

ODHS|OHA Office of Information Services Receiving Encrypted email from ODHS|OHA

Sometimes ODHS|OHA must send emails with sensitive information. To keep this information safe, we must send encrypted emails. Currently, we use Microsoft Outlook as our email client. Encrypting an email message in Outlook means it's converted from readable plain text into scrambled cipher text.

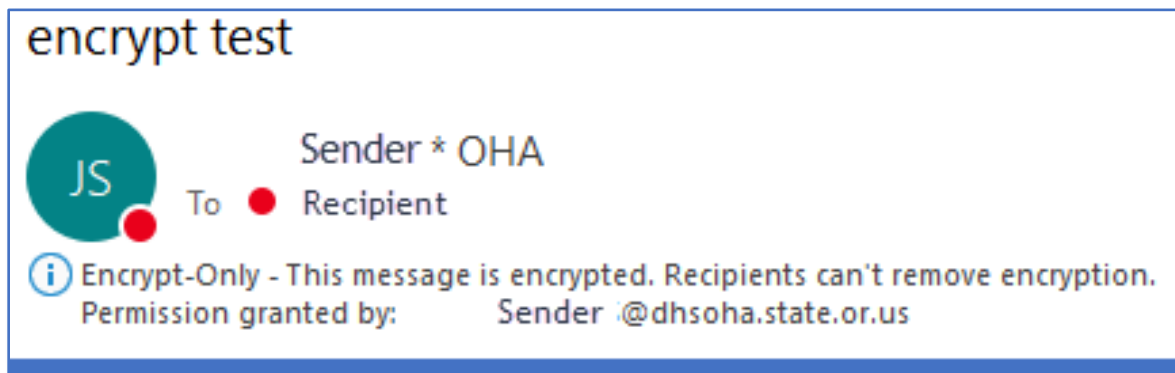
Only the recipient who has the private key that matches the public key, which is used to encrypt the message, can decipher and read the email. Any recipient without the corresponding private key can only see indecipherable text.

These instructions will show you what to do if you receive an encrypted email from ODHS|OHA. You can also watch [this instructional video](#) for step-by-step instructions.

Receiving Encrypted Email from ODHS|OHA

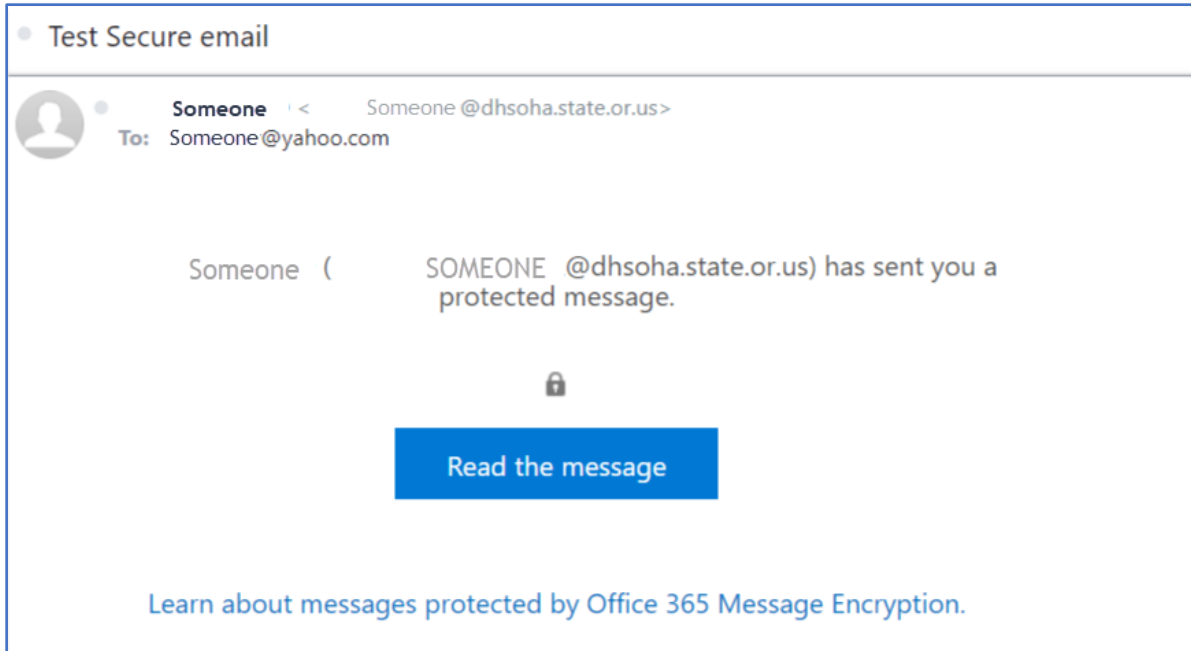
If someone from ODHS|OHA sends you an encrypted email, and you are using a Microsoft 365 email account in Outlook or Outlook on the web, Outlook will automatically decrypt the email message.

You will see a message at the top of your email stating you received an encrypted email.



