of import, the channel will be created automatically.

If a channel assigned to the user is no longer contained in the field, the assignment of the user to the channel will be deleted in the context of the import.

The channels must be present in the field as a comma-separated list.

The field content may have a maximum length of 100 characters. The channels will be added to the ginlo user. An empty value is allowed.

## 12. GROUPS

The GROUPS field is used to store ginlo specific groups to which the user will be automatically assigned during import.

If a group does not exist at the time of import, the group will be created automatically.

If a group assigned to the user is no longer contained in the field, the assignment of the user to the group will be deleted in the context of the import.

The groups must be present in the field as a comma-separated list.

The field content may have a maximum length of 100 characters. The groups will be added to the ginlo user. An empty value is allowed.

### 2 Error overview

A number of different errors can occur during import. Depending on the severity of the error, these are assigned to the error categories INFO, WARNING, ERROR and FATAL\_ERROR.

Error category	Description
INFO	No actual error has occurred; It is only an information for the administrator.
WARNING	An automatically recoverable error has occurred at the record level.
ERROR	A non-automatically recoverable error has occurred. The record is skipped, the import continues.
FATAL_ERROR	A non-automatically recoverable error has occurred. The import is aborted.

Table 2: Error categories

The following classification of errors is to be implemented:

ID	Error	Category	Rules for automatic troubleshooting for WARNING
IMP-1	Import file too large (max. 10 MB)	FATAL_ERROR	
IMP-2	Empty line	ERROR	
IMP-3	Missing mandatory field ACTION	ERROR	
IMP-4	Missing mandatory field USER_ID	ERROR	
IMP-5	Missing mandatory field LAST_NAME	ERROR	
IMP-6	Missing mandatory field FIRST_NAME	ERROR	

continues on next page

Table 1 – continued from previous page

ID	Error	Category	Rules for automatic troubleshooting for WARNING
IMP-7	Duplicate USER_ID in import	ERROR	Note: Only the first import counts, each further occurrence would then be an ERROR.
IMP-8	Phone number already used	INFO	No special treatment, but existing procedure in case of registration with an already existing tel. no. (Activate channel etc.)
IMP-9	Email address already used	INFO	Analogous to IMP-8 - only with mail
IMP-10	Freemailer - email address	ERROR	
IMP-11	Length check for LAST_NAME failed	WARNING	Cut off to allowed length
IMP-12	Length check for FIRST_NAME failed	WARNING	Cut off to allowed length
IMP-13	Length check for USER_ID failed	ERROR	
IMP-14	Length check for KEYWORDS failed	WARNING	Cut off to allowed length
IMP-15	Length check for GROUPS failed	WARNING	Cut off to allowed length
IMP-16	Length check for CHANNELS failed	WARNING	Cut off to allowed length
IMP-17	Syntactically invalid e-mail address	ERROR	
IMP-18	Syntactic invalid phone number	ERROR	
IMP-19	Missing email address + phone number (neither of the two values is set)	ERROR	
IMP-20	Incorrect date format CREATED	WARNING	Field will be ignored
IMP-21	Incorrect date format MODIFIED	WARNING	Field will be ignored
IMP-22	No license available to assign	WARNING	No license is assigned to the user
IMP-23	Communication with ginlo failed	FATAL_ERROR	
IMP-24	Incorrect ACTION insert	WARNING	Insert is changed to Update
IMP-25	Incorrect ACTION Update	WARNING	Update is changed to Insert
IMP-26	Incorrect ACTION Delete	ERROR	
IMP-27	Invalid characters in LAST_NAME, FIRST_NAME, USER_ID	ERROR	
IMP-28	Invalid characters in FIRST_NAME	ERROR	
IMP-29	Invalid characters in USERID	ERROR	
IMP-30	Wrong format of import file (e.g. wrong number of columns)	FATAL_ERROR	
IMP-31	Duplicate phone number in import file	ERROR	
IMP-32	Duplicate email adress in import file	ERROR	
IMP-33	Unknown ACTION	ERROR	Line will not be imported
IMP-34	Data set not accepted or an unexpected error has occurred	FATAL_ERROR	
IMP-35	Assigned group name is assigned multiple times	FATAL_ERROR	
IMP-36	Assigned channel name is assigned multiple times	FATAL_ERROR	

Table 3: Error overview

### 3 CSV examples

1. Export example for user creation

In the example below, the CSV export file represents the creation of three new users to be created in ginlo.

```
"ACTION";"CREATED";"MODIFIED";"USER_ID";"DEPARTMENT";"PHONE";"EMAIL";"LAST_NAME";
"FIRST_NAME";"KEYWORDS";"CHANNELS";"GROUPS"

"INSERT";"2020-01-27T03:58:21";"2020-02-12T03:58:21";"EF3451234";"IT";
"+491627563452";      "tina.schuber@mail.de";"Schuber";"Tina";"";"Sport, Vacation";
"DevOps"

"INSERT";"2020-02-27T03:58:21";"2020-02-27T03:58:21";"AFG236464";"IT";
"+491717826732";      "teresa.lamau@mail.de";"Lamau";"Teresa";"Team-Lead";"Team-Leads";
"News"

"INSERT";"2020-02-27T03:58:21";"2020-02-27T03:58:21";"672777777";"IT";
"+491516173647";      "simon.terfon@mail.de";"Terfon";"Simon";"";"Sport";"News"
```

#### 1. Export example for user change

In the following example, two of the previously created users are changed (user **Lamau** changes to group **Telco**, user **Simon** changes phone number) and another user is added.

```
"ACTION";"CREATED";"MODIFIED";"USER_ID";"DEPARTMENT";"PHONE";"EMAIL";"LAST_NAME";
"FIRST_NAME";"KEYWORDS";"CHANNELS";"GROUPS"

"UPDATE";"2020-02-27T03:58:21";"2020-02-27T03:58:21";"AFG236464";"IT";
"+491717826732";      "teresa.lamau@mail.de";"Lamau";"Teresa";"Team-Lead";"Team-Leads";
"Telco"

"UPDATE";"2020-02-27T03:58:21";"2020-02-27T03:58:21";"672777777";"IT";
"+491832457261";      "simon.terfon@mail.de";"Terfon";"Simon";"";"Sport";"News"

"INSERT";"2020-02-27T03:58:21";"2020-02-27T03:58:21";"648728384";"Business";
"+491613458725";      "norbert.meier@mail.de";"Meier";"Norbert";"";"Corporate News,
Sales";"Telco, News"
```

#### 2. Export example for user deletion

In the following example, two of the previously created users are deleted again (user **Lamau**, user **Terfon**).

```
ACTION";"CREATED";"MODIFIED";"USER_ID";"DEPARTMENT";"PHONE";"EMAIL";
"LAST_NAME";"FIRST_NAME";"KEYWORDS";"CHANNELS";"GROUPS"

"DELETE";"2020-02-27T03:58:21";"2020-02-27T03:58:21";"AFG236464";"IT";
"+491717826732";      "teresa.lamau@mail.de";"Lamau";"Teresa";"";"";""

"DELETE";"2020-02-27T03:58:21";"2020-02-27T03:58:21";"672777777";"IT";
"+491832457261";      "simon.terfon@mail.de";"Terfon";"Simon";"";"";""
```

#### 1. Export example for incorrect user definition

In the following example, a user was exported that has the same mobile phone number as the previously exported user **Norbert Meier**.

As described in [Chapter II.1](#), an ambiguous mapping is not allowed and the subsequent import would identify the entry as incorrect and not import it.

```
ACTION";"CREATED";"MODIFIED";"USER_ID";"DEPARTMENT";"PHONE";"EMAIL";
"LAST_NAME";"FIRST_NAME";"KEYWORDS";"CHANNELS";"GROUPS"

"INSERT";"2020-02-27T03:58:21";"2020-02-27T03:58:21";"1237635";"Business";
"+491613458725";      "sina.kundig@mail.de";"Kundig";"Sina";"";"IT News";"Logistik"
```

### III LDAP adapter

The so-called LDAP adapter is an exemplary implementation of an adapter between an LDAP server and the described CSV structure.

The LDAP adapter is provided by ginlo as a template, but does not receive support from ginlo.

The source code may be used in the context of a connection to ginlo and may be integrated and distributed in your software components (“open source”).

The canonical interfaces are the CSV import via the ginlo Management Cockpit and via the REST interface.

## 1 Overview

This chapter describes for the target group **developers** the provided implementation of an LDAP adapter.

The implementation is intended for connecting the LDAP providers Microsoft AD LDS and OpenLDAP. LDAP providers differing from this can also be connected. Additional implementation adaptations and possibly additional configuration elements may be necessary.

The task of the LDAP adapter is to identify the user data within the LDAP provider and to transfer it into the defined CSV structure.

Part of the identification of user data is to determine which users are to be added, which are to be changed and which are to be deleted.

The LDAP adapter is composed of the following subcomponents:

- H2 database for persisting the exported data.
- HTTP server for providing the services
- Service implementation

The LDAP adapter is implemented in Java. The adapter is a self-contained Spring boot application and as such contains the subcomponents listed above.

The classes are implemented as Spring Beans and are configured accordingly.

## 2 General conditions.

To use the LDAP prototype, the following requirements must be met:

- Java runtime environment version 8.
- LDAP provider Microsoft AD LDS or OpenLDA
- Additional features for the assignment of groups, channels and keywords must be configurable in the LDAP provider.
- User data must meet the requirements of the ginlo data model for user data.

## 3 Usage

The export of user data is started by the following call:

```
<http-server>/secmes-ldap-simsme-exp/commands/exportLdapSimsMeUser
```

By specifying the HTTP parameter `exportType=ALL` all user data of the LDAP instance will be exported. The delta to the previous export is created by specifying the `exportType=DIFF` parameter.

The data exported from the LDAP instance is persisted in the H2 database. The HTTP response of the service is a JSON structure that identifies the concrete export.

```
{
  "exportInfo": {
    "id": "161BDDCE52527da12d710334469bd2e4fdc17c41dee00",
    "ldapUrl": "ldap://secmes-ldap:389",
    "ldapBase": "dc=simsme,dc=dpag,dc=de",
    "ldapUserRecordCount": 11,
    "exportFile": "simsmeLdapUserExport-20180222-141345-894---161BDDCE52527da12d710334469bd2e4fdc17c41dee00-all.csv",
    "exportInfoFile": "simsmeLdapUserExport-20180222-141345-894---161BDDCE52527da12d710334469bd2e4fdc17c41dee00---all.json",
    "exportLogFile": "simsmeLdapUserExport-
```

```
20180222-141345-894---161BDDCE52527da12d710334469bd2e4fdc17c41dee00---      all.log",
"exportType":"ALL","exportFileLength":2926,"startTimeStamp":"2018-02-      22T14:13:45.
893+00:00","endTimeStamp":"2018-02-      22T14:13:45.919+00:00","error":false,
"errorStacktrace":null,"message":"OK","exportRecordCount":11,      "deleteRecordCount":0,
"upsertRecordCount":11}}
```

Exported user data is stored as a snapshot in an H2 database. When re-exporting, the delta comparison is performed via this database. This results in the action commands “INSERT”, “UPDATE” and “DELETE” for the CSV data structure.

The contained ID can be used in the following to provide the exported user data as CSV file. To do this, call the following service by specifying one of the exportIDs:

```
<http-server>/secmes-ldap-simsme-exp/commands/exportInfo/{exportId}/download
```

In this way, all exports performed so far can be provided as a CSV file.

In addition to the direct use of the service methods, the Swagger UI is also available, via which the parameterization of the calls can be made via UI.

All services offered by the LDAP adapter are available via the Swagger UI. The Swagger UI can be accessed via the following URL:

```
<http-server>/secmes-ldap-simsme-exp/swagger-ui.html
```

The access to the LDAP instance as well as the mapping of the LDAP attributes to the CSV data structure is configurationally stored in the adapter. Further information on this can be found in *Chapter III.6.2*.

## 4 Static structure

### 4.1 Package structure

The LDAP adapter is structured into several packages (Java Packages). The packages can be found as subpackages in the path `de.dpag.simsme.ldapexport`.

The following central subpackages realize the functionality of the LDAP adapter:

#### Adapter

implements the access to the LDAP provider and defines the mapping of the attributes.

#### Configuration

implements the reading of the component and LDAP provider attributes from the application’s configuration file.

#### Controller

provides the service interface of the component.

## Domain

defines the entities of the LDAP adapter.

## Processor

implements the individual commands that are triggered when the service methods are called.

## Service

implements the generation of the exported data as a CSV file.

### 4.2 Class structure

#### 1. Adapter

In the package `de.dpag.simsme.ldapexport.adapter.ldap` the classes for the connection to the LDAP provider are realized.

The starting point is the class `LdapAdapterServerImpl`, which provides the method for reading the user data.

The reading of the user data takes place over the class `BaseLdapReader`, which implements the interface `LdapReader`.

Based on the configuration data to the LDAP Provider (see [Kapitel III.6.1](#)) an instance of the `LdapReader` in the class `LdapAdapterServerImpl` is created. The reading of the data is then delegated to this.

The concrete access to an LDAP provider is realized using Spring. The classes `LdapTemplate`, `LdapQueryBuilder` and `SearchScope` are used for this purpose.

The implementation of the LDAP adapter is independent of the LDAP provider and is bound to a concrete provider exclusively by configuration.

In this way LDAP products of different manufacturers (e.g. OpenLDAP) can be addressed.

The associated configuration information is described in [Chapter III.6.1](#). The interrelationships of the classes can be found in the following figure.

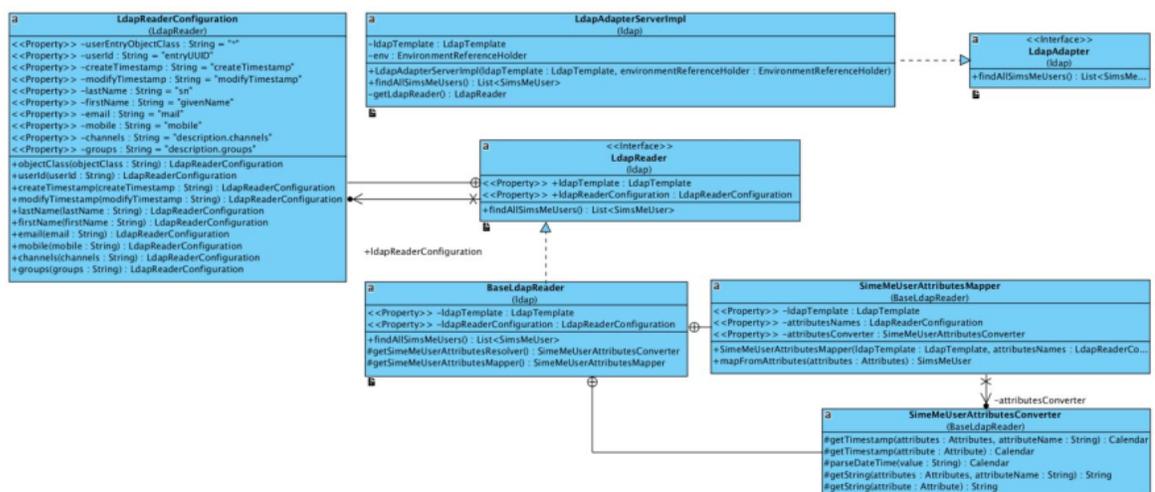


Abbildung 2: Klassendiagramm LDAP-Adapter

## 2. Controller and Commands

The externally available interface of the LDAP adapter is realized by classes in the package `de.dpag.simsme.ldapexport.controller`.

The `SecmesLdapExportController` class implements the externally available services based on the Command pattern. Each service corresponds to a command.

For each externally available service, there is a Command implementation that realizes the associated functionality. Each Command class (e.g. `ExportLdapSimsMeUser`) is derived from the `AbstractClientCommand` superclass.

The protocol-related handling of HTTP-based calls is abstracted in the `AbstractCommandController` and `AbstractApplicationController` superclasses. Again, the Spring framework is used for technical handling.

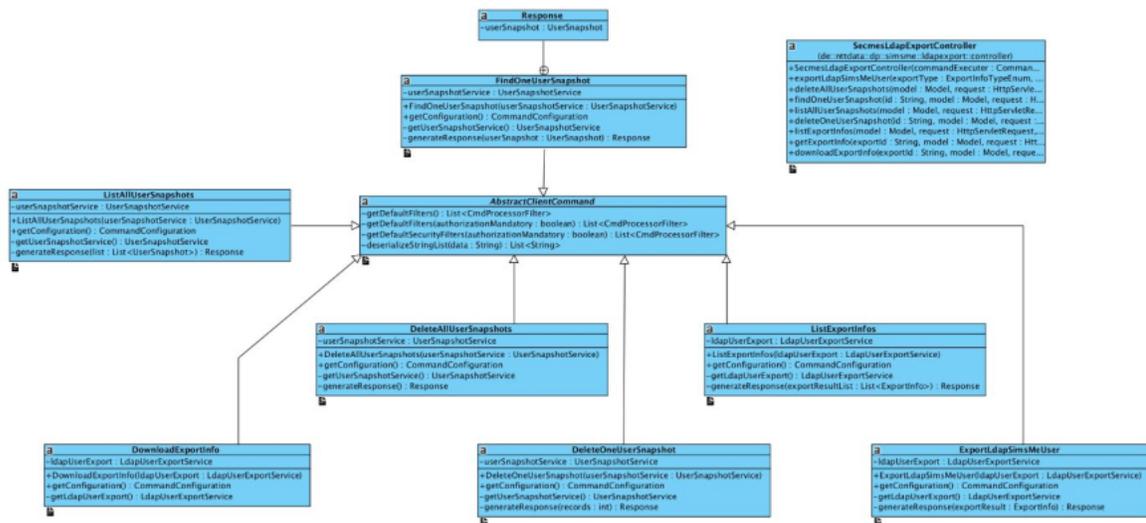


Abbildung 3: Klassendiagramm Controller und Commands

## 3. Service

The classes in the package `de.dpag.simsme.ldapexport.service` realize the generation of export information and files as well as the persistence of exported data into a database (in this case H2) and the access to it.

In the `UserSnapshotServiceDefaultImpl` class all database related persistence methods are realized. This includes storing user data from an LDAP provider as well as reading them out.

The class `LdapUserExportServiceDefaultImpl` uses these methods to read and generate export information (`ExportInfo`). However, the main task of the class is to generate a representation of user data as a CSV file.

Both implementations use the Spring mechanisms for configuration.

