
SecureDrop Support Documentation

Release 1.0

Freedom of the Press Foundation

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1	Overview	1
2	First time contacting us?	3
3	Using the support site	5
3.1	Creating your Account	5
3.2	Using Redmine	7
3.3	Troubleshooting	10
3.4	Overview	11
3.5	What if I don't want to use encrypted email?	11
3.6	Setting up Encrypted Email	12
3.7	Troubleshooting	14
3.8	General Support	15
4	Motivation	17

Overview

Freedom of the Press Foundation is transitioning to a Redmine-based ticketing system for all support requests related to SecureDrop. All current and future SecureDrop administrators are required to use the new support system in order to receive support from FPF staff. From now on, the best way to get in touch with us is through our new [support site](#) or by emailing support@freedom.press.

As a current SecureDrop administrator or journalist, you will need to spend a little time setting up an account on the new support site. This is quick and easy - get started by [Creating your Account](#).

Note: We recently added the ability to reach our new support site through a Tor onion service. It's available at <http://support6kv2242qx.onion/>

First time contacting us?

If you've never contacted us before, and have questions about:

- Installing SecureDrop
- An existing SecureDrop installation that was set up without our involvement
- Inclusion in the [SecureDrop Directory](#)

then please contact us through the [General Support](#) channel.

Using the support site

Once your account has been created, there are two workflows you can use: a web-based workflow, and an email-based workflow. Either workflow may be used interchangeably. We think most people will want to use the web-based workflow, which is documented in [Using Redmine](#). You can learn more about configuring and using the optional email-based workflow in the [Encrypted Email Overview](#).

3.1 Creating your Account

To get started, register your account on the [Registration Page](#).

Make sure you:

- Choose a strong password.
- Use an email address that you frequently check.
- Pick a username that helps us identify you at a glance. We recommend using your first initial and your last name, e.g. “jsmith” for John Smith.

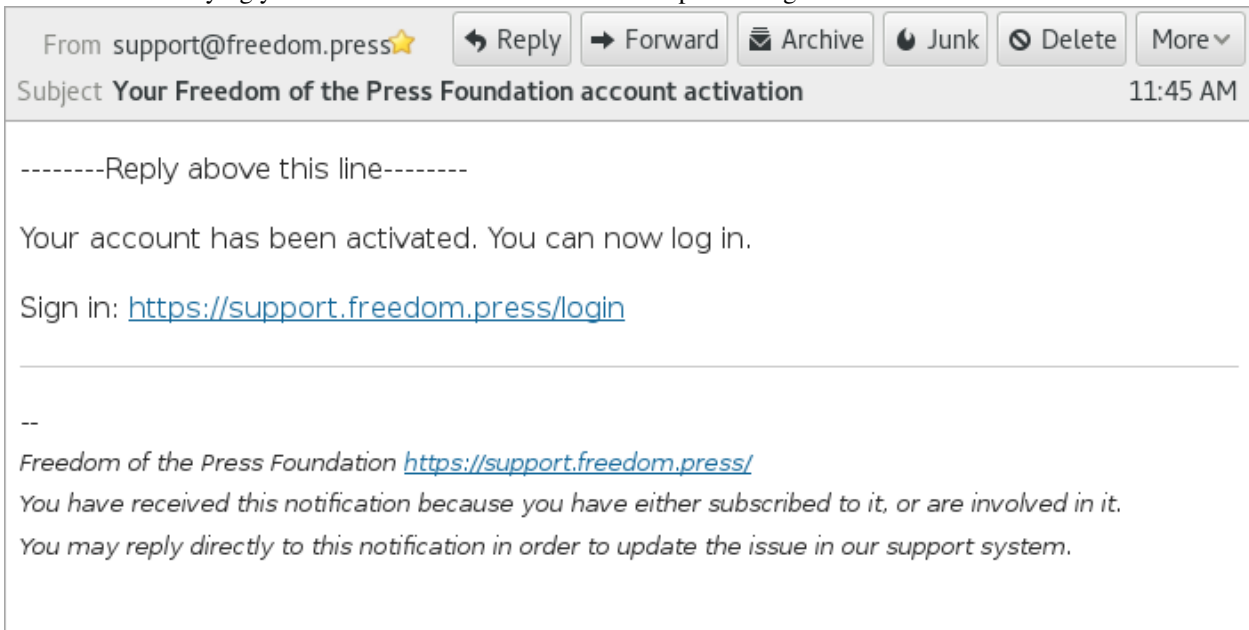
Freedom of the Press Foundation

Register

Registration form with fields for Login, Password, Confirmation, First name, Last name, Email, and Language.

