Suffolk County Council Guidance Sending and receiving secure email using OME

> Suffolk County Council's standard secure email system is called OME (which stands for **O**ffice 365 **M**essage **E**ncryption). Sensitive items are marked at the Council end, which automatically encrypts the emails. Recipients then need to decrypt the email, either by requesting a "one-time passcode", or by signing into a Microsoft of Google account (if they have one).

OME is the standard secure email system used by Suffolk County Council (SCC) and allows emails to be sent securely between the Council and individuals and external organisations. Council staff will mark any sensitive emails they wish to send with the label "OFFICIAL-SENSITVE". This will ensure the email is encrypted between the Council and you or your organisation.

Summary

- When you receive a sensitive email from Suffolk County Council using OME, you won't be able to view the content immediately, as it will still be encrypted.
- You will receive an email with subject containing text OFFICIAL-SENSITIVE.
- You will need to click the blue Read the message button to open the message.
- You will be directed to a screen asking you to sign in to view the message.
- If you choose onetime passcode the screen will change to a form requesting, you enter a onetime passcode.
- You will be sent a onetime passcode to the same mailbox.
- You will need to go your inbox copy the one time passcode and return to the form requesting the onetime passcode where you can paste the code and open the message.

For more detail, including screenshots see below

The numbers on the images are detailed in the text below each image.

The email you receive will look something like the one below.
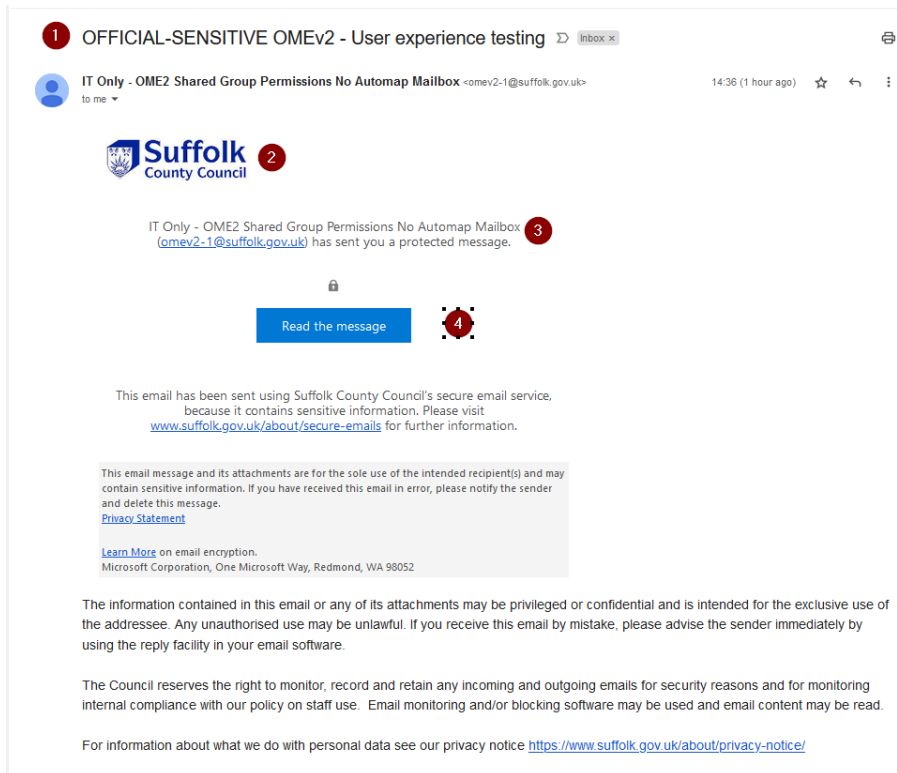
1. The subject will begin with OFFICIAL-SENSITIVE
2. The Suffolk County Council logo will be displayed.
3. The senders display name and email address will be displayed.
4. There will be a blue button **Read the message.**

Unlocking an encrypted email from SCC

Click the blue **Read the Message** button.

You'll be directed to a page like below:

5. Suffolk County Council icon will be displayed.

To unlock a sensitive encrypted email from Suffolk County Council, you can either:

- 6. Sign into your Google or Microsoft account (if you have one). Your Google or Microsoft account provides enough assurance that you are who you say you are. **or**
- 7. Request a one-time passcode. This will be emailed to you; just enter the code to unlock the email from SCC (illustrated further below)
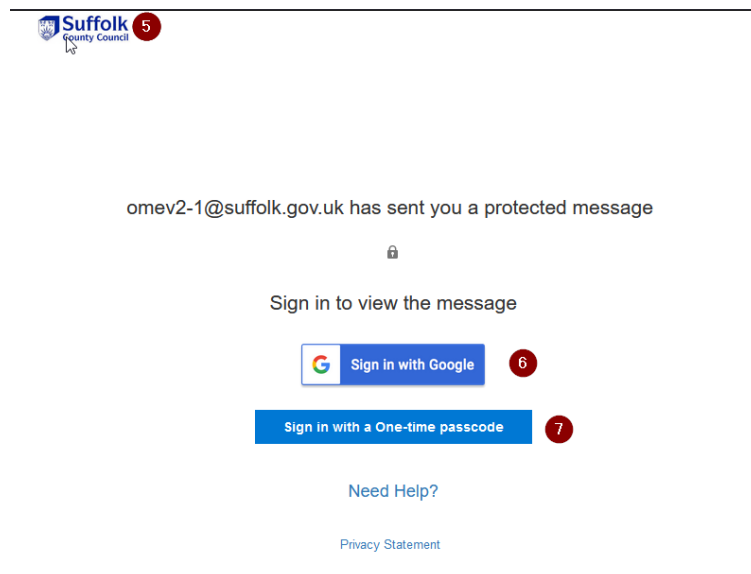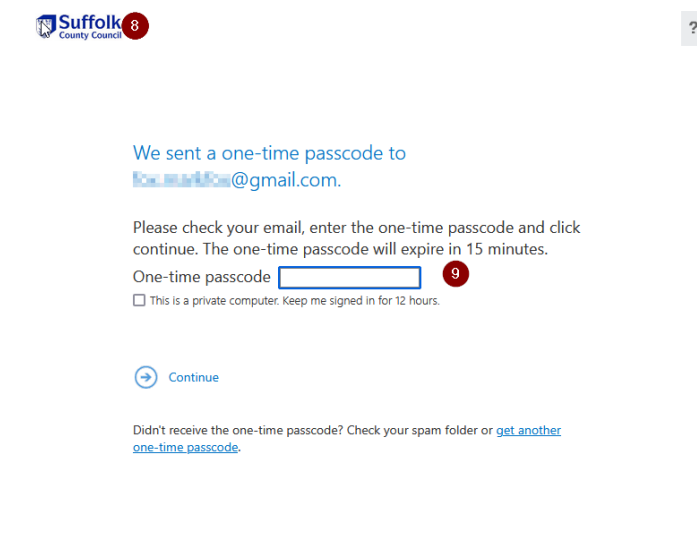

If you selected one-time passcode the window will change to a screen like below

8. The Suffolk County Council logo is displayed

9. There is a box requesting a one-time passcode value

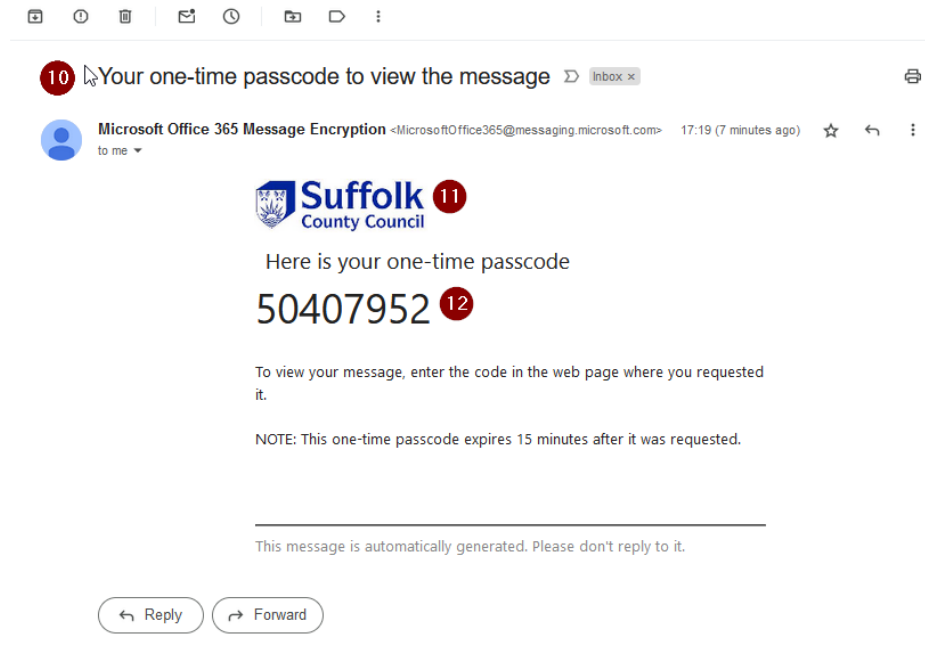Return to your inbox to retrieve the one-time passcode.

In your inbox you'll see a one-time passcode email. Check your Junk Mail/Spam folder if you cannot see it.

