

Suffolk County Council Guidance receiving and sending secure email using OME



Suffolk County Council's standard secure email system is called OME (which stands for **Office 365 Message Encryption**). It enables the Council to send emails securely to individuals and external organisations

Sensitive information is marked as OFFICIAL-SENSITIVE and the email is encrypted. To open the email, you will need to unlock it using either a one-time passcode sent to your email address or by signing in with a Microsoft or Google account, if you have one.

Summary

The following is a summary of the steps you will need to follow to open your secure email. We explain each step in more detail below.

- The email will have OFFICIAL-SENSITIVE in the subject line.
- Select Read the message to open the secure message.
- Sign in with a Microsoft or Google account or request a one-time passcode.
- If you choose a one-time passcode, it will be sent to the same email address. Enter the passcode on the webpage to open the message.

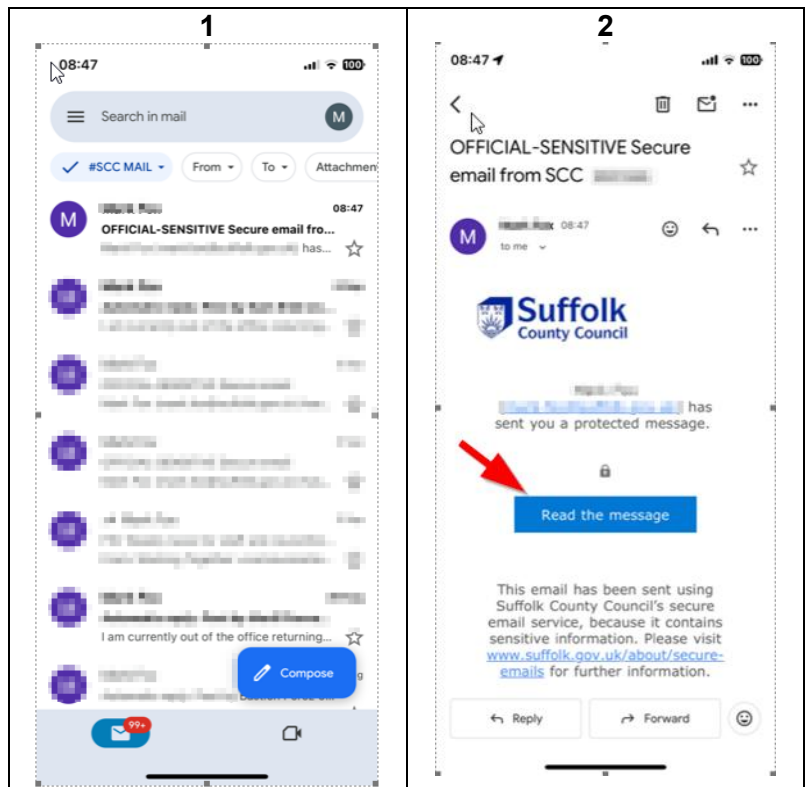
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Reading the message

Open the email with the subject **OFFICIAL-SENSITIVE (1)**

Click the blue **Read the Message** button (2).

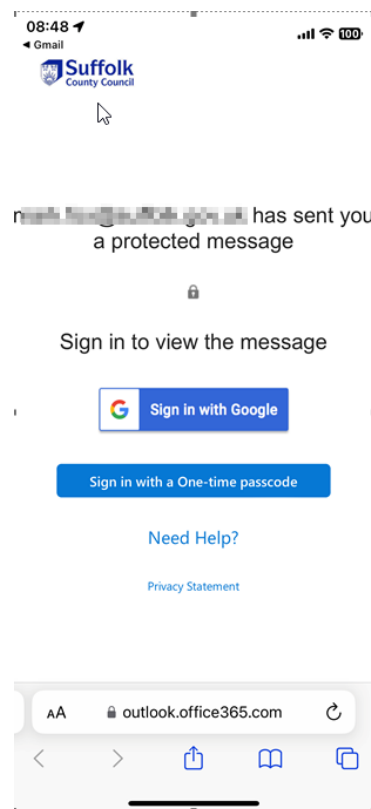


Select **Sign in with a One-time passcode**. The code will be emailed to your mailbox.