Submit

We have to manually confirm each new account, so after submitting your registration you'll need to wait until you receive an email saying your account has been activated before proceeding further.

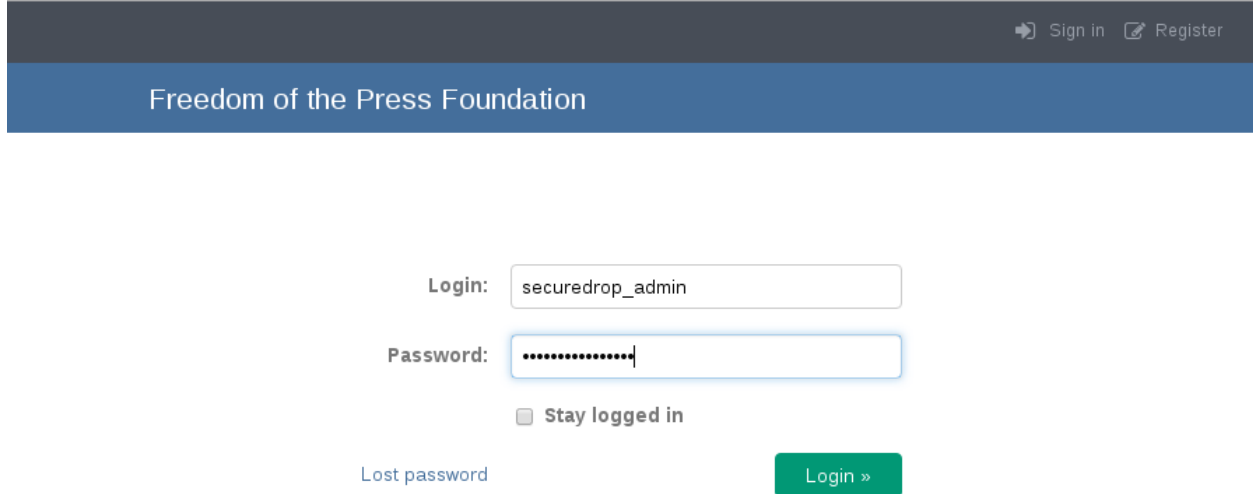


After you've been activated by us and you're ready to login, continue to the next step.

3.2 Using Redmine

3.2.1 Logging In

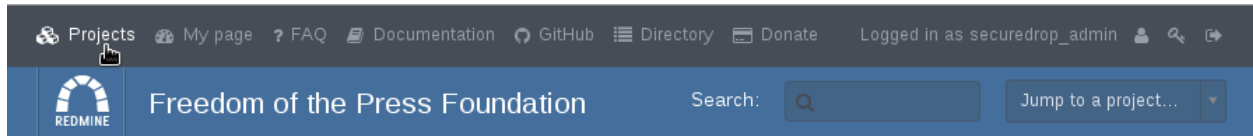
Once your account has been activated, go to the [Support Page](#) and log in with your new account.



The screenshot shows the login interface for the Freedom of the Press Foundation. At the top right, there are links for "Sign in" and "Register". The organization's name, "Freedom of the Press Foundation", is displayed in a blue header. Below this, the login form includes a "Login:" field with the text "securedrop_admin", a "Password:" field with masked characters, a "Stay logged in" checkbox, a "Lost password" link, and a green "Login »" button.

After logging in, you will be taken to the Home page. In the top menu bar, you will see helpful links to a variety of resources. The most important links are:

- **Projects:** The list of projects you have access to.
- **My Page:** An overview of the open issues that were either created by you or are assigned to you.



