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.

Encrypted message	
From @carrollk12.org	
To mining the Direction of the Direction	
To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.	
→ Sign in	
→ Use a one-time passcode	
Message encryption by Microsoft Office 365	
0.78	

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.

Please che	ck your email, enter the one-time passcode that corresponds
with the r	eference code and click continue. The one-time passcode will
expire in '	5 minutes.
Reference	code: 5330
One-time	passcode
This is a pr	vate computer. Keep me signed in for 12 hours.
Contin	ue
Didn't receiv	the one-time passcode? Check your spam folder or get another one-time
passcode.	

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).

Your one-time passo	ode to view the message					
Microsoft Office 3 Today, 10:49 AM You &	365 Message Encryption <microsoftoffice365@messaging.microsoft.com></microsoftoffice365@messaging.microsoft.com>	1		5	Reply	 v
Inbox						
	1 Office 365					
	Here is your one-time passcode					
	38439467					
	To view your message, enter the code in the web page where you requested it. This one-time passcode matches reference code 5330.					
	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					

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

V	le sent a one-time passcode to an a set of the sent a one-time passcode to a set of the
P w e:	ease check your email, enter the one-time passcode that corresponds ith the reference code and click continue. The one-time passcode will prire in 15 minutes.
R	eference code: 5330
0	ne-time passcode 38439467
	This is a private computer. Keep me signed in for 12 hours.
(Continue
Di	dn't receive the one-time passcode? Check your spam folder or <u>get another one-time</u> asscode.

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.

Test Email [SECURE]	
@carrollk12.org>	ち Reply all マ
©hotmail.com' ⊗ Testing sending an encrypted email.	Reply all Forward
	Print

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.