



HENNGE

Outline

1. [Login to HENNGE Email DLP](#)
 - [Login to HENNGE Email DLP from HENNGE Access Control](#)
 - [Login to HENNGE Email DLP from Microsoft 365](#)
2. [Basic Operation](#)
 - a. [Logout from HENNGE Email DLP](#)
 - b. [Change Language Setting](#)
3. [Send Email](#)
 - [Using Suspend](#)
 - [Using Approval](#)
 - [Using Discard](#)
 - [Using Suspend and Auto BCC](#)
4. [Send Email with files attached](#)
 - [Using Secure Download](#)
 - [Using Auto ZIP](#)
 - [Using Unmodified Send](#)
5. [Check the suspending email on HENNGE Email DLP](#)
 - a. [Stop](#)
 - b. [Manual send](#)
 - c. [Delete](#)
6. [Check the file history on HENNGE Email DLP](#)
 - a. [Check the file history](#)
 - b. [Deactivate Secure Download links](#)

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 Outlook (Exchange Online) designed to prevent accidental email leakage.

Scope of Operation

Only sent from Outlook 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 Outlook 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 Microsoft 365 login page when accessing the URL below. After entering your Microsoft 365 UPN, the page will redirect to HENNGE Access Control login page. Please follow the access policy of HENNGE Access Control to log in.

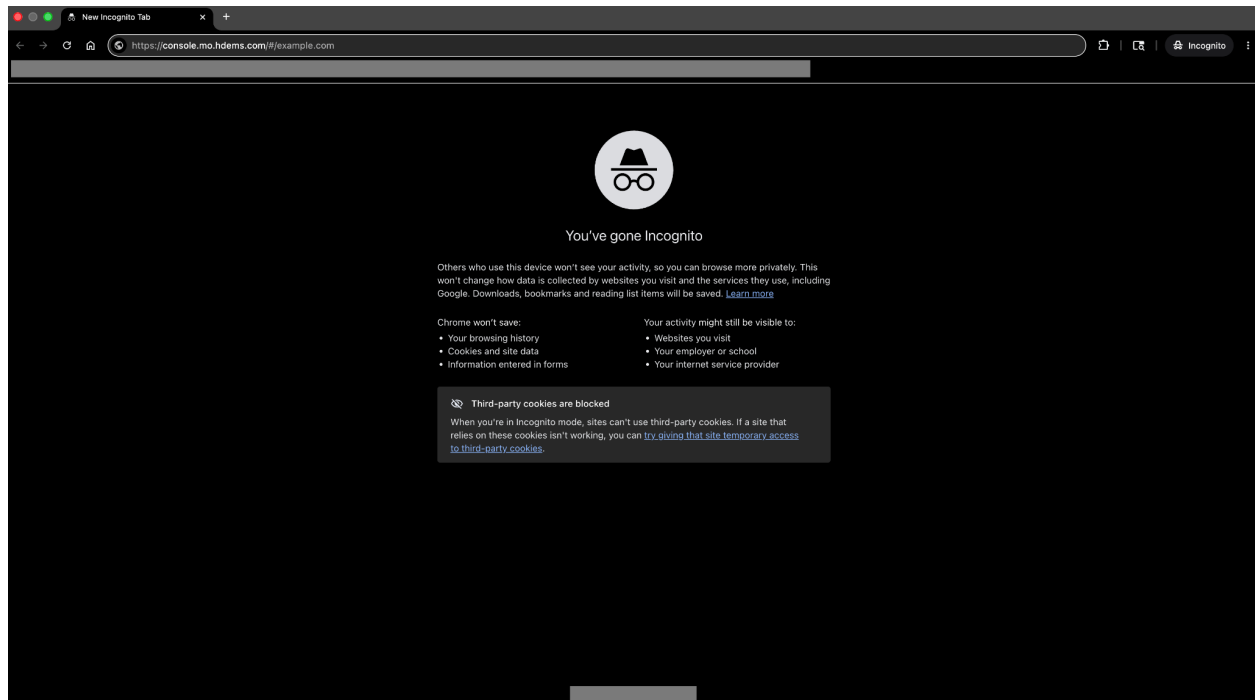
※ For the Access Method of HENNGE Access Control, please refer to HENNGE Access Control user manual provided by your administrator.

Login URL:

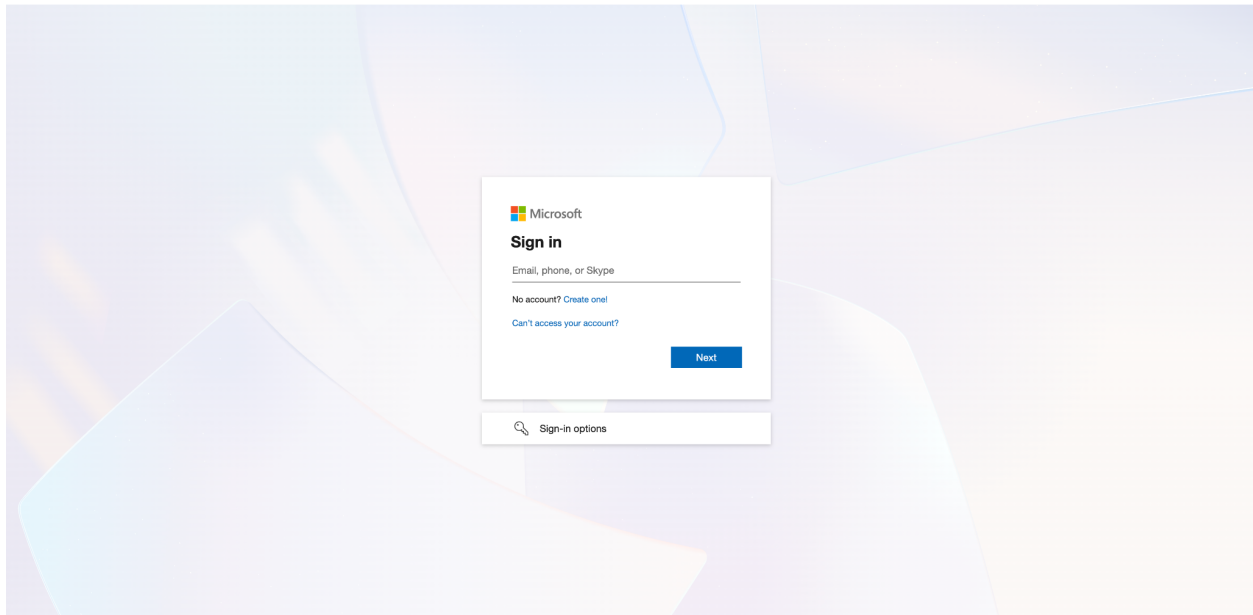
- PC : [https://console.mo.hdems.com/#/\[company domain\]](https://console.mo.hdems.com/#/[company domain])
- Mobile : [https://console.mo.hdems.com/#/m/\[company domain\]](https://console.mo.hdems.com/#/m/[company domain])

Procedure

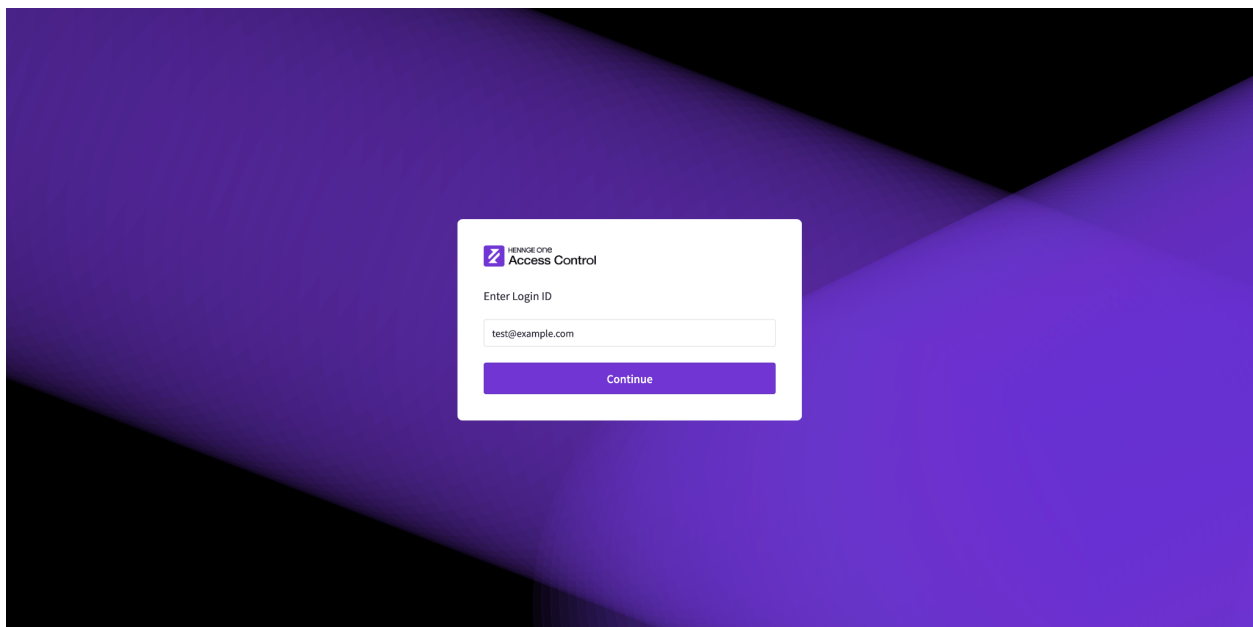
- ① Enter the Login URL above in the Search bar.



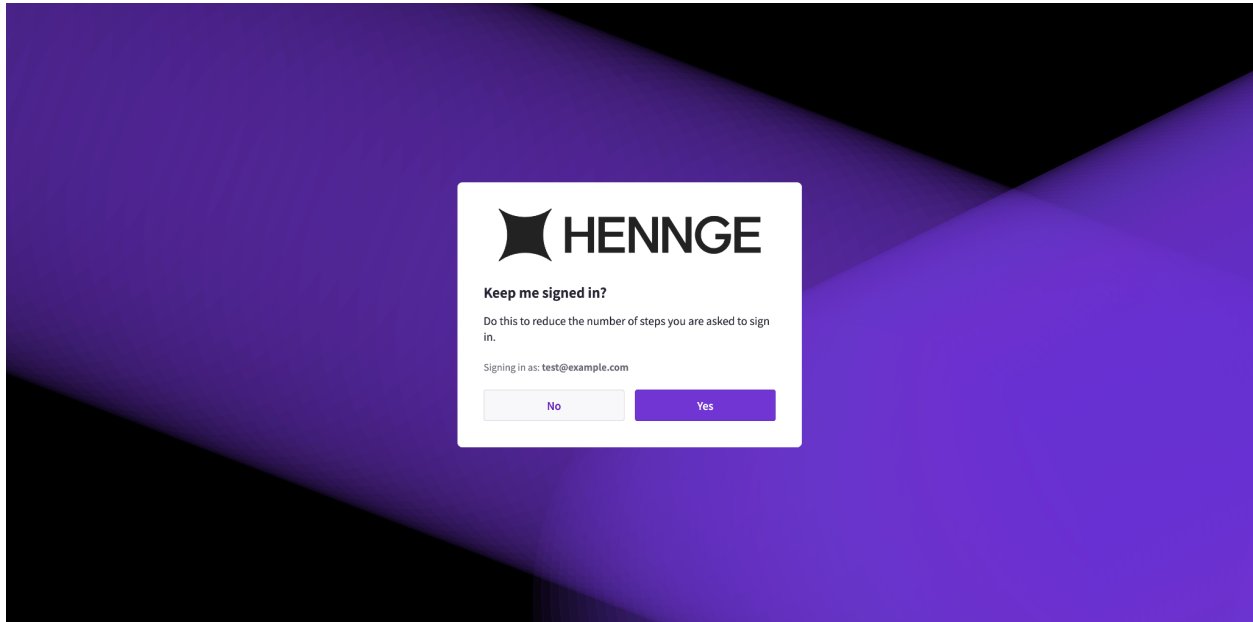
② Enter your UPN (the email address you use to log into Microsoft 365) in the input field.



