



EMAIL ENCRYPTION - RECEIVING AND REPLYING TO ENCRYPTED EMAILS SENT USING MS OFFICE 365 HOSTED ENCRYPTION

This guide is designed for recipients of messages sent by an Edinburgh Napier University staff member using Microsoft Office 365.

Once I've signed up to the service how do I send encrypted emails?

Once Information Services - IT have received and processed your application they will contact you with details on how to send an encrypted email. All you need to do is enter the parameters given to you by Information Services - IT and the email will be automatically encrypted.

How does the recipient read the encrypted email? There are two ways recipient can read email:

1. When the encrypted email is received the recipient will need to save and open the attachment and follow the on screen instructions to view the email.

ENCRYPT: documentation



To:

Add to contacts 11:54



1 attachment (246.9 KB)

Outlook.com Active View



[Download as zip](#)

You've received an encrypted message from

To view your message

Save and open the attachment (message.html), and follow the instructions.

Sign in using the following email address:

If the recipient already has a Microsoft account or Office 365 organizational account they will be able to sign in and view the email using this account.

Encrypted Message

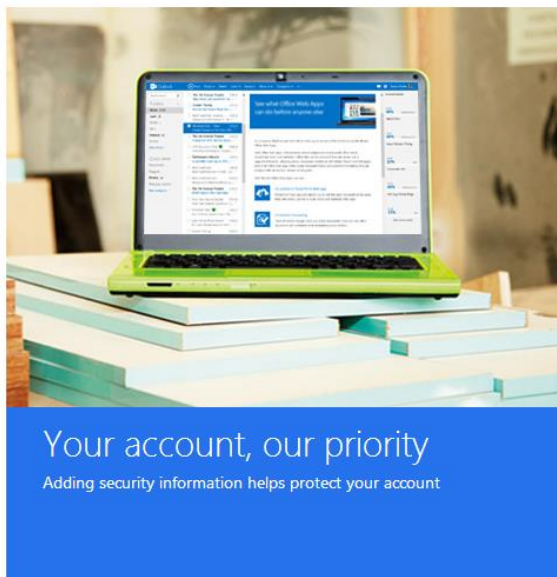
encrypted message from

To view your message, sign in using the following email address:

[VIEW YOUR ENCRYPTED MESSAGE](#)

 Message encryption by Microsoft Office 365

Recipients who do not have a Microsoft account or an Office 365 organizational account will be provided with on screen instructions for signing up.



Sign in

Microsoft account [What's this?](#)

Keep me signed in

[Sign in](#)

[Can't access your account?](#)

[Sign in with a single-use code](#)

[Don't have a Microsoft account? Sign up now](#)

Please advise recipient that they should check their junk folder as the e-mail sent might have been directly arrived there rather than inbox.

2. With One-Time Passcode, you don't need to sign in with a Microsoft account to view an encrypted message.

If you have a Microsoft account, you now have the option to view an encrypted message by selecting one-time passcode instead of signing in with your account.

encrypted message from

To view your message, sign in using the following email address:
dralexdarrow@gmail.com

[→ VIEW YOUR ENCRYPTED MESSAGE](#)

[View this message without signing in using a one-time passcode.](#)

 Message encryption by Microsoft Office 365

You can now choose the option to view encrypted messages using one-time passcode, even if you have a Microsoft account.

If you do not have a Microsoft account, you have the option to access the encrypted message using a one-time passcode in addition to the option of creating a Microsoft account.