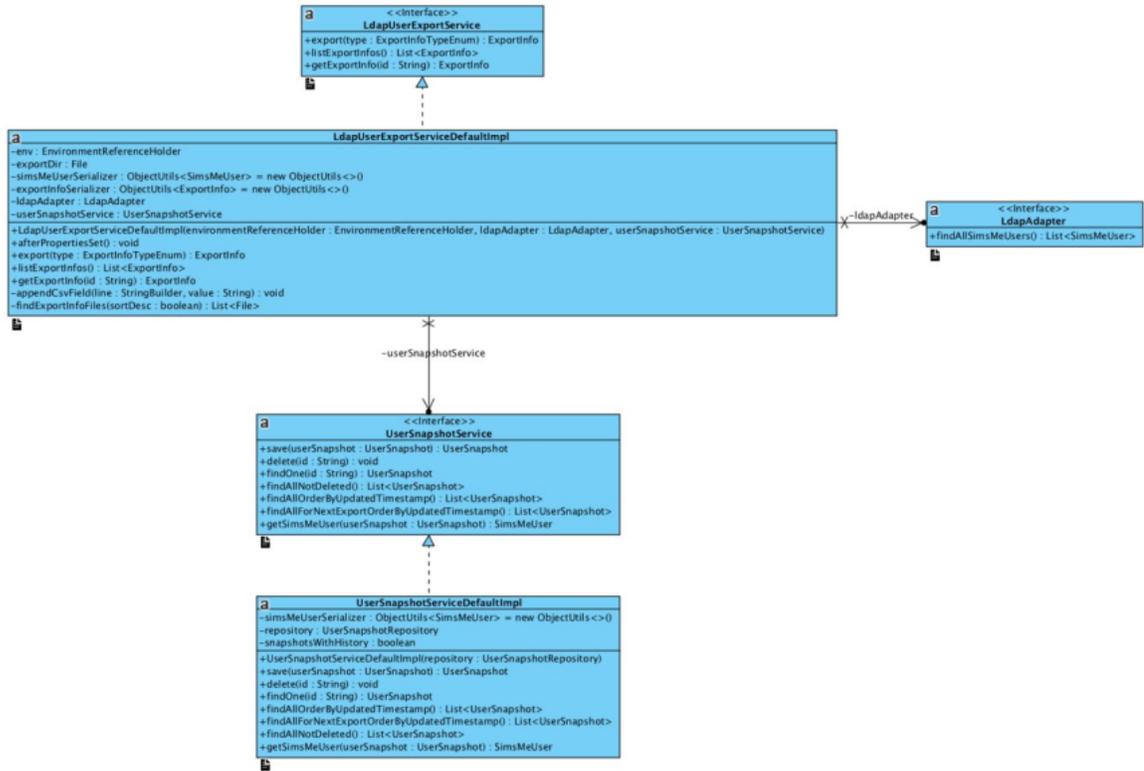


Abbildung 4: Klassendiagramm Service

### 5 Dynamic structure

The following flow shows the call chain when exporting user data:

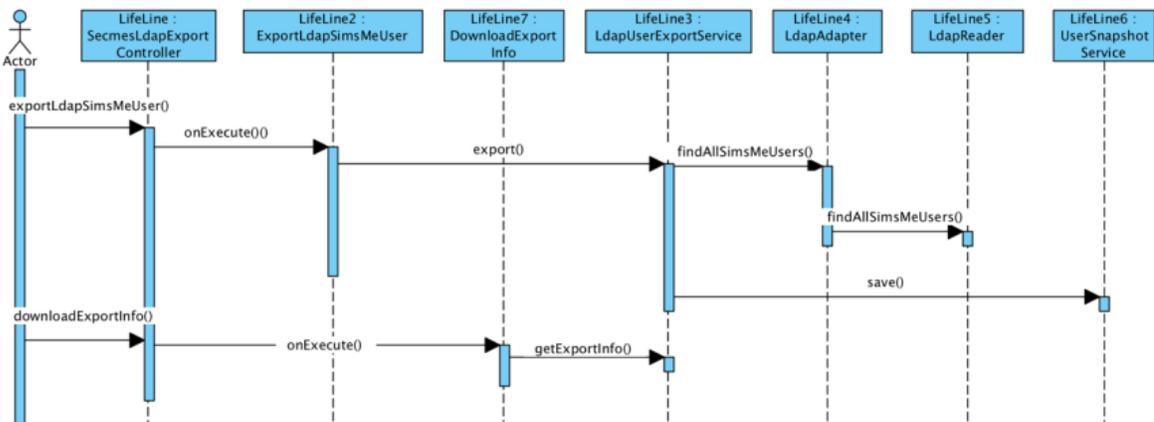


Abbildung 5: Export von Nutzerdaten

The following table explains the steps documented above in short form:

Step	Method	Description
1	exportLdapSimsMeUser	Receiving the HTTP request
2	onExecute	Start of export
3	export Start	LDAP request and result file generation
4	findAllSimsMeUsers	Preparation of LDAP request
5	findAllSimsMeUsers	Reading user data from the LDAP provider
6	save	Storage of data in H2 database
7	downloadExportInfo	Receiving the HTTP request
8	onExecute	Download start
9	getExportInfo	Identification and download of the CSV file

Table 4: Steps for exporting user data

## 6 Konfiguration

The LDAP prototype is adapted to the specific deployment via several configuration files.

### 6.1 Application Configuration.

The configuration of the Spring Beans is done in the application.yml file (YAML file).

For other environments (e.g. local development) configuration files can be created to suit the environment. The naming is done via a postfix (e.g. application-local.yml).

In the configuration file, among other things, the port of the application, logging behavior and the database are configured. Furthermore, the access information of the LDAP provider is also stored here.

An example configuration is shown below.

#### ldap:

```

url: ${LDAP_URL:ldap//secmes-ldap:389}
base: ${LDAP_BASE:dc=simsme}
user: ${LDAP_USER:cn=admin,dc=simsme}
password: ${LDAP_PASSWORD:password}
readerImplementationClass: ${LDAP_READER_IMPLEMENTATION_CLASS;}
readerConfigFile: ${LDAP_READER_CONFIG_FILE;}
exportDir: ${LDAP_EXPORT_DIR:${INSTANCE_HOME:${user.dir}}/export}

```

The readerConfigFile configuration element defines the configuration file in which the LDAP attribute mapping is stored.

The exportDir configuration element defines the directory where the adapter caches exported CSV files to make them available on demand.

### 6.2 Mapping of LDAP attributes

The mapping of the LDAP attributes to the ginlo user data is defined configuratively. The configuration is done in JSON format and is described in the LdapReaderConfiguration.json file.

In addition to the ginlo attributes, it is also defined here where the user data can be found in the data structure of the LDAP provider.

In the following an exemplary configuration is shown. By means of the features cd, dn and userEntryObjectClass it is defined which object is to be mapped to the user data:

```

{
  "userEntryObjectClass" : "inetOrgPerson",
  "dn" : "entryDn",
  "cn" : "cn",
  "userId" : "entryUUID",
  "createTimestamp" : "createTimestamp",
  "modifyTimestamp" : "modifyTimestamp",
  "lastName" : "sn",
  "firstName" : "givenName",
  "email" : "mail",
  "mobile" : "mobile",
  "department" : "description.department",
  "keywords" : "description.keywords",
  "channels" : "description.channels",
  "groups" : "description.groups",
  "description" : "description"
}

```

#### IV LDAP Importer

---

**Hint:** This section is under revision; outdated links no longer work.

For specific questions, please email [b2b-support@ginlo.net](mailto:b2b-support@ginlo.net).

---

The LDAP Importer processes the data from the LDAP adapter and integrates it automatically into the ginlo Management Cockpit. The process can work autonomously and without additional administrator interaction.

Particularly in large companies, manual processes should be avoided in order to minimize the effort required to manage the company's own employees.

To realize this, LDAP import files can be uploaded via the REST interface, their status can be queried and the result log can be determined.

#### 1 Prerequisites

Authentication is required for general use of the REST interface.

On the one hand, a special user is required, which logs in against the system using basic authentication, and on the other hand, a client certificate.

The creation of such a user is done via the ginlo Management Cockpit by the administrator. For this purpose, the button *Activate LDAP API* can be found under the settings.

Detailed instructions on how to create an API user can be found in the *ginlo Management Cockpit documentation*.

Internally, a new deputy of type "apiuser" is created by the administrator. A password is created for this user and a client certificate is generated. The public client certificate is distributed on the servers in the same way as a proxy.

If an API user has been created, then the administrator can use the Show credentials function to display the credentials (username + password) and download the public client certificate to check that it is correct.

The private part of the certificate is sent to the registered administrator's e-mail address.

With this access data, the client can address the Cockpit API. Authentication takes place via two components: The user name and password are passed as basic auth, and the client certificate serves as the second factor.

If these credentials are compromised, the administrator can generate a new password via the Cockpit interface and, if necessary, also generate a new client certificate. The existing access data thus loses its validity.

## 2 Cockpit REST Client - Sample Implementation

The exact specification of the REST interface provided by ginlo is recorded in a Swagger file. This can be downloaded [here](#).

For simplified integration into the company's own structures, automatic generation of a client using this file is possible via Swagger UI.

The following points describe a detailed usage of the client on some examples and include useful hints for customizing the generated client.

### 2.1 Dependencies (Packages)

In order for the Swagger generated client to be executable, some dependencies are necessary and should be added to the project. These include:

- gson-2.8.1.jar
- gson-fire-1.8.0.jar
- logging-interceptor-2.7.5.jar
- okhttp-2.7.5.jar
- okio-1.6.0.jar
- swagger-annotations-1.5.15.jar
- threetenbp-1.3.5.jar

### 2.2 Use of a proxy.

Some companies provide for the use of a proxy server for inter-company communication. The generated Swagger client does not natively support the use of a proxy.

The following code shows an example of integrating your own proxy:

```
final InfoApi infoApi = new InfoApi(basePath, basicUsername, basicPassword, pathCertificate, passwordCertificate);
setProxy(infoApi.getApiClient());

private static void setProxy(final ApiClient apiClient)
{
    if ((System.getProperty("http.proxyHost") != null) && !System.getProperty("http.proxyHost").isEmpty()
        && (System.getProperty("http.proxyPort") != null) && !System.getProperty("http.proxyPort").isEmpty())
    {
        apiClient.getHttpClient().setProxy(new Proxy(Proxy.Type.HTTP,
            new InetSocketAddress(System.getProperty("http.proxyHost"),
                Integer.parseInt(System.getProperty("http.proxyPort"))));
    }
}
```

In particular, this can be solved by using runtime properties. These can then be read out as shown in the code example above.

A final call of the import client can then look like this: **java -Dhttp.proxyHost=proxy.de -Dhttp.proxyPort=5555**

### 2.3 Verification of the connection

In the Swagger file, a function called checkConnection is defined, which allows to check the connectivity to the REST interface. The main focus is to identify the reachability of the interface.

Once a connection is established using a certificate and Basic authentication, the groundwork is laid for using the other functions that require authentication.

The following sample code shows the call of the function:

```
//Prüfen der Verbindung
Company      company = infoApi.checkConnection();
```

## 2.4 Use of the client certificate.

Client certificate support is not automatically generated by Swagger UI and must be maintained.

The following code snippet shows an example of how a supplied certificate can be passed to the HTTP client with the appropriate certificate password:

```
KeyStore      keyStore      = KeyStore.getInstance("PKCS12");
FileInputStream clientCertificateContent = new FileInputStream(certificate);

keyStore.load(clientCertificateContent, passwordCertificate.toCharArray());

KeyManagerFactory keyManagerFactory =
KeyManagerFactory.getInstance(KeyManagerFactory.getDefaultAlgorithm());

keyManagerFactory.init(keyStore, passwordCertificate.toCharArray());

SSLContext sslContext = SSLContext.getInstance("TLS");

sslContext.init(keyManagerFactory.getKeyManagers(), null, null);

httpClient = new OkHttpClient();
httpClient.setSslSocketFactory(sslContext.getSocketFactory());

verifyingSsl = true;
```

This can be realized for example in the constructor of the API client.

Since this is a PKCS12 certificate, a keystore instance is first created that loads the client certificate passed.

A KeyManagerFactory is then used to decrypt the certificate and pass it to the HTTP client.

## 2.5 Using Basic Authentication.

The second authentication channel is implemented using Basic authentication.

The following code snippet shows how this can be integrated into the project. Again, it is possible to include those in the constructor of the API client.

```
// Setup authentications (key: authentication name, value: authentication).
authentications = new HashMap<String, Authentication>();

HttpBasicAuth basic = new HttpBasicAuth();

basic.setUsername(basicUsername);
basic.setPassword(basicPassword);

authentications.put("api_auth", basic);

// Prevent the authentications from being modified.
authentications = Collections.unmodifiableMap(authentications);
```

It is still important that this authentication is set as a header parameter to the corresponding request within the UserApi or InfoApi (see next excerpt).

```
apiClient.getAuthentications().get("api_auth").applyToParams(null, localVarHeaderParams);
```

## 2.6 Reading an import file

The data to be imported, coming from the LDAP adapter, can be stored at a specific location in the system. The path to the import file can also be passed as a parameter to the Swagger client and the contents of the file can be read out in the following form.

```
java.nio.file.Path csvFile = Paths.get(pathCSV);
```

## 2.7 Example execution of an import.

After the data has been successfully passed to the Swagger client, the import can be started via the REST interface.

The following code example shows how to create an instance of the UserApi with the appropriate credentials, register a proxy, and start the import:

```
final UserApi userApi = new UserApi(basePath, basicUsername, basicPassword, pathCertificate, passwordCertificate);
setProxy(userApi.getApiClient());

CsvImportResult importResult = userApi.startCsvImport(csvFile);
```

The result is represented by a CsvImportResult as described in the YAML file.

```
String importId = URLDecoder.decode(getImportId(importResult), "UTF-8");
```

From this result the ImportId can now be extracted, which is realized by the function getImportId. The ImportId is a unique identifier of the import and can only be read by the corresponding company.

```
private static String getImportId(final CsvImportResult importResult)
{
    String[] url = importResult.getCsvImportResult().getStatusUrl().split("/");

    return url[url.length - 1];
}

//Warte bis Import abgeschlossen
waitForImport(userApi, importId);
```

The polling of the ImportState allows to recognize the status of the import. Regular polling against the REST interface is used to interpret the completion.

If the status changes to “done”, the import is complete. In addition to the status, the ImportState also provides information about error levels that have occurred in the INFO, WARNING, ERROR, and FATAL\_ERROR stages.

The method “waitForImport” exemplifies the use of querying the ImportState.

```

private static void waitForImport(final UserApi userApi,
                                final String importId)
    throws io.swagger.client.ApiException, java.lang.InterruptedException
{
    ImportState importState = userApi.getCsvImportStateByGuid(importId);

    if (!importState.getImportState().getError().getERROR().equals("0"))
    {
        LOGGER.log(Level.WARNING, "Es gab einen Fehler beim Status holen");
    }

    if (!importState.getImportState().getError().getFATALERROR().equals("0"))
    {
        LOGGER.log(Level.WARNING, "Es gab einen Fehler beim Status holen");
    }

    int countTries = 0;

    while (!importState.getImportState().getMode().getValue().equals("done"))
    {
        if (countTries == 100)
        {
            break;
        }

        importState = userApi.getCsvImportStateByGuid(importId);

        if (!importState.getImportState().getError().getERROR().equals("0"))
        {
            LOGGER.log(Level.WARNING, "Es gab einen Fehler beim Status holen");
        }

        if (!importState.getImportState().getError().getFATALERROR().equals("0"))
        {
            LOGGER.log(Level.WARNING, "Es gab einen Fehler beim Status holen");
        }

        countTries++;

        Thread.sleep(1000);
    }
}

```

## 2.8 Saving the result log.

After the import is completed, the complete protocol can be downloaded. During the execution, a test report is delivered. The complete result report will be offered only after the import has assumed the status “done”.

The following code example shows how to save the result in a csv file.

```

private static void downloadProtocol(final UserApi,
                                   final String importId)
    throws io.swagger.client.ApiException
{
    String report = userApi.downloadReportByGuid(importId);

    try(
        BufferedWriter bw = Files.newBufferedWriter(Paths.get(importId.substring(6) + ".csv"),
                                                    Charset.forName("UTF-8"))
        )
    {
        bw.write(report);
    }
    catch (java.io.IOException ioex)
    {
        LOGGER.log(Level.SEVERE, "Fehler beim Speichern des Protokolls");
    }
}

```

## 2.9 Saving the import overview

Saving the overview of an import is also possible. The example shows the query of the overview of the import via the REST API and the subsequent persistence.

```
private static void downloadImportOverview(final InfoApi api,
                                          final String token)
    throws io.swagger.client.ApiException
{
    String overview = api.importOverview(token);

    if (overview.isEmpty())
    {
        LOGGER.log(Level.SEVERE, "Import-Übersicht ist leer");
    }

    try(
        BufferedWriter bw = Files.newBufferedWriter(Paths.get("uebersicht" + token + ".JSON"),
                                                         Charset.forName("UTF-8"))
        )
    {
        bw.write(overview);
    }
    catch (IOException ioex)
    {
        LOGGER.log(Level.SEVERE.WARNING, "Fehler beim Speichern der Import-Übersicht");
    }
}
```

## 2.10 Automation possibility of the LDAP importer.

With the help of a batch script the LDAP importer can be called automatically. For example, the content of the script can look like this:

```
SET PATH=C:\Program Files\Java\jre1.8.0_191\bin\;%PATH%;
java -Dhttp.proxyHost=unknown.proxy.com -Dhttp.proxyPort=1234 -jar          CockpitClient.jar
[Basic Url Management Cockpit Api] [apiUserName]          [apiUserPasswort] [Certificate]
[Certificate password] [Import file] [Authentication token]
```

At least Java 8 is required for the full functionality of the Swagger client.

— END of LDAP description —

---

**Important:** ATTENTION: Site under construction!

This section is under revision!

If you have any questions, please contact our support department via [email](#).

We ask for your understanding.

---

### 1.10.3.1.6 EMM rollout

In addition to rolling out the app via the ginlo Management Cockpit, the application can also be distributed and registered on users' devices via existing enterprise mobility management (EMM) solutions. Compatible EMM solutions must support the **AppConfig standard** and thus also **Android for Work** (from Android 5.0) or **Managed App Configuration** (from iOS 8.0).

**Warning:** Before the rollout, make sure that the email addresses of the users used are not already linked to a ginlo Business account elsewhere (for example, because of previous tests). This can lead to problems during the rollout!

In this case, before you start the rollout via EMM, contact ginlo Support; the best way to do this is to use your welcome email and ask for local deletion of these old accounts.

The assignment of licenses and the control of the design, groups and channels are done via the ginlo Management Cockpit. Configuration of **app settings** (password policy etc.) can be done either via the ginlo Management Cockpit or directly from the EMM. In doing so, app configurations made in the EMM may override the rules from the ginlo Management Cockpit if necessary.

**Note:** Please note that these settings should be made either in the ginlo Management Cockpit or in the EMM!

For rollout to a large number of users, automatic EMM registration via the existing EMM solution is recommended. This has the following advantages:

- Rollout via the existing EMM solution into the secure EMM container on the device.
- Quick registration of users with LDAP data and shortening of process steps
- Reduction of error possibilities by users, e.g. rejection of team invitation and thus app management
- Automatic allocation of licenses via the backend
- Automatic import of user data into the ginlo Management Cockpit.

#### 1.10.3.1.6.1 Short description for MobileIron

Proceed as follows for the automatic EMM rollout using MobileIron as an example:

1. In the **settings** in the ginlo Management Cockpit, activate *automatic EMM registration* and for a shortened rollout also *force fast registration on end device*.

**Note:** If **quick registration** is enabled, registration is fully automatic without administrator or user having to intervene in the process. However, do not use this feature if ginlo Business is already installed on managed endpoints in your company, otherwise already existing user accounts will be overwritten during rollout.

Furthermore, a prerequisite for the EMM rollout is that the company domain, e.g. @yourcompany.com, in ginlo Management Cockpit matches your registered domain in EMM!



2. Copy the **security token** that is now displayed. Add the token to the **EMM Rollout Plist**, which can be found on our website [Support Area](#) under the **Helpful Links** section. Make sure that the { } brackets are also copied correctly into the string. The plist with tokens is important later and is used to map to the ginlo Management Cockpit.

```

    <key>loginCode</key>
    <string>{016941AD-65C4-4185-824F-EB7BCC0308AE}</string>
</dict>
</plist>

```

- Optionally, you should customize the *app design* in the ginlo Management Cockpit before the rollout, so that it takes effect directly from the user registration. If you want to use the default design, you can log out of the ginlo Management Cockpit now - the rollout will be done via the EMM further on.
- Open your EMM and, if you have not already done so, create users based on the LDAP data with names, first names and email addresses. This data will later be used for automatic app registration and then no longer needs to be assigned and verified by the respective user.

Assign one or more **labels** to users so that you can distribute the app to different groups of recipients.

- Create a new configuration profile under **policies & configs -> configuration**. Use **Android Enterprise** for Android or **Managed App Config** for iOS. Add the plist previously provided with your ginlo Business security token to the profile. Then assign the configuration profile to the label(s).
- Go to **apps -> app catalog**, click *add*, and search for the ginlo Business app in Google Play or iTunes. When importing the app, you can also - if desired - define the **App Configurations** directly in the **App Catalog**, e.g. password and chat policy.
- Distribute the app to the appropriate labels. The app will be rolled out in the EMM container, and users, for their part, just need to start registration by clicking on the *App icon* and then select *Create account*.
- The automatic app registration accesses the LDAP data (name, first name, email address) and the security token, accepts the management by the ginlo Management Cockpit, loads the company's email directory and assigns a valid license to the user.

Finally, if the app settings dictate, the user must assign a personal password for the app container. If no password is required, the user can skip this step and start later via the app settings.

- The next time the user logs in to ginlo Management Cockpit, (only) the registered users will be automatically imported from the EMM process, and you can start creating groups and channels and assigning users.

### 1.10.3.1.6.2 Documentation für MobileIron

#### TABLE OF CONTENTS

##### *I Components*

##### *II Adding users and devices in MobileIron*

- Add in browser
- Add on iOS devices

##### *III Manage apps with MobileIron*

- Add app
- Add update to an app

##### *IV Configure app settings*

- Create settings
  - Configure Plist
  - Import settings under MobileIron

## 2 List of configuration parameters

### I Components

The following components are required to use the ginlo Business App with AppConfig via MobileIron's mobile device management platform:

#### MobileIron Administration Platform

a server-based console from MobileIron that enables the enterprise to automatically configure AppConfig-supported apps such as ginlo Business, deploy them across the enterprise, create policies for their use, control app functions, and, if necessary, delete the app on specific devices.

