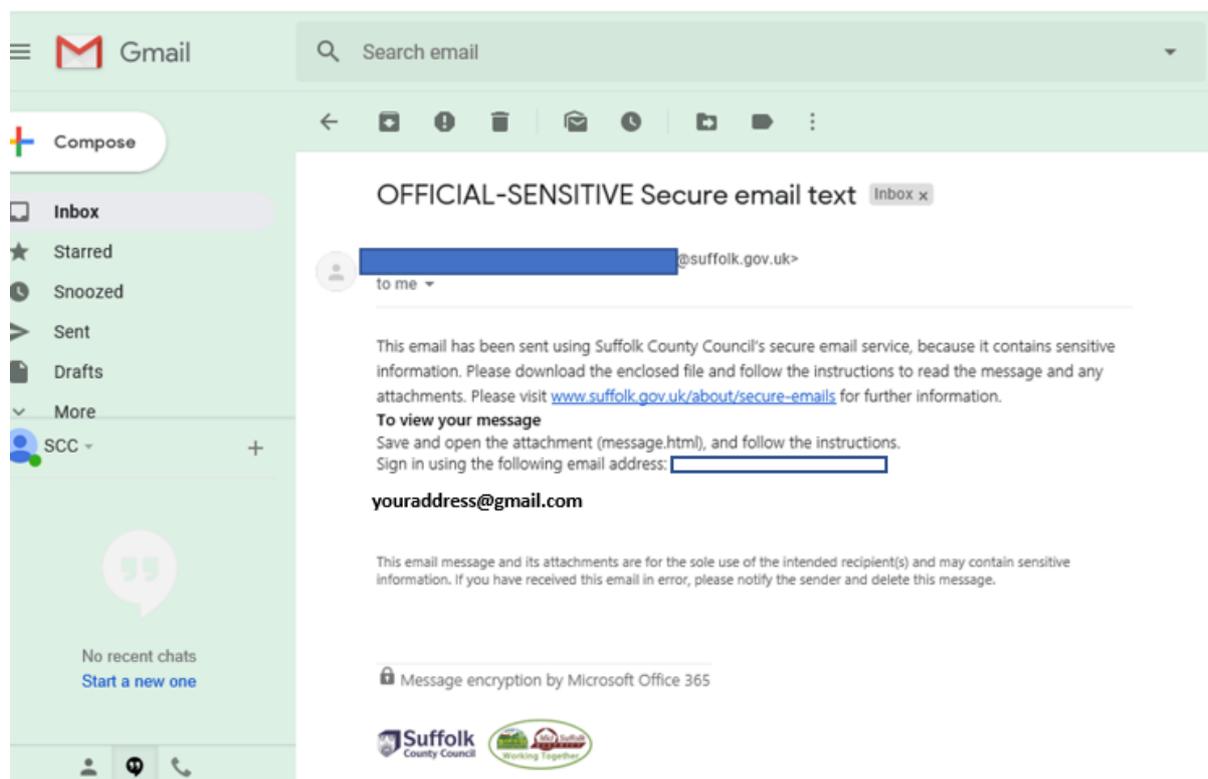# Suffolk County Council Guidance
Sending and receiving secure email using OME

Suffolk County Council's standard secure email system is called OME (which stands for Office 365 Message Encryption). 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-Sensitive"**. This will ensure the email is encrypted between the Council and you or your organisation.

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. The email you do receive will look something like the one below.

Unlocking an encrypted email from SCC

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

- Request a one-time passcode. This will be emailed to you; just enter the code to unlock the email from SCC
- 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

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."

Sending 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.

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 .