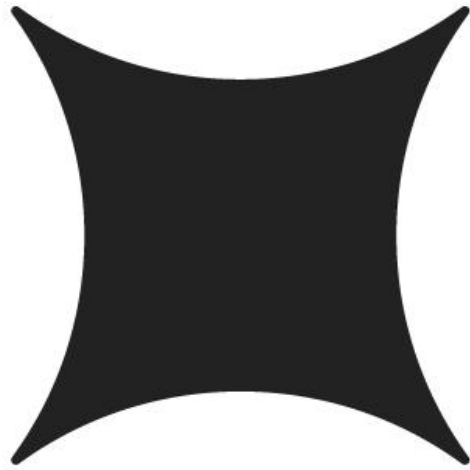




HENNGE

Outline

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 - [Login to HENNGE Email DLP from HENNGE Access Control](#)
 - [Login to HENNGE Email DLP from Google Workspace](#)
2. [Basic Operation](#)
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About This Manual

This user manual outlines the various operating procedures for HENNGE Email DLP.

HENNGE Email DLP is an email security solution integrated with Gmail designed to prevent accidental email leakage.

Scope of Operation

Only sent from Gmail and other email clients to external recipients (outside the organization's domain) are routed and delivered through HENNGE Email DLP. Internal emails will continue to be processed normally without any changes to your current workflow.

Important Notice

The screenshots and interface designs shown in this manual are current as of June 2026. Please note that since HENNGE Email DLP is continuously updated, some service features, functions, or user interface designs may differ from what is described in this document.

1. Login to HENNGE Email DLP

Description

To enable operations on HENNGE Email DLP, you must log in to the HENNGE Email DLP user console.

Even though you are using HENNGE Email DLP, you can send emails from Gmail and other email clients as usual.

However, we would like all users to log in to the HENNGE Email DLP user console at least once in case of future need.

If you have never logged in to HENNGE Email DLP, your email logs will not be saved in the HENNGE Email DLP user console. As a result, when you want to check your email logs, you cannot do it.

Therefore, please refer to the guidance on the next page to log in to the Email DLP console.

Login to HENNGE Email DLP from HENNGE Access Control

Description

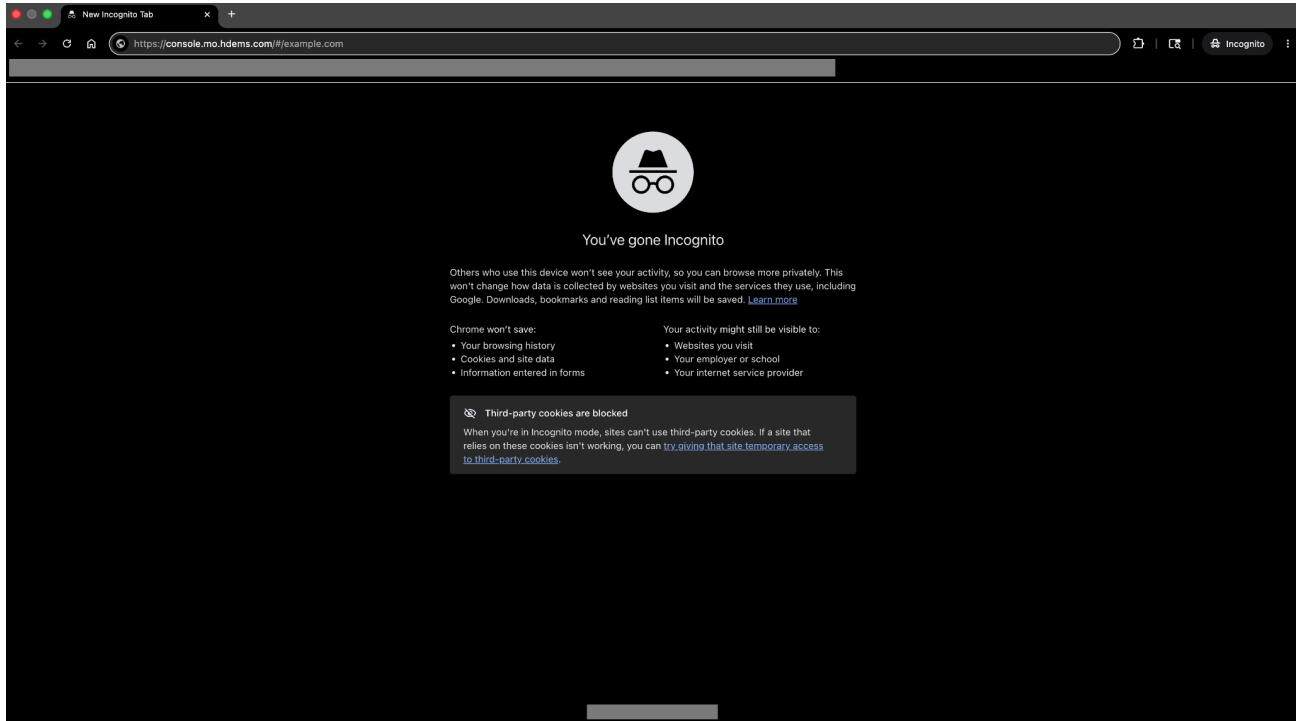
Customers will be redirected to Google Workspace login page when accessing the URL below. After entering your Google Workspace email address, the page will redirect to HENNGE Access Control login page. Please follow the access policy of HENNGE Access Control to log in.

※ For the Access Method of HENNGE Access Control, please refer to HENNGE Access Control user manual provided by your administrator.

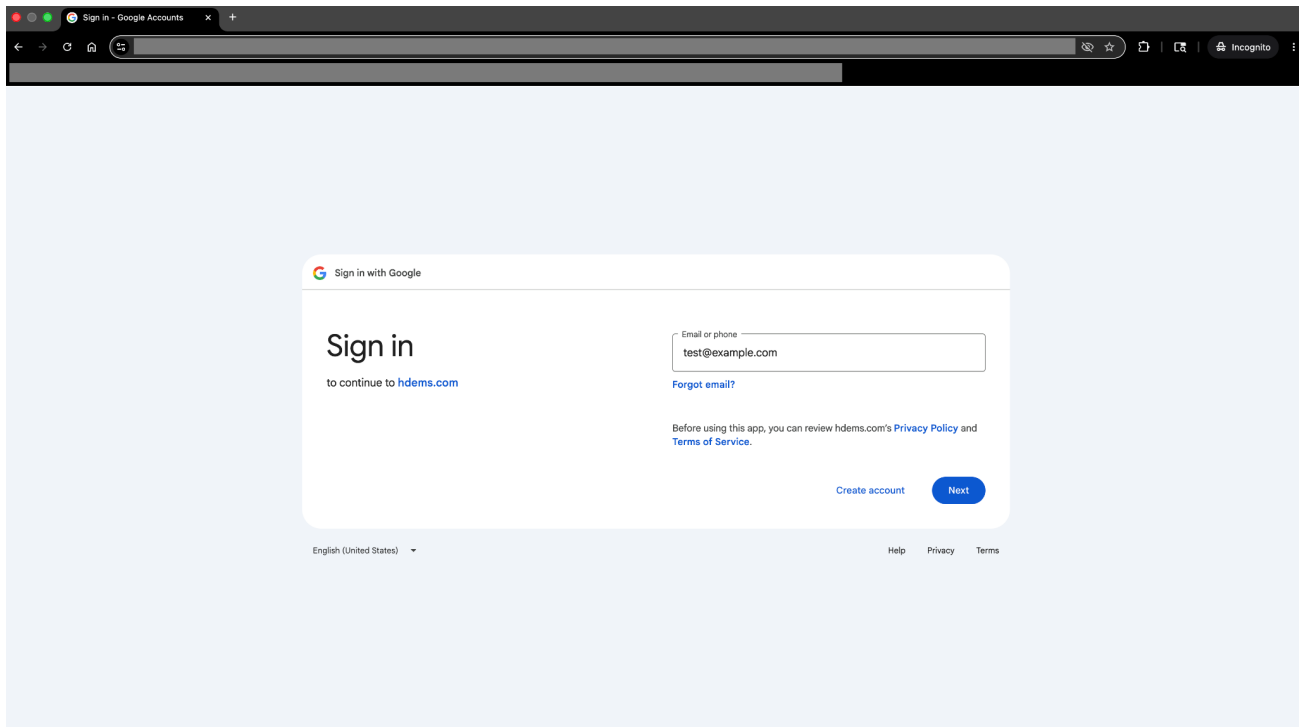
Login URL:

- PC : [https://console.mo.hdems.com/#/\[company domain\]](https://console.mo.hdems.com/#/[company domain])
- Mobile : [https://console.mo.hdems.com/#/m/\[company domain\]](https://console.mo.hdems.com/#/m/[company domain])

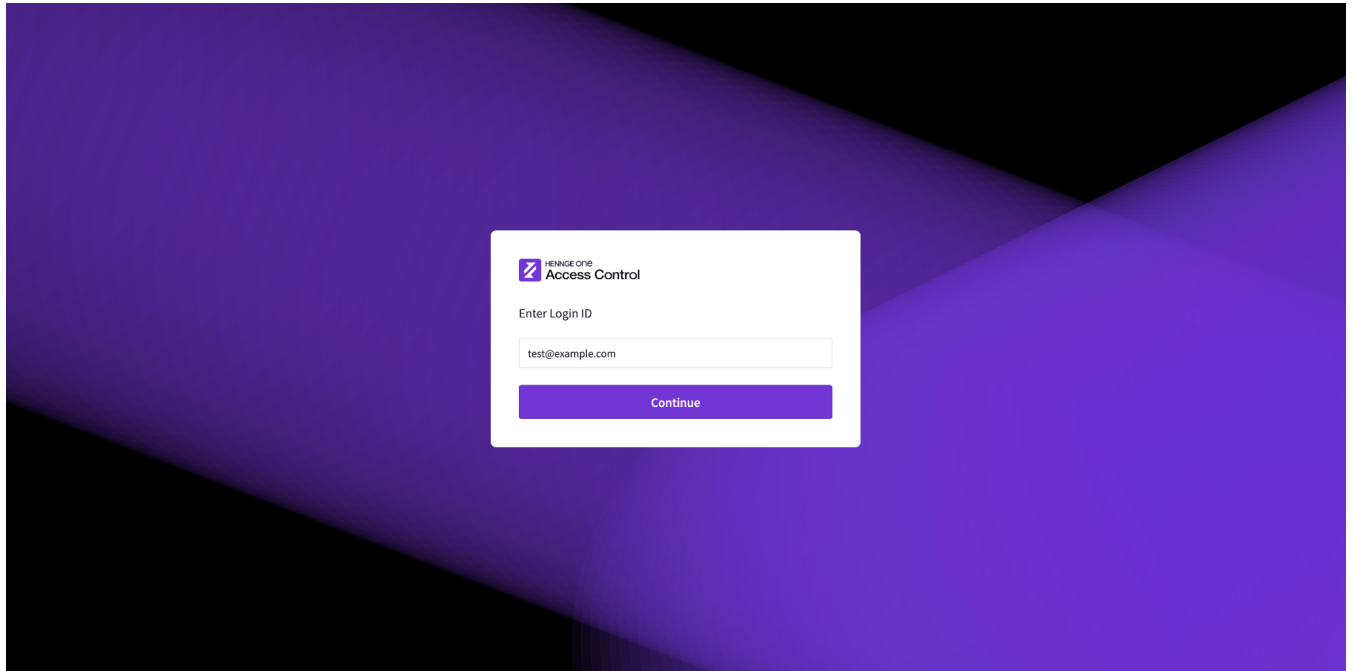
① Enter the Login URL above in the Search bar.



② Enter your email address in the input field.



