

Encrypted Emails in Office365

Updated 08/13/24.

<u>About</u>

Office365 Message Encryption (OME) is a feature that allows you to send encrypted emails to any recipient, using Outlook desktop app or Outlook Online at <u>https://outlook.office.com</u>. Recipients can view encrypted emails through a web browser, using a one-time passcode or signing in with a Microsoft account.

Table of Contents

ABOUT	1
TABLE OF CONTENTS	1
SEND ENCRYPTED EMAIL IN OUTLOOK DESKTOP APP	2
STEP 1 – OPEN OUTLOOK AND COMPOSE A NEW EMAIL	2
STEP 2 – SELECT ENCRYPTION OPTIONS (OPTIONS TAB > ENCRYPT)	3
STEP 3 – Send the Email	4
STEP 4, OPTION A – RECIPIENT OPENS/REPLIES TO ENCRYPTED EMAIL IN OUTLOOK	5
STEP 4, OPTION B – RECIPIENT OPENS/REPLIES TO ENCRYPTED EMAIL IN NON-OUTLOOK CLIENT	6
Verifying identity of Non-Outlook users	7
SEND ENCRYPTED EMAIL IN OUTLOOK ONLINE	10
STEP 1 – LOGIN TO OUTLOOK ONLINE COMPOSE A NEW EMAIL	10
STEP 2 – SELECT ENCRYPTION OPTIONS (OPTIONS TAB > ENCRYPT)	11
STEP 3 – SEND THE EMAIL	12
STEP 4, OPTION A – RECIPIENT OPENS/REPLIES TO ENCRYPTED EMAIL IN OUTLOOK	13
STEP 4, OPTION B – RECIPIENT OPENS/REPLIES TO ENCRYPTED EMAIL IN NON-OUTLOOK CLIENT	14
Verifying identity of Non-Outlook users	15
REMOVE OR CHANGE THE ENCRYPTION TYPE FROM SENT EMAILS (OUTLOOK DESKTOP APP ONLY)	18
STEP 1 – GO TO YOUR SENT ITEMS IN OUTLOOK	18
STEP 2 – FIND AND OPEN THE ENCRYPTED MAIL YOU SENT	18
STEP 3 – SELECT FILE > ENCRYPT > UNRESTRICTED ACCESS	19
TROUBLESHOOTING PROBLEMS	21
CONTACT THE ITS HELP DESK	21

Send Encrypted Email in Outlook Desktop App

To access the encrypted email options in Outlook desktop app:

Step 1 – Open Outlook and compose a new email

Open the Outlook desktop app and compose a new email (including the recipient, subject, body, etc).



0	501	$\uparrow \downarrow$	3	Test Encrypte	d Email - Messag	e (HTML)	م	-	D	×
File M	lessage	Insert (Options	Format Text	Review Help	Acro	oat				
Paste	Basic Text ~	Names V	0 Include Ž	Attach File via Link ~ Adobe Acro	Loop Components ~ Collaborate	Tags	Dictate Voice	Sensitivity Sensitivity	Editor Editor	Immersiv Reader Immersiv	
	From 🗸										
Send	То		<u>@rsc</u>	cd.edu							
	Cc										
	Bcc										
	Subject	Test En	Test Encrypted Email								
Thank you, Rancho Santiago Community College School District Information Technology Services											

Step 2 – Select Encryption Options (Options tab > Encrypt)

- 1. Select the **Options tab.**
- 2. Select Encrypt.



- 3. Under "Set Permission on this item," select from the following:
 - A. **Encrypt-Only:** This message is encrypted. Recipients cannot remove encryption.

B. **Do Not Forward:** Recipients can read this message, but cannot forward, print, or copy content. The conversation owner has full permission to their message and all replies.



Once you have selected the encryption type, a note will appear on the email that will state it is encrypted (as shown in 3a and 3b).

Step 3 – Send the Email

Send the email with your selected encryption option.

File	Message	Insert	Options	Format Text	Review	Help
Aa Themes	Bcc From Show Fields	Encrypt	Tracking	Save Sent Item To Y	空 Delay D	elivery Replies ⊺
i Encr Perm	ypt-Only - This nission granted From V	s message 1 by: Г	is encrypted. ⊉r: ⊅@	Recipients can' sccd.edu rsccd.edu	t remove enc	ryption.
Send	То] !				
	Cc					
	Всс					
	Subject	Test E	ncrypted Er	mail		

Step 4, Option A – Recipient opens/replies to Encrypted Email in Outlook

If your recipient is also using Outlook with a Microsoft account, they will see a lock icon on your email indicating it is a secure/encrypted email.



