

WRAPMAIL QUICK GUIDE

Welcome to the world of WrapMail!

This guide is meant to help you get started and includes a suggested letter to your employees, an overview of features, a specific guide to the WrapMaker and finally an FAQ section.

We constantly keep on innovating with new and improved features but we should all realize that nothing is perfect, especially when it comes to technology. Please let us know via email if you have any issues and/or suggestions, as we rely on customer feedback to get better at what we do.

The account you created is for your email address only but if you have your own domain and want to have more people emailing from that domain to use WrapMail then simply change this in the Dashboard under “My Account” and then select “Manage Senders” from the menu on the left and type in your domain in the box provided (you can also add individual email addresses to be wrapped that are not on your domain).

When your first wrap is made then change your email settings as per:

http://pro.wrapmail.com/ccp/setup_account.asp

Basics setup:

Change your outgoing (SMTP) server to mail2.wrapmail.com and click on “more settings” as you need to authenticate with your WrapMail username and password (case sensitive). Please also change the outgoing server port to 587 (typically under advanced settings). Do NOT use SSL or encryption.

Contact information:

Support: support@wrapmailinc.com

Design: design@wrapmailinc.com

Sales: sales@wrapmailinc.com

Anything else: info@wrapmailinc.com

Phone: [\(954\) 591-8742](tel:(954)591-8742)

Thank you for being a WrapMail client.

Best regards,

Rolv E. Heggenhougen, CEO

QUICK GUIDE TO WRAPMAIL FEATURES

Default wrap

When you have more than 1 wrap, you have a choice of which wrap to use for your emails. In the control panel, you can choose between a default wrap for the entire domain, a default wrap for each individual sender, and wrap cycling. When wrap cycling is selected, a different wrap will be used for each email sent until each wrap has been used once, and then the cycle will repeat. You can find these settings under the WrapMaker menu.

Exclusion lists

WrapMail provides 3 exclusion lists that help determine when an email should be wrapped. These lists are **Recipient Exclusion**, **Sender Exclusion**, and **Sender Inclusion**.

You can add individual addresses and domains to your recipient exclusion list. Any emails sent to any domain or address on this list will not be wrapped. If there are particular addresses that you would like to always send unwrapped emails, add these addresses to your **sender exclusion list**. If you would like only specific senders to send wrapped emails, **enable sender inclusions**, and add these addresses to your **sender inclusion list**. If sender inclusions is enabled, only addresses on this list will be wrapped.

Unwrapped emails on the fly

At the time of composition, you can designate a specific email to be delivered unwrapped by beginning the subject line with two periods. The recipient will not see these two periods as they are removed by our processor.

ex.

Subject: Lunch tomorrow?

Subject: ..Lunch tomorrow?

Would you like to have lunch tomorrow?

Would you like to have lunch tomorrow?

{This message will be **wrapped**}

{This message will NOT be **wrapped**}

Choose a specific wrap on the fly

In the control panel, you can specify a default wrap for your entire domain, a default wrap for each individual sender, or you can cycle all of your wraps with each external email. You can also override these settings at the time of message composition and choose a specific wrap for an email. Each email is given a numeric code. Type this two digit code between two periods at the beginning of the subject line to force the corresponding wrap. Again, the recipient will not see this command as it is removed by our processor.

ex.

Subject: Meeting next week

Lets have a meeting next week.



{This message will be wrapped based on the control panel settings}

Lets have a meeting next week.