③ Enter your email address in the input field



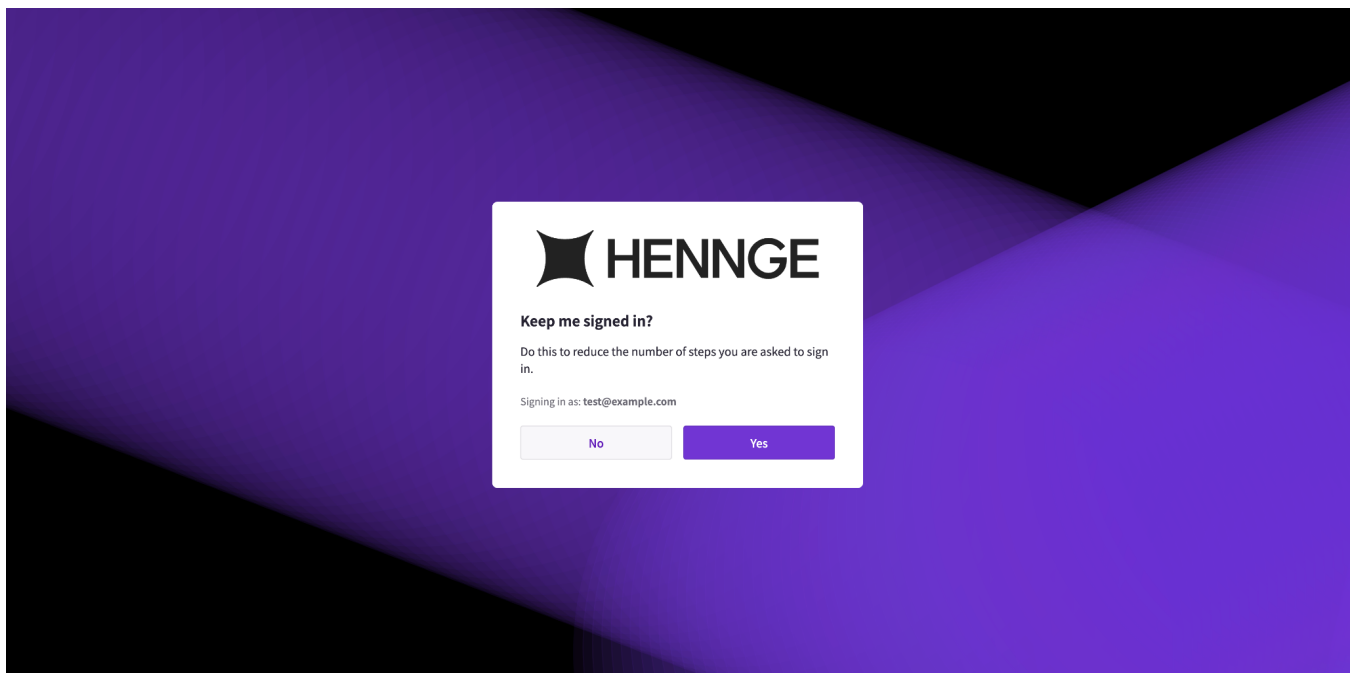
HENNGE ONE
Access Control

Enter Login ID

test@example.com

Continue

④ Click “Yes” .



HENNGE

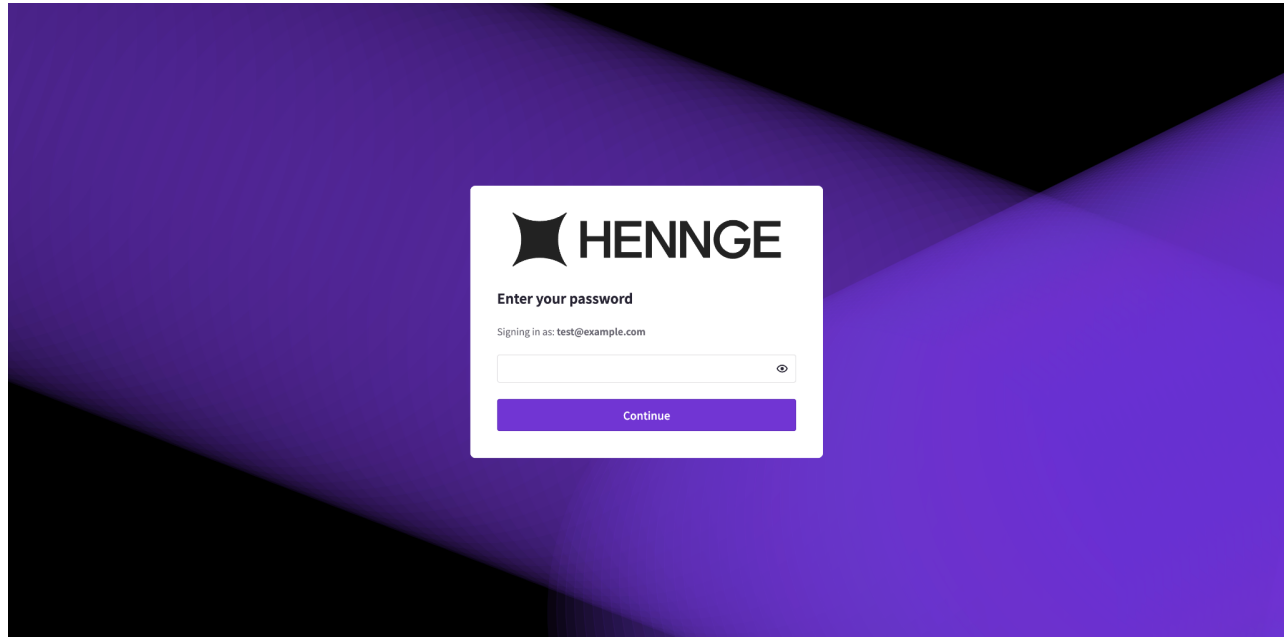
Keep me signed in?

Do this to reduce the number of steps you are asked to sign in.

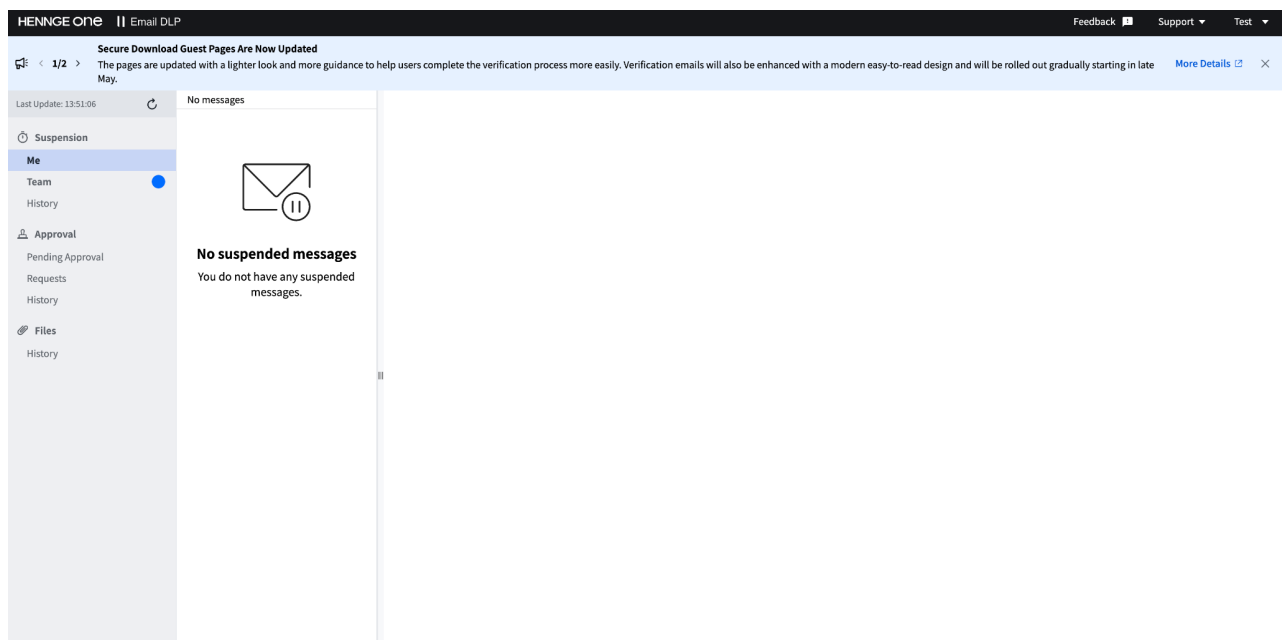
Signing in as: test@example.com

No Yes

⑤ Enter your password



⑥ Check if you access Email DLP console



Login to HENNGE Email DLP from Google Workspace

Description

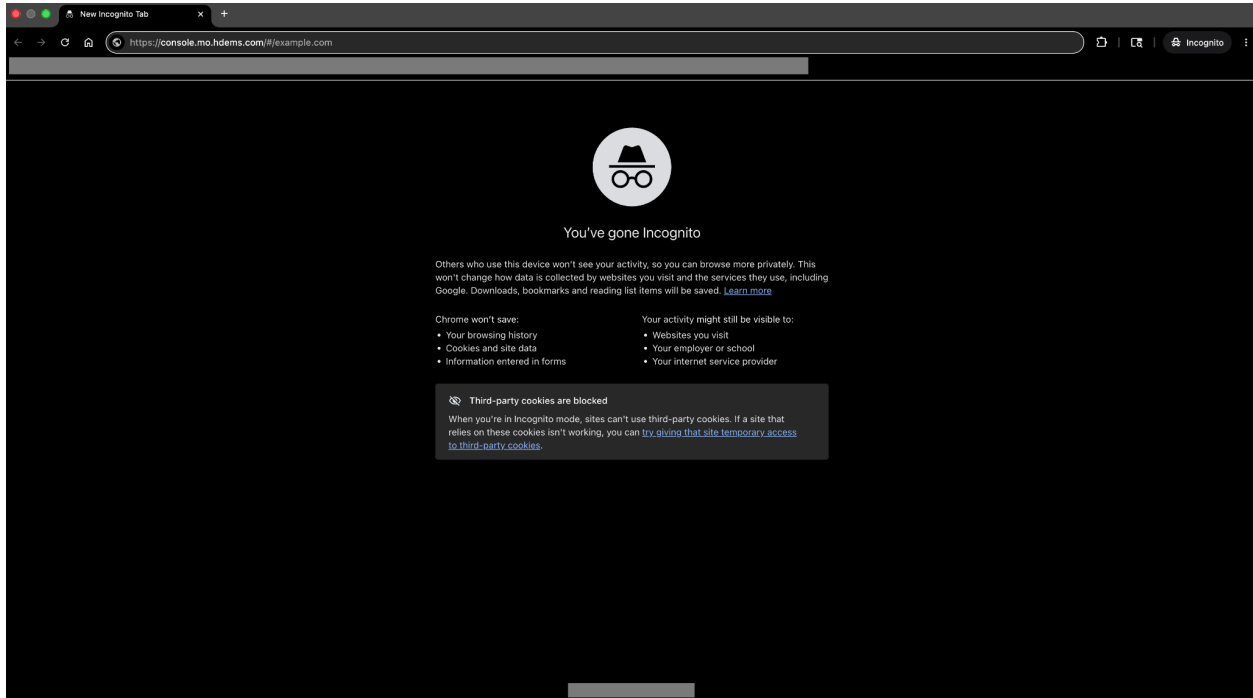
Customers will be redirected to the Google Workspace login page when accessing the URL below. Please enter your Google Workspace email address and password to log in.

Login URL:

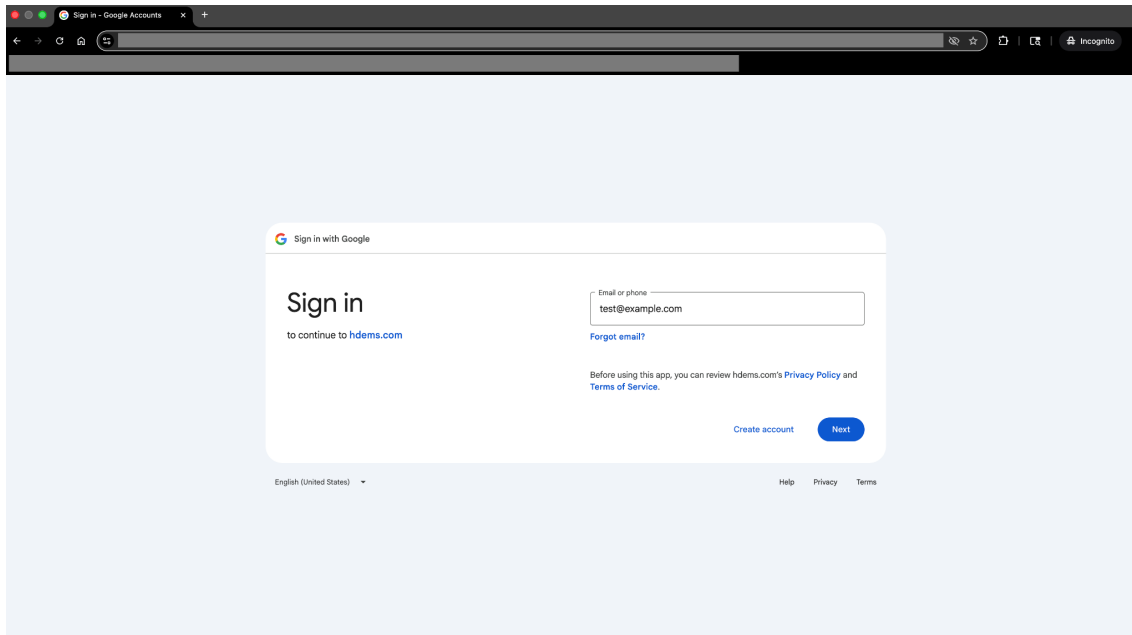
- PC : [https://console.mo.hdems.com/#/\[company domain \]](https://console.mo.hdems.com/#/[company domain])
- Mobile : [https://console.mo.hdems.com/#/m/\[company domain \]](https://console.mo.hdems.com/#/m/[company domain])