Outlook will automatically verify the recipient in the background, and the person can just open the email like a normal message.



If the recipient replies to an encrypted email from Outlook, it will look and behave the same as a normal email reply, with added disclaimers in the header and bottom of the email about how the email is encrypted and has restrictions.



Step 4, Option B – Recipient opens/replies to Encrypted Email in non-Outlook client

For non-Outlook users, the encrypted message will appear differently.

The body of the message for non-Outlook users will show the following:

[Email Address] has sent you a protected message.

Read the Message

Test Email to Gmail 🔉 Inbox ×
@rsccd.edu>
to me 💌
rsccd.edu) has sent you a protected message.
Read the message
Learn about messages protected by Microsoft Purview Message Encryption.
Privacy Statement
<u>Learn More</u> on email encryption. Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

When the recipient selects **"Read the message,"** they will be sent to Outlook Online website to verify their account.

Verifying identity of Non-Outlook users

- A. The user can Sign in with their account (such as Gmail, Yahoo ID, Microsoft, etc).
- B. Or they can Sign with a One-time passcode



If using a One-time passcode, the recipient will be sent a separate email with subject line **Your one-time passcode to view the message.**



The recipient can use this one-time passcode when prompted:



Once the non-Outlook user verifies their identity, they will be taken to an encrypted version of the Outlook Web App, where they can view the message and send replies.

Encrypted Message	
igstarrow igstarro	
Sian Out Test Email to Gmail	Â
FN @rsccd.edu> \$ Reply Today, 2:08 PM @gmail.com> \$	∕all ❤
Encrypt: This message is encrypted. Recipients can't remove encryption.	-1
Test Email to Gmail	
✓ Incrypted Message × +	ο×
← → C 😄 outlook.office365.com/Encryption/default.aspx 📩	:
™ Send 🔮 Attach Discard ••••	
Encrypt: This message is encrypted. Recipients can't remove encryption.	Î
To FN @rsccd.edu> X	Bee
	bee
Cc NF N. F. X	
Re: Test Email to Gmail	£
Reply to test email	
A _A A B I <u>U</u> A₂ A ∺ ∷ ≡ € ∋≡ = ∨	
Send Discard 🛈 💽 🤔 🗸	

Send Encrypted Email in Outlook Online

To send encrypted emails with Outlook Online at <u>https://outlook.office.com</u>:

Step 1 – Login to Outlook Online Compose a new email

Login to <u>https://outlook.office.com</u>.

Select "**New mail**" to compose a new email (including the recipient, subject, body, etc).

	Outloo	ok							
		Home New mail	Vie						
	() == ∣	https://outloc	ok.office.com/mail/					\$	Ξ
Me	ssage	Insert	Format text	Draw	O	otions			
15	> ~ ₽	Aptos	~ 11	~	В	I			
	Send	- From:	@rscc	d.edu ~				Ø ~	
	То		@gmail.com> ×						
	Cc								
B	Scc								_
Test	Encrypted	Email					Draft	saved at 2:23 PM	м
Test Reg Nick	Encrypted ards,	I Email							

Step 2 – Select Encryption Options (Options tab > Encrypt)

- 1. Select the **Options tab.**
- 2. Select the Lock Icon (for Encrypt).
 - a. If needed, expand the window to see the Lock icon.

👏 Test Encrypted Email — Mozilla Firefox	
◯ ⓒ == https://outlook.office.com/mail/	
Message Insert Format text Dra Options	
🌽 🛩 🐞 🛛 🖂 Show Bcc 🗹 Show Cc 🗹 Show Fro	m 🕴 V 😢 🔂 🚥
Do Not Forward: Recipients can't forward, print, or copy content.	Set permissions on this item ove encryp
Send V From: rsccd.edu v	Encrypt A
To I gmail.com> ×	✓ Do Not Forward
Cc	No permission set

- 3. Under "Set Permission on this item," select from the following:
 - a. **Encrypt-Only:** This message is encrypted. Recipients cannot remove encryption.



Once you have selected the encryption type, a note will appear on the email that will state it is encrypted (as shown in 3a and 3b).

Step 3 – Send the email

Send the email with your selected encryption option.