Or

Select **Sign in with Google** or **Sign in with a Microsoft Account** (not illustrated) if you have one of these accounts.

If you use a supported Microsoft email service, the email might be unlocked automatically without needing to sign in or request a one-time passcode.



One-time passcode

If you choose to use a **one-time passcode**, a new page will open in your web browser (1)

Keep this page open. You will need to return to it after you have found your passcode.

The passcode will be sent to the **same email address where you received the secure message**.

1. Keep the one-time passcode page open in your web browser (1)
2. Open your email inbox and find the email containing your passcode.
3. Copy the passcode.
4. Return to the one-time passcode page in your web browser.
5. Enter the passcode to open your secure message.

Important: Do not select **Read the message** again. This will send you a new passcode and make the previous passcode invalid.

1

08:48 Gmail 100%

Suffolk
County Council

We sent a one-time passcode
to [redacted]@gmail.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.](#)

This email message and its attachments are for the sole use of the intended recipient(s) and may contain sensitive information. If you have received this email in error...

AA outlook.office365.com

< >   

Optional additional assistance instructions continue below

Mobile phone or tablet devices

The following instructions are additional assistance instructions, most relevant for users of mobile devices.

Email app

If you use an app for your email like the Gmail app or the Microsoft Outlook app, you can switch between the web browser and your email app to get the one-time code.

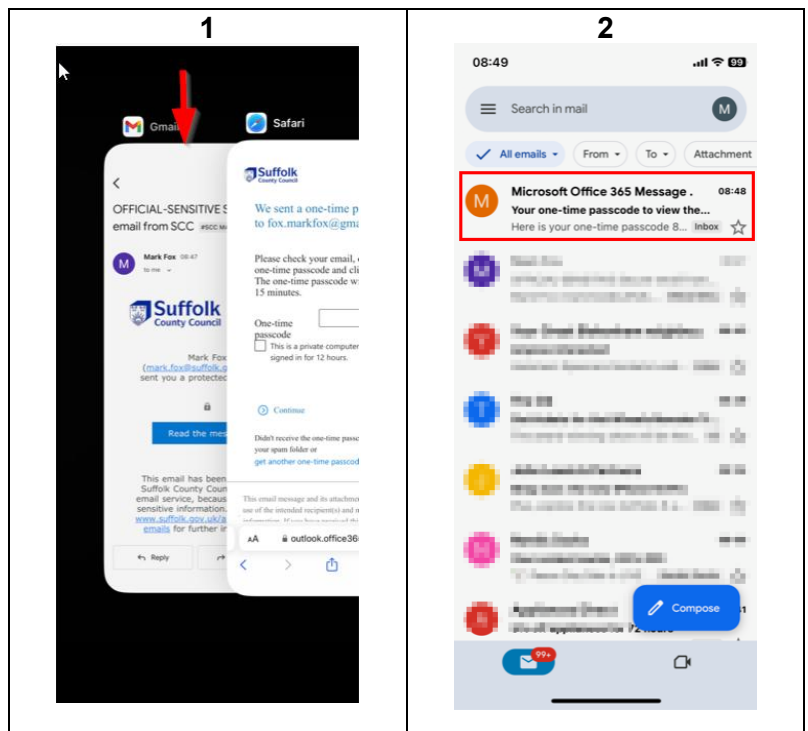
Keep the one-time passcode page open in your web browser while you check your email.

