

# University of California Office of the President

Information Technology Services

Sending and Receiving Encrypted Email

August 21, 2015

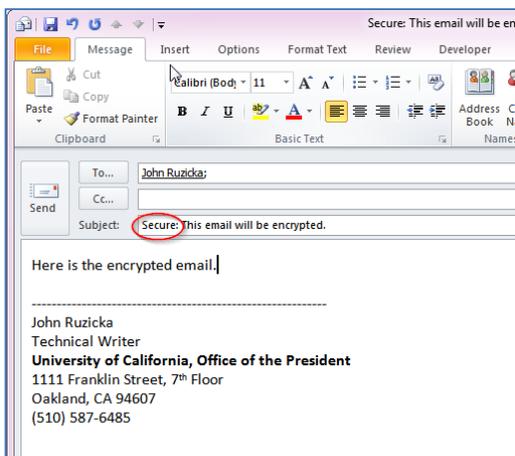
## SENDING AN ENCRYPTED EMAIL

### USING THE OUTLOOK CLIENT

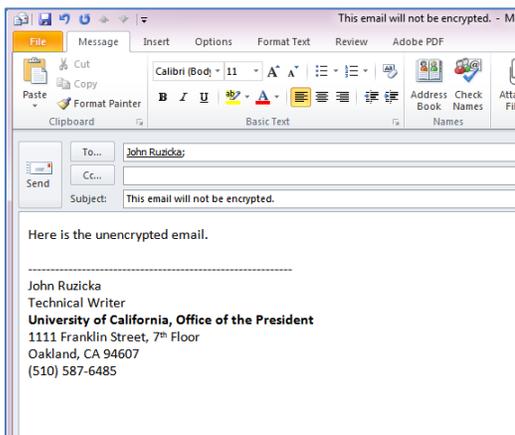
Office 365 allows encrypted emails to be sent to both UCOP employees and outsiders, and allows recipients to respond in an encrypted email. Encrypted email provides an extra layer of security protection and should be used when confidentiality is extremely important. Note that reading encrypted emails can require some extra effort and, for that reason, encryption should not be used for routine email, which is already reasonably secure.

1. To send an encrypted email from Outlook, simply include the word "Secure:" in the subject line. **Note: the word "Secure" must be followed by a colon ":", i.e. "Secure:"**

This email will be encrypted because it contains the word "Secure:" in the Subject line:



This email will not be encrypted because it does not contain the word "Secure:" in the Subject line:



2. Type the email as you normally would. Attachments can be included, and will also be encrypted.
3. Click "Send" to send the email.

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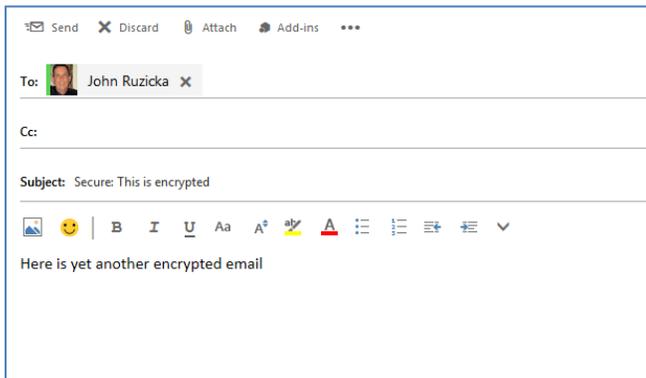
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#### USING THE OFFICE 365 WEB CLIENT

The process of sending an encrypted email using the web client is the same as using the desktop client.

