

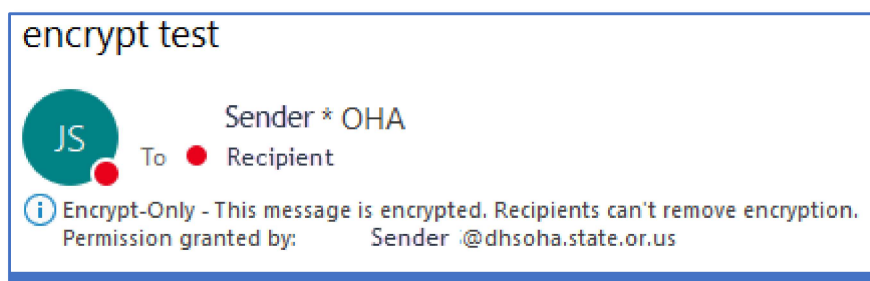
ODHS|OHA Office of Information Services

Receiving Encrypted email from ODHS|OHA

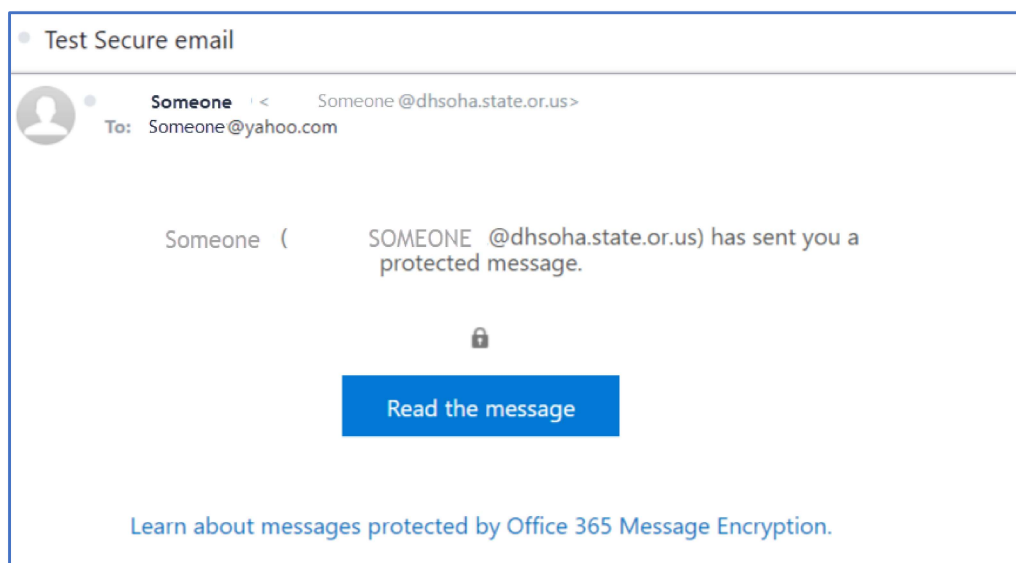
Sometimes we need to send an email with sensitive information in it. To keep that sensitive information safe, we need to send the email encrypted. At ODHS|OHA, we use Microsoft Outlook for our email client. Encrypting an email message in Outlook means it's converted from readable plain text into scrambled cipher text. Only the recipient who has the private key that matches the public key used to encrypt the message can decipher the message for reading. Any recipient without the corresponding private key, however, sees indecipherable text. These instructions will show you what to do if you receive an encrypted email from ODHS/OHA.