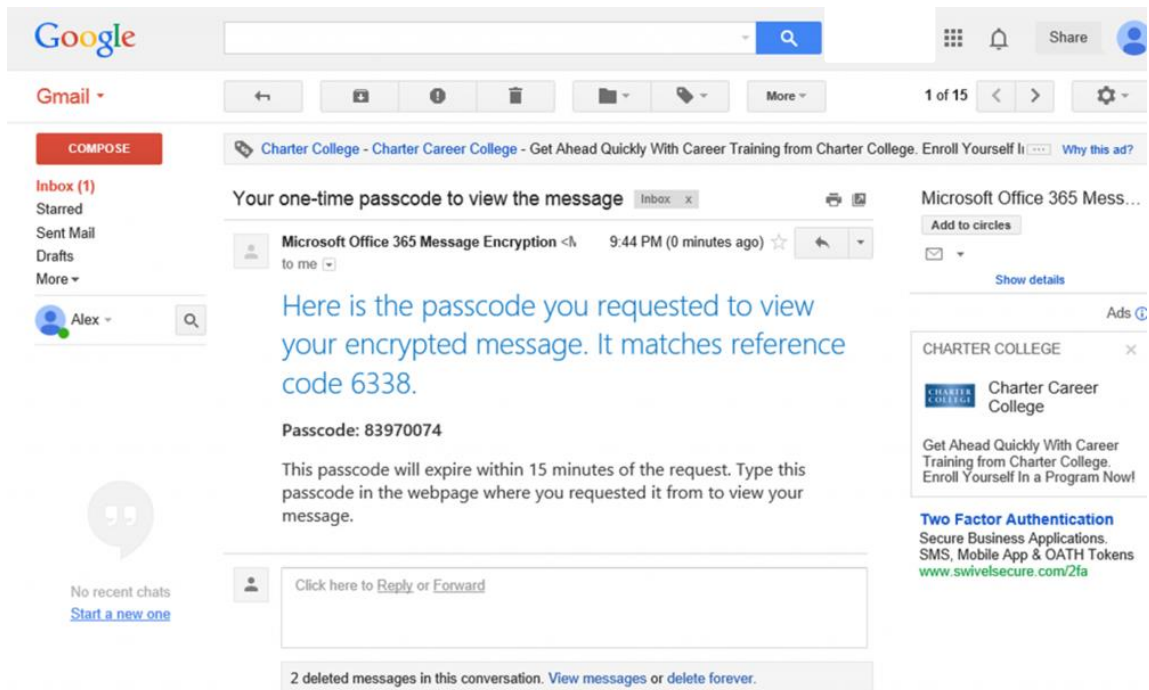
We didn't find a Microsoft account for

To view your encrypted message, you first need to create a Microsoft account by clicking the link below. After the account has been created, follow the instructions in the original message.

[→ CREATE A MICROSOFT ACCOUNT FOR](#)

[→ DON'T WANT TO CREATE A MICROSOFT ACCOUNT? GET A ONE-TIME PASSCODE TO VIEW THE MESSAGE](#)

Message Encryption by Microsoft Office 365



Once the selection has been made, you are notified that that a passcode has been sent and for you to retrieve. You can enter the passcode on the Office 365 Message Encryption Portal page, as shown below.

We sent a passcode to (

Please check your email, enter the passcode that corresponds with the reference code, and click continue. The passcode will expire in 15 minutes.

Reference code: 6338

Passcode

 CONTINUE

[Didn't receive the passcode? Click here to get another one.](#)

 Message Encryption by Microsoft Office 365

You will be asked to enter the corresponding one-time passcode to view the encrypted email.

When the passcode is entered correctly, you can see the encrypted email in plain text in the familiar Outlook Web App user interface. You can then choose to reply to the message or forward it. All responses you make will be encrypted.

BASIC TROUBLESHOOTING

I have received an encrypted message but am unable to open the message:

If you have received an encrypted message but are having problems opening the message it may be that the link has expired. For security reasons the link sent with the original message will expire if you do not click on the “Read Message” button within 15 minutes. If this happens to you then you need to go back to the original message and open the attachment again so a new link is generated, you should then be able to view the message.

FURTHER HELP AND INFORMATION

Further help and information including details on how to obtain support can be found on the C&IT Services Email Encryption intranet page:

<http://staff.napier.ac.uk/Services/citservices/Information+for+Staff/Information+Security/EmailEncryption.htm>