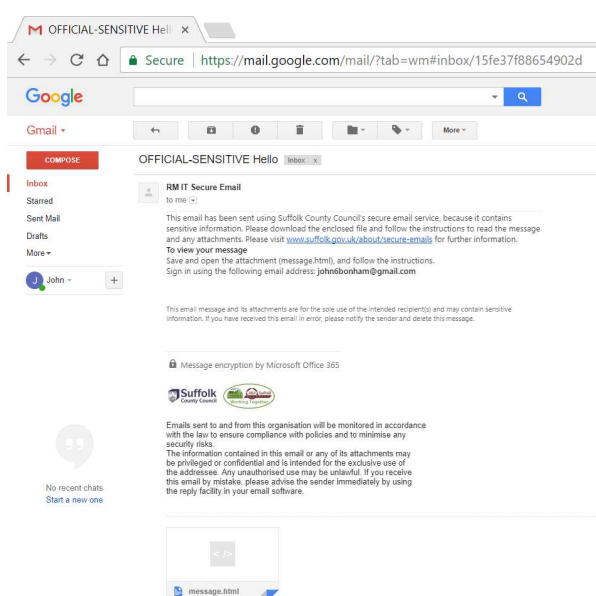


Suffolk County Council now uses Microsoft O365 Message Encryption

Suffolk County Council uses Microsoft O365 Message Encryption to help ensure that only intended recipients can view messages containing sensitive information.

If you receive an email protected by O365 Message Encryption you will be unable to view the contents of the email until it is unencrypted. After unencrypting the message, you can view the contents of the email and any attachments.

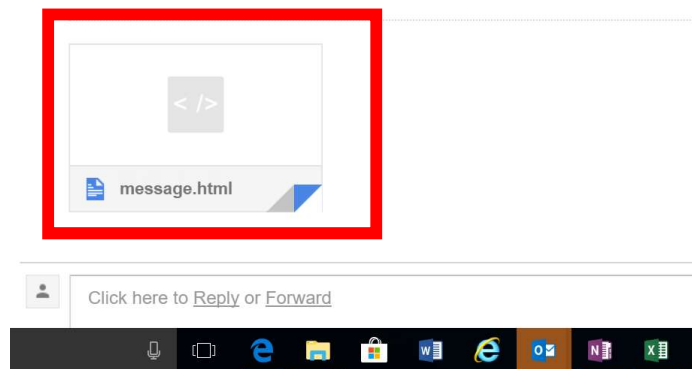
The image to the right shows an example of an encrypted email as you might receive it:



To view an encrypted message

The contents of the encrypted message will appear as an HTML attachment. Click on the attachment and this will prompt you to download the protected email

The information contained in this email or any of its attachments may be privileged or confidential and is intended for the exclusive use of the addressee. Any unauthorised use may be unlawful. If you receive this email by mistake, please advise the sender immediately by using the reply facility in your email software.



