



USER GUIDE

WWPass Security for Email (Thunderbird)

TABLE OF CONTENTS

Chapter 1 — Welcome	3
Introducing WWPass Security for Email (Thunderbird)	4
Connecting Your PassKey to Your Computer.....	4
Need Assistance?	5
Report a Problem from the Dashboard	5
Chapter 2 — Requirements	7
Requirements for WWPass Security for Email (Thunderbird)	7
Chapter 3 — Setup	8
Setup	9
Add an Email Account to Thunderbird	10
Load WWPass Software into Thunderbird.....	12
Obtain an Email Certificate	13
Obtain an Email Certificate from Comodo	13
Import a Certificate from a File.....	15
Select Certificates for Signing and Encryption.....	17

CHAPTER 1 — WELCOME

This chapter introduces WWPass Security for Email (Thunderbird) and provides basic information.

Topics in This Chapter

- [Introducing WWPass Security for Email \(Thunderbird\)](#)
- [Connecting Your PassKey to Your Computer](#)
- [Need Assistance?](#)

Introducing WWPass Security for Email (Thunderbird)

This user guide covers how to set up WWPass Security for Email (Thunderbird), the WWPass authentication solution for Mozilla Thunderbird.

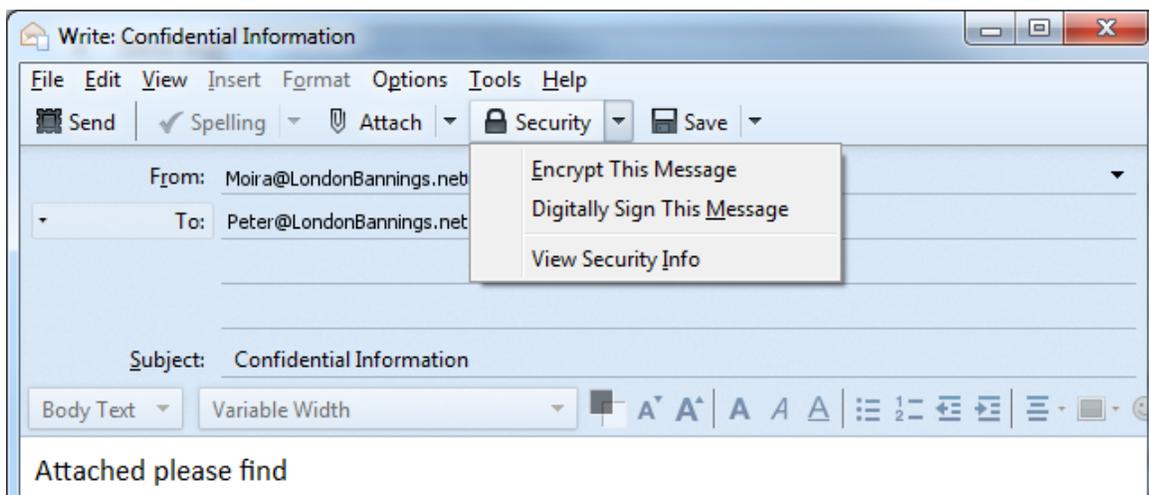
Mozilla Thunderbird lets you view and send messages for one or more email accounts from providers such as Gmail, Yahoo Mail, or Comcast.

Once WWPass Security for Email (Thunderbird) is set up, you can use a PassKey instead of a username and password in order to securely:

- Send digitally signed emails from Thunderbird.
- Exchange encrypted emails with Thunderbird.
- Decrypt the encrypted emails you receive in Thunderbird.

Signing email assures recipients that it's really from you. Encrypting email ensures only you and your correspondents can read it. Your PassKey authenticates you so that only you can send and read your secure messages.

When you use secure email features, Thunderbird asks you to prove your identity with your PassKey and access code.



Connecting Your PassKey to Your Computer

To use your PassKey, you connect it to your computer and enter your access code, if prompted for this.

Your PassKey is NFC and USB enabled. You can place your PassKey on an NFC reader or insert the PassKey into a computer USB port.

Enter your access code using exactly the same characters and cases (upper or lower) it was created with.

You are given three chances to enter the correct code. If you enter the access code incorrectly three times in a row, your PassKey is locked for 15 minutes and cannot be used.

Need Assistance?

