Microsoft Office 365 Message Encryption (OME)
Opening a Secure Email

If you've received a message encrypted by Microsoft Office 365, you can sign in with a Microsoft account or with the work or school account you use with Office 365 to view your message.

If you don't have a Microsoft account, you can follow procedures in this document to create one or use a one-time passcode. If you will be sending or receiving secure emails on a regular basis it is highly recommended to use a Microsoft account.

In order to open emails which have been encrypted using Office 365 Message Encryption on a smart device you will first need to install the free Office 365 Message Encryption Viewer app from the App Store (Apple) or Google Play Store (Android).

PLEASE NOTE The Office 365 Message Encryption Viewer app is less than 1MB in size to install, please make sure you have enough free space on the smart device to install this application and enough free data allowance to download the app. If this is not the case please download the app once you are connected to a wireless network.

The official Microsoft links below provide customised guidance on opening emails encrypted with OME depending on operating system your smart device is running along with which email client you are using.

APPLE	If you have an **iPhone or iPad** – you will need to follow the process linked below: https://support.office.com/en-gb/article/view-protected-messages-on-your-iphone-or-ipad-4d631321-0d26-4bcc-a483-d294dd0b1caf?ui=en-US&rs=en-GB&ad=GB#ID0EAABAAA=Previous_version_of_OME
ANDROID	If you have an **Android mobile device or tablet,** – you will need to follow the process linked below: https://support.office.com/en-us/article/view-protected-messages-on-your-android-device-83d60f17-2305-407a-a762-7d518401fdeb#ID0EAABAAA=Previous_version_of_OME

The following screenshots were taken using Microsoft Outlook 2016. The appearance may differ depending on which email client or version of Outlook you are using.

1. Either click on the email in your Inbox if you are using the reading pane or double click the email to open this within a new window (emails from Kent County Council which have been encrypted will contain the wording [SECURE] within the subject line).
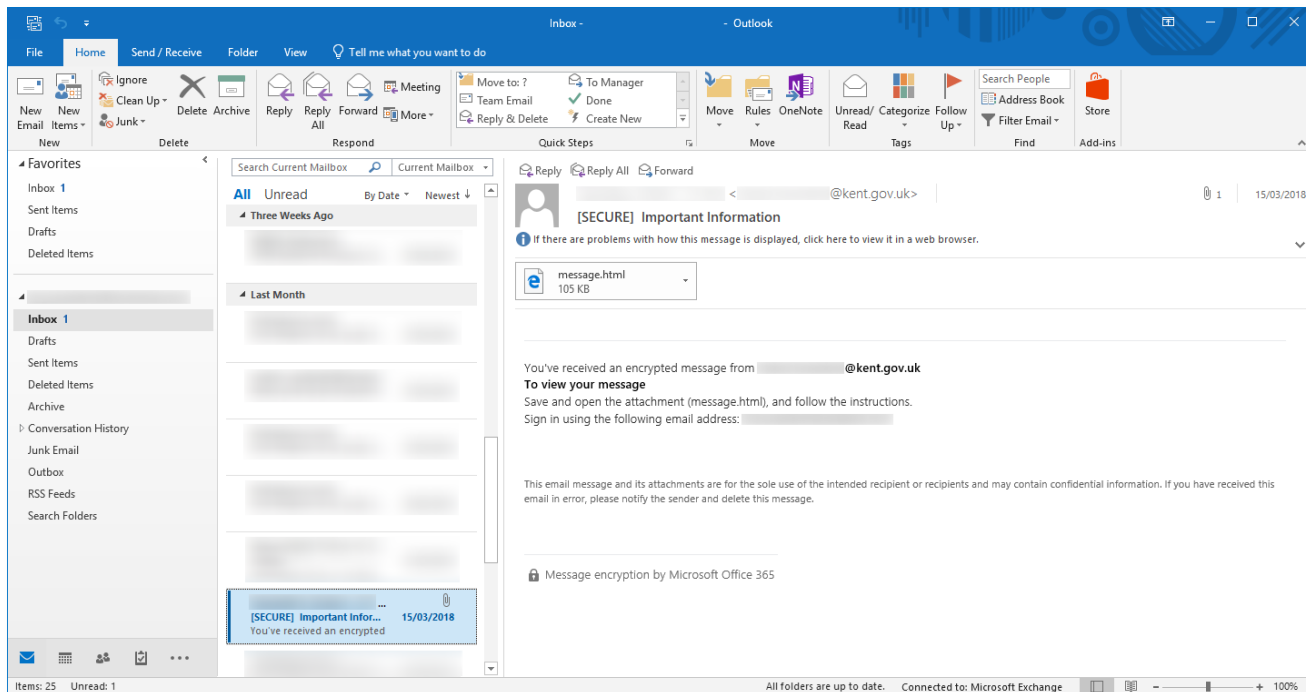

