

Viewing a Secure/Encrypted Email

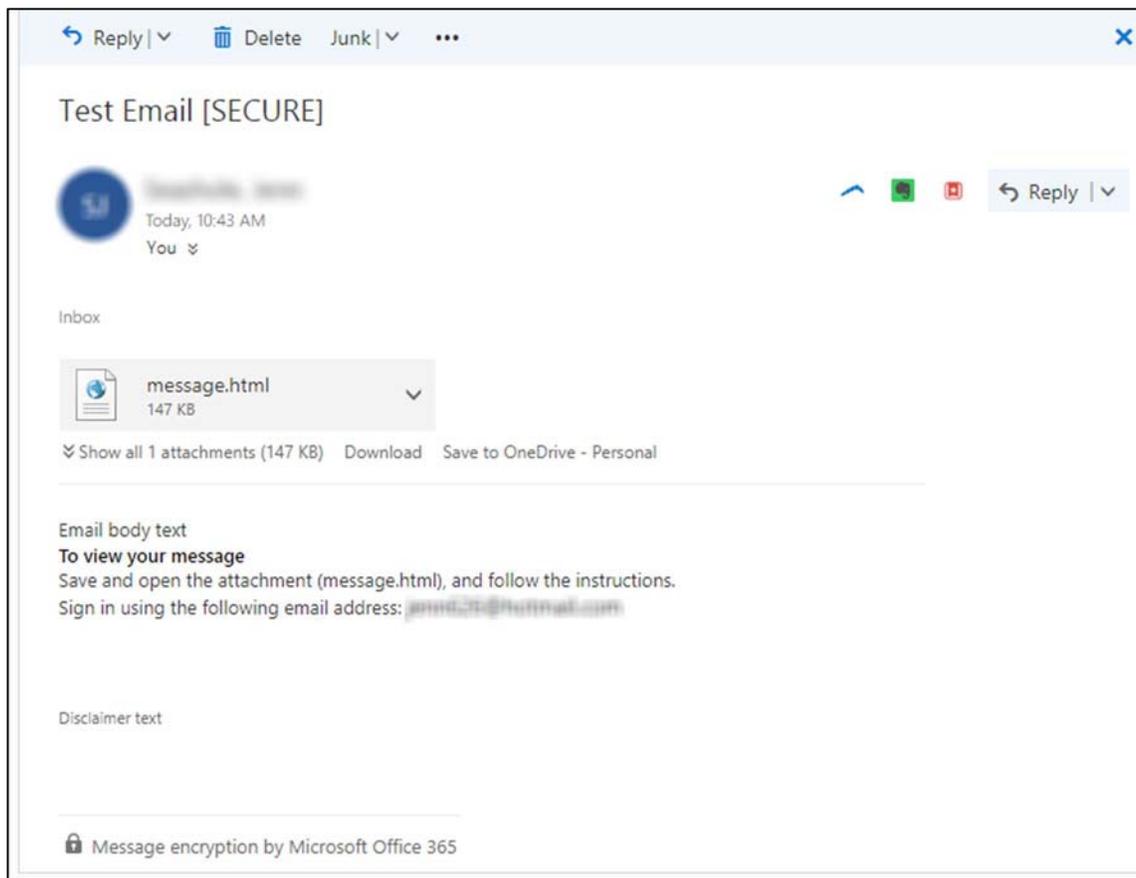
Parents & Outside Agencies

Beginning with the 2017-18 school year CCPS faculty and staff will begin using Microsoft Office 365 to encrypt email messages sent to parents/guardians and outside agencies. Only emails containing sensitive information will be encrypted. Generic, non-student specific emails as well as those sent from School Messenger will not be encrypted.

It is important that you review these directions prior to the start of the school year so you are familiar with the process to access/read these emails regarding your student. If for some reason you are unable to read an encrypted email please call or email the sender directly and let them know. They will then need to contact you by phone to discuss the contents of the email. CCPS staff are not able to provide technical support in the event you are unable to read an encrypted email.

