Encrypted Emails in Office365

Updated 07/21/25.

About

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 https://outlook.office.com. Recipients can view encrypted emails through a web browser, using a one-time passcode or signing in with a Microsoft account.
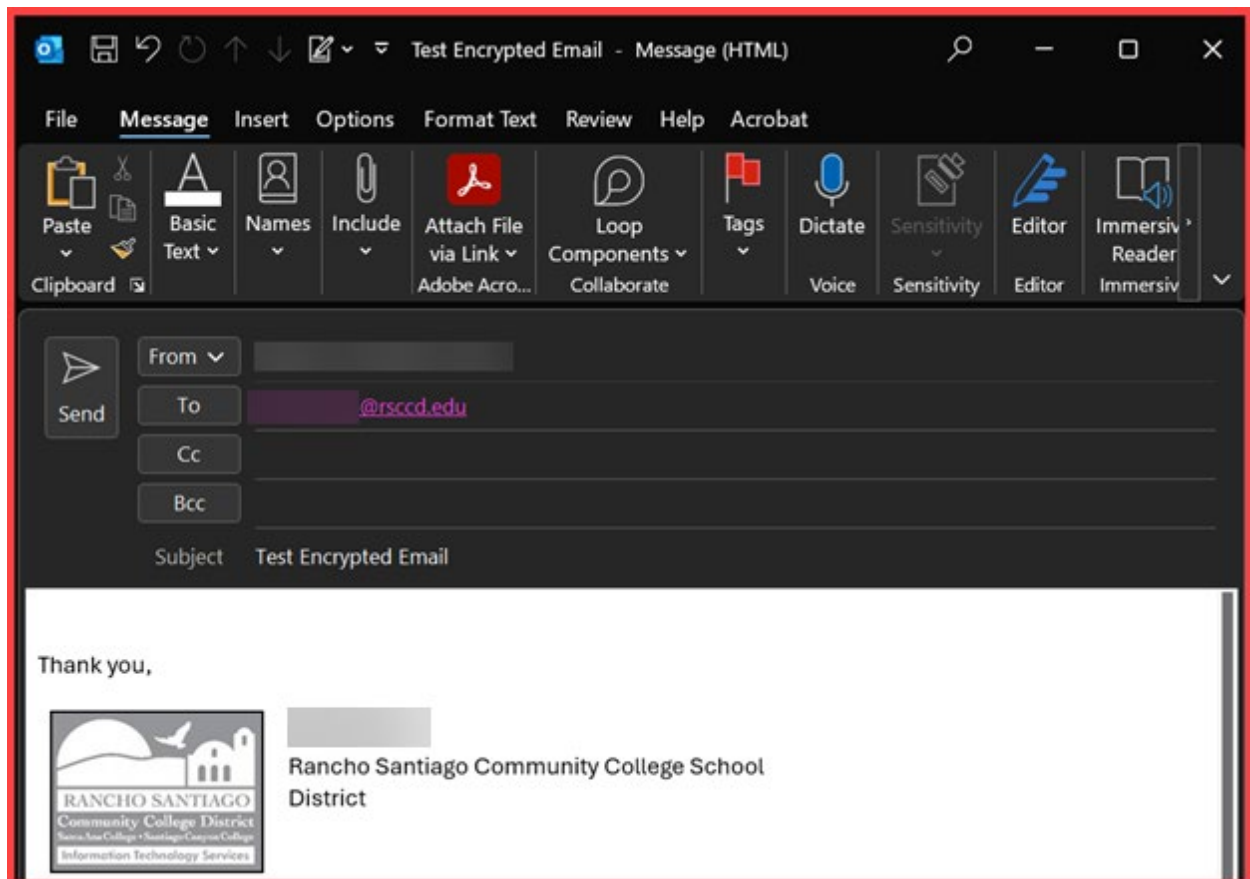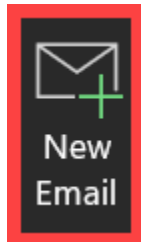
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Send Encrypted Email in Outlook Desktop App

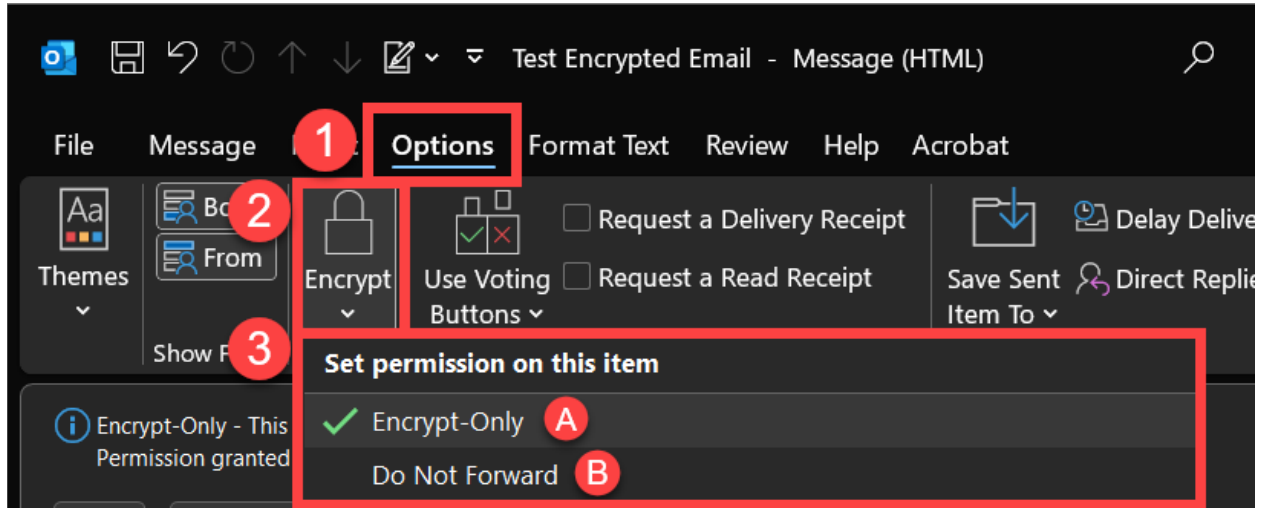To access the encrypted email options in Outlook desktop app:

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).

