



# How TO OPEN AN OUTLOOK ENCRYPTED E-MAIL

## HOW TO OPEN AN OUTLOOK ENCRYPTED E-MAIL

1. You will receive an e-mail message that reads: You've received an encrypted message from [john.doe@dmh.lacounty.gov](mailto:john.doe@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.

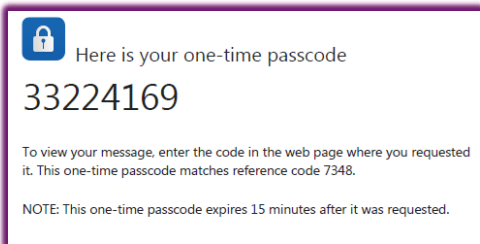
**Continue**



## HOW TO OPEN AN OUTLOOK ENCRYPTED E-MAIL

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:**



**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**



## HOW TO OPEN AN OUTLOOK ENCRYPTED E-MAIL

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

We sent a one-time passcode to [john.doe@dmh.lacounty.gov](mailto:john.doe@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.**





# How TO OPEN AN OUTLOOK ENCRYPTED E-MAIL (iPad & iPhone)

## HOW TO OPEN AN OUTLOOK ENCRYPTED E-MAIL iPad & iPhone Devices

1. Select **(Get)** to download the **Office 365 Message Encryption Viewer** from the **Apple Application Store**.



### Office 365 Message Encryption Viewer

Microsoft Corporation

GET

1.6 ★★★★★  
136 Ratings

#117  
Productivity

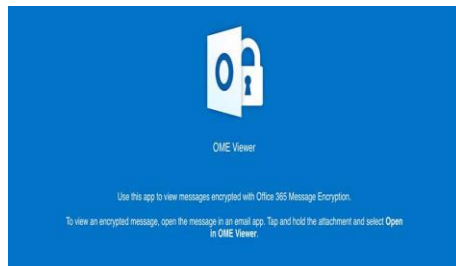
4+  
Age

Continue



## HOW TO OPEN AN OUTLOOK ENCRYPTED E-MAIL iPad & iPhone Devices

2. Once the **Office 365 Message Encryption Viewer** is finished downloading select **(OPEN)**.  
The image below will appear:



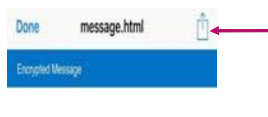
3. Now return to the encrypted email that was sent to you.

**Continue**



## HOW TO OPEN AN OUTLOOK ENCRYPTED E-MAIL iPad & iPhone Devices

4. Select the attachment **(message.html)**.



5. Select **(download icon)** In the upper right hand corner.

6. Select **Copy to OME Viewer** icon.



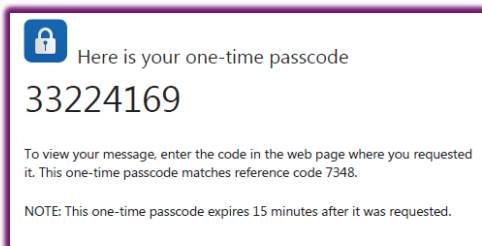
**Continue**



## HOW TO OPEN AN OUTLOOK ENCRYPTED E-MAIL iPad & iPhone Devices

7. To view the message, select 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:**



**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**



## HOW TO OPEN AN OUTLOOK ENCRYPTED E-MAIL iPad & iPhone Devices

**8. Now Enter Your One-Time Passcode:**

We sent a one-time passcode to [john.doe@dmh.lacounty.gov](mailto:john.doe@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](#).

**9. Your encrypted message will open.**





# How TO OPEN AN OUTLOOK ENCRYPTED E-MAIL (Android Devices)

## HOW TO OPEN AN OUTLOOK ENCRYPTED E-MAIL Android Devices

1. Select the (message.html) attachment.
2. You will be instructed to download the Office 365 Message Encryption Viewer from the Google Play Store.



3. Select (INSTALL) to download the application.

Continue



## HOW TO OPEN AN OUTLOOK ENCRYPTED E-MAIL Android Devices

4. Once the Office 365 Message Encryption Viewer application is finished downloading select (OPEN).  
The image below will appear:



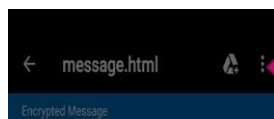
5. Now return to the encrypted email that was sent to you.

Continue



## HOW TO OPEN AN OUTLOOK ENCRYPTED E-MAIL Android Devices

6. Select the attachment (message.html).



This will appear:

Open with...

Download

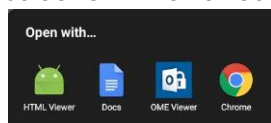
Send file...

Report a problem

7. Select the three dots in the upper right hand corner.

8. Select Open with...

9. Select OME Viewer icon.



Continue

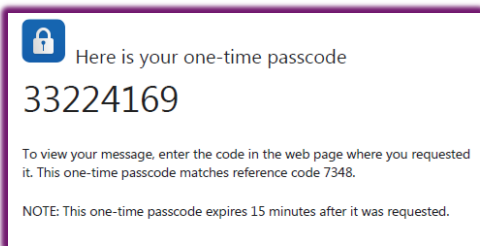




## HOW TO OPEN AN OUTLOOK ENCRYPTED E-MAIL Android Devices

10. To view the message, select 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:



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



## HOW TO OPEN AN OUTLOOK ENCRYPTED E-MAIL Android Devices

11. Now Enter Your One-Time Passcode:

We sent a one-time passcode to [johnndoe@dmh.lacounty.gov](mailto:johnndoe@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](#).

12. Your encrypted message will open.

