

## Secure Email Instructions for External Customers

**Description:** Instructions for Opening a Secure Email and setting up an account for first time use.

**Approval Date:**

### Steps to Complete:

1. You will receive an 'invite' email, as shown below:



2. Open the email and click the message.html attachment to download it.

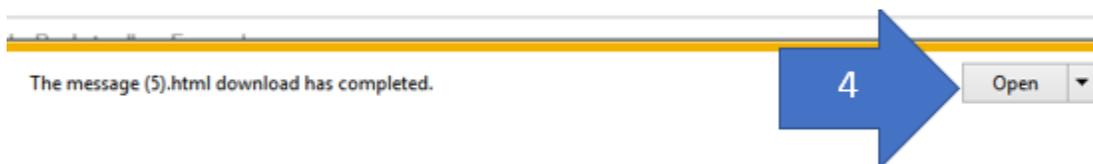
🔒 Message encryption by Microsoft Office 365



3. Select the "Save" option.



4. Once it has downloaded select the "Open" option.



5. A second web page will open and there will be two options:

- a. The “Sign in” option is recommended if you will be receiving multiple secure emails in the future. This option will have you set up an account. Proceed to step 6.
- b. The “Use a one-time passcode” option is recommended if you are not expecting to receive more secure emails in the future. Proceed to step 7.

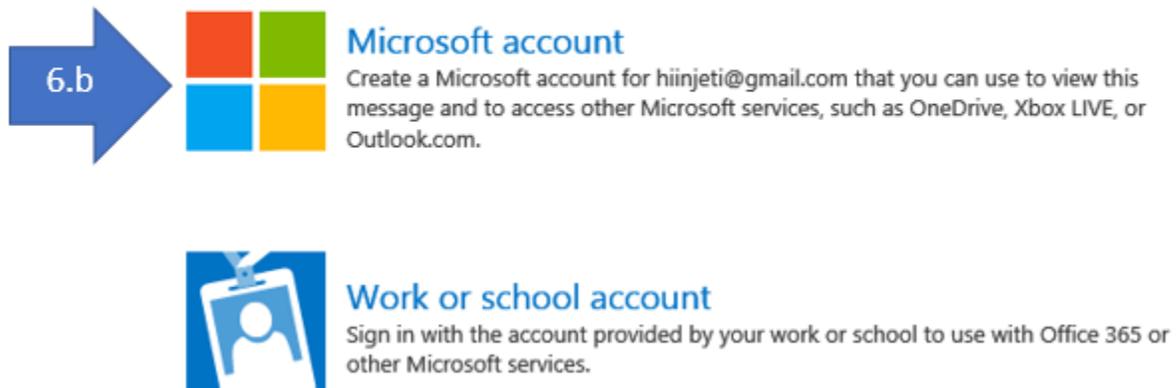
To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.



6. If you select “Sign in” follow the below steps:

- a. If this is the first time you are accessing the system you will be presented with two options. You can create a Microsoft Account or, if you already have an Office 365 account, there is the option to sign in with it. The below steps go through the process of creating an account. If you have already set up an account before proceed to step 6.f.
- b. Select “Microsoft account.”

Which account would you like to sign in with to view your encrypted message?



- c. Enter your account information then select the "Create account" option.

## 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](#).

**First name**  **Last name**

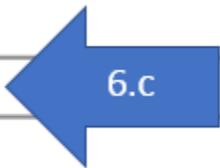


**User name** @gmail.com

[Get a new email address](#)

After you sign up, we'll send you a message with a link to verify this user name.

**Password**



8-character minimum; case sensitive

**Reenter password**

Clicking **Create account** means that you agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).



- d. A web page opens that asks you to Verify your email. You will receive a verification email. Select the "Verify *emailaddress*" option.



## Verify your email

6.d

We sent an email to hiinjetei@gmail.com to make sure you own it. Please check your inbox and follow the instructions to finish setting up your Microsoft account.

Use a different email address as your Microsoft account

6.d

### Verify your email address

Inbox x

Microsoft account team <account-security-noreply@accountprotection.microsoft.com> to me

Microsoft account

## Verify your email address

To finish setting up this Microsoft account, we just need to make sure this email address is yours.

Verify [redacted]@gmail.com

Or you may be asked to enter this security code: 8287

- e. It will open to a webpage that states “Ready to go!” Go back to your email and repeat steps 1-5.a.



Store

Products

Support

Account

Your info

Privacy

Security

## Ready to go!

6.e

Thanks for verifying [redacted]@gmail.com. You can now get back to

- f. Select the “Sign in” option and it will prompt you to enter the password that you created for this account. Once entered hit “Sign in.”



## Enter password

Enter the password for [redacted]@gmail.com

Password

6.f

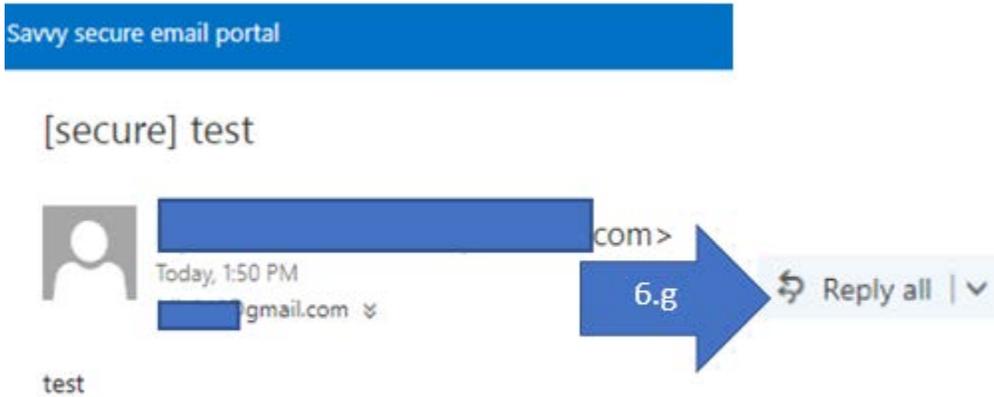
Keep me signed in

Sign in

6.f

[Forgot my password](#)

- g. Your Secure email will open. If it has any attachments, you can click them to download them. You can also hit the “Reply all” option to send a secure email back to the original sender.



7. If you select “Use a one-time passcode” follow the below steps:

- a. A page will come up that states an email has been sent to you containing a one-time passcode and has a field to enter the code.



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: 4741

One-time passcode

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

A blue arrow labeled "7.a" points to the passcode input field.

- b. Open the email you will receive and copy the passcode from the email.



Here is your one-time passcode

39527705

7.b

To view your message, enter the code in the web page where you requested it. This one-time passcode matches reference code 4741.

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

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

- c. Enter the Passcode into the webpage and hit "Continue."



Continue

7.c

- d. Your Secure email will open. If it has any attachments, you can click them to download them. You can also hit the "Reply all" option to send a secure email back to the original sender.

Savvy secure email portal

[secure] test



[redacted] com>  
Today, 1:50 PM  
[redacted] gmail.com

7.d

Reply all | v

test