{This message will be wrapped with wrap 3

Subject: .03.Meeting next week

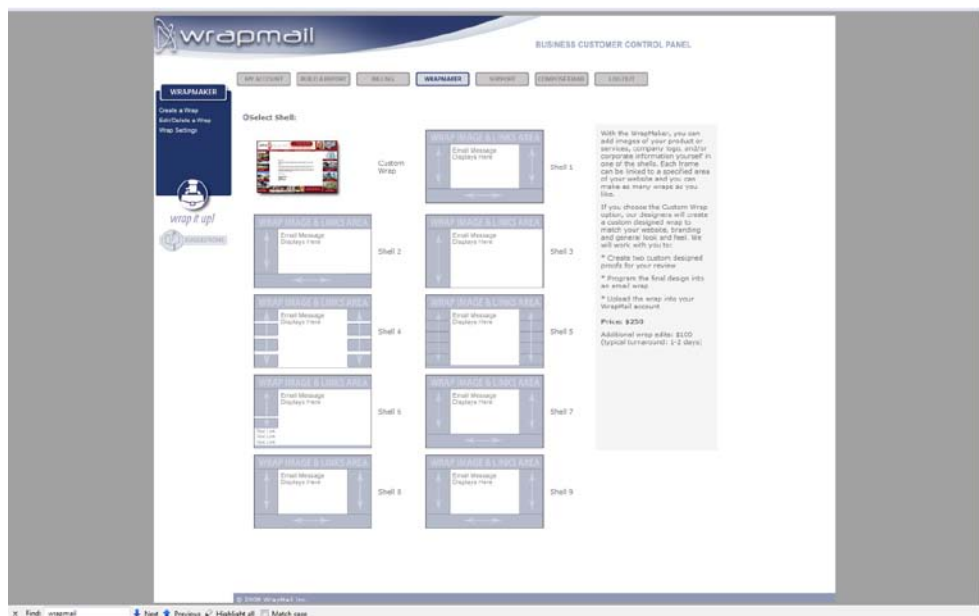
WRAPMAKER™ GUIDE

The WrapMaker is WrapMail's online tool that can be used to create Wraps. The WrapMaker is accessible by logging in to the Customer Control Panel (CCP) from WrapMail's website – clicking on Business login (direct link: <http://pro.wrapmail.com/ccp/>)

PLEASE USE MICROSOFT INTERNET EXPLORER 7 OR LATER WHEN YOU CREATE WRAPS.

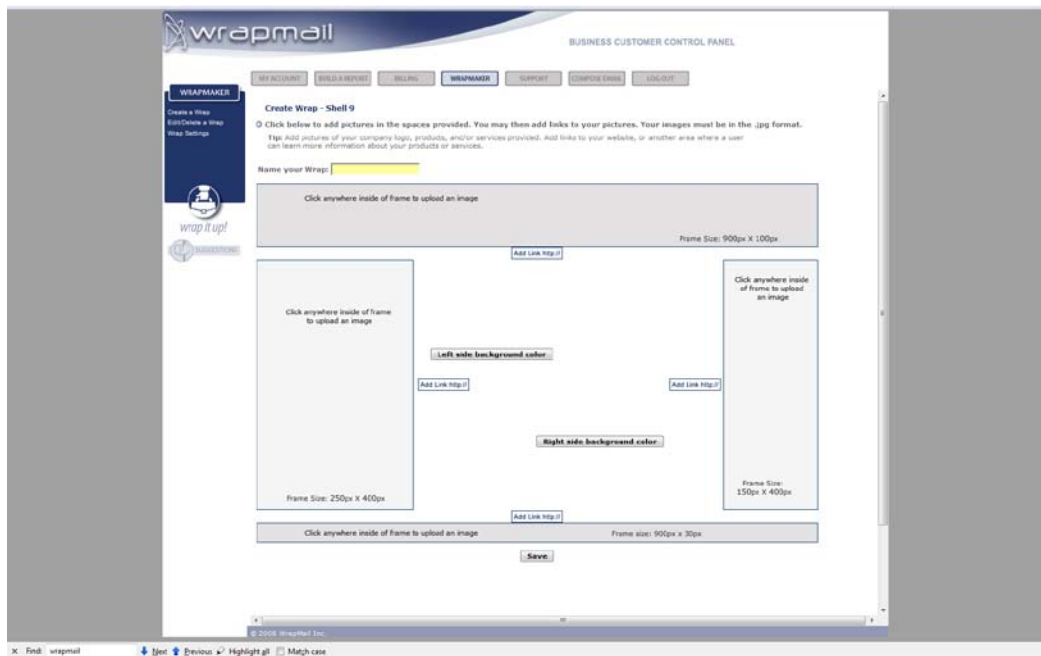
BEFORE YOU GO ANY FURTHER PLEASE NOTE THAT MAKING WRAPS WILL BE A LOT EASIER IF YOU HAVE EITHER PHOTOSHOP, MICROSOFT PAINT (WHICH COMES WITH EVERY PC AS PART OF WINDOWS) OR SIMILAR IMAGE EDITING SOFTWARE.