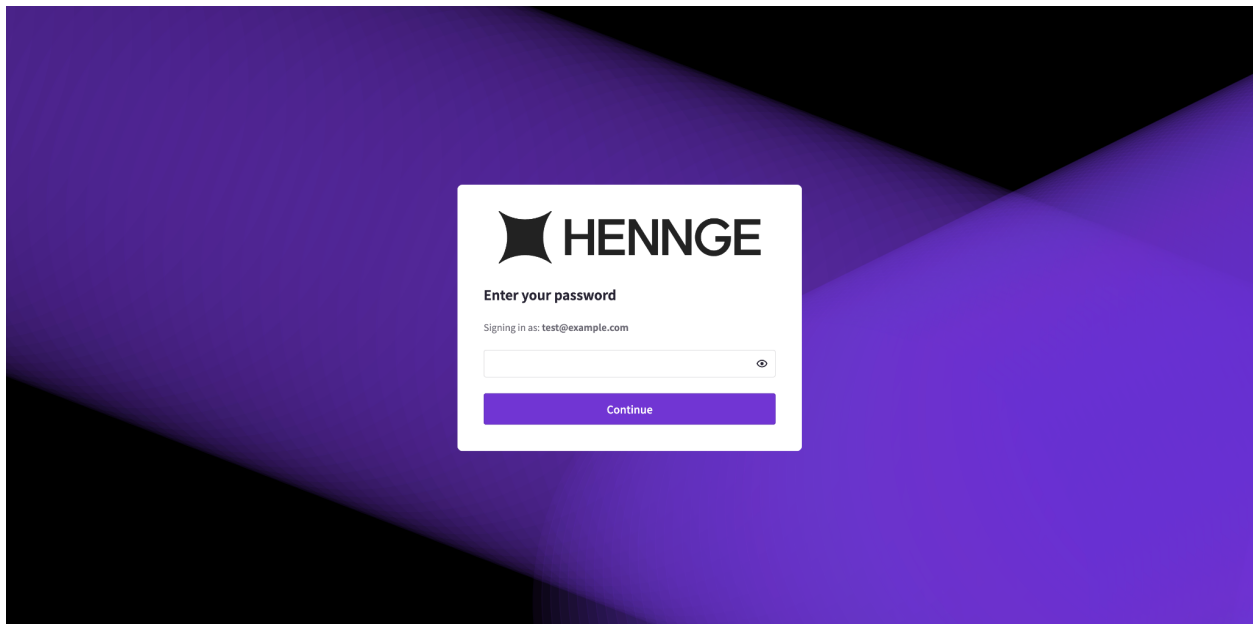
③ Enter your UPN (the email address you use to log into Microsoft 365) in the input field.



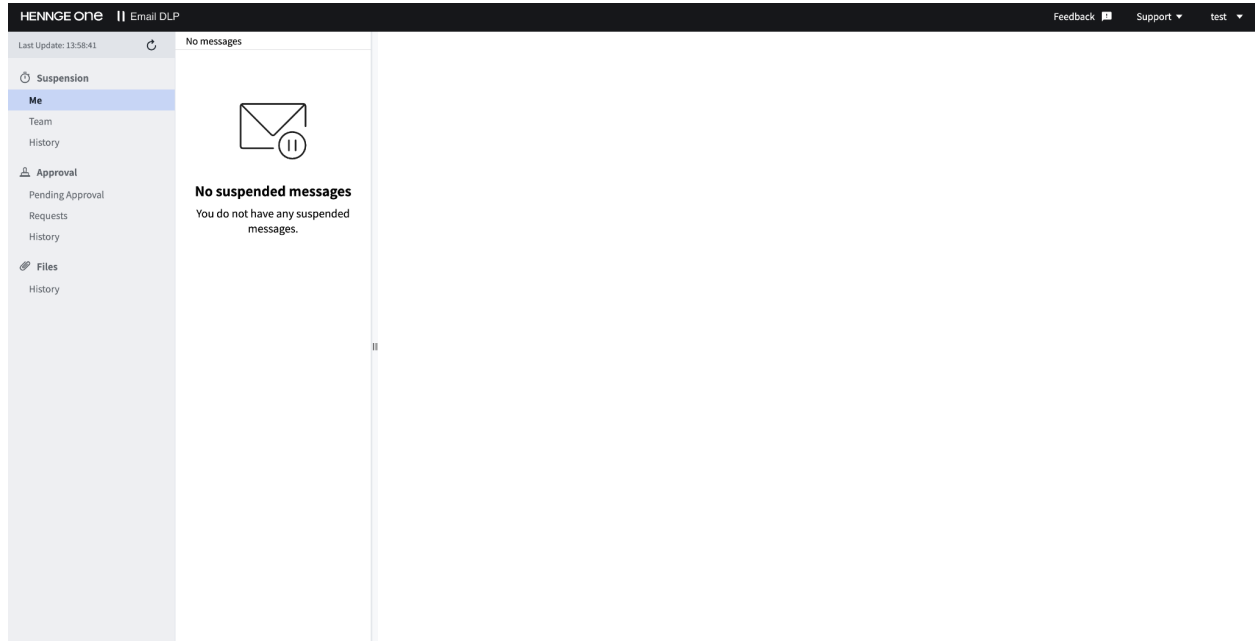
④ Click “Yes” .



⑤ Enter your password



⑥ Check if you access HENNGE Email DLP console



Login to HENNGE Email DLP from Microsoft 365

Description

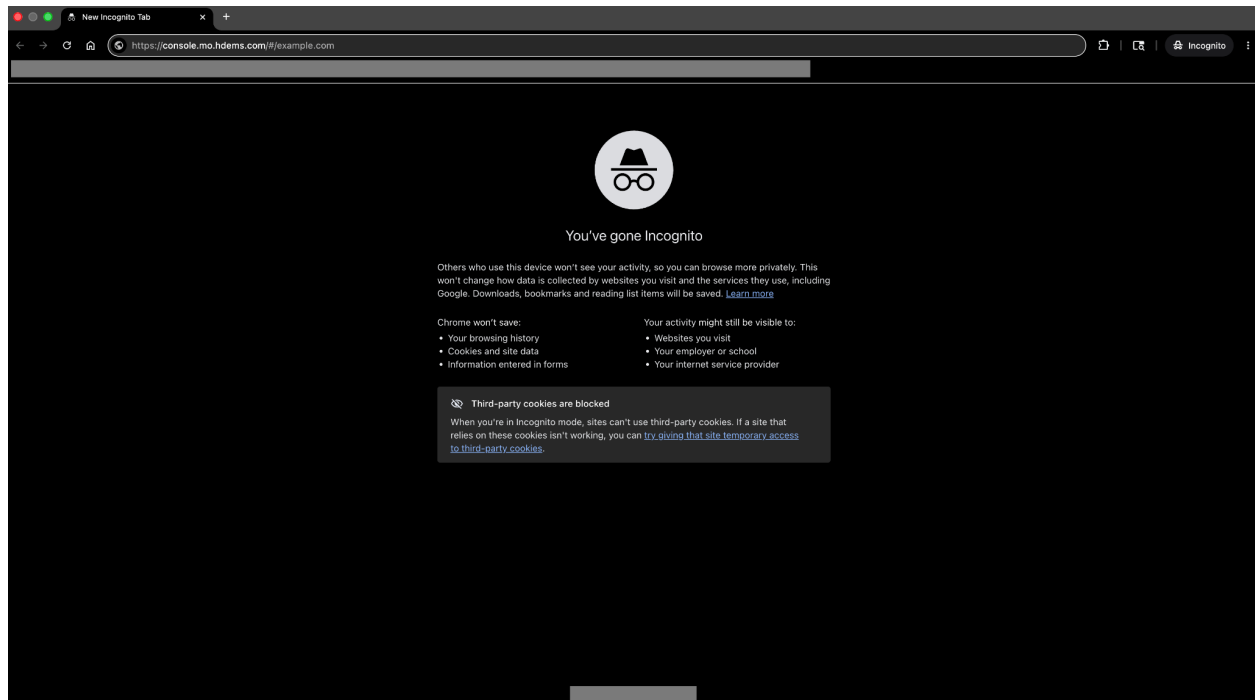
Customers will be redirected to the Microsoft 365 login page when accessing the URL below. Please enter your Microsoft 365 UPN and password to log in.

Login URL:

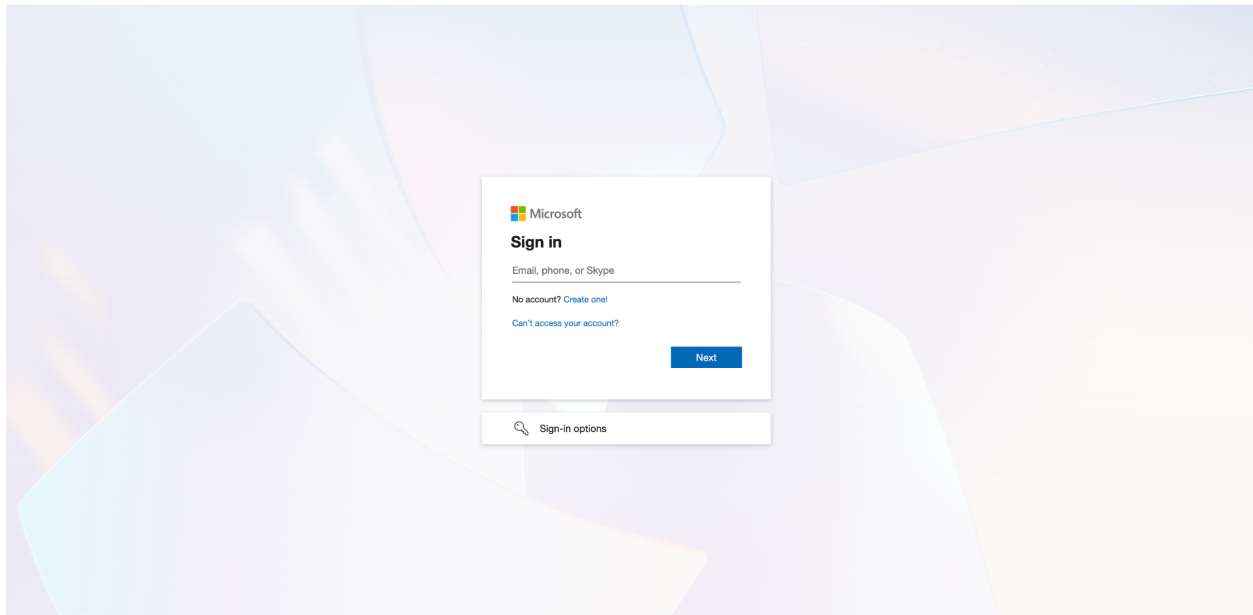
- PC : [https://console.mo.hdems.com/#/\[company domain\]](https://console.mo.hdems.com/#/[company domain])
- Mobile : [https://console.mo.hdems.com/#/m/\[company domain\]](https://console.mo.hdems.com/#/m/[company domain])