If you encounter a problem or have a question, you can contact the WWPass Service Desk as follows:

Phone 1-888-WWPASS0 (+1-888-997-2770)

Email support@wwpass.com

Report a Problem from the Dashboard

An easy way to report a problem is to email the Service Desk directly from the WWPass Dashboard, included in WWPass Security Pack.

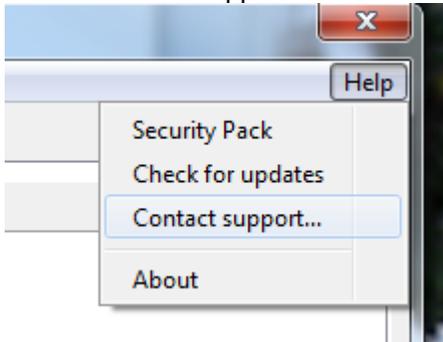
The email identifies version numbers for your Security Pack and operating system. In addition, the current logs for WWPass software are automatically attached to the email.

Logs contain information that can help Product Support troubleshoot any problem you experience. For example, logs contain information such as actions and their times, and services accessed. Actions include PassKey authentication for login, email signing, and email decryption.

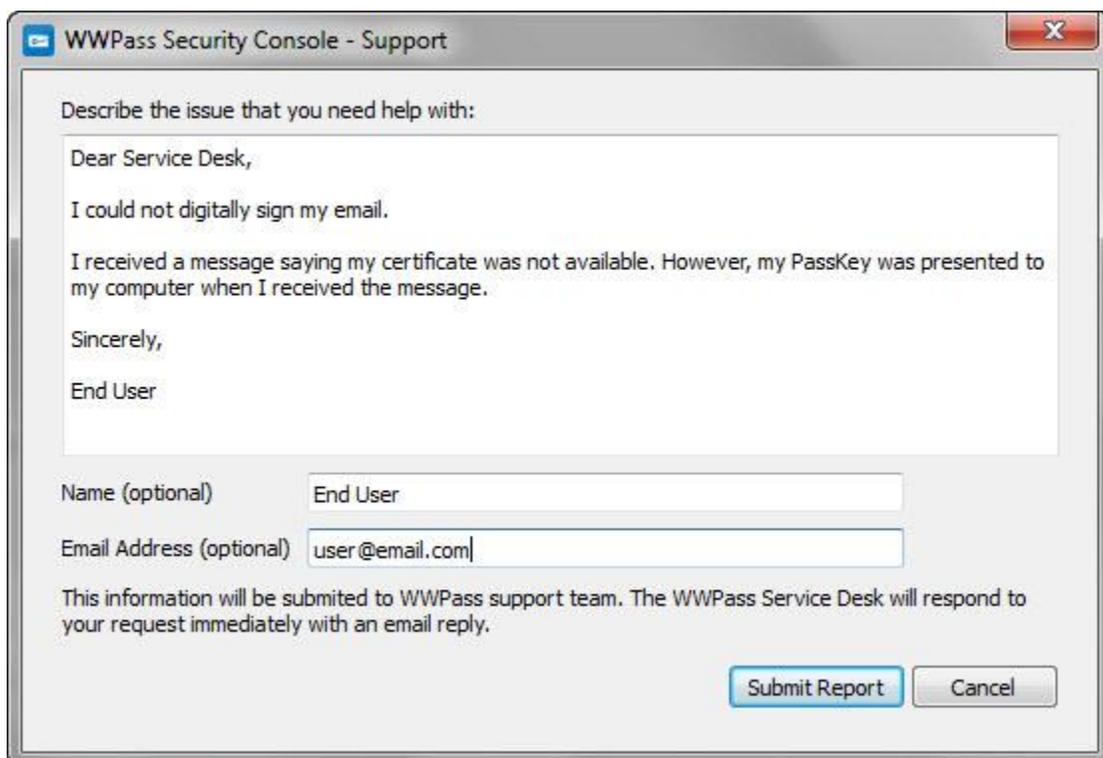
On Windows, logs are located in Users\username and Program Data. On Linux, logs are located in HOME. Logs should not be changed before they are sent to Product Support.

To report a problem from the Dashboard

1. Select “Contact Support...” from the Dashboard Help menu.



2. In the Support window that opens, type a description of the problem you need help with. You can also enter a question.
3. Enter the email address Product Support should reply to and enter your name.
4. Click [Submit Report](#) to send your report along with the current version of all available logs.