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
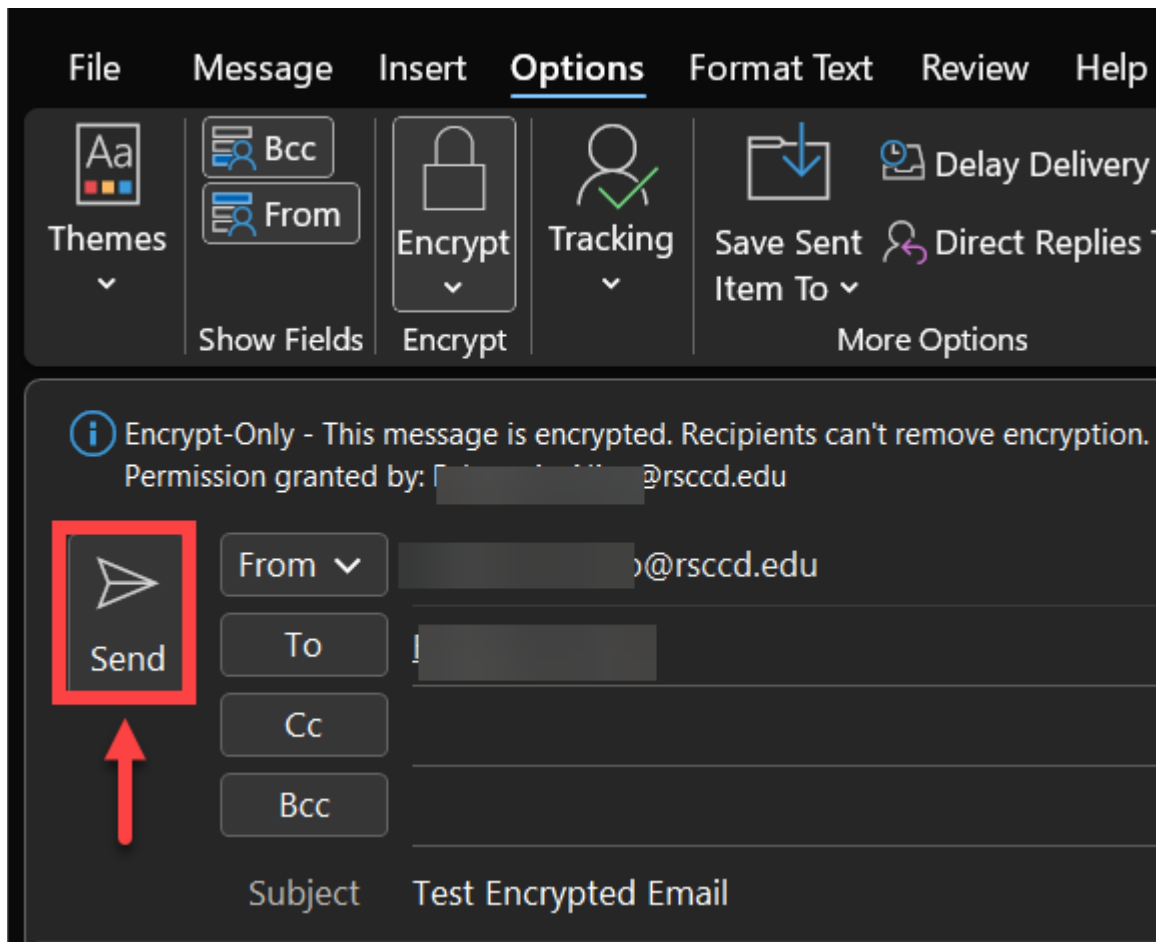
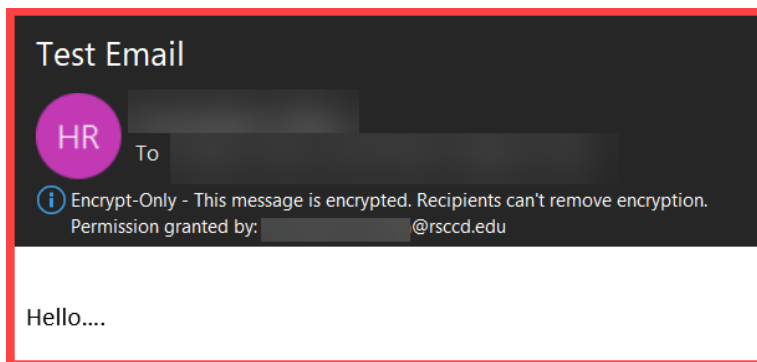**Send the email with your selected encryption option.**

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.

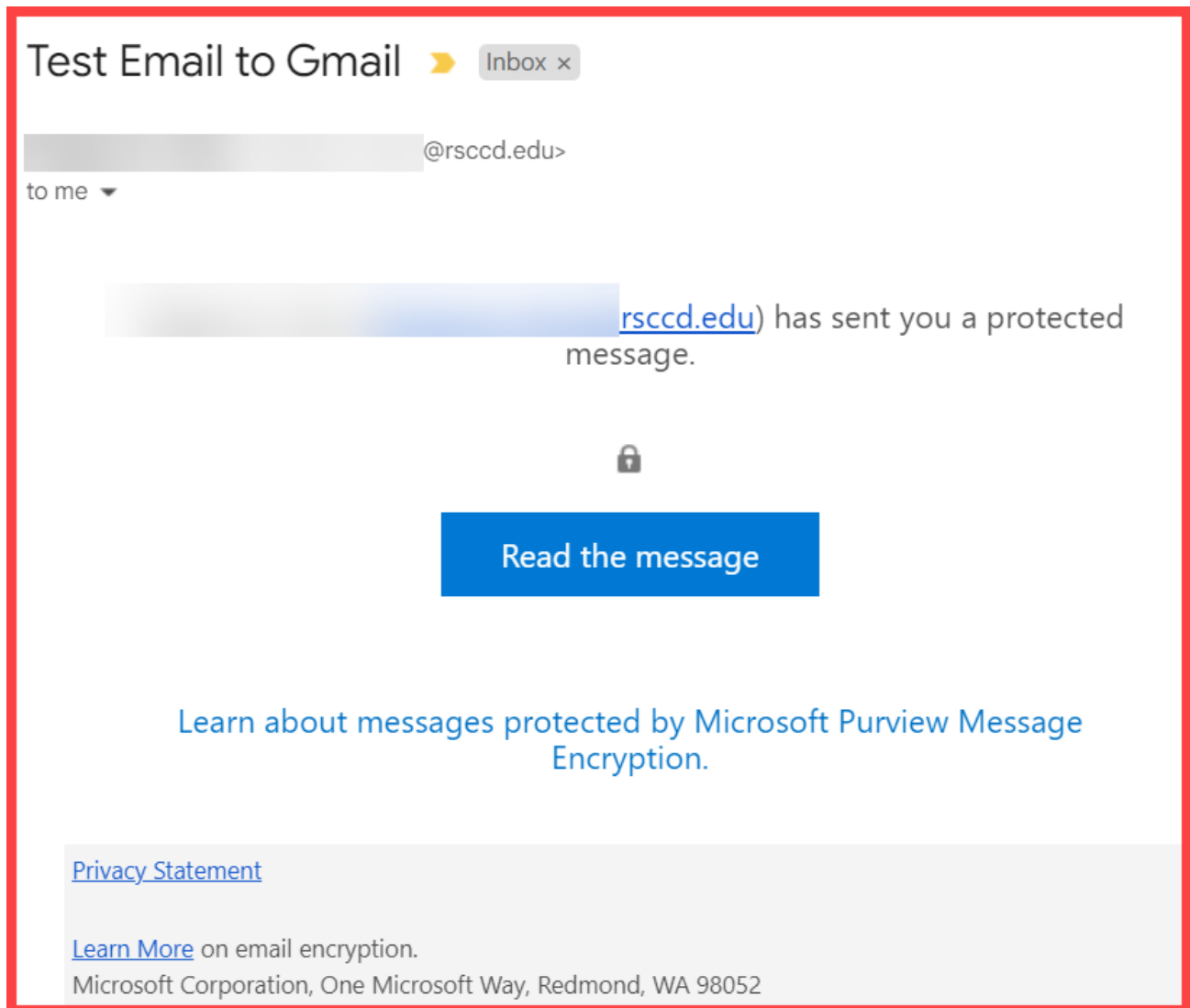## Step 4, Option B – Recipient opens/replies to Encrypted Email in non-Outlook client