#### AppConfig Community

The AppConfig Community simplifies the deployment and use of enterprise mobile applications under a unified approach. The extensive configuration and security capabilities are based on the **Managed App Configuration** provided by Apple on iOS 8 and higher.

#### ginlo Business iOS App

The Business version of ginlo for iOS supports **Managed App Configuration**, enabling the parameter control described in this document.

The app is available from the iTunes App Store and requires a user license for use, which can be ordered from the [ginlo website](#).

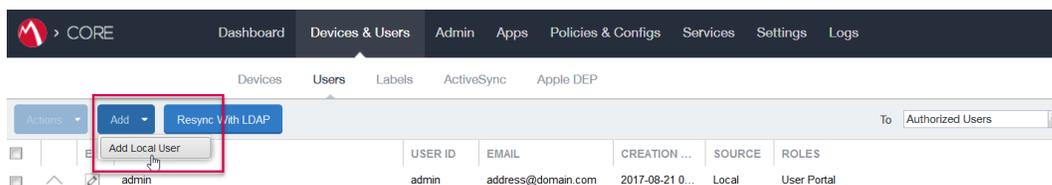
### II Add users and devices in MobileIron.

#### 1 Add in browser.

1. Open the MobileIron console in the browser, and log in.
2. To create a user, select the **Devices & Users** tab and click *Users*.



3. In the **Users** tab, click *Add* and *Add Local User*. Enter the user data and save with *Save*.



### Add New User

User ID:

First Name:

Last Name:

Display Name:

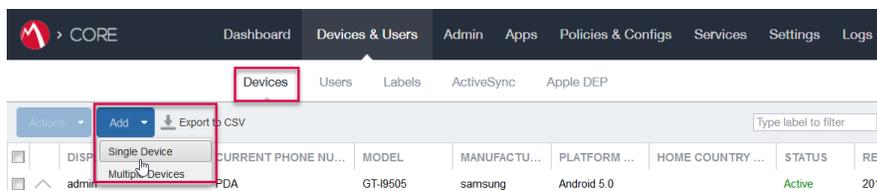
Password:

Confirm Password:

Email:

[Cancel](#) [Save](#)

4. To create a device, go to the **Devices** tab and open *Add* and *Single Device*.



5. Select the desired user and the device platform in the mask and confirm with *Register*.

**Add Single Device**

User  ⓘ

Device Platform

This device has no phone number.

Country

Mobile +49  ⓘ

Device Ownership  Company  Employee

Device Language

User Notification  Email  SMS

6. The access data will be displayed and sent to the previously specified e-mail address.

**Registration instructions for: MMM**

If you selected the 'Notify User By SMS' option, then an SMS containing a link to the registration page will be sent to **17044556677**.

Also, if you selected the 'Email User' option, then [redacted] will receive an email containing registration instructions and the following information:

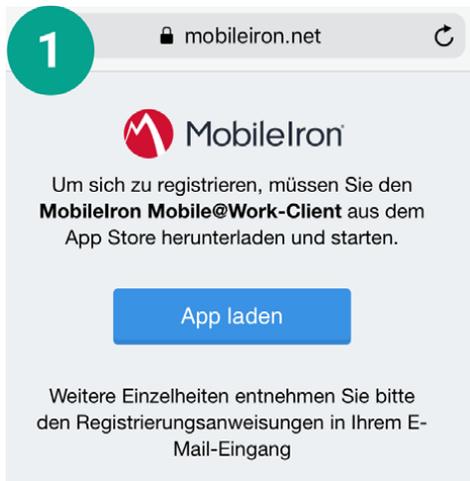
- Serveradresse: m.mobileiron.net:31661
- Benutzername: MMM
- Passwort: *Ihr Passwort*

If you selected the 'Notify User By SMS' option and the text message does not arrive or the recipient is not able to follow the link, then the recipient should go directly to the following site using the device's web browser:

**<https://m.mobileiron.net/musterfirma1234/c/d/android.html>**

## 2 Add to iOS device.

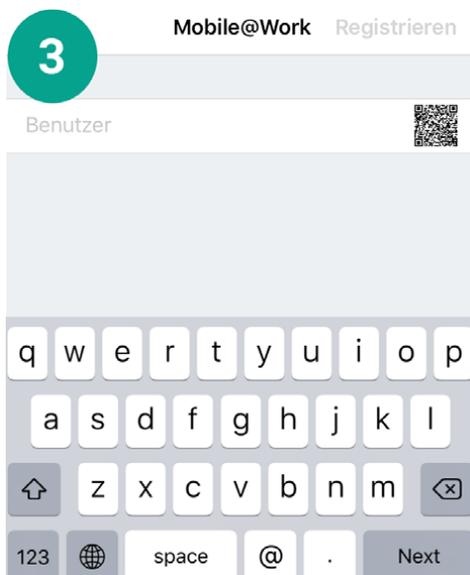
1. Open browser on iOS device, enter URL from email and confirm with *Load app*. You can also find the app :ref: [here](#).



2. Install Mobile @ Work app from App Store



3. Open Mobile @ Work app and enter user name



4. Enter server and password; then confirm with *Register*.



5. Accept privacy policy by clicking *Next*.



6. Install profile completely



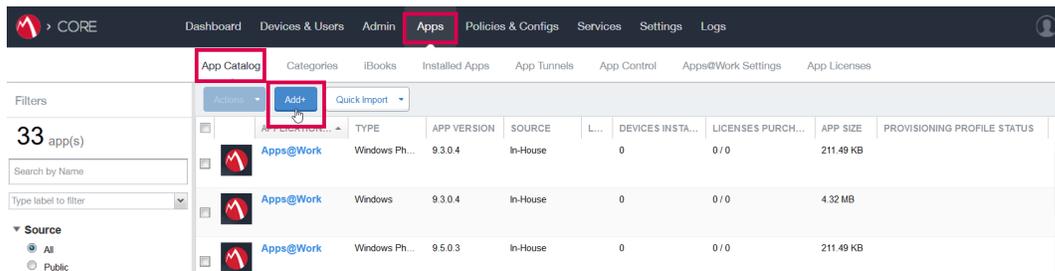
7. The MobileIron Mobile @ Work app is available after loading the profile on the device.



### III Manage Apps with MobileIron

#### 1 Add App.

1. To add ginlo Business to the MobileIron console and deploy to users' devices, select the **Apps** tab in the navigation and click *Add* in the **App Catalog**.



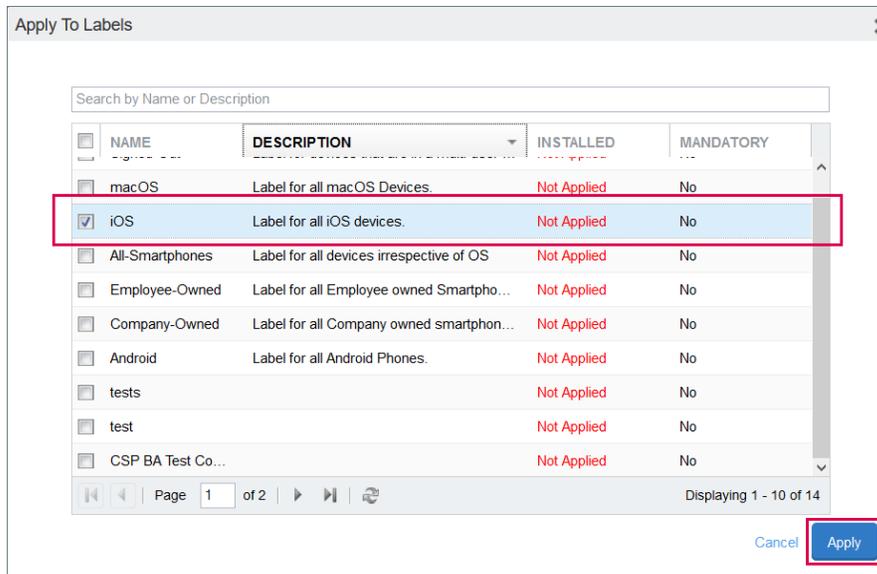
2. Select **Apple iTunes** as the source, or **In-House** for custom apps, if applicable.
3. Search for ginlo Business in the app directory.
4. Highlight ginlo Business in the list and then click *Next*.
5. In the following masks you can optionally configure the app, e.g. display of the app in the users' app catalog with a featured banner.

---

**Hint:** These configuration steps are not relevant for the rollout and can also be skipped with *Skip*.

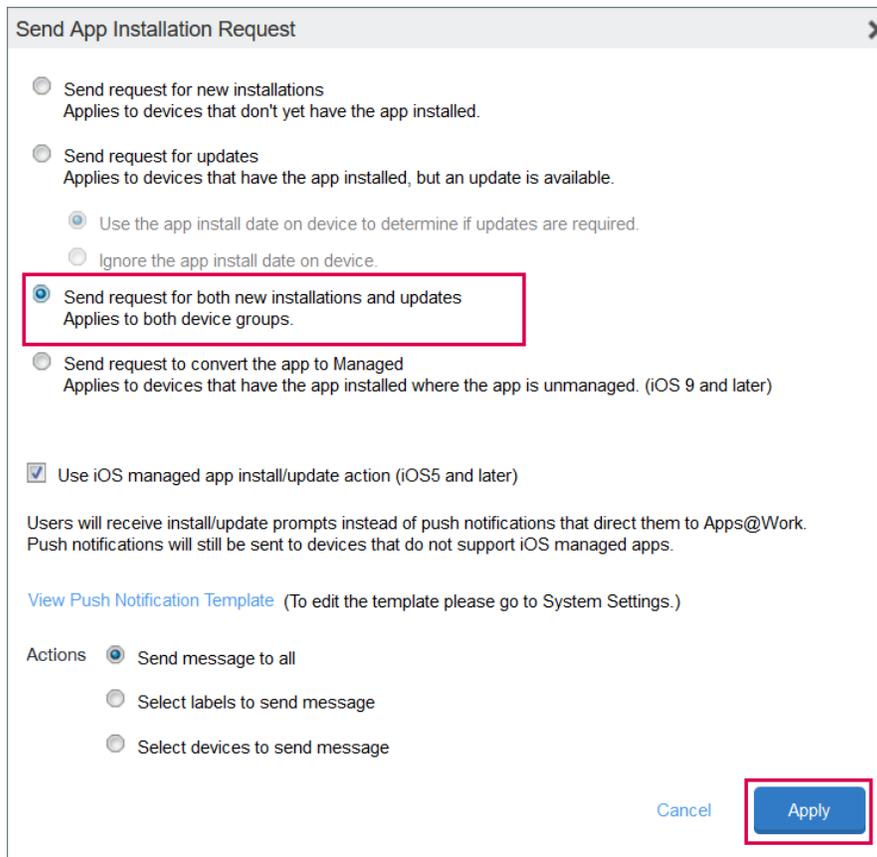
---

6. The ginlo Business App will then appear in the App Catalog. Highlight the app and select *Actions* and *Apply To Labels*.
7. To assign the app to a device label, select the **iOS** label in the list, for example, and confirm with *Apply*.



8. To distribute the ginlo Business App to users now, highlight it in the App Catalog and select *Actions* and *Send Installation Request*.

9. Make sure that **Send request for both new installations and updates** is active and confirm with *Apply*.



10. After a short time, a push message will be displayed on the assigned devices prompting to install the app.

## 2 Add update of an app.

For adding a new version, the process is the same as for adding a new app as described above.

If the app has the same bundle identifier and provisioning profile, sending an update request will distribute it to the devices with the appropriate label.

Uploading a new version is only possible if the version and revision number are higher than those of the existing app.

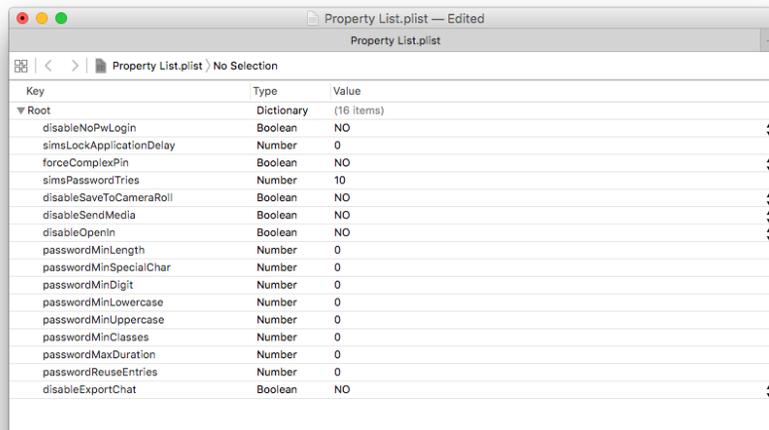
## IV Configure app settings

To configure the settings of the ginlo Business App that are possible using AppConfig, the **Plist** (Property List) is imported into the MobileIron console.

### 1 Create Settings

#### 1.1 Configure Plist

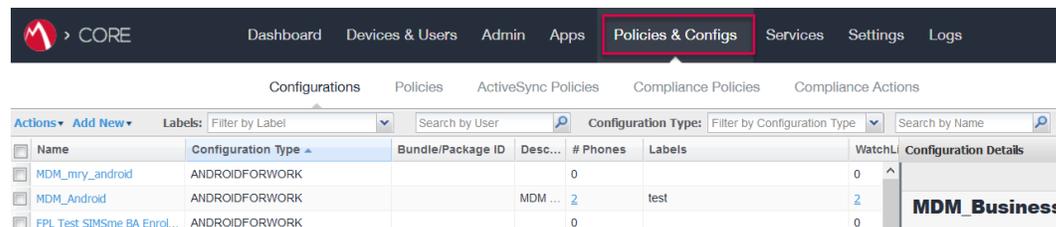
1. Download the template for the plist, which you can find on our website in the [Support section](#) under the heading **Helpful Links**.
2. Open the plist with a text editor.
3. You can now add entries to the plist with Key, Type and Value to the list and configure them according to your IT security requirements.



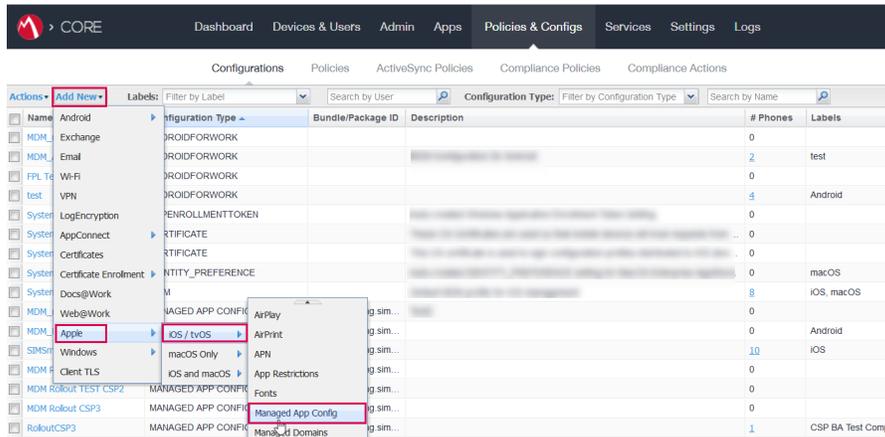
Details about the parameters can be found in [Chapter IV.2](#)

#### 1.2 Import settings under MobileIron.

1. To import the configuration set via the plist into MobileIron and apply it to the app, open the **Policies & Configs** tab.

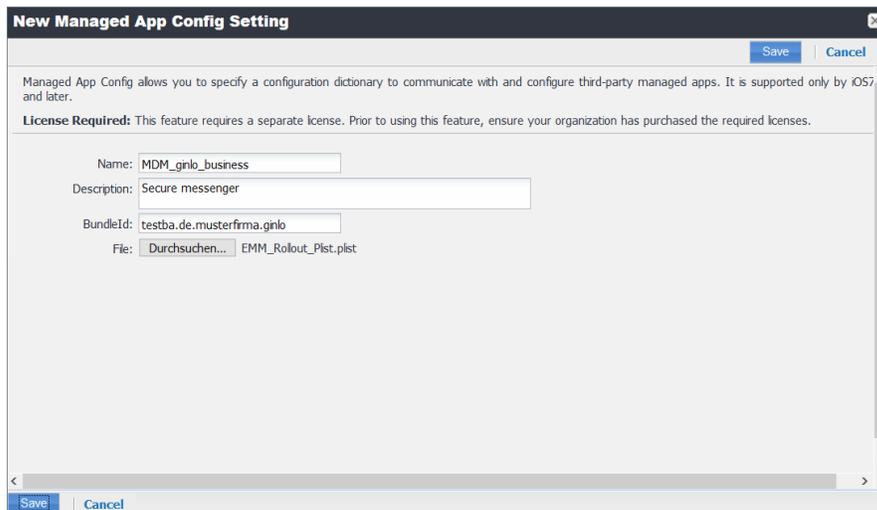


2. In the **Configurations** tab, select the *Add New* button. Then select *Apple -> iOS / tvOS -> Managed App Config*.

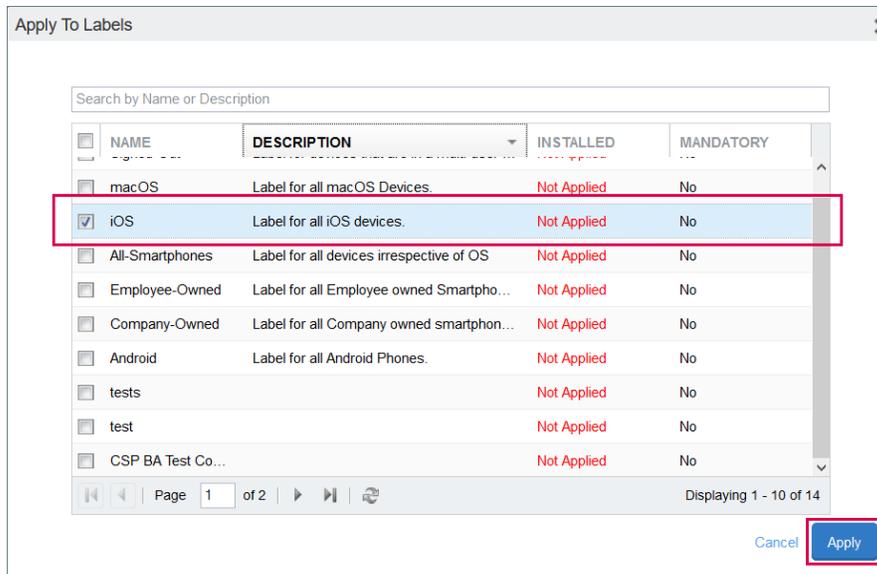


3. In the **New Managed App Config Setting** window, enter a name, e.g. `MDM_ginlo_business`, and the bundle ID and location of the plist.

Confirm with *Save*.



4. Select the newly created configuration and then *Actions* and *Apply To Label*.
5. Assign the newly created configuration to a label, e.g. `iOS`, and confirm with *Apply*.



The configuration is now effective for the label and the app and is implemented accordingly in the user interface and functions on the app side.

## 2 List of configuration parameters

Number	Key	Typ	Value range	Description
1	disableNoPwLogin	Boolean	true/false	Toggle <b>Password prompt at start</b> is omitted and implicitly set to true. Any keychain entries are removed, see Note 1)
2	simsLockApplicationDelay	Integer	0-10	The setting is transferred 1:1 to the settings. Setting <b>Query password after...</b> omitted
3	forceComplexPin	Boolean	true/false	The toggle <b>Simple password</b> is omitted, see note 2)
4	simsPasswordTries	Integer	3,5,1	If set, the setting <b>Delete data</b> is omitted
5	disableSaveToCameraRoll	Boolean	true/false	If set, the setting <b>Save media</b> is omitted
6	disableSendMedia	Boolean	true/false	If set, only texts can be written
7	disableOpen	Boolean	true/false	If set, images and videos can no longer be saved and files can no longer be displayed anymore
8	passwordMinLength	Integer	0-99	see note 2)
9	passwordMinSpecialChar	Integer	0-99	see note 2)
10	passwordMinDigit	Integer	0-99	see note 2)
11	passwordMinLowercase	Integer	0-99	see note 2)
12	passwordMinUppercase	Integer	0-99	see note 2)
13	passwordMinClasses	Integer	0-4	see note 2)
14	passwordMaxDuration	Integer	0-65535	see note 3)
15	passwordReuseEntries	Integer	0-100	see note 4)
16	disableExportChat	Boolean	true/false	If set, chats can no longer be exported to a text file.

Simple settings are stored in the NSUserDefaults. If the MDM configuration for this changes, then the settings are transferred to the NSUserDefaults.