WWPass Security Console - Support

Describe the issue that you need help with:

Dear Service Desk,

I could not digitally sign my email.

I received a message saying my certificate was not available. However, my PassKey was presented to my computer when I received the message.

Sincerely,

End User

Name (optional)

Email Address (optional)

This information will be submitted to WWPass support team. The WWPass Service Desk will respond to your request immediately with an email reply.

[Submit Report](#) [Cancel](#)

CHAPTER 2 — REQUIREMENTS

Requirements for WWPass Security for Email (Thunderbird)

Requirement	Details
Mozilla Thunderbird	<p>Mozilla Thunderbird version 17 is supported. You can install Thunderbird as follows:</p> <ul style="list-style-type: none"> • For Windows and Mac, download and run the installer: http://www.mozilla.org/en-US/thunderbird/ • For Linux (Ubuntu), run this command: <pre>sudo apt-get install thunderbird</pre>
Email account in Thunderbird	<p>Before you can view and send email from Thunderbird, you need to add an email account to Thunderbird from a provider such as Gmail, Yahoo, or AOL.</p>
Email certificate	<p>This is a digital X.509 certificate from a Certificate Authority (CA). It serves as a credential that authenticates your identity when you use secure email features. The certificate is associated with your PassKey. You can obtain an email certificate from a third party such as Comodo. See Obtain an Email Certificate.</p>
WWPass KeySet	<p>This includes the PassKey to use for authentication when you send digitally signed messages and exchange encrypted messages. Click here for more information.</p>
WWPass Security Pack	<p>This allows you to activate your KeySet and use WWPass Security for Email (Thunderbird)</p>

CHAPTER 3 — SETUP

This chapter covers essential tasks that must be performed before you can authenticate with a PassKey in Thunderbird.

Topics in this Chapter

- [Setup](#)
- [Add an Email Account to Thunderbird](#)
- [Load WWPASS Software into Thunderbird](#)
- [Obtain an Email Certificate](#)
- [Select Certificates for Signing and Encryption](#)

Setup

This is an overview of the main setup steps for WWPass Security for Email (Thunderbird). It provides a road map to follow as you go through the setup process.

Smart Start

1. Install the WWPass Security Pack (for individual users) or WWPass Security Pack (for enterprises users in a Windows environment). Click [here](#) for information or see *User Guide for Key Setup, Key Services and Pack Installation*.
2. Obtain and activate your KeySet. Click [here](#) for KeySet help.



Note: If you are currently using another WWPass solution, your KeySet is already activated.

3. [Connect](#) your PassKey to your computer.
4. [Add](#) an email account to Thunderbird.
5. [Load](#) WWPass software as a security device into Thunderbird.
6. [Obtain](#) an email certificate and associate it with your PassKey.
7. [Select](#) the certificate to use for digital signing and encryption.

Add an Email Account to Thunderbird

Follow the steps below to add an email account to Thunderbird. The account might be from a provider such as AOL, Gmail, or Yahoo. Your computer must be connected to the Internet.

Basic steps are to provide Thunderbird with the user name, password, and email address for your email account.

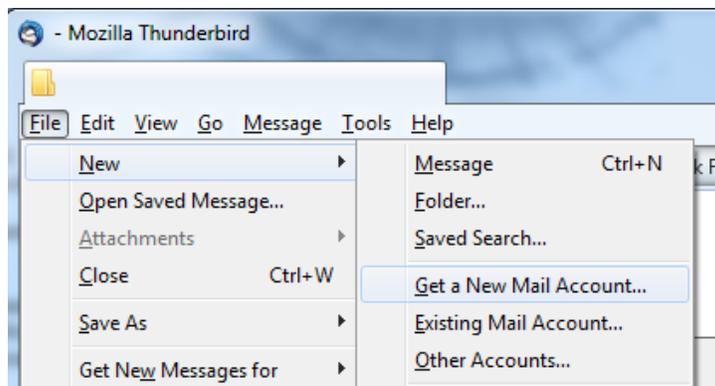
Based on this information, Thunderbird automatically determines connection information such as ports, server names, and protocols (IMAP, POP, or SMTP). Protocols are rules that email clients use to download (retrieve) email messages from an email server to your computer.