Procedure

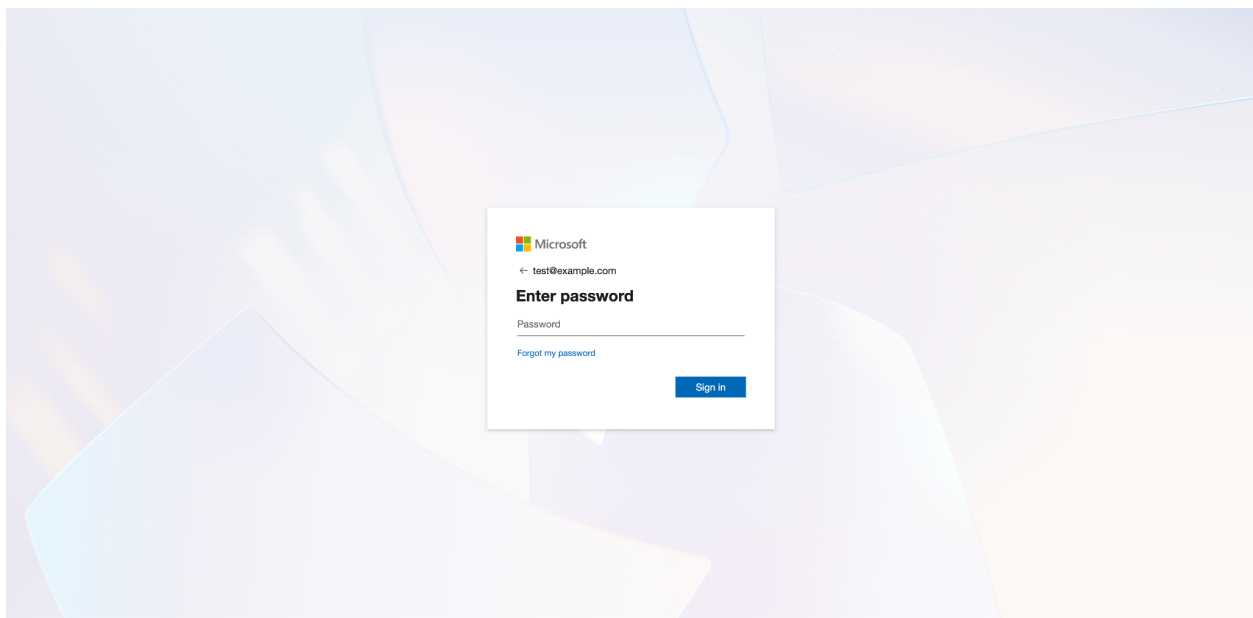
- ① Enter the Login URL above in the Search bar.



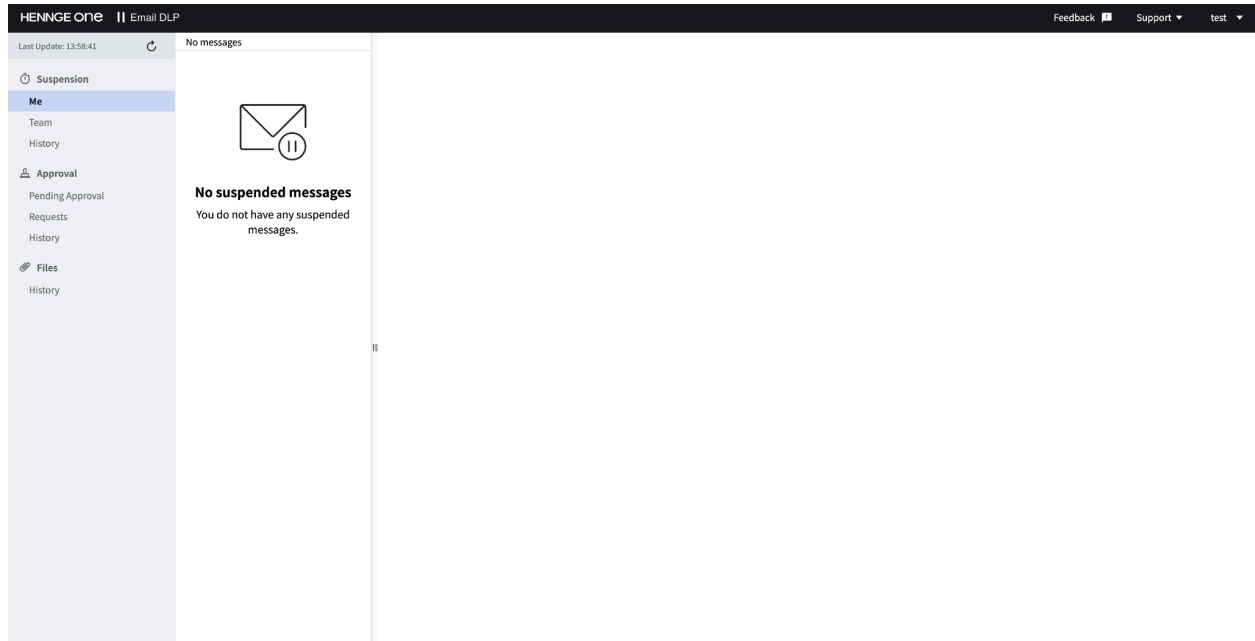
② Enter your UPN (the email address you use to log into Microsoft 365) in the input field.



③ Enter your Password in the input field.



④ Check if you access HENNGE Email DLP console



2. Basic Operation

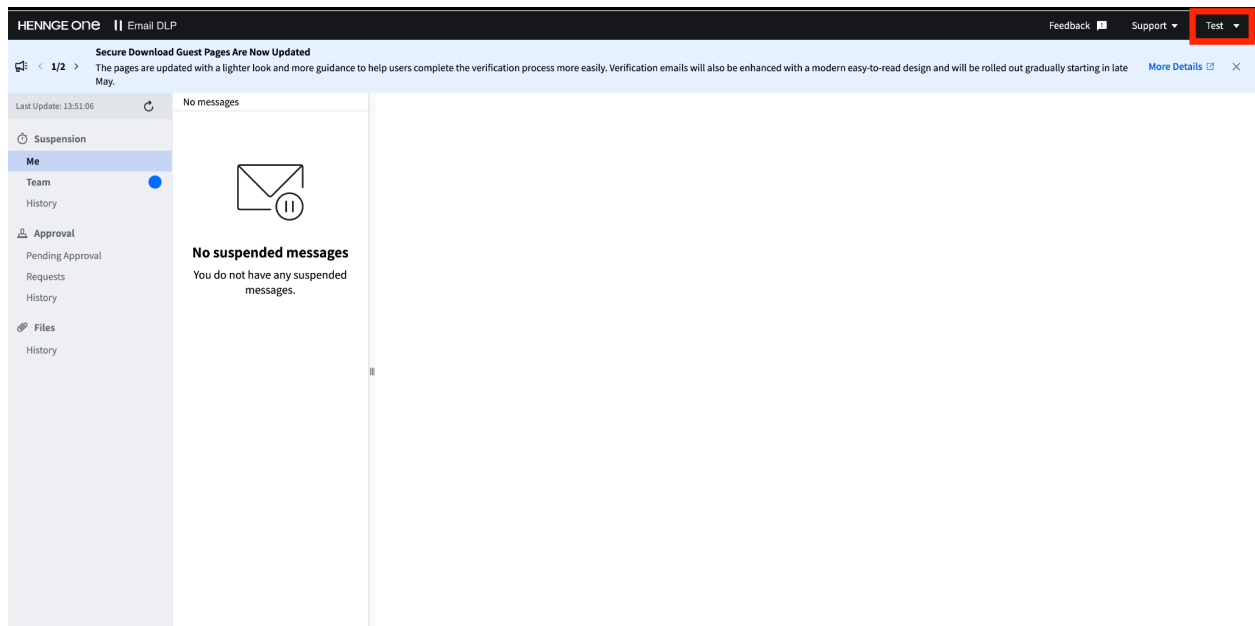
Description

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

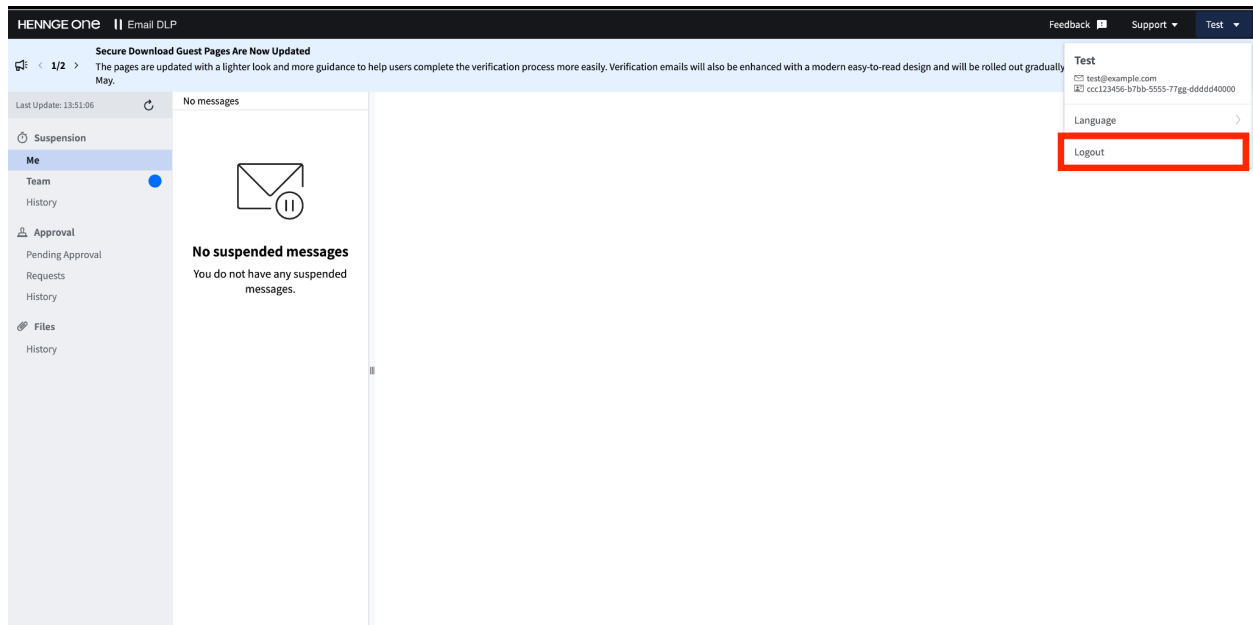
a. Logout from HENNGE Email DLP

Procedure

① Select the displayed username

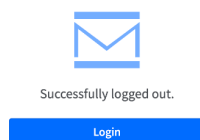


② Select [Logout].