For help switching between apps, see

- [Apple App switcher](#)
- [Android App switcher](#)

Use the mobile device's **app switcher** capability to

- Switch to your email app (1)
- Look for the most recent message from **Microsoft 365 Office Message Encryption** with the subject **Your one-time passcode to view the message (2)**



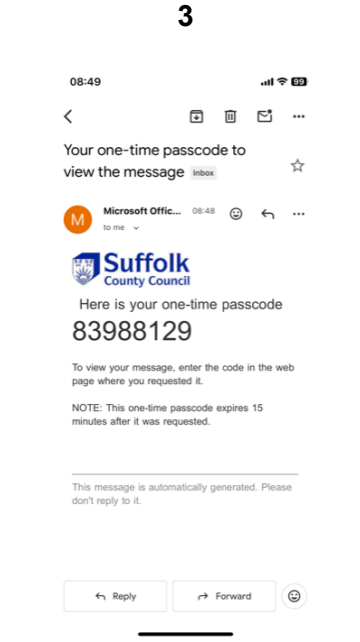
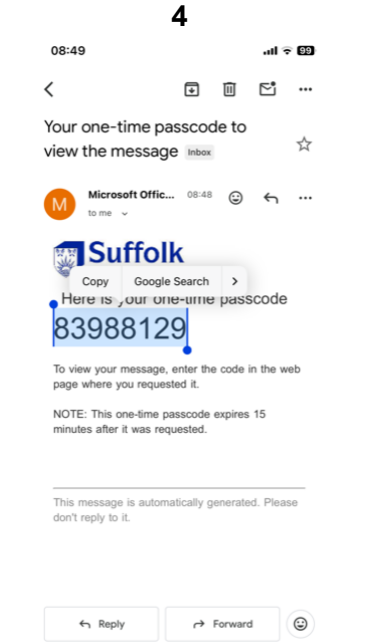
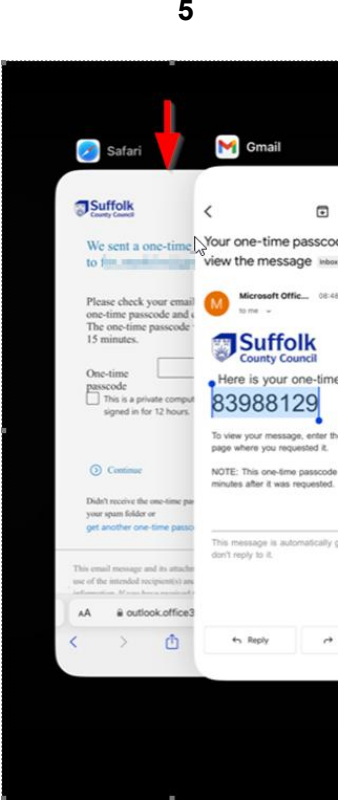
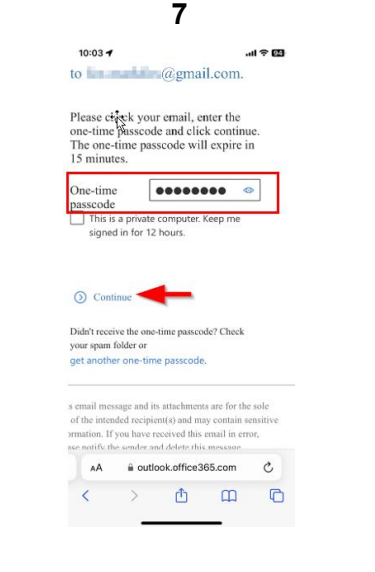
Continued below

Open the one-time passcode email (3)

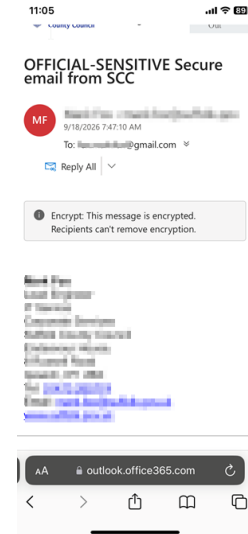
Copy the **one-time passcode** from the message (4)

Switch back to your web browser where you need to enter the one-time passcode to unlock the email (5)

Enter or paste the code into the one-time passcode box (6 & 7). Click **Continue**