Check Thunderbird help and your email provider's website for information before you add an email account. Here are links to information for:

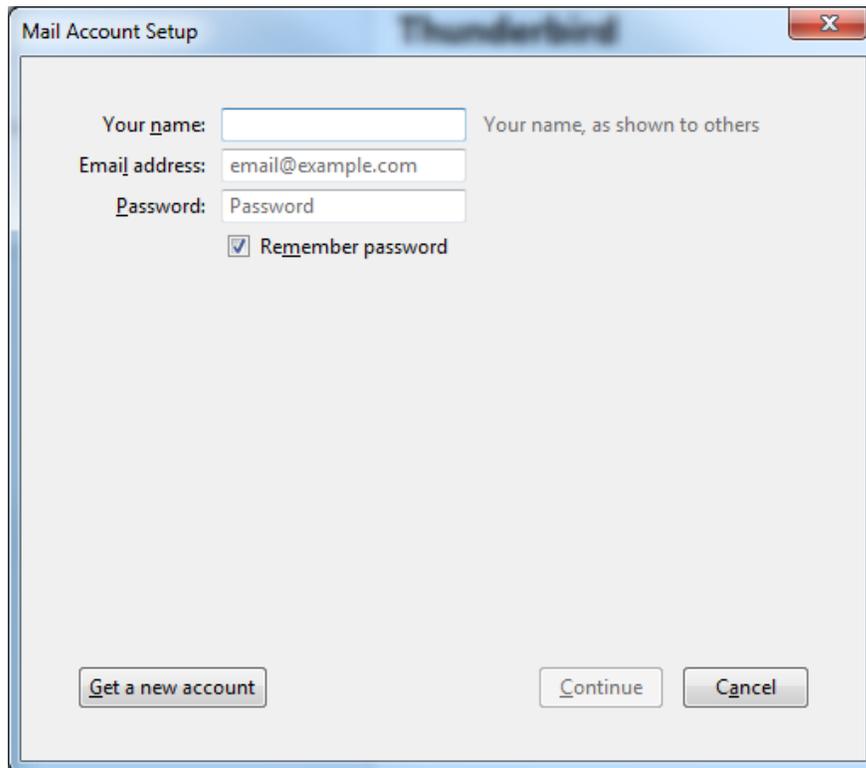
- [AOL](#)
- [Gmail](#)
- [Yahoo Mail](#)

To add an email account to Thunderbird

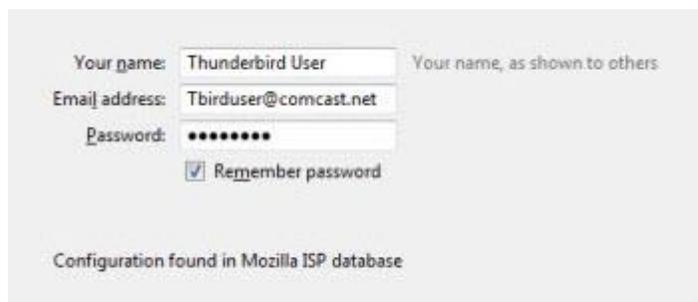
1. Start Thunderbird.
2. From the File menu, select **New > Existing Mail Account**. (If you need to obtain an account, select **Get a New Mail Account**.)



3. In the Mail Account Setup window, enter your first and last names, email address, and the password for your email account. Then click **Continue**.



4. Thunderbird looks up the configuration for your email provider and displays it in the Mail Account Setup window. Click **Done**.



5. Thunderbird checks your password and returns you to the Account Settings window. Click **OK** to close the window.
6. Your email account and Inbox are added to the Thunderbird folder pane. To display your email in the message pane, click your email account, and then click **Read Messages**.
7. See the instructions on your email provider's web site for any additional steps required.