Procedure

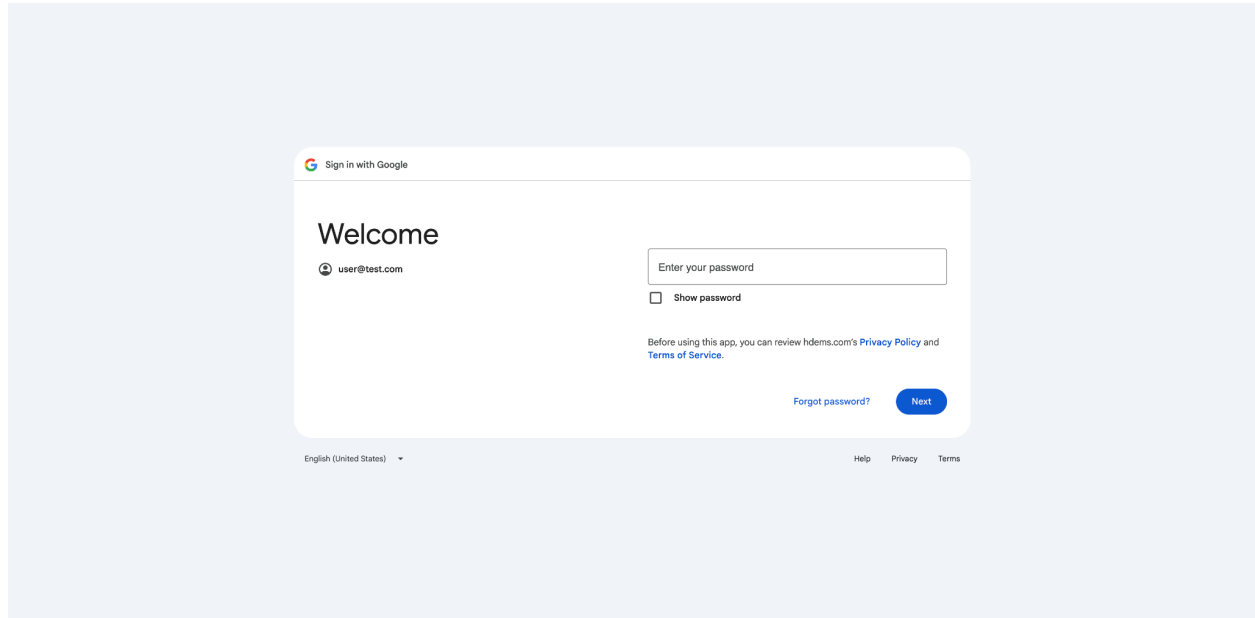
① Enter the Login URL above in the Search bar.



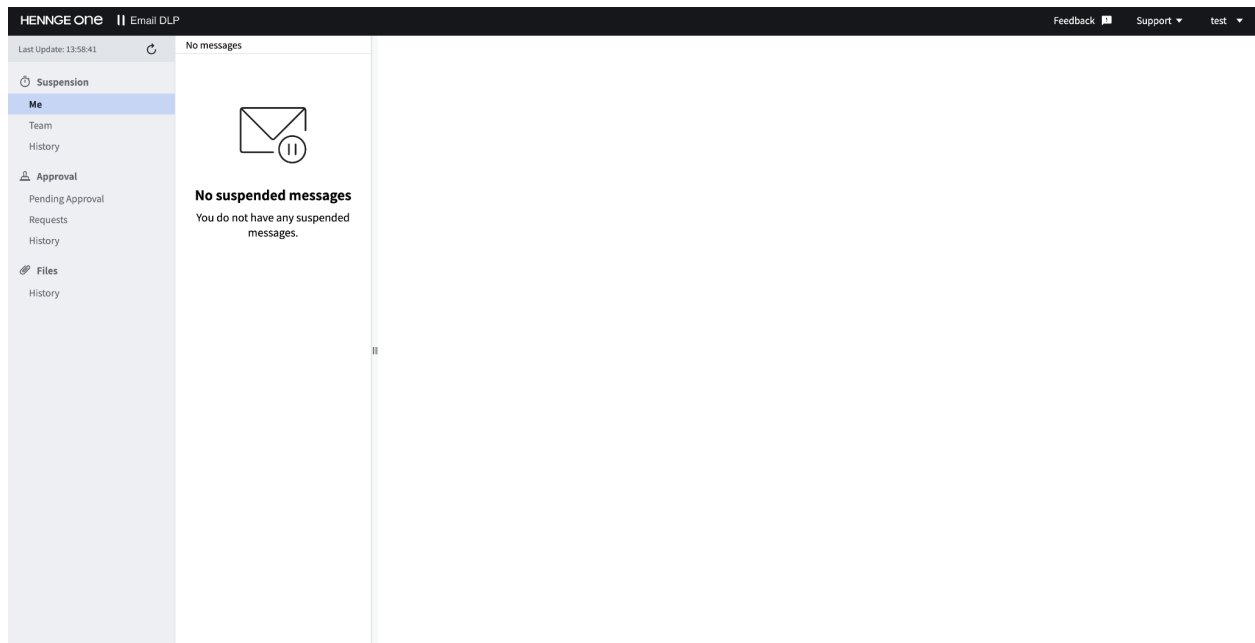
② Enter your email address in the input field.



③ Enter your Password in the input field.



④ Check if you access HENNGE Email DLP console



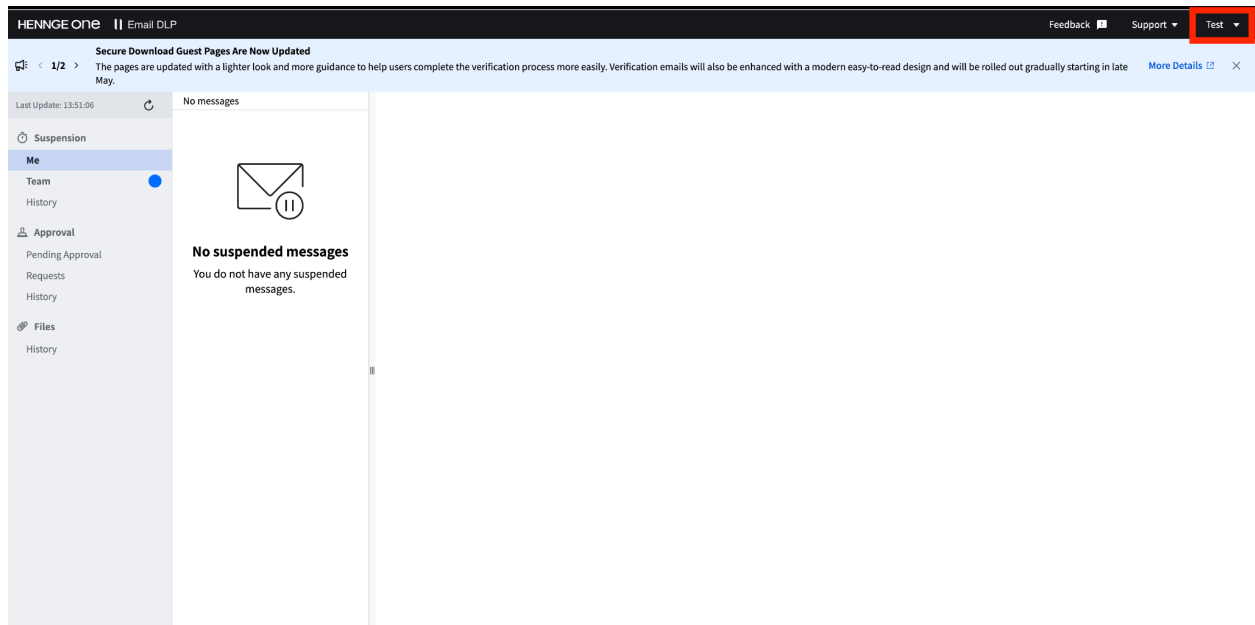
2. Basic Operation

Description

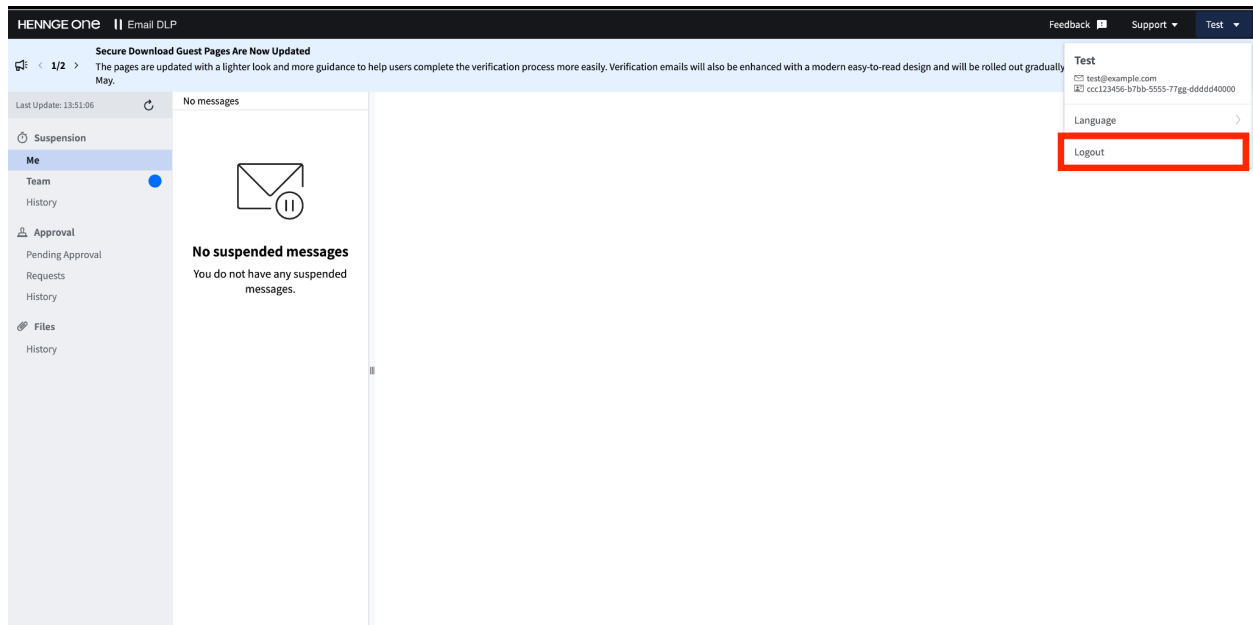
These are some operations you can perform in the HENNGE Email DLP user console.

a. Logout from Email DLP

① Select the displayed username

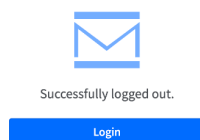


② Select [Logout].



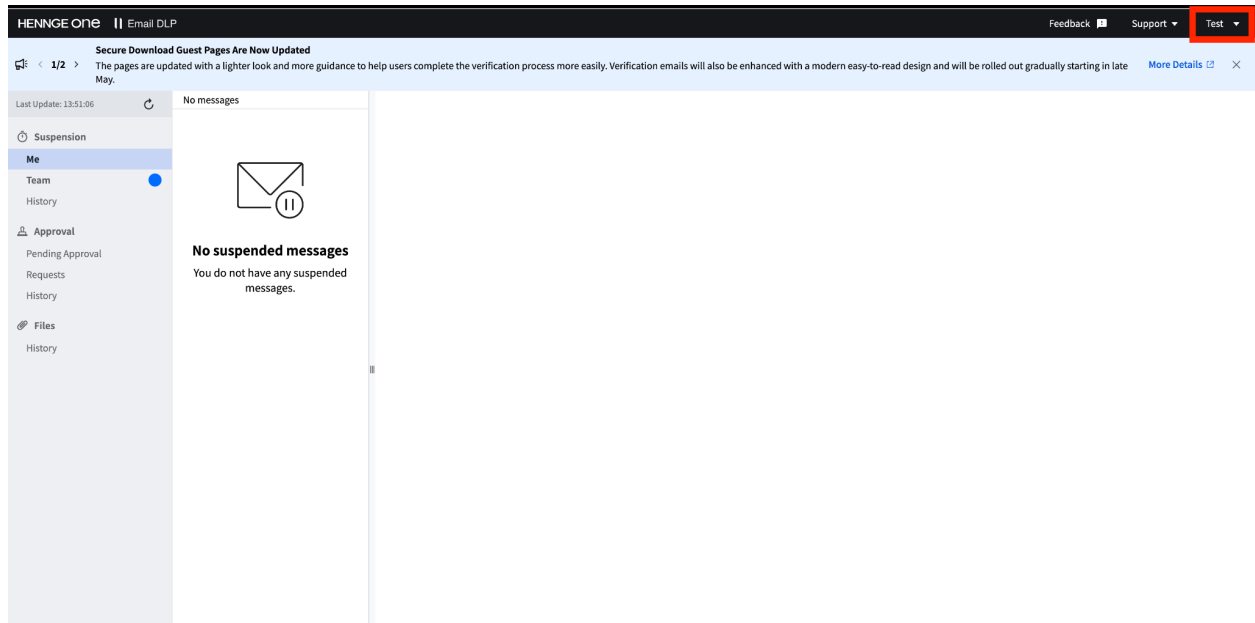
③ When you log out, the following screen will appear.