#### Note 1)

If **TouchId** or **Start without Passwor** is deactivated, then the corresponding keys in the KeyChain are also deleted.

**Note 2)**

If the password settings have changed, the password is requested first.

This is done regardless of whether the password is always requested at startup.

This is necessary because we store the credentials in encrypted form and do not want to provide any information about the password to an attacker.

If the user's password no longer complies with the password policy, the user must enter a new password.

**Note 3)**

When changing the password, the current date and the maximum password duration are used to calculate when the password expires.

For performance reasons, the date of the device is taken first. If the setting changes, the new expiration date is calculated.

**Note 4)**

To implement this feature, it is necessary to hash the passwords securely on the device. For this, the password is first hashed via Bcrypt with a fixed number of rounds.

The hashed passwords are not stored directly, but encrypted via AES key. The AES key itself is encrypted with the RSA key of the device.

**1.10.3.1.6.3 Documentation for Workspace ONE UEM****TABLE OF CONTENTS***I Components**II Add users and devices in Workspace ONE*

- 1 Add in the browser
- 2 Add the VMware "Intelligent Hub app" on the user's iOS device.

*III Manage apps with Workspace ONE*

- 1 Add an app
- 2 Add an update to an app

*IV Configure app settings*

- 1 Create settings
- 2 List of configuration parameters

**I Components**

The following components are required to use the ginlo Business App with AppConfig via Workspace ONE UEM (formerly AirWatch), VMware's mobile device management platform:

## Workspace ONE console

a server-based console from VMware that enables the enterprise to automatically configure AppConfig-supported apps such as ginlo Business,

deploy them across the enterprise, create policies for their use, control app functions and, if necessary, delete the app on specific devices.

## AppConfig Community

The AppConfig Community simplifies the deployment and use of enterprise mobile applications under a unified approach.

The extensive configuration and security capabilities are based on the **Managed App Configuration** provided by Apple on iOS 8 and higher.

## ginlo Business iOS App

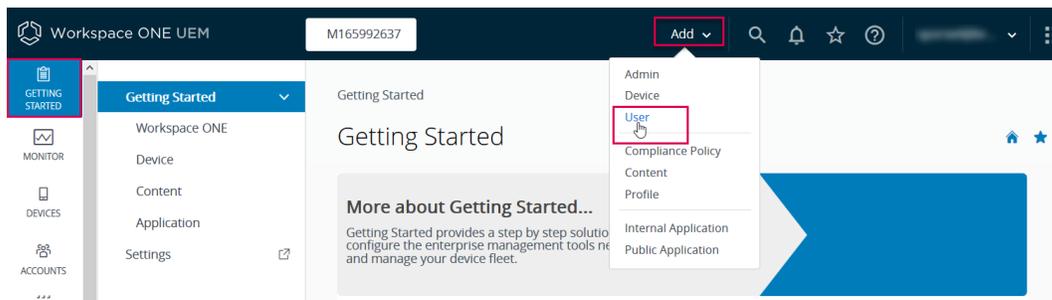
The Business version of ginlo for iOS supports **Managed App Configuration**, enabling the parameter control described in this document.

The app is available from the iTunes App Store and requires a user license for use, which can be ordered from the [ginlo website](#).

## II Add users and devices in Workspace ONE.

### 1 Add in browser.

1. Open the Workspace ONE console in the browser and log in.
2. To create a user, select the *Add* button in the **Getting Started** section and click *User*.



3. In the **Add/Edit User** window, enter the user data and save it with *Save*.

### Add/Edit User ✕

Security Type\* **BASIC**

User name\*

Password\*  Show

Confirm Password\*  Show

Full Name\*

Display Name

---

**SAVE** **SAVE AND ADD DEVICE** **CANCEL**

4. To create a device, select **Add** and **Device**. In the mask, select the desired user and the device platform and confirm with *Save*.

## Add Device ✕

**i** To add a device, a user must first be selected. This can be done by searching for an existing user or creating a new one.

**User** Custom Attributes Tags

---

**User**

Search Text

If the user which is being searched for is not found, please create new user here: [Create New User](#)

**Device**

Expected Friendly Name

Organization Group \*

Ownership

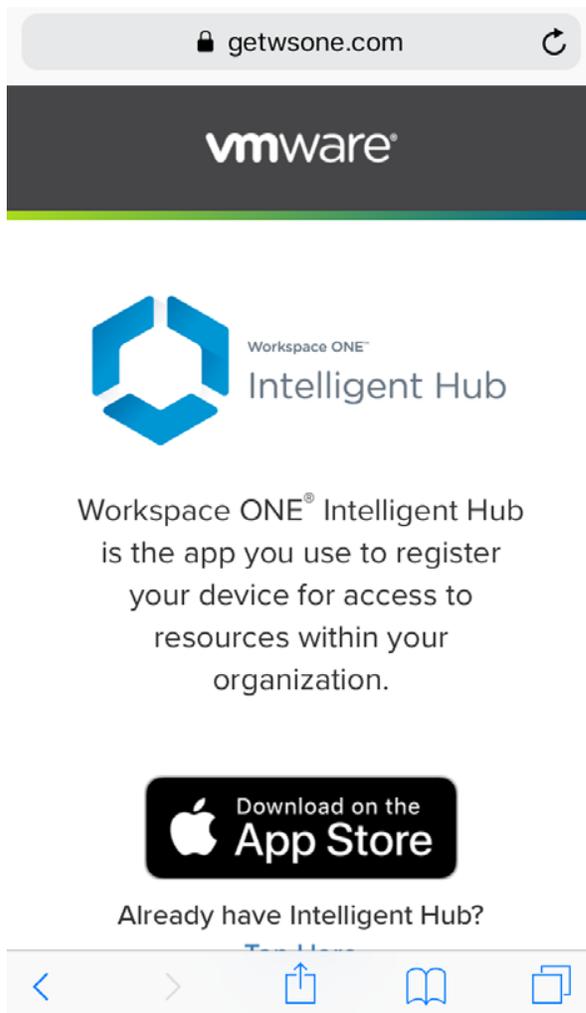
Platform \*

Show advanced

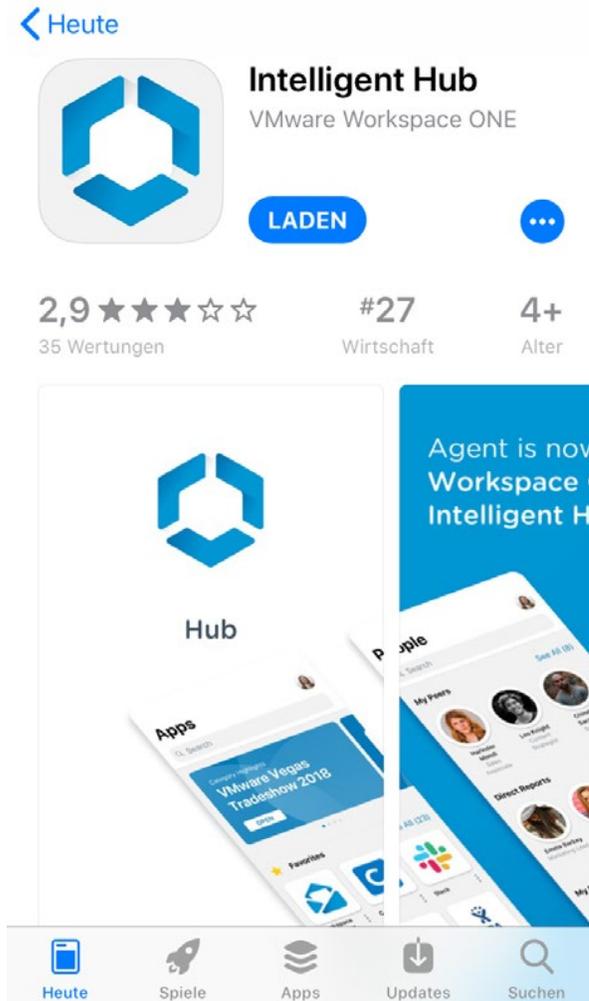
5. The access data will be displayed and sent to the previously specified e-mail address.

## 2 Add the VMware “Intelligent Hub app” to the user’s iOS device.

1. Open browser on iOS device and enter URL from email or scan QR code.



2. Install VMware **Intelligent Hub App** from App Store.



3. Enter server and group ID, confirm with *Next*.



ds1300.awmdm.com

---

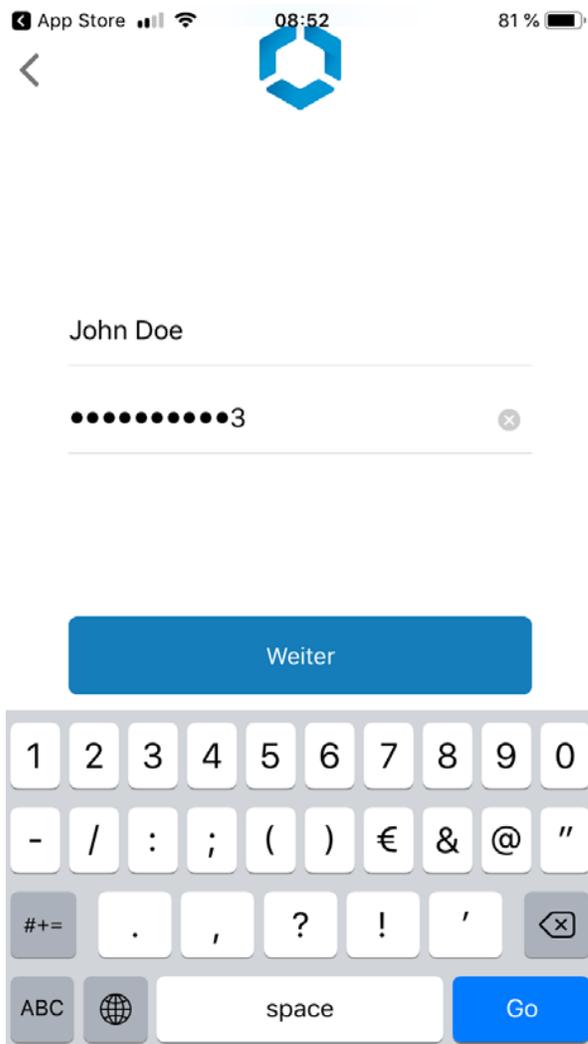
M1653203

---

 QR-Code



4. Enter user name and password, confirm with *Next*.



5. Confirm Workspace Services with *Next*.



## Workspace Services

Dies ist erforderlich, bevor die App installiert werden kann. Sie erhalten Folgendes automatisch:



Direkte Installation aller Unternehmensressourcen.



Sicherer Zugriff auf das Unternehmensnetzwerk.



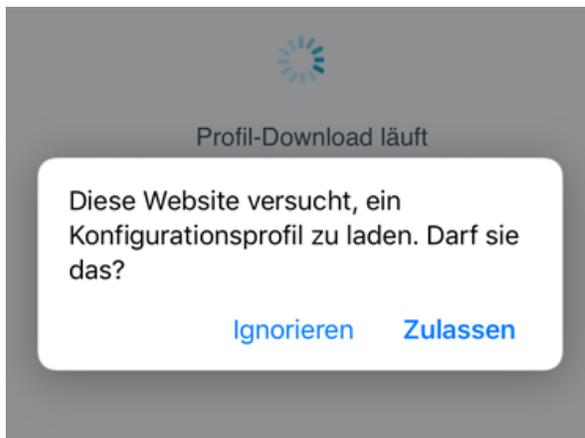
Synchronisierte Apps und Inhalte auf all Ihren Geräten



Ein verbessertes App-Erlebnis für mehr Produktivität.

Weiter

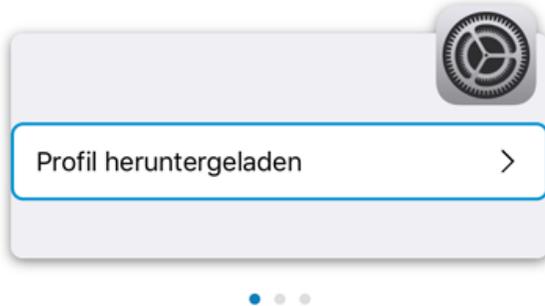
6. Confirm loading of the configuration profile with *Close*.



7. Load configuration profile via **Open settings**.

## Fast geschafft!

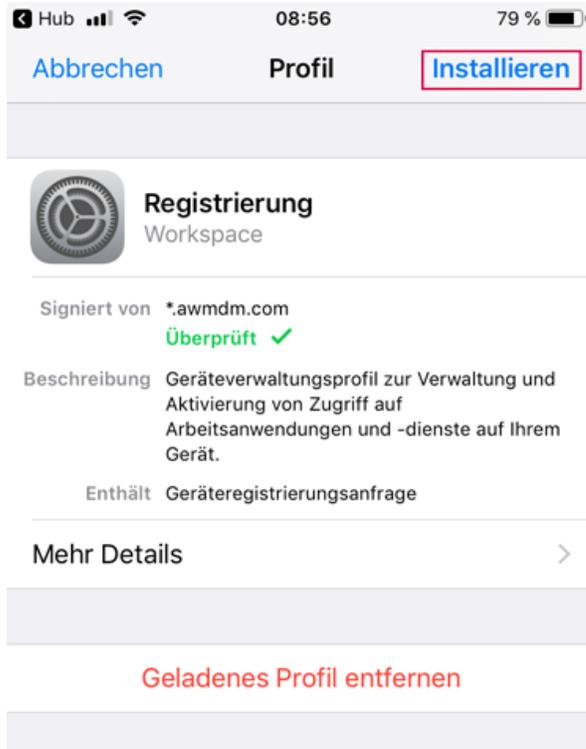
Jetzt müssen Sie nur noch ein paar Schritte durchführen, um Workspace Services auf Ihrem Gerät zu aktivieren.



1. Gehen Sie in der App „Einstellungen“ zu „Heruntergeladenes Profil“, und tippen Sie darauf.
2. Installieren Sie das Profil „Workspace Services“.
3. Stufen Sie „Remote-Management“ als vertrauenswürdig ein.

Einstellungen öffnen

8. Install profile via **General -> Profile-> Registration -> Install.**



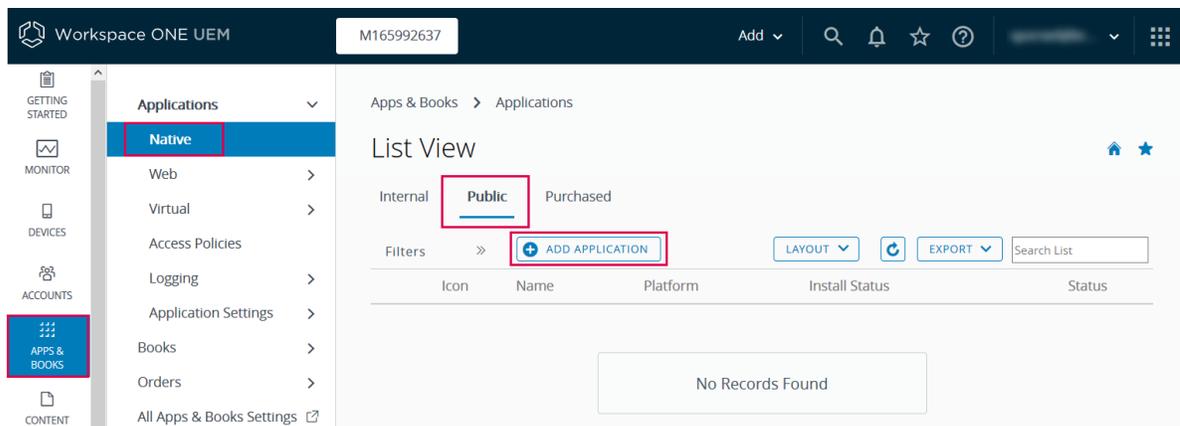
9. Almost done - now assign a passcode and agree to the privacy policy.

The user's device is now available in the Workspace ONE console.

### III Manage apps with Workspace ONE

#### 1 Add App

1. To add ginlo Business to the Workspace ONE console and deploy it to users' devices, select **Apps & Books** in the navigation, then click *Public* and *Add Application*.



2. Select the platform, enter the name of the app and click *Next*.

3. Select the ginlo Business App by clicking on *Select*.
4. In the **Add Application** window, enter the name of the app and click on *Save & Assign*.
5. In the **Update Assignment** window, click on *Add Assignment*.
6. In the **Add Assignment** window, select the group and the type of distribution of the app and confirm with *Add*.
7. The new entry now appears in the list. Click on *Save & Publish*.
8. The **Preview Assigned Devices** window displays the users and devices to which the ginlo Business App will be distributed. Click on *Publish* here.

Assignment Status	Friendly Name	User	Platform/OS/Model	Organization Group
Added	John Doe iPhone iOS 12....	John Doe	Apple iOS / iOS 12.3.1 / iPho...	M165992637

9. The app now appears in **List View** under **Apps & Books**.

## 2 Adding an update to an app.

For adding a new version, the process is the same as for adding a new app as described above.

If the app has the same bundle identifier and provisioning profile, sending an update request will distribute it to the devices with the appropriate label.

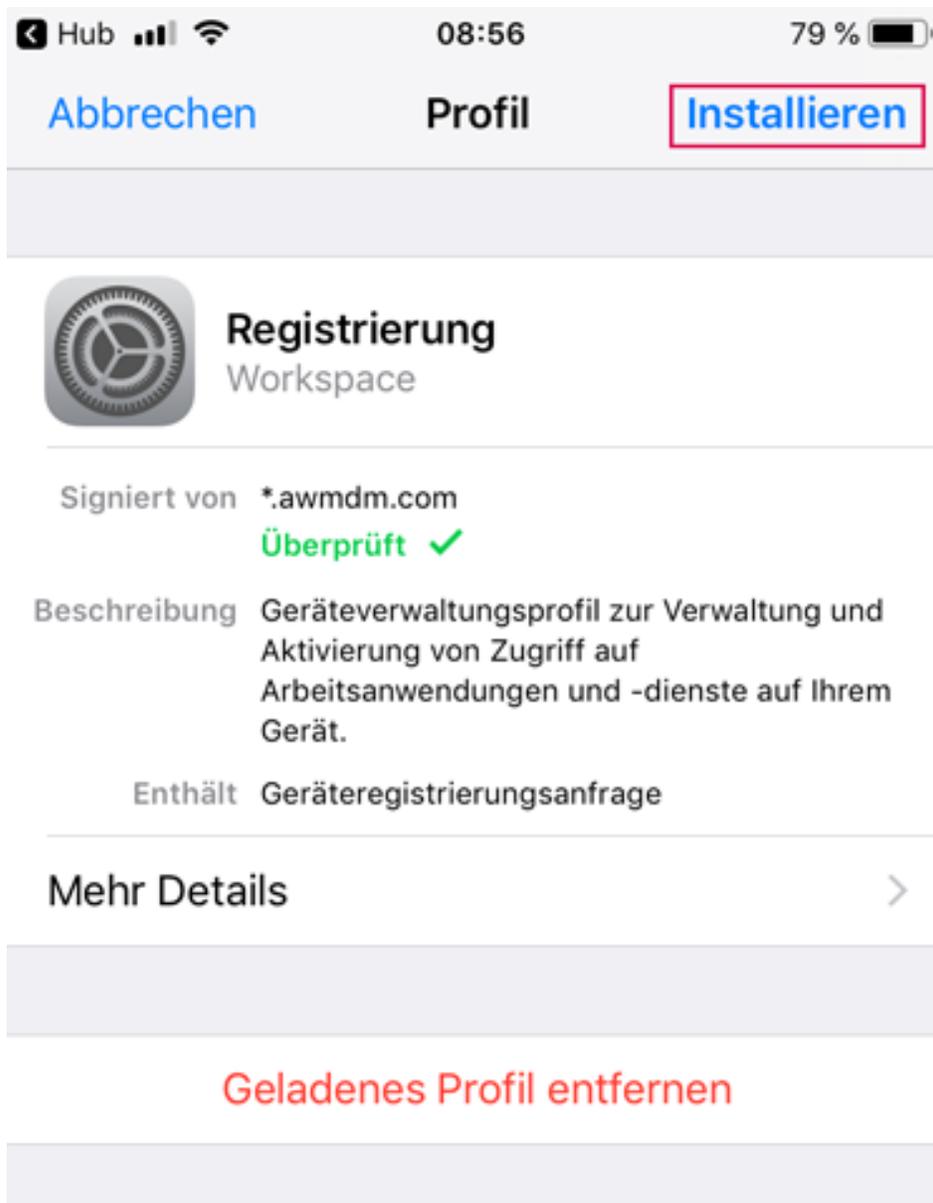
Uploading a new version is only possible if the version and revision number are higher than those of the existing app.