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

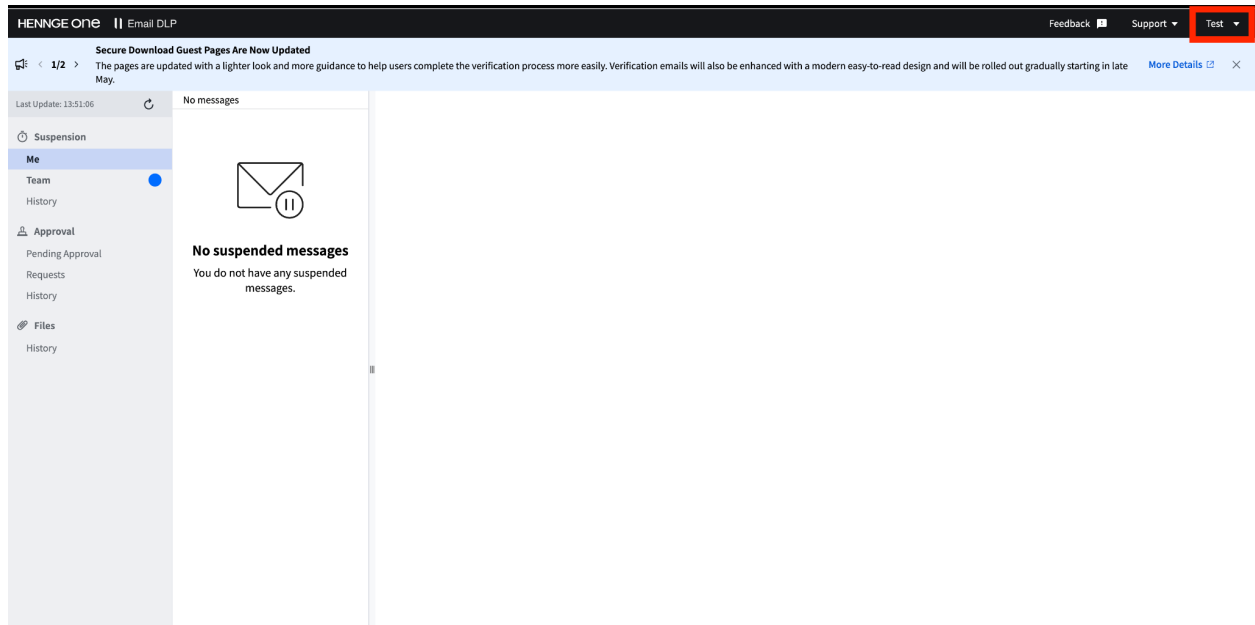
If you choose [Login] without logging out from Microsoft 365 open in the same browser, you will be logged in again with the same account.



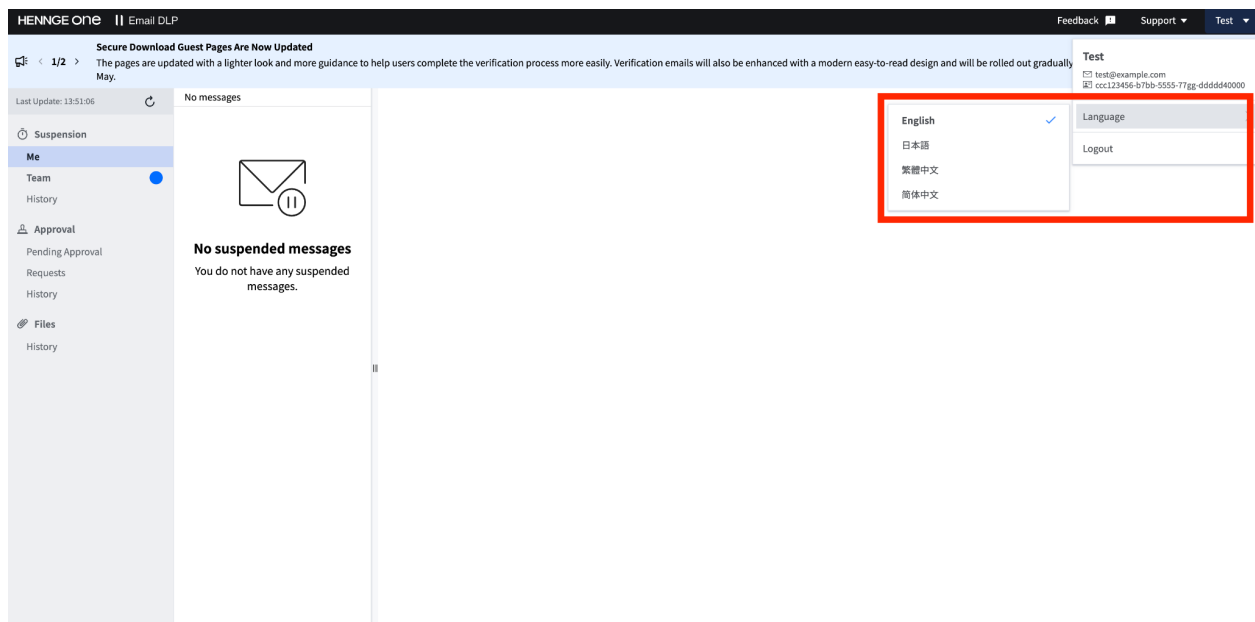
b. Change Language Setting

Procedure

① Select the displayed username



② Select [Language].



3. Send Email

Description

Emails sent from Outlook 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 Outlook 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

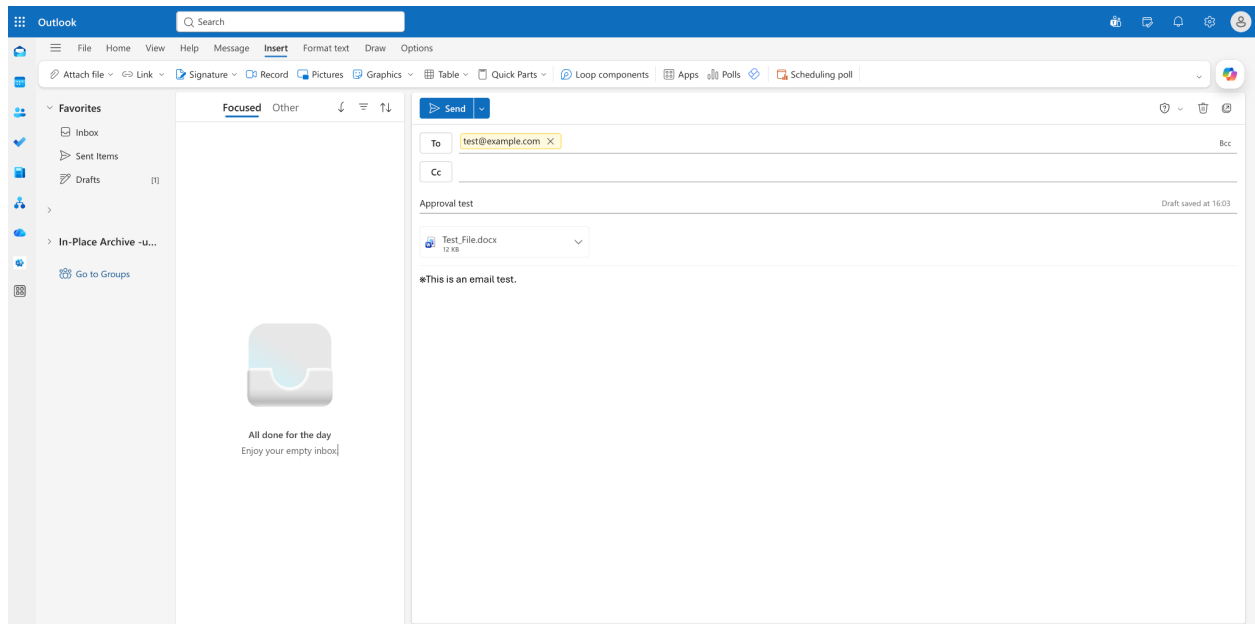
- The exact holding time is determined by your administrator's settings.
- Please note that email content cannot be modified within HENNGE Email DLP. Should you need to revise a message, please create a new email in Outlook or other email and resend it.

Procedure

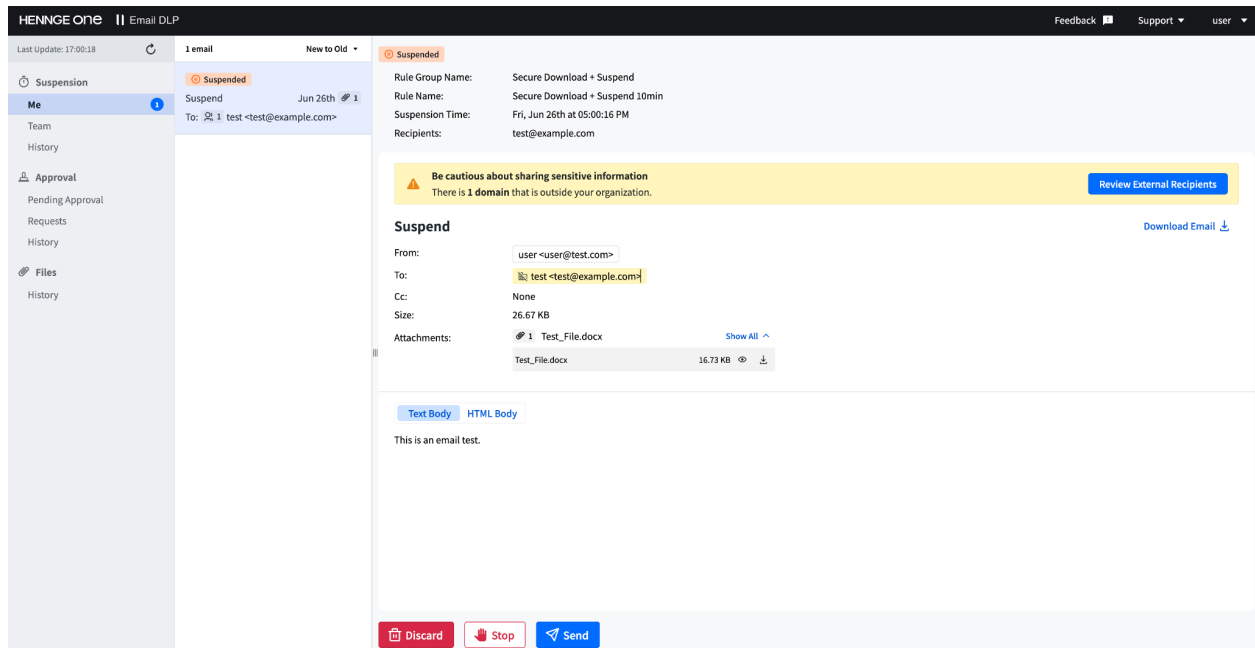
① Send the email from Outlook (Exchange Online)

There is no additional action required.

