

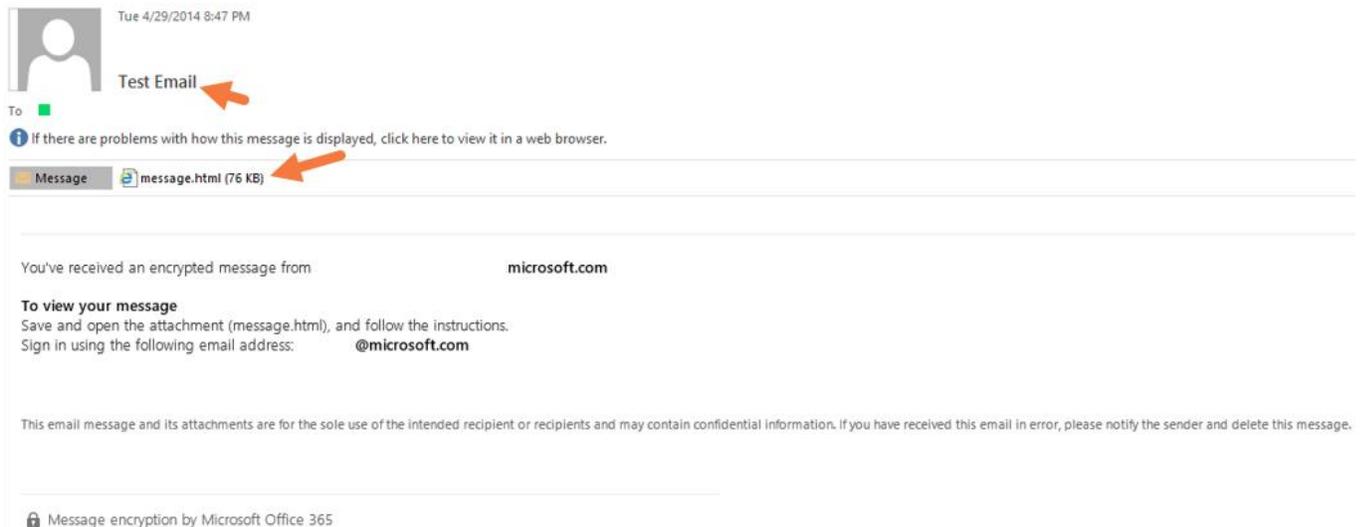


Patient privacy is a priority at Child & Family Development! We send all electronic messages in a secure environment using encryption for all email messages. If you are a Microsoft user you may already have an account established to receive secure messages. If not, the below instructions will guide you through this process. Thank you for understanding the importance of patient privacy and keeping your health information secure!

Microsoft 365- Viewing Encrypted Messages

RECEIVING AND OPENING AN ENCRYPTED EMAILS

1. The recipient will receive an email with a 'message.html' attachment. This email will have the same subject line as the originally sent email.



2. Click on **DOWNLOAD** to open the 'message.html' attachment in a browser, preferably Internet Explorer. The document should load at the bottom of the screen.



3. Click on the downloaded document. An 'encrypted message' screen will display.

4. Click "Use a one-time passcode".

Encrypted message

From [redacted]

To [redacted]

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

5. An email will be generated with a one-time passcode and sent to your email account. Copy the passcode. **IMPORTANT: The passcode will expire in 15 minutes.**

[Here is the passcode you requested to view your encrypted message. It matches reference code 7106.](#)

Passcode: 81005685

6. Paste the passcode into the passcode window and click Continue.
(the codes listed below are for example purposes only)

Reference code: 7106

Passcode

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

[Continue](#)

7. An 'encrypted message' screen will display, including all attachments.

8. To open the attachments, click on the document icon or DOWNLOAD. **Do not click on DOWNLOAD ALL, even if there are multiple attachments, this will cause an error.**

 1 attachment



9. The documents will open.

10. It is recommended that you save the document(s) for permanent reference.

REPLYING TO A ENCRYPTED EMAIL MESSAGE

You, as the recipient can to 'reply', 'reply all' or 'forward' the email. In order to retain encryption, you must stay in the browser that was used to open the encrypted email under the passcode.

When you receive the email, click on the attached “message” and open it via the passcode, the message will open up in your default browser. If you are going to reply, reply all, or forward the email, you must stay in the browser and click on the options there (as indicated below by red arrows). You have the option to insert an attachment here as part of the encrypted message.

If you go back to their original email in your inbox (outlook, yahoo, Gmail, etc.), the message that you reply or forward will no longer be an encrypted message.

