Viewing a Secure/ Encrypted Email

Introduction

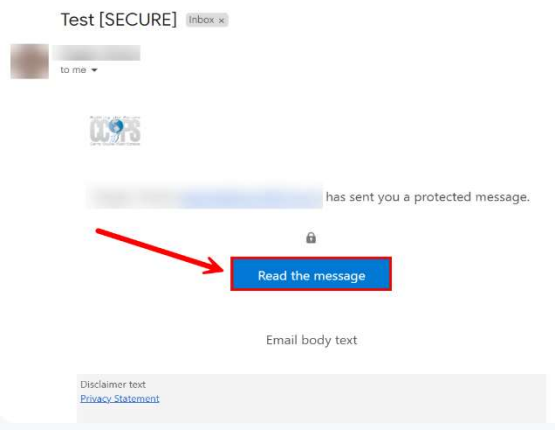
If enabled, encrypted emails can be sent to parents and outside agencies. Only emails containing sensitive information will be encrypted. Generic non-student specific emails as well as those sent from School Messenger will not be encrypted.

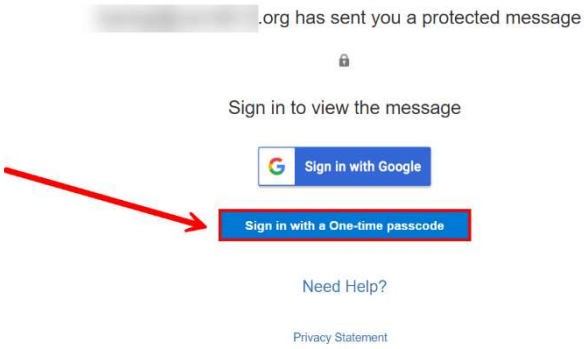
Before the school year begins, please take a moment to review these instructions so you're familiar with how to access and read emails about your student. If you have trouble opening or reading an encrypted email, please reach out to the sender directly by phone or email. The sender will then contact 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

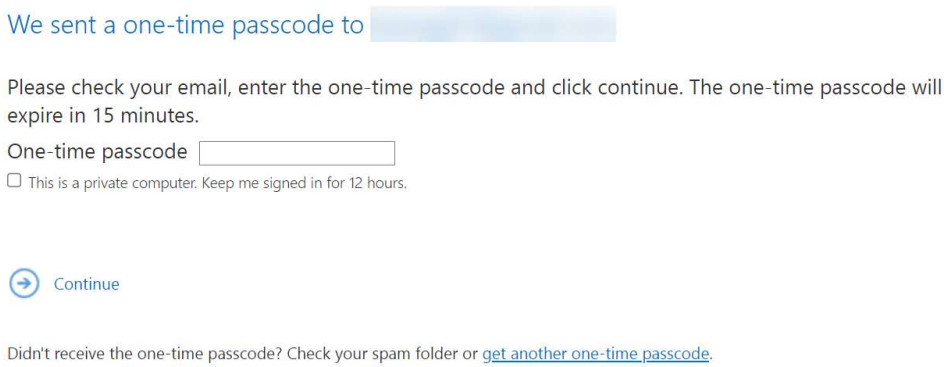
Encrypted emails will include the text [SECURE] in the subject line. Open the email and follow the directions to view your message.

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.



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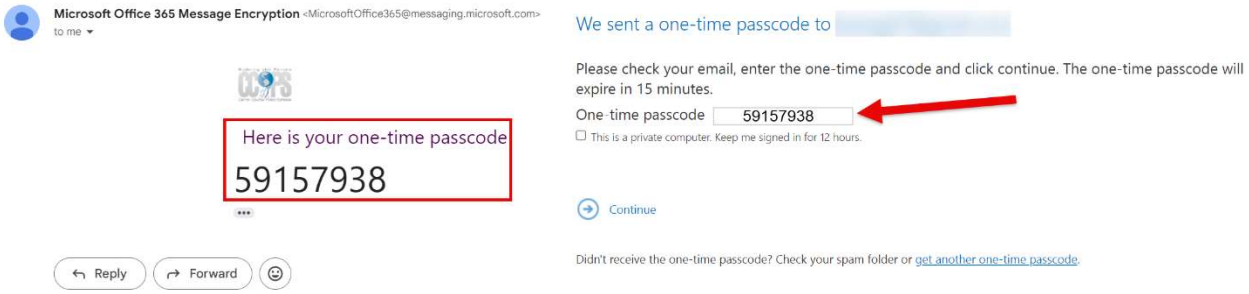
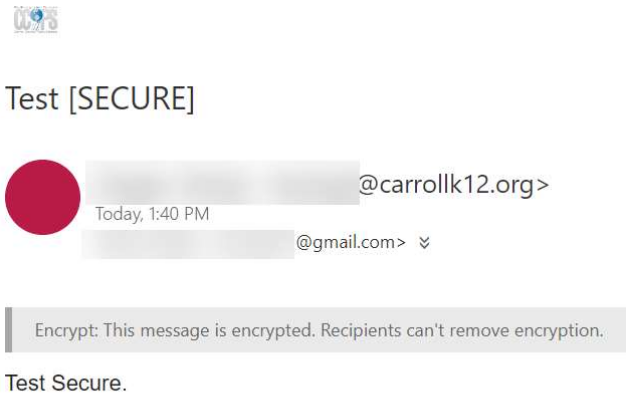
4. Once you receive the email take the one-time passcode from there and enter it into the box on the previous page.



5. The content of the email will open and display.



Important Notes

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