The user can send an email from Outlook 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

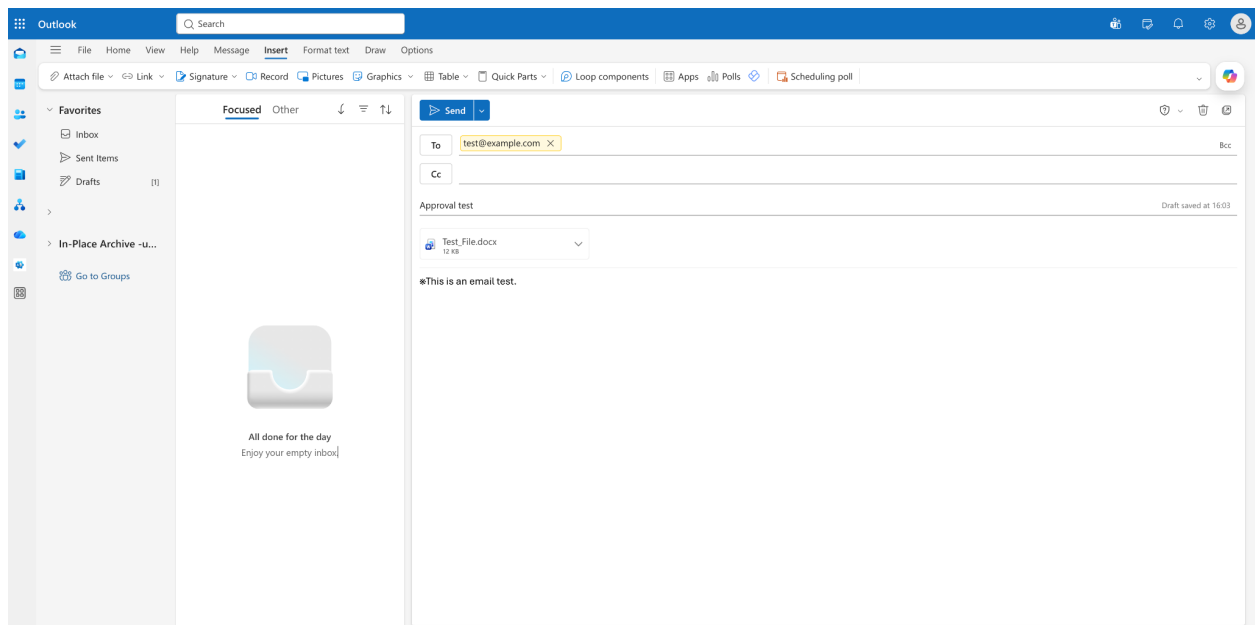
- You cannot manually send the email yourself. The email will only be sent after your approver reviews and approves it.
- If you change your mind or notice a mistake, you can cancel the email yourself at any time in the HENNGE Email DLP user console.
- If you are waiting too long or need an email to 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

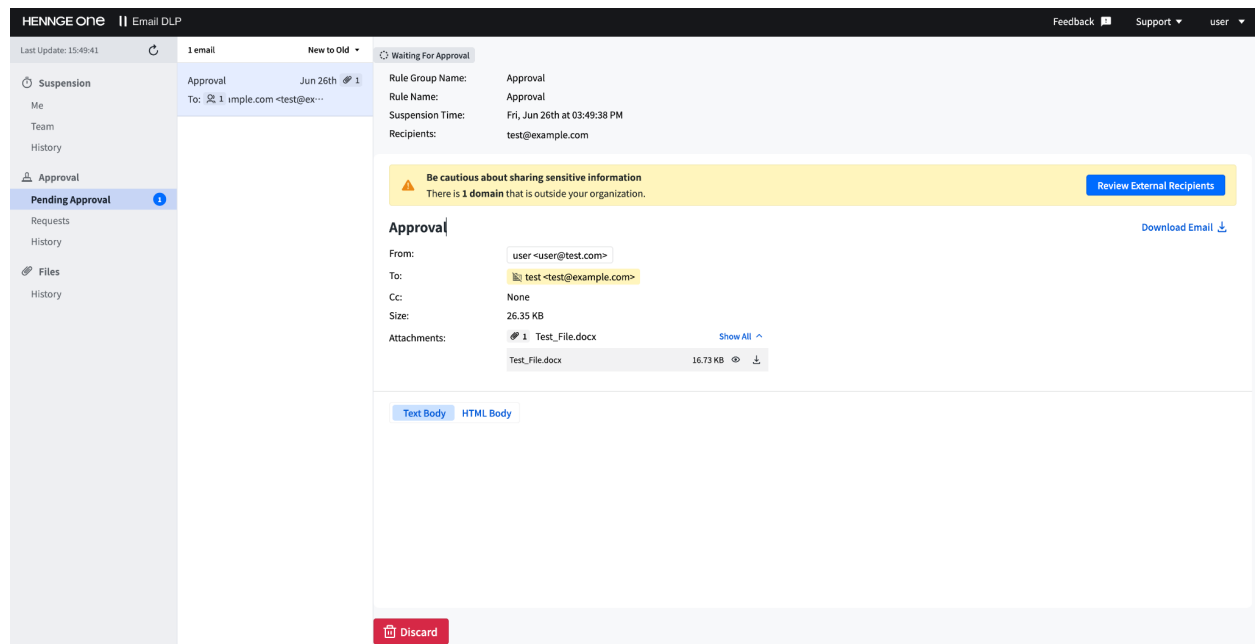
① Send the email from Outlook (Exchange Online)

There is no additional action required.

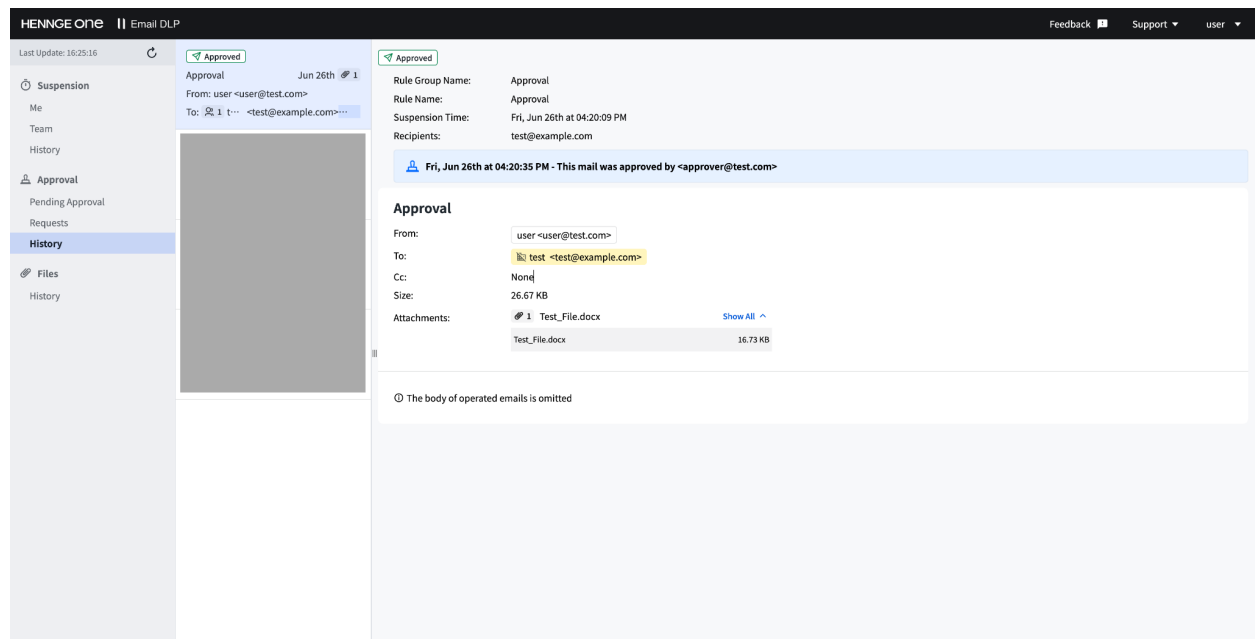
The user can send an email from Outlook to external as usual.



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

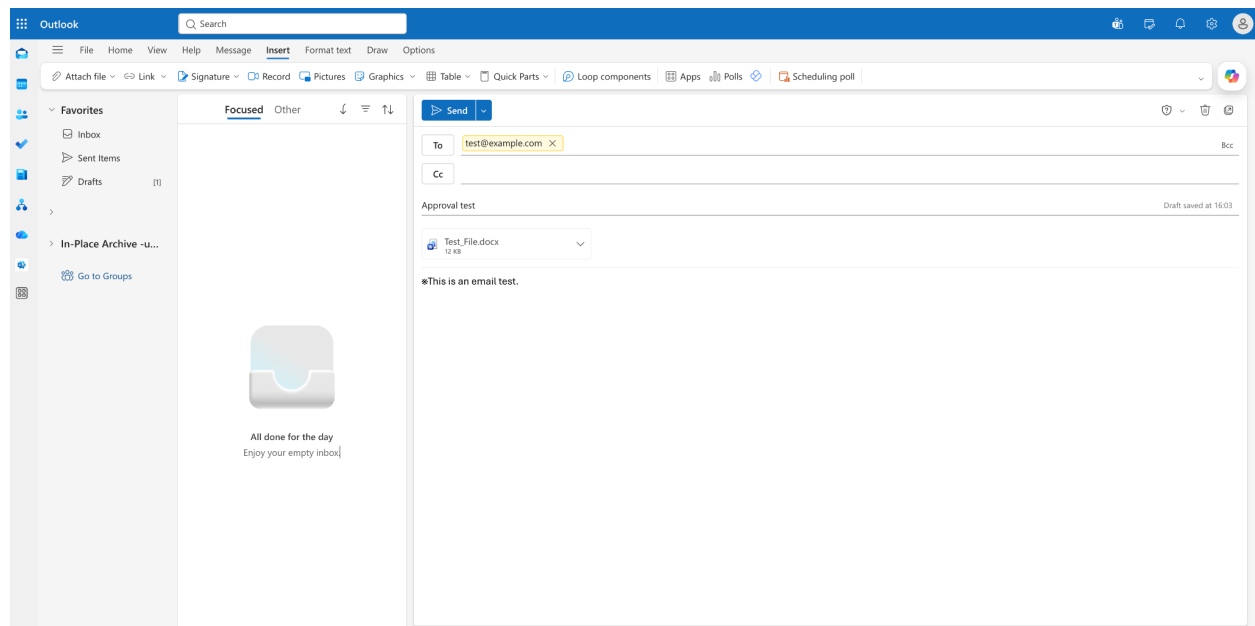
- The user cannot view automatically discarded emails in the HENNGE Email DLP user console.
- The user will receive a notification in your email box whenever an email is discarded due to a HENNGE Email DLP discard rule set by your administrator.
- If you want to know the reason for the discarded email,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

Procedure

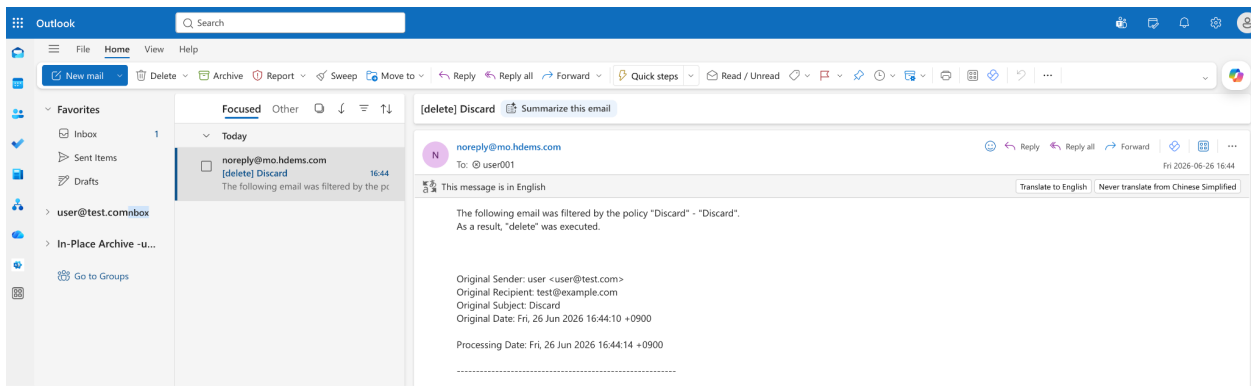
① Send the email from Outlook (Exchange Online)

There is no additional action required.

