



# How TO OPEN AN OUTLOOK ENCRYPTED E-MAIL

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1. You will receive an e-mail message that reads: You've received an encrypted message from [johndoe@dmh.lacounty.gov](mailto:johndoe@dmh.lacounty.gov). ← **Example E-mail Address**

### To view your message:

Download the attachment (**message.html**), and follow the instructions.

**Note:** 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.


Continue



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2. To view the message, select to receive a one-time password. A new e-mail will be sent to your inbox labeled "**Microsoft Office 365 Message Encryption**" which contains your one-time passcode.

**Example:**

 Here is your one-time passcode  
**33224169**  
To view your message, enter the code in the web page where you requested it. This one-time passcode matches reference code 7348.  
NOTE: This one-time passcode expires 15 minutes after it was requested.

**Note:**

One-time passcodes expire if not used within 15 minutes. If your one-time passcode expires, a new one-time passcode will need to be requested to unencrypt the email message.

**Continue**



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### 3. Now Enter Your One-Time Passcode:

We sent a one-time passcode to [johndoe@dmh.lacounty.gov](mailto: johndoe@dmh.lacounty.gov). ← **Example E-mail Address**

Please check your email, enter the one-time passcode that corresponds with the reference code and click continue. The one-time passcode will expire in 15 minutes.

Reference code: 2040

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](#).

**4. Your encrypted message will open.**