If you choose [Login] without logging out from Google Workspace open in the same browser, you will be logged in again with the same account.

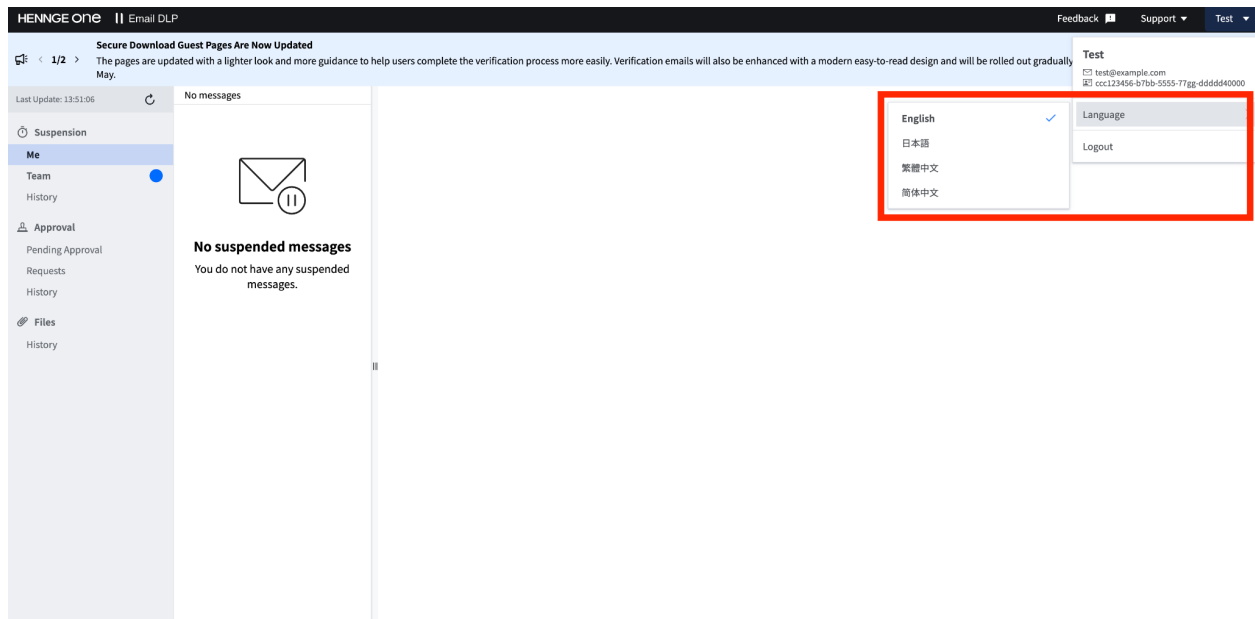


b. Change Language Setting

① Select the displayed username



② Select [Language].



3. Send Email

Description

Emails sent from Gmail and other email clients to external recipients (outside the organization's domain) are routed and delivered through HENNGE Email DLP.

Using Email DLP, you can send emails in various ways.

In this manual, all possible methods are included to help you understand the email delivery flow.

※ Please note that the email delivery flow can change depending on the email policies set by your administrator.

Email Delivery Flow

- [Using Suspend](#)
- [Using Approval](#)
- [Using Discard](#)
- [Using Suspend and Auto BCC](#)

Using Suspend

Description

After you send the email from Gmail and other email clients to external recipients (outside the organization's domain), your email will be temporarily held in HENNGE Email DLP for a short period. After this holding time passes, the email will be sent automatically.

While your email is being held, you can log into HENNGE Email DLP to perform any of the following actions:

- [Send - Manually send the email](#)
- [Stop - Stop the email for checking](#)
- [Discard - Delete the email](#)

Notes

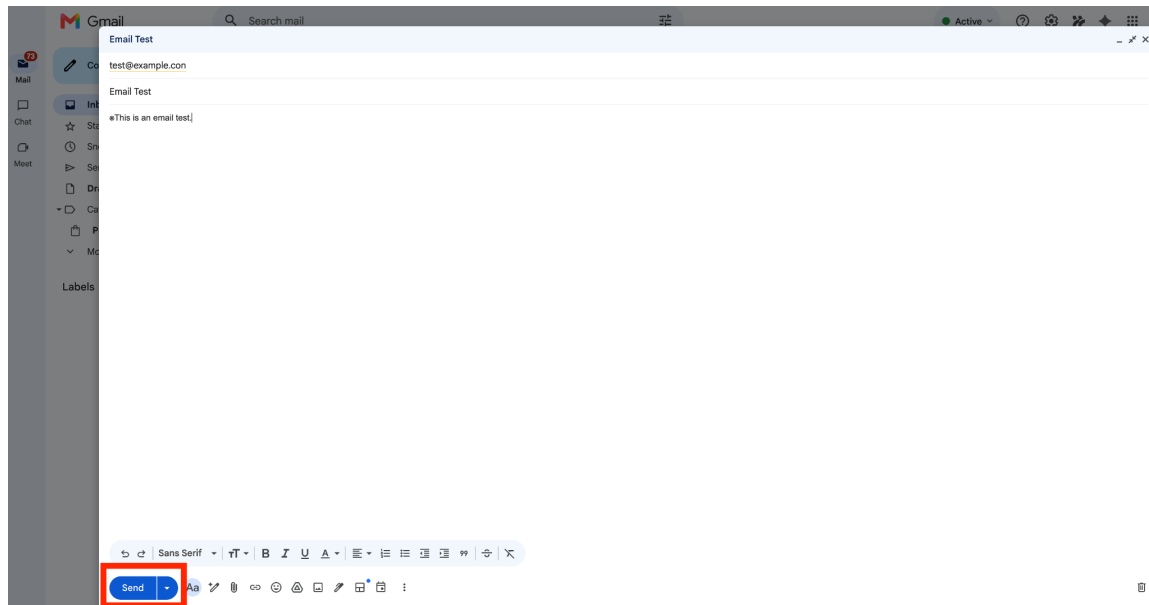
- The exact holding time is determined by your administrator's settings.
- Please note that email content cannot be modified within HENNGE Email DLP. Should you need to revise a message, please create a new email in Gmail or other email and resend it.

Procedure

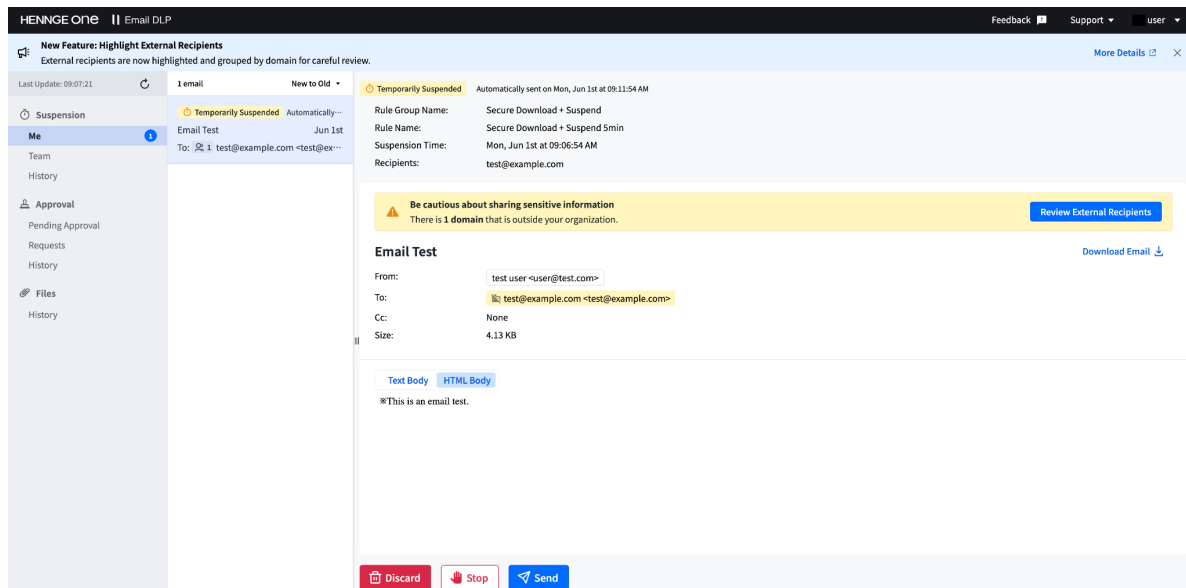
① Send an email from Gmail

There is no additional action required.

The user can send an email from Gmail to external as usual.



② (Optional) To check the email, access the HENNGE Email DLP user console and select [Suspension] > [Me]



To learn how to check your email items in the HENNGE Email DLP user console, please see the following guide in the HENNGE Help Center:

[\[Email DLP\] What Email Items Can Be Viewed on the User Screen?](#)

Using Approval

Description

When you send an email that requires approval, it will be temporarily held in the HENNGE Email DLP user console. During this pending period, both you and your designated approver can view the message.

Notes

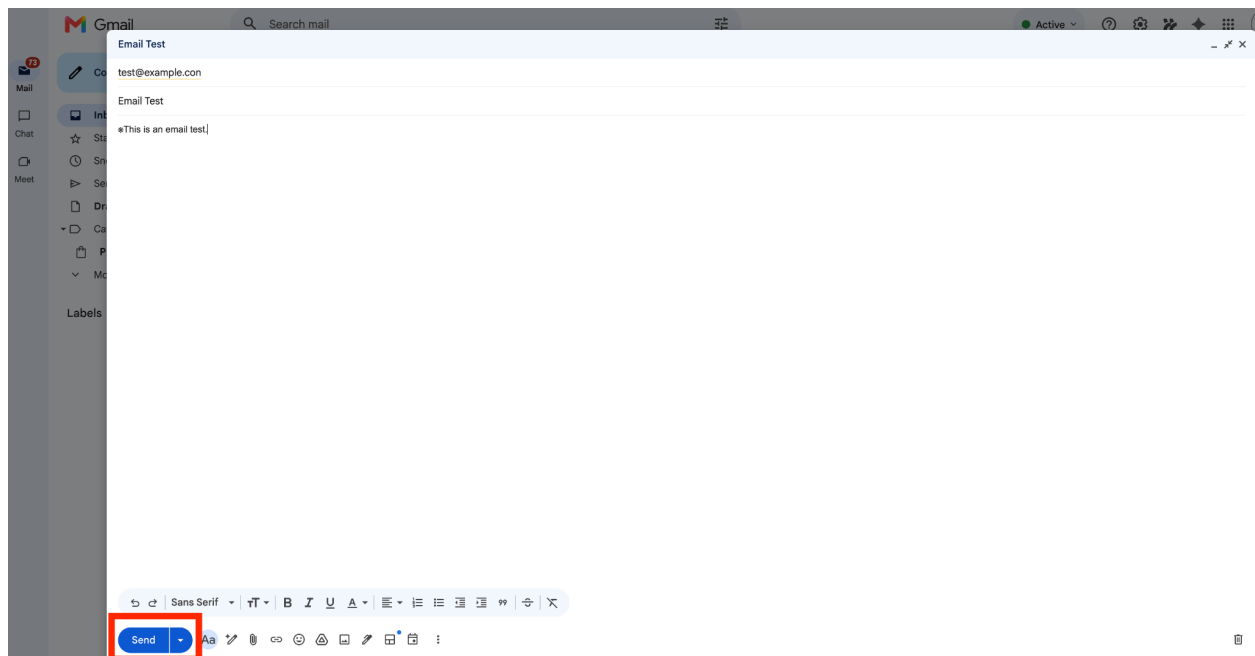
- You cannot manually send the email yourself. The email will only be sent after your approver reviews and approves it.
- If you change your mind or notice a mistake, you can cancel the email yourself at any time in the HENNGE Email DLP user console.
- If you are waiting too long or need an email to be sent immediately, please reach out to your approver directly to request a prompt review.
- You will receive a notification in your email box once the approver approves or deletes your email.