Load WWPass Software into Thunderbird

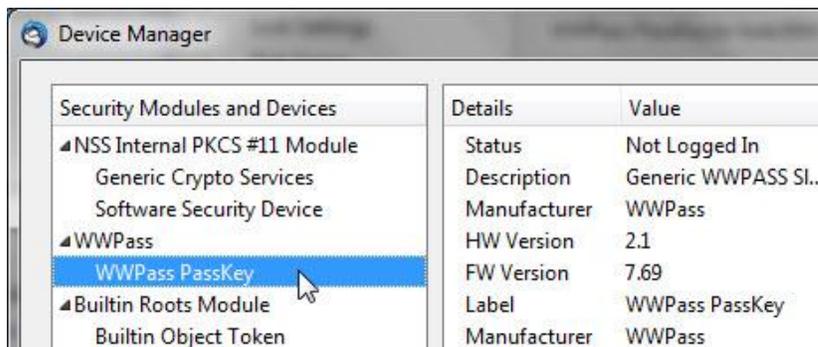
Follow the steps below to load WWPass software as a security device into Thunderbird's Device Manager.

Steps are performed with the WWPass Dashboard, which is included in WWPass Security Pack.

Next: After you load the WWPass software, you can [obtain](#) an email certificate and associate it with your PassKey.

To load WWPass software into Thunderbird

1. Connect your PassKey to your computer.
2. WWPass software is loaded into Thunderbird. Afterward, WWPass PassKey is shown in Thunderbird's Device Manager window.



 **Note:** If Mozilla Thunderbird was open during configuration, you will need to restart it to see WWPass PassKey in Device Manager.

Obtain an Email Certificate

Before you can use your PassKey with Thunderbird, you need to obtain an email certificate from a Certificate Authority (CA) and associate it with your PassKey. The certificate is stored in WWPass secure cloud storage, where it cannot be stolen. Click [here](#) for more information.

The CA can be:

- **A third-party CA**—Click [here](#) for instructions on obtaining a certificate from third-party CA Comodo. In most cases, the certificate is automatically associated with your PassKey. However, on some operating systems, it is downloaded as a file first. Click [here](#) for instructions on importing a certificate file and associating it with your PassKey.
- **Your organization's CA**—Ask your system administrator for information about obtaining a certificate. Your organization might issue certificates using Microsoft Active Directory Services or it might email you a certificate in a file. Click [here](#) for instructions on importing a certificate file and associating it with your PassKey.

A certificate from a third-party CA is trusted for all email you send. A certificate from your organization is trusted for email you send to people within your organization.

After an email certificate is associated with your PassKey, it is shown in Thunderbird's Certificate Manager while your PassKey is presented to your computer. The certificate is cleared from Certificate Manager when your PassKey is removed.

Next: After you obtain an email certificate, you can [select](#) it in Thunderbird for use with digital signing and encryption.

Obtain an Email Certificate from Comodo

Follow the steps below to obtain an email certificate from Comodo and associate it with your PassKey. Steps are performed with the **Firefox web browser** and **Thunderbird email client**:

- Firefox **must be used** to download certificates on Mac and Linux.
- Firefox or Internet Explorer can be used on Windows. However, Firefox is recommended.

Using Firefox when you download a certificate ensures that the certificate is associated with your PassKey and not stored on your computer, for example in the Keychain on a Mac.

If you can read and send secure mail without a PassKey, it means your credentials are stored on your computer. To ensure that secure email is only accessible with your PassKey (which provides maximum security), remove the certificate from your computer and follow the steps under [Install a Certificate from a File](#) to associate the certificate with your PassKey.



Note: When you obtain a certificate from Comodo on Linux or certain other operating systems, you might be prompted to download the certificate as a file. You then need to associate the certificate with your PassKey. Follow the steps under [Install a Certificate from a File](#).

To obtain an email certificate from Comodo

1. Connect your PassKey to your computer.
2. Start your Thunderbird email client and web browser (Firefox on Mac or Linux; Firefox or Internet Explorer on Windows).
3. Go to the Comodo website from your web browser: <http://www.comodo.com>
4. Click on Personal and **Free Personal Email Certificate**
5. Select **Free Email Certificate** and click **Free Download**.
The Application for Secure Email Certificate appears.
6. Enter your name and email address under **Your Details** at the top of the application.