3 	4 
5 	6  7 

The secure message is opened

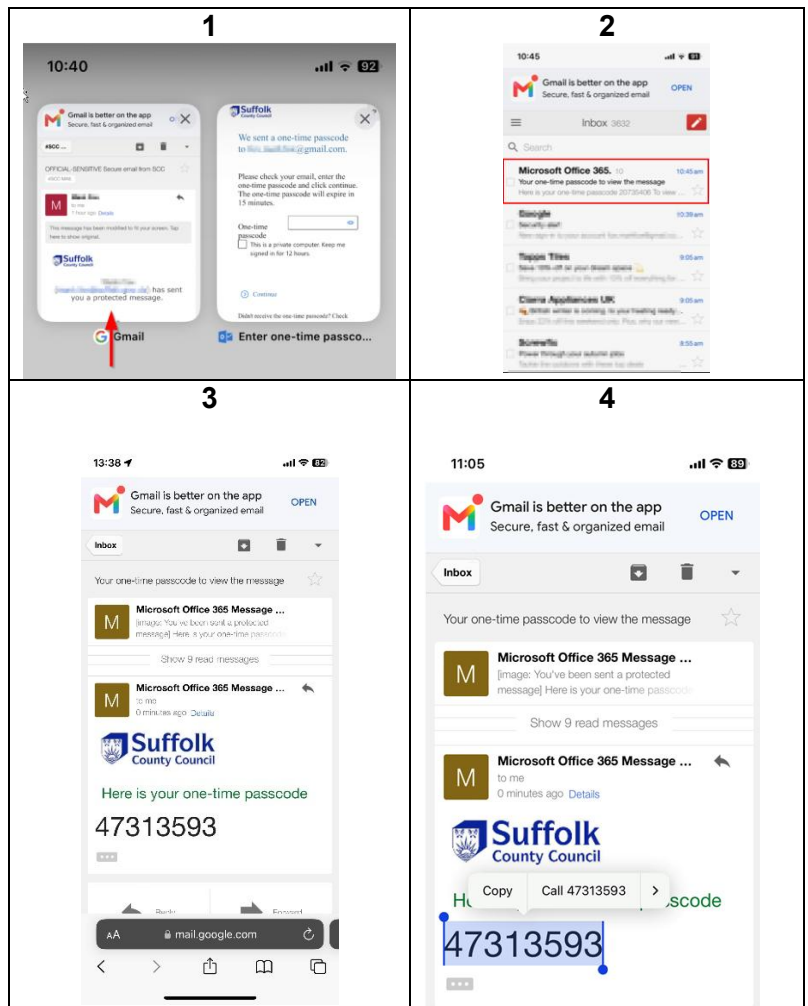


Web browser

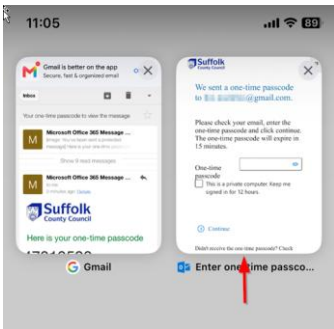
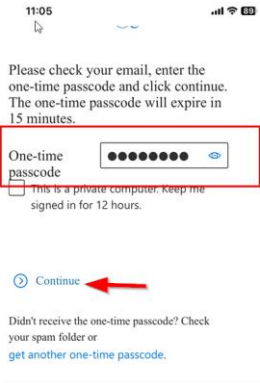
If you access your email using a web browser, such as **Safari, Chrome or Edge**, you can use **browser tabs** to switch between your email and the one-time passcode page.

Use the web tab capability to

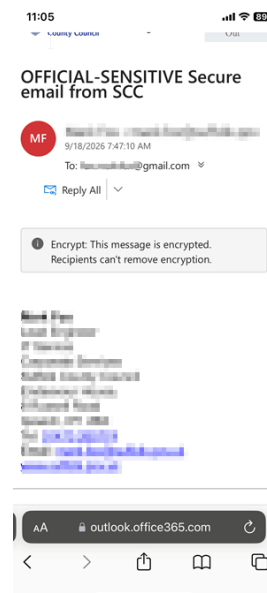
- Switch browser tab with your email in it (1)
- Look for the most recent message from **Microsoft 365 Office Message Encryption** with the subject **Your one-time passcode to view the message** (2)
- **Open** the one-time passcode email (3)
- **Copy** the one-time passcode from the message (4)