Receiving Encrypted email from ODHS|OHA

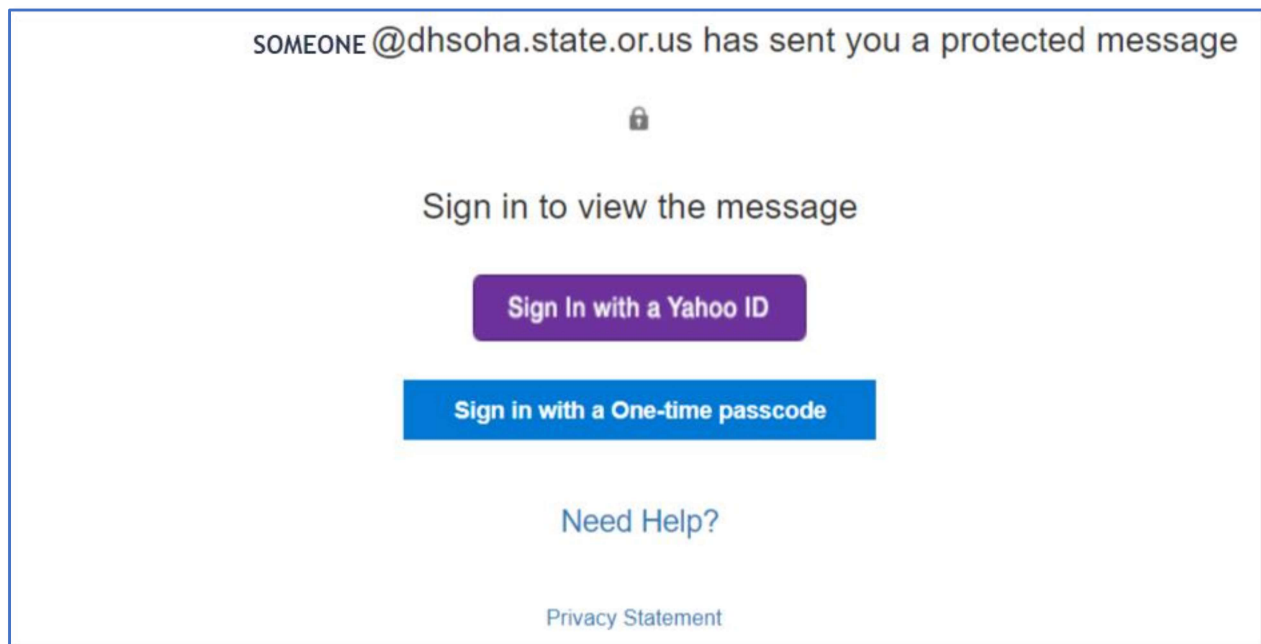
If someone from ODHS/OHA sends you an encrypted email, and you are using a Microsoft 365 email account in Outlook or Outlook on the web, Outlook will automatically decrypt the email message. You will notice a note at the top of your email saying that it is an encrypted email like below.



If someone from ODHS|OHA sends you an encrypted email, and you are not using Microsoft 365 as your email client, you will get an email that looks something like the one below.

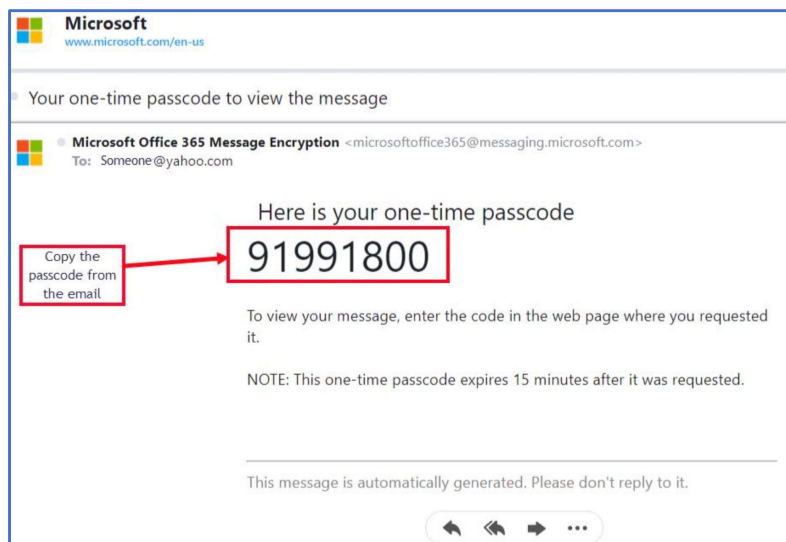


Clicking the “**Read the message**” box, you will be presented with a screen similar to the one below, (this example is from a Yahoo account. Other email clients may have a different sign in button).



Once you have logged into your email, the next encrypted email you receive from the same person will not need to validate your credentials, but will open right up until you close the email client down.

If you choose the “**Sign in with a One-time passcode**” option, Microsoft will send you a new email with a code that you will need to enter in order to read your message.



Copy the passcode sent in the email and paste it into the screen that came up when you clicked the **“Sign in with a One-time passcode”** option.

We sent a one-time passcode to [SOMEONE@yahoo.com](#).

Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.

One-time passcode

☐ This is a private computer. Keep me signed in for 12 hours.

[Continue](#)

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).

Message Encryption by Microsoft Office 365

Annotations:

- Paste the passcode you received from the email here
- There may be a checkbox that will keep you signed in for 12 hours
- Click Continue after entering passcode to read the encrypted email.

If you click the 12 hour checkbox, then each encrypted email you get from the same sender, for those 12 hours will allow you to go straight to the email without needing a passcode.

Message Forwarding Restriction

If you are unable to forward a message you receive from ODHS|OHA, it is because the sender has prevented forwarding of the email message. You will notice that the forward option is grayed out.

