Sending and Receiving Encrypted Email

USING YOUR UNTHSC OFFICE 365 ACCOUNT

WHY ENCRYPT E-MAIL MESSAGES?

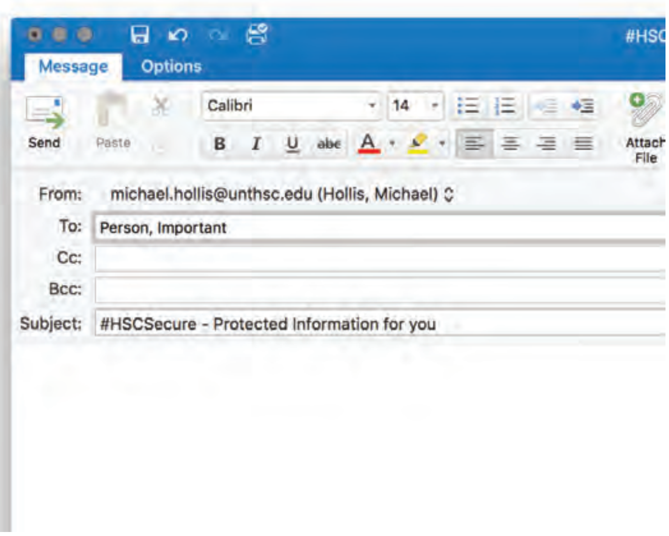
The adage has always been that you should consider e-mail message privacy as you would that of a postcard. That is, you should assume everyone involved in the delivery of that message has the opportunity to read that message. That's fine as long as all you are sending are short notes that don't require confidentiality. However, today's use of e-mail includes a growing amount of private or confidential information woven among the lunch messages or meeting requests. Data transmitted through e-mail today could include information related to private business operations, identity, grades, medical records, or other information protected by state or federal regulations. As the amount of this private information grows in usage, so does the need to protect the data from prying eyes. Encryption is a method of rendering the content of e-mail messages unreadable to anyone but the intended recipient. Category I data, information which is protected by state and federal regulations, may not be included in e-mail communications without being encrypted per UNTHSC policy.

ITS Helpdesk 2016

UNT HEALTH SCIENCE CENTER

SENDING ENCRYPTED EMAIL
USING YOUR UNTHSC OFFICE 365 ACCOUNT

Sending an encrypted e-mail from your UNTHSC provided Office 365 account is as simple as adding a phrase to the beginning of the subject line.
No special settings or options need to be applied.
To have your message encrypted, simply include the phrase **“#HSCSecure”** in the subject line of the message that you would like encrypted. With the addition of a space, a regular subject can be included.
(Ex. #HSCSecure Subject)



From: michael.hollis@unthsc.edu (Hollis, Michael)
To: Person, Important
Cc:
Bcc:
Subject: #HSCSecure - Protected Information for you

- You may send a message to HSC, or non HSC email accounts.
- You may send an attached file with a size of up to 25 Megabytes using this method.

Including **“#HSCSecure”** in the subject line will ensure that your intended recipient receives the message in an encrypted format. Because the encryption is triggered by the “#HSCSecure” in the subject line, you are able to use any mail client including those on mobile devices to send encrypted e-mails.

Your message will be initially stored in your ‘Sent Items’ folder as usual, but will be removed over the course of the day. Because the original sent message is stored unencrypted in that folder, there is a risk to this data, so the automatic removal of the sent item lessens that risk.

WHAT WILL THE RECEIVING PARTY SEE?

- A notification of your encrypted message will be delivered via Email with the subject line “**#HSCSecure**”. The attachment “**message.html(88 KB)**” will accompany this email.

- The body of this Email will read:

  “You've received an encrypted message from Sender.Email@unthsc.edu. To view your message Save and open the attachment (message.html), and follow the instructions. Sign in using the following Email address: Receiver.Email@unthsc.edu.”

- Once the receiving party saves, and opens the attached message, they will be given instructions for accessing your encrypted message using the encrypted message portal.

REMEMBER!

This first Email will only act as an initial notification, and delivery of your message.
Any further responses from you, or the receiver to this specific message will need to be executed using the encrypted message portal.

