

Encrypted 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 "Read the message" link/button. The email will have the same subject line and sender as the originally sent email.

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PINEVILLE

11940 Carolina Pl Pkwy, #200, Pineville, NC 28134
p 704.541.9080 | f 704.542.0699

MIDTOWN

4012 Park Road, #200, Charlotte, NC 28209
p 704.332.4834 | f 704.372.9653

CFD email   

Erin Krueger via childandfamilydevelopment.onmicrosoft.com
to: [REDACTED]

Erin Krueger (ekrueger@childandfamilydevelopment.com) has sent you a
secure message.



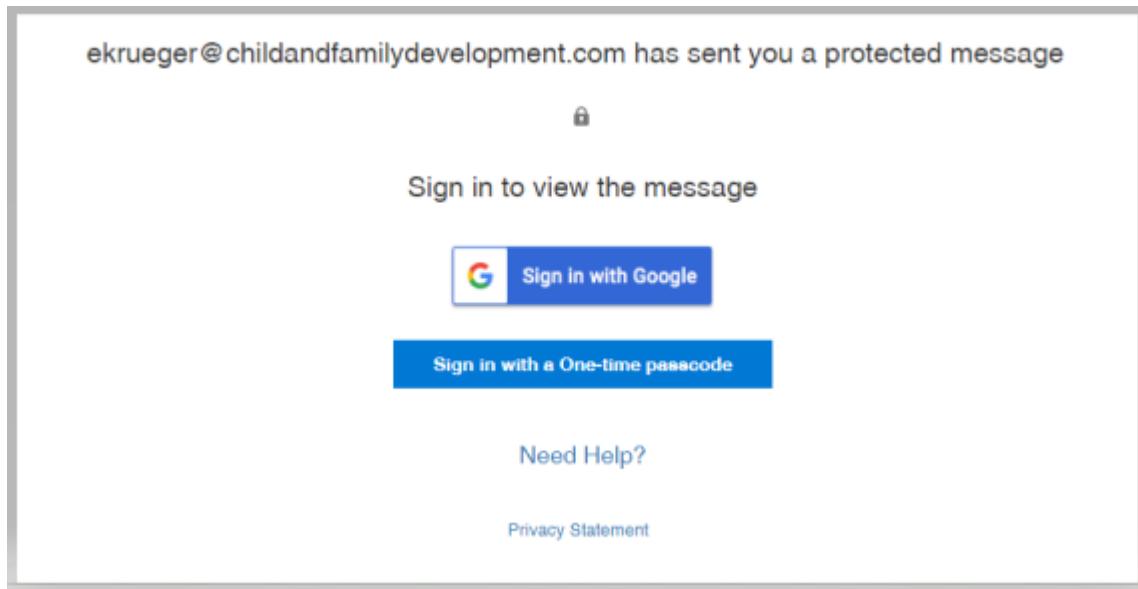
[Read the message](#)

Encrypted message from Child and Family Development using a secure
messaging system. For assistance with accessing the message click
<https://bit.ly/33BhyZX>

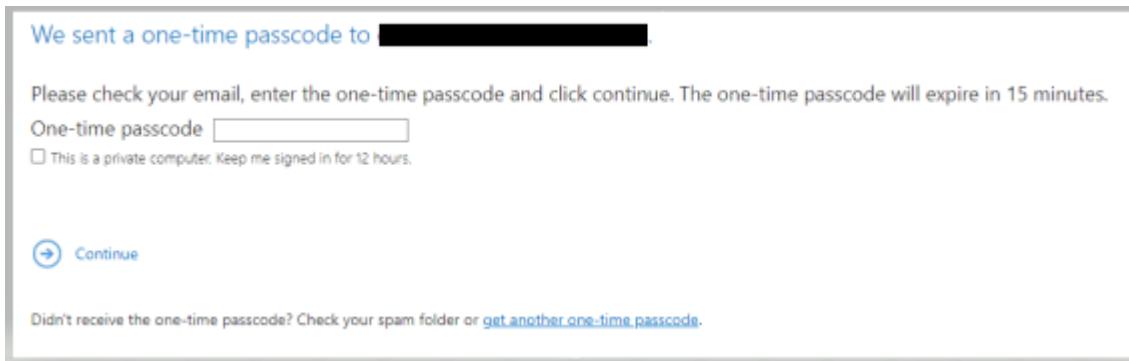
[Privacy Statement](#)