🝅 Test Encrypted E	📦 Test Encrypted Email — Mozilla Firefox						
() () ē ≞ h	ttps://outloo	ok. office.com /mail/					
Message	Insert	Format text	Draw	Options			
/= ~ 🗞		Show Bcc	\checkmark	Show Cc	\checkmark		
🙃 Do Not Forwa	ard: Recipients (can't forward, print, or cop	y content.				
Send	From:	rsccd.e	edu 🗸				
Т		gmail.com> ×					

Step 4, Option A – Recipient opens/replies to Encrypted Email in Outlook

If your recipient is also using Outlook with a Microsoft account, they will see a lock icon on your email indicating it is a secure/encrypted email.



Outlook will automatically verify the recipient in the background, and the person can just open the email like a normal message.



If the recipient replies to an encrypted email from Outlook, it will look and behave the same as a normal email reply, with added disclaimers in the header and bottom of the email about how the email is encrypted and has restrictions.



Step 4, Option B – Recipient opens/replies to Encrypted Email in non-Outlook client

For non-Outlook users, the encrypted message will appear differently.

The body of the message for non-Outlook users will show the following:

[Email Address] has sent you a protected message.

Read the Message

Test Email to Gmail 🔉 Inbox ×
@rsccd.edu>
to me 👻
rsccd.edu) has sent you a protected message.
Read the message
Learn about messages protected by Microsoft Purview Message Encryption.
Privacy Statement
<u>Learn More</u> on email encryption. Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

When the recipient selects **"Read the message,"** they will be sent to Outlook Online website to verify their account.

Verifying identity of Non-Outlook users

- A. The user can Sign in with their account (such as Gmail, Yahoo ID, Microsoft, etc).
- B. Or they can Sign with a One-time passcode



If using a One-time passcode, the recipient will be sent a separate email with subject line **Your one-time passcode to view the message.**



The recipient can use this one-time passcode when prompted:



Once the non-Outlook user verifies their identity, they will be taken to an encrypted version of the Outlook Web App, where they can view the message and send replies.

▼ Encrypted Message × + -	- 🗆 X
igstarrow igstarro	☆ :
Sian Out Help Test Email to Gmail	Â
FN Today, 2:08 PM @gmail.com> ¥	oly all 🛛 🗸
Encrypt: This message is encrypted. Recipients can't remove encryption.	-1
Test Email to Gmail	
✓ Q Encrypted Message × + -	- 🗆 X
$m{\leftarrow} ightarrow {m{C}}$ $m{c}$ outlook.office365.com/Encryption/default.aspx	☆ :
Sign Out	ŕ
च्🗹 Send 🟮 Attach Discard •••	
Encrypt: This message is encrypted. Recipients can't remove encryption.	- î
To FN @rsccd.edu> X	Всс
Cc NF N. F. X	
Re: Test Email to Gmail	£
Reply to test email	
A _A A [™] B I <u>U</u> A ₂ <u>A</u> ⋮≡ ⋮≡ ≡ → ≡ = →	
Send Discard 🛈 📐 😳 🗛 🗸	

<u>Remove or change the encryption type from sent emails</u> (Outlook desktop app only)

If you have already sent an email with encryption, you can remove the encryption after it has been sent, or change the encryption type.

NOTE: Only the original sender of the email has permission to alter an email's encryption options.

NOTE: The steps below to remove encryption can only be done from Outlook desktop app.

Step 1 – Go to your Sent Items in Outlook

Open Outlook and open the Sent Items folder.

\checkmark	@rsccd.edu
> Inbox	4
Drafts	[2450]
Sent Items	
> Deleted Items	554
Archive	

Step 2 – Find and open the encrypted mail you sent

Find and open the encrypted email you sent (double click to open it).



Step 3 – Select File > Encrypt > Unrestricted Access

1. In the email, go select File.



- 2. Under Info, select **Encrypt.** From the Encrypt menu, select one of the following options:
 - A. Unrestricted access. This removes any encryption on the email.
 - **B. Encrypt-Only:** This message is encrypted. Recipients cannot remove encryption.
 - C. Do Not Forward: Recipients cannot forward, print, or copy content.



3. Once you select a new encryption type, the selected option will reflect next to the Encrypt menu.



For example, the description text for <u>Unrestricted Access</u> reads: *"Set up encryption for this item. For example, you may be able to restrict recipients from forward the email message to other people."*

Troubleshooting problems

Contact the ITS Help Desk

- Website: https://webhelpdesk.rsccd.edu
- Phone: 714-564-4357 Extension 0
- Email: helpdesk@rsccd.edu

(Select this link to return to the beginning of the document)