RECEIVING ENCRYPTED EMAIL
SENT FROM A UNTHSC OFFICE 365 ACCOUNT

If a UNTHSC colleague is sending you an encrypted message via their Office 365 Email account, you will receive an email notification...

with the subject:

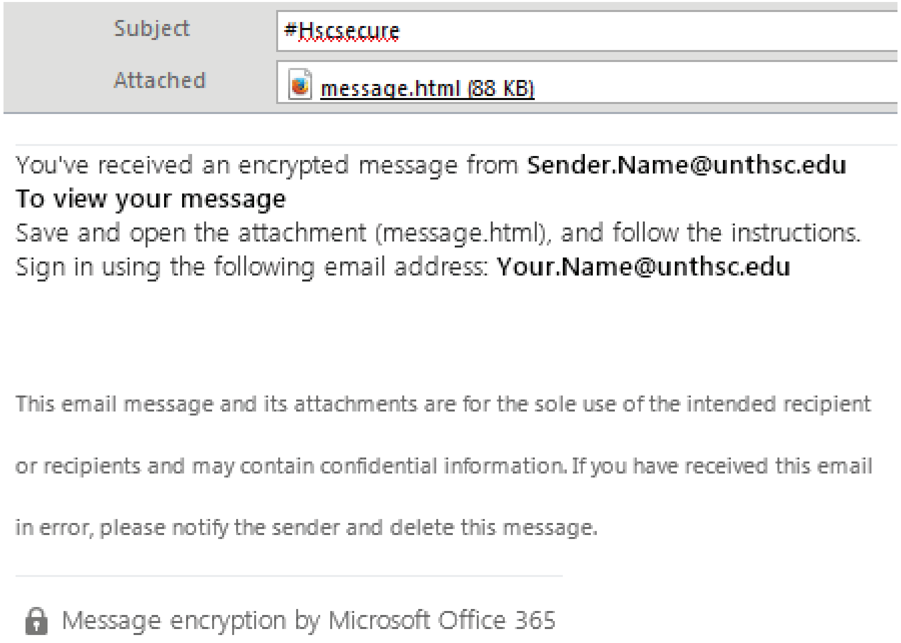
"#HSCSecure"

An attachment will accompany this email titled:

"message.html(88 KB)"

The Body of the email will contain the following message:

"You've received an encrypted message from Sender.Email@unthsc.edu
To view your message
Save and open the attachment (message.html), and follow the instructions.
Sign in using the following email address: Receiver.Email@unthsc.edu."



Subject #Hscsecure

Attached message.html (88 KB)

You've received an encrypted message from **Sender.Name@unthsc.edu**
To view your message
Save and open the attachment (message.html), and follow the instructions.
Sign in using the following email address: **Your.Name@unthsc.edu**

This email message and its attachments are for the sole use of the intended recipient or recipients and may contain confidential information. If you have received this email in error, please notify the sender and delete this message.

Message encryption by Microsoft Office 365

REMEMBER!

- Please confirm that the Email sender is the person that you are expecting an encrypted message from.
- If you are not expecting a message, or do not recognize the sending party, please use an alternate method to confirm the legitimacy of the message. *(I.E. call the sender)*

Once you are sure that this is a legitimate email, your first action will be to open the attached message. *"message.html (88k)"*

Simply right click on the *"message.html(88k)"* attachment, and select "**Open**"

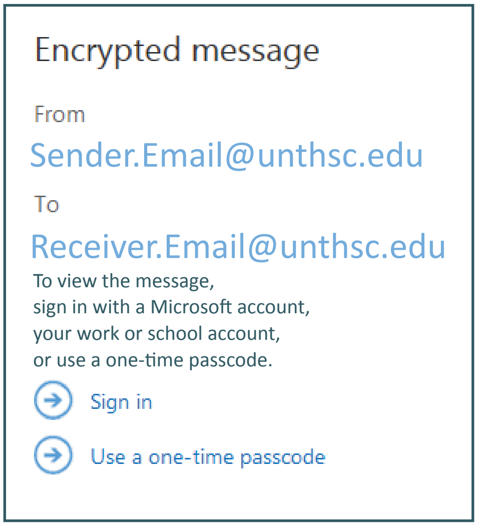
You may receive a warning notification. Select "**Open**".

(Continued)

RECEIVING ENCRYPTED EMAIL

SENT FROM A UNTHSC OFFICE 365 ACCOUNT (Continued)

This file will now open with your default browser. Once open, you will be directed to the following page:



Encrypted message

From

Sender.Email@unthsc.edu

To

Receiver.Email@unthsc.edu

To view the message,
sign in with a Microsoft account,
your work or school account,
or use a one-time passcode.