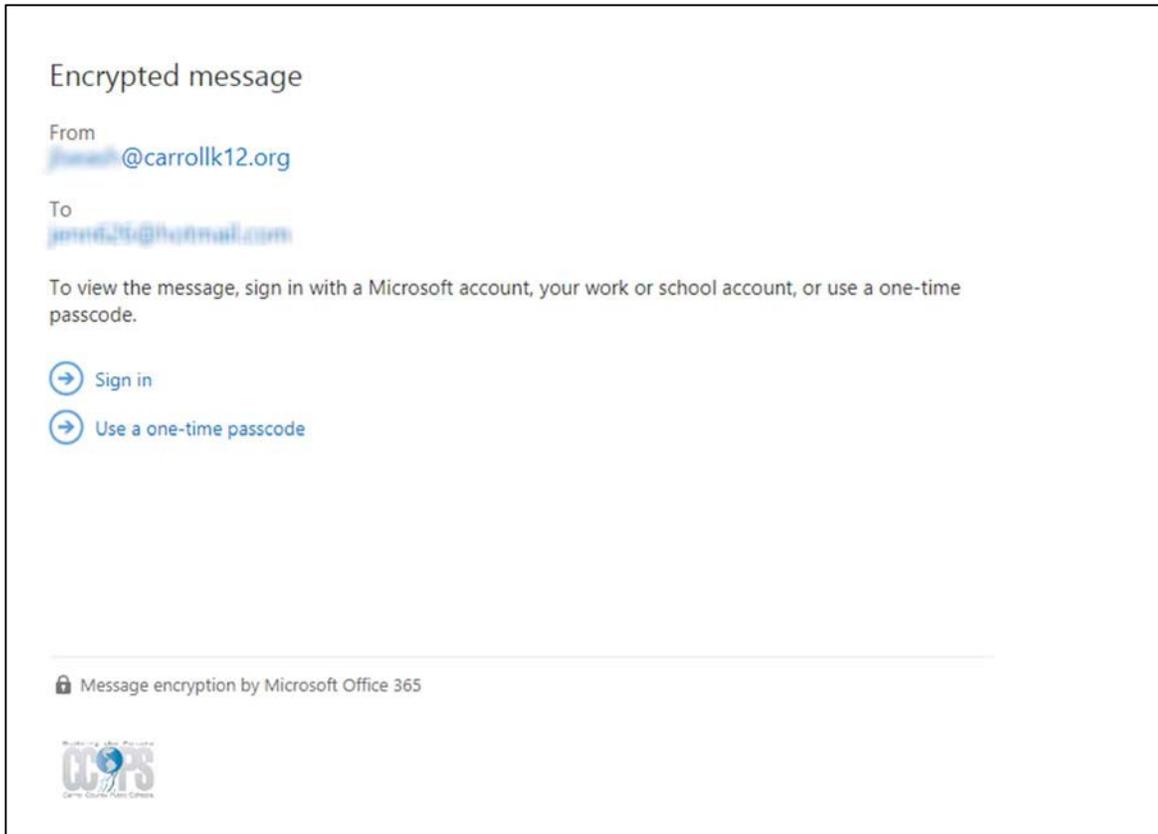
From a Computer

Encrypted emails will include the text [SECURE] in the subject line. Open the email and follow the directions to view your message: Save and open the attachment (message.html).

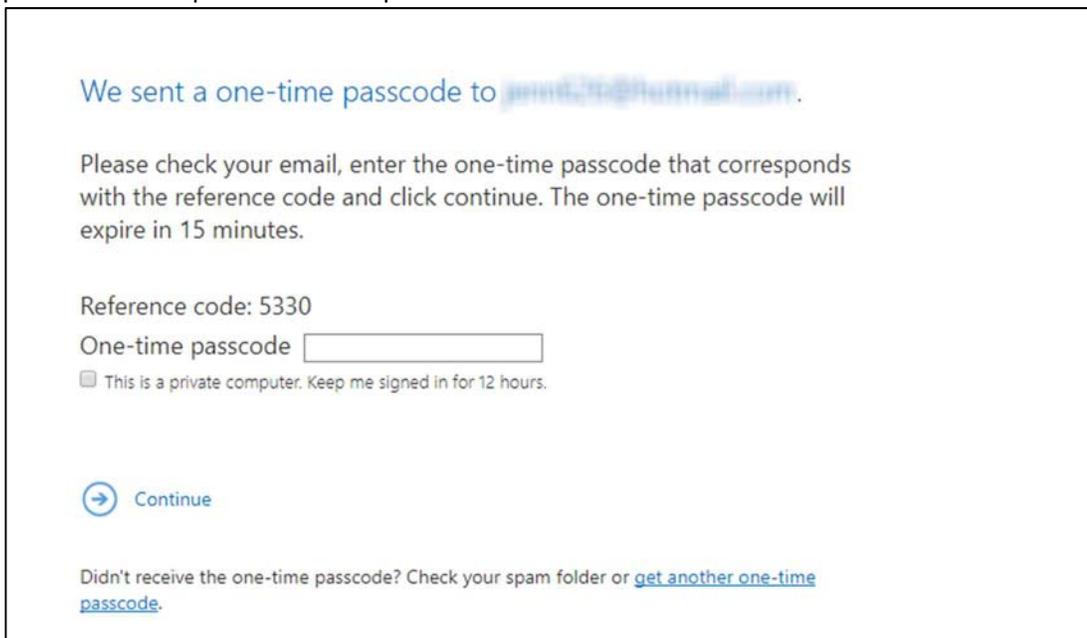


After opening message.html you will have two options.