When you click on WrapMaker this screen will show:



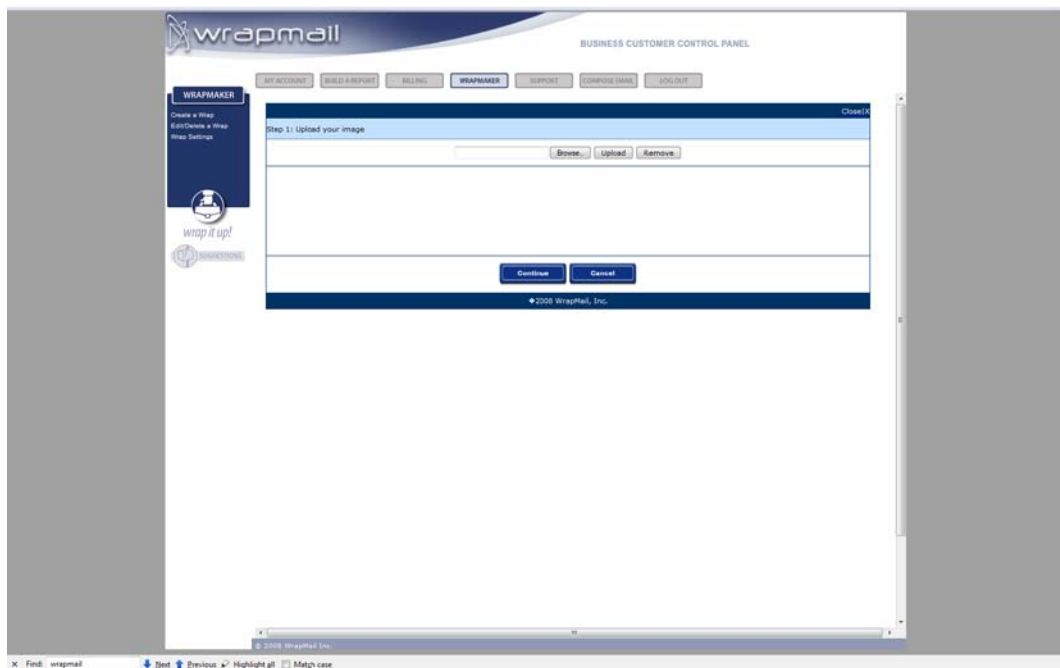
Notice the menu on the left, that's where you can click to CREATE, EDIT, CHANGE or administrate SETTINGS. To create a Wrap you can simply click on any of the shells you see in the screen above.

Clicking on shell 9 will result in this picture on your screen:



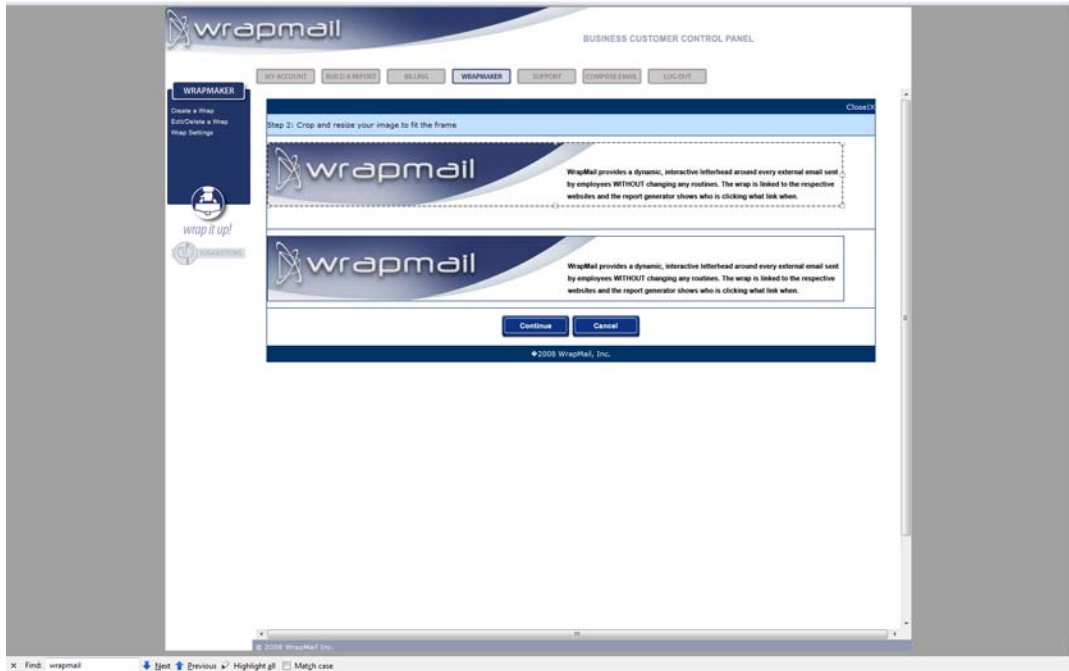
THE MAIN THING TO REMEMBER IS TO HAVE IMAGES SAVED ON YOUR COMPUTER THAT FIT THE SIZE OF THE RECTANGULAR ELEMENTS OF A SHELL – ALL SIZES ARE LISTED INSIDE THE RECTANGLES.

