

# How to Send and Receive Encrypted Email in Office 365

## Sender instructions

1. Open a new email to compose
2. Type “#encrypt” anywhere in the subject line
  - a. Example:

Clipboard BASIC TEXT

Send

To...  john.doe@contoso.com

Cc...

Subject Would you like to go to lunch #encrypt

John,

Please let me know if you're available to have lunch today...

3. Compose message and send.

## Recipient Instructions

1. Both internal & external recipients will receive the message below with an attachment:

You've received an encrypted message from **kevin.hines@ky.gov**  
**To view your message**  
Save and open the attachment (message.html), and follow the instructions.  
Sign in using the following email address: **gonzaloj.zurita@ky.gov**



2. Double Click the “message.html” attachment and select Open
3. You will be taken to a new screen in your web browser in order to authenticate to view the encrypted message.

To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.

 Sign in

 Use a one-time passcode

4. Users can select either option to access their encrypted messages

- a) Recipients may use the “Sign In” option to authenticate via single sign-on (SSO) or with their regular Windows login credentials to view the encrypted message.
- b) Alternatively, recipients may also select the “one-time passcode” option. This option will open a web browser and inform the user a passcode has been sent to their email account.

We sent a one-time passcode to [kevin.hines@ky.gov](mailto:kevin.hines@ky.gov).

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.

1. Once the email with the passcode has been received, input the code into the One-time passcode field.
2. Select Continue and the message will open in the browser

**Note: the encrypted message is not saved in the inbox after opening. You must follow these steps each time open an encrypted message. Encrypted Messages are managed in Microsoft encrypted cloud solution**

For additional information and assistance, please contact the [Commonwealth Service Desk](#).

#### **Commonwealth Service Desk**

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