## IV Configuring App Settings

To configure the settings of the ginlo Business App possible by means of AppConfig, **Configuration Keys** and corresponding **Values** are assigned in the Workspace ONE console.

## 1 Create Settings.

1. To make the desired settings for ginlo Business, select **App & Books**, switch to ginlo Business App under **Public** and select the *Assign* button there.
2. In the **Update Assignment** window, click *Add Assignment* and create a new assignment for the ginlo Business App.
3. In the upper section of the **Add Assignment** window, configure the desired rollout and access methods.  
Then scroll down to the **Application Configuration** section.
4. Enter the desired configuration parameters here. Details can be found in *Chapter IV.2*.  
Save your settings with *Add*.
5. In the **Update Assignment** window, select the assignment and click on *Save and Publish*.
6. In the next window you will see a preview for changes to the assignments.



Click *Publish* to distribute the created configurations to the displayed devices.

## 2 List of configuration parameters

Number	Key	Typ	Value range	Description
1	disableNoPwLogin	Boolean	true/false	Toggle <b>Password prompt at start</b> is omitted and implicitly set to true. Any keychain entries are removed, see Note 1)
2	simsLockApplicationDelay	Integer	0-10	The setting is transferred 1:1 to the settings. Setting <b>Query password after...</b> omitted
3	forceComplexPin	Boolean	true/false	The toggle <b>Simple password</b> is omitted, see note 2)
4	simsPasswordTries	Integer	3,5,1	If set, the setting <b>Delete data</b> is omitted
5	disableSaveToCameraRoll	Boolean	true/false	If set, the setting <b>Save media</b> is omitted
6	disableSendMedia	Boolean	true/false	If set, only texts can be written
7	disableOpen	Boolean	true/false	If set, images and videos can no longer be saved and files can no longer be displayed anymore
8	passwordMinLength	Integer	0-99	see note 2)
9	passwordMinSpecialChar	Integer	0-99	see note 2)
10	passwordMinDigit	Integer	0-99	see note 2)
11	passwordMinLowercase	Integer	0-99	see note 2)
12	passwordMinUppercase	Integer	0-99	see note 2)
13	passwordMinClasses	Integer	0-4	see note 2)
14	passwordMaxDuration	Integer	0-65535	see note 3)
15	passwordReuseEntries	Integer	0-100	see note 4)
16	disableExportChat	Boolean	true/false	If set, chats can no longer be exported to a text file.

Simple settings are stored in the NSUserDefaults. If the MDM configuration for this changes, then the settings are copied to the NSUserDefaults.

**Note 1)**

If **TouchId** or **Start without Passwor** is disabled, then additionally the corresponding keys in the KeyChain are deleted.

**Note 2)**

If the password settings have changed, the password is requested first.

This is done regardless of whether the password is always prompted at startup.

This is necessary because we store the credentials in encrypted form and do not want to provide any information about the password to an attacker.

If the user's password no longer complies with the password policy, the user must enter a new password.

**note 3)**

When the password is changed, the current date and the maximum password expiration time are used to calculate when the password will expire.

For performance reasons, the date of the device is taken first. If the setting changes, the new expiration date is calculated.

**Note 4)**

To implement this feature, it is necessary to securely hash the passwords on the device. To do this, the password is first hashed using Bcrypt with a fixed number of rounds.

The hashed passwords are not stored directly, but encrypted via AES key. The AES key itself is encrypted with the RSA key of the device.

**1.10.3.1.6.4 Quick Start Guide for IBM MaaS360**

In addition to rolling out the ginlo Business app via the ginlo Management Cockpit, the application can also be distributed and registered on users' devices via existing enterprise mobility management (EMM) solutions.

Compatible EMM solutions must support the AppConfig standard and thus also Android for Work (from Android 5.0) or Managed App Configuration (from iOS 8.0).

The assignment of licenses and control of the design, groups and channels is then again carried out via the ginlo Management Cockpit.

The configuration of the app settings (password policy etc.) can be done either via the ginlo Management Cockpit or directly from the EMM. In doing so, app configurations made in the EMM may override the rules from the ginlo Management Cockpit if necessary.

Please note that these settings should be made either only in the ginlo Management Cockpit or only in the EMM.

For rollout to a large number of users, automatic EMM registration via the existing EMM solution is recommended.

This has the following advantages:

- Rollout via the existing EMM solution into the secure EMM container on the device
- Fast registration of users with LDAP data and shortening of process steps
- Reduction of error possibilities by users, e.g. rejection app management
- Automatic allocation of licenses via backend

- Automatic import of user data into the ginlo Management Cockpit.

Proceed as follows for automatic EMM rollout via IBM MaaS360:

1. In the **Settings** in ginlo Management Cockpit, activate **Automatic EMM registration** and for a shortened rollout also **Force fast registration on end device**.



**Hint:** If quick registration is enabled, registration is fully automatic without the admin or users having to intervene in the process.

However, do not use this feature if your company already has ginlo Business installed on managed endpoints, otherwise existing user accounts will be overwritten during the rollout.

Furthermore, it is a prerequisite for the EMM rollout that the company domain, e.g. @yourCompanyDomain.com in ginlo Management Cockpit must match your registered domain in EMM.

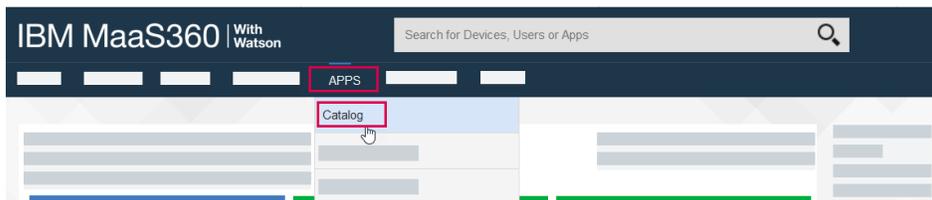
2. Copy the security token that is now displayed. It will be needed later for assigning configurations and automatic licenses on the back end.

The rollout will be done via IBM MaaS360.

3. Optionally, you can also customize the app design in the ginlo Management Cockpit before the rollout, so that it takes effect directly from user registration.

If you want to use the default design, you can log out of the ginlo Management Cockpit now, the rollout will be done via IBM MaaS360.

4. Open IBM MaaS360. Open the **App management** via *Apps* and *Catalog*.



5. Search for the ginlo Business app via *Add* in the respective store (iTunes App Store App/Google Play App).
6. In the screen for adding the app, open the **Configuration** tab.

Scroll down until you see the input fields starting with **Firstname**.

Enter the following parameters and save them with *Add*:

- **Android**

**firstName:** \* (Here you can specify any prefix for the users, because this field must be filled only with a value - no space.)

**lastName:** %USERNAME% (In combination with the prefix, the display name in the Messenger app is then, for example, “\* Max Mustermann”; in the case of LDAP mapping, the name is displayed without a prefix.)

**emailAddress:** %EMAIL%

**loginCode:** Security token from the ginlo Management Cockpit including {} brackets!!!

- **iOS**

**Firstname:** \* (Here you can specify any prefix for the users, because this field must be filled only with a value - no space.)

**Lastname:** %USERNAME% (In combination with the prefix, the display name in the Messenger app is then, for example, “\* Max Mustermann”; in the case of LDAP mapping, the name is displayed without a prefix.)

**E-Mail:** %EMAIL%

**Securitytoken:** Security token from the ginlo Management Cockpit including {} brackets!!!

7. The app is now ready for rollout.

8. If not already done, create Devices and Users based on the LDAP data with names, first names and email addresses.

This data will be used for automatic app registration and will then no longer need to be assigned and verified by the respective user.

Assign users to one or more groups so that you can distribute the app to different groups of recipients.

9. From the **App Catalog**, you can then distribute the app to the appropriate Devices or Groups via Distribute.

Optionally, you can still enable SMS or email notification.

The app is then rolled out to the Maas360 container, and users, for their part, only need to start registration by clicking on the *App icon* and then selecting *Register*.

The automatic app registration now accesses the LDAP data (username, email address) and the security token, accepts the management by the ginlo Management Cockpit, loads company and email directory and assigns a valid license to the user.

Finally, if the app settings dictate, the user must assign a personal password for the app container.

If no password is required, the user can also skip this step and start later via the app settings.

The next time the user logs in to ginlo Management Cockpit, (only) the registered users will be automatically imported from the EMM process and you can start creating groups and channels and assigning users.

— **END of EMM description** —

### 1.10.3.2 App and user management

You can access the app and user administration via the **page menu on the left**.

#### 1.10.3.2.1 App settings

To ensure that ginlo Business meets the compliance and security requirements in your company, you can set more than 30 settings for contacts policies, password policies, password complexity and chat policies in the **App settings** tab.

Technically, ginlo Business app settings are based on **Android for Work** (Android 5.0 and above) and **Managed App Configuration** (iOS 8.0 and above), enabling secure and fast app configuration.

##### 1.10.3.2.1.1 Contact policy

In **Contact policies** you define the name of your company directory and determine which users are allowed to communicate with or whether access to contacts is allowed.

#### 1. company directory name

Change here the name of the company directory that should be displayed to the users under **contacts**.

#### 2. activate closed user group

If this function is enabled, users can only communicate with contacts maintained in the ginlo Management Cockpit. Chat with users outside the management is not possible.

### 3. prevent access to contacts

When this function is active, an employee can no longer send and receive contacts.

#### 1.10.3.2.1.2 Password policy

**Password policies** are used to protect the application and the data it contains. You can either leave it up to the users themselves to ensure the protection of the messenger, or you can use the ginlo Management Cockpit to enforce, for example, the query of the (device) password at every app start. If, at the same time, you also set appropriate defaults for **password complexity**, users will have to take these criteria into account when assigning a password in the app.

The screenshot shows the 'App Settings' page in the ginlo Management Cockpit. The 'App-Settings' section is active, displaying 'Passwort-Richtlinien' (Password Policies). The settings are as follows:

Id	Setting Name	Value / Status	Description
4.	Passwortabfrage beim App-Start erzwingen	Toggle (On)	Wenn diese Funktion aktiviert ist, fragt die App bei jedem Start nach dem Nutzer-Passwort.
5.	Passwortabfrage nach Inaktivität erzwingen nach...	0 bis 10 Minuten	Setzen Sie hier den erlaubten Zeitraum, nach dem die Eingabe des Passworts wieder erforderlich ist.
6.	Einfachen Code als Passwort unterbinden	Toggle (On)	Wenn diese Einstellung gesetzt ist, können Nutzer kein einfaches, 4-stelliges Passwort setzen. Um sicher zu stellen, dass bestehende 4-stellige Passwörter geändert werden müssen, definieren Sie eine entsprechende Passwort-Komplexität.
7.	Touch-/Face-ID (iPhone) und Fingerprint (Android) unterbinden	Toggle (On)	Wenn diese Einstellung gesetzt ist, können Nutzer zum Entsperren der App nicht Touch-/Face-ID (iPhone) oder Fingerprint (Android) verwenden
8.	Daten löschen nach Anzahl der Anmeldeversuche	Dropdown	Setzen Sie hier die Anzahl der zulässigen Login-Versuche bevor die Inhalte der App automatisch gelöscht werden.
9.	Passwortwiederholungen nach X Änderungen erlauben	0 bis 100 Wdh.	Setzen Sie hier die Anzahl der Änderungen, ab der ein Nutzer ein altes Passwort wieder verwenden darf. 1 Wiederholung bedeutet, dass das Passwort nach 1 Änderung wieder verwendet werden darf
10.	Wiederherstellungscodes deaktivieren	Toggle (On)	Wenn diese Funktion aktiviert ist, kann der Nutzer die Funktion Passwort-Vergessen nicht verwenden.
11.	Recovery Code über Admin erzwingen	Toggle (On)	Wenn diese Funktion aktiviert ist, wird im Falle von Passwort-Vergessen der Recovery Code zur Entsperrung des Messengers erst nach Administrator-Freigabe an den Nutzer versendet.
<b>Passwort-Komplexität</b>			
12.	Passwort-Komplexität erzwingen	Toggle (On)	
13.	Passwort-Komplexität, Mindestanzahl Zeichenlänge	13	Setzen Sie hier die Mindestanzahl der Zeichenlänge der Passwort-Komplexität. 0 Zeichen bedeutet, dass das Passwort keine Mindestlänge erfordert.

At the bottom left, there are links for 'IMPRESSUM' and 'AGB'.

#### 4. force password prompt at app startup.

If this feature is enabled, the app will ask for the user's device password on every startup.

#### 5. force password prompt after inactivity after ...

Set here the allowed period ( 0 to 10 minutes) after which the password entry is required again.

#### 6. disallow simple code as password.

If this setting is set, users cannot set a simple 4-digit password (PIN). To ensure that existing 4-digit passwords must be changed, define an appropriate password complexity.

#### 7. disable touch/face ID (iPhone) and fingerprint (Android).

If this setting is set, users cannot use touch/face ID (iPhone) or fingerprint (Android) to unlock the app.

#### 8. empty data by number of login attempts.

Set the number of login attempts allowed here (3, 5, or 10) before the app's contents are automatically deleted.

#### 9. allow password retries after x changes.

Set here the number of changes (1 to 100) above which a user is allowed to reuse an old password. **1** means that the password may be used again after **one** change.

#### 10. disable recovery code

If this function is enabled, the user will **not** be able to use the Forgot Password function.

#### 11. force recovery code via admin

If this feature is enabled, in case of password forgetting, the *Recovery Code* to unlock the messenger will be sent to the user only after administrator approval.

##### 1.10.3.2.1.3 Password complexity

Under **password complexity** you define the minimum requirements for the users' device password. Minimum numbers of letters, digits and special characters as well as password validity can be determined.

## 12 Force password complexity

With this switch you as administrator determine whether there should be requirements for the device password. Set this switch to *On* to select from the following requirements:

### 13. minimum character length

Set here the minimum number (0 to 99) of characters length of password complexity. **0** means that the password requires **no** minimum length.

### 14. minimum number of special characters

Set here the minimum number (0 to 99) of special characters, e.g. **!\$\$%**, that must be used. **0** means that **no** special character is required.

### 15. minimum number of digits

Set here the minimum number of digits (0 to 99), like **12345**. **0** means that the password requires **no** digits.

### 16. minimum number of lowercase letters

Set here the minimum number (0 to 99) of lowercase letters, like **abcde**. **0** means that the password requires **no** lowercase letters.

### 17. minimum number of upper case letters

Set here the minimum number of upper case letters, e.g. **ABCDE**. **0** means that the password requires **no** uppercase letters.

### 18. password validity in days

Set the password validity in days (0 to 365) here. For example, **30** means that after **30 days** the password must be changed by the user.

### 19. minimum complexity of the password (digits, special characters, lower or upper case letters)

With this setting you determine the minimum number (0 to 4) of **character classes** (digits, special characters, lowercase or uppercase letters) required in the password. For example, **2** means that the password must contain at least **two classes** (e.g. digits + lowercase letters or special characters + digits).

#### 1.10.3.2.1.4 Chat policy

**Chat policies** are used to control local saving, sending, forwarding, exporting or sharing to other apps in communication.

---

**Important:**

- Settings apply only to user accounts managed by the administrator.
  - Users must have accepted the team invitation in the app for the settings you set to take effect.
  - Saved changes are usually set to productive in the clients after about 5 minutes, but at the latest after one hour.
  - Please note that your settings limit the functionality of the app, for example, chat policies.
- 

#### 20. Prevent access to the camera.

When this feature is active, an employee can no longer take and send **photos and video** via the camera.

#### 21. prevent access to the microphone

When this feature is active, an employee can no longer send **audio** recordings.

#### 22. disable local storage of media.

If this setting is set, **save media** setting is omitted in the app and images and videos can no longer be saved locally

#### 23. disable send and forward attachments

If this setting is set, **no media** (pictures, videos, Ausios, contacts and files) can be sent or forwarded.

#### 24. prevent access to geodata

If this function is active, an employee can no longer send **locations**.

#### 25. disable export chat content as text file

When this setting is set, individual chats can no longer be **exported** to a text file from within the app.

#### 26. disable sharing attachments via other apps

When this setting is set, images, audios and videos can no longer be saved and files can no longer be viewed.

## 27. prevent access to copy-paste

If this function is active, an employee can **no longer copy** texts and media and paste them into chats or third-party applications.

## 28. disable preview in push messages

If this setting is set, content of messages on mobile devices will not be displayed in the **push preview**. This increases security as content can only be read with the app unlocked.

## 29. disable app backup to iCloud/Google Drive.

If this setting is set, users **cannot** backup to iCloud or Google Drive or import backups from these providers. For backup, pairing with a *second device* is recommended.

### 1.10.3.2.2 App design

As a modern communication tool, ginlo Business can be customized according to your company's corporate design (CD) guidelines. You can use the ginlo Management Cockpit to change the app's color values and upload your company logo. This way you strengthen the acceptance among your employees and make the app visually your corporate messenger as well.

The screenshot displays the 'App Design' configuration page in the ginlo Management Cockpit. The page is titled 'App Design' and includes a sidebar with navigation options like Dashboard, Lizenzen, Nutzer, Gruppen, Kanäle, App-Settings, and App-Design. The main content area has a heading 'Passen Sie die App nach Ihren Wünschen an.' and instructions to align the app with corporate identity. There are sections for 'Logo' (with a 'Bild wählen' button) and 'Farbe' (with a 'Bild löschen' button). A table allows for color customization:

	HEX   RGB	Farbe	Kontrast
Hauptfarbe	#FFFFFF		#333333
Aktionselemente	#00C1A7		#FFFFFF
Mittlerer Vertrauensstatus	#F99C3F		#FFFFFF
Hoher Vertrauensstatus	#00C1A7		#FFFFFF
Unsicherer Vertrauensstatus	#DC004B		#FFFFFF

On the right, a preview of the ginlo app interface shows a 'Chats' screen with message cards and a 'Blockieren' button.

To do this, use **app design** tab and start the individualization of the design by uploading your company logo via the blue **select image** button. In the window that opens, select *your logo* in PNG format and click *Open*.

Your logo will now open in a preview. There you can use the scroll wheel of your mouse to zoom in or out and position the logo with the mouse. The blue border shows the maximum size of the logo, but it does not have to be completely filled.

After you have applied the change by clicking on the green **apply** button, the logo will be displayed both in the logo preview next to the image selection and in the design preview on the smartphone.

You can individualize the color values of the app in a further step. You can enter these either as RGB (red-green-blue) or hex values (hexadecimal). For exact color values for your company, check with your corporate communications department if in doubt.

---

**Hint:** Please note that by changing the color values, **darkmode** function may not be available because it is automatically disabled.

---

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**Note:** Adjustments take effect for managed accounts. Saved changes are usually distributed to the apps after about 5 minutes, but at the latest after one hour, and are visible after closing and restarting the app.

---

### 1.10.3.2.3 User

ginlo Business can be rolled out and managed on users' devices in different ways. The ginlo Management Cockpit can be used as a management instance through which users can be created and licenses assigned manually or automatically.

---

**Hint:** ginlo.net GmbH has basically no access or insight into the data of the created users!

---

In this section we deal with **manual creation**, while in the section *ginlo Business API* we showed how existing data systems can be integrated for automatic creation.

In addition, organizations with enterprise mobility management (EMM) solutions can also automate the rollout using the existing *EMM*.

First step to manual rollout via the ginlo Management Cockpit is the creation of users, to whom licenses are assigned in a further step.

#### Create single users

In **user** tab, click on *create new user* and in the window that opens, enter *first name, last name, e-mail address and/or mobile number, and optionally the user's department*. This data will later be visible in the **profiles** of the users.

You can assign **keywords** to optionally assign a user to another functional area. These keywords can be helpful later for the **search function**.

Save your entries!

After each creation of a user, a dialog opens to assign a license to the user directly. You can always do this later, as described in the section 'Licenses'.

The screenshot displays the 'Nutzerverwaltung (4)' section of the ginlo Management Cockpit. The interface includes a sidebar with navigation options and a main table of users. The table has columns for Nachname, Vorname, E-Mail, Mobilnummer, and Schlagwort. A search bar and a 'Nutzerdaten importieren' button are located at the top right. A 'Neuen Nutzer anlegen' button is positioned at the bottom right.

Nachname	Vorname	E-Mail	Mobilnummer	Schlagwort
Bach	Susanne	s.bach@musterfirma.de	+4917612345678	Verkauf
Baum	Matthias	m.baum@musterfirma.de	+4917066646362	Management
Bergmann	Jörg	j.bergmann@musterfirma.de	+491719497870084	Verkauf
Kunze	Ursula	u.kunze@musterfirma.de	+49151288776655	Entwicklung

## Create multiple users

For the creation of multiple users you can also use the **quick creation**: To do this, click in the overview of the user administration in the last line in the respective *empty cells*, enter the data, switch the cells with the Tab key, assign one of the already defined keywords and save the entry.

