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).



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.

Ć	If you have an iPhone or iPad – you will need to follow the process linked below: <u>https://support.office.com/en-gb/article/view-protected-messages-on-your-iphone-or-ipad-</u>
	<u>4d631321-0d26-4bcc-a483-d294dd0b1caf?ui=en-US&rs=en-</u>
APPLE	GB&ad=GB#IDUEAABAAA=Previous version of OME
	If you have an Android mobile device or tablet, – you will need to follow the process linked below:
ANDROID	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).

₽ 5 -		Inbox -	- Outlook		
File Home Send / Receive	Folder View Q Tell me what you want to do				
New New Delete	Reply Reply Forward More Reply Reply Forward	to:? ♀ To Manager Email ✔ Done & Delete ♀ Create New		Categorize Follow Read v Up v Taos	Store
▲ Favorites <	Search Current Mailbox & Current Mailbox			1093	
Inbox 1 Sent Items Drafts	All Unread By Date * Newest ↓ ▲ ▲ Three Weeks Ago	[SECURE] Impo	ortant Information w this message is displayed, click here	kent.gov.uk>	∅ 1 15/03/2018
Deleted Items	4 Last Month	message.html 105 KB	•		· · · · ·
Inbox 1					
Drafts Sent Items Deleted Items Archive ▷ Conversation History Junk Email		You've received an encrypte To view your message Save and open the attachm Sign in using the following e	rd message from ent (message.html), and follow the email address:	@kent.gov.uk e instructions.	
Outbox RSS Feeds Search Folders		This email message and its attac email in error, please notify the	hments are for the sole use of the inte sender and delete this message.	nded recipient or recipients and may contain confi	idential information. If you have received this
	0 [SECURE] Important Infor You've received an encrypted	A Message encryption by	Microsoft Office 365		
Marka 🖾 🗰 🚥 🖬 🗠 🖬 🗠 🗠 🗠	.				
Items: 25 Unread: 1			All folders are up	to date. Connected to: Microsoft Exchange	■ ■ - + 100%

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

6]	message.html 105 KB	-
e]	message.html 105 KB	•
		<u>P</u> review	
		<u>O</u> pen	
	٥	Quick Print	
- 1	7	<u>S</u> ave As	
[ĥ	Save All Attachments	
	×	Remo <u>v</u> e Attachment	
[<u>C</u> opy	
I	ß	Select A <u>I</u> I	

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**

How do you want to open this file?			
Кеер и	using this app		
е	Microsoft Edge Do more online with the new browser from Microsoft.		
Other	options		
۷	Firefox New		
9	Google Chrome _{New}		
Ø	Internet Explorer		
	Look for an app in the Store		
	1. A.		
Always use this app to open .html files			
	ОК		

5. You will be presented with two options - Sign in or Use a one-time passcode

Encrypted message
From @kent.gov.uk
То
To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.
→ Sign in
→ Use a one-time passcode
Message encryption by Microsoft Office 365

6. Click on the wording **Sign in**

Encrypted message
From @kent.gov.uk
То
To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.
Sign in
Use a one-time passcode
G Message encryption by Microsoft Office 365

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**



- PLEASEIf you are unsure as to whether your organisation already uses Microsoft accounts pleaseNOTEcontact 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

	Microsoft			
En	ter password			
Pas	sword			
	Keep me signed in			
For	jotten my password			
Sigr	in with a different Microsoft account			
		Sign i	in	

 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

We didn't find a Microsoft account for
To view your encrypted message, you first need to create a Microsoft account by clicking the link below. After the account has been created, follow the instructions in the original message.
CREATE A MICROSOFT ACCOUNT FOR
ON'T WANT TO CREATE A MICROSOFT ACCOUNT? GET A ONE-TIME PASSCODE TO VIEW THE MESSAGE

- 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
- PLEASEThe email address used when creating a new account MUST match the address to which the
encrypted email was sent.

Microsoft
Create an account
You can use any email address as the user name for your new Microsoft account, including addresses from Outlook.com, Yahoo! or Gmail. If you already sign in to a Windows PC, tablet, or phone, Xbox Live, Outlook.com, or OneDrive, use that account to sign in.
Name
After you sign up, we'll send you a message with a link to verify this User name.
User name Cross and paste your chosen User name.
Create password
•••••
8-character minimum; case sensitive
Reenter password
•••••
Country/region
✓
ZIP code

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

Microsoft account	
Account	View basic information about your account
Basic info	Your email address has not been verified. Verify your email address
Recent activity	Display name
Aliases	Edit
Related accounts	
Billing	Personal details Birthdate
Overview	Gender
Transactions	Country/region Time zone

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

Encrypted message
From @kent.gov.uk
То
To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.
 → Sign in → Use a one-time passcode
Message encryption by Microsoft Office 365

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

We sent a one-time passcode to
Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.
One-time passcode 20006524
This is a private computer. Keep me signed in for 12 hours.
Didn't receive the one-time passcode? Check your spam folder or <u>get another one-time</u> passcode.
Message Encryption by Microsoft Office 365

[SECURI] Important Info	rmation	
0	dav 3 d1 PM	<	@kent.gov.uk>
1 1	¥		
Please find b	elow my date of birth and	f home address:	
DOB: Address:	01/01/0001 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.