

How your recipient opens your encrypted email

Note: if you are sending internally or to NHS Ealing, there will be no need to enter a passcode.

When you send an encrypted email your recipient firstly receives an email that looks like the one shown below.

1. Your recipient will need to click "Read the message." (The button may show up differently depending on the email application being used).



Sender N (sender@email-doman.com) has sent you a protected message.

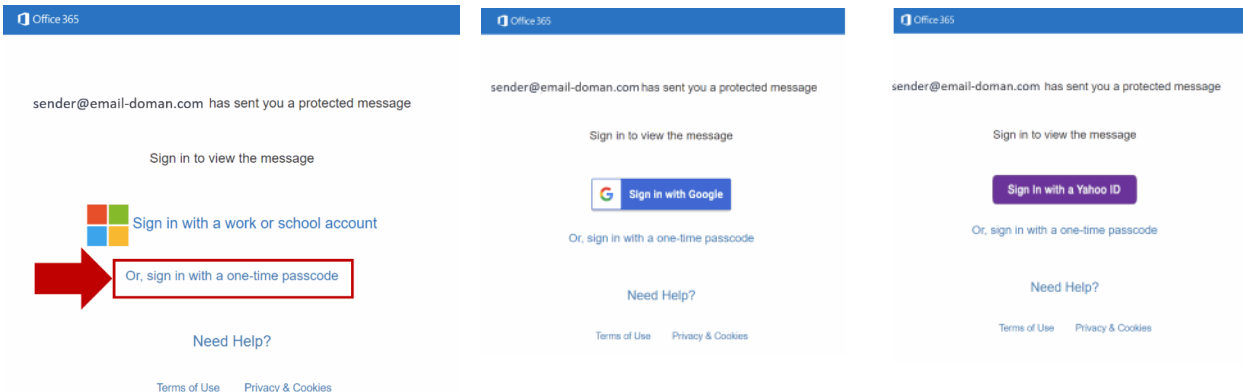


[Learn about messages protected by Office 365](#)

Microsoft respects your privacy. To learn more, please read our [Privacy Statement](#).
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2. Recipient will be taken to a web page that looks like the one below.

3. They should click "sign in with a one-time passcode"



4. After your recipient clicks “sign in with a one-time passcode”, they will be taken to a second web page that looks like the below:

We sent a one-time passcode to recipient@doman.com.

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](#).

5. At this stage, your recipient will need to go to their email inbox and wait to receive the passcode (should come instantly). The message will look similar to the below image.



Here is your one-time passcode

19978456

To view your message, enter the code in the web page where you requested it.

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](#)

6. Your recipient should copy the passcode from this email and then go back to the web page shown previously that was asking for the passcode to be entered.

7. Once they enter the passcode and click “Continue” on that web page, they will finally arrive at your secure email message along with any attachments.