2. Click on the down arrow next to **message.html** and select **Open** from the drop-down list


3. If a prompt appears asking whether you would like to open, save the attachment or cancel the operation, click **Open**.
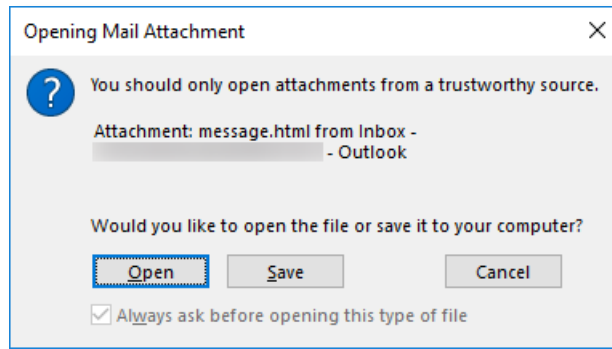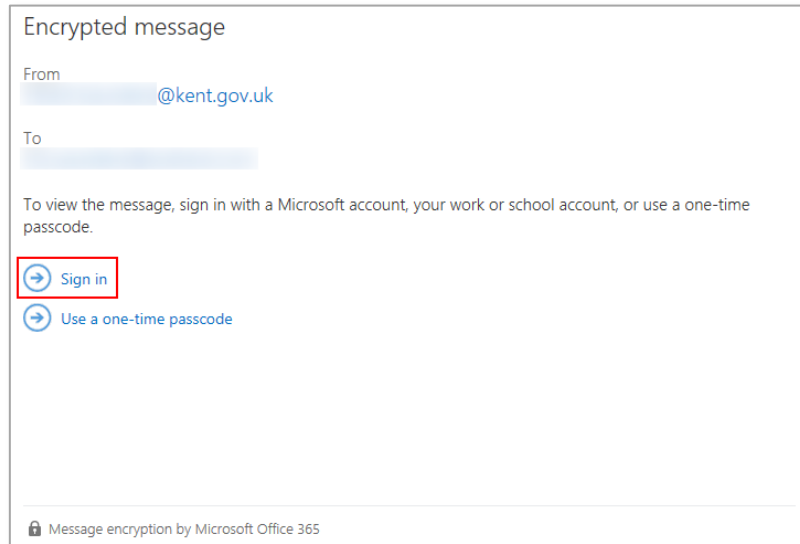
4. You may be prompted to select what application you would like to use to complete the operation, select the most appropriate application (or leave the current application highlighted) and click **OK**
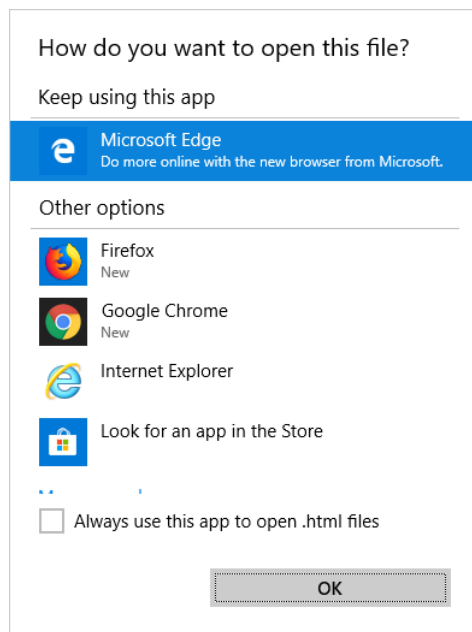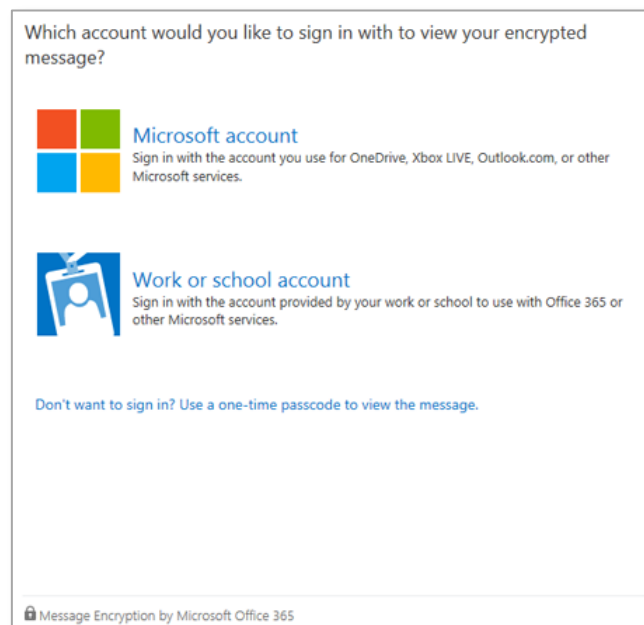