Procedure

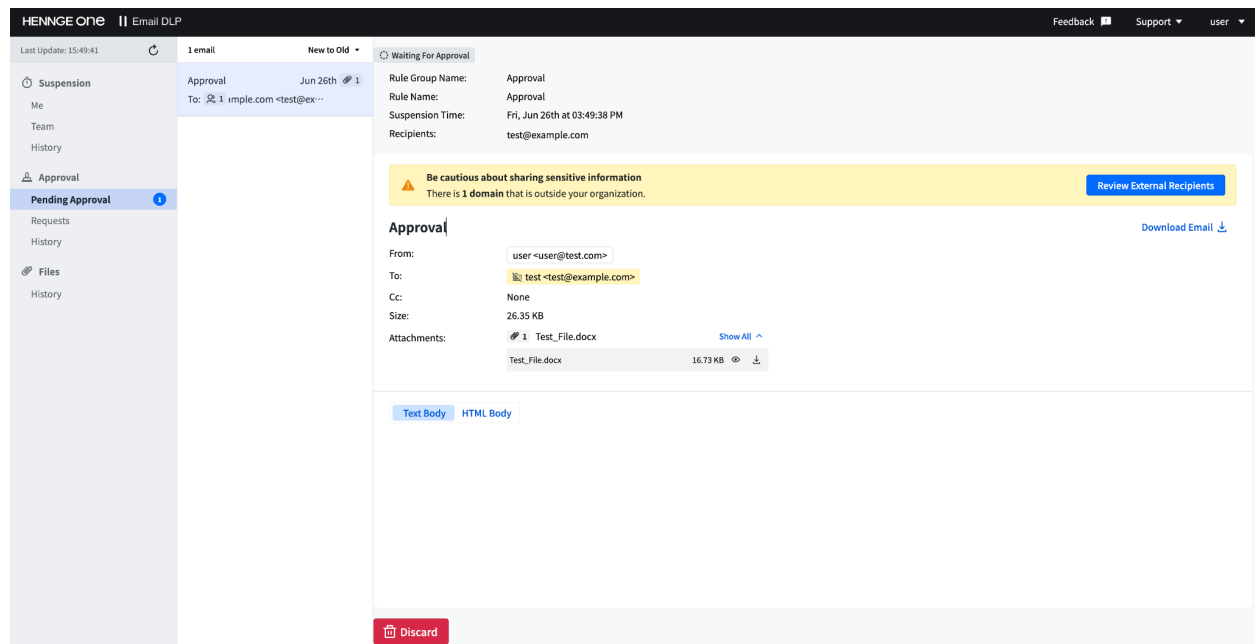
① Send an email from Gmail

There is no additional action required.

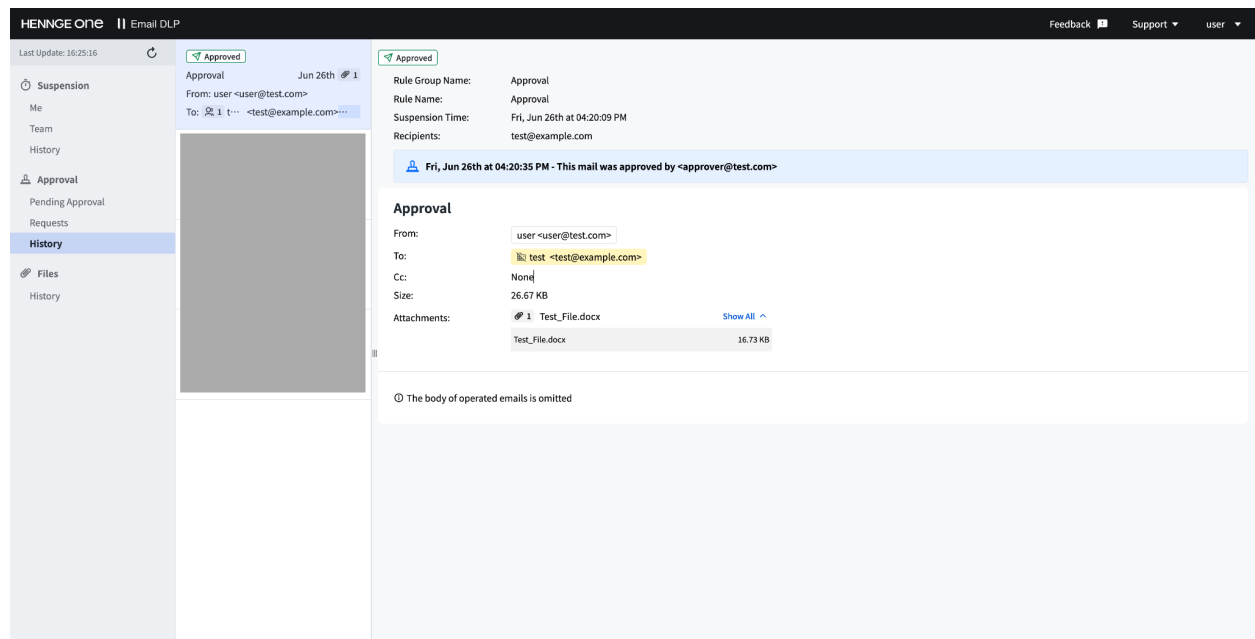
The user can send an email from Gmail to external as usual.



② (Optional) To check the email, access the HENNGE Email DLP user console and select [Approval] > [Pending Approval]



③ (Optional) To check if your email was approved, select [Approval] > [History].



To learn how to check your email items in the HENNGE Email DLP user console, please see the following guide in the HENNGE Help Center:

[\[Email DLP\] What Email Items Can Be Viewed on the User Screen?](#)

Using Discard

Description

If an email you send matches a discard rule set by your administrator, the email will be automatically discarded and will not be sent.

Notes

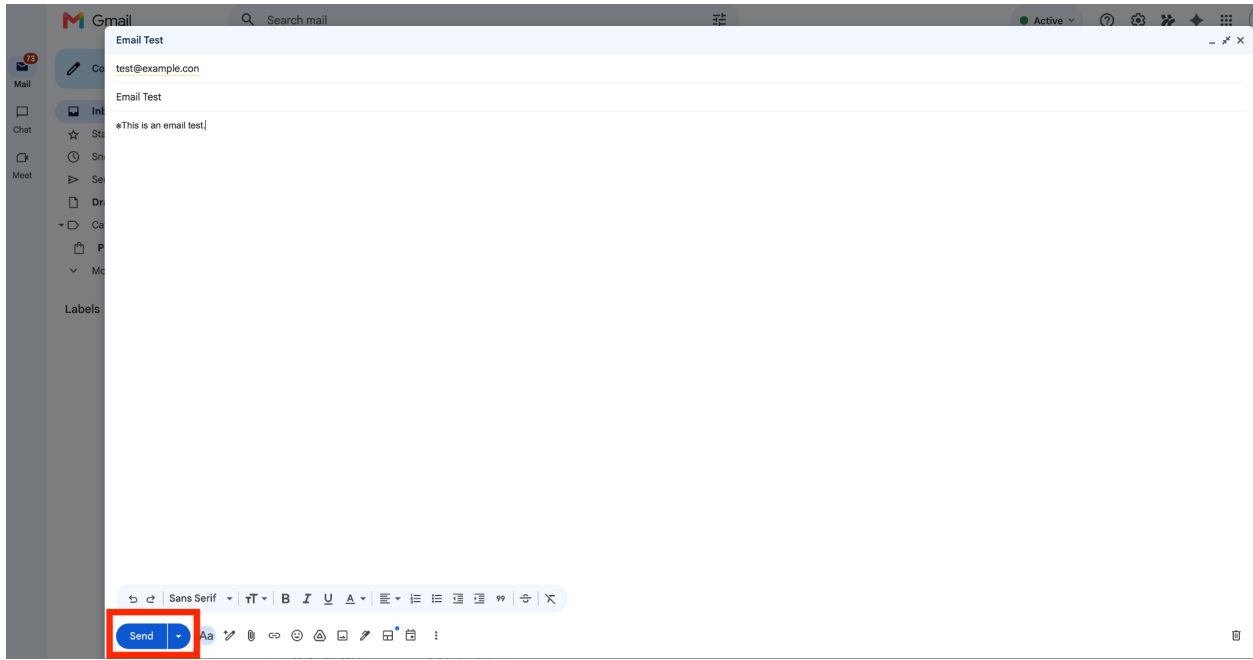
- The user cannot view automatically discarded emails in the HENNGE Email DLP user console.
- The user will receive a notification in your email box whenever an email is discarded due to a HENNGE Email DLP discard rule set by your administrator.
- If you want to know the reason for the discarded email, please reach out to the administrator.

Procedure

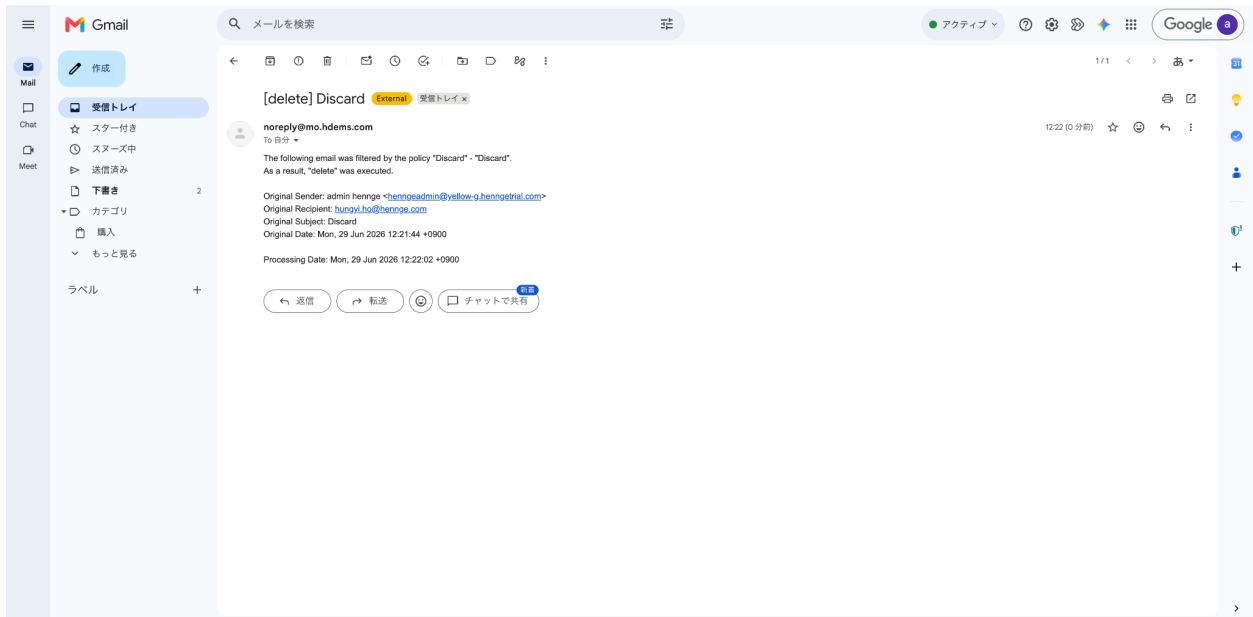
① Send an email from Gmail

There is no additional action required.

The user can send an email from Gmail to external as usual.



② (Optional) Check your inbox for a notification regarding the discarded email.



Using Suspend and Auto BCC

Description

The suspension and Auto BCC work together to secure your outgoing emails.

When you send an email, Auto BCC will automatically add specific addresses to your BCC line, and then Suspend will temporarily hold the message before it leaves your email box.

1. Auto BCC

When you send an email, one or more designated email addresses will automatically be added to the BCC field for compliance or tracking purposes.

2. Suspend

Once you send the email from Gmail and other email clients to external recipients (outside the organization's domain), your email will be temporarily held in HENNGE Email DLP for a short period. After this holding time passes, the email will be sent automatically.