You'll be asked if you wish to save the message, select **Save**

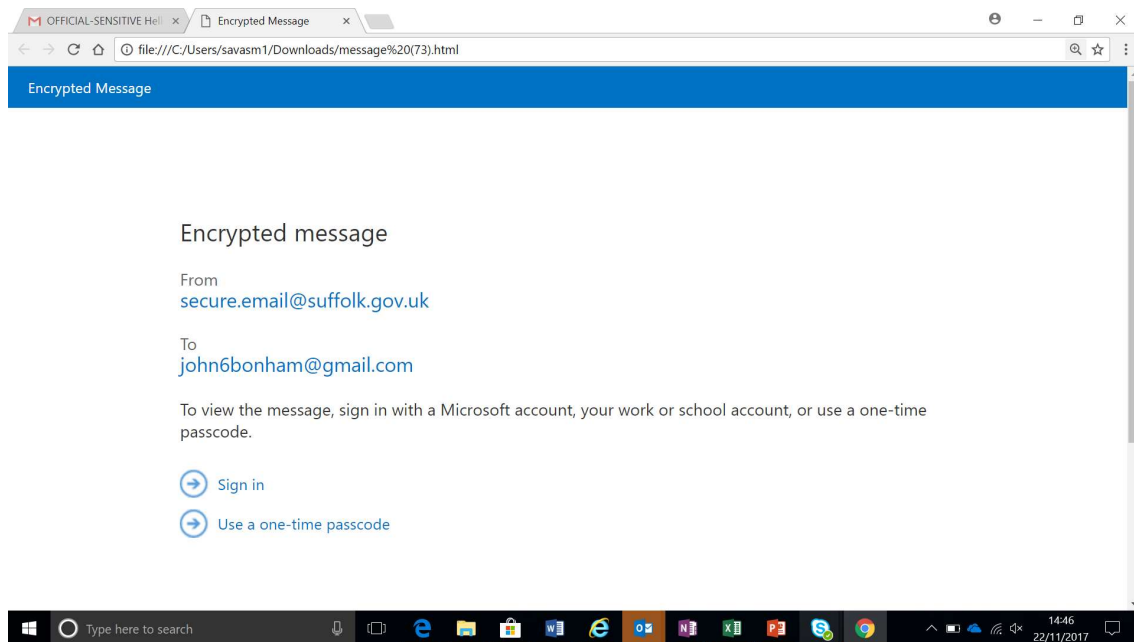


And then select **Open**



To view an encrypted message

You'll now see the following screen:

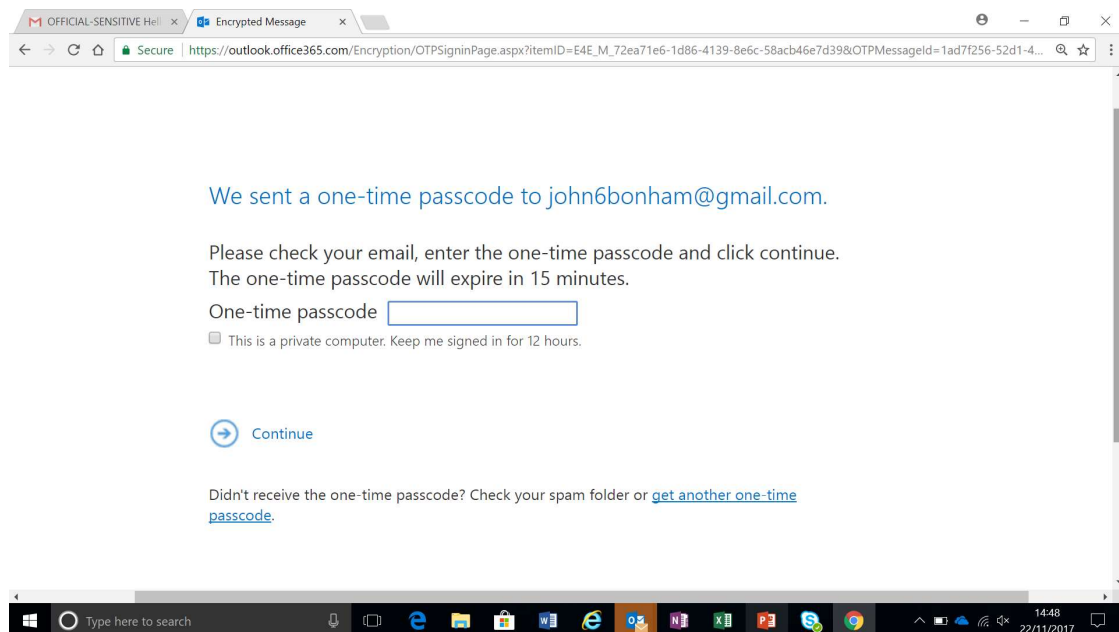


Next you be given the option to open message in one of two ways

- You can select to **Sign In** to use a Microsoft Account, or create a new Microsoft Account
- You can choose to use a **One-Time Passcode**