5. You will be presented with two options - Sign in or Use a one-time passcode
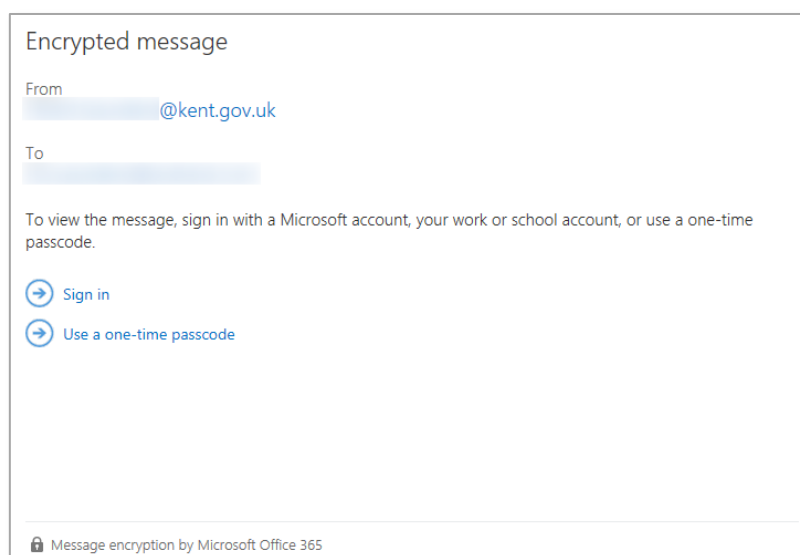
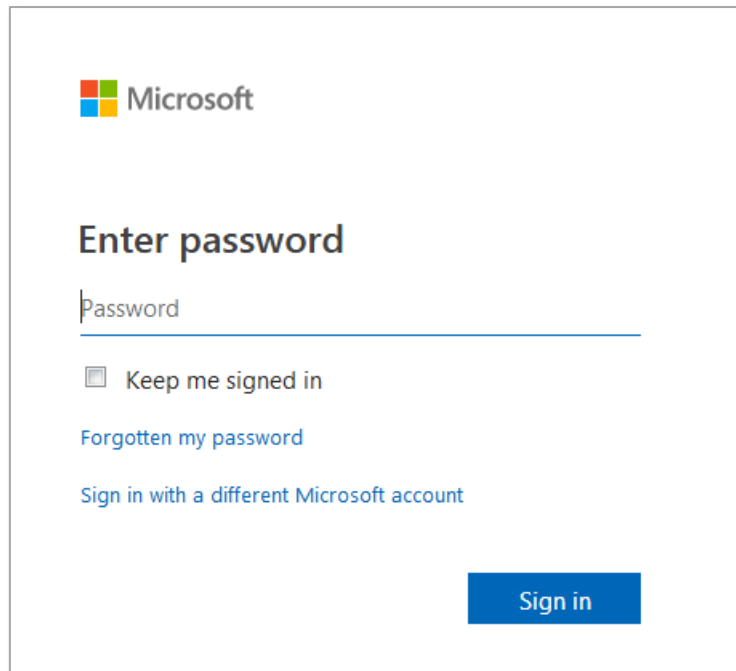6. Click on the wording **Sign in**

7. If your organisation already uses Microsoft accounts to access Office 365, click on the wording **Work or school account**. Otherwise, click on the wording **Microsoft Account**
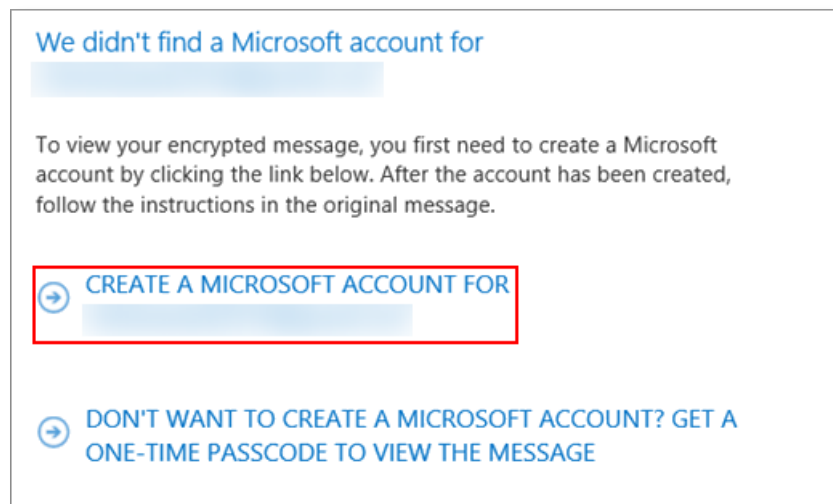

PLEASE NOTE   If you are unsure as to whether your organisation already uses Microsoft accounts please contact your IT support provider who will be able to provide further advice

8. If you already have a Microsoft Account, you will be prompted to enter your password. Enter this within the **Password** field and click **Sign in** to view the encrypted message in your web browser

9. If you do not already use Microsoft accounts and you previously clicked on **Microsoft Account**, click on the wording **CREATE A MICROSOFT ACCOUNT FOR...** to start the account creation process

10. Complete the **Create an account** form. Your email address should automatically appear within the **User name** field, if this is not the case please copy and paste your address in to the field

PLEASE NOTE   The email address used when creating a new account **MUST** match the address to which the encrypted email was sent.

11. Review the summary page and click on the wording **Verify your email address.** You will receive a verification email.


12. Open the verification email and click on the **Verify** button to confirm your email address

13. Once you've verified your email address, go back and open the **message.html** file that you started with. You can now use your Microsoft account to sign in and view the encrypted message

Using a one-time passcode

A one-time passcode should only be used if you do not already have a Microsoft account and will only be receiving a small number of encrypted emails. If you believe you will be receiving a high number of encrypted emails please sign up for a Microsoft account using the instructions previously outlined above.

14. Click on the wording **Use a one-time passcode**
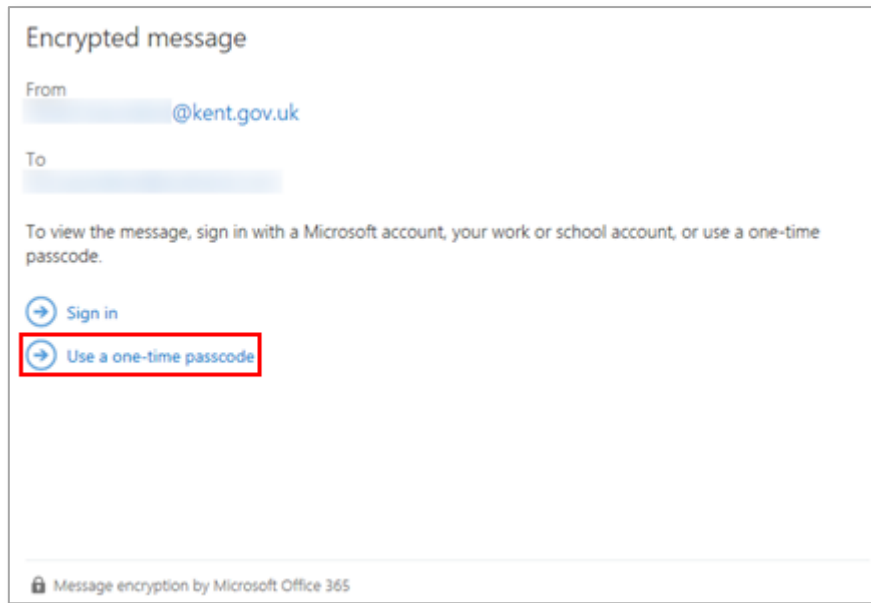
When clicking on **Use a one-time passcode** an automated email containing an 8-digit code will be sent to your email address. **This code is only valid for 15 minutes after it was requested** and must be entered in to the one-time passcode box provided.