The user can send an email from Outlook 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 Outlook 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

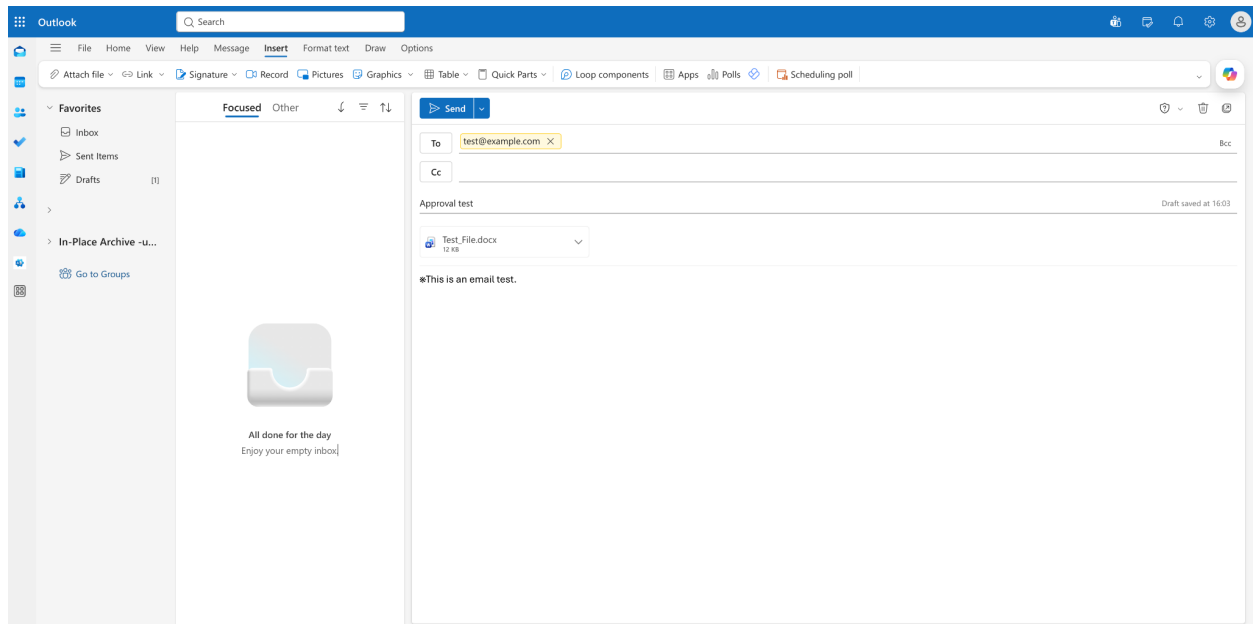
- The exact holding time is determined by your administrator's settings.
- Please note that email content cannot be modified within HENNGE Email DLP. Should you need to revise a message, please create a new email in Outlook or other email and resend it.
- The user can check the auto BCC email addresses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

Procedure

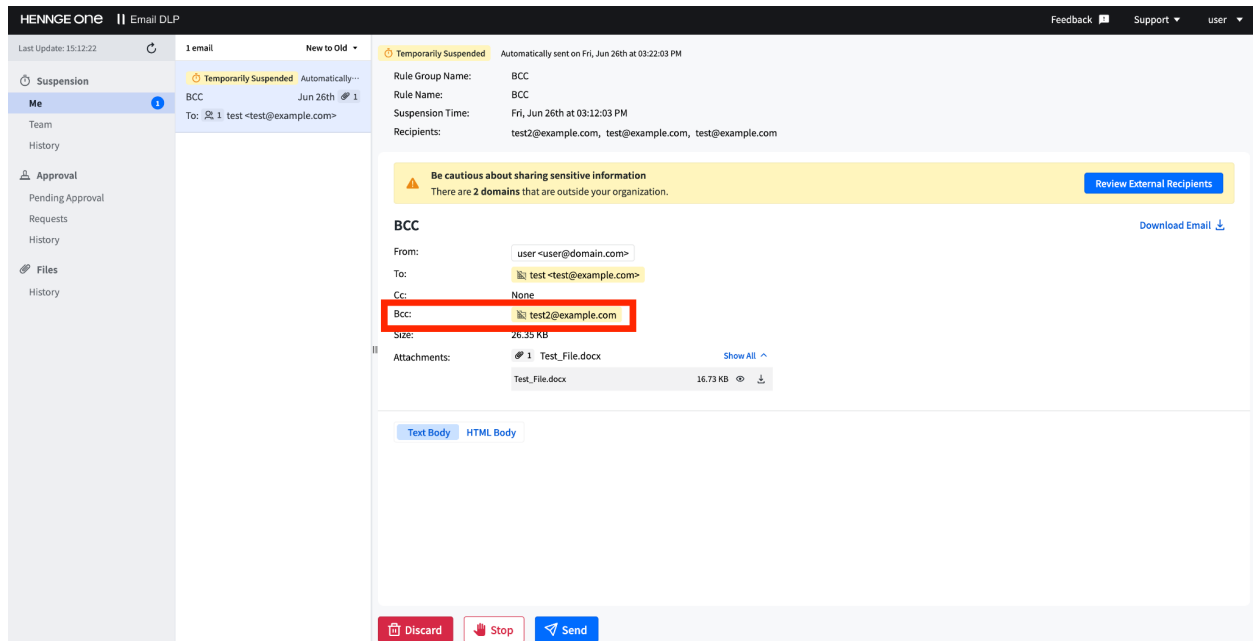
① Send the email from Outlook (Exchange Online)

There is no additional action required.

The user can send an email from Outlook 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 Outlook 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 Outlook 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](#)

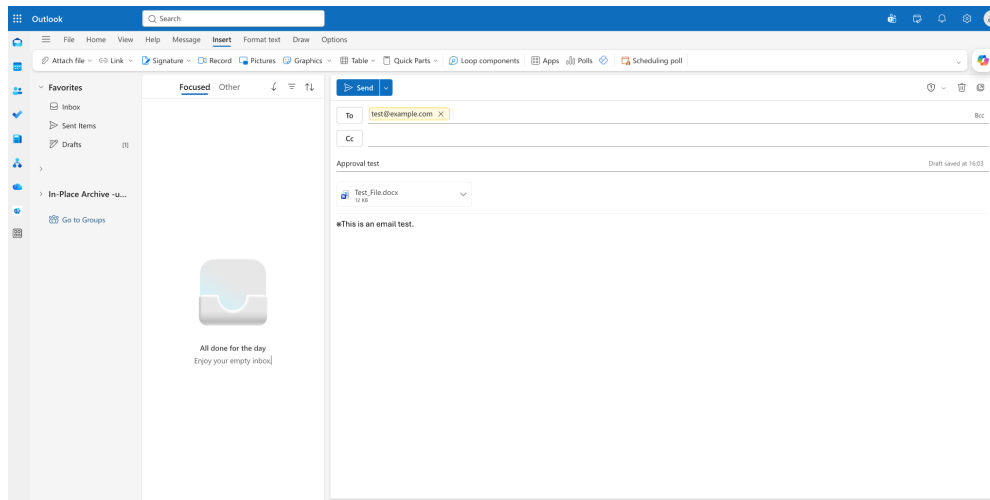
Procedure

How to send an attachment using HENNGE Email DLP

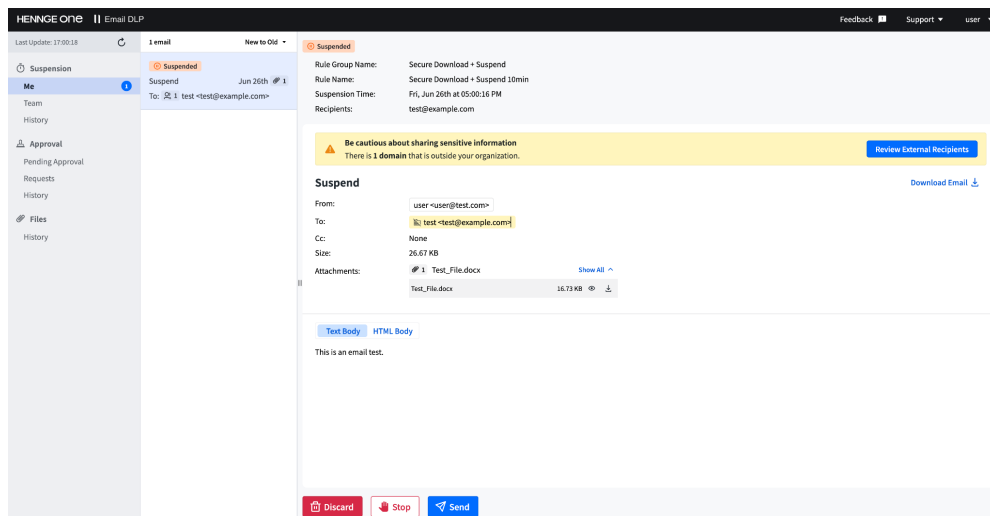
① Send the email from Outlook (Exchange Online)

There is no additional action required.

The user can send an email from Outlook 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 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.