1. To send an encrypted email from the web client, simply include the word “Secure” in the subject line. This email will be encrypted because it contains the word “Secure” in the Subject line:



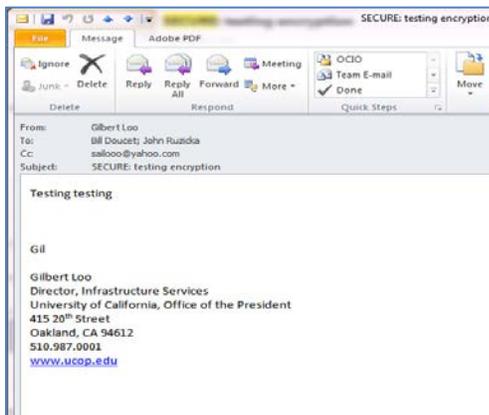
2. Type the email as you normally would. Attachments can be included, and will also be encrypted.
3. Click “Send” to send the email.

#### RECEIVING AN ENCRYPTED EMAIL

##### EMAIL RECIPIENTS WITH UCOP.EDU EMAIL ADDRESSES

###### INTERNAL—SAME DOMAIN

When an encrypted email is received and opened in the Outlook Desktop Client or the Outlook 365 Web Client by someone with a ucop.edu email address, decryption is automatic, including responses to previously sent encrypted emails. Nothing needs to be done other than opening the email normally.



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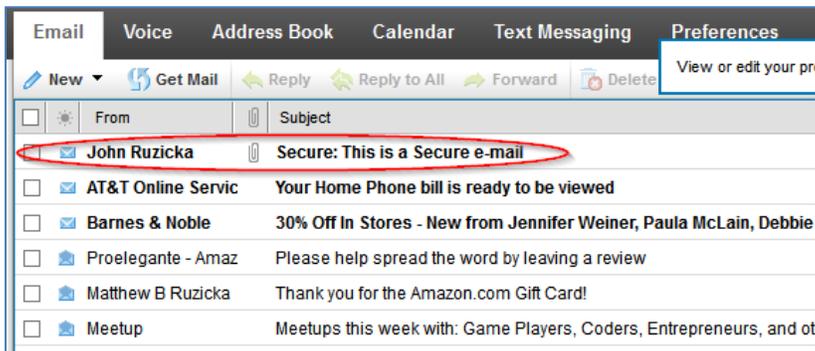
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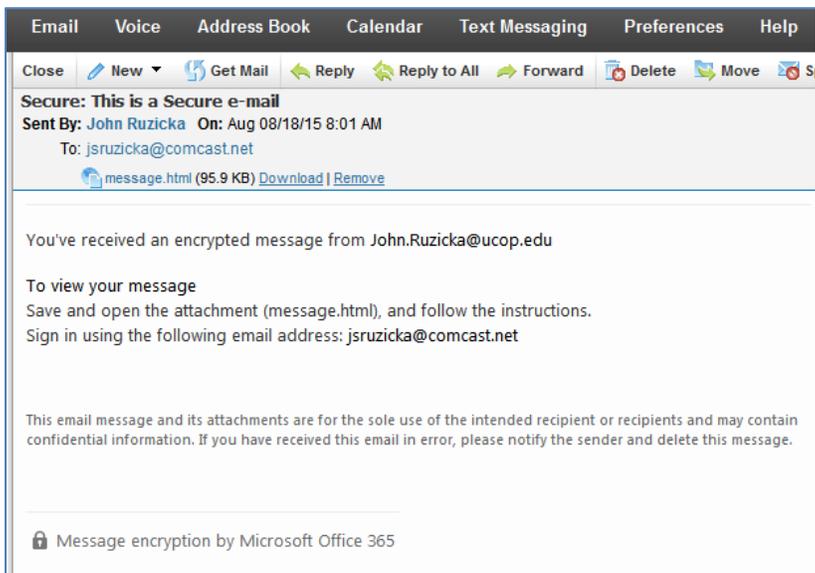
#### EMAIL RECIPIENTS WITH NON UCOP.EDU EMAIL ADDRESSES

When an encrypted email is received by someone without a ucop.edu email address, additional steps are required to view that email.