## Create users via a .csv file

Using the link **import user data** you can upload a whole directory of users to the ginlo Management Cockpit. To do this, please first use the CSV import template, which you can also find in the overview at the top right under the link **Import template**. Then click **Simplified CSV for one-time user creation** to download it.



**Importvorlage herunterladen**

 Erweitertes CSV für eine kontinuierliche LDAP-Aktualisierung und automatischen Zuweisungen in Gruppen und Kanäle

 Vereinfachtes CSV für die einmalige Nutzeranlage

**Daten für den Export auswählen**

 Alle verwendeten Geräte in eine CSV-Datei exportieren.

After creation, you can edit individual users by clicking on the respective entry in the user list.

---

**Important:** Please consider the comma separated format for the import template:

**“Last name,First name,Email address,Mobile phone number,[Keyword],[Department]”**.

The fields **keyword** and **department** are optional and can be used for better assignment.

---

After creation, you can edit individual users by clicking on the respective entry in the user list.

Each user has an 8-digit ginlo ID for identification purposes, which consists of letters and numbers.

User’s communication data such as mobile number and / or email address can be changed at any time, but must then be verified by the user in Messenger.

In user editing, you can assign a department as well as keywords. While the department is visible to all users in the Messenger profile, keywords are used for internal assignment and better management via the ginlo Management Cockpit.

Below the keywords, after activation, you will find the list of used *devices* of the user and their respective details.

The screenshot shows the 'ginlo Management Cockpit' interface. On the left is a navigation menu with options: Dashboard, Lizenzen, Nutzer (highlighted), Gruppen, Kanäle, App-Settings, and App-Design. Below the menu are links for IMPRESSUM, AGB, DATENSCHUTZHINWEISE, and a version number 3.01.000 (cc1af58e). The main content area is titled 'Susanne Bach' and includes a 'Nutzer löschen' button. The user's profile information is displayed: ginlo ID AXHLOM39, Vorname Susanne, Nachname Bach, E-Mail s.bach@musterfirma.de, Mobilnummer +4917612345678, and Abteilung Sales. There is a 'Schlagwort' section with a 'Verkauf' tag and a '+ ...' button. On the right, there is a 'Schlagwort' field and a 'Schlagwörter bearbeiten' button. Below this are three tags: 'Entwicklung', 'Management', and 'Verkauf'. At the bottom right are 'Abbrechen' and 'Speichern' buttons.

### Important:

- Users that have already been imported will not be overwritten. Consequently, only new entries of users from the import template will be imported.
- Users can be completely deleted in the user editing via the **Delete user** button in the upper right corner.
- If a user is deleted by the administrator - for example, if the user has left the company - the entire account is deleted. Any existing backup of the user will be rendered useless. The user's license is immediately blocked and the data record in the backend is deleted. The user thus no longer has access to his communication. The Messenger app resets itself to the registration screen, and a data backup by the user is no longer possible.

#### 1.10.3.2.4 Licenses

The **License management** area is divided into two parts:

The already **used** and **free** licenses and their number are displayed in an overview.

New licenses can be ordered and free licenses can be assigned in both areas. To do this, use the *grey button* at the top right or the *green button* at the bottom right.

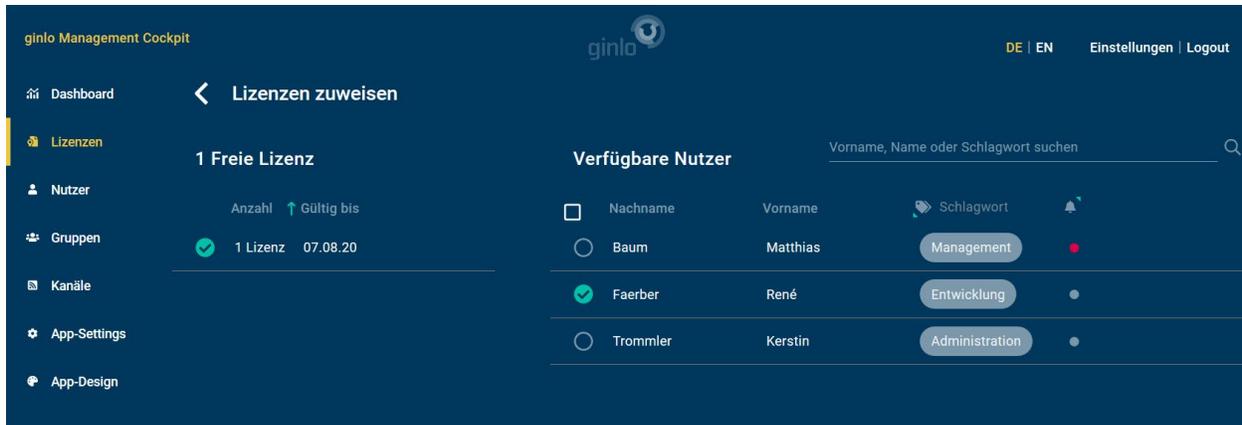
**Hint:** Alternatively, you can also order licenses in the *Order history* under **Settings**.

After creating individual users - but also at any later point in time - you can assign free licenses to the users.

To do this, click on the green button *Assign licenses* in the **License management** at the bottom right. A two-column overview opens:

On the left you will find the free licenses with the corresponding expiry date and on the right the available users and their status.

Now select the users via the checkbox, mark the desired licenses and assign them via the green button **assign licenses** at the bottom right.



**Important:** As soon as you assign a license, created user will be automatically invited to ginlo Business.

Status is visible in the overview changes from **grey** (user created) to **yellow** (license assigned).

Users with email address will receive an email with corresponding download link and further information. Users created with mobile phone number only will receive an invitation via SMS.

**Make sure that all preparations for rollout have been made at the time the license is assigned.**



After downloading ginlo Business app from [Apple App Store](#) or [Google Play Store](#), the user registers with the respective e-mail address or mobile phone number.

Alternatively, users can also register via *ginlo Desktop as an additional device* or *ginlo Web Messenger as an additional device*.

**Important:** In all cases, a *second device* should be set up **immediately** for security reasons!

During registration, an invitation to join the company's ginlo Business team will appear. This allows the administrator to manage the *App*.

After the user accepts the invitation, the users status in the license overview changes to **green** (license active). After a user's license expires, the status in the overview changes from **green** to **red** (license expired).

You can also revoke a user's license. To do this, click on the *three blue dots* in the user's row on the right in the **license overview** and select **withdraw license**.

After you have confirmed with *remove license*\* in the dialog that opens, the license becomes available again for another user. The previous user will not be deleted with his data, but his Messenger will be locked until a new license has been assigned.

Shortly before the end of a license period, the user and administrator will receive a notice about the upcoming end date:

Nachname	Vorname	E-Mail	Mobilnummer	Schlagwort
Bach	Susanne	s.bach@musterfirma.de	+4917612345678	Verkauf
Baum	Matthias	m.baum@musterfirma.de	+4917066646362	Management
Bergmann	Jörg	j.bergmann@musterfirma.de	+491719497870084	Verkauf
Kunze	Ursula	u.kunze@musterfirma.de	+49151288776655	⚠

In ginlo Management Cockpit a change is indicated in the respective line of a user by a colored hint and a **warning triangle** at the user status.

You can revoke, extend or delete a user's license in the license overview. To do this, click on the *three blue dots* at the right end of the user's line and select an option from the **pop-up**.

In the further pop-up that now opens, you can, for example, select the desired license and initiate a renewal. If no further licenses are available, you can request as many licenses as you like by clicking the gray **Order new licenses** button in the top right-hand corner against invoicing. The licenses are immediately activated for use after the order has been carried out.

In the settings of your account you will also find the corresponding *Order history* to your orders at the end of the list.

### 1.10.3.2.5 Groups

An essential part of Messenger communication is the exchange of employees in **group chats**. Facilitate efficient and fast collaboration in departments and teams by setting up groups for your users via the ginlo Management Cockpit to bring them together.

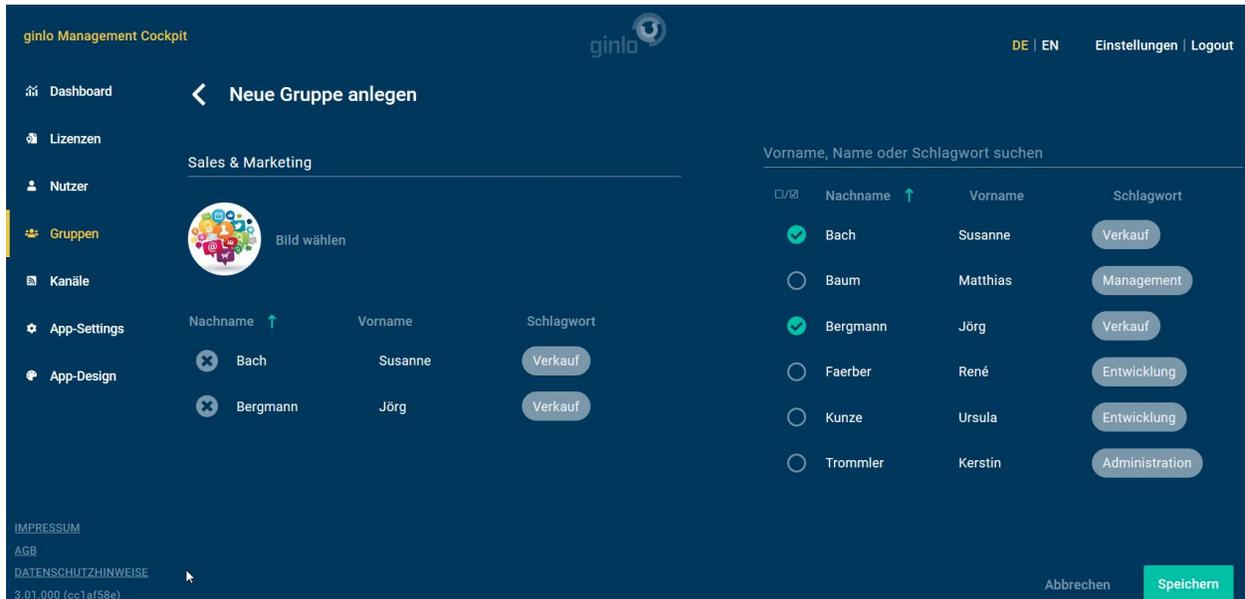
Users assigned to a group by an administrator automatically receive a group invitation, which they can accept or decline. Especially for new employees, you can speed up the onboarding process and bring them together with the right colleagues.

Use **groups** tab and the green **Create new group** button at the bottom right to start a new group. Here, define the group name - e.g. Sales & Marketing - and optionally a corresponding group picture, which will be displayed to the members of the group.

Then you can select the members of the group from the created users. In the right area of the window, you can search for users by name or keyword and select the desired users using the corresponding checkboxes.

**Note:** A group can have up to 100 members.

Then save the new group by clicking the green **Save** button at the bottom right. As the administrator of the group, you can edit the group at any time and also add or delete users. However, you cannot read the contents of the group's communication or send messages!



### Important:

- As soon as you add newly created users to a group, they are automatically invited to register a ginlo Business account and assigned to the group.
- Changes to group name and image are immediately visible to all members.

If you want to communicate central content to users, please use the *channels* for this.

#### 1.10.3.2.6 Channels

Via **channels** you can centrally send news, images and files to a defined group of recipients and inform up to 1,000 employees quickly and across the company about news. External RSS sources can also be integrated into channels.

To create a channel, select the **Create new channel** button in the **channels** tab and, analogous to *Groups*, assign a name and optionally an image for the channel as well as the users who are to receive the channel.

Optionally you can assign a write permission for single users. This will give these users the right to send messages to the channel as authors via the app, which will also be displayed in the ginlo Management Cockpit. All other users can **not** write in a channel.

Once you have saved the new channel via the green **save** button in the bottom right corner, invitations will be automatically sent to all defined users.

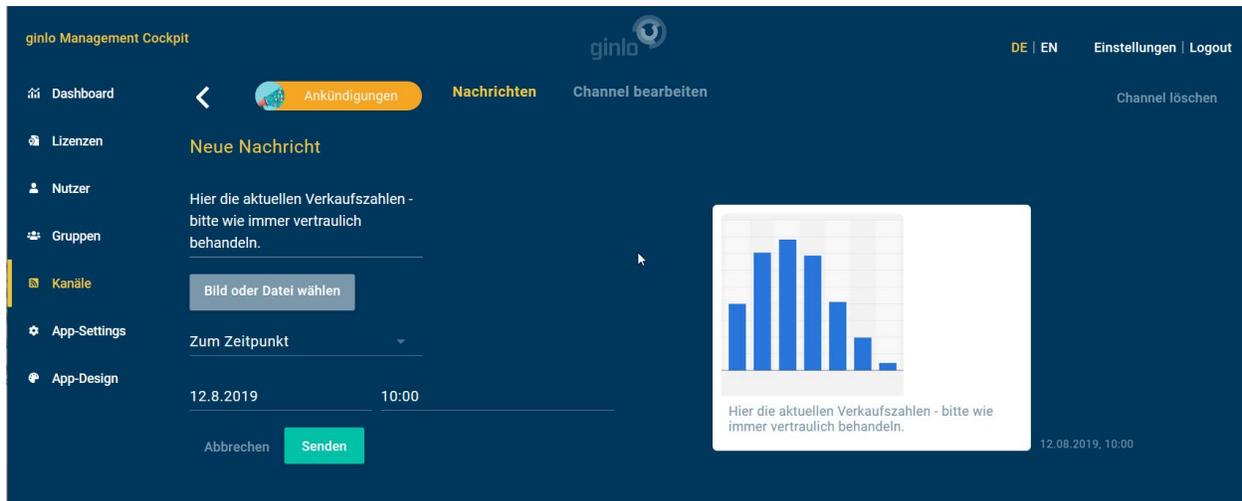
In the next step, create a new message by *clicking on the line of the desired channel* in the channel overview. Now enter a message text and add an image via the gray **Select image or file** button if necessary. In the preview on the right side you will see the message as users will receive it later. Texts and images will be displayed in the same message.

You can also attach locally stored files, but these cannot be combined with a text message. They must be sent as a separate message.

When specifying links, you should use the **full URL in the format `https://www.[full page name]`** to avoid interpretation problems on the smartphone.

The blue **edit channel** link in the top navigation bar can be used to edit the name and image of the channel, add new users, delete or give write permissions to existing users, or delete the entire channel.

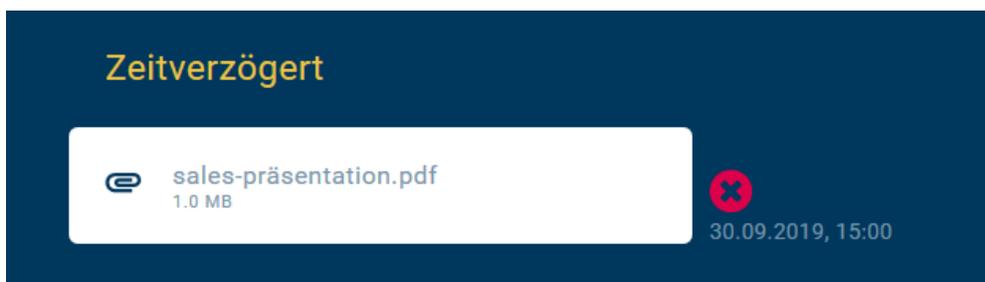
Once you have created your message, you can either send it immediately or define a time using the **dropdown menu** below the image selection. To do this, select an appropriate date and time and click on the green **Send** button.



Messages with a time will not be delivered immediately, but delayed. Technically, the message is already transmitted to the server, but it is not delivered to the users until the respective point in time is reached.

In this way, you can create messages in the course of a week and have them delivered only at the weekend as part of a simple editorial plan. The time of delivery is displayed next to the delayed messages.

You also have the option here to delete messages that have already been transmitted to the server but have not yet been delivered. However, this only applies to messages from the ginlo Management Cockpit that are to be sent with a time delay!



In the channel overview you can see all created channels and the status of the invited users:

Channel-Name ↑	Eingeladen	Beigetreten	Ausstehend	Letzte Aktivität
Ankündigungen	24	23	1	1. Aug 2019 10:00
HR-News	15	15	0	20. Jul 2019 15:30
Management	8	8	0	8. Aug 2019 12:00

Users who have already registered an account and accepted the team invitation are automatically considered **joined**. Users who have not yet completed registration or accepted the team invitation are considered **pending**.

This ensures that no unauthorized users have access to confidential channel communication content.

In addition to manual messaging, RSS sources can also be included, the content of which is then sent automatically. In this way, external content providers (e.g. publishers, websites) but also internal content sources (e.g. HR news, IT alerts, intranet messages) can be integrated directly into the messenger.

To do this, create a new channel, assign a name and an image, and enter the external RSS source as a **full URL in the format `https://[RSS feed address]`**.

In the next step, click the **Check** button next to the URL entry to check the functionality of the RSS feed. RSS feeds are supported according to the 2.0 specifications. The check imports the last content of the feed and displays it in the preview of the channel. Users can then be assigned as usual and will receive an automatic invitation to the channel.

For confidential content from internal RSS sources - e.g. for alerts - VPN/IP filtering can be used to ensure that only your employees can access the content. To do this, contact us at [b2b-support@ginlo.net](mailto:b2b-support@ginlo.net), keyword **Set up internal RSS feeds**. You should check the display method and frequency of messages in the Messenger app before rolling out an RSS channel to all users.

SZ-Eilmeldungen

 Bild wählen

<https://rss.sueddeutsche.de/eilmeldungen> Prüfen

**Literatur-Nobelpreisträgerin Toni Morrison ist tot**

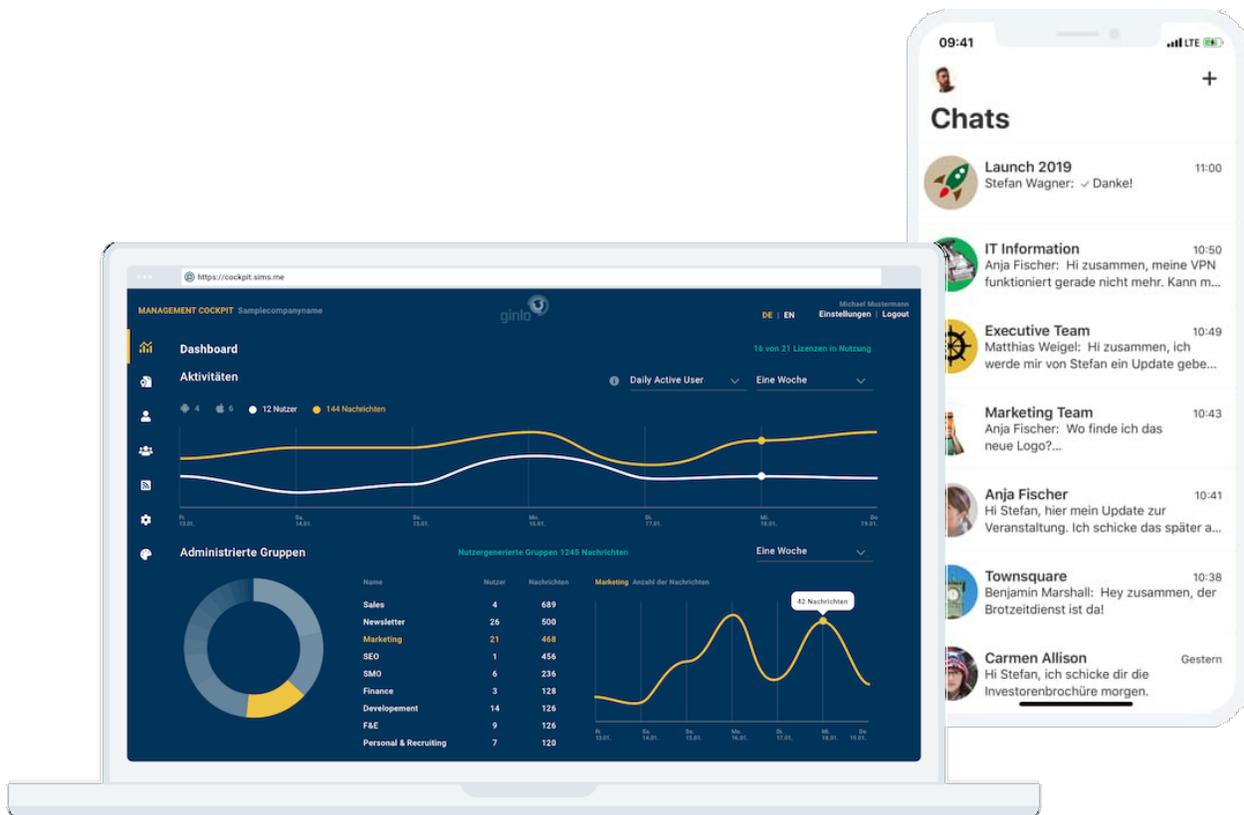
Sie war eine der wichtigsten Stimmen der zeitgenössischen amerikanischen Literatur. Nun ist die Schriftstellerin im Alter von 88 Jahren gestorben.