Email encryption powered by Office 365. [Learn More](#)
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

2. Click on "Read the message" link/button. An internet browser/new tab will open with the following display:



3. Click the "sign in with a One-time passcode" link/button.
4. The following screen will display:



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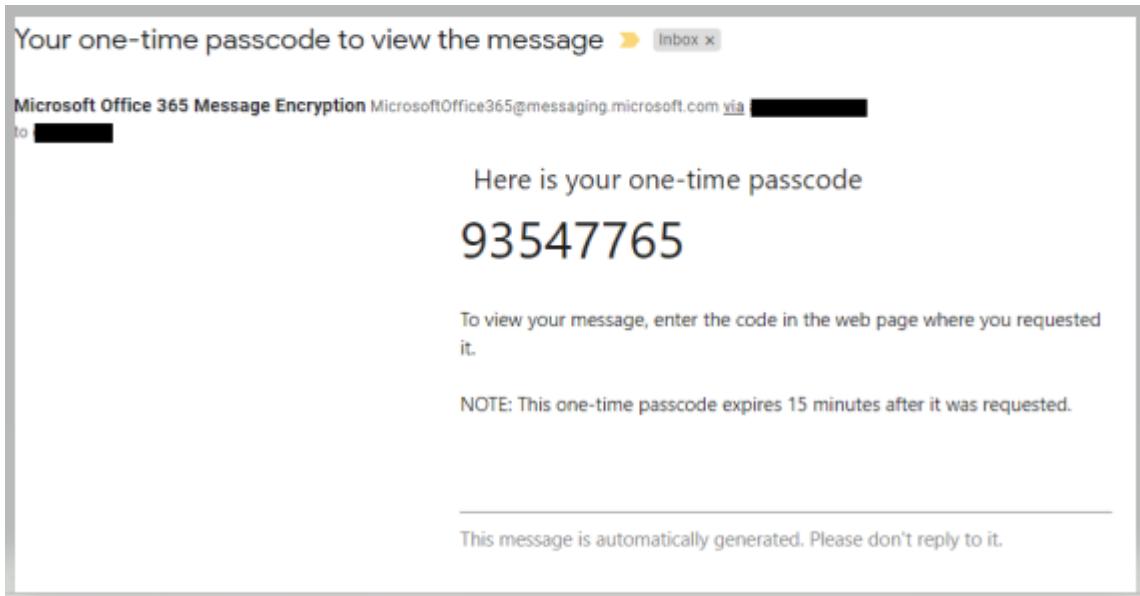
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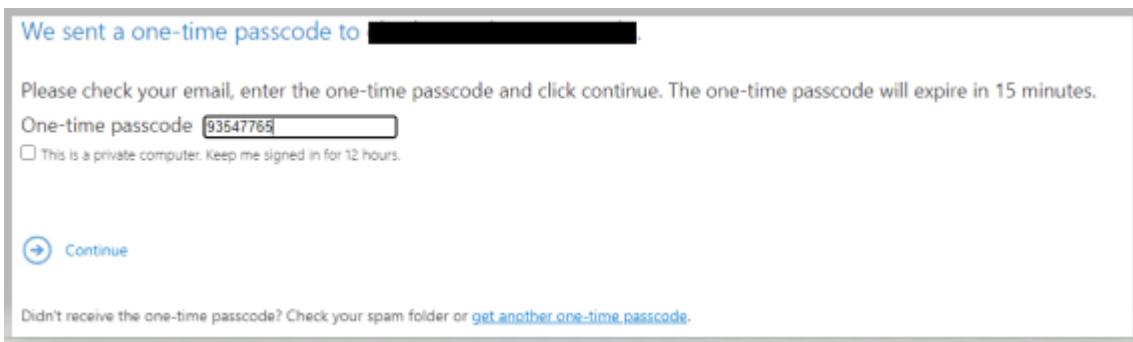
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5. Check your email for another email with the one-time passcode. Copy the passcode. IMPORTANT: The passcode will expire in 15 minutes. Please note the codes listed below are for example purposes only.



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



7. The email will be displayed on your screen and you can reply confidentially back through this encrypted service.
8. If there is an attached document, it is recommended that you save the document for permanent reference.