While your email is being held, you can log into HENNGE Email DLP to perform any of the following actions:

- [Send - Manually send the email](#)
- [Stop - Stop the email for checking](#)
- [Discard - Delete the email](#)

Notes

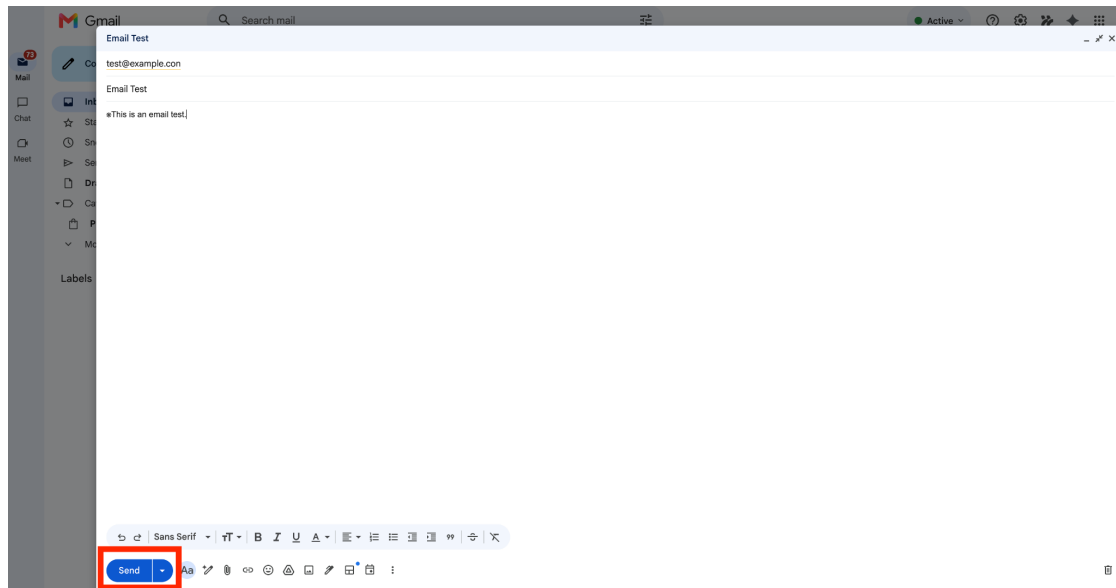
- The exact holding time is determined by your administrator's settings.
- Please note that email content cannot be modified within HENNGE Email DLP. Should you need to revise a message, please create a new email in Gmail or other email and resend it.
- The user can check the auto BCC email addresses in the HENNGE Email DLP console.

Procedure

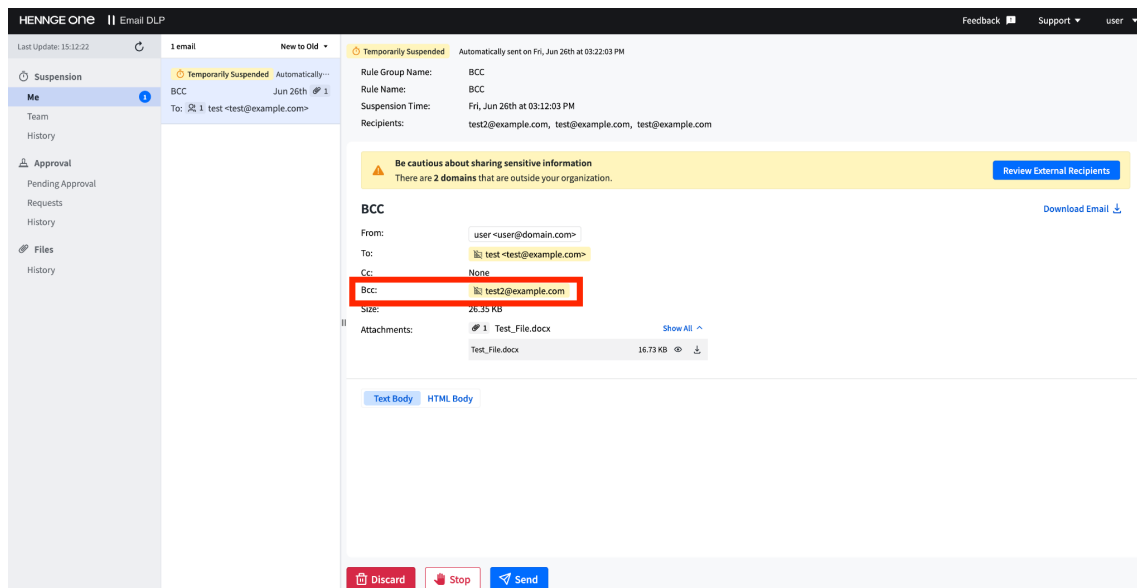
① Send the email from Gmail

There is no additional action required.

The user can send an email from Gmail to external as usual.



② (Optional) To check the email, access the HENNGE Email DLP user console and select [Suspension] > [Me]



To learn how to check your email items in the HENNGE Email DLP user console, please see the following guide in the HENNGE Help Center:

[\[Email DLP\] What Email Items Can Be Viewed on the User Screen?](#)

4. Send Email with files attached

Description

When you send emails with attachments (such as documents, videos, etc.) from Gmail or other email clients to external recipients (outside the organization's domain), the sending email will be routed and delivered through HENNGE Email DLP.

Depending on your organization's settings, attachments will be sent in one following ways:

- [Using Secure Download](#)
- [Using Auto ZIP](#)
- [Using Unmodified Send](#)

This manual explains all of these methods to help you understand how your email attachments are delivered.

Notes

- The specific method used to send your attachments depends on the email policies configured by your administrator.
- If a recipient informs you that they cannot open an attachment, please contact your administrator to request a change to your attachment sending method.
- Emails exceeding 35 MB in total size (including the message content, headers, and attachments) may fail to send.

Using Secure Download

Description

Secure Download is an automated method that converts your attachments into secure download links, making file sharing both safe and efficient.

You do not need to take any extra steps but just simply attach your files and send your email from Gmail or other email clients to external recipients (outside the organization's domain) as usual.

Secure Download makes your work easier and safer because:

- The user does not need to make and send passwords for your files.
- The user can block access to the file if you accidentally send it to the wrong person.
- The user can track who downloaded the sent attachments, as well as when, where, and how many times they were downloaded.

Demo Video

Please watch the demo video below to see how to send attachments using Secure Download. If you are interested in seeing how the recipient receives the attachments, you can also check out this video.

[\[Email DLP\] How to Send an Email or Files with Secure Download \(Demo Video\)](#)

[\[Email DLP\] How to Receive Files with Secure Download \(Demo Video\)](#)

Notes

- The user can track who downloaded the sent attachments, as well as when, where, and how many times they were downloaded.

About how to track the attachments: [Check the file history](#)

- The user can manually deactivate the download URL to prevent recipients from opening the attached files. However, please note that you cannot recall or unsend the email message itself.

About how to deactivate the download URL: [Deactivate Secure Download links](#)

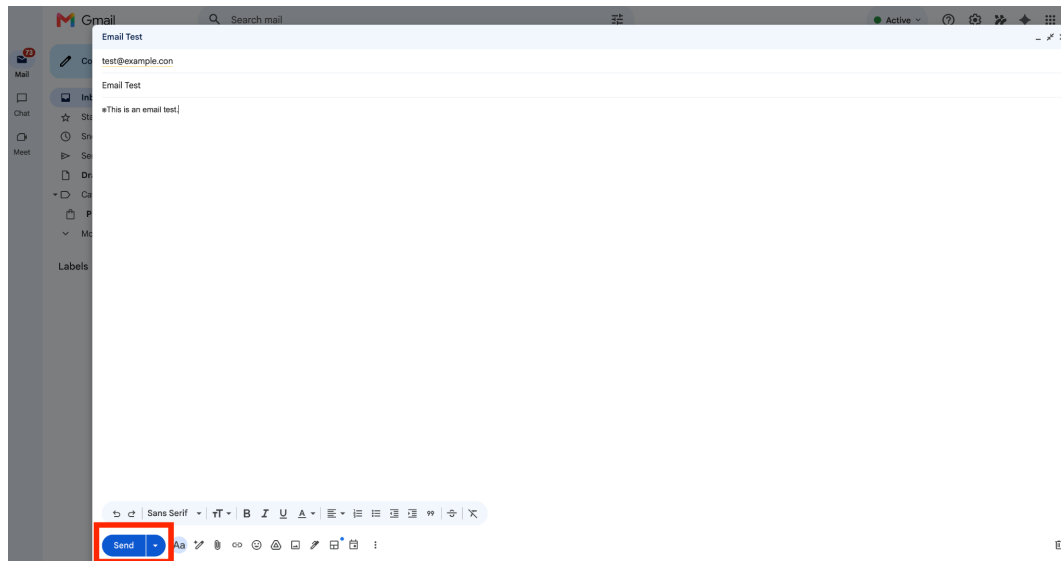
Procedure

How to send an attachment using HENNGE Email DLP

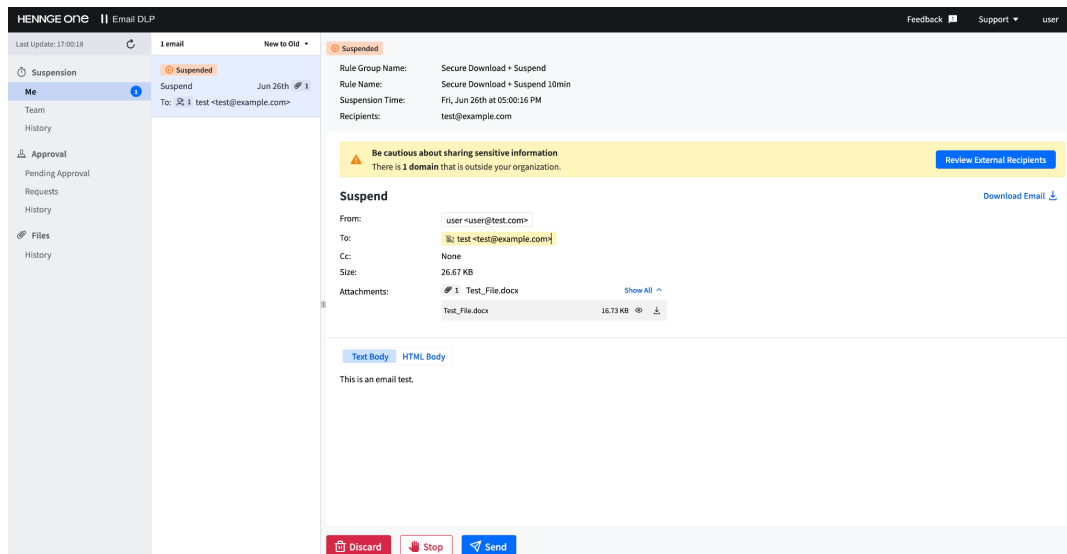
① Send the email from Gmail

There is no additional action required.

The user can send an email from Gmail to external as usual.



② (Optional) To check the email, access the HENNGE Email DLP user console and select [Suspension] > [Me]



To learn how to check your email items in the HENNGE Email DLP user console, please see the following guide in the HENNGE Help Center:

[\[Email DLP\] What Email Items Can Be Viewed on the User Screen?](#)

How to track and deactivate the attachments in HENNGE Email DLP

① To track the attachment download status, access the HENNGE Email DLP user console and click [Files] > [History].

The user can check who downloaded the sent attachments, as well as when, where, and how many times they were downloaded.

The screenshot shows the HENNGE Email DLP user console. On the left sidebar, the 'History' option is highlighted. The main content area displays details for a 'Secure Download - Test' email. The 'Transfer Information' section shows the email was uploaded on Mon, Jun 29th at 09:43:45 AM and has 1 link. The 'Files' section shows a table with the following data:

File Name	Size	Downloads
Test_File.docx	12.23 KB	1 Download

Below the table, a red box highlights the download history for the file, showing the user 'test@example.com', the IP address '111.111.11.111', and the timestamp '06/29/2026 09:44:50'. At the bottom of the page, there is a red button labeled 'DEACTIVATE DOWNLOAD LINKS'.

② To deactivate the download links of the attachments, click [DEACTIVATE DOWNLOAD LINKS] in the bottom of the page.

This screenshot shows the same HENNGE Email DLP console as the previous one, but with a modal dialog open for deactivating download links. The dialog has the title 'Deactivate Download Links' and the text: 'Deactivating download links cannot be undone. Are you sure you want to deactivate download links for this email?'. There are two buttons in the dialog: 'Cancel' and 'Deactivate'. The 'Deactivate' button is highlighted with a red box. At the bottom of the page, the 'DEACTIVATE DOWNLOAD LINKS' button is also highlighted with a red box.