[mehr...](#)

Jetzt

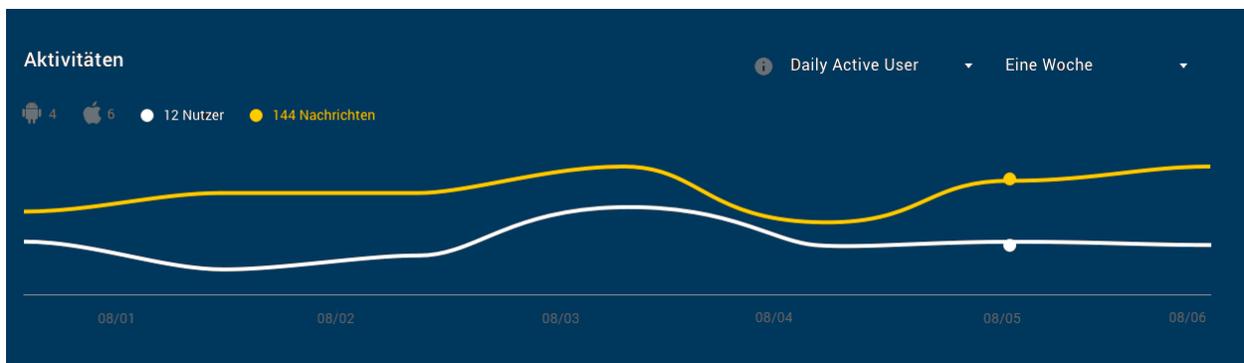
### 1.10.3.3 Dashboard

For effective control of ginlo Management Cockpit, **dashboard** tab provides clear reporting based on anonymized data and creates transparency about the use of the messenger. Here you will find information about the **activities** of the users in your company, details about the **administrated groups** and **channels** as well as a final overview of the **message composition**.



Use the drop-down menu in the upper right corner to switch between **Daily active users** and **Monthly active users** and select a period of one week, one month or the total period at the *right border*. The activities of the last day or the last 31 days are displayed. The data up to the previous day is always evaluated.

Under **Activities** you will first find the number of active users (user status **license active**), their distribution between the two operating systems Google Android and Apple iOS and the total number of messages sent by them.



The graphs show you the curve of the number of active users (yellow) and the number of sent messages (white).

In the area **Administrated groups** all groups created by the administrator are shown in a list with group name, number

of users and number of messages in the reporting period.



When clicking on a *single group*, the size of the respective group (yellow) is shown in a pie chart on the left side of the group list, based on the number of messages compared to all administered groups. The groups generated by the users are shown with the number of messages in the same period. To the right of the list, a curve diagram is displayed with the overview of the messages in the group over the selected period.

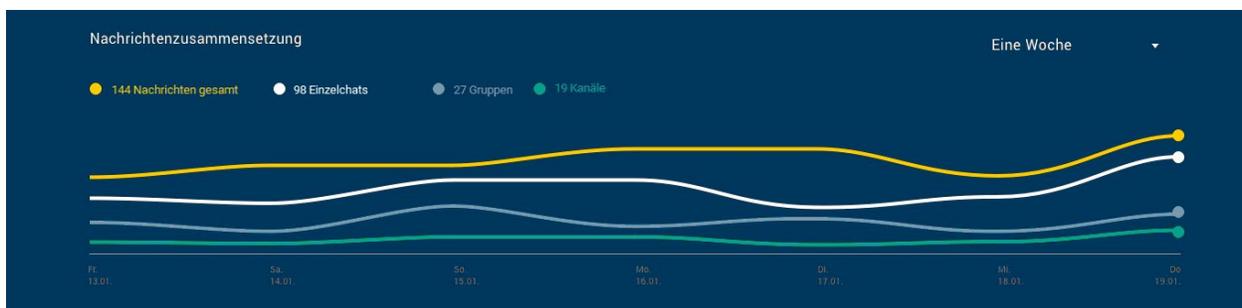
Information about group names and number of participants is not available due to private encryption.

Analogous to the groups, under **Channels** you will find a listing of all channels with users and messages as well as a relative distribution in a pie chart.



Additionally you have the possibility to display the **Top 5** of the sent messages by clicking on a *channel*. The ranking is based on the conversion, i.e. how many users opened an image or file or clicked on a link.

Finally, you will find the number of total messages in the reporting period under **Message composition**. This is the sum of the individual messages, the messages in groups and in channels.



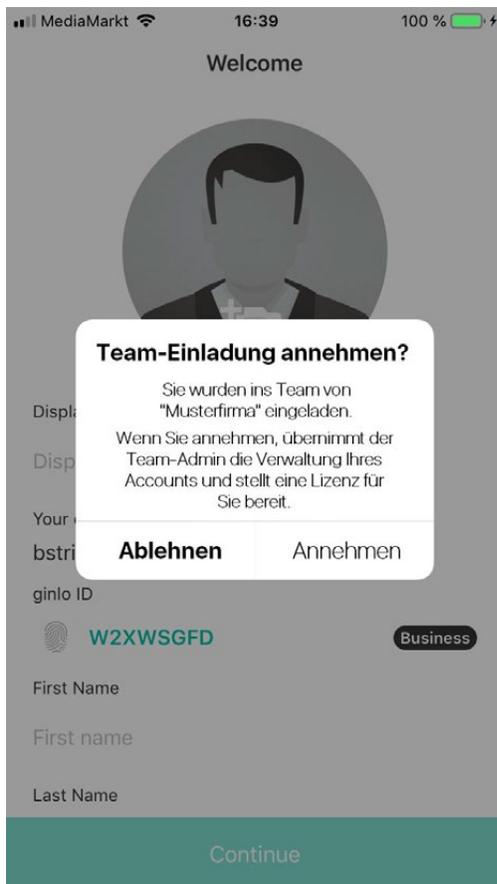
## 1.10.4 Tips & tricks

### 1.10.4.1 App management

In order for accounts to be managed by the administrator, users must give their consent. As soon as a license is assigned to a user, automatic processes for onboarding the account start in the background. Depending on the user data, an invitation is sent either by e-mail or SMS.

After registration, a pop-up prompts the user to accept the invitation to join the company's team, thereby authorizing the administrator to manage the account. If the user is already using Messenger, the request will appear at the time of license assignment. Upon clicking *Accept*, the user status in the ginlo Management Cockpit changes to **License active**, and the administrator can manage the account.

From this point on, changes to the app settings and app design for the account take effect, and the user automatically receives the invitations to groups and channels assigned to him in each case. Now the channels can also receive messages from the ginlo Management Cockpit.



If the user declines the team invitation, the account remains outside the app management and a **warning triangle** appears next to the user status **license assigned**. The administrator can then manually repeat their management request via **Edit User**. To do this, click *Resubmit Request\** and the pop-up will appear again to the user. Finally, for security reasons, the user must actively agree to the app management request in order for their account to be managed by the administrator.

ginlo Management Cockpit

ginlo

DE | EN Einstellungen | Logout

Dashboard

Lizenzen

**Nutzer**

Gruppen

Kanäle

App-Settings

App-Design

IMPRESSUM

AGB

DATENSCHUTZHINWEISE

3.01.000 (cc1af58e)

Kerstin Trommler

Nutzer löschen

Der Nutzer hat die Anfrage zur Verwaltung seiner App abgelehnt.

Anfrage erneut stellen

Der Nutzer hat die Anfrage zur Verwaltung seiner App abgelehnt.

**Important:** Once a user is managed via app management, the administrator can - e.g. if the employee leaves the company - delete the account including the communication data. In this case, the application is reset to the registration.

#### 1.10.4.2 Devices

As an administrator, you can get an overview of which devices your users are using ginlo Business on at any time. For this purpose you can export a CSV file with the following information:

- Device name
- petrol:ginlo *Business* version
- First name, last name and ginlo ID of the user

To export the CSV file, click *CSV Import & Export* in the **User** tab in the upper right corner.

Afterwards click in the area **Select data for export** on *Export all used devices to a CSV file*.

✕

## Importvorlage herunterladen



Erweitertes CSV für eine kontinuierliche LDAP-Aktualisierung und automatischen Zuweisungen in Gruppen und Kanäle



Vereinfachtes CSV für die einmalige Nutzeranlage

## Daten für den Export auswählen



Alle verwendeten Geräte in eine CSV-Datei exportieren.

### 1.10.4.3 Contacts

ginlo Business offers extensive functions to manage contacts in a convenient and privacy compliant way.

In general, there are three different contact directories that can be used to find colleagues and business partners:

#### Address Book Contacts

This directory is based on the contacts stored in the smartphone's local address book. After registration, users are free to decide whether ginlo is allowed to access these contacts.

If access is allowed, hash values are formed from the contact data (email address and / or cell phone number) and compared with the data in the ginlo database, which is also encrypted as a hash value. In the event of a match, the users concerned are informed of this. Synchronization of contacts can only be done in *Android phones* or *iPhones* and should be done there regularly.

---

**Hint:** It is impossible for us to read the hash values. Any storage or sharing of contacts beyond this does not take place!

---

Additionally, users can be found manually via email address, cell phone number or ginlo-ID.

The administrator can prevent access to the address book contacts by selecting the **3rd Enable Closed User Group** option in the *Contacts Policy*.

If the user refuses access, the following two directory types can be used.

### **e-mail directory**

The email directory can be used if the user has stored and verified his business email address in his profile. This directory contains all users from the same verified email domain.

### **Company directory**

As soon as a user is managed, the company directory with all contacts in the respective ginlo Management Cockpit is activated for him. This contains all users of the company that are under management. The prerequisite is that the users have an account.

New users are automatically updated in the company directory of colleagues. They are marked as internal with a green label and are considered trustworthy. All information maintained by the administrator (surname, first name, cell phone number, e-mail address, department) can be viewed via the user profiles. The name of the company directory can be changed via the *Contacts policy* and can be individualized.

In addition, communication can be restricted to users of this company directory only via the **Enable closed user group** option. Communication with external ginlo users is then no longer possible.

Existing chats (with contacts outside the company directory) are deactivated, i.e. users can no longer send or receive messages to or from outside.

## Kontakte

Q Search



10 Kontakte

in Musterfirma

A

	<b>Anton Zapper</b> Verkauf a.zapper@musterfirma.de	INTERNAL	A D J M O S W
	<b>Anna Dreyer</b> Entwicklung a.dreyer@musterfirma.de	INTERNAL	
	<b>Anton Leiser</b> Administration a.leiser@musterfirma.de	INTERNAL	

D

### Favoriten (D)

In the ginlo Desktop you can additionally create a **favorites directory** from the contacts. To do this, move the mouse over the desired contact in one of the three tabs and click on the *green star* at the end of the line. You remove a favorite by pointing to it in the **favorites directory** with the mouse and clicking on the *green star* again.

---

**Hint:** For more information on **contacts**, see the *Desktop description* under **Manage Contacts**.

---

#### 1.10.4.4 Recovery Code

If a ginlo Business user forgets his device password once, it is possible to unlock the messenger via the **recovery code** in the self-service. However, this only works if item 10 in the *Password policies* has not been activated!

By default, the self-service is enabled. This allows the user to automatically receive the recovery code via email or SMS in Messenger via **Forgot device password**.

Alternatively, you can use item 11 of *Password Policies* to force manual release by the administrator:



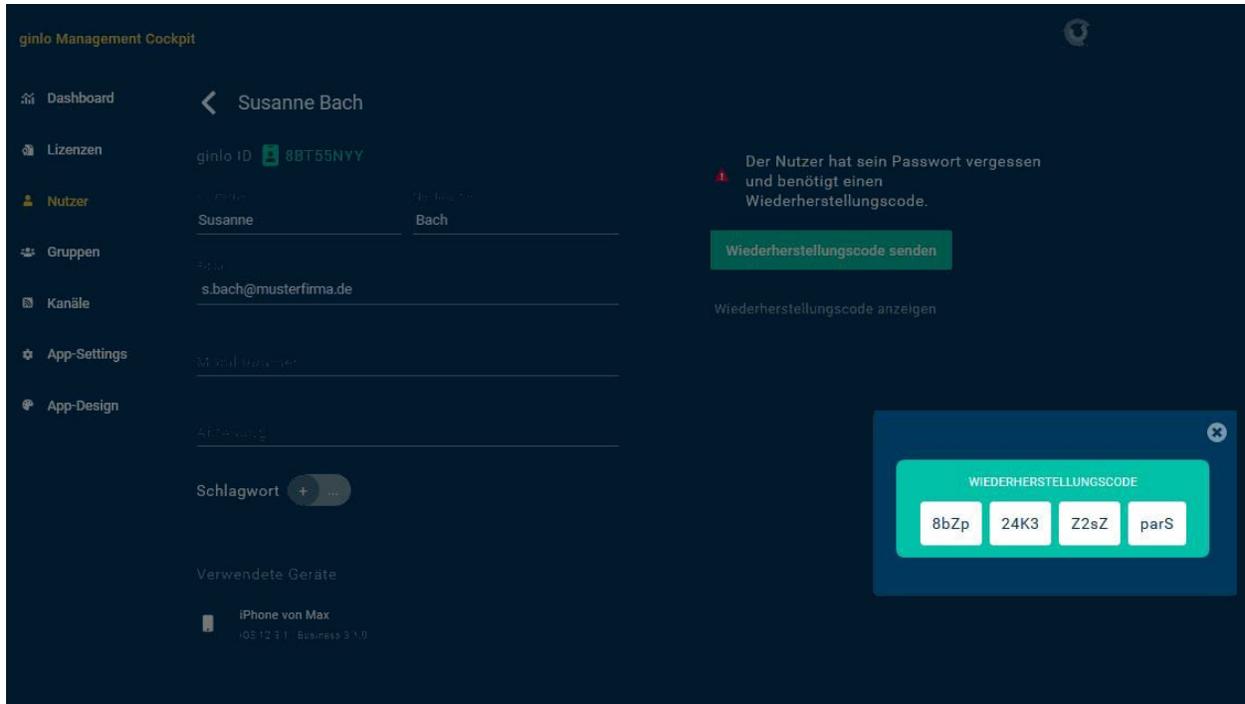
If the **force recovery code via admin** feature is enabled, the administrator will receive an email with the user's request. At the same time, a **warning triangle** next to the user status in ginlo Management Cockpit signals that the administrator's attention is needed.

**Important:** If the recovery code is not enabled and the user forgets his device password, then the information stored on the device is irretrievably lost, as the cryptographic key material is protected with the device password and recovery code.

This setting can be useful to ensure that administrators cannot access content even if they have access to the device and

the ginlo Management Cockpit.

Via **edit user** further steps can be initiated: For users with a verified email address, the code can be sent automatically from ginlo Management Cockpit. To do this, click on *Send recovery code*\*



For users without a verified email address, the administrator can display the code to communicate it to the user, e.g. by phone. In Messenger, the recovery code must be entered by the user and then a new personal **device password** must be assigned. The password complexity criteria stored in the **App Settings** will then apply. After assigning a new password, the user is returned to the chat overview and can use the messenger as usual.

**Hint:** If a *second device* has already been set up, it can be used to reinstall and synchronize ginlo Business on the device with the forgotten device password.

## 1.11 Tips & Tricks

### 1.11.1 Import backup (restore)

**Important:** At the moment it is **not yet** possible to transfer a backup from ginlo to ginlo2. A solution is being worked on.

Until then, use both ginlo versions in parallel and *connect both apps* .

If you are using an Android smartphone, please copy your backup to your new device first. Only then you can import it to the app.

If you have an iPhone, you can import the backup directly from Apple iCloud when you log in to the app.

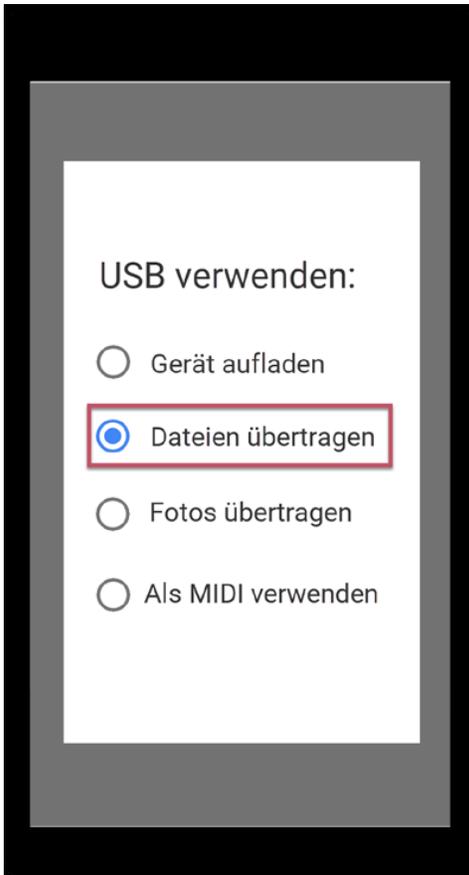
### 1.11.1.1 Copy backup to smartphone (A)

1. Connect your smartphone to your computer.

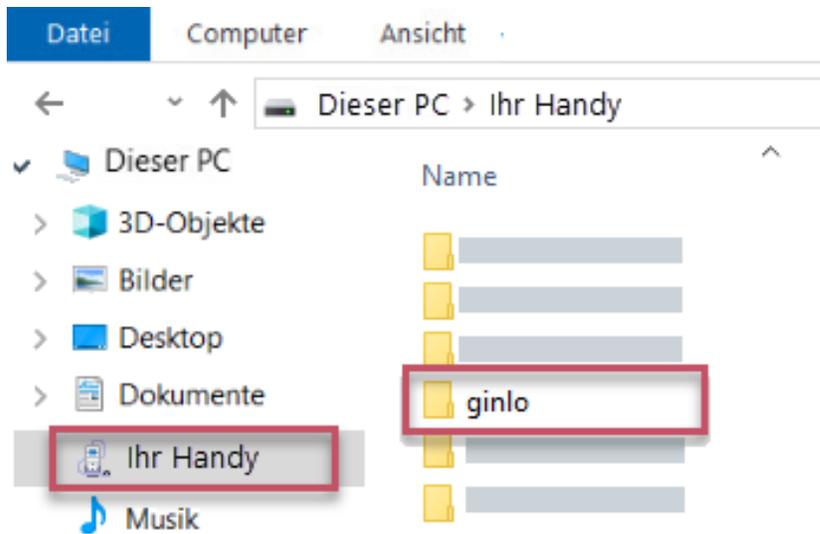
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**Note:**

- On macOS, please install the [AndroidFileTransfer](#) application for this.
- On your smartphone, you may need to allow file transfer. To do this, swipe down on the screen of your smartphone once you have connected it to the computer and tap *Transfer Files*.



2. Copy the folder **ginlo** with your backup from the appropriate location.
3. Paste it on the **top level of the device folder** shown for your smartphone.



**Hint:** Alternatively, you can transfer your backup directly from the old phone to the new one via Bluetooth. When saving, please note the point 3 of the above description!

### 1.11.1.2 Load backup into mobile app

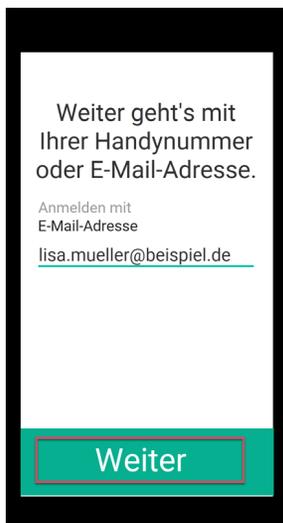
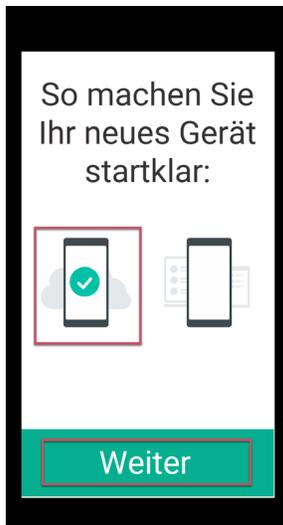
1. Install the ginlo app from the store of your choice, proceeding as described in *ginlo Private install and initial setup*.
2. In the app, tap *Let's go* and then **unconditionally** select *I already have an account*.
3. Tap on *Import backup* and confirm.
4. Assign a **device password** and click on *Next*, confirm your device password and press *Next* again.