Home

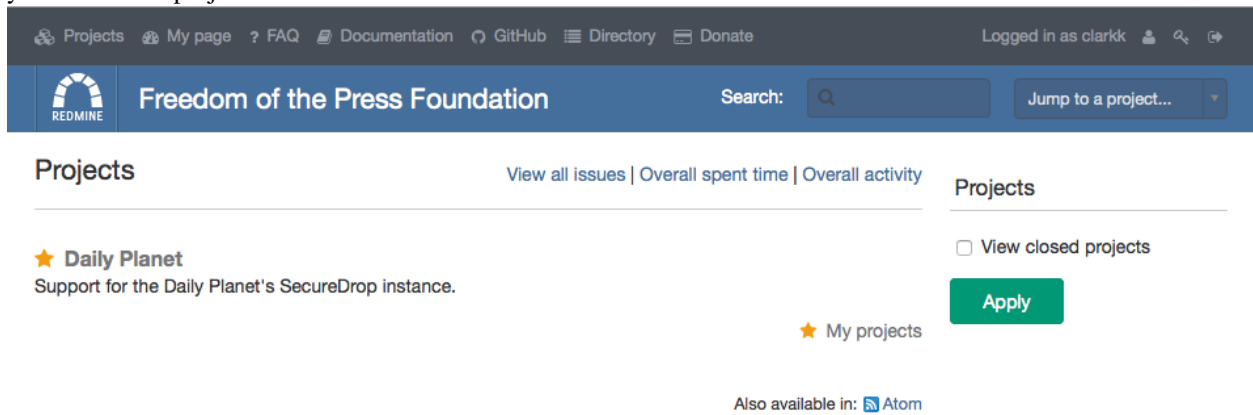
Welcome to the FPF project management and support website!

FREEDOM = OF THE PRESS = FOUNDATION

Also available as a Tor hidden service:
<http://supportfsrs2xvdk.onion>

<https://support.freedom.press/projects>

Click on **Projects** in the top menu bar. You'll see a project for your SecureDrop instance listed underneath the parent SecureDrop project. Only Freedom of the Press Foundation staff and people within your organization have access to your instance's project.



Click on the project link. You'll be shown an **Overview** of the project and all of its issues.

Overview

Support for the Daily Planet's SecureDrop instance.

Issue tracking

	open	closed	Total
Support	2	2	4

[View all issues](#)

Members

Staff: [Conor Schaefer](#), [Garrett Robinson](#), [Harlo Holmes](#),
[Kevin Gallagher](#), [Noah Vesely](#), [Trevor Timm](#)
 Journalist: [Clark Kent](#)

To view the list of open issues, click the **Issues** button to open the issues pane.

Issues

▼ Filters

Status open

Add filter

► Options

Apply

#	Tracker	Status	Priority	Subject	Assignee	Updated
<input type="checkbox"/> 41	Support	New	High	Tails update broke everything		03/14/2016 05:02 PM
<input type="checkbox"/> 38	Support	In Progress	Normal	I forgot my password		03/14/2016 05:02 PM

(1-2/2)

Also available in: [Atom](#) | [CSV](#) | [PDF](#)

3.2.2 Onboarding Issue

By the time you log in, we'll have created an initial issue for onboarding, called "Onboarding Verification". Please write a reply on this issue, which will let us know that you succeeded in logging in and finding your project page.

To write a reply, click **Edit** button at the bottom of the issue. Write your reply in the Notes text box, then click **Submit**.

We'll reply to the issue and start a little exchange to explain some features of the platform and answer any questions you might have. The goal here is to make sure you're comfortable and confident using the new Support site.

Once we're satisfied you're ready to use the new site, we'll close the issue.

Once we're finished with the onboarding issue, you're ready to use the Support site. If you want to additionally set up encrypted email notifications, head over to the [Encrypted Email Overview](#).

The rest of this documentation is for your reference.

3.2.3 Key Features

Creating a new issue

To create a new issue, click **New issue** and fill out the Subject and Description fields. All other fields can be left blank, although you can assign a priority if you want. When we see the issue, we will respond and assign it to the appropriate person. If we're waiting for a reply from someone in your organization, we may assign it back to you.