Using Auto ZIP

Description

If your email is sent by Auto ZIP, the attachments will be automatically encrypted as ZIP file and the password will be created as well. The recipients can receive the attachment directly without authentication.

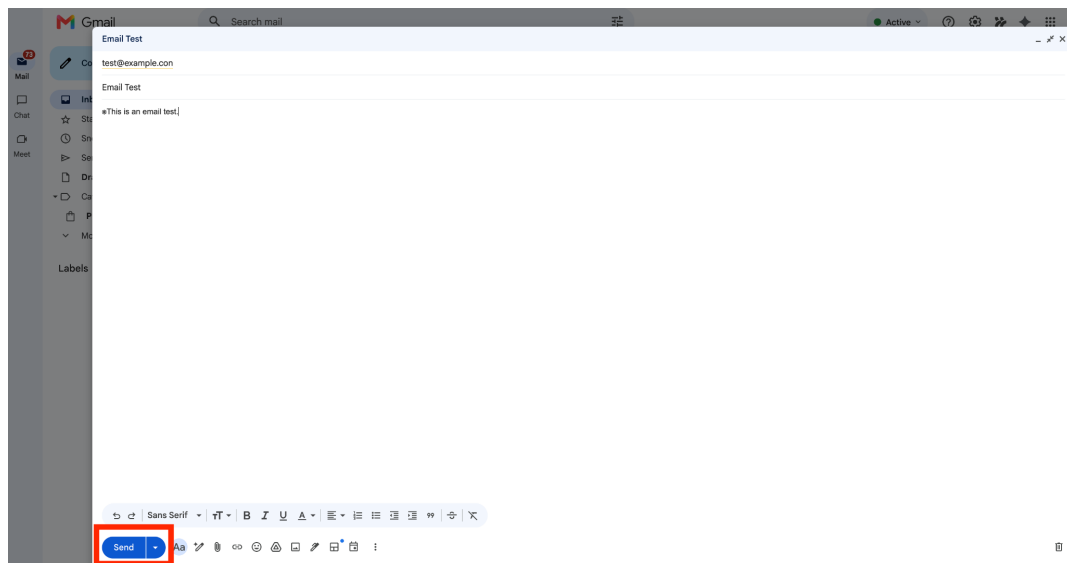
Procedure

How to send an attachment using HENNGE Email DLP

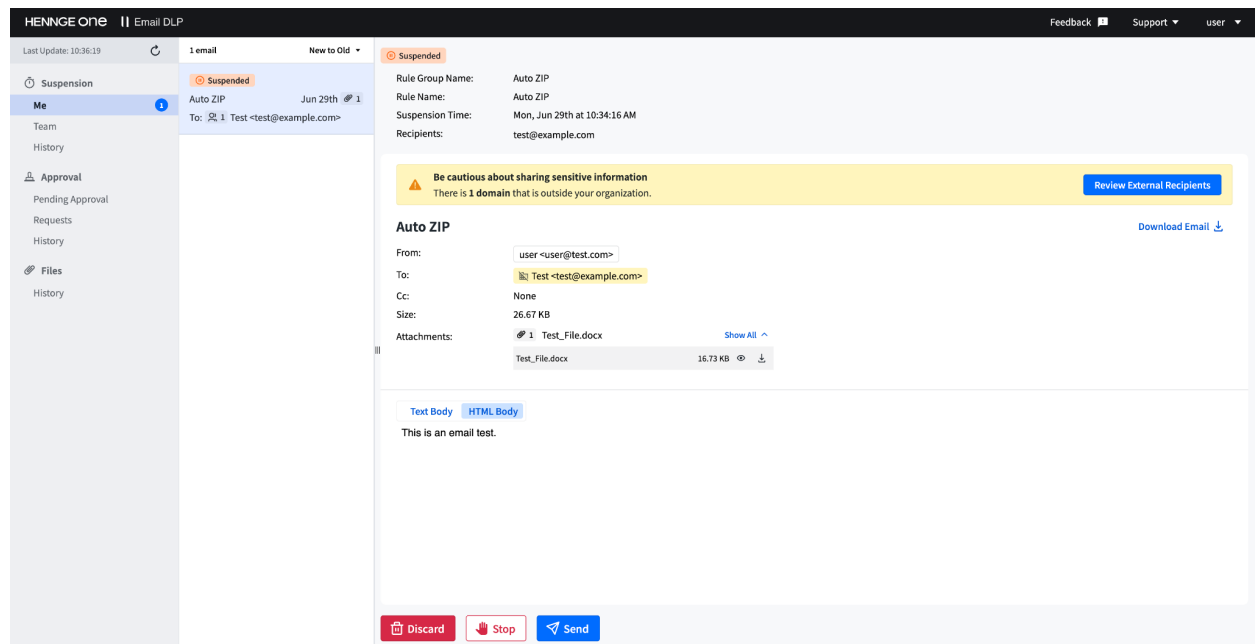
① Send the email from Gmail

There is no additional action required.

The user can send an email from Gmail to external as usual.



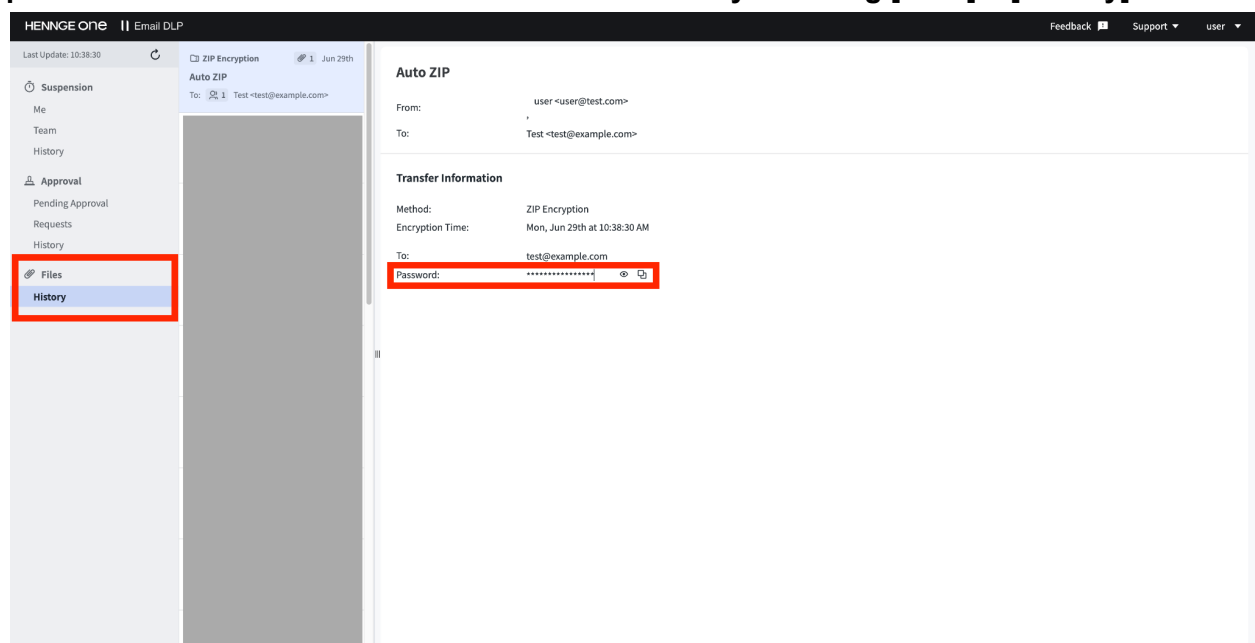
② (Optional) To check the email, access the HENNGE Email DLP user console and select [Suspension] > [Me]



To learn how to check your email items in the HENNGE Email DLP user console, please see the following guide in the HENNGE Help Center:

[\[Email DLP\] What Email Items Can Be Viewed on the User Screen?](#)

③ (Optional) If the recipient has lost the password to open the ZIP file, you can check the password in the HENNGE Email DLP user console by selecting [Files] > [History].



Using Unmodified Send

Description

If your email is sent by Unmodified Send, the attachments will not be taken any additional actions such as Auto ZIP or Auto URL. The recipients can receive the attachment directly without authentication.

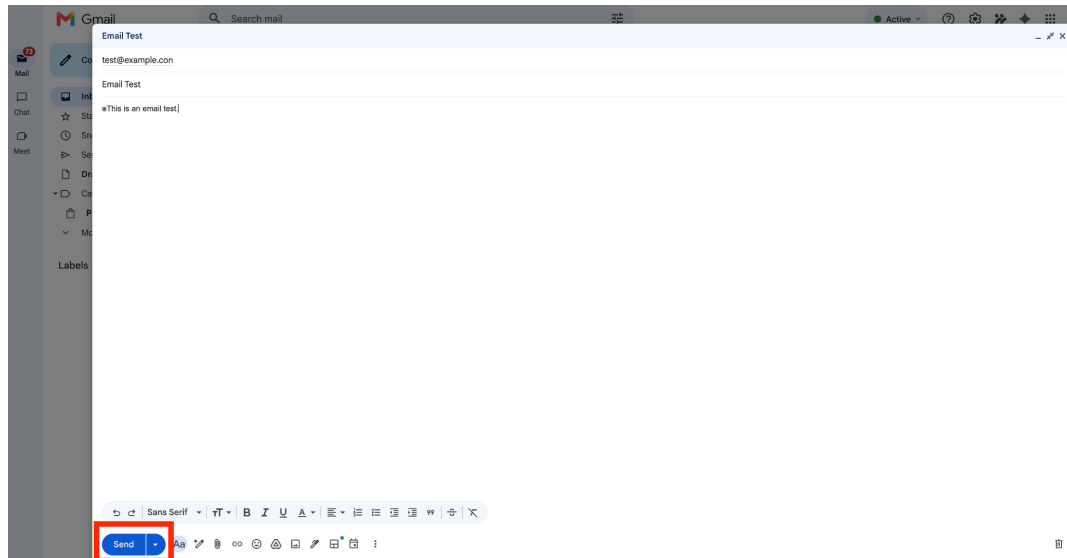
Procedure

How to send an attachment using HENNGE Email DLP

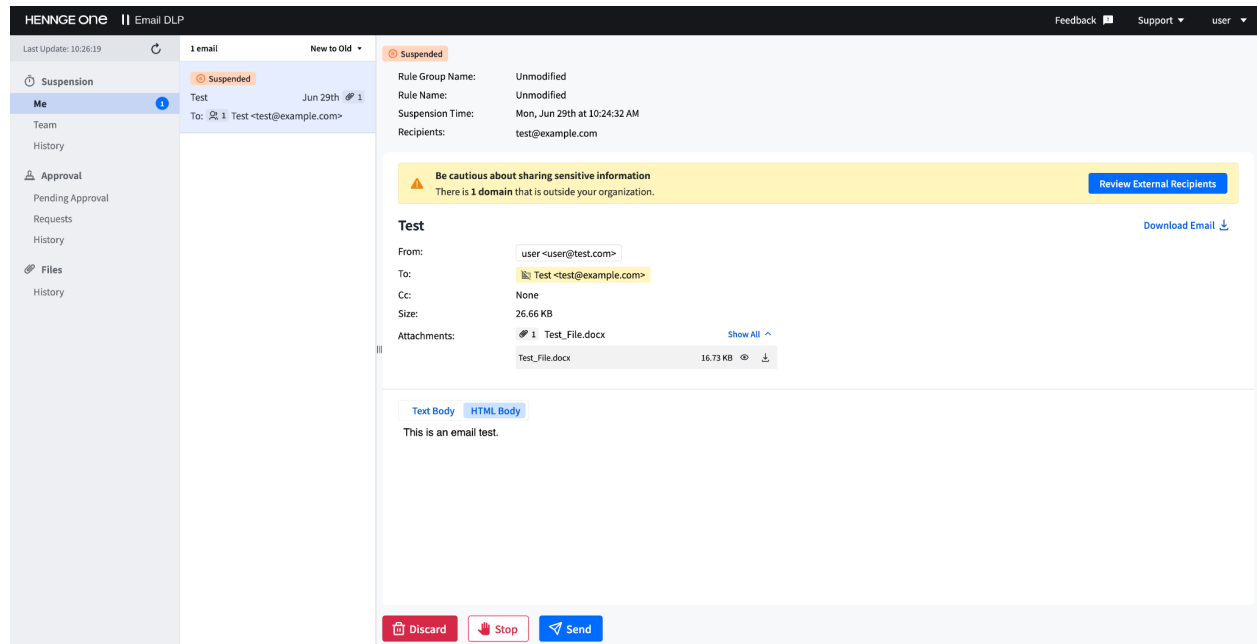
① Send the email from Gmail

There is no additional action required.