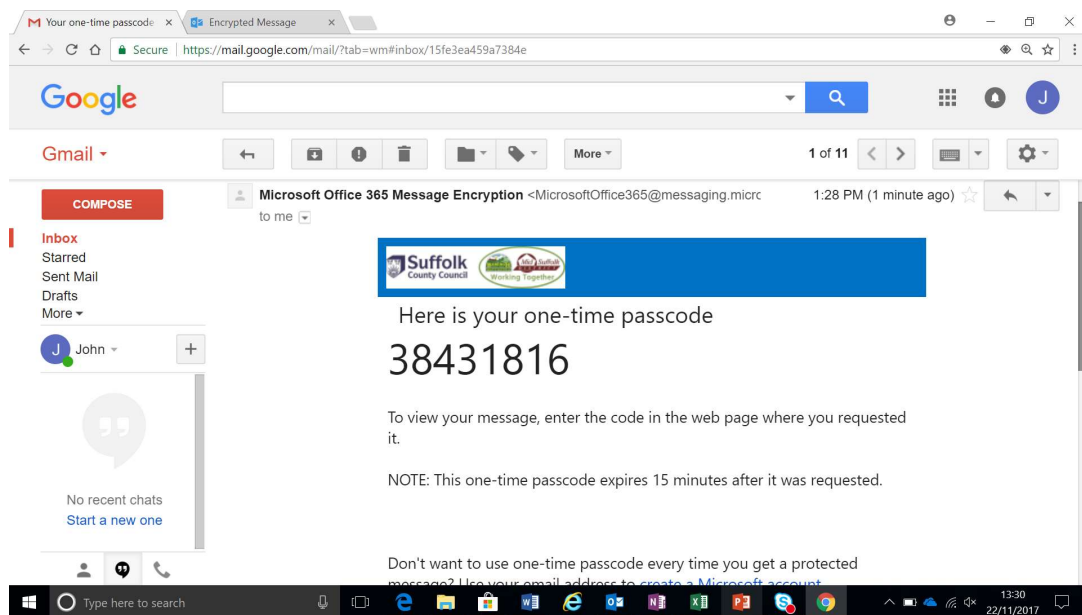
To view an encrypted message

If you choose the one-time passcode option, you will receive a separate email containing a numbered code which expires after 15 minutes, and you will see the following message:



To view an encrypted message

Below is an example of the email you'll receive containing your one-time password



Enter your passcode and click **Continue**, you will be able to access the contents of the email and any attachments

We sent a one-time passcode to john6bonham@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:

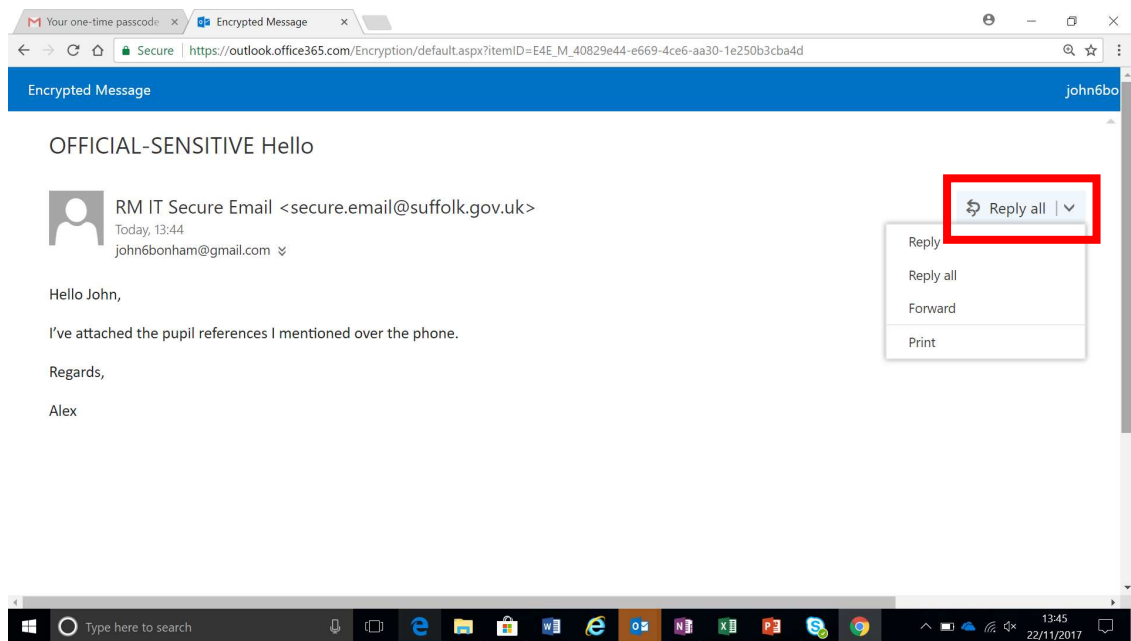
This is a private computer. My passcode will expire in 12 hours.

[Continue](#)

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).

To reply to an encrypted message

If you wish to send us a reply, forward or print a protected email. Click on **Reply all**



You now have the option to Reply, Reply all, Forward or Print. Replies and Forwarded emails are automatically encrypted using Microsoft O365 Message Encryption

Here's an example of a reply