Creating a new issue via email

Sending an email to support@freedom.press will automatically create a new issue in your project, using the subject line of the email for the Subject and the body of the email for the Description.

Wiki

In addition to the Activity pane which lists recent updates, your subproject has a **Wiki** module. This is where we will store notes and other useful information related to your SecureDrop instance.

Account Settings

Under your account settings (accessible in the top right corner) you may set your local time zone. We encourage you to leave the notification setting as the default: "For any event on all my projects".

Additional Documentation

For more information on using Redmine, consult their [User Guide](#).

3.3 Troubleshooting

3.3.1 Email notifications

If you'd rather not receive emails for your own comments on issues, there's a setting for that. Go to the "My account" page, select "I don't want to be notified of changes that I make myself" under "Email notifications" and hit Save.

3.3.2 Inline replies

When responding to issues, you should only use the “Quote” button if you want to make an inline reply. Otherwise, hit “Edit”.

3.3.3 Customizing “My Page”

There’s a shortcut in the main menu called “My page”. Typically, this starts out as a list of issues that are assigned to you and issues that have been reported to you. However, it can be personalized further to include stuff like issues you’re watching, documents, and the latest news from your project.

3.4 Overview

One of Redmine’s strengths as a ticketing system is its powerful support for email-based workflow. You can use email to create new issues, reply to existing issues, and be notified of updates to issues that are relevant to you.

While many people find email-based workflows convenient, email is unfortunately insecure by default. Freedom of the Press Foundation takes the security of every SecureDrop instance seriously; therefore, we require the use of encryption for support requests because they may contain sensitive information about your SecureDrop instance.

The web interface workflow is automatically encrypted thanks to HTTPS. Supporting a secure email-based workflow is more difficult because email is unencrypted by default. Our solution is to combine Redmine’s excellent email-based workflow with OpenPGP encryption, which we already use to communicate with many SecureDrop administrators and journalists.

3.5 What if I don’t want to use encrypted email?

That’s fine! You can do everything through the web interface that you can do through email.

If you don’t do the setup process for receiving encrypted emails from our support server, you will still receive email alerts for changes to issues in your project, but the content of the email will not be included. This is called a “filtered” email.

From support@freedom.press★ Reply Forward Archive Junk Delete More ▾

Subject [Test Instance – Support #30] (New) Can't login to the Application Server 11:58 AM

Enigmail UNTRUSTED Good signature from FPF Support <support@freedom.press> Details ▾

-----Reply above this line-----

Issue added

This mail was filtered for enhanced security. Follow this link and add your public PGP key to receive unfiltered encrypted mails: [PGP Key Management](#)

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Freedom of the Press Foundation <https://support.freedom.press/>

You have received this notification because you have either subscribed to it, or are involved in it.

You may reply directly to this notification in order to update the issue in our support system.

We encourage you to use these filtered emails as a reminder to login to your Redmine account and check the content of the corresponding updates to an issue through the web interface. We like to think of them as “poor man’s push notifications”.

Note: We welcome feedback on how we could make notifications for this Redmine system more convenient for you.

3.6 Setting up Encrypted Email

In order to use this encrypted email workflow, you need to:

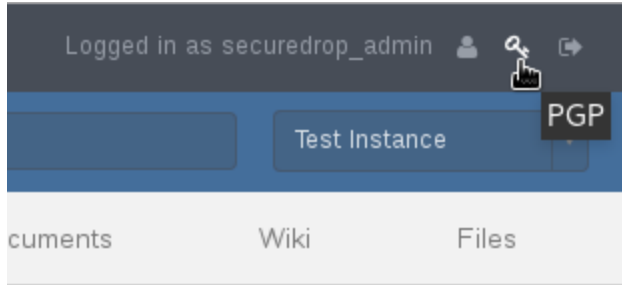
1. Provide **your public key** to the support server
2. Import the **server’s public key** into your local GPG keyring.

The following documentation explains how to perform these steps to get the encrypted email workflow working. This documentation assumes you are familiar with PGP/GPG. We encourage you to use your preferred GPG key management tool and email client.

