Information Technology Services

Sending and Receiving Encrypted Email

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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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:

च Send	X [Discard	Û	Attach	3	Add-ins	•••						
To:	John	Ruzicka	×										
Cc:													
Subject: S	ecure: T	his is enc	rypt	ed									
.	В	т	U	Aa	A°	at	A :=	1	=+	4=	~	 	
		-	_			_		3			*		
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- 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.

S Junk - Delete	Reply Reply Forward Note -	OCIO Ma Team E-mail ✓ Done		Mov
Delete	Respond	Quick Steps	- R	
Cr mail	ioo@vahoo.com			
Subject: SEG	URE: testing encryption			
Subject: SEC Testing testin Gil	URE: testing encryption			
Gil Giller	URE: testing encryption			
Gil Gillert Loo Director, Infra	URE: testing encryption			
Gil Gill Gillort Loo Director, Infra University of	URE: testing encryption 3 structure Services alifornia, Office of the President			
Subject: SEG Testing testin Gil Gilbert Loo Director, Infra University of 415 20 th Stree	URE: testing encryption s structure Services california, Office of the President			
Gil Gilbert Loo Director, Infra University of 415 20 th Stree Oakland, CA 9 Sto 927 0001	URE: testing encryption 3 structure Services alifornia, Office of the President 4612			

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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.

Email	Voice Addr	ess Book	Calendar	Text Me	ssaging	Preferences
🧷 New 🔻	🕤 Get Mail 🔶	Reply 🥋	Reply to All 🍃	Forward	🛅 Delete	View or edit your pre
🔲 🛞 F	irom (Subject				
Jo 🖂 Jo	hn Ruzicka	Secure: Th	nis is a Secure	e-mail		
🗆 🖾 AT	&T Online Servic	Your Home	e Phone bill is r	eady to be v	iewed	
🗆 🖾 Ba	arnes & Noble	30% Off In	Stores - New f	rom Jennife	r Weiner, Pa	ula McLain, Debbie
🗆 🚖 Pr	oelegante - Amaz	Please hel	lp spread the w	ord by leavin	ig a review	
🔲 💼 Ma	atthew B Ruzicka	Thank you	for the Amazon	.com Gift Ca	rd!	
🗆 💼 Me	eetup	Meetups th	nis week with: G	ame Players	s, Coders, Ei	ntrepreneurs, and ot

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



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

Opening message.html
You have chosen to open:
e message.html
which is: HTML Document
from: https://web.mail.comcast.net
What should Firefox do with this file?
Do this <u>a</u> utomatically for files like this from now on.
OK Cancel

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

Encrypted message
From John.Ruzicka@ucop.edu
To jsruzicka@comcast.net
To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.
→ Sign in
O Use a one-time passcode
Message encryption by Microsoft Office 365

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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9. The following screen appears:



- 10. Sign in using your msn or Hotmail account.
- 11. The email appears:

ncrypted Message
Secure: This is a Secure e-mail
John Ruzicka <john.ruzicka@ucop.edu> Tue 8/18/2015 8:01 AM</john.ruzicka@ucop.edu>
To: jsruzicka@comcast.net;
This is a secure e-mail.
John Ruzicka
Technical Writer
1111 Franklin Street 7 th Floor
Oakland, CA 94607
(510) 587-6485

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:



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



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

We sent a passcode to 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 80360695
☐ 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:

ncrypted Messa	age
Secure: T	his is a Secure e-mail
	John Ruzicka <john.ruzicka@ucop.edu> Tue 8/18/2015 8:01 AM</john.ruzicka@ucop.edu>
To: jsruzicka	@comcast.net;
This is a sec	ure e-mail.
John Ruzick Technical W University o 1111 Frankl Oakland, CA (510) 587-6	a Vriter of California, Office of the President lin Street, 7 th Floor A 94607 485