10. The message will be from MicrosoftOffice365@messaging.microsoft.com

11. The Suffolk County Council logo will be displayed
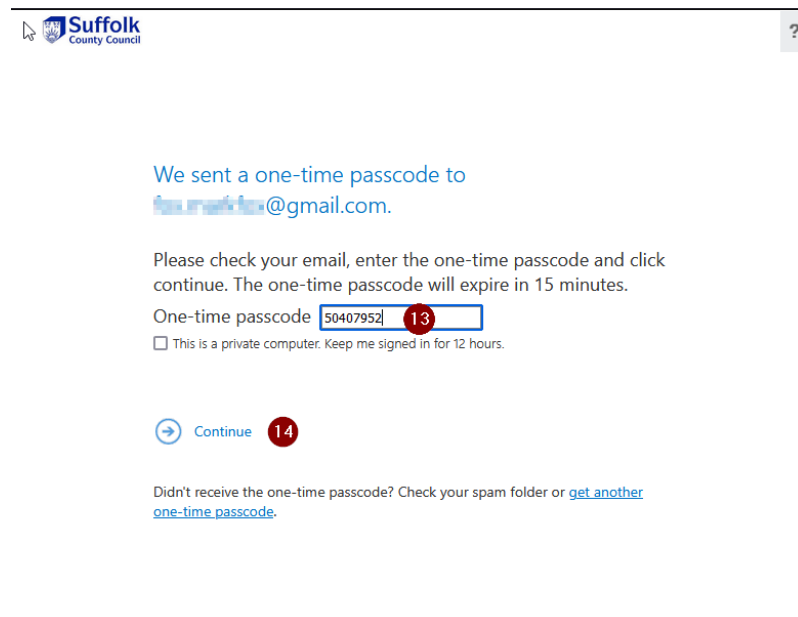
12. The one-time passcode is displayed. Copy or note the one-time passcode.

Return to the page requesting the one-time passcode.

13. Paste or type the one-time passcode from above

14. Click Continue.

What will the "unlocked" email look like?

Once you've unlocked your email, it should look like a normal email. At the top of the email should be a message that says: "OFFICIAL SENSITIVE – Personal data on health, care and finances of customers, employee data or any other information where loss of confidentiality would significantly impact safety or corporate reputation."
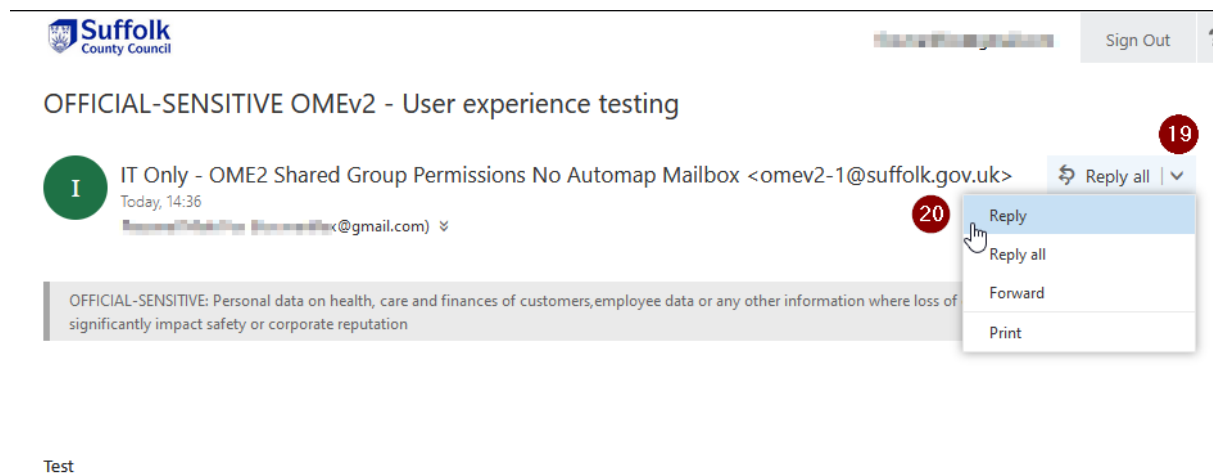
15. The subject is displayed