1. Open the email.



2. The email contains text describing the encryption and how to decrypt and view the email.



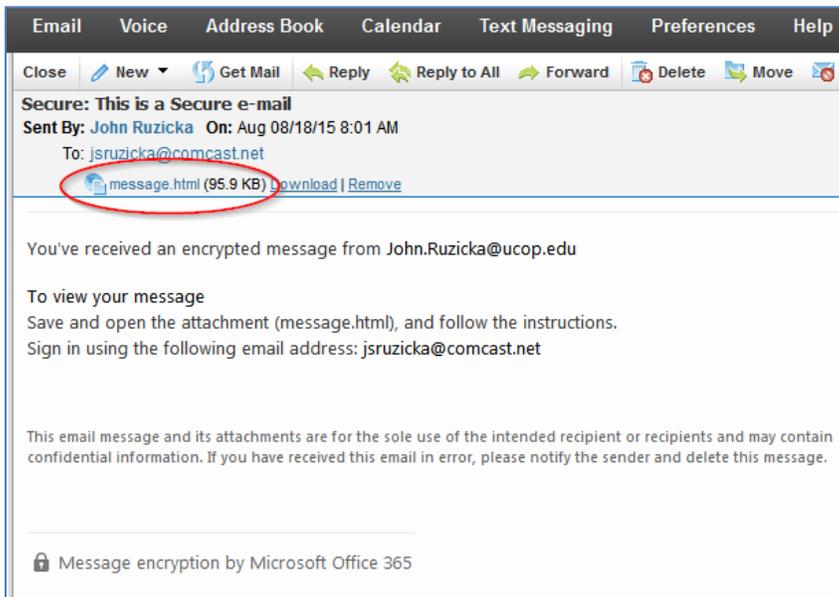
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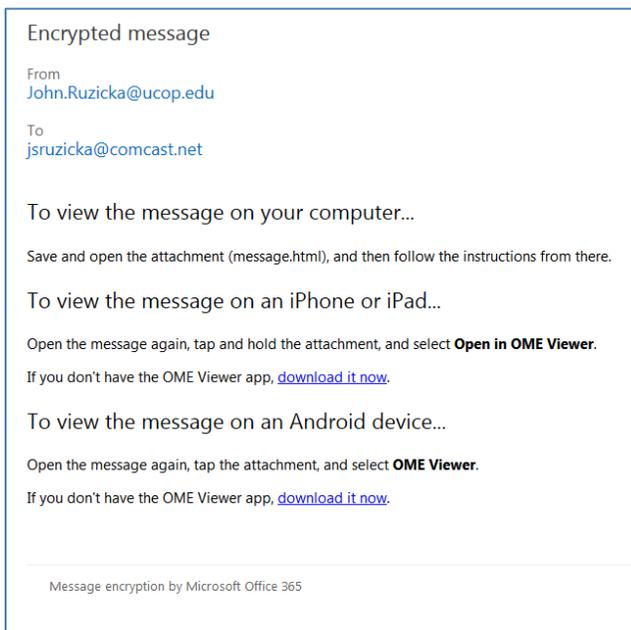
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3. Encrypted emails will always contain a file called "message.html".