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

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

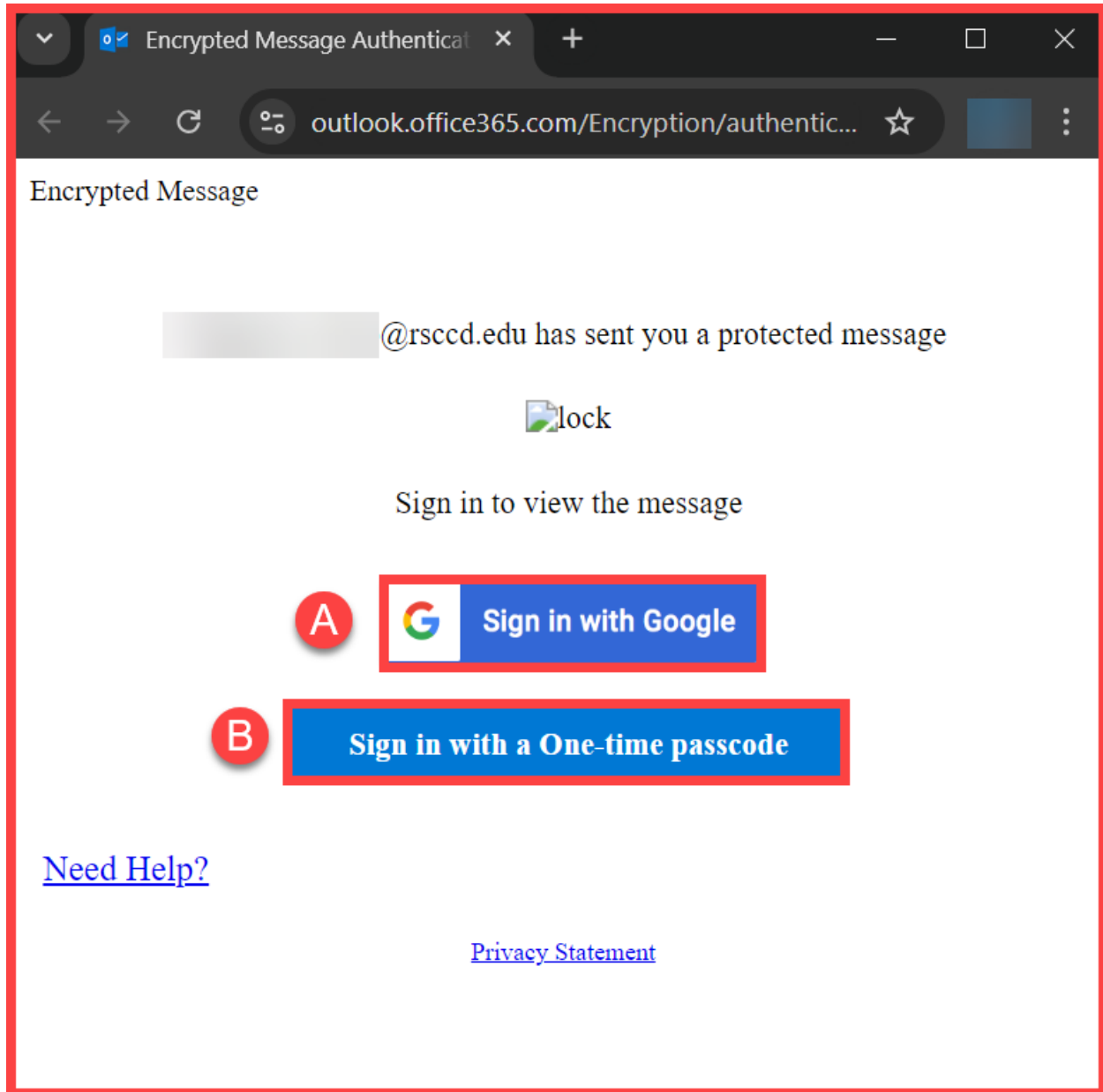**[Email Address] has sent you a protected message.**
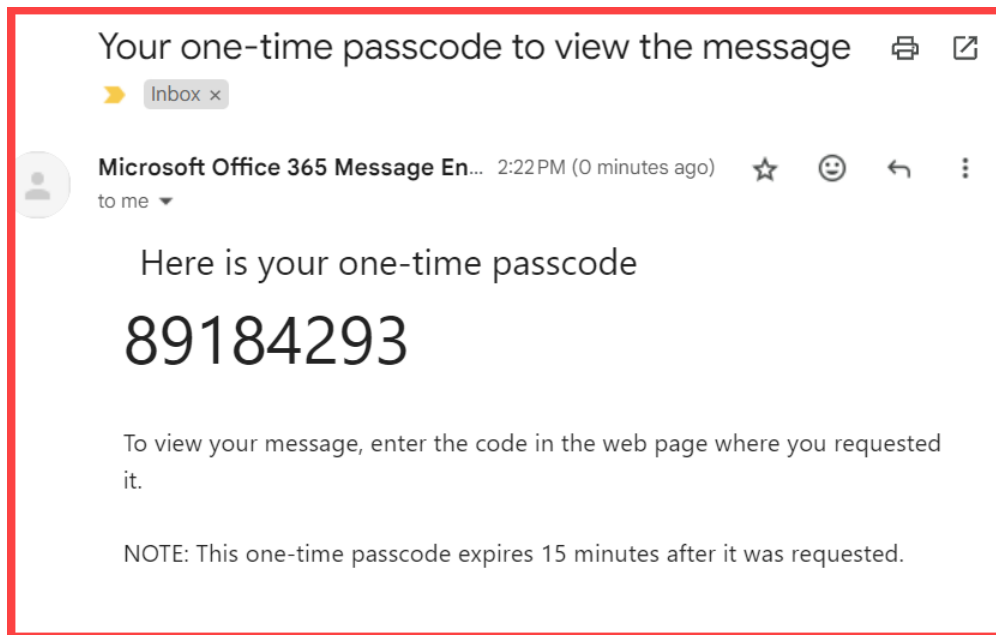
Read the Message

When the recipient selects **"Read the message,"** they will be sent to Outlook Online website to verify their account.
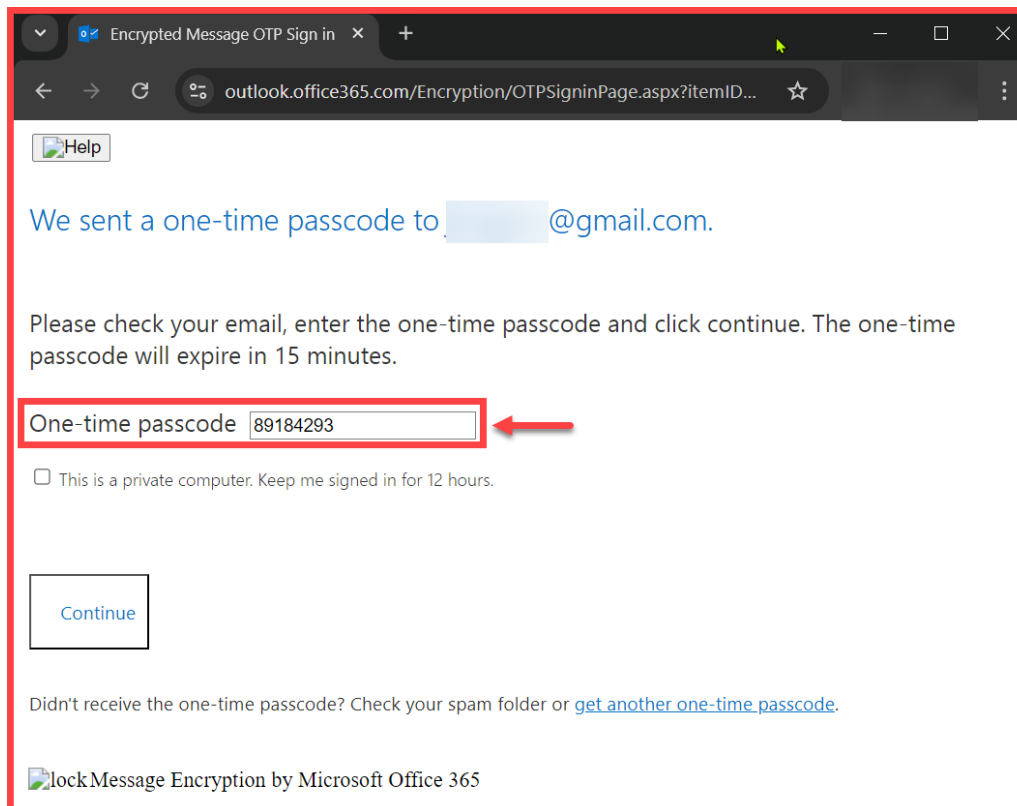
Verifying identity of Non-Outlook users

A. The user can **Sign in with their account (such as Gmail, Yahoo ID, Microsoft, etc).**

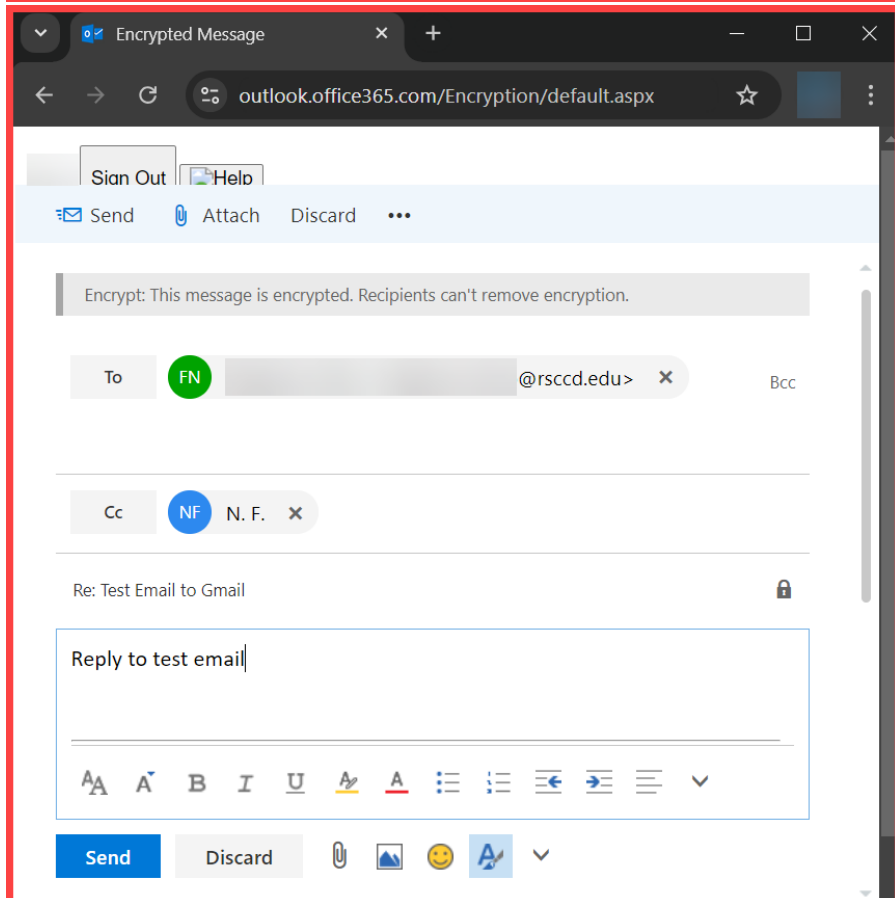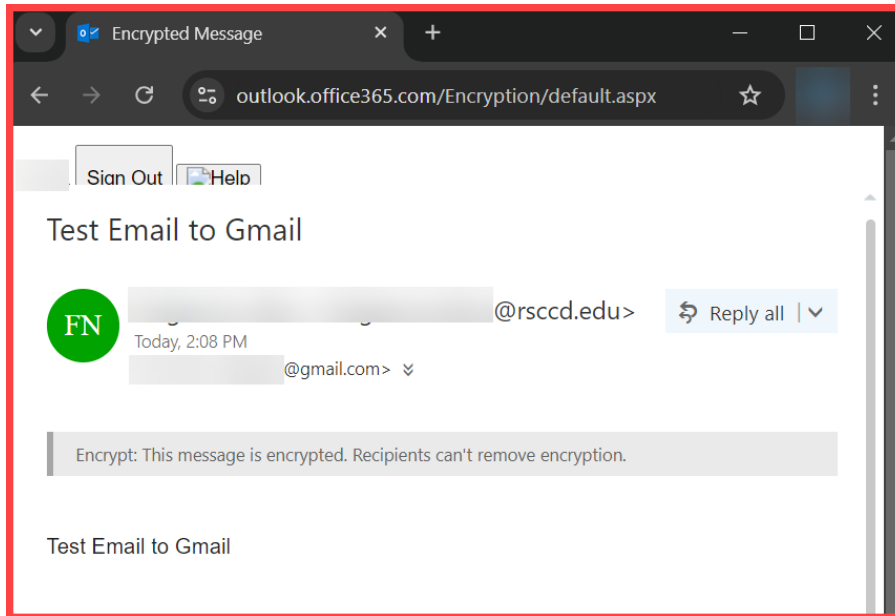B. Or they can **Sign with a One-time passcode**

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.

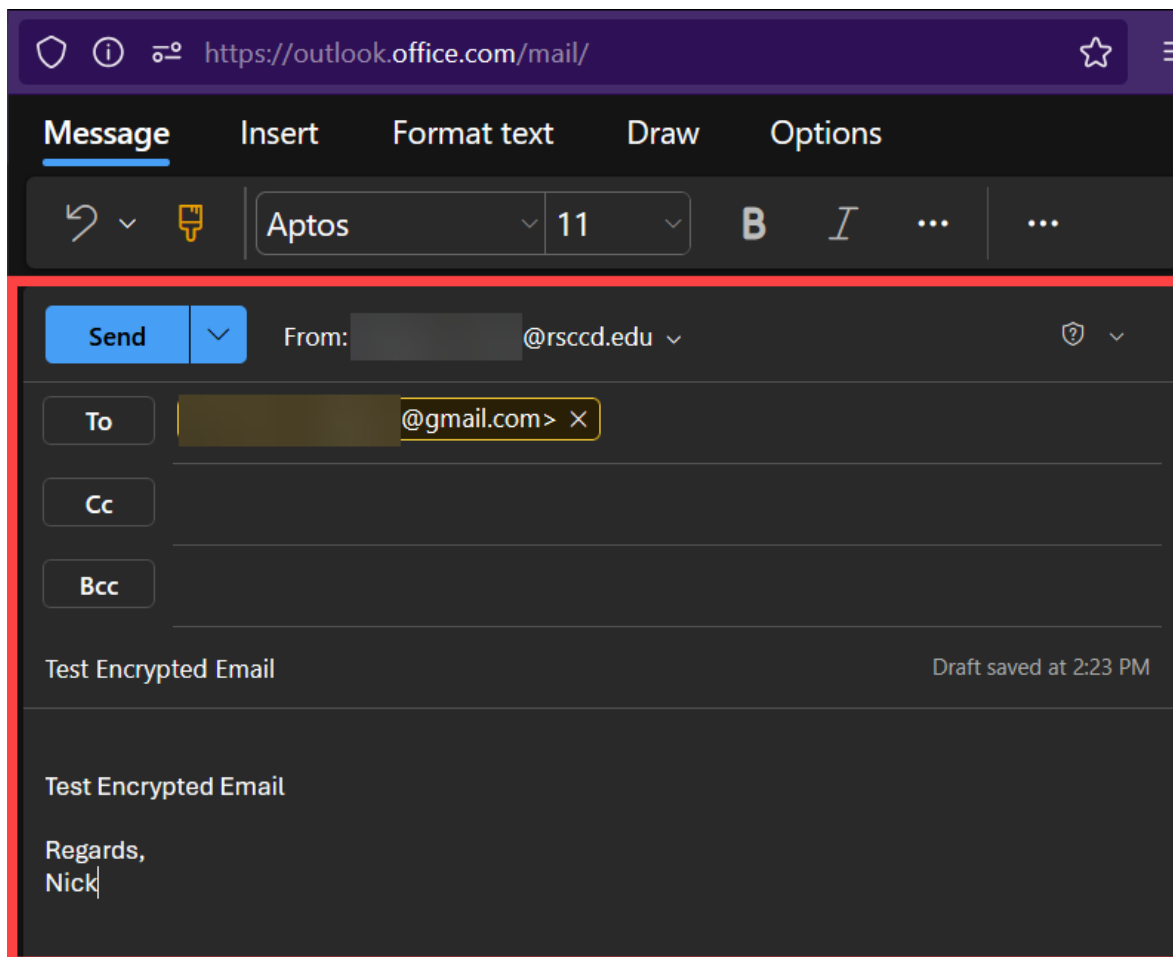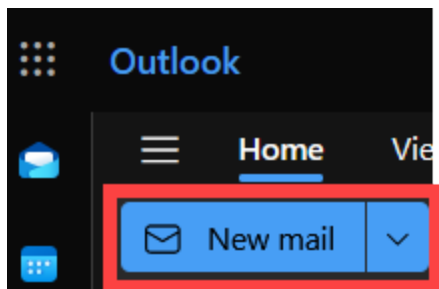# Send Encrypted Email in Outlook Online

To send encrypted emails with Outlook Online at https://outlook.office.com:
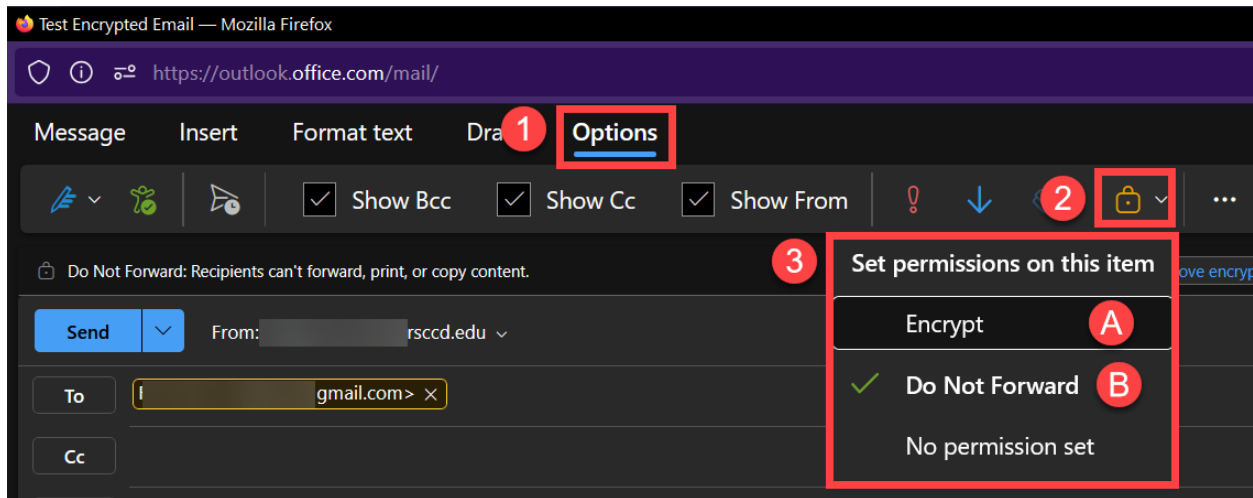
Login to https://outlook.office.com.

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

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.

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 cannot forward, print, or copy content.

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.

Step 4, Option A – Recipient opens/replies to Encrypted Email in Outlook
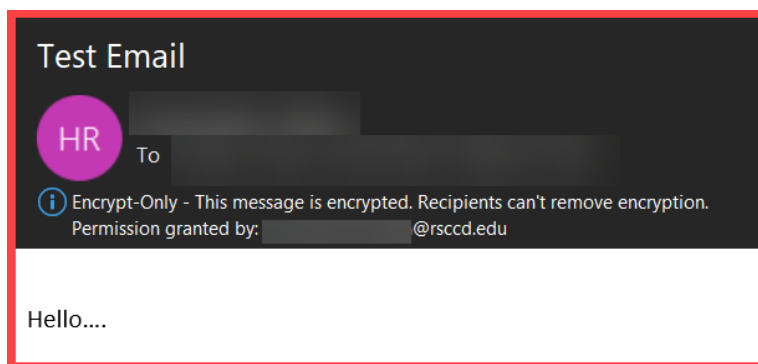
If your recipient is also using Outlook with a Microsoft account, they will see a lock icon on your email indicating it is a secure/encrypted email.

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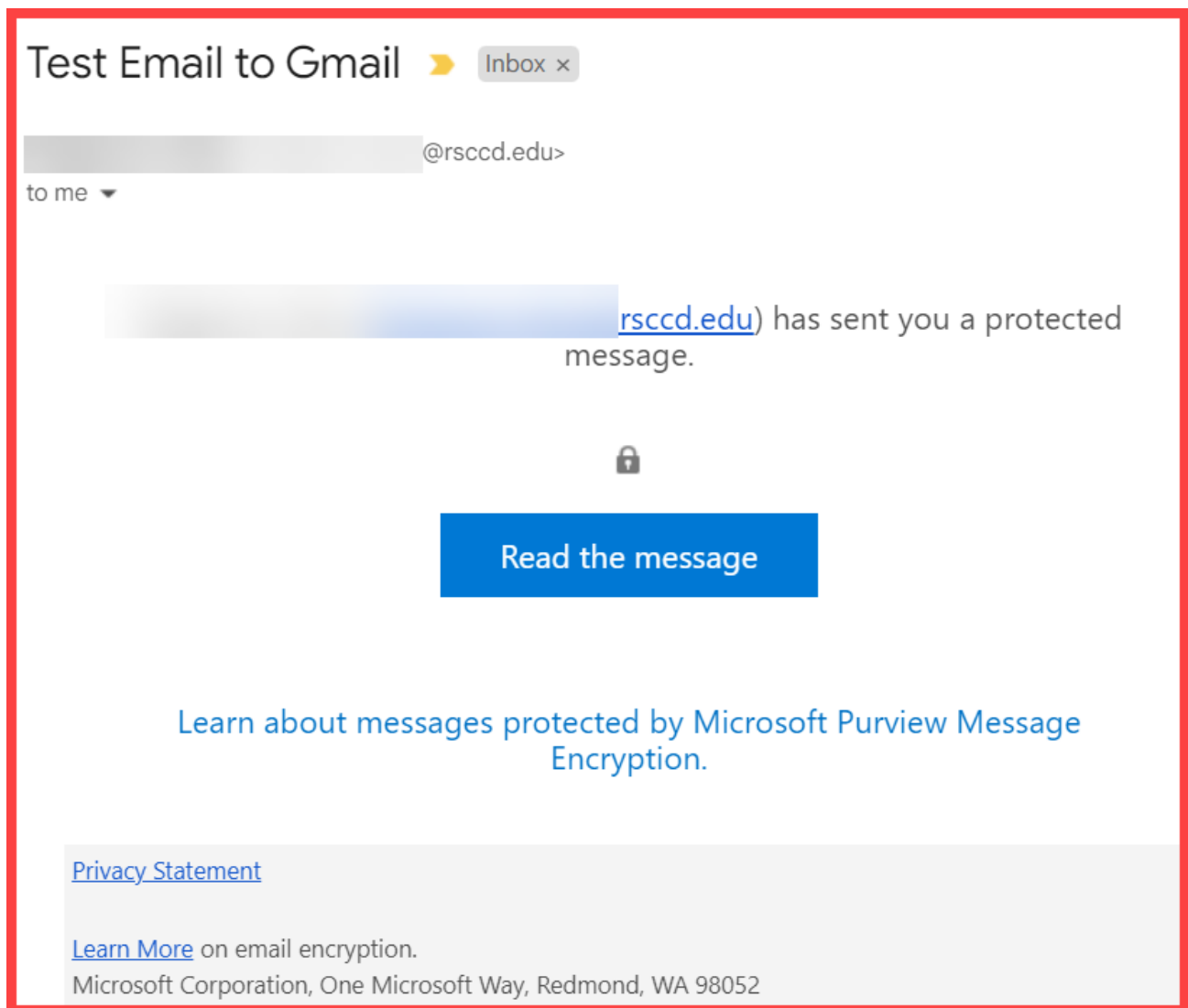## Step 4, Option B – Recipient opens/replies to Encrypted Email in non-Outlook client