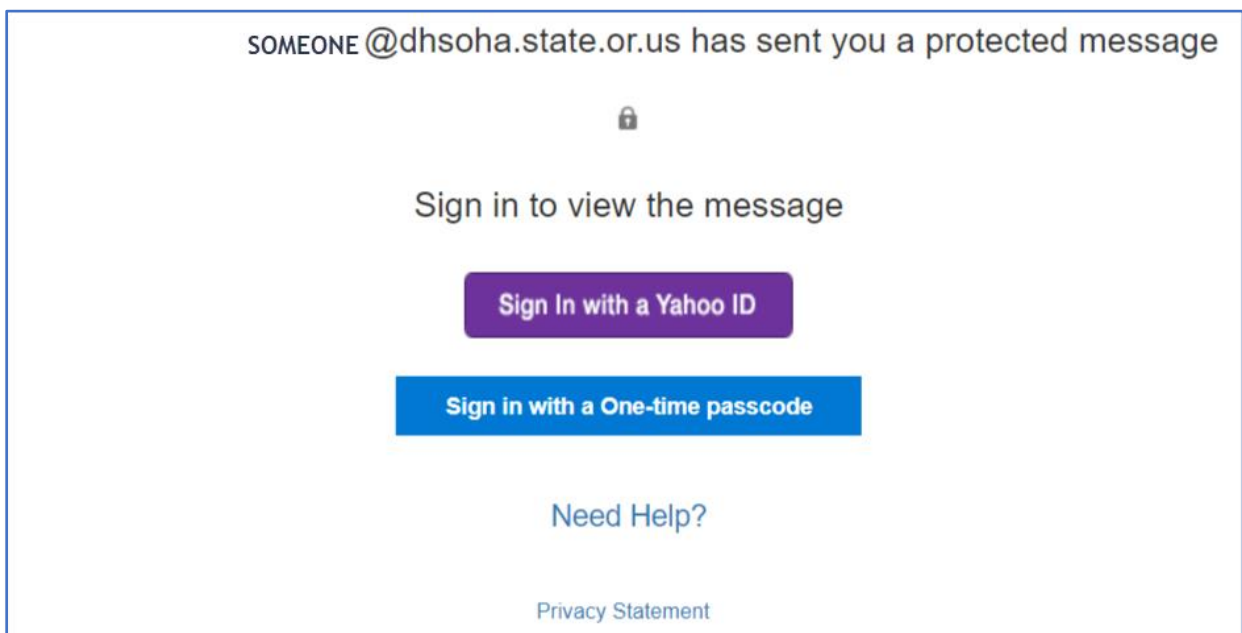
If someone from ODHS|OHA sends you an encrypted email, and you **are not** using a Microsoft email account, you will get a secure email that looks similar to the one below.

Click the **“Read the message”** box. (This example is from a Yahoo account. Other email clients may have a different sign in button.)

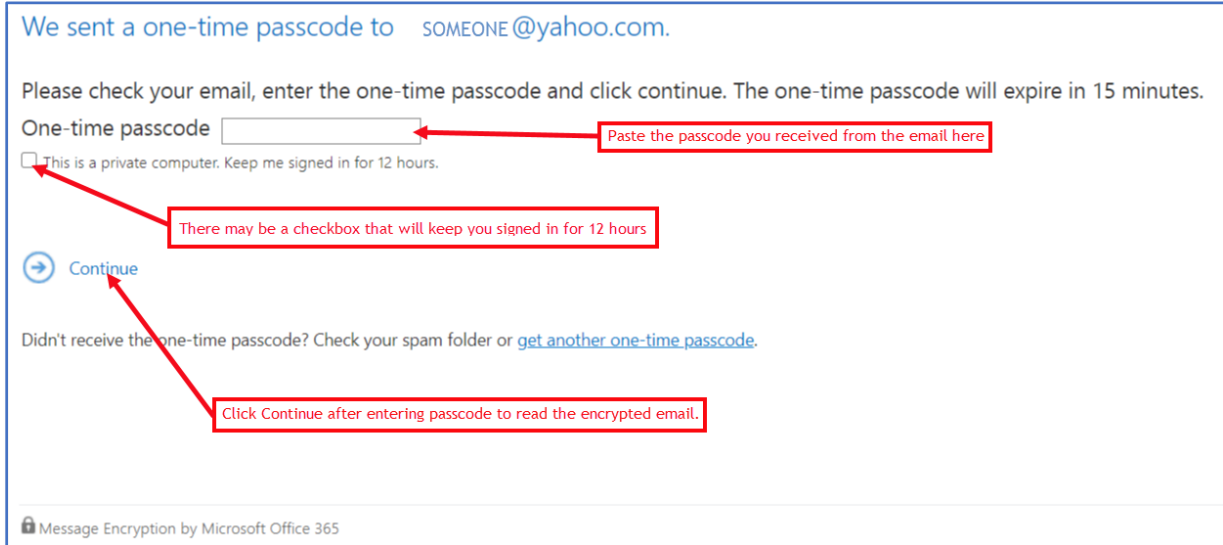


Once you have logged into your email, you will **not** need to validate your credentials the next time you receive an encrypted email from the same person. (Instead, it will open until you close the email client down.)

If you choose the “**Sign in with a One-time passcode**” option, Microsoft will send you a new email with a one-time passcode.



The one-time passcode will be sent to your email and will expire in 15 minutes. If you click the **“This is a private computer. Keep me signed in for 12 hours,”** box, then you will not need to enter a passcode to read any other encrypted emails from ODHS|OHA for the next 12 hours.



Message Forwarding Restriction

If you are unable to forward a message you receive from ODHS|OHA, you will see the **“Forward”** option grayed out, and you will not be able to forward the email.