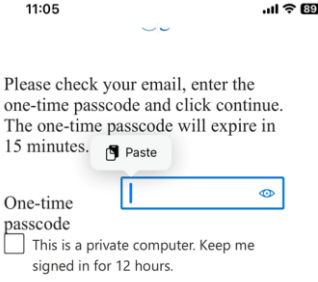


- Switch back to your web page where you need to enter the one-time passcode to unlock the email (5)
- Paste the code into the one-time passcode box (6 & 7). Click **Continue**

5 	6 Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes. Paste One-time passcode ☐ This is a private computer. Keep me signed in for 12 hours.
7  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. s email message and its attachments are for the sole of the intended recipient(s) and may contain sensitive information. If you have received this email in error, please notify the sender and delete this message.	

The secure message is opened



Troubleshooting	
Problem	What to do
I haven't received my one-time passcode	Check your junk mail or spam mail folder. If you still can't find it request a new one-time passcode
My one-time passcode is invalid	Make sure you have entered the passcode correctly. Always use the most recent passcode you received from Microsoft 365 Office Message Encryption. If it is still invalid, request a new passcode. 
My one-time passcode has expired	One-time passcodes are valid for 15mins Request a new passcode and use the most recent one you receive.
I closed the one-time passcode webpage	Open the original OFFICIAL-SENSITIVE email again, and select Read the message to start again

Replying to the secure email

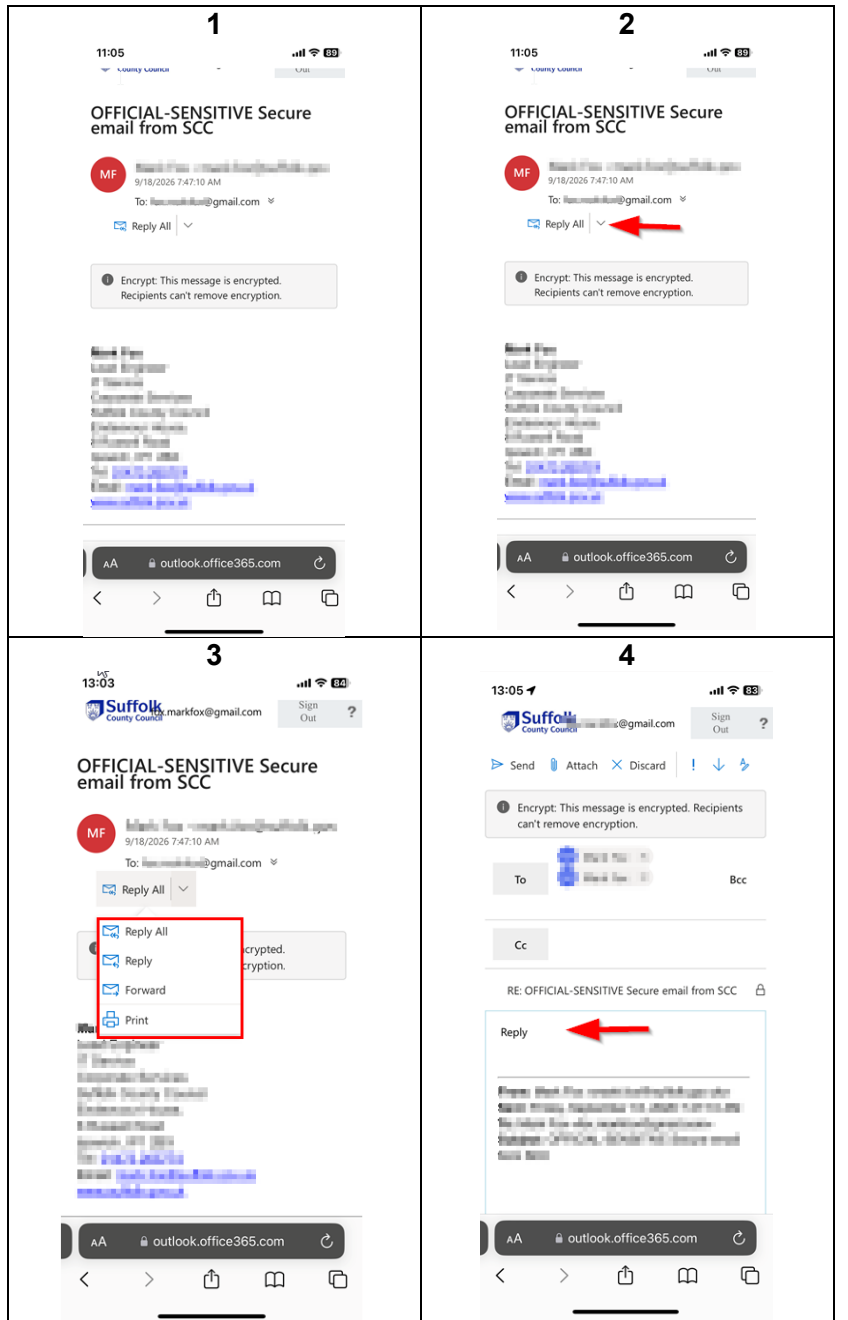
You can securely reply to the same email using the reply option.