With this device password all your ginlo content will be encrypted. Remember this password well!

5. Now enter your registered *cell phone number* (without leading zero) or your *email address*. (This data will be used in plain text only to send the confirmation code and will be encrypted afterwards and not stored in our database reproducible for anyone).

A window will pop up **All correct like this?** - you can still make corrections or confirm the entry with *Looks good*.

6. Enter the *confirmation code* you received via SMS or email and press *Next*.

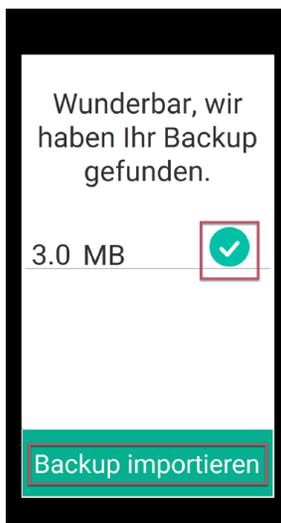


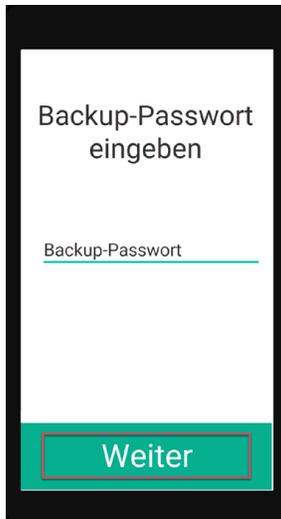


7. If everything has run without errors up to this point, you should now see the message **Wonderful, we found your backup.**

Select the backup and tap on *Import backup*. Your selection will be confirmed with a colored check mark. You may need to allow ginlo access to your files to do this.

8. Enter the *backup password* that you assigned when you created the backup.





Your contacts and chats will now be imported. Depending on how old your backup is, you can pick up chatting (almost) exactly where you left off on your old device.

---

**Note:** After importing a backup, you should create a new backup on your new device!

You can find instructions on how to do this in chapter *User Manual for Android* or *User Manual for iOS* under keyword **Backup**.

---

### 1.11.2 Input field is not shown

If you don't see a text input line in a chat, you may have blocked the contact.

Unblock them and see *Android* or *iOS*.

---

**Hint:** For administrators:

Please check in ginlo Management Cockpit under **app Settings -> contacts policies -> enable 2nd closed user group** if the switch is set to **Off**.

If this option is turned on, it may cause the text input field to disappear when chatting with users who do not belong to your Management Cockpit.

---

### 1.11.3 Forgot password

If you have forgotten your ginlo password, log in with any password. The option "Forgot password" will appear. Now follow the further steps.

Be sure to create a backup afterwards. You can find instructions on how to do this in the chapter *User Manual for Android* or *User Manual for iOS* under the keyword **Backup**.

### 1.11.4 Upgrade from ginlo Private to ginlo Business

You can run ginlo Private and ginlo Business in parallel on one phone and get two separate ginlo IDs.

On Android you can turn a Private account into a Business account, but you have to create a *backup* first.

1. On your smartphone, navigate to the **My Files** folder and open the **Internal Storage** of your Android device.
2. Select the **ginlo -> Backups** folder and tap on the *folder with your ginlo ID*. You will be shown the file **B2C\_ginlo-backup.zip**.
3. Tap on the *edit menu* in the top right corner.
4. Select *Edit* and after selecting your backup file *Rename*.
5. Now change the name of this file from **B2C\_ginlo-backup.zip** to **B2B\_ginlo-backup.zip**.

This way during the installation of ginlo Business under the option **I already have an account** and entering your *original ginlo ID* the backup can be found and imported.

On i-Phones this procedure unfortunately only works in a roundabout way and not completely because of the storage of the backup in the i-Cloud!

Therefore, temporarily install ginlo on a *Android device* and pair it as a *second device*. It is best to use your ginlo ID for this! Now create a backup on this device and proceed as described above for Android users. If the migration was successful and your backup was imported, you can install ginlo Business on your i-Phone, continue with **I already have an account** and integrate your i-Phone as a second device. Use your ginlo ID as well. All data that is not older than 90 days will be synchronized.

---

**Note:** However, a (single) Business account has no possibility to be switched to ginlo Private after the end of the test phase!

---

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**Hint:** If you have registered the business account under the same cell phone number as your private account, your old account has been overwritten and is unusable. There are some warnings about this during the registration process. In this case, you will also not be able to import the backup file anymore, because it can always be used only with the same ginlo ID.

---

## 1.12 FAQ

If you do not find the answer to your question here, please use the search function of our manual. Enter a meaningful term or browse the table of contents.

### 1.12.1 ginlo Private

#### 1.12.1.1 General

1. In which languages is ginlo available?

ginlo2 is available in the following languages: German, English, French, Greek, Italian, Polish, Portuguese, Russian, Swedish, Slovakian, Spanish, Czech, Turkish, Ukrainian and Hungarian.

To do so, set your smartphone to the desired language in the device settings and restart the ginlo app.

2. On which devices and operating systems can I use ginlo?

ginlo runs on Android smartphones with Android 5 or higher, the use of audio-video chat is possible on Android 8 or higher and on iPhones with iOS 12 or higher.

3. Why are smartphones with older operating systems (Android 4.x and lower, iOS 11.x and lower) no longer supported?

An up-to-date operating system is a prerequisite for you to be able to use ginlo and all its features smoothly. In addition, the operating system also plays an important role in your online security. Older versions often have serious flaws here, as the manufacturers no longer provide security updates. Hackers then have an easy time with targeted attacks.

An up-to-date operating system is therefore also in your interest to stay up-to-date in terms of security.

4. Can I use ginlo on multiple devices or on a tablet?

Yes - you can install ginlo2 on up to three different devices (smartphones, tablets, PC) and use your ginlo account on them.

5. How can I give ginlo access to my contacts afterwards?

It's very easy: In the settings of your smartphone you can give ginlo the necessary rights:

#### **Android**

Open the settings of your smartphone and select *Apps*. Tap on *ginlo*.

Depending on the model, you will find the Permissions section directly there or in a submenu. Activate *Contacts* there.

#### **iOS**

Open the settings of your iPhone and select *privacy*. Tap on *contacts* and grant ginlo access to it.

6. What does the name ginlo mean?

Since we are completely dedicated to cryptography, the name ginlo has its origin exactly there:

The simplest encryption is already achieved by rearranging the letters of a text or word. Thus ginlo becomes ... drum roll ... login.

7. Who is actually behind ginlo?

That's us - ginlo.net GmbH from Munich. We are dedicated internet visionaries and developers. It is a matter of the heart for us to make privacy and confidentiality on the net a reality - for you, for our families and friends, for everyone.

8. How is ginlo financed?

ginlo is not an ad-supported service. We use a classic subscription model for ginlo for private users and finance the messenger for private communication via the ginlo Business app, a secure messenger for companies.

9. Can I also use ginlo for business?

ginlo is purely for personal use, so you can communicate securely with friends and family. But we also have something for professional use: ginlo Business - the messenger for secure communication with colleagues and partners. [Try it now for free.](#)

And the best: You as ginlo Private user can also chat with ginlo Business users - and vice versa.

10. I already use ginlo privately. Can I switch to ginlo Business without losing my chat history?

As an Android user, you can switch from ginlo Private to ginlo Business at any time by using the backup process. You can find more information about this in the **Tips & Tricks** under [Upgrade from ginlo Privat to ginlo Business](#). There you will also find a note about the upgrade option for i-Phone users.

## 11. Who can I contact if I need help?

Do you have questions or want to give feedback? Then we are here for you. Use our [B2C Support Form](#), select *ginlo Privat* and click on *Contact* at the bottom of the page or write to [support@ginlo.net](mailto:support@ginlo.net)

### 1.12.1.2 ginlo2

#### 1. What are the differences between ginlo Privat and ginlo2 ?

ginlo2 - the **new ginlo** has been technically designed on a completely new platform and will replace the conventional ginlo in the future; a date for this has not yet been set!

ginlo2 will gradually be equipped with all the features known from ginlo Privat, with more to come of course!

ginlo2 can now also be used by private users on their PC under Windows, Linux or on the Mac!

ginlo2 is almost limitlessly customizable.

The operation of ginlo2 is more modern and almost identical on all devices used.

**Within** ginlo2 a backup file can be imported to **all** devices (Android, iPhone, tablet or PC).

#### 2. Do I have to delete ginlo Privat to be able to use ginlo2?

No - at the moment both apps can be used in parallel and should be *linked* to each other. Messages that are not older than 30 days and all new messages and contacts are synchronized.

ginlo2 can already be used on smartphones, tablets and desktops. All apps can be downloaded directly from our [website](#) under **ginlo2 for mobile devices** or **ginlo2 for PC**.

#### 3. How do I get all my messages to ginlo2?

We will provide a way to backup **all** old messages and chats to ginlo2 in due course.

Our recommendation for the use of ginlo2 is therefore for

##### **New users**

Only install and use the ginlo2 app.

##### **Existing customers who want to keep their account (ginloID) but do not want a complete backup of their previous communication**

Install ginlo2 in parallel to ginlo Privat with the option **I already have an account** and *link both apps*. After synchronization, only use ginlo2. The old ginlo app can be deleted.

##### **Existing customers who want to keep their account (ginloID) and all messages**

Install ginlo2 in parallel to ginlo Privat with the option **I already have an account** and *link both apps*. After synchronization, only use ginlo2, but leave the previous ginlo version on your devices.

Further information on ginlo2 will be made available step by step in our manual. Previous entries will be supplemented or replaced.

By the way: ginlo2 and ginlo2 Business can also be installed in parallel. This makes it possible to physically separate your private and business communications and complies with data protection principles.

Have fun with ginlo2 !!!

### 1.12.1.3 Security & Privacy

1. Are my messages encrypted even when they are stored on the device?

Of course - all your messages, i.e. text, images, documents and videos, but also your profile photo and status are stored encrypted on your device. And thanks to this full encryption, even we as the provider have no access to your content.

2. Could ginlo.net GmbH decrypt my messages, e.g. if an authority demands it?

Your messages are encrypted at all times - both on your device and on our server. The key for this is only on your device. If you have an iPhone and create a backup, the key is also stored in iCloud. However, it is protected there with a password of your choice. This means that neither Apple nor we as the provider can access your key. And therefore we cannot decrypt your messages either.

If we were legally obligated to share your ginlo content, we could only release your encrypted messages.

3. Why don't pictures or other media automatically appear in the picture gallery of my device?

In ginlo, not only your text messages are securely protected, but also your pictures, videos and all other attachments in your chats. Therefore, all these files are stored encrypted on your device and therefore do not appear in your - unencrypted - picture gallery by default. As long as you don't explicitly download a file in unencrypted format, it can only be opened in ginlo, where it is safe.

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**Hint:** Even if you take a photo directly from a chat, it will be stored securely in ginlo and not automatically added to your image gallery.

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Of course, you can specify that received files are automatically saved locally on your device. To do this, select *Chats* in the ginlo settings on your smartphone and then *Save media automatically*.

In our [privacy policy](#) we explain how we handle your data.

## 1.12.2 ginlo Business (B)

### 1.12.2.1 General

1. What is the difference between ginlo Business and the ginlo Private?

ginlo Business is specially tailored for use in companies. Features such as the configuration of the app by mobile device management solutions or the ginlo Management Cockpit can only be found in this version.

For more details on the features of ginlo Business, please visit our website at [The Features at a Glance](#).

2. Can ginlo Business communicate with the ginlo version for private users?

Communication between ginlo Business and ginlo Private users is basically possible. In addition, both versions of the app can be operated in parallel. This way, business and private communication can be clearly separated.

3. I already use ginlo privately. Can I switch to ginlo Business without losing my chat history?

As an Android user, you can switch from ginlo Privat to ginlo Business at any time by using the backup process. You can find more information about this in the **Tips & Tricks** under [Upgrade from ginlo Privat to ginlo Business](#). There you will also find a note about the upgrade option for i-Phone users.

4. Is there a trial period to try the app?

ginlo Business can be tested 30 days for free. Only after that, the activation via login code or in-app purchase is required.

5. How do I get a license for ginlo Business?

To order a license please use our form **Trial now 30 days for free!** You can find it [on our website](#). Scroll to the bottom.

Alternatively, you can buy a single license directly from the app stores.

6. I have installed ginlo Business as a single version via an app store and purchased a license. Now I want to use ginlo Cockpit - how does the switch work?

For this, the *order of a cockpit* is necessary. In the future you will become the administrator yourself. After the cockpit installation you create your account in it and assign yourself a license. This completes the move. Now you have the possibility to order additional licenses for further accounts and assign them to other ginlo users.

7. How can ginlo Business be distributed to employees?

The administrator can create users and assign licenses via the ginlo Management Cockpit. Your employees will automatically receive an invitation via email or SMS. The ginlo Business app can then be downloaded free of charge via the App Store. After registration, users are automatically added to the groups and channels assigned by the administrator.

8. Can I purchase additional licenses later to invite more users in the company?

You can use the ginlo Management Cockpit to expand your existing quota of licenses at any time. The licenses are then immediately activated and can be assigned to additional users.

9. Can ginlo Business be distributed via Mobile Device Management?

ginlo Business supports Android for Work (from Android 5.0) and Managed App Configuration (from iOS 8.0) and can thus be easily distributed and configured to employees via Mobile Device Management (MDM). We support the following MDM solutions:

- MobileIron
- VMware AirWatch
- IBM MaaS360
- JAMD software

Sample instructions and more information on this topic can be found [here](#).

10. For compliance reasons, some ginlo features should be disabled. Is this possible?

To disable certain features on ginlo Business, the ginlo Management Cockpit or a mobile device management (MDM) solution is required. This allows you to enforce certain security policies, such as minimum password strength. For more information, see [Set up Cockpit](#).

11. What is the guaranteed availability (SLA)?

The guaranteed availability (SLA) of ginlo Business is 99.5%.

### 1.12.2.2 Mobile App

#### 1. Why is my e-mail address needed?

To connect you with your colleagues via ginlo Business, identification is required. The identification is always done via your (business) e-mail address, alternatively also your mobile phone number. During the registration process you will receive a message to make sure that you have access to the given e-mail address / mobile phone number.

#### 2. I can't find some of my colleagues. What could be the reason?

Use the email directory in your ginlo contacts. With this feature you can find all colleagues who have also registered with your company's email extension - even without saving their mobile numbers. Alternatively, you can find colleagues in the address book of your smartphone if you have saved their mobile number, or via the ginlo ID.

#### 3. I am not receiving push notifications. What can I do?

Please check your system settings.

##### **Android.**

Push notifications should be enabled automatically on Android. If this is not the case or the permission was not assigned during the installation of ginlo Business, enable it in the system settings of your smartphone. Usually you will find the option to activate it under **Sounds and Notifications -> Application Notifications** or in the Application Manager - depending on your smartphone or operating system version.

##### **i-Phone**

Open the **system settings** of your iPhone and the **notifications** menu. Check whether push notifications are generally allowed. Then search for ginlo Business among the apps listed. Check if push notifications are enabled here as well.

#### 4. How does the encryption work? Is my data really secure?

All messages sent via ginlo are symmetrically encrypted on the sender's smartphone according to AES-256 and transmitted SSL-encrypted via the ginlo Servers to the recipient. In order for the recipient to read the message, he needs the corresponding key.

This key is encrypted and sent asymmetrically for each recipient of the message using the RSA-2048 method. This procedure uses a public key for encryption and a private key for decryption, whereby the private key never leaves the owner's smartphone and is only stored locally. The key that is ultimately needed to read the message can therefore only be decrypted on the smartphone of the respective recipient. Other communication partners, ginlo.net GmbH as the operator of ginlo, and possibly attackers who can tap the AES key are therefore unable to read the encrypted message.

This applies to both ginlo Business and ginlo Private.

### 1.12.2.3 Web Messenger

#### 1. What does it mean when I trust the browser?

If you choose to trust the browser you use, your data is stored locally in encrypted form. You can easily access it at a later time. If you do not trust the browser, for example, if you access ginlo in an insecure environment (e.g. public access), only a temporary session will be established and the data will not be stored permanently on the browser you are using. To protect your data, all the contents of the browser session are deleted after you log out.

#### 2. What can I do if I forget my device password?

The device password is an important security anchor to protect your data and should be chosen as complex as possible and requested every time you start the application. Device passwords are not stored on the ginlo Servers for security reasons. If you have forgotten your device password, you can request the **Recovery Code** to unlock the application. To do this, click “Forgot password” in the login screen and select the channel (SMS or email) through which you want to receive the code. In the background, your local application will send a so-called **Password Recovery Token** to the server to calculate your **Recovery Code**. Once you have unlocked the application with the Recovery Code, you can assign a new device password for your application.

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**Hint:** For managed accounts, **sending the recovery code** is dependent on your administrator’s approval.

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#### 1.12.2.4 ginlo2 Business (B)

1. What are the differences between ginlo Business and ginlo2 Business?

ginlo2 Business - the **new ginlo** has been technically designed on a completely new platform and will replace the conventional ginlo in the future; a date for this has not yet been set!

ginlo2 Business will gradually be equipped with all the features known from ginlo Business, with more to come of course!

ginlo2 Business is almost limitlessly customizable.

The operation of ginlo2 Business is more modern and almost identical on all devices used.

**Within** ginlo2 Business a backup file can be imported on **all** devices (Android, iPhone, tablet or PC).

2. Do I have to delete ginlo Business to be able to use ginlo2 Business?

No - at the moment both apps can be used in parallel and should be *linked* to each other. Messages that are not older than 90 days and all new messages and contacts are synchronized.

ginlo2 Business can already be used on smartphones, tablets and desktops. All apps can be downloaded directly from our [website](#) under **ginlo2 Business for mobile devices** or **ginlo2 Business for PC**.

3. How do I get all my messages to ginlo2 Business?

We will provide a way to backup **all** old messages and chats to ginlo2 Business in due course.

Our recommendation for using ginlo2 Business is therefore for

##### **New users**

Only install and use the ginlo2 Business app.

##### **Existing customers who want to keep their account (ginloID) but do not want a complete backup of their previous communication**

Install ginlo2 Business in parallel to ginlo Business with the option **I already have an account** and *link both apps*. After synchronization, you will only use ginlo2 Business. The old ginlo app can be deleted.

##### **Existing customers who want to keep their account (ginloID) and all messages**

Install ginlo2 Business in parallel to ginlo Business with the option **I already have an account** and *link both apps*. After synchronization, only use ginlo2 Business, but leave the previous ginlo version on your devices.

Further information on ginlo2 Business will be provided step by step in our manual. Previous entries will be supplemented or replaced.

By the way: ginlo2 Business and ginlo2 can also be installed in parallel. This allows you to physically separate your business communication from your private communication and complies with data protection principles.

Good luck with ginlo2 Business !!!

### 1.12.3 Error messages

Nobody is perfect - not even a software! It only works if certain requirements are met. If these are only partially or not at all true, the software reports an error.

It is easy to claim that a software is bad: **I constantly get some kind of error messages...** - but quite often the problem is **in front** of the screen ;-)

**Wrong password, Connection failed, Page not available** etc. are messages that the user can usually make sense of and whose causes he can fix himself.

**Network Error** indicates a faulty, i.e. interrupted or insufficient Internet connection and usually has nothing to do with the software used. In this case, the connection between your device and the provider's server is simply not available - maybe you are in a wireless hole or bad WLAN? It is a message from your device! The remedy is patient waiting and in some cases restarting the software or the device. Uncontrolled tapping or clicking on the other hand does not really help!

Error messages issued by the ginlo software are divided into five categories and are marked with a number.

We distinguish:

#### MessageService

Messages related to the [message service](#);

#### AdminService

Messages in the ginlo Business area that are of interest primarily to [administrators](#);

#### GatewayService

Messages displayed when connecting between [servers](#);

#### Android

Messages displayed when using [Android devices](#);

## RSSImport or TransformerService

Messages related to providing RSS feeds;

For users, the **first category** is most likely to apply.

If, contrary to expectations, you receive such a message more than once, please contact our support department with the full error message, the device you are using, its software version and the timestamp. The additional sending of a **logfile** can also be helpful. Help for this can be found on your device in the ginlo settings under *Help -> Get support*.