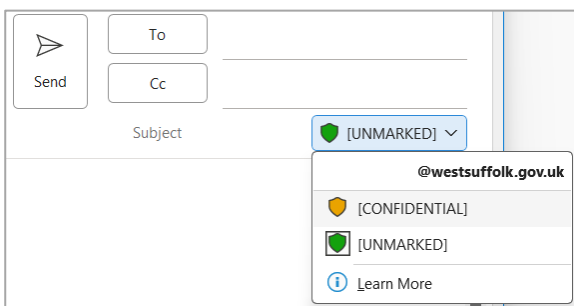


## Sending and receiving encrypted emails

Office 365 Message Encryption allows the sending of securely encrypted emails to all external addresses. Any emails marked for encryption on the council side will be automatically sent in a secure format for the recipient to open, either with a one-time passcode or by signing into an existing Microsoft account.

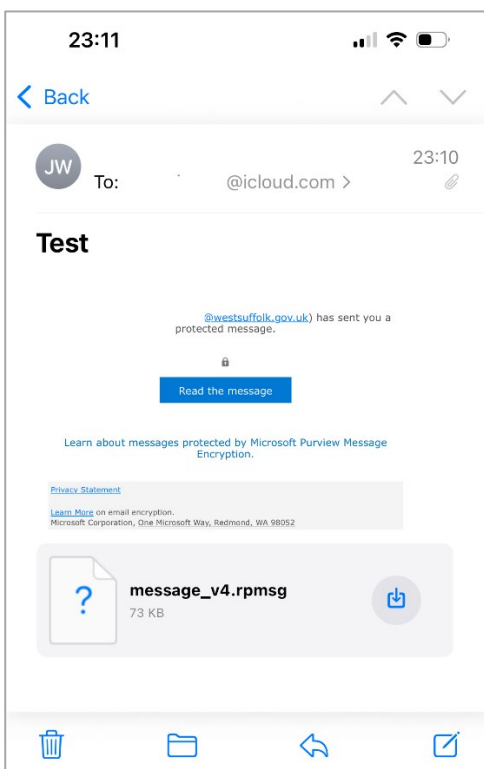
### Sending encrypted emails

To send out an encrypted email, simply select the [CONFIDENTIAL] label when composing your email as shown below



This makes sure the email is sent in the encrypted format to any external addresses.

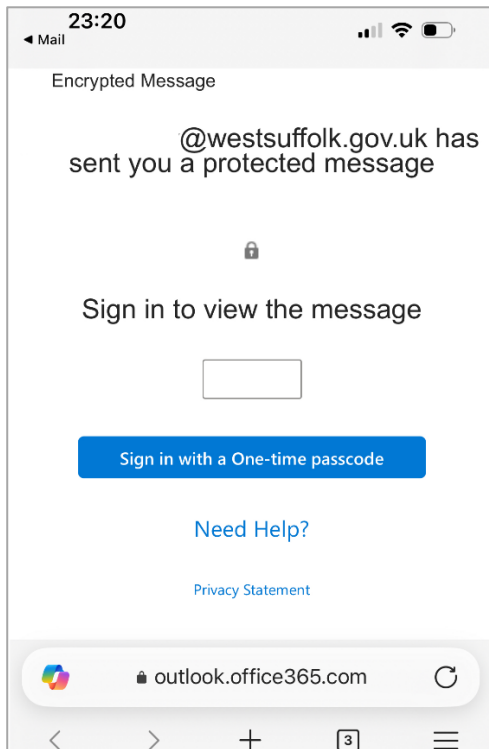
Once the email is received, it will appear as below before the contents of the message can be opened:



## Received encrypted emails

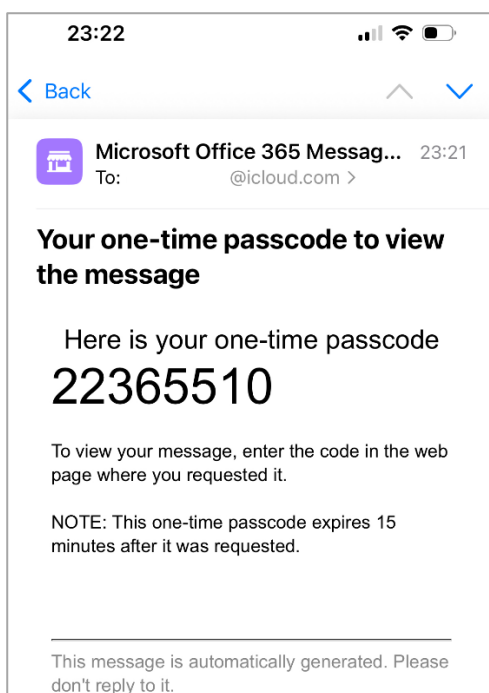
Once the encrypted message is received and is viewable like the image above, click onto 'Read the message' and this will allow the selection of either a one-time passcode or a login.

If this is received by a Gmail account the option will be for a Google login:

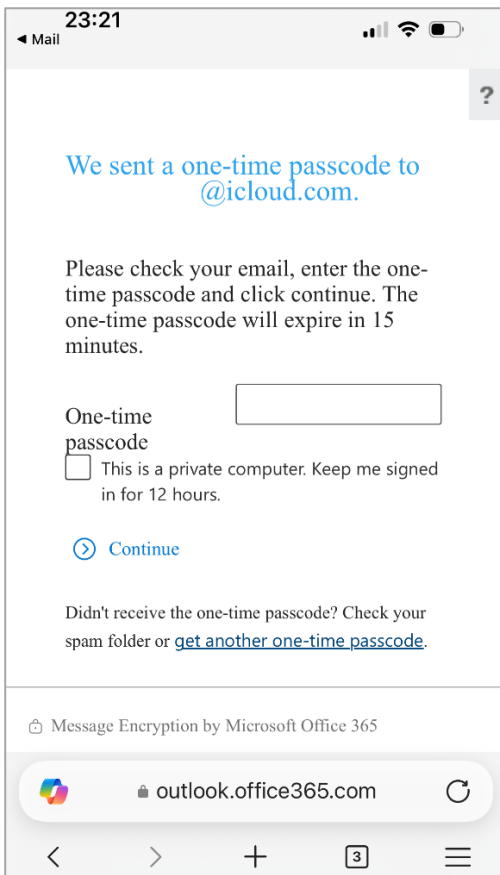


If the sign in option is requested, simply log in with valid credentials and the email will become available to use.

If a one-time passcode option is chosen, another email will be sent through to the recipient with a code to use:



The passcode can then be put into the web page which would have been brought up once one-time passcode was selected:



23:21

Mail

?

We sent a one-time passcode to  
[@icloud.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

[outlook.office365.com](#)

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Once the passcode is entered, the email will be unencrypted and viewable.

If you have any queries, please contact IT:

- email: [cyber.security@westsuffolk.gov.uk](mailto:cyber.security@westsuffolk.gov.uk), or
- phone 01284 763233.