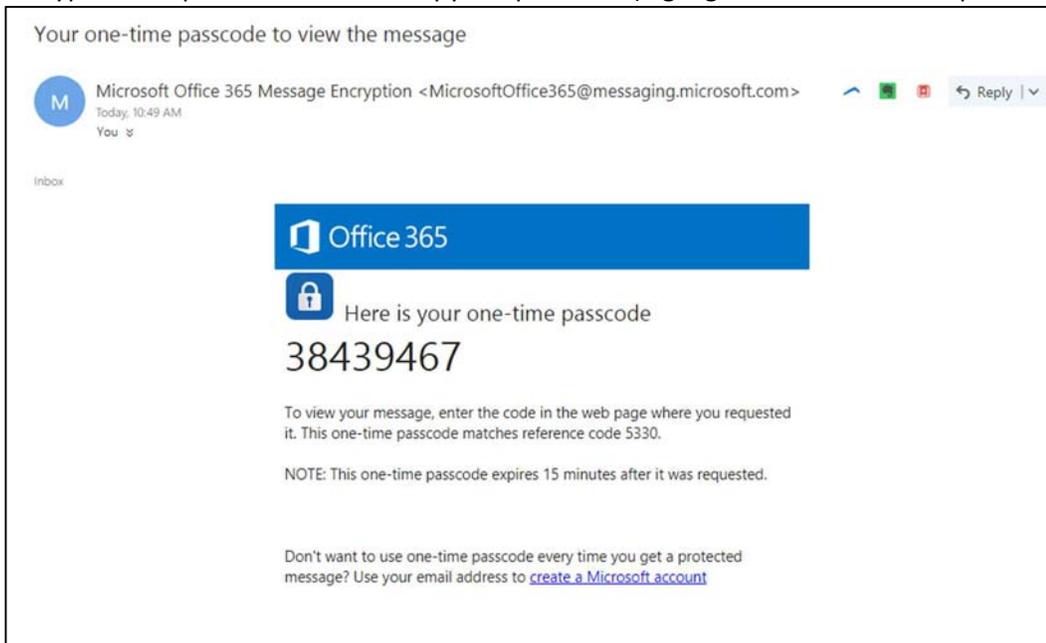
- Sign in – use this option if you have a Microsoft email account or an email address linked with Microsoft.
- Use a one-time passcode – use this option if you do not have a Microsoft Account.



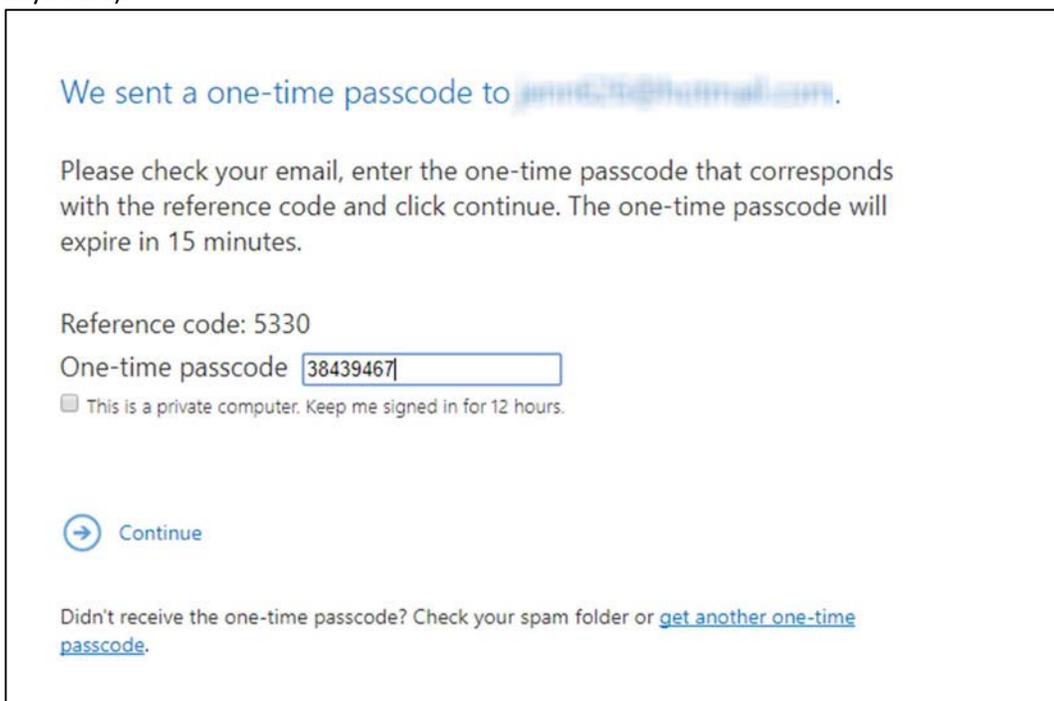
If you choose the “use a one-time passcode” option the page will send you an email with a one-time use passcode. That passcode will expire in 15 minutes.



Go back to your email inbox and you will see the new email message from “Microsoft Office 365 Message Encryption”. Open this email and copy the passcode (highlight the numbers and press ctrl+c on your keyboard).



Go back to the web page and paste that passcode into the box (click in the box and press ctrl+v on your keyboard).



Then click the “Continue” button to view the email on-screen. From here you can click the “Reply to All” button to respond to the sender. The message will be encrypted when it is sent back to the @carrollk12.org account.

NOTE: If you wish to forward an encrypted email to someone else you must use the “Forward” option shown in the screen shot below. If you forward the email from your inbox to someone, they will not be able to view it.



From a Mobile Device

You will be able to follow the same directions noted above. However, if using an Apple device, you will need to make sure you have the OME Viewer installed (Office 365 Message Encryption Viewer). That app is required in order to be able to view the encrypted email.