COMODO
Creating Trust Online

Application for Secure Email Certificate

Your Details

First Name	<input type="text" value="Moira"/>
Last Name	<input type="text" value="Banning"/>
Email Address	<input type="text" value="Moira@LondonBannings.net"/>
Country	<input type="text" value="United States"/>

Private Key Options

Key Size (bits):	<input type="text" value="High Grade"/>
------------------	---

Note: Backup your private key! We do not get a copy of your private key at any time so, after completing this application procedure, we strongly advise you create a backup. Your certificate is useless without it. [More info](#)

7. Select "High Grade" from the **Private Key Options** dropdown.

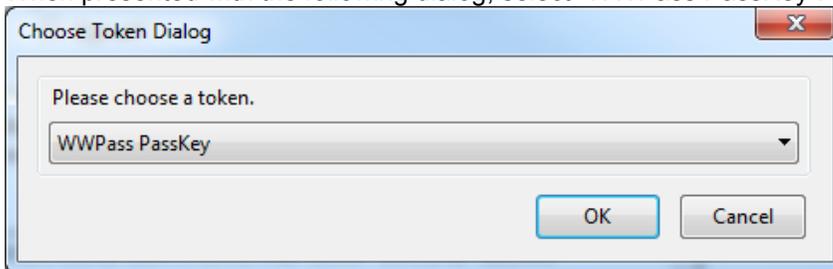
8. Enter a revocation password in the **Revocation Password** section of the application. You need this to revoke your certificate if you believe its security is compromised.

Revocation Password

If you believe the security of your certificate has been compromised, it may be revoked. A revocation password is required to ensure that only you may revoke your certificate:

Revocation Password

9. Select the checkbox next to "I ACCEPT the terms of this Subscriber Agreement" and click **Next**. A certificate is generated and sent to your email account.
10. When presented with the following dialog, select "WWPass PassKey". Press OK.



11. When prompted for your PassKey access code, enter the code.
12. Install the email certificate and associate it with your PassKey:
 - a) Go to your Thunderbird Inbox and open the email sent by Certificate Customer Services. (Save the email in case you need to revoke the certificate. The email contains a "Revoke" option.)
 - b) Click the **Click & Install Comodo Email Certificate** button in the email. Important: You want to be sure that your default browser is the browser that you used to request the certificate. A message confirms that your certificate has been installed. Click **OK** to clear the message.

Import a Certificate from a File

Follow the steps below to import a certificate for use with your PassKey.

Steps are performed from the WWPass Dashboard, which is installed as part of a WWPass Security Pack.

Before you import a certificate:

- Put the certificate file in a temporary location on your computer. Certificate files typically have a .pfx or .p12 extension.
- If the file is encrypted, make sure you know the password that was used to encrypt the file.

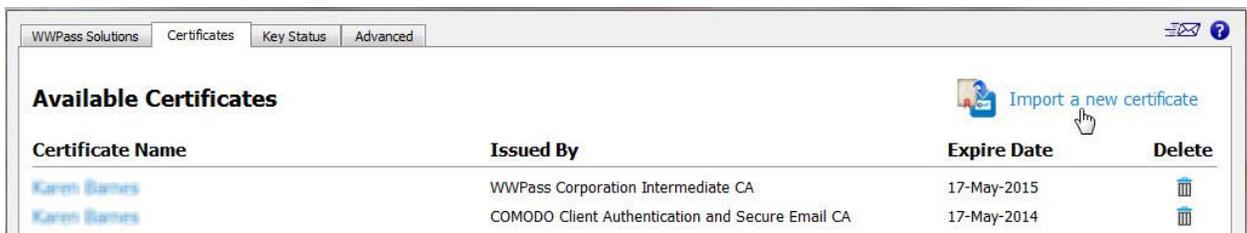
After you import a certificate:

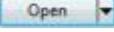
- Remove the certificate file from your computer. At this point, the certificate is securely stored in WWPass cloud storage, where it is encrypted, fragmented, and dispersed.

 **Note:** If you download a certificate from a third-party, do this using Firefox as the web browser on Windows, Mac or Linux or Internet Explorer on Windows.

To import a certificate

1. Connect your PassKey to your computer. This ensures that a certificate is associated with your PassKey.
2. Open the WWPass Dashboard using the WWPass Key icon .
3. From the Certificates tab, click **Import a new certificate** .



4. From the Open Certificate File window, find the certificate file on your computer. Select the file and click .
5. If prompted for the password used to encrypt the certificate file, enter the password and click .
6. Enter the access code for your PassKey and click . The certificate is imported and shown in the Dashboard's Certificates tab and Thunderbird's Certificate Manager.

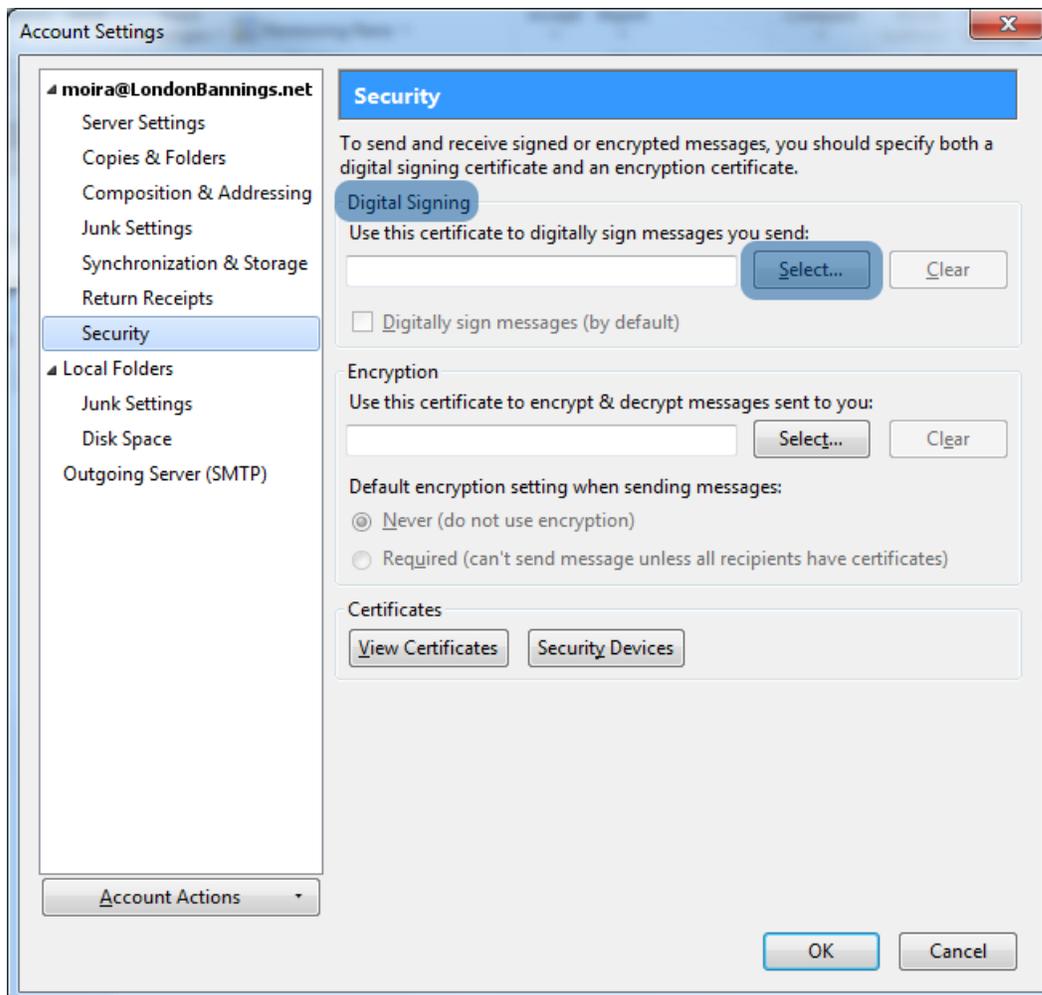


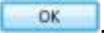
Select Certificates for Signing and Encryption

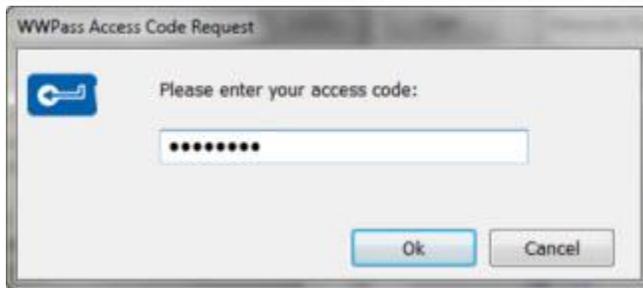
Follow the steps below to select the certificate(s) to use for digital signing and encryption.