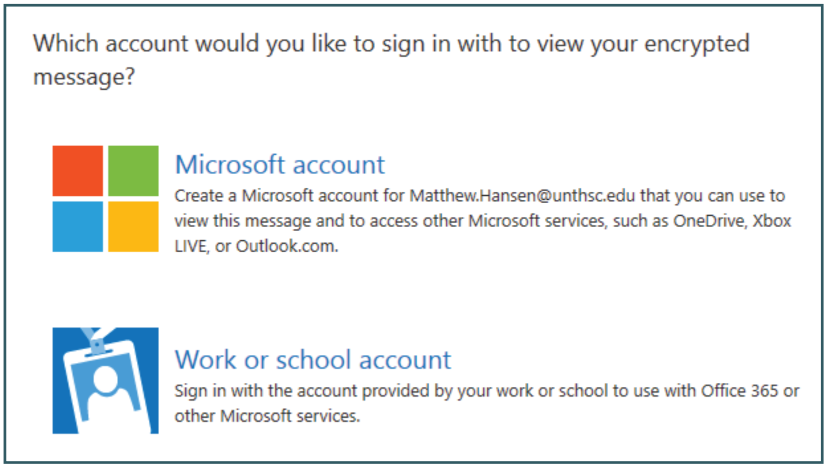
- If you are a **UNTHSC employee**, or if your email account is associated with a **Microsoft Account**, select "**Sign in**".

- If you are **NOT** a UNTHSC employee, and do **NOT** have a Microsoft Account, please select "**Use a one-time passcode**".
  - *For one-time passcode usage, please continue to the next page for further instruction.*

A user choosing the 'Sign-In' option will be presented the opportunity to use a standard Microsoft account or their 'work or school account'. Internal UNTHSC recipients should choose the 'work or school account' option.

NON-UNTHSC EMPLOYEES with a Microsoft Account Select: **Microsoft Account** >

UNTHSC EMPLOYEES Select: **Work or School Account** >



Which account would you like to sign in with to view your encrypted message?

Microsoft account

Create a Microsoft account for Matthew.Hansen@unthsc.edu that you can use to view this message and to access other Microsoft services, such as OneDrive, Xbox LIVE, or Outlook.com.

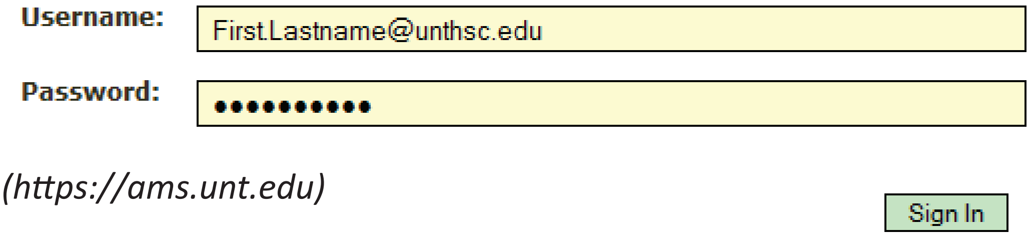
Work or school account

Sign in with the account provided by your work or school to use with Office 365 or other Microsoft services.

Employees will now be directed to the IT Shared Services encrypted message portal login. Non-Employees will be directed to an Office 365 login page.

UNTHSC EMPLOYEES:

Use your full email address and AMS password to login. *(https://ams.unt.edu)*



Username: First.Lastname@unthsc.edu

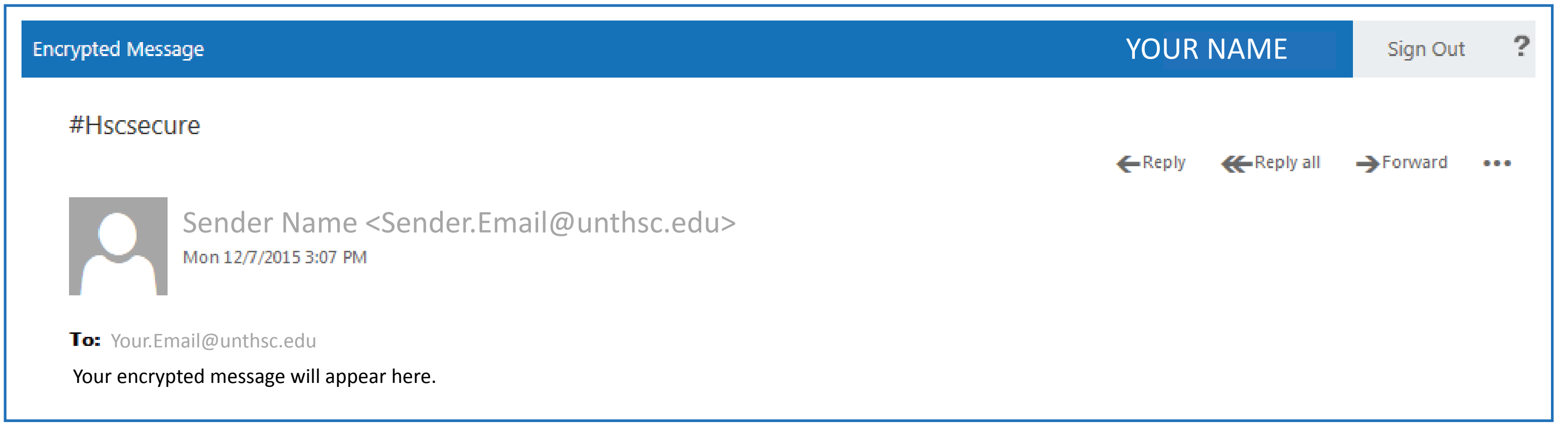
Password: ●●●●●●●●●●●

After signing in to your account, the message will be shown in Microsoft's encrypted message portal.

(Continued)

RECEIVING ENCRYPTED EMAIL
SENT FROM A UNTHSC OFFICE 365 ACCOUNT (Continued)

After a successful login, your message will appear in the Encrypted Message Portal.



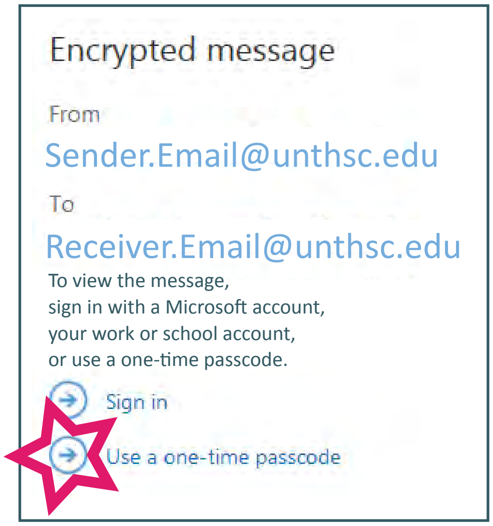
#Hscsecure

Sender Name <Sender.Email@unthsc.edu>
Mon 12/7/2015 3:07 PM

To: Your.Email@unthsc.edu

Your encrypted message will appear here.

RECEIVING ENCRYPTED EMAIL
USING THE ONE-TIME PASSCODE FOR ACCESS



Encrypted message

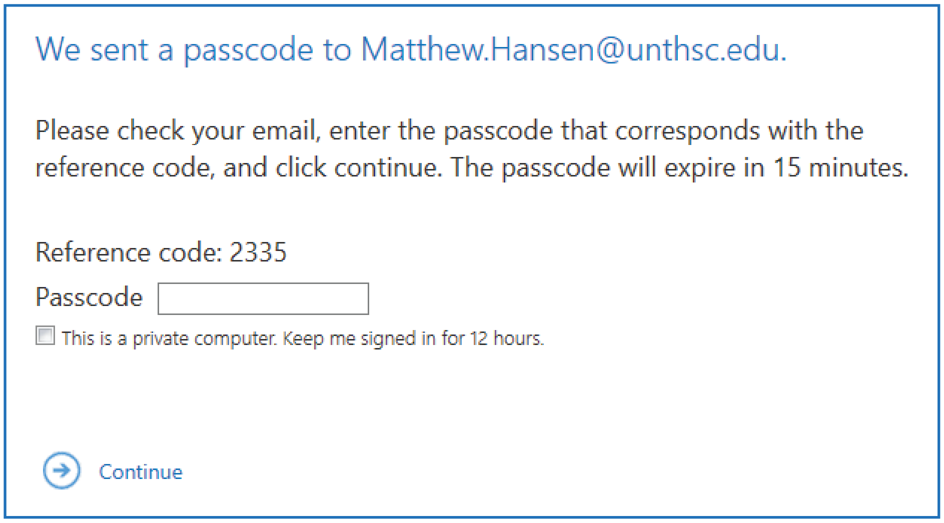
From
Sender.Email@unthsc.edu

To
Receiver.Email@unthsc.edu

To view the message,
sign in with a Microsoft account,
your work or school account,
or use a one-time passcode.

If you are not a UNTHSC employee, and do not have a Microsoft Account associated with the email address that the encrypted message was emailed to, then you will need to select “One-Time Passcode” option.

An email with your passcode will be sent to your inbox. Once received, enter the passcode, and select “continue” to view your message in the Encrypted Message Portal.



We sent a passcode to Matthew.Hansen@unthsc.edu.

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: 2335

Passcode