PLEASE NOTE   It is important to wait for the one-time passcode email to arrive, this could take a few seconds or a few minutes. Do not close the browser window whilst waiting for the one-time passcode to arrive, or request a new one-time passcode. Requesting a new one-time passcode will invalidate any sent previously and the message 'the one-time passcode is incorrect' will be displayed.
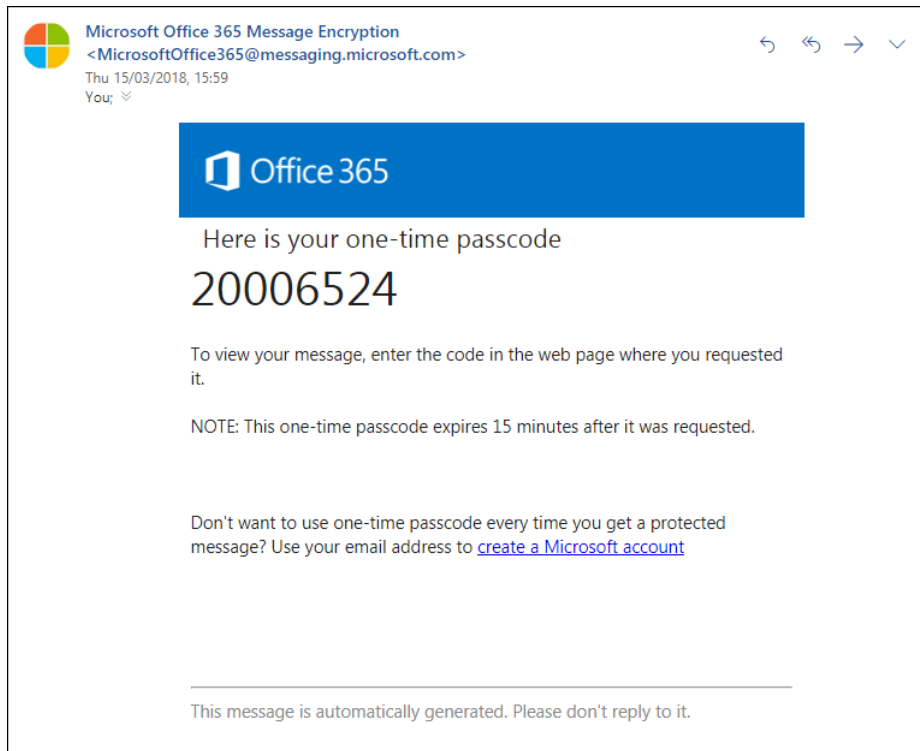
(The above screenshot is for illustration purposes only, do not enter the passcode shown above)

15. Enter the code received in to the **One-time passcode** field and click **Continue** to view the message
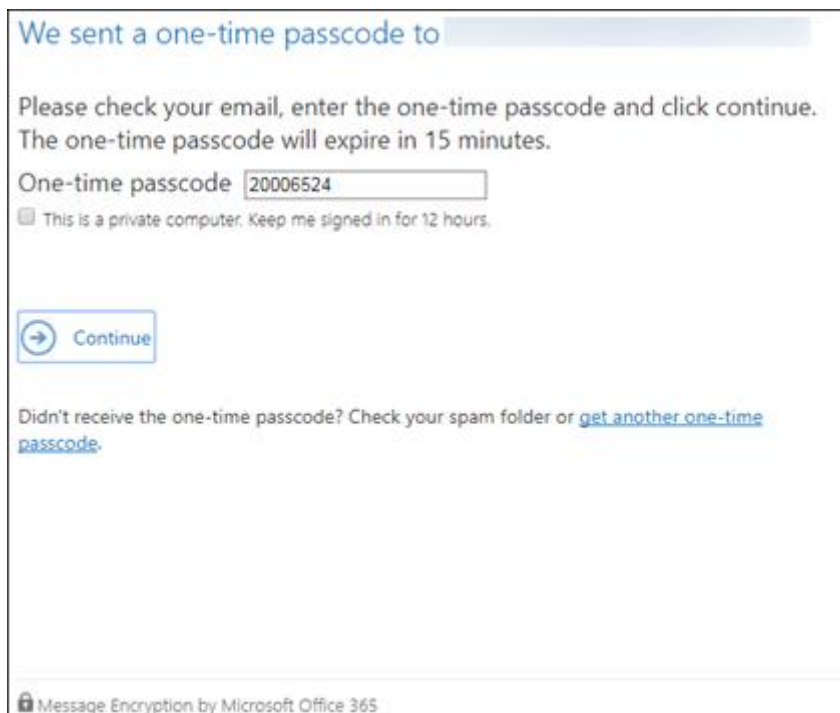
[SECURE] Important Information

< _____ @kent.gov.uk >

Today, 3:41 PM

Please find below my date of birth and home address:

DOB: 01/01/0001
Address: 01 Happy Place
Somewhere Nice
Pleasant Town
Paradise
AA01 1AA

Regards

🔒 Message Encryption by Microsoft Office 365

Problems?

Please contact your own organisation's IT support or helpdesk in the first instance to perform any initial fault finding on your device to assist with viewing the encrypted emails. Kent County Council cannot assist with any technical troubleshooting on devices which do not fall under our support.

If there is a general technical fault with the Secure Email facility this will be investigated by KCC ICT and Microsoft.