



BACKGROUND & DESCRIPTION

In Q1 of 2018 Wright County began conversion to Office 365 for Government. This included email and how encrypted email is processed.

This user guide has basic instructions on how to open encrypted email received from Wright County. Please note, some screen captures displayed will vary depending on your email client application. The steps remain the same.

TO OPEN AN ENCRYPTED EMAIL

NOTE: Before you can open an encrypted email received from Wright County you will need access to the Internet and have an open internet browser, like: Internet Explorer, Google Chrome, or Firefox.

1. Find and open the encrypted email notification in your inbox.
2. Click and **open** the attachment **message.html**.

— OR —

Save and **open** the attachment **message.html**.
(Either way will advance to the next screen)

The Encrypted Message page opens. Your email information will be filled in for you.

3. Click Use a **one-time passcode**.

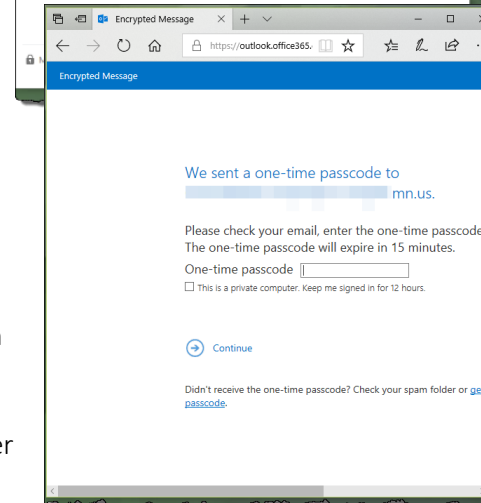
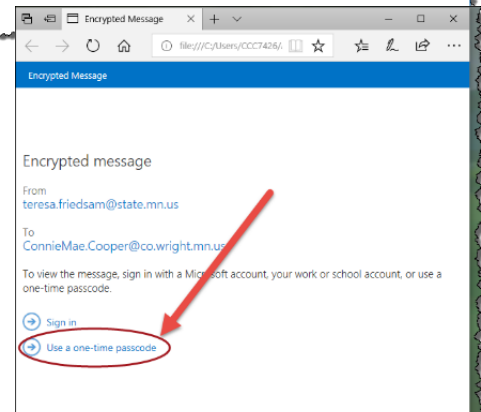
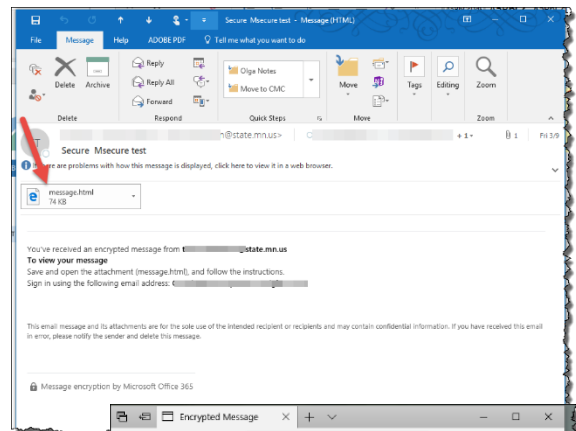
— OR —

If you have a Microsoft Account, you can select "Sign In". You will be prompted to log into your account, once authenticated your message will open in a browser window.

A new browser tab opens and displays a message containing instructions.

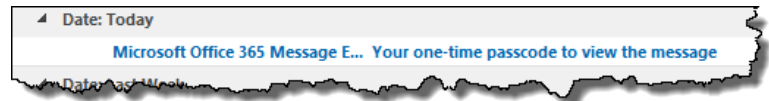
DO NOT CLICK "Continue", until after you are sent an email with a Passcode.

4. Leave this Window (or Tab) OPEN. You will return to it, after you receive your passcode.



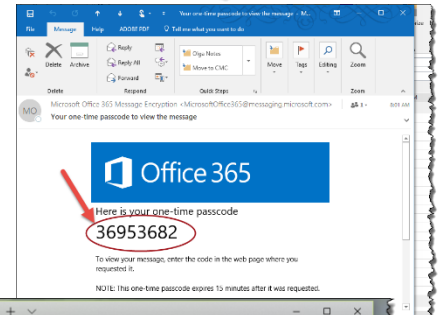


5. Switch back to your email.



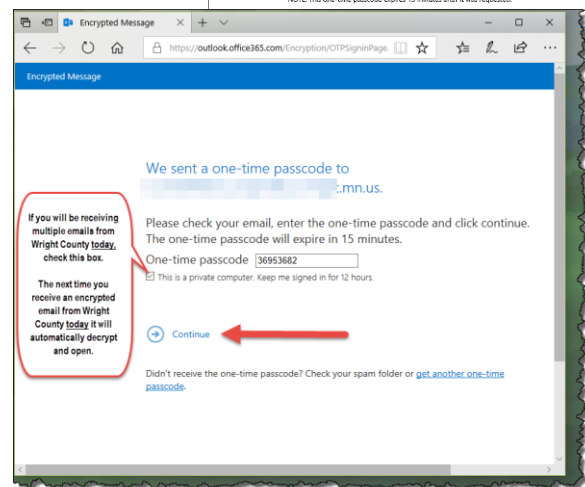
6. Find and open the passcode message sent by Microsoft.

7. Copy or write down the passcode.



8. Return to **Encrypted Message** window (or Tab) in your browser.

9. Enter the passcode in the box "One time passcode".



NOTE: If you will be receiving multiple emails from Wright County today, check the box **"This is a private computer. Keep me signed in for 12 hours"**, AND leave your browser open, this will allow for automatic decryption for the remainder of the day.

10. Click **Continue**.

Your email will open in your web browser for you to read and work with. **Note:** the message opens in the web browser NOT in your inbox. To reply or return a message you will need to return to your email client application.

Helpful Microsoft Links

- [Learn about protected \(encrypted\) messages in Office 365](#)
- [How do I open a protected message?](#)
- [View protected messages on your iPhone or iPad.](#)
- [View protected messages on your Android device.](#)