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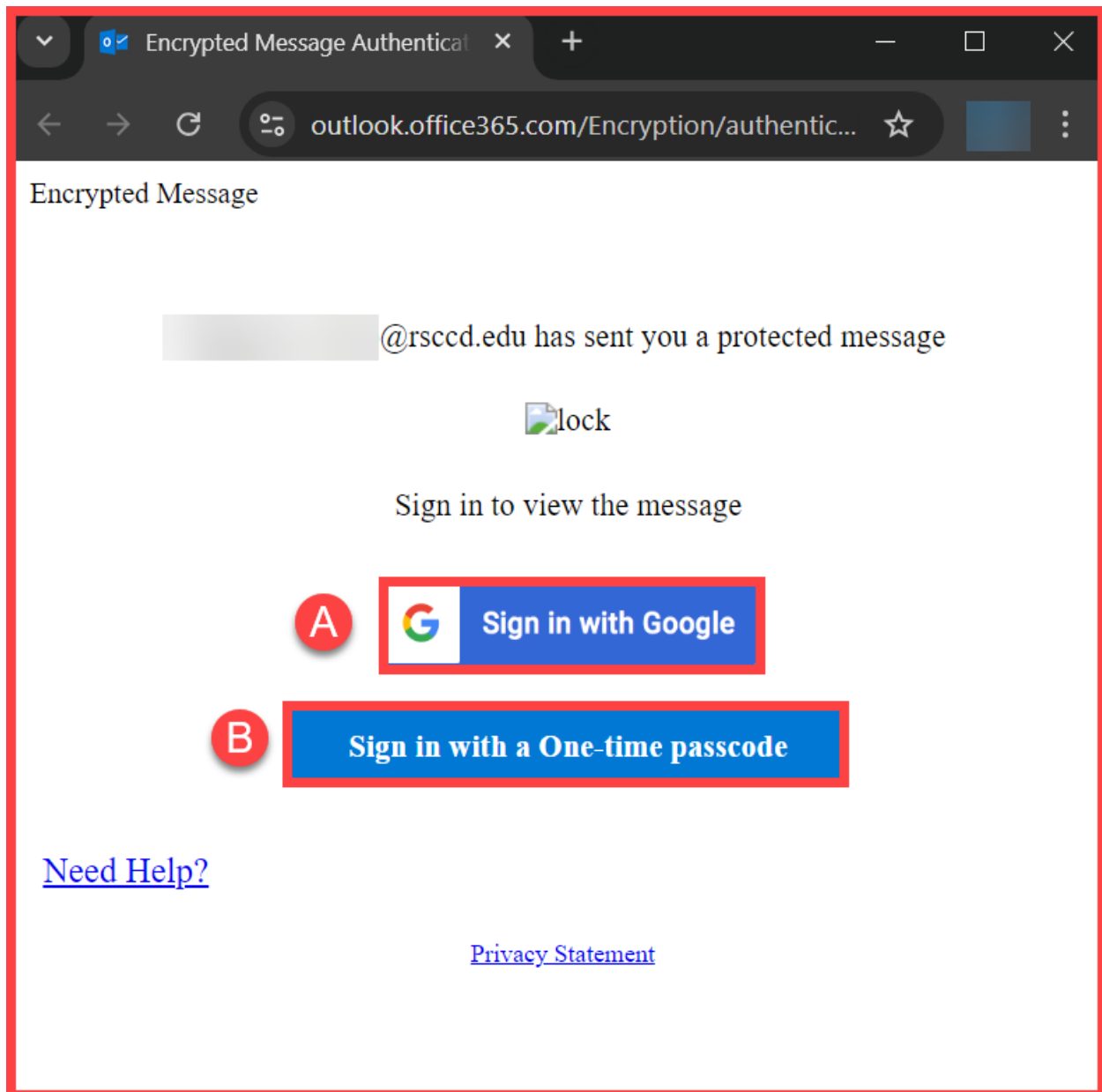**[Email Address] has sent you a protected message.**
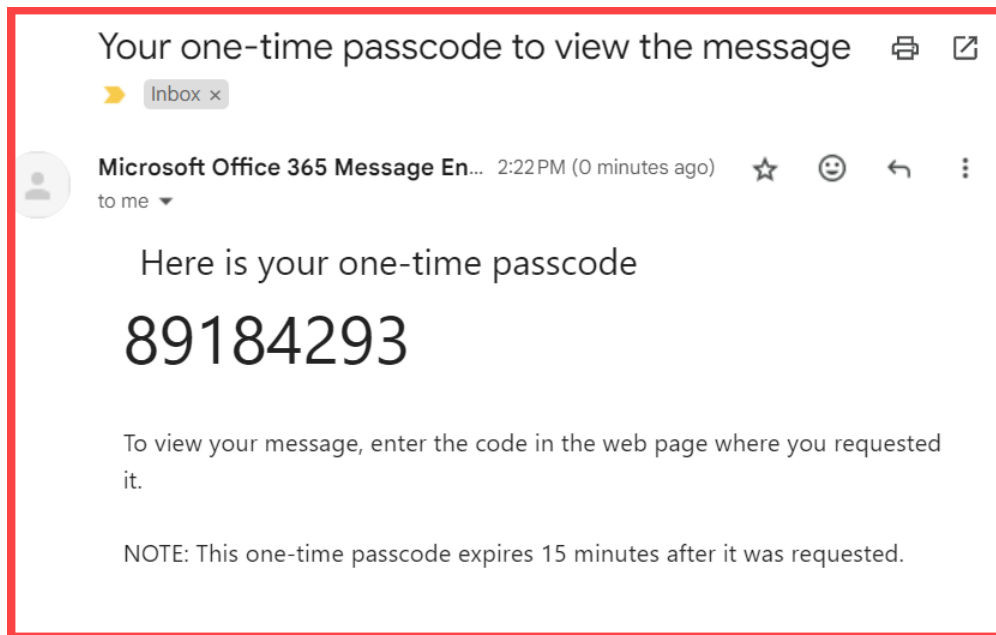
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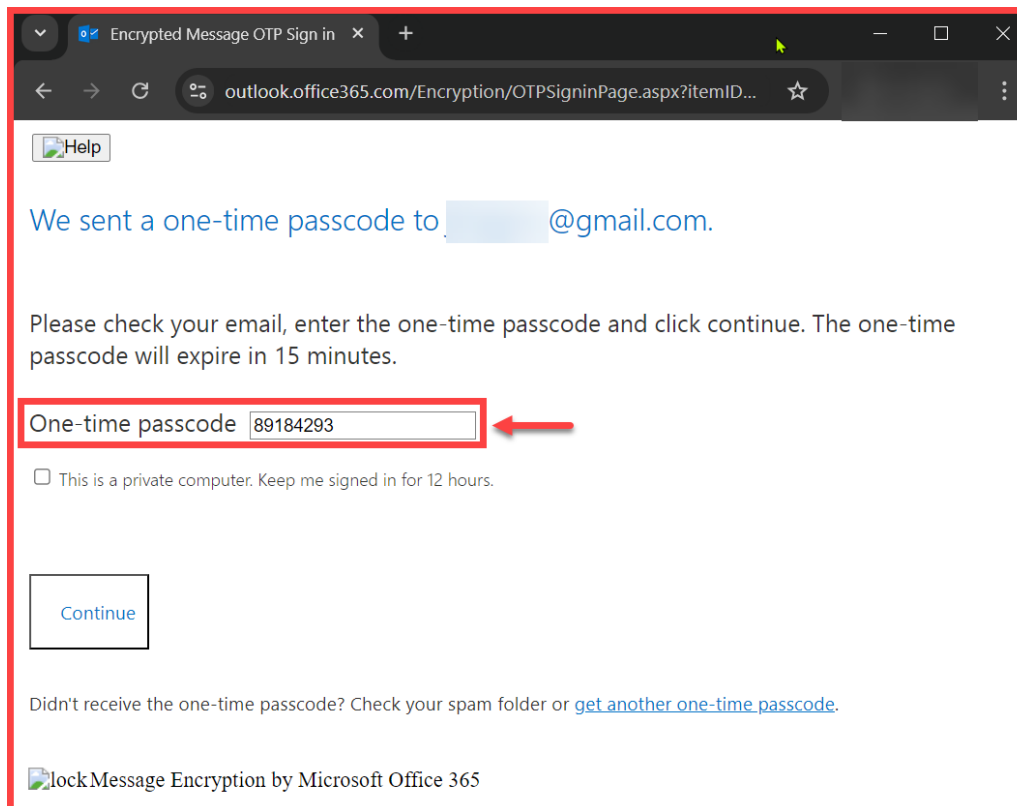
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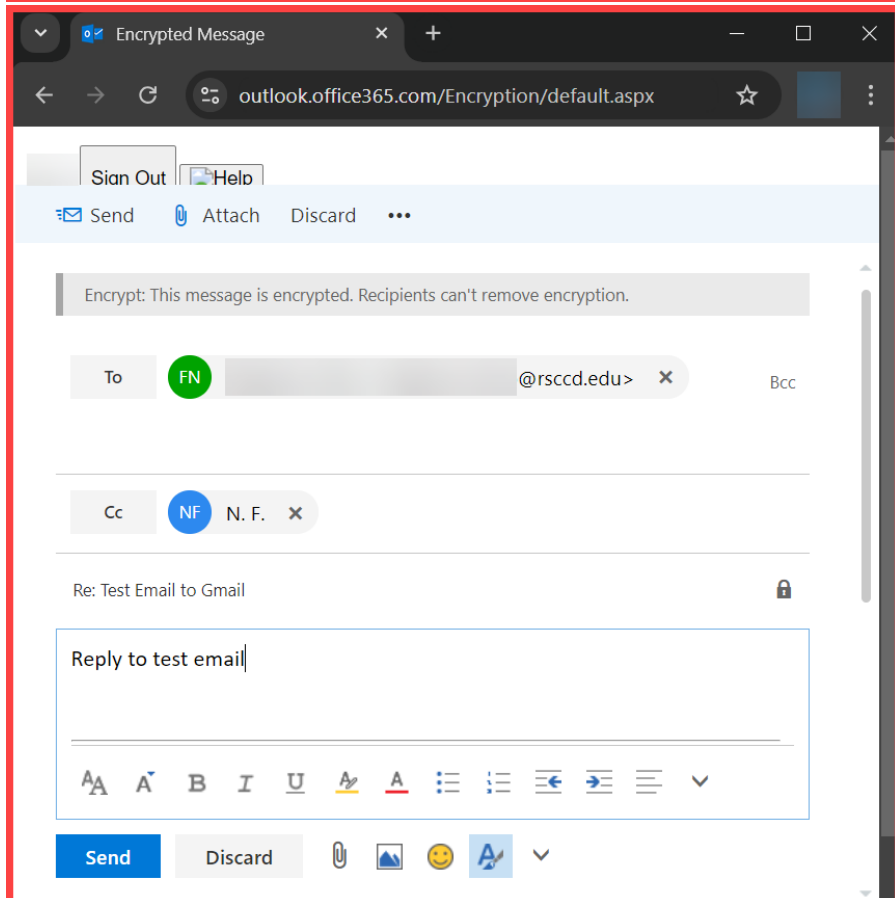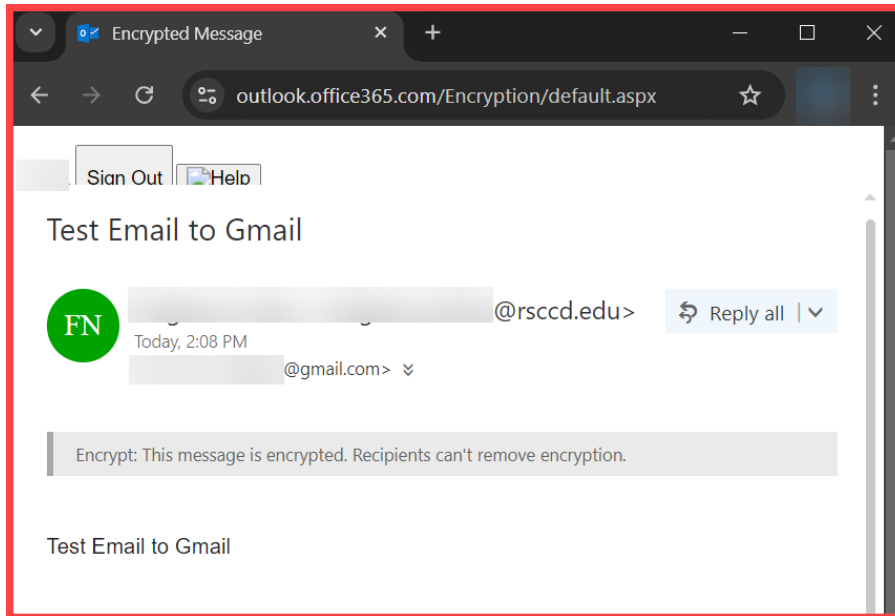B. Or they can **Sign with a One-time passcode**

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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.

# Remove or change the encryption type from sent emails (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.
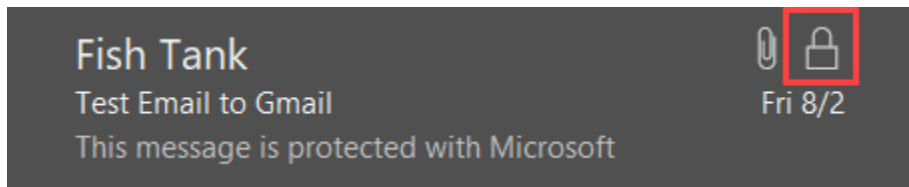
Step 1 – Go to your Sent Items in Outlook

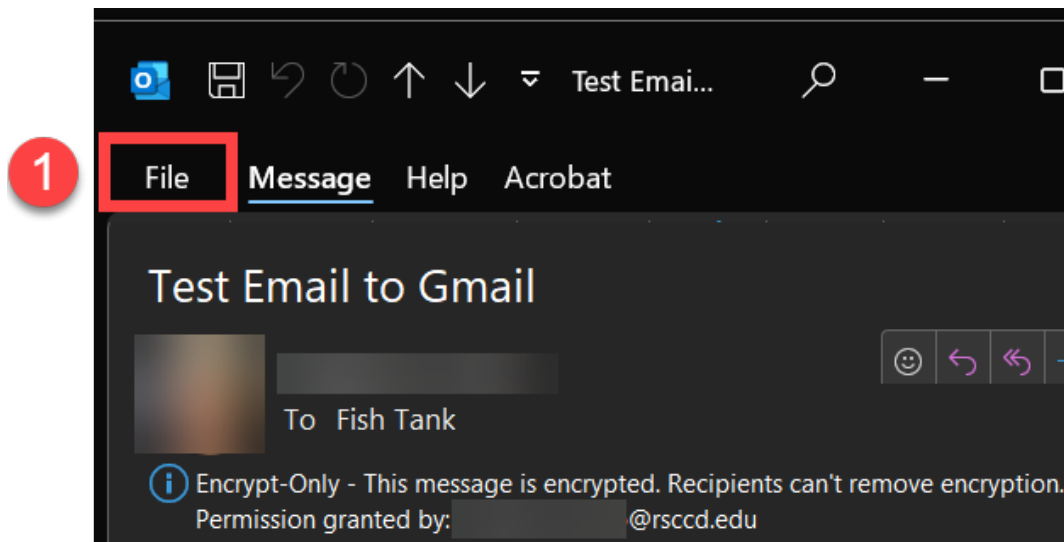Open Outlook and open the Sent Items folder.
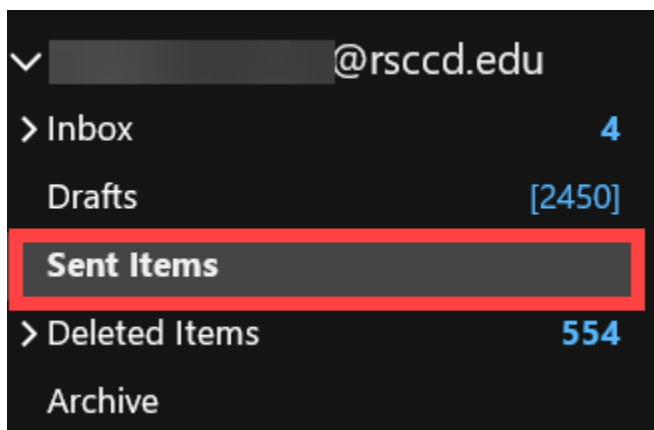
Step 2 – Find and open the encrypted mail you sent

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. <mark>**Unrestricted access.** This removes any encryption on the email.</mark>
   B. **Encrypt-Only:** This message is encrypted. Recipients cannot remove encryption.
   C. **Do Not Forward:** Recipients cannot forward, print, or copy content.
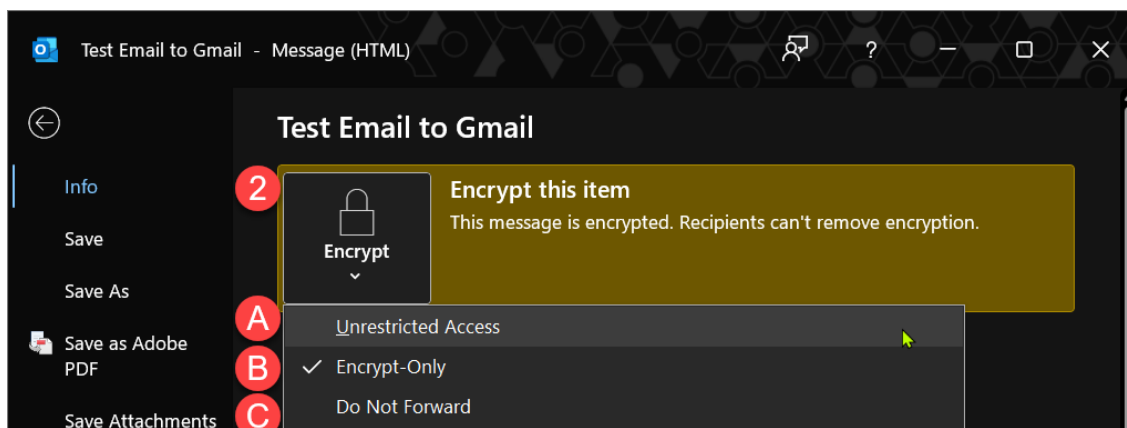
3. Once you select a new encryption type, the selected option will reflect next to the Encrypt menu.
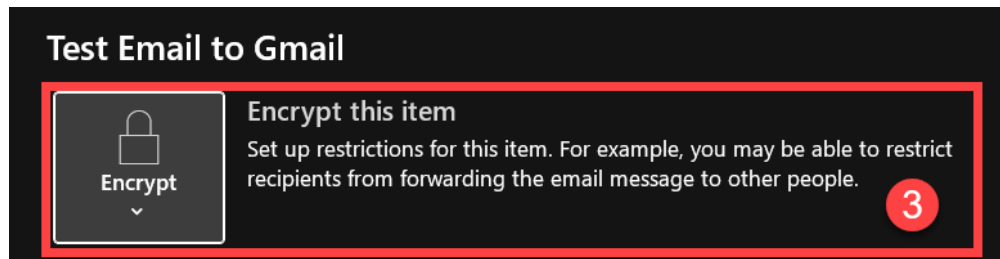
For example, the description text for **<u>Unrestricted Access</u>** reads: *"Set up encryption for this item. For example, you may be able to restrict recipients from forward the email message to other people."*

Troubleshooting problems

Contact the ITS Help Desk

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

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