If you do not know how to do things like import and export GPG keys, the encrypted email workflow is not for you. We recommend you stick to the [web-based workflow](#).

3.6.1 Providing your public key

Start by navigating to support.freedom.press/pgp or click the key icon in the upper right corner of the support window.



In the PGP management window you will see two columns: one for your public key on the left, and one with the server's public key on the right.

Public PGP key

SecureDrop Admin (securedrop_admin@freedom.press)

Redmine Server (support@freedom.press)

Fingerprint: D0E0B2F2B71BA4E48278037D9EA33029E9FBBA2

Metadata	Value
pub	4096R/E9FBBA2E 2016-04-07
uid	PF Support <support@freedom.press>
sub	4096R/E9FBBA2E 2016-04-07
sub	4096R/E6085203 2016-04-07

Public PGP key

```
-----BEGIN PGP PUBLIC KEY BLOCK-----
Version: GnuPG v2

mQINBFC4A0EBAEACH+B9zNCPMP2YhoUjMysJrAdH4tPNeLK3ymDcOV6BX/dL7mg
LFYfzbcDANz0r4F0d+1wRwQDLfvtT0sGj0h0e0XLLR0L1ToWz3bcqbAu5VagSE
RQ3hR3Sxe1fEBRp+qRz0FCFuJ0Kts7jyF4qeEJdDwar93cXsCbZkxkOH425PT
jevUmd4mk8v3mBT2Y0MqEbQvCcJ0s3r3GzU27w+SL7taM9g0qeJHyBtomVP4dNS2
51NezA8xG175dbz1U4KTqarTB011Tgcw2BYKcB31QumkLsoXrEs40QRlQTNPLB
K+21sQJA+In3C0LK5P1oTLymfHs/jj34KmmYgP6f6IBLqy+15CUI7CBhohz7z
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g0Czr17Uc:TRD005NLNgFGJWSU6SLztcFKicrqt06eD215ew1VtL1TE9jHFRs9M
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ESy7Ee2+/UJARjqrntMj8thrz6vWok3kRmWyyCpyLp9u44eCOX1kUFRH4DbPKPy
sysT0p+804nJtdWZgY6CbfFq6g8N5U41vq3xAt2UJ4VlkadnFA1kzRyQARQAAB
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WvcA401BwLUCWYBgACLC0gHwIBSHUIAgkKcWwAgqMB4h4BAeAA0J3EJ3jMCPn
+7ou7eYP/2)ewwXa81V/T+rHJQMerYfEpy11E/vmZG6s5Mz3P/1pzV+psEE97
nLDVU9eQ4erf6G6LQDpV10pwbtcog2W6rSMAXhwX5v33VzEnH0a1wZe2aU4VCP
xLkXmchwTykCwMmezYbh1dV1sJKELrgdU0CZDdIqW5qz0J0VekKXfP00/S18U
rTfVxlm6RlUk3fNTZAE6g3ZL1LqL+wrXodAp33jWfS+5sRkRPMXfPz2z20B
Z0KcmL9ZL1Enze0Vz+0v9C1gt3kK961zxxowuBzCmVcGXy1/ucQ23+cueGx1vu
f5Yk1R7LXU9yZQjrgA3EDH9Lk2wzEXt8YjZL1X9A/M/bVcPtbXa8u892fyEPI
1XkBBW1ZL0wNyU1j9dmt9QLZgoFabhmgG2f7EcvYanOcyh1kzy1G3wDc5G0gRrk
krmA+r11NuQ3pa1Pwjr5pdt9LjBewqegL76097YMBLxHURd3Kp1ZPC52M03U3
8a7K90c)ye71515cFMUJ7H0/pQ86b6xCM0B3tkoonP+ZUJZ49eCeD777AnNB3
S=57W00kyez29zucPCmV8EBMujhQkPjOjVMZRp3CH1fF6/Tbact03LNA4U
nCVDTf60z07aC3knNF2j0x5IEAHzE0uYCVq8/50fMsvNtwgHZyUINBFC4A0EB
EACmV905+wu6SM9LxPdZLXUegKPBIPrroAbE0Wys14owdw10ag6512CURPO1j1L
cnA0TA7NwWw3aPn7+9mHf+xlNvVse1Rr1RcnGHw1G167x1108rVW0hwv.1T9770
```

Add your public PGP key here to receive encrypted mails by Redmine (sent to securedrop_admin@freedom.press)

Save

To provide your public key, start by exporting an ASCII-armored copy of your public key. Paste your armored public key into the empty text box on the left and hit **Save**.

