

First Steps

VERSION: 10/2023



Table of Contents

1. Download and Setup

2. Contacts

- a. New Contact
- b. Private Contacts and Groups
- c. Company Directory
- d. Verification Level

3. Chat Overview

- a. New Message
- b. Pin Chat

4. Chat

- a. Voice Message
- b. Do Not Disturb
- c. (Video) Calls
- d. Send Media

5. My Profile

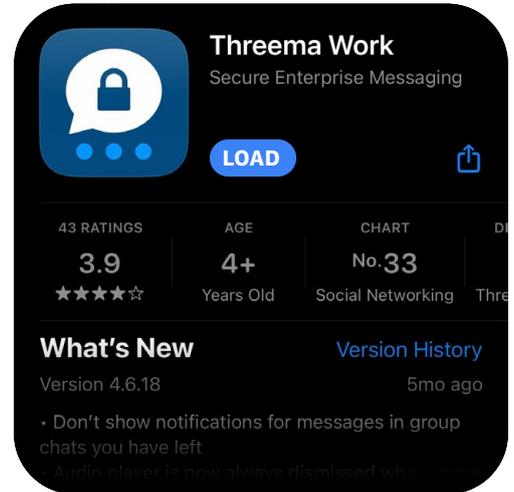
- a. QR Code
- b. Scan QR Code
- c. Edit Nickname / Profile Picture
- d. Linked Contact Information
- e. Threema ID and Threema Safe

6. Settings

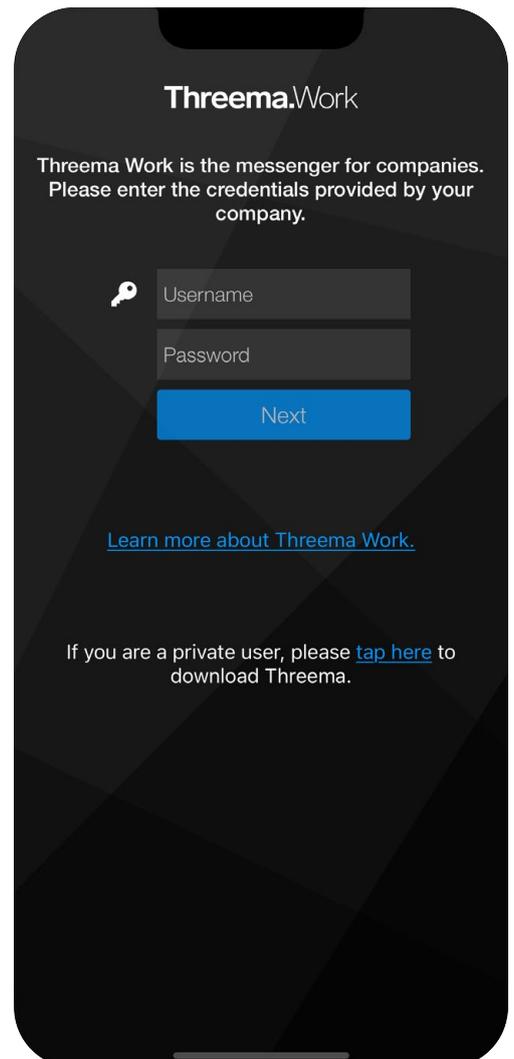
- a. Off-Hours Policy
- b. Passcode Lock
- c. Block Unknown
- d. Sync Contacts
- e. Automatically Save Media

1. Download and Setup

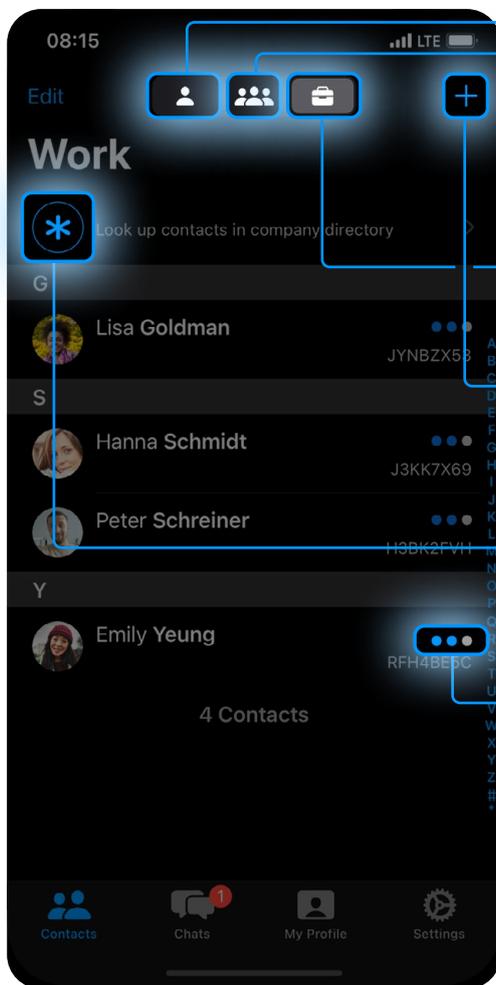
- Download Threema Work in the App Store