Simply click on any rectangle to see the next screen:



Click "Browse" to find your image then click "Upload".

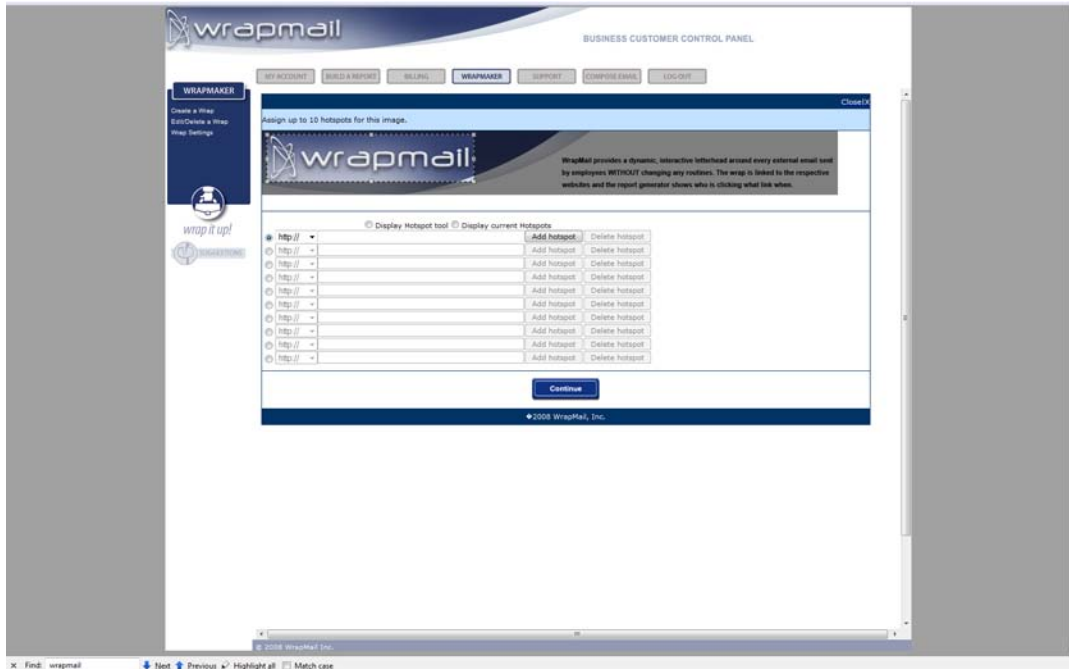
After you have uploaded your image click on "Continue" to see this screen:



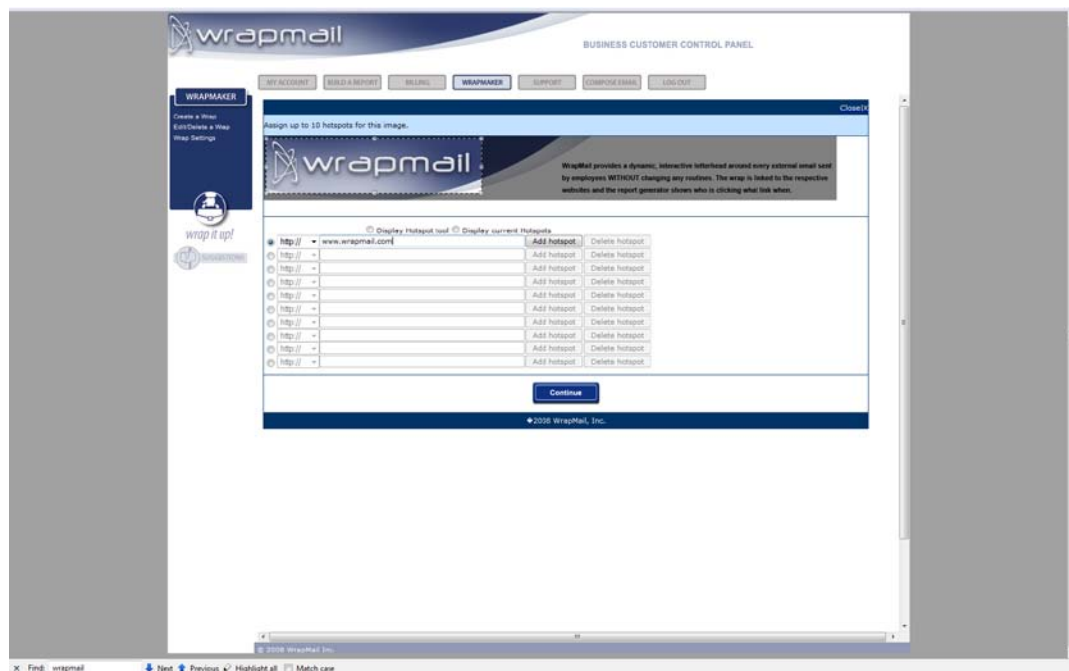
Here, you have the option to crop the picture IF it is larger than the rectangular box, click "Continue" to see:



Now, give the Wrap a file name where it says "Name your Wrap". Next, click on "Add link http://"



Move your cursor over the picture and you'll see it turn into "crosshairs", hold down the mouse-button and you can select the area where you want to place a link. Release the button.



Next, click the first radio button and type in your link. Note that you can change from http to https by clicking the down-arrow. Click on add hotspot. To create more links in the same image repeat this procedure. Note that hotspots can also be deleted. Now go to add another picture and links.



When you are done adding pictures and links (if you leave a rectangle empty then that's fine, there will be nothing there when your emails arrive) click on "Save" and you just made your first Wrap.



Finally, click on "Wrap Settings" in the left menu and you can set your Wrap as a default by clicking the radio button next to it or you can "Cycle" Wraps if you have more than one. You can also set specific Wraps for specific senders on the right side of this screen.

FREQUENTLY ASKED QUESTIONS (FAQ)

Do I have to install any software?

Nope.

Do I have to learn anything new?

Nope.

How hard is the set-up?

It's as easy as changing a light bulb. If you have an email server you simply forward this to the WrapServer. If you do not have an email server you simply change the outgoing server on each desktop and cell phone that will be sending wrapped emails.

What email systems are you compatible with?

We are compatible with all email clients on the market and all email systems where you have the ability to change the outgoing server.

Do all our employees need to use WrapMail?

No, you decide if you want to only include or exclude some employees (there are both inclusion and exclusion databases in the Customer Control Panel).

Can I send wrapped emails from my hand-held device?

Yes, as long as your cell phone is capable of sending emails.

Can people receive wrapped emails on their hand-held device?

Yes, all new cell phones display HTML

What will WrapMail cost me?

WrapMail is FREE

I sent an email to someone on a Mac and they got it just fine with the wrap but when I got their reply the original wrap was all broken up in pieces, why? They also got a bunch of attachments.

This is an Apple-specific problem. The good news is that they all see the Wrap perfectly when they receive the email AND when you reply to their reply we remove the old html so that they again will see your wrap showing perfectly around the text of the thread.

Will my emails go to SPAM and JUNK filters?

Many email filters on the market simply look for emails with pictures and links forcing emails to the junk folder.

I sent an email to a Gmail user and a Yahoo user and they both went to spam, why?

This can happen the first time you email someone a picture, link and/or attachment. Please ask them to click on "display pictures" and "not spam" and it will not happen again. This also happens sometimes with other email web-interfaces, they work of a faulty logic that a picture is spam, which it is not.

I sent an email to a BellSouth user and they told me they can't see any of my text from my reply, why?

This is because they use the BellSouth web interface which currently is not 100% HTML compatible so you should put that recipients email address on your recipient exclusion list in the Customer Control Panel (Maintenance section).

Do wrapped emails arrive with a red x where there are pictures? I get a lot of mass emails where this happens.

No, as opposed to mass email systems that store the images on a website instead of embedding them in the email itself, WrapMail embeds the pictures so they show up without the recipient having to "right click to download pictures" (that message is typical in Outlook).

Does WrapMail keep all my emails?

No, WrapMail stores only the sender, the recipient(s), the subject and the time it was sent. This information is proprietary to each client and is only used to populate the various click reports that you can see in the Customer Control Panel under "Reports".

How secure are my emails?

Your emails are just as secure as without WrapMail. When an email leaves your computer or email server it travels through a number of "boxes" before it is finally delivered to the recipient, WrapMail is just a link in this chain. The only truly secure emails are the ones that are encrypted and these require decryption on the other end.

How many emails can I send through WrapMail?

You can send as many emails as you like BUT our agreement clearly states that clients shall not use WrapMail to spam. Clients that wish to send email campaigns should inquire to sales@wrapmailinc.com about our mass email solution.

How many wraps can I have and how can they change?

There's no limit to how many wraps you can have and as long as you make them in the WrapMaker there's no additional charge. Wraps can be set as default, cycle or be sender specific by your settings in the WrapMaker.