

Accessing Office 365 Encrypted (Secure) Messages

This document walks you through the process for accessing Office 365 (O365) encrypted email messages. Email encryption involves encrypting, or disguising, the content of email messages to protect potentially sensitive information from being read by anyone other than intended recipients.

In addition to reviewing the steps below, you can also watch this quick, instructional YouTube video that concisely demonstrates the process:

<https://www.youtube.com/watch?v=mraS8vPADRI>

Retrieving email encrypted by O365

When Office 365 encrypts an e-mail, it will arrive in the recipient's mailbox looking like the image below. You'll see the sender, subject, information that the message is encrypted, and (most importantly) an attachment that will *always* be named ***message.html***.

securemail Test case 2 of 4

Sender name <sender@pcgus.com>
Yesterday, 11:55 AM
You: receiver@att.net

message.html
130 KB

Download Save to OneDrive - Personal

You've received an encrypted message from sender@pcgus.com
To view your message
Save and open the attachment (message.html), and follow the instructions.
Sign in using the following email address: testing@outlook.com

Mail will arrive like this. Save "message.html" file to your local PC. Note that you MUST sign in to O365 encryption center with the address shown in the msg.

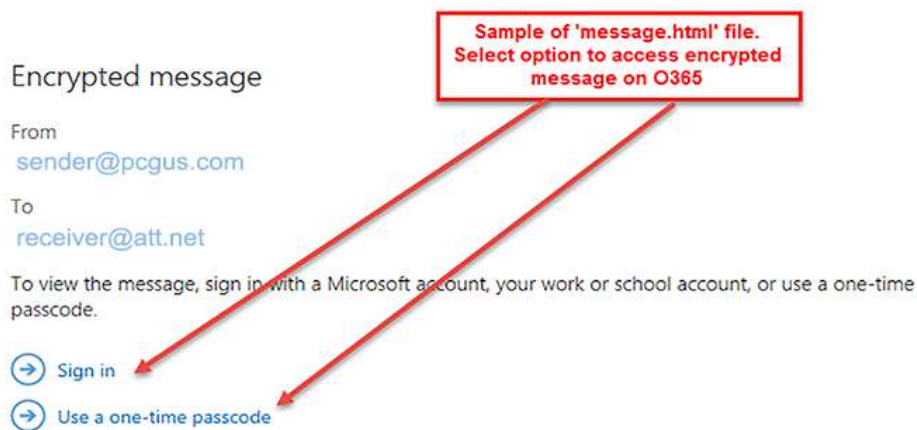
This email message and its attachments are for the sole use of the intended recipient or recipients and may contain confidential information. If you have received this email in error, please notify the sender and delete this message.

To access the encrypted message, **the first step the recipient must take is to save the attachment to their computer and open it in a browser.**

1. Download the *message.html* attachment by saving it to your computer
Once downloaded, double-click the *message.html* file, which will open the attachment in an internet browser.

Accessing the encrypted message

Opening the *message.html* attachment will open a browser with two options for accessing the message: you can either sign-on to the O365 Encryption Portal with a Microsoft account matching your email address, or use a one-time passcode.