- Open the link you received from your administrator
 - Alternatively, you can add your username and password manually after opening the app for the first time
- The setup wizard will now guide you through the process



Contacts



Private and External Contacts

Groups

Here, you will find a list of your groups. Tap on the plus symbol on the right side to create a new group

Business Contacts

New Contact/Group

Tap on the plus symbol to add a new contact or create groups, depending on which tab is selected

Company Directory

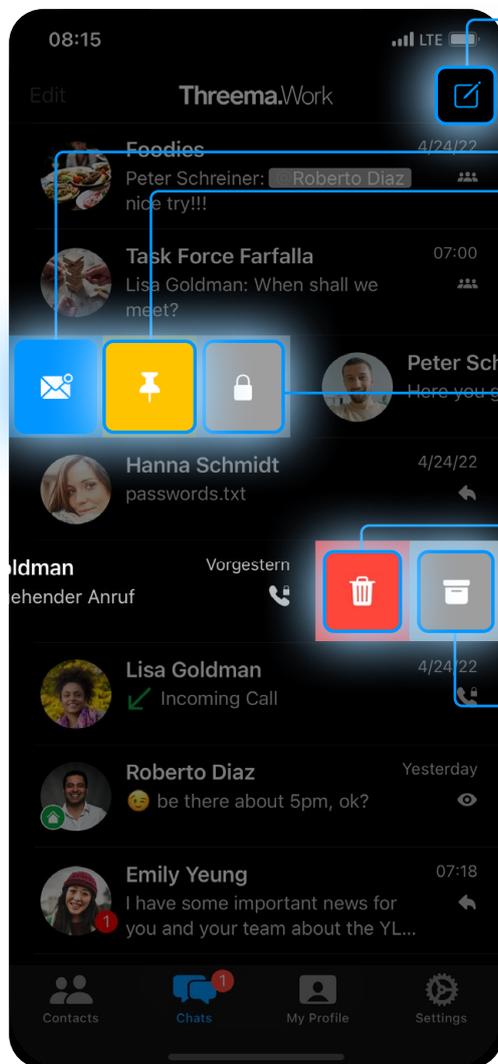
Look up business contacts using their name or keywords like location or department

Verification Level

Tips und Tricks

- A group in which you are the only member can be used to store information and notes securely. Messages you send to that empty group chat will stay on your device and are not sent to the server.
The three dots indicate the verification level of a contact. They don't affect the encryption strength but are a measure for the probability that the saved public key of a contact indeed belongs to that contact.
- The verification level can be changed to the highest level by scanning the QR code of the contact (see "My Profile," p. 7).

Chat Overview



New Message

Mark as read/unread

Pin Chats

If you pin a chat, it will be displayed at the top of the chat overview

Private Chats

When activated, your chat will be secured with a passcode, Face ID, or your fingerprint, and won't be shown in the chat overview. Both the sender's name and the message preview are hidden in push notifications

Delete Chat

Archive Chat

Chat

Do Not Disturb
Tap the bell icon to mute a chat

Search

(Video) Calls
Tap this button to make a voice or video call

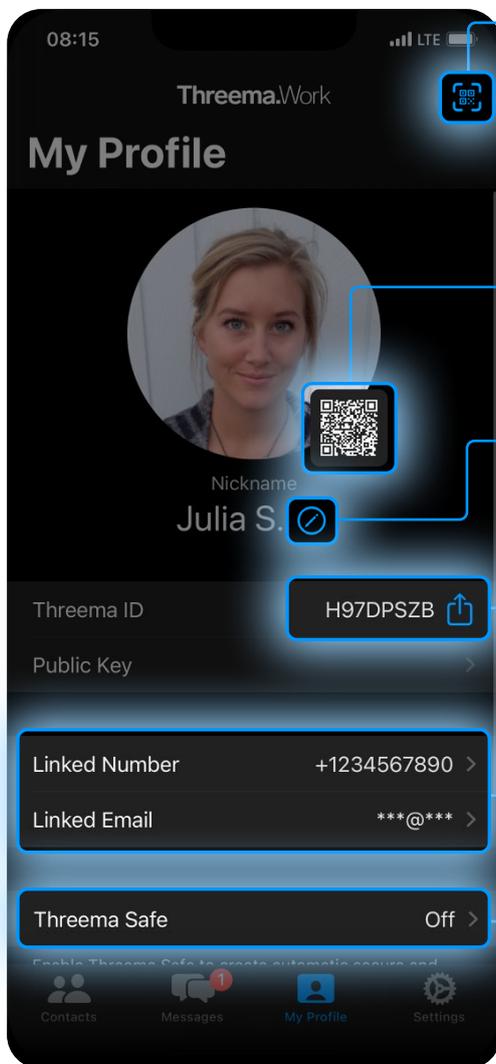
Send Media
Tap this button to send photos, videos, files, and your location. You can also create polls

Voice Message

Tips und Tricks

- When creating a poll, you can choose whether you want to show interim results and whether multiple answers are allowed.