In the unlocked secure email (1)

Select the drop-down arrow (2)

Choose the relevant action (3)

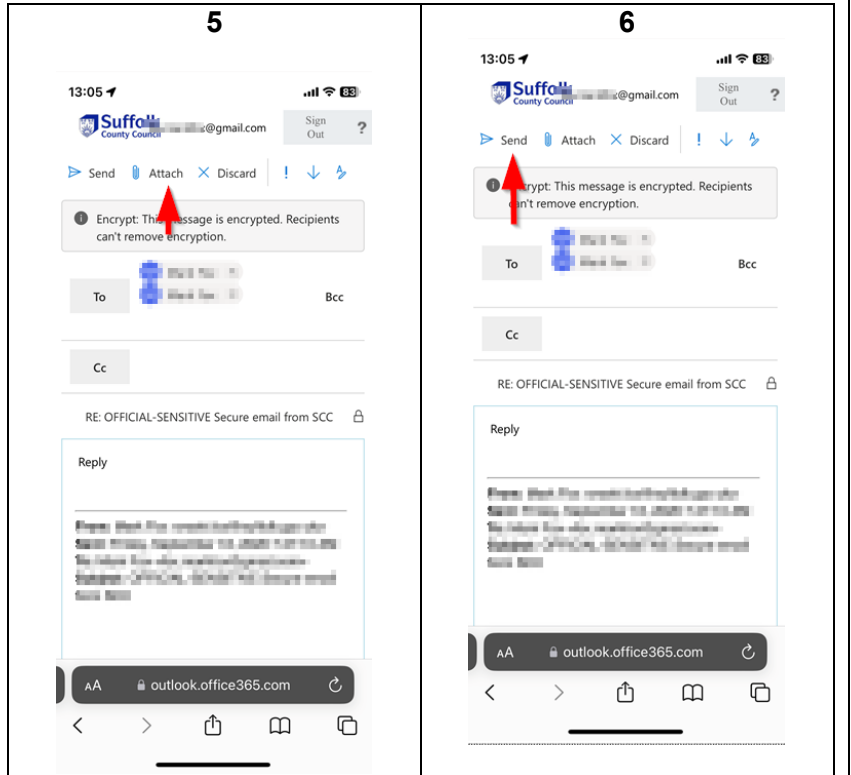
Type your reply in the message body (4)



Attach any relevant documents (5)

Select send (6)

Your reply will be sent securely to the original sender



Sending a new secure email	
This information is relevant for organisations that do not have a secure connection with SCC (known as a TLS connection), or citizens using consumer email services such as Gmail, Hotmail, Yahoo Mail, BT Mail etc. If you want to send a new secure mail, you'll need to request a secure "thread" or conversation with the Council. When 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. • When you've opened the reply they send you, using the same instructions in this document, you'll be able to reply to this enclosing and sensitive information you want to send to the Council.
Information for Organisations only	
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	