

Introduction

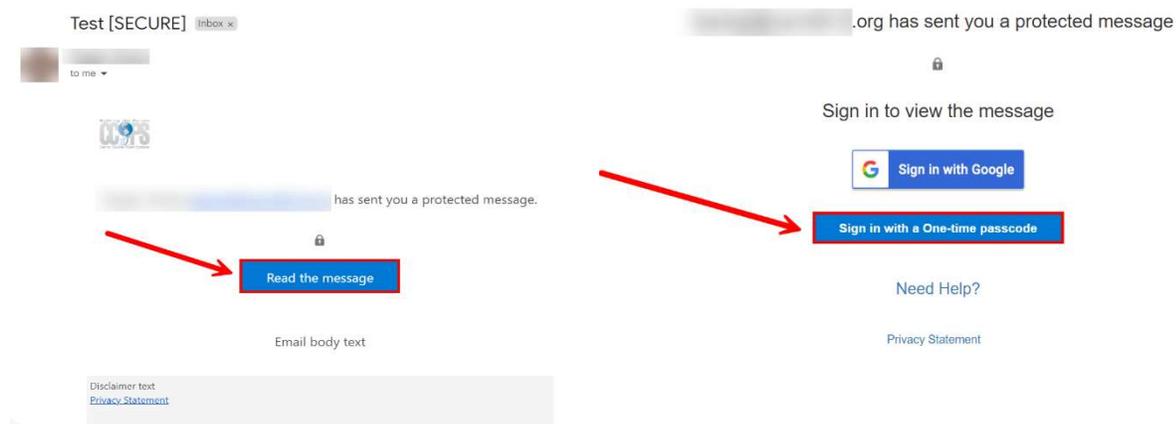
If enabled, encrypted emails can be sent to parents and outside agencies. Only emails containing sensitive information will be encrypted. Generic non-student specific emails as well as those sent from School Messenger will not be encrypted.

Before the school year begins, please take a moment to review these instructions so you're familiar with how to access and read emails about your student. If you have trouble opening or reading an encrypted email, please reach out to the sender directly by phone or email. The sender will then contact you by phone to discuss the email's contents. Please note that CCPS staff cannot provide technical support for issues with encrypted emails.

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.

1. Select the Read Message button.
2. Select the "Sign in with a One-time passcode" button.



3. Check your email address for a One-time passcode sent from Microsoft to enter in the box on the page.

We sent a one-time passcode to [redacted]

Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.

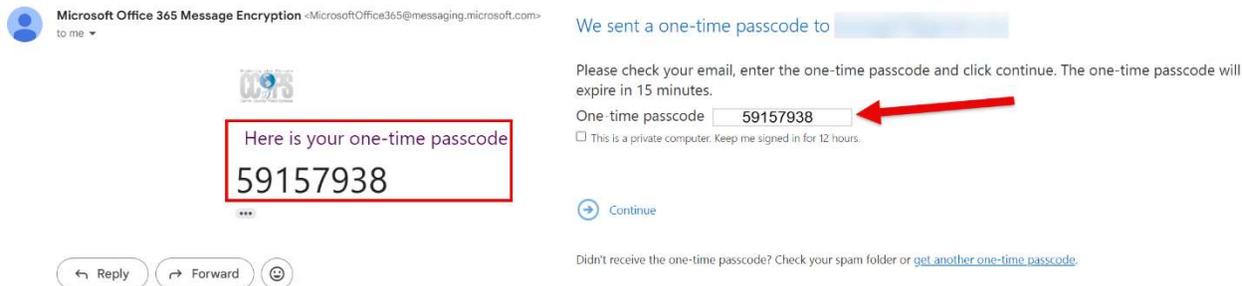
One-time passcode

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

[Continue](#)

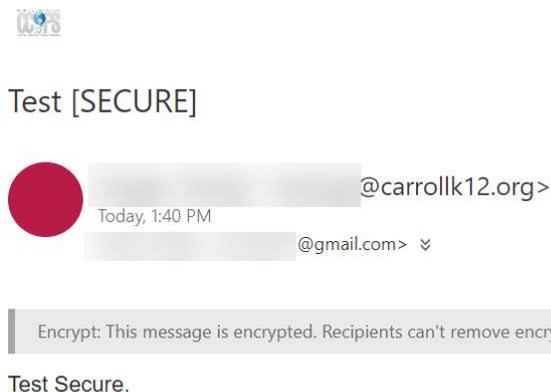
Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).

- Once you receive the email take the one-time passcode from there and enter it into the box on the previous page.



The screenshot shows an email from Microsoft Office 365 Message Encryption. The sender is Microsoft Office 365 Message Encryption <MicrosoftOffice365@messaging.microsoft.com> to me. The email content includes a security icon and a text box that says "Here is your one-time passcode 59157938". To the right, there is a verification form with the text "We sent a one-time passcode to [redacted]". Below this, it says "Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes." The form has a "One-time passcode" field containing "59157938" and a "Continue" button. A red arrow points to the passcode field. There is also a checkbox for "This is a private computer. Keep me signed in for 12 hours." and a link for "Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode.](#)". At the bottom left, there are "Reply", "Forward", and "More" buttons.

- The content of the email will open and display.



The screenshot shows the content of an email. It starts with a security icon and the text "Test [SECURE]". Below this, there is a red circular profile picture and a greyed-out email address "@carrollk12.org". The time "Today, 1:40 PM" is displayed. Below the time, there is another greyed-out email address "@gmail.com" with a dropdown arrow. A grey bar contains the text "Encrypt: This message is encrypted. Recipients can't remove encryption." Below this bar, the text "Test Secure." is visible.

Important Notes

Please keep in mind that these screenshots may differ depending on which email account you use or what device. In theory it should all look like the ones above.