16. The sender display name and email address is displayed.

17. There is an OFFICIAL-SENSITIVE grey banner on the message.

18. The secure message is displayed, plus any attachments.
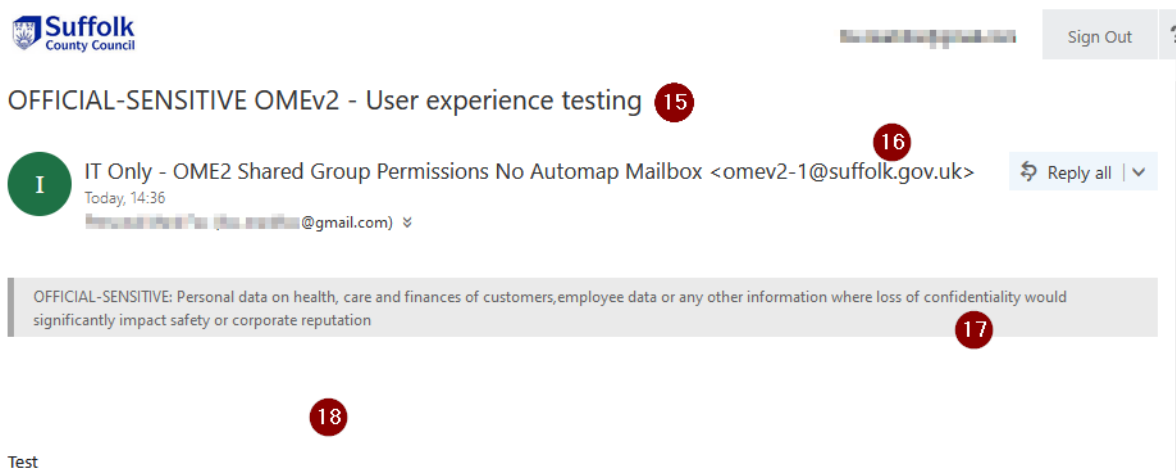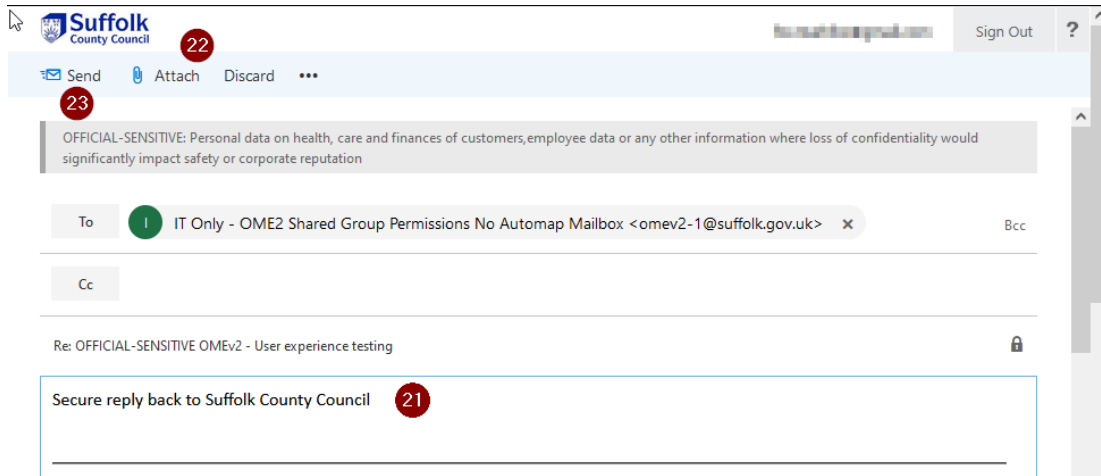

Securely replying to the email

You can securely reply to the same email using the reply option.

19. Click the down arrow

20. Choose the appropriate option

21. Type your secure reply

22. Attach any relevant documents

23. Click Send

Sending new sensitive email to Suffolk County Council

If your organisation or email provider doesn't have a secure email connection with SCC (known as a TLS connection), you'll need to request a secure "thread" or conversation with the Council. Once this secure thread is established, all subsequent replies in the conversation/thread are secure.

To request a secure thread:

- Send a standard email to your contact at SCC
- In your email, ask your SCC contact to reply and mark the email OFFICIAL-SENSITIVE This will set up the secure thread.
- Once, you've opened the reply they send you, you'll be able to reply to this enclosing and sensitive information you want to send to the Council.

Improving your organisations' experience of secure email with SCC

In addition to OME (the Council's standard email service), Suffolk County Council also runs an enhanced secure email service called TLS (Transport Layer Security). TLS is a secure connection between two organisations and it's highly likely we can set one up between the Council and your organisation (however big or small).

The secure TLS connection between our two organisations, when set up, means that the use of one-time passcodes isn't needed. Secure email can be sent from SCC to your organisation, and vice versa, in the same way as normal emails.

Suffolk **cannot** setup TLS connections with consumer email services; OME is the only method of securely transmitting the email. Please do not request a TLS connection for consumer email services like Gmail, Hotmail, BT Mail, Yahoo Mail, or any other consumer email service.

Requesting a TLS connection with Suffolk County Council

To request a TLS connection between your organisation and Suffolk County Council, please send your details, and the details of a person who provides your email services, to information.management@suffolk.gov.uk