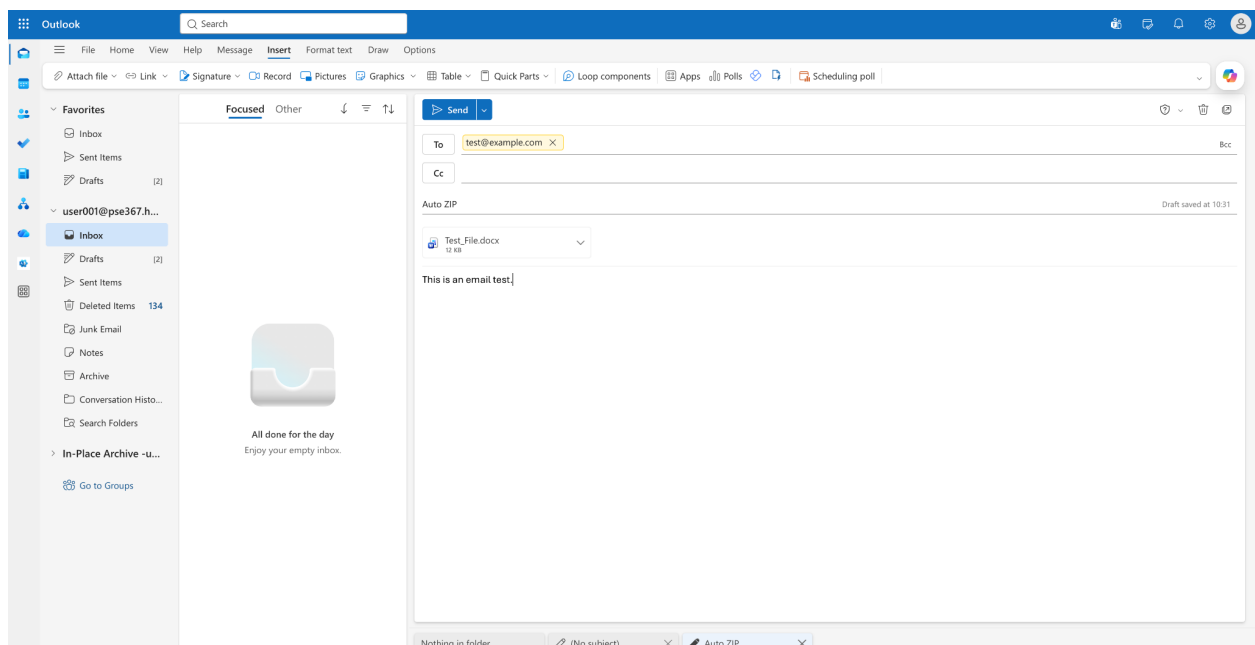
Procedure

How to send an attachment using HENNGE Email DLP

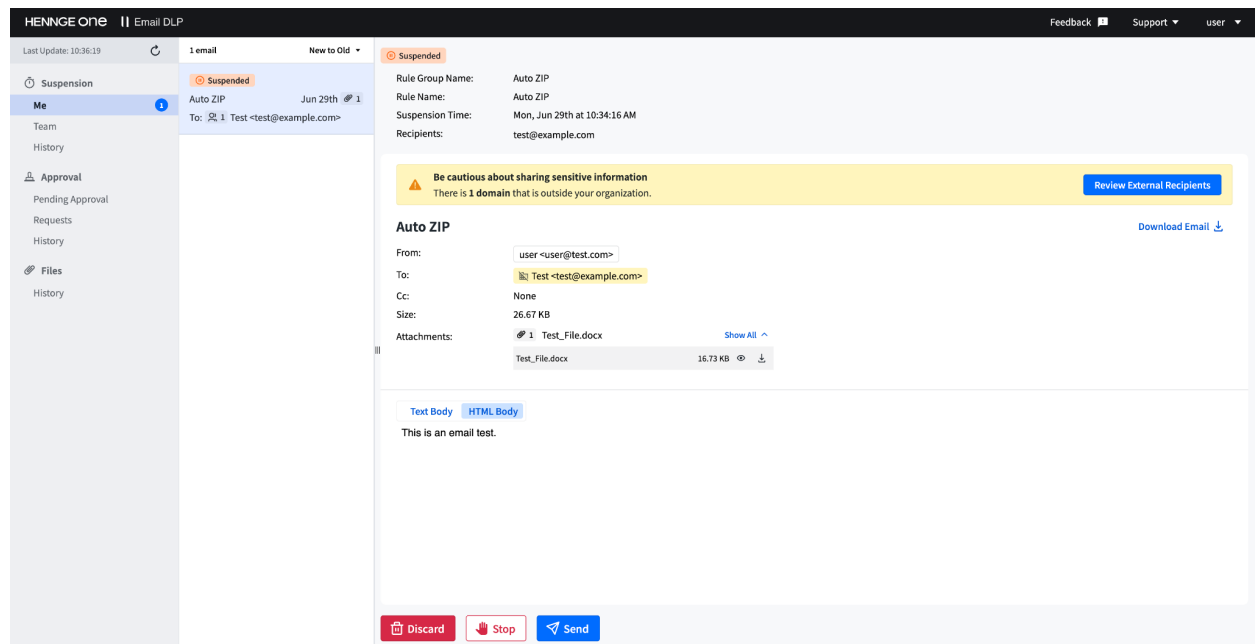
① Send the email from Outlook (Exchange Online)

There is no additional action required.

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



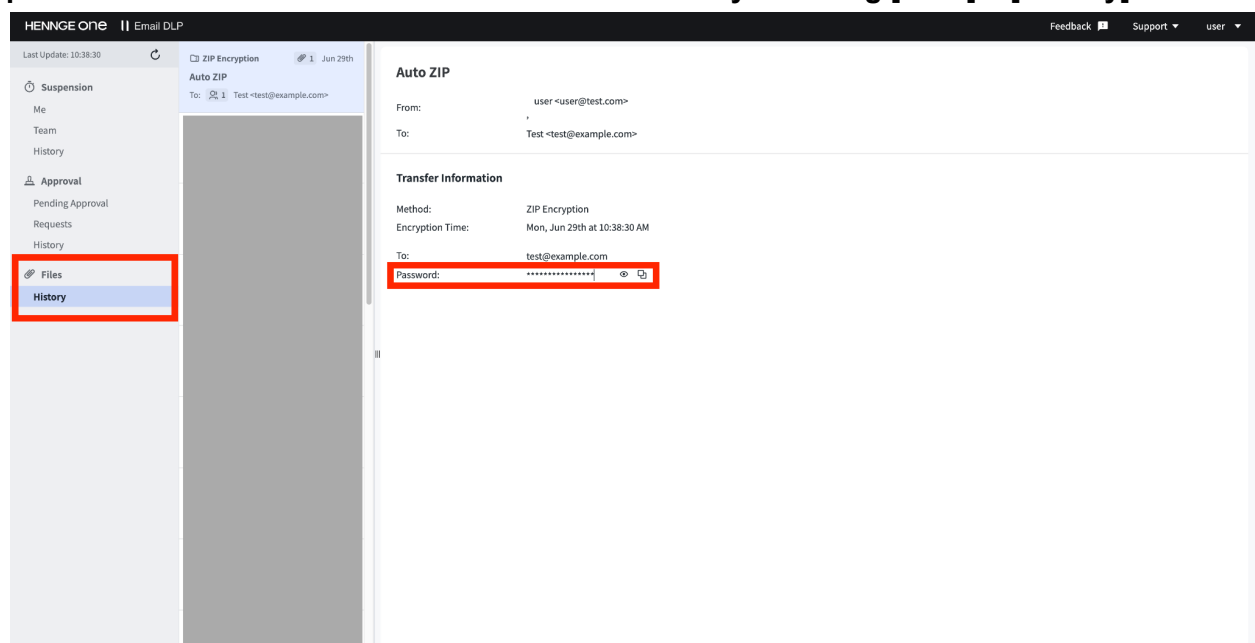
② (Optional) To check the email, access the HENNGE Email DLP user console and select [Suspension] > [Me]



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.

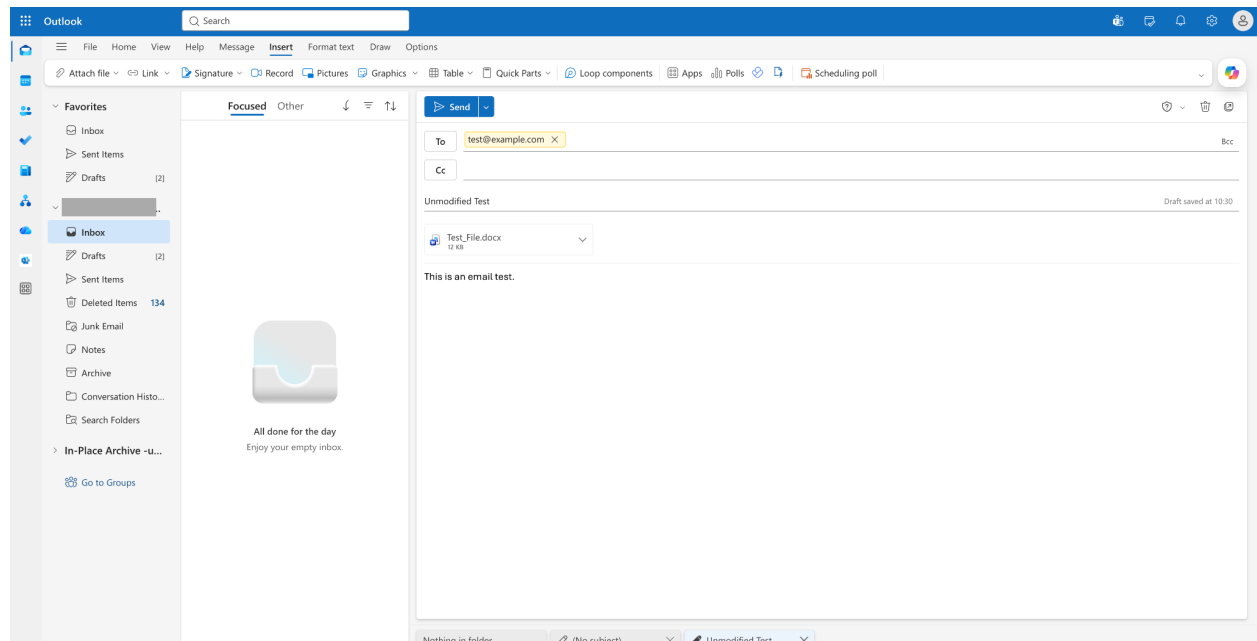
Procedure

How to send an attachment using HENNGE Email DLP

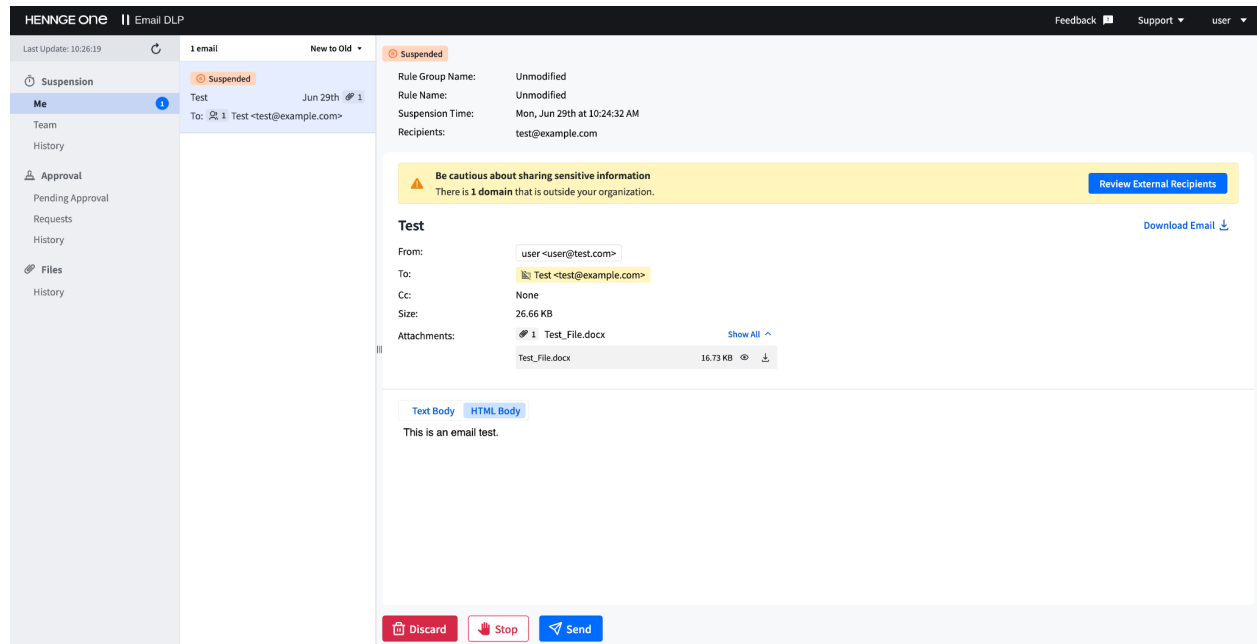
① Send the email from Outlook (Exchange Online)

There is no additional action required.