The user can send an email from Gmail to external as usual.



② (Optional) To check the email, access the HENNGE Email DLP user console and select [Suspension] - [Me]



To learn how to check your email items in the HENNGE Email DLP user console, please see the following guide in the HENNGE Help Center:

[\[Email DLP\] What Email Items Can Be Viewed on the User Screen?](#)

5. Check the suspending email on Email DLP

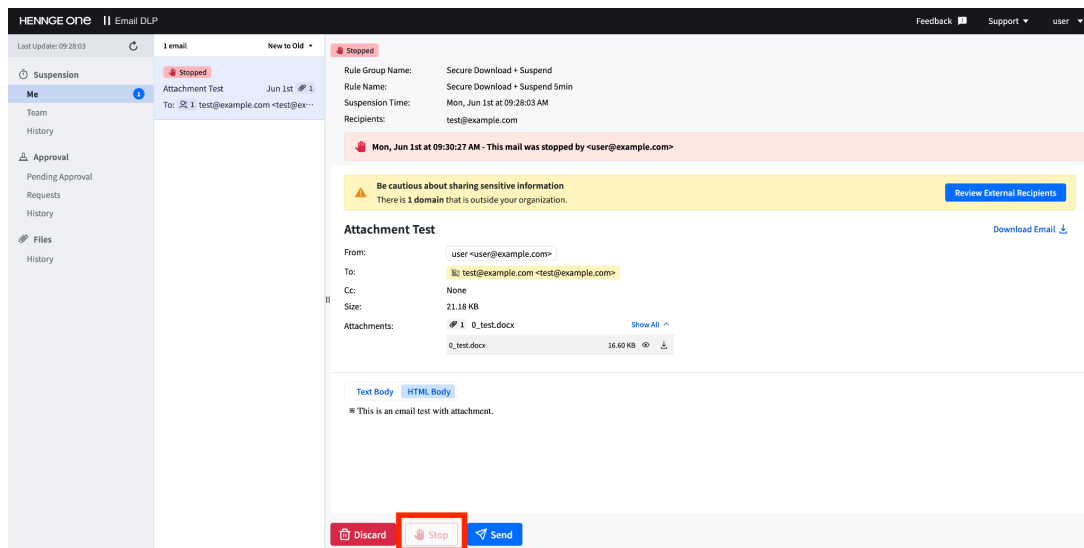
The user is required to take the following actions in Email DLP console.

About how to access Email DLP console, please refer to “[Login to Email DLP](#)”.

The following actions can only be taken within the holding time. The holding time depends on the settings configured by the administrator.

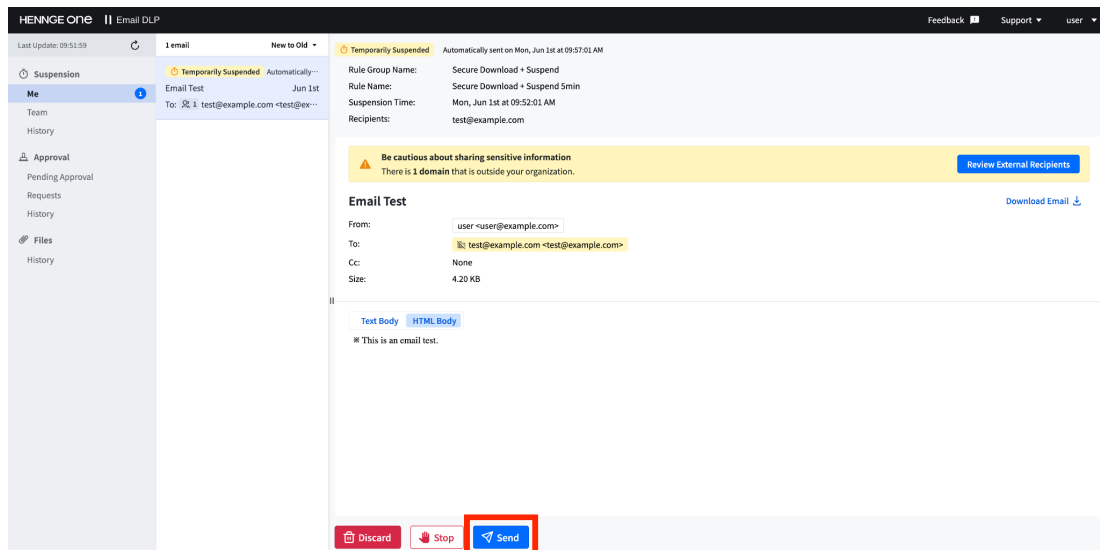
a. Stop

After the user stops the email in Email DLP, you must send it manually.



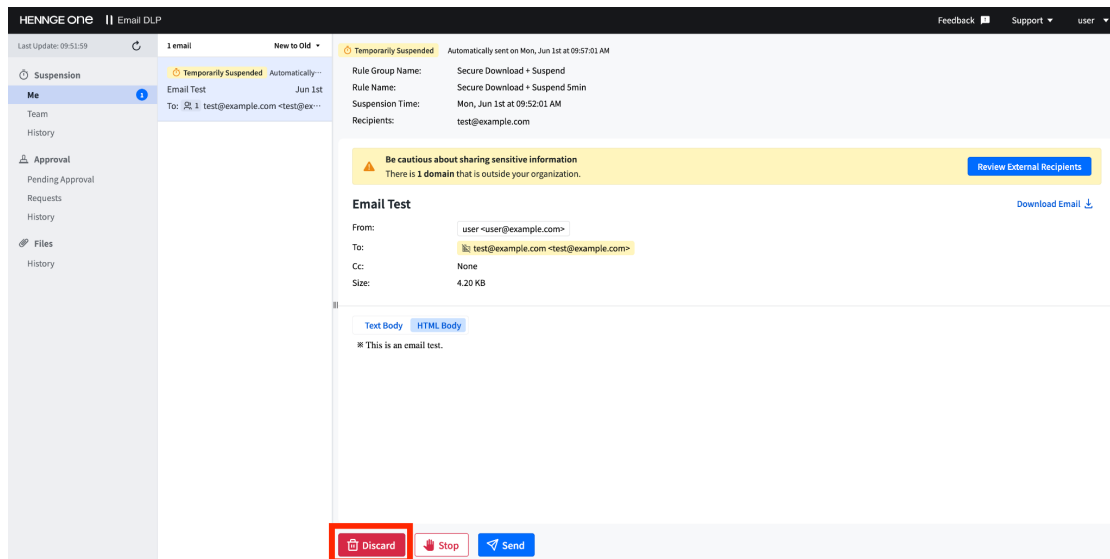
b. Manual send

Once the user sends the email manually, recalling the email is not available.



c. Delete

Once you delete the email manually, recovering the email is not available.

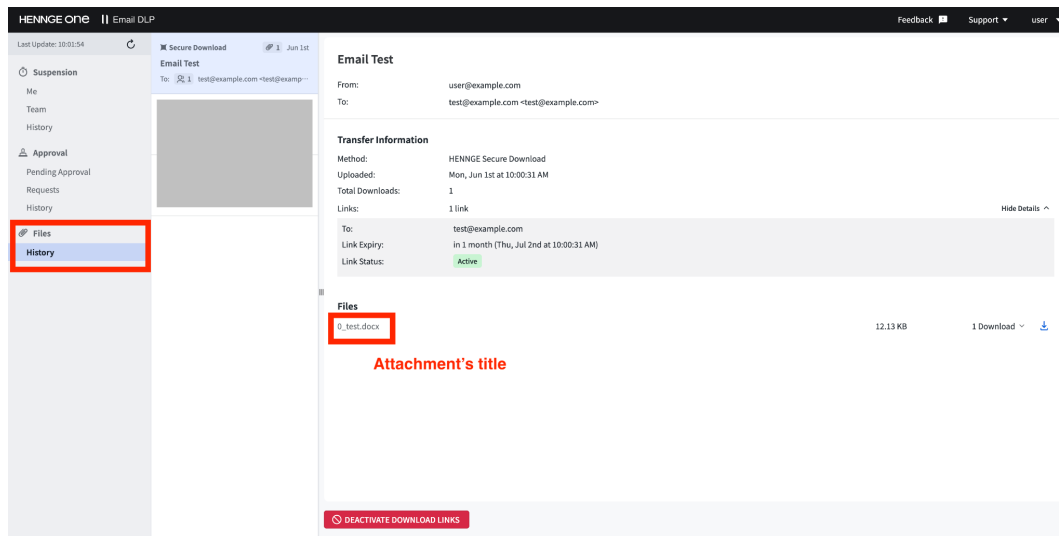


6. Check the file history on Email DLP

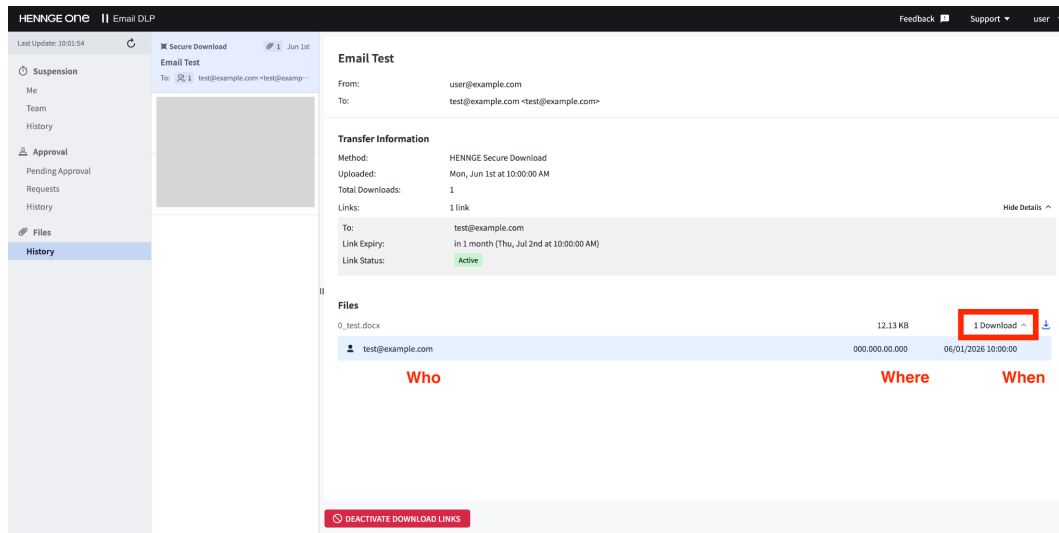
The user is available to check the history of attachments they sent in Email DLP.

a. Check the file history

① Select [Files] - [History]



② Click the red part in the picture to check who/where/when downloaded the attachment



③ Click the download button to download the attachment you have uploaded

HENNGE one

Email DLP

Feedback

Support

user

Last Update: 10:01:54

Secure Download

1 Jun 1st

Suspension

Me

Team

History

Approval

Pending Approval

Requests

History

Files

History

Email Test

To: test@example.com <test@example.com>

Email Test

From: user@example.com

To: test@example.com <test@example.com>

Transfer Information

Method: HENNGE Secure Download

Uploaded: Mon, Jun 1st at 10:00:00 AM

Total Downloads: 1

Links: 1 link

Hide Details

To: test@example.com

Link Expiry: in 1 month (Thu, Jul 2nd at 10:00:00 AM)

Link Status: Active

Files

0_test.docx

12.13 KB

1 Download

DEACTIVATE DOWNLOAD LINKS

b. Deactivate Secure Download links

① Click [DEACTIVATE DOWNLOAD LINKS] to deactivate the links of attachments

The screenshot shows the HENNGE ONE Email DLP interface. On the left is a sidebar with navigation options: Suspension, Me, Team, History, Approval, Pending Approval, Requests, History, Files, and History (highlighted). The main content area displays details for an 'Email Test' with the subject 'Secure Download' and date 'Jun 1st'. The email header shows 'From: user@example.com' and 'To: test@example.com <test@example.com>'. Under 'Transfer Information', it lists 'Method: HENNGE Secure Download', 'Uploaded: Mon, Jun 1st at 10:00:00 AM', 'Total Downloads: 1', and 'Links: 1 link'. The 'Link Status' is 'Active'. Below this, a 'Files' section shows '0_test.docx' (12.13 KB) with a '1 Download' button. At the bottom, a red button labeled 'DEACTIVATE DOWNLOAD LINKS' is highlighted with a red box.

② Check the link status

This screenshot shows the same HENNGE ONE Email DLP interface after the link has been deactivated. The 'Link Status' is now 'Deactivated', which is highlighted by a red box. The 'DEACTIVATE DOWNLOAD LINKS' button at the bottom is still visible.