To select a certificate

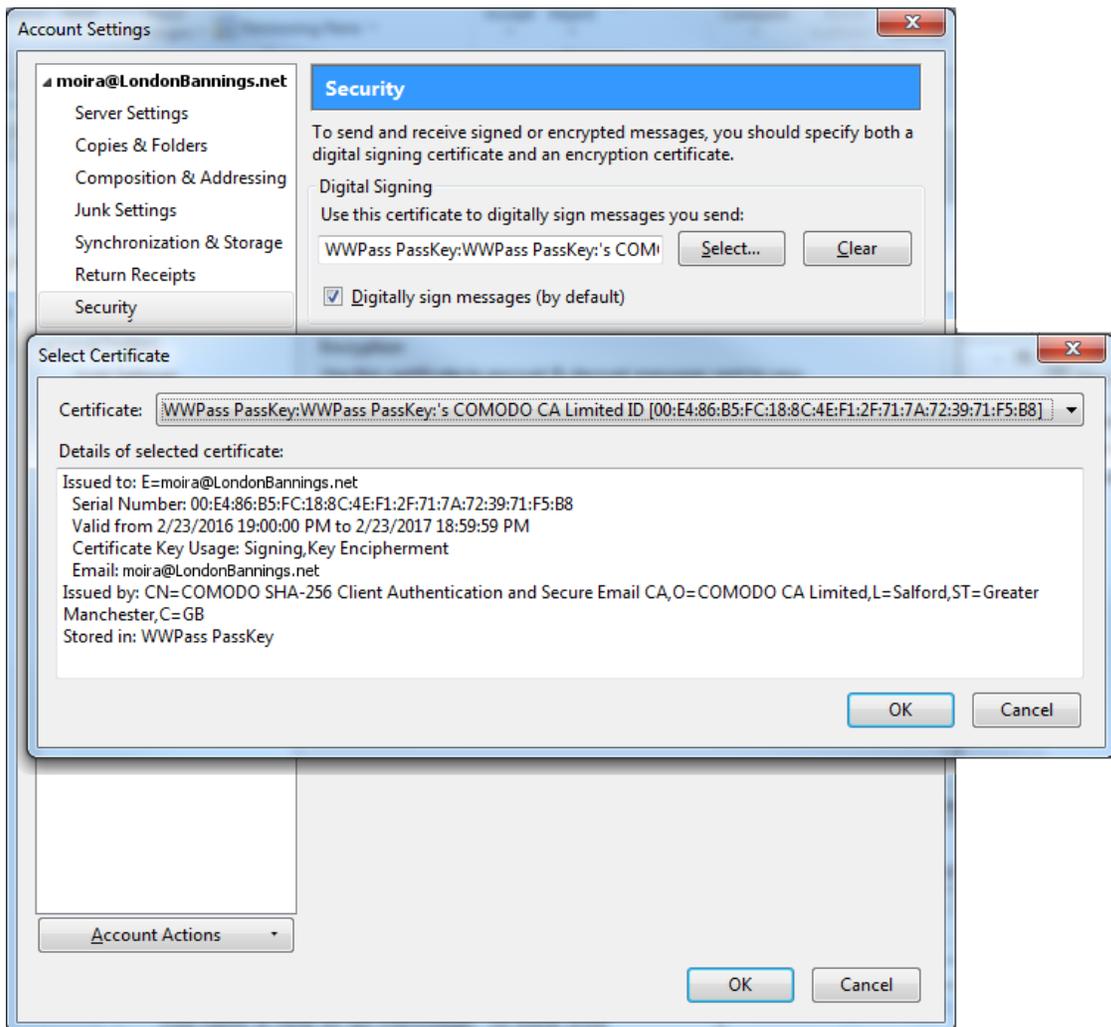
1. Present your PassKey to your computer.
2. Start Thunderbird and click **Account Settings** from the Tools menu (Windows or Mac) or Edit menu (Linux). The Account Settings window opens.
3. Click **Security** on the left. The Security window opens.
4. Click the **Select** button under Digital Signing.

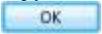


5. Enter the access code for your PassKey and click .



6. From the Select Certificate window, click in the Certificate list and select the certificate to use for digital signing. Then click .



7. When asked if you want to use the same certificate to encrypt/decrypt messages, click **Yes**. (You can click **No** if you have a personal certificate for signing and an organization-provided certificate for encryption. Then click **Select** under Encryption, select the organization-provided certificate from the list in Select Certificate, and click .

8. Click **Digitally sign messages (by default)** in the Security window. Then click .

