

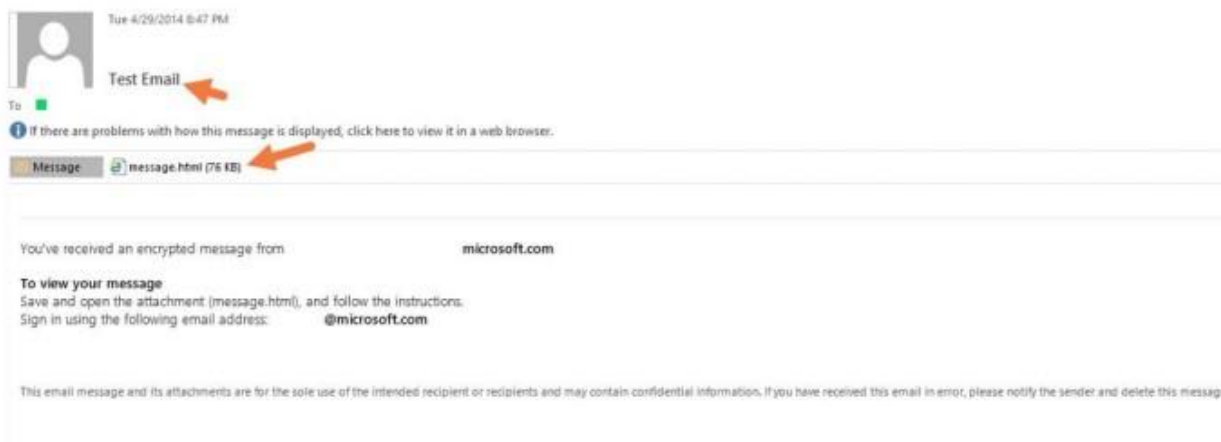
Unencrypted Email Instructions

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 the 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 EMAIL

- 1. The recipient will receive an email with a 'message.html' attachment. The 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, preferable Internet Explorer or Chrome. 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."**

- 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.**

Encrypted message

From

To

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

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. Please note 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.**