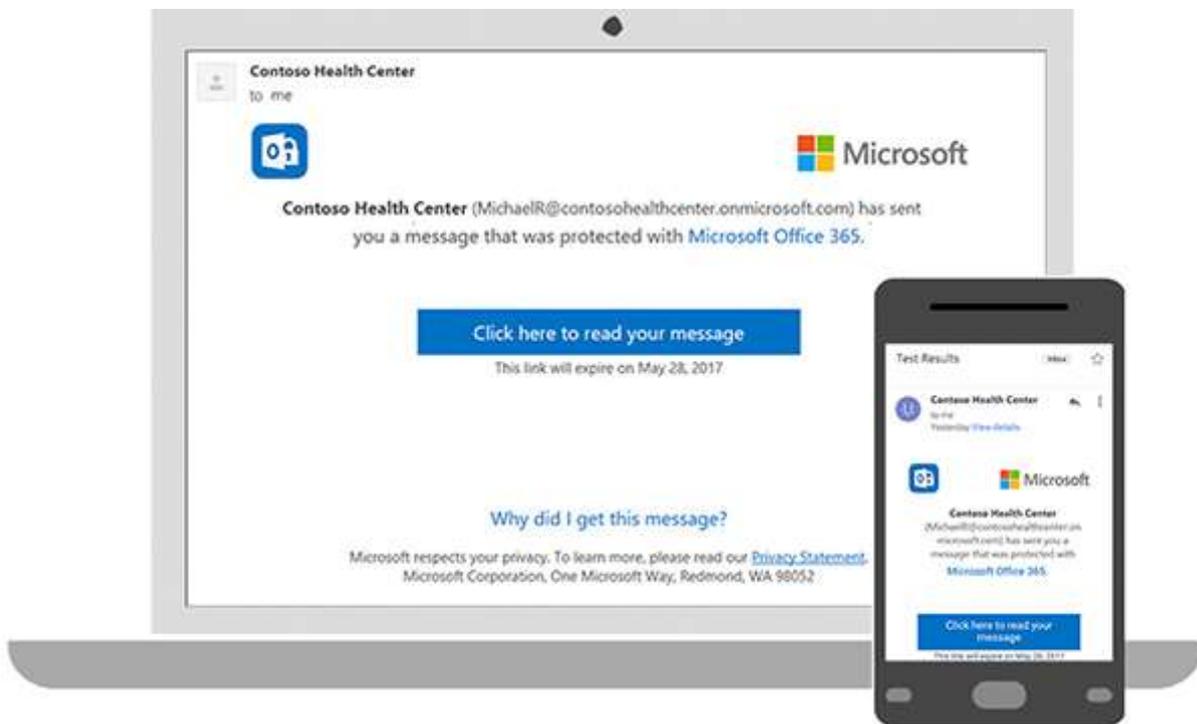


How do I open a protected message (Encrypted Office 365 Email)?

Protected messages allows the sender to set specific permissions on a message, such as Do Not Forward or Do Not Print. If you receive a protected email message sent to your Office 365 account in Outlook 2016 or Outlook on the web, the message should open like any other message. You'll see a banner at the top of the message that informs you of any restrictions on the message.

If you're using a different email account or email program, you may receive a notification that you've received a protected message and need to take additional action.



Reading a protected message with an Office 365 email account in Outlook or Outlook on the web

Desktop:

1. If you're using an Office 365 email account in Outlook 2013/2016, you will need to make sure that the account that will receive the email is logged into Outlook, to do this you will need to go to:
 - a. File > Office Account or Account
 - b. Check under User Information that the email account that the encrypted email has been sent to is logged in.
 - c. If it isn't then you will need to click on switch account and login with the correct account details.

Still having problems? Sign into your Office 365 Account via the web. You should be able to read your emails without any problems. If you are still unable to access in this way, you may have an IT set up issue, in which case please contact your Office 365 Help/Support line or IT support provider.

2. If you are using an Office 365 email account and logging into the websites outlook.office365.com or login.microsoftonline.com then you will not need to do anything as it will automatically decrypt the email.

Mobile app:

1. If you have an Office 365 account and you're using the Outlook mobile app, the message should just open.

Reading a protected message with Gmail

Desktop/Browser:

1. Select **Click here to read your message**.
2. Select **Sign in with Google**.
3. You'll be redirected to the Gmail sign-in page. Once you sign in, select **Allow**.
4. Your protected message will display in a new browser tab. You won't be able to view the protected message in the Gmail window.

Mobile app:

1. Tap **Click here to read your message**.
2. Tap **Sign in with...** and sign in to your email account.
3. If you get a request for permissions, tap **Yes** or **Allow** to view the message.

Reading a protected message with a single-use code

Some email clients and services can't automatically open protected messages. If you have an email account with Yahoo or other Internet Service Provider, you'll need to obtain a single-use code to read the message.

Desktop/Browser:

1. Select **Read the message**.
2. You'll be redirected to a page where you can sign in and receive a single-use code.
3. Check your email for the single-use code. Enter the code in the browser window, then select **Continue** to read your message.

1. Tap **Click here to read your message > Sign in with a single-use code.**
2. You'll be redirected to a page where you can sign in and receive a single-use code.
3. Switch back to the mail app to get the code and then switch back to enter it. Do not close the browser or you will have to request a new code.
4. Check your email for the single-use code and copy it.
5. Enter the code in your browser, then select **Continue** to read your message.