The user can send an email from Outlook 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 HENNGE Email DLP

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

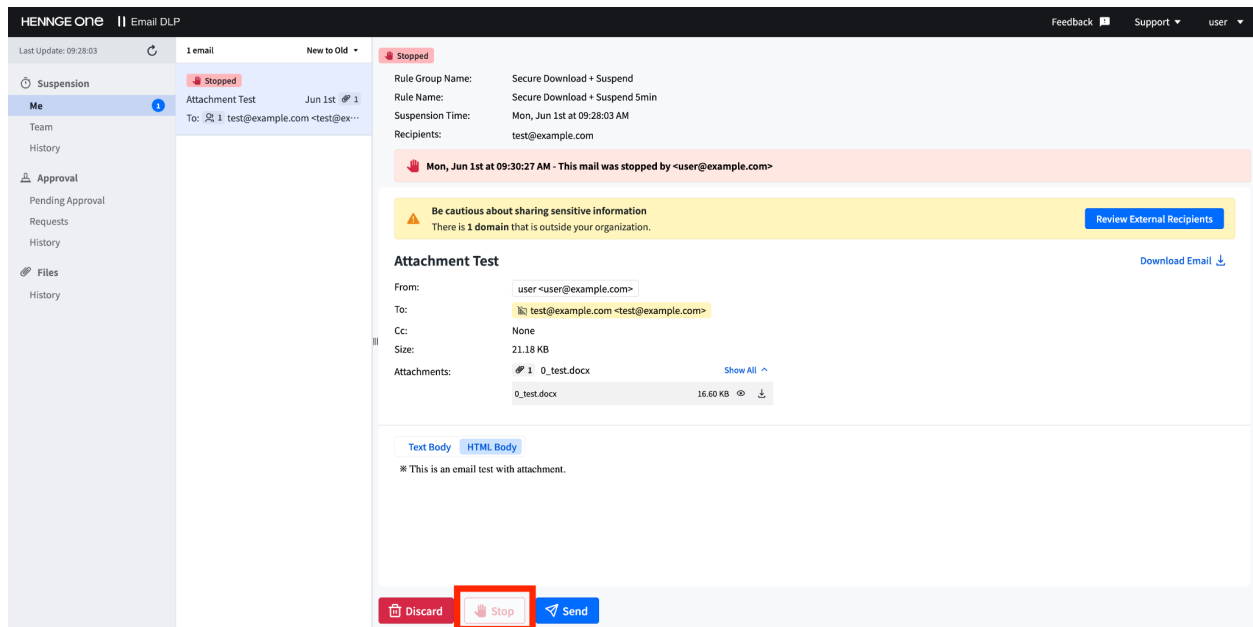
About how to access HENNGE Email DLP console, please refer to “ [Login to HENNGE Email DLP](#) ”.

The following actions are only available to be taken within the 5 minutes holding time.

a. Stop

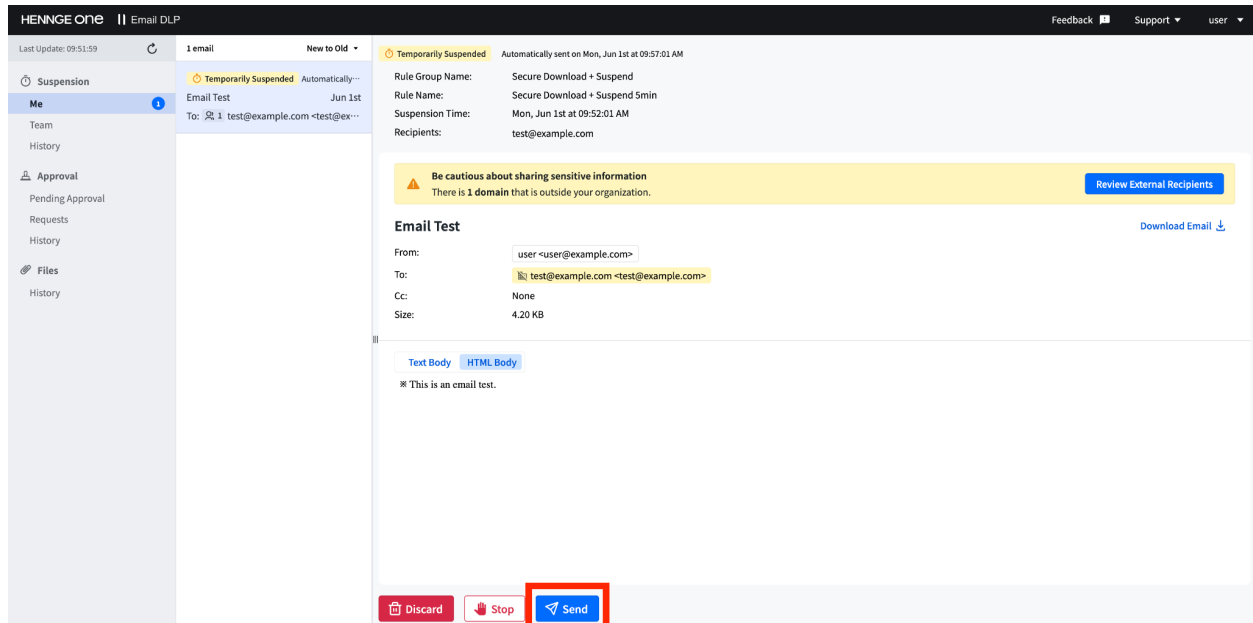
The user can manually stop an email from sending in the HENNGE Email DLP console to check its contents or control the sending time according to their preference.

If you manually stop the email from sending, you will be required to send it manually when you want to send it.



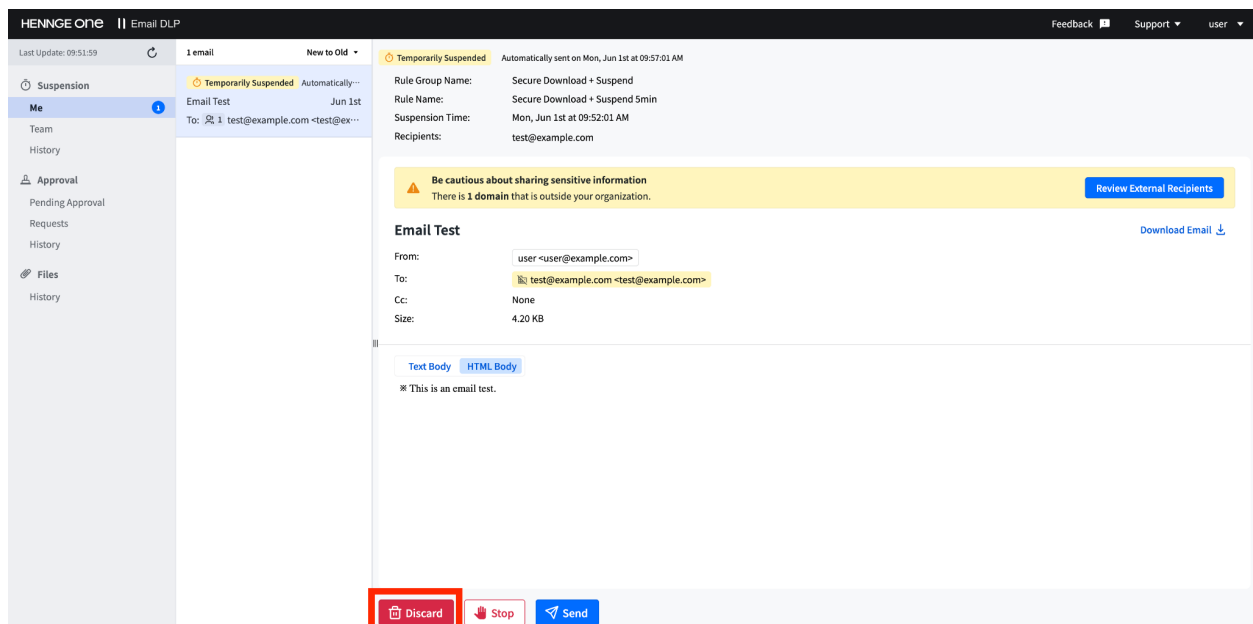
b. Manual send

The user can send the email manually according to your preference.
Please note that once you release the email, recalling the email is not available.



c. Delete

The user can delete (Discard) the email manually in HENNGE Email DLP console.
Please note that once you delete the email manually, recovering the email is not available.



6. Check the file history on HENNGE Email DLP

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

a. Check the file history

① Select [Files] - [History]

The screenshot shows the HENNGE ONE Email DLP interface. On the left sidebar, the 'History' tab is selected and highlighted with a red box. The main content area displays the details of an email titled 'Email Test'. Under the 'Transfer Information' section, the file '0_test.docx' is listed with a size of 12.13 KB and 1 download. The file name '0_test.docx' is highlighted with a red box.

Attachment's title

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

The screenshot shows the HENNGE ONE Email DLP interface. On the left sidebar, the 'History' tab is selected. The main content area displays the details of an email titled 'Email Test'. Under the 'Files' section, the file '0_test.docx' is listed with a size of 12.13 KB and 1 download. The '1 Download' link is highlighted with a red box. Below the file name, a table shows the download history with columns for 'Who', 'Where', and 'When'. The 'Who' column is highlighted with a red box.

Who	Where	When
test@example.com	000.000.00.000	06/01/2026 10:00:00

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

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, Approval, Files, and History. The main area displays details for an 'Email Test' sent to 'test@example.com'. Under 'Transfer Information', the 'Link Status' is 'Active'. At the bottom, a red button labeled 'DEACTIVATE DOWNLOAD LINKS' is highlighted with a red box.

Files		
0_test.docx	12.13 KB	1 Download ↓

② Check the link status

The screenshot shows the same HENNGE ONE Email DLP interface, but the 'Link Status' is now 'Deactivated'. A red box highlights the 'Deactivated' button next to the 'Link Status' label.

Files		
0_test.docx	12.13 KB	1 Download ↓