3.6.2 Importing the server's public key

Now, import the public key for our Redmine server into your local GPG keyring. It is available on the right hand side of the page in the column with the heading “Redmine Server (support@freedom.press)”, in the text box labeled “Public PGP key”.

Select the entire public key and copy it to your clipboard. Import the copied public key into your local GPG keyring.

The key is also available on the key servers (fingerprint: D0E0B2F2B71BA4E48278037D9EA33029E9FBBA2E), or you can download it [here](#).

Todo

Add section on testing encrypted email after setting it up

3.7 Troubleshooting

3.7.1 Always sign and encrypt your emails

To maintain the security of conversations around support requests, you should always sign and encrypt your email to support@freedom.press if you have a Redmine account.

Our server is configured to reject emails that do not have a valid signature. We cannot reject unencrypted emails due to a limitation in the Redmine-OpenPGP plugin we are using, but we are logging them and will harangue you if you send us unencrypted email.

3.7.2 PGP/MIME vs. inline PGP

When you're replying to Redmine via email, you **must use PGP/MIME** instead of inline PGP. The default settings for the Enigmail plugin in Thunderbird should work.

Check your mail client and GPG integration tool's settings to ensure you are using PGP/MIME. One notable exception to this is Mailvelope, which cannot send PGP/MIME (you shouldn't be using Mailvelope anyway).

3.7.3 Per-recipient Rules

You may not want to use these settings (PGP/MIME, always sign) for all of your email. If not, most email clients support the concept of "Per-recipient rules", which allow you to configure specific settings on a per-recipient basis.

Below is an example of how to configure a per-recipient rule for support@freedom.press in Thunderbird/Enigmail. If you are not using Thunderbird/Enigmail, consult your mail client's documentation.

Thunderbird

To check your global settings, go to Edit > Account Settings in Thunderbird. Navigate to the "OpenPGP Security" tab of the email account you are using for your Redmine account. Be sure that "Use PGP/MIME by default" is checked. If you do not want to enable "Sign messages by default" for everything, you should add a per-recipient rule for support@freedom.press.

To do so, go to Enigmail > Edit Per-Recipient Rules > Add, and enter support@freedom.press. Set to Apply rule if "Contains" the above address, select our key, change all of the defaults (Encryption, Signing, PGP/MIME) to "Always", then click OK, and OK again. The per-recipient rule should look like this:

Set Enigmail Rules for (Separate several email addresses with spaces)

Apply rule if recipient one of the above addresses

Action

- Continue with next rule for the matching address
- Do not check further rules for the matching address
- Use the following OpenPGP keys:

Defaults for ...

Encryption

Signing

PGP/MIME

(Note: in case of conflicts, 'Never' overrules 'Always')

3.8 General Support

First time getting in touch with us about SecureDrop? Please start by submitting a request through the [SecureDrop Contact Form](#).

Please provide an email address so we can reply back to you. We'll review your request and decide how to respond. If we decide to offer you support, we will send you instructions for onboarding you into our support system.

Once you are initially onboarded, we will assign you to a project called "Support Triage" where you will be able open new issues. Any issues that you create will only be visible to Freedom of the Press Foundation staff and you.

Motivation

Our goal with this new support system is to simplify and centralize the process of providing support to the administrators who maintain and the journalists who use SecureDrop. Administering a SecureDrop instance is hard work, and we hope that this new system will make us more effective in providing help to you.

Note: Don't hesitate to let us know if you have any feedback on the new support system.

If you already have an account on the support site, create a new issue in your project to provide feedback. Otherwise, use the [General Support](#) channel.