4. Clicking this link provides further instructions, including how to read the email on a phone or tablet.



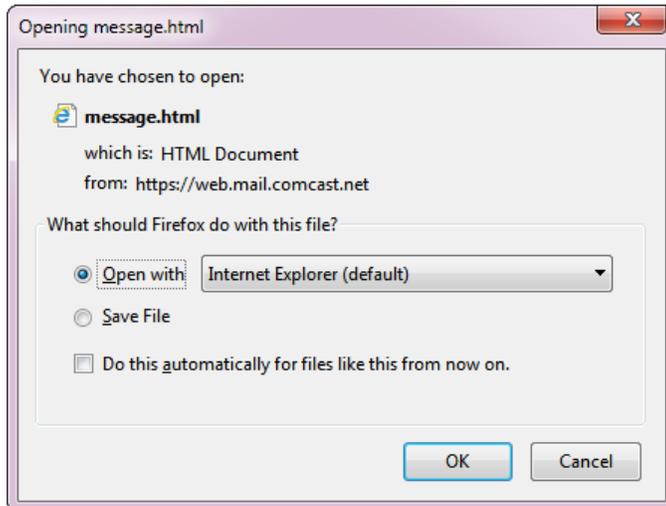
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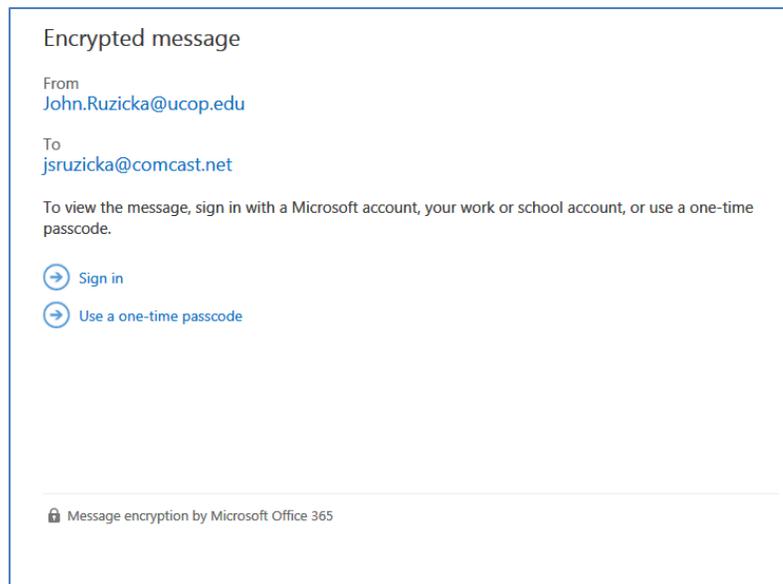
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5. To view the encrypted email on a computer, click “Download”. The following dialog box, or a similar one, appears:



6. Make sure “Open with Internet Explorer” is selected and then click “OK”.
7. The following screen appears:



8. If you have a Microsoft account (Hotmail or MSN) **and** the encrypted email was sent to this account, click the “Sign in” button. Otherwise, skip to step 12.

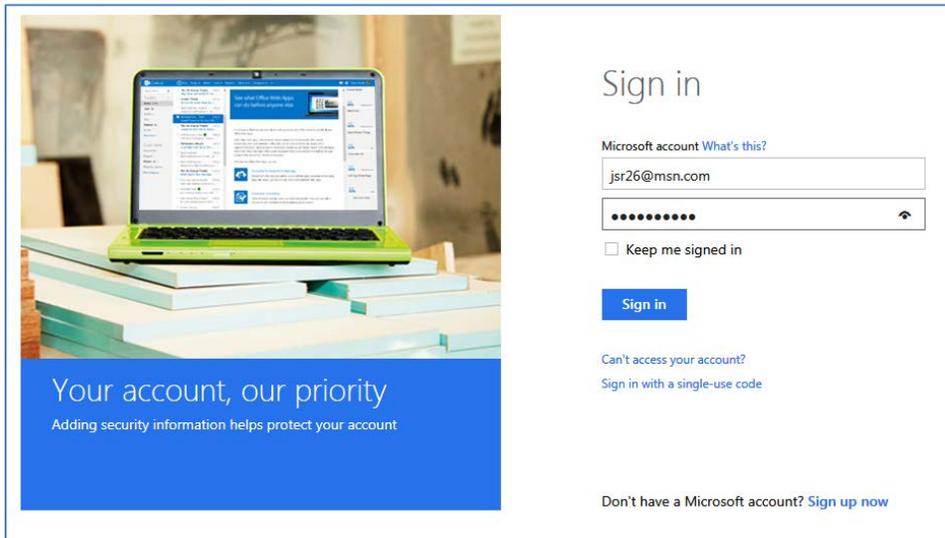
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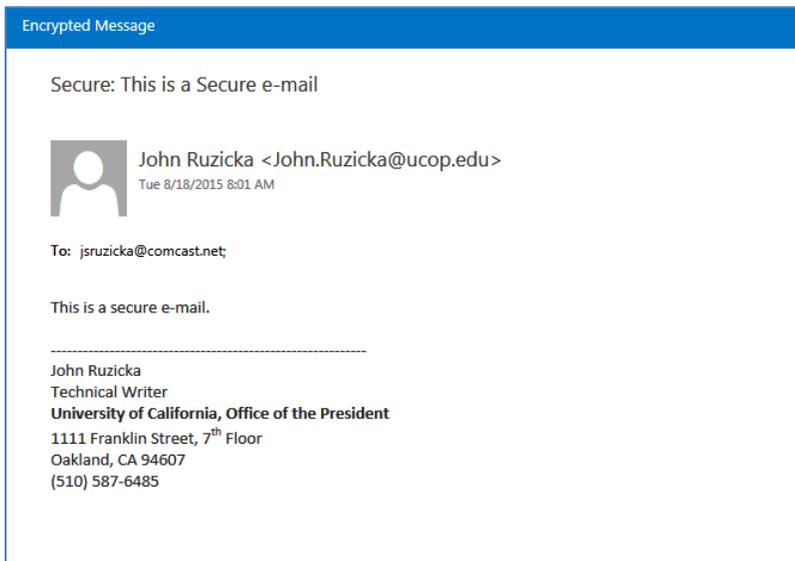
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9. The following screen appears:



10. Sign in using your msn or Hotmail account.

11. The email appears:



12. If the encrypted email was sent to a non-Microsoft mail account, click the “Use a one-time passcode” link.

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13. A screen similar to the following appears:

We sent a passcode to [jsruzicka@comcast.net](mailto:jsruzicka@comcast.net).

Please check your email, enter the passcode that corresponds with the reference code, and click continue. The passcode will expire in 15 minutes.

Reference code: 2695

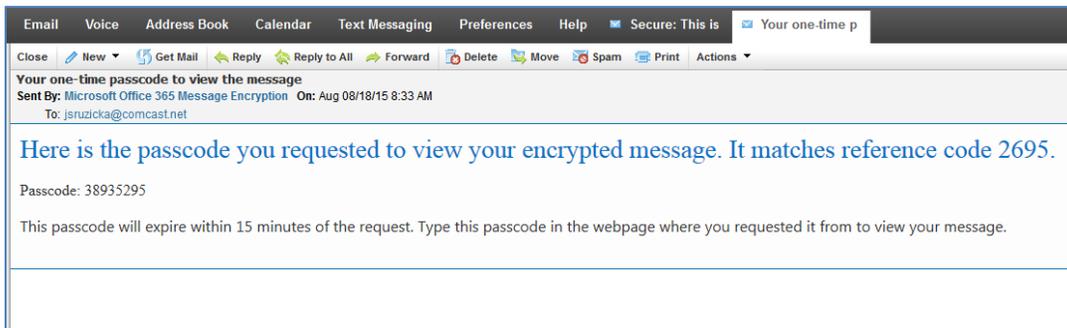
Passcode

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

[Continue](#)

[Didn't receive the passcode? Click here to get another one.](#)

14. A passcode will be emailed to the external email account. The reference code should match the one shown in the web browser. If not, do not use the code



The screenshot shows an email client interface. The message header includes: "Your one-time passcode to view the message", "Sent By: Microsoft Office 365 Message Encryption", "On: Aug 08/18/15 8:33 AM", and "To: jsruzicka@comcast.net". The main body of the email contains: "Here is the passcode you requested to view your encrypted message. It matches reference code 2695.", "Passcode: 38935295", and "This passcode will expire within 15 minutes of the request. Type this passcode in the webpage where you requested it from to view your message."

15. Enter the passcode and then click "Continue":

We sent a passcode to [jsruzicka@comcast.net](mailto:jsruzicka@comcast.net).

Please check your email, enter the passcode that corresponds with the reference code, and click continue. The passcode will expire in 15 minutes.

Reference code: 6192

Passcode

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

[Continue](#)

[Didn't receive the passcode? Click here to get another one.](#)

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16. The encrypted email appears:

