



DEDICATED SERVER

Getting started with **Letro**

Your organization's secure app for chats, Letters, and Workspaces. This guide walks you through signing in and setting up — step by step.

Welcome to Letro

Letro is your organization's secure communication app for chats, Letters, Workspaces, and formal communication. Setting up takes just a few minutes.

Before you begin

Your organization has already sent you three details. Keep them handy before opening the app:

- Your **Dedicated Server address**
- Your **PostNumber**
- Your **password**

Throughout this guide we use an example server address. Your organization's real address will be different — usually your organization's name followed by **.s.letro.com**.

northstar.s.letro.com

1 • Install Letro

If you don't have Letro yet, install it on your device, then return here. If it's already installed, continue to the next step.

iPhone / iPad

App Store

Android

Google Play

Web browser

app.letro.com

2 Open Letro

Open the Letro app on your phone. On the welcome screen, tap **Get Started**.

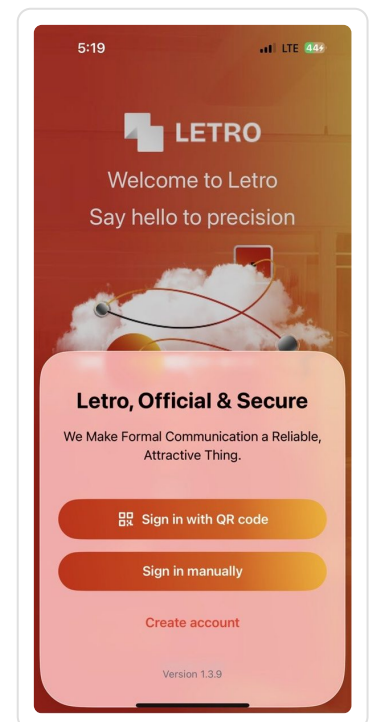
This opens the Letro sign-in options.



3 Choose "Sign in manually"

You'll see three options: **Sign in with QR code**, **Sign in manually**, and **Create account**.

Because your account already exists and you have your PostNumber and password, tap **Sign in manually**.

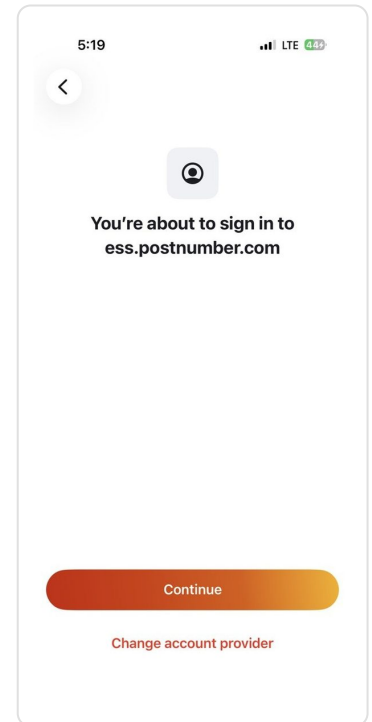


4

Change the account provider

Letro first shows the default **Letro Cloud** server. That's for Cloud users — as a Dedicated Server user, you connect to your own organization's server instead.

Tap **Change account provider**. This lets you enter the server address your organization sent you.



5

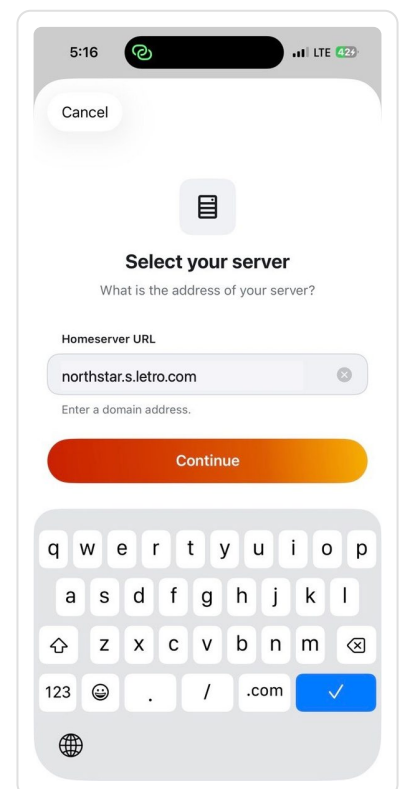
Enter your server address

On the **Select your server** screen:

1. Tap the **Homeserver URL** field.
2. Enter the Dedicated Server address we sent you.
3. Tap **Continue**.

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Tip: Use the real address from your organization — it usually starts with your organization's name and ends with **.s.letro.com**.

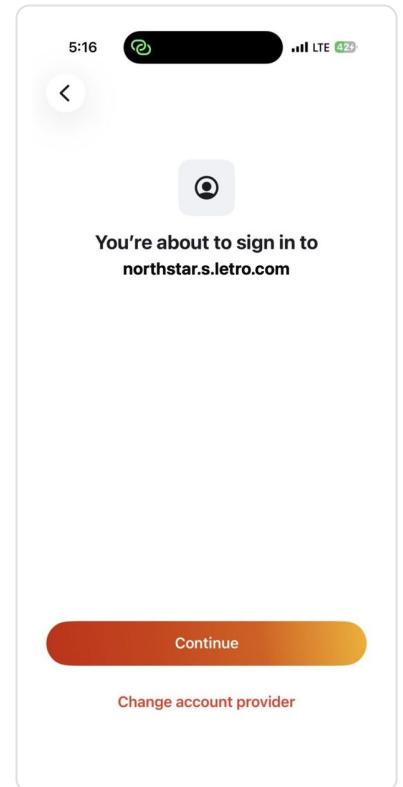


6

Confirm the server

Letro shows the server you're about to use. Check that the address matches the one your organization sent you.

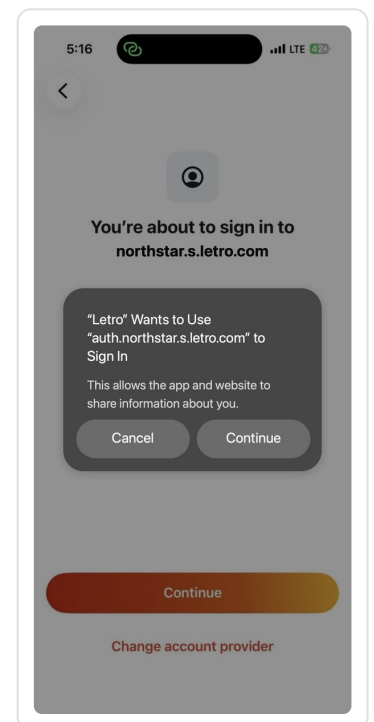
If it's correct, tap **Continue**. If not, tap **Change account provider** and enter the correct address.

**7**

Allow Letro to continue sign-in

Your phone may show a system message asking whether Letro can use the server sign-in page. Tap **Continue**.

This lets Letro securely continue signing in through your organization's authentication page.



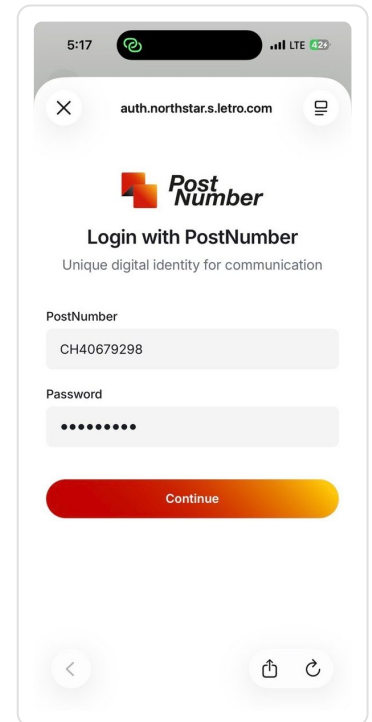
8

Sign in with your PostNumber

You'll see the **Login with PostNumber** page. Enter the details we sent you:

1. Enter your **PostNumber**.
2. Enter your **password**.
3. Tap **Continue**.

Good to know: Your PostNumber is your unique Letro identity — it's how you're recognized inside Letro.

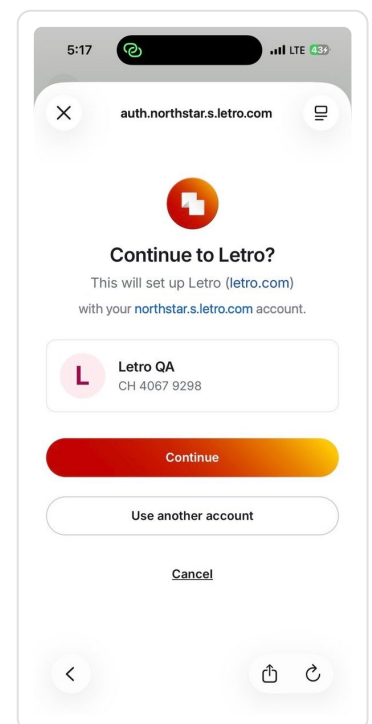


9

Continue back to Letro

Once your PostNumber and password are accepted, Letro asks you to continue back to the app.

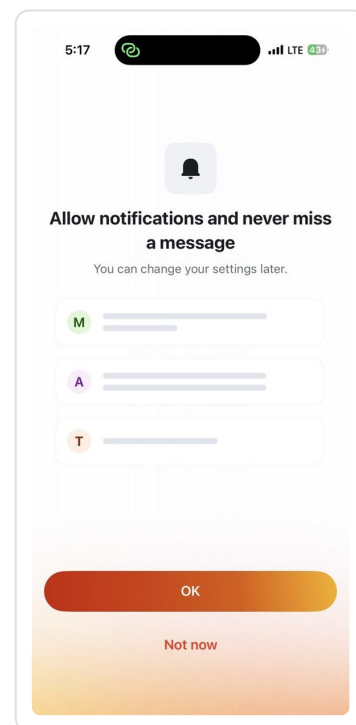
1. Confirm that the account shown is yours.
2. Tap **Continue**.



10 Allow notifications

Letro asks if you want to receive notifications. Tap **OK**. Your phone may then show a permission message — tap **Allow**.

Notifications keep you up to date with new messages, Letters, and important updates from your organization. You can change these settings anytime later.



11 You're now inside Letro

After sign-in, you arrive on the main Letro screen. Here are the main areas:

Desk

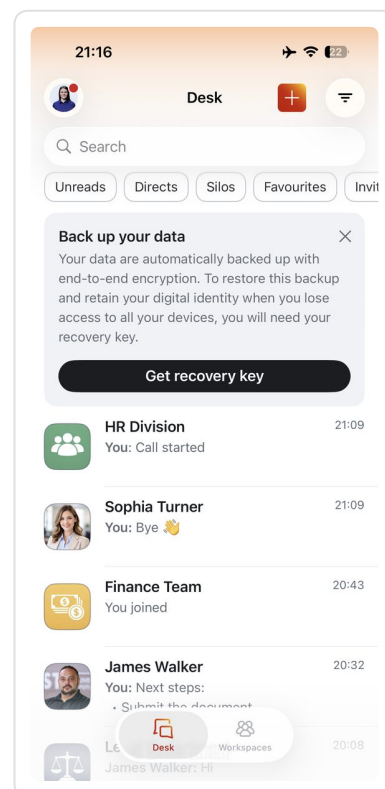
Your main communication area — direct chats, silos, invitations, unread items, and recent activity.

Letters

For formal communication that should feel official or important — notices, client communication, approvals, official replies, and key decisions.

Workspaces

Organize communication by team, client, or project. Your organization may use these to separate internal teams or sensitive work areas.



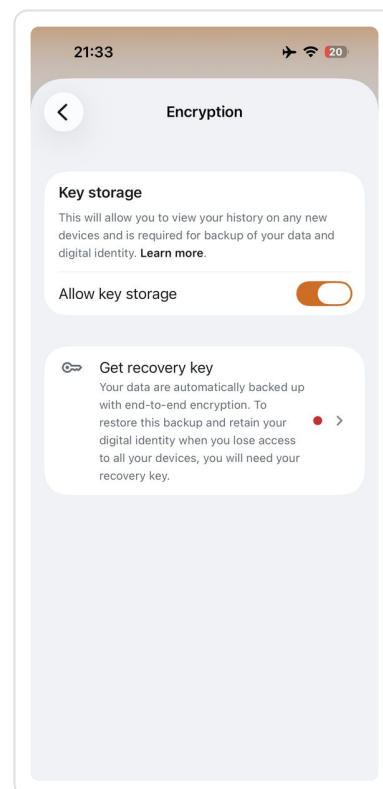
12 Back up your data

You may see a **Back up your data** prompt. This step is important. Letro uses end-to-end encryption, and backup lets you recover your encrypted messages if you lose your phone or sign in on a new device.

When prompted:

1. Tap the backup setup button, or open **Settings > Encryption**.
2. Follow the instructions.
3. Save your **recovery key** somewhere safe.
4. Never share your recovery key with anyone.

Don't skip this: without a backup, you may not be able to recover older encrypted messages later.

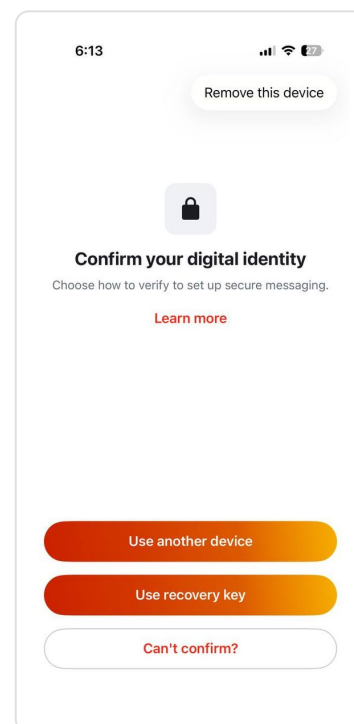


13 Add Letro on a new device

To use Letro on another phone or device, sign in again and verify the new device:

1. Install Letro on the new device, open it, and tap **Get Started**.
2. Tap **Sign in manually**.
3. If needed, tap **Change account provider** and enter your organization's server address.
4. Sign in with your **PostNumber** and **password**.
5. If asked to verify, approve the new device from a device you already use.
6. If you can't access your old device, use your **recovery key**.

Keep your recovery key safe. Without it, you may not be able to recover encrypted message history on a new device.



Need help?

If you can't sign in, check these first:

- Is the Dedicated Server address correct?
- Did you enter your PostNumber exactly as provided?
- Did you enter the correct password?
- Did you allow Letro to continue sign-in when your phone asked?

If the problem continues, contact your organization admin or Letro support.

Need more guidance?

For detailed help, answers to common questions, and the latest guides, visit the Letro Help Center. It's always up to date and available whenever you need it.

[Visit help.letro.com →](https://help.letro.com)