My Profile



Scan QR Code

Use this scanner to add and verify contacts

QR Code

This is your QR code. Let your friends scan it to add you to their contacts or verify your ID

Edit Nickname / Profile Picture

Tap this icon to change your profile picture and your nickname

Threema-ID

This is your Threema ID. Tap on this icon to share it

Linked Contact Information

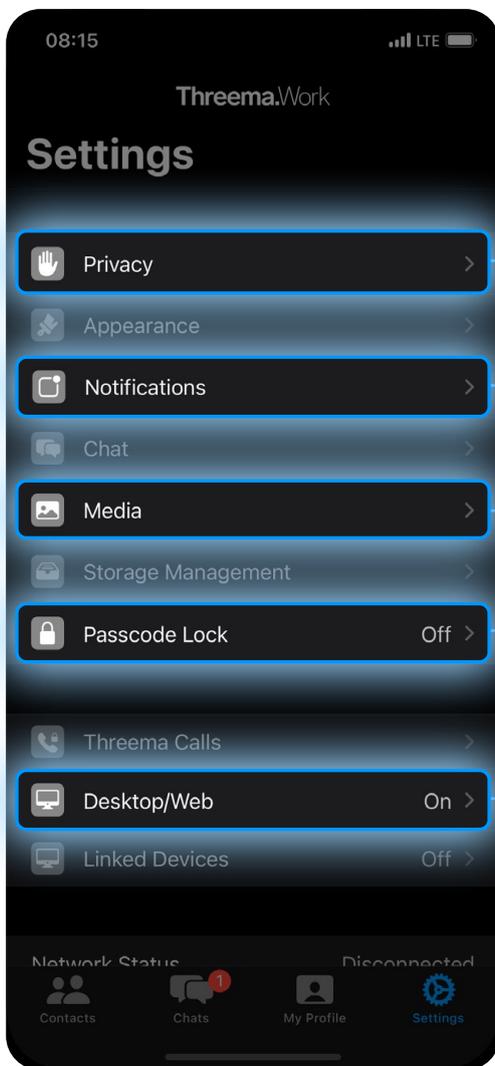
Your linked accounts will be used to automatically add you to the contact list of people who have saved your number and/or your email address

Threema Safe

Tips und Tricks

- Use Threema Safe to restore your ID as well as your contacts and groups. Information about the different backup options and detailed instructions can be found in this document https://threema.ch/docs/work/ios_backup_manual_work_en.pdf.
- The document also provides information about how to transfer your chats to another device.

Settings



Sync Contacts

If this option is activated, contacts from your address book who use Threema will be automatically added to your contact list

Block Unknown

When activated, you can't be contacted by people whose ID you haven't saved

Off-Hours Policy

Automatically Save Media

If this option is activated, all photos and videos you receive will be automatically saved in the "Photos" app

Passcode Lock

Add a passcode lock if you require additional protection for the app

Desktop/Web

Here, you can find the QR code scanner you need in order to use the desktop app and the web client

Tips und Tricks

- The off-hours policy allows you to set the days and hours you work, so you won't be disturbed during your free time.

For Administrators

The following documents provide additional assistance for setting up Threema Work:

- First Steps
https://threema.ch/docs/work/threema_work_first_steps_en.pdf
- Configuration Guide for Threema MDM
https://threema.ch/docs/work/threema_mdm_configuration_guide_en.pdf
- Company Directory
https://threema.ch/docs/work/work_directory_en.pdf
- Threema Broadcast: Use Cases
https://threema.ch/docs/work/threema_broadcast_use_cases_en.pdf
- Threema Broadcast: New Features
https://threema.ch/docs/work/broadcast_features_042022_en.pdf
- Backups on iOS
https://threema.ch/docs/work/ios_backup_manual_work_en.pdf
- App Rollout
<https://threema.ch/de/work/tutorial/app-rollout>
- The Dashboard: A Walkthrough
<https://threema.ch/de/work/tutorial/the-dashboard>
- Threema Broadcast: Setup, Distribution Lists, and Feeds
<https://threema.ch/de/work/tutorial/broadcast>