# MICROSOFT 365 ENCRYPTED EMAIL TA

How to receive and reply to Microsoft 365 encrypted emails without a Microsoft 365 email

1. **Encrypted email notification received as standard (unencrypted) email.**

NOTES:

- In this tutorial, images depict cstiehl@vmrc.net as the VMRC sender and cstiehlvmrc@gmail.com as the non-VMRC recipient (e.g., vendor).
- Email titles are never encrypted and therefore should not contain any ePHI, including UCI# or client initials.
- These email notifications are sometimes sent to the Spam folder. Ensure that emails from all VMRC BIS staff are approved as trusted senders.
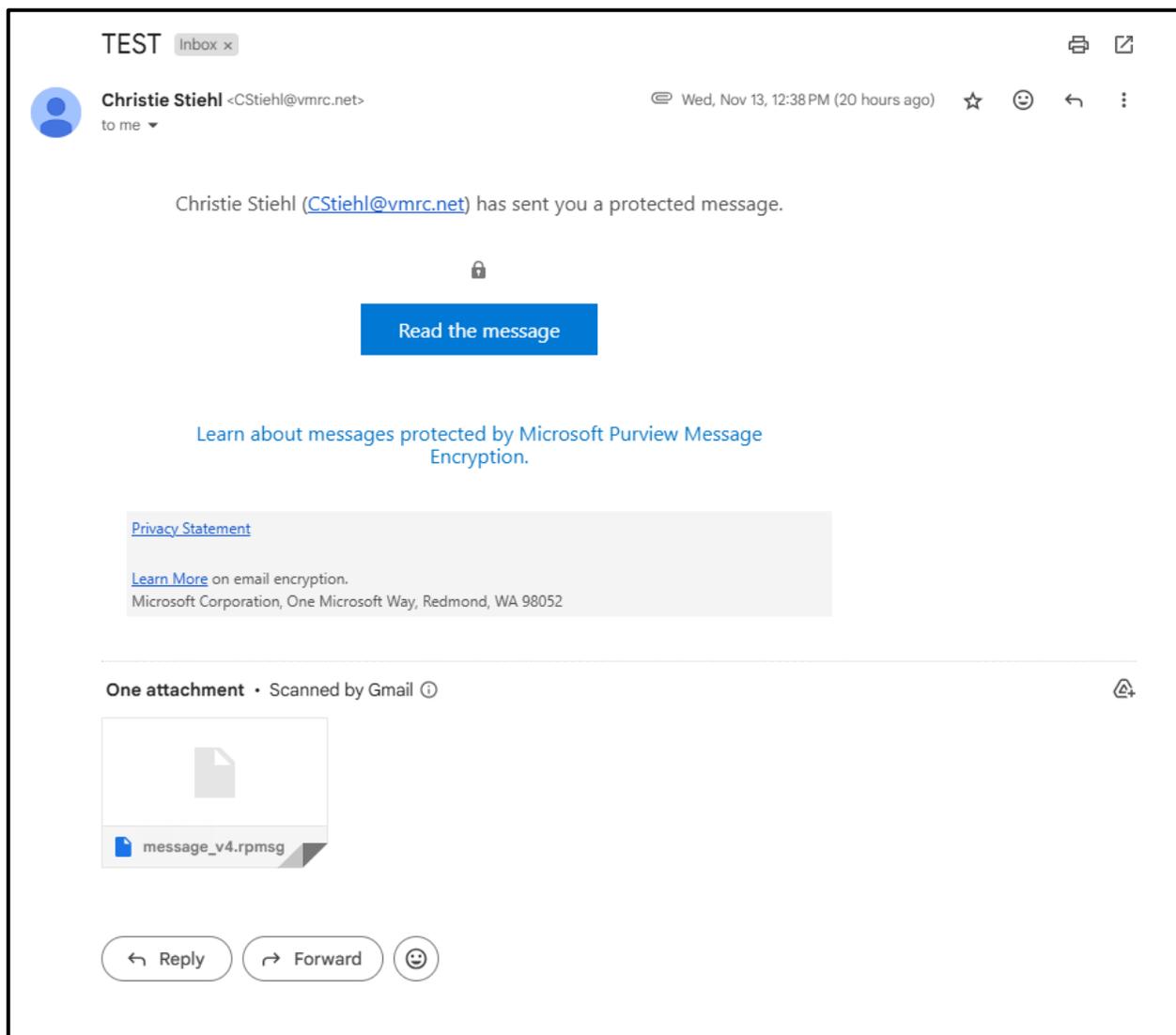
2. **Click on "Read the message" and an internet browser window will open. On the browser window, you have the option to sign in via Google or a one-time passcode. If using a one-time passcode, an unencrypted email will be sent with the passcode. Enter the passcode in the specified text box.**

   NOTES:
   - Option to check "This is a private computer. Keep me signed in for 12 hours." to waive the passcode requirement to open encrypted emails for 12 hours.
   - These email notifications are sometimes sent to the Spam folder. Ensure that emails from all VMRC BIS staff are approved as trusted senders.

We sent a one-time passcode to cstiehlvmrc@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.

🔒 Message Encryption by Microsoft Office 365

Your one-time passcode to view the message   Inbox ×   🖨 ☑

Microsoft Office 365 Message Encryption <MicrosoftOffice365@messaging.microso...   9:11AM (0 minutes ago)   ☆ ☺ ↩ ⋮
to me ▾

Here is your one-time passcode

99851315

To view your message, enter the code in the web page where you requested it.

NOTE: This one-time passcode expires 15 minutes after it was requested.

This message is automatically generated. Please don't reply to it.

↩ Reply   ↪ Forward   ☺

3. The encrypted email will display in the browser.

TEST

CS Christie Stiehl <CStiehl@vmrc.net>
Yesterday, 12:38 PM
cstiehlvmrc@gmail.com ⪢

↩ Reply all | ⌄

Encrypt: This message is encrypted. Recipients can't remove encryption.

TEST

Christie Stiehl, BCBA
Board Certified Behavior Analyst | Pronouns: They/Them

Direct Line: (209) 955-3612
CStiehl@vmrc.net | www.vmrc.net

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4. **You can send an encrypted response by selecting "Reply" or "Reply all" in the top right corner.**

NOTES:

- Only respond to encrypted emails using this method. Responding to the initial notification email (see Step 1) will send an unencrypted response.
- If sending an unencrypted email in response to an encrypted email, create a new email thread. Ensure no ePHI is included in any part of the email (title, body, previous emails from email chain).
- If you would like to have access to your email response, include your email in the "To" section. You will then receive an email notification (see Step 1) for your own email response. If you do not put your email in the "To" section, you will have no record of your response until someone responds to your email. The "CC" section does not work for this.
- Avoid branching off from encrypted email chains (e.g., responding to an email that is not the last response sent in the chain, responding or forwarding to only specific people rather than all included on the original email). This avoids confusion regarding the sequence of communications.