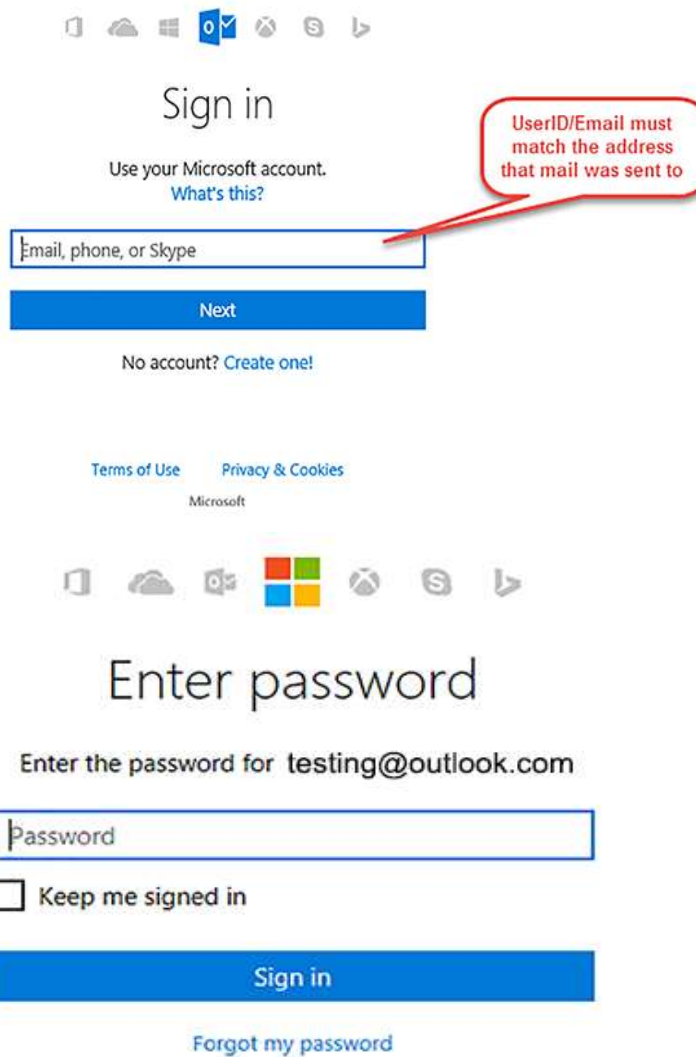
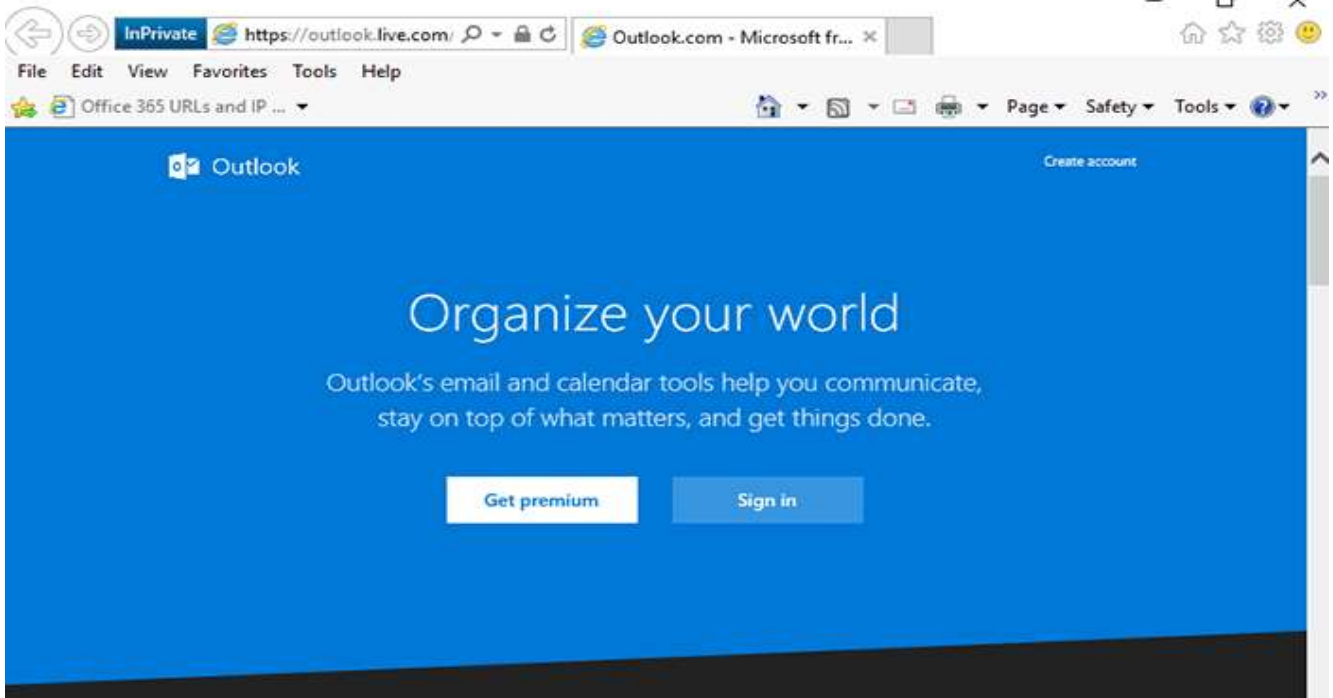


Option 1: Using the sign in option


No matter where your e-mail resides, you **must have or create a Microsoft account** whose user name matches the email address where the encrypted mail was sent to use this option.

Follow the steps below to sign in to an existing Microsoft account:

1. Click on the 'Sign in' option, and you will be taken to: <https://outlook.live.com/owa/>
2. Click the 'Sign n' button, and you'll be taken to the login page.
3. Enter your email address, then click 'Next.'
4. Enter your password, and the encrypted message should open.



D Test Case 3

 sender <sender@pcgus.com>
Yesterday, 2:27 PM
testing@outlook.com; receiver@att.net

 Credit Report.pdf
38 KB

Let me know what you think

Sensitive test data was detected in the attachment, triggering encryption process.
PCG Encryption footer also added.

Sensitive Personal Data was detected in this message and it has been encrypted by PCG e-mail systems.

Option 2: Using the one-time passcode option

You can also request and use a one-time passcode to gain access to your encrypted message.

To do this:

1. Click on the 'Use a one-time passcode' option, and a single-use code will be sent to your mailbox.
2. Once it arrives, open the e-mail and copy/paste the code into the field in your web browser shown below.
 - a. If you are using a private computer and plan to access the message or other encrypted messages on the same day, you can check the box to remain signed in for 12 hours.
3. Click 'Continue' to go to your message.

* Your single-use code to view the message

Microsoft Office 365 Message Encryption <MicrosoftOffice365@messaging.microsoft.com>
To: receiver@att.net

Office 365



Here is your single-use code

83732869

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

NOTE: This single-use code expires 15 minutes after it was requested.

Don't want to use single-use code every time you get a protected message?
Use your email address to [create a Microsoft account](#)

We sent a single-use code to receiver@att.net.

Please check your email, enter the single-use code and click continue. The single-use code will expire in 15 minutes.

Single-use code

This is a private computer. Keep me signed in for 12 hours.

[Continue](#)

Didn't receive the single-use code? Check your spam folder or [get another single-use code](#).

Encrypted Message

D Test Case 3



sender <sender@pcgus.com>

Yesterday, 2:27 PM

testing@outlook.com; receiver@att.net



Credit Report.pdf
38 KB

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Sensitive Personal Data was detected in this message and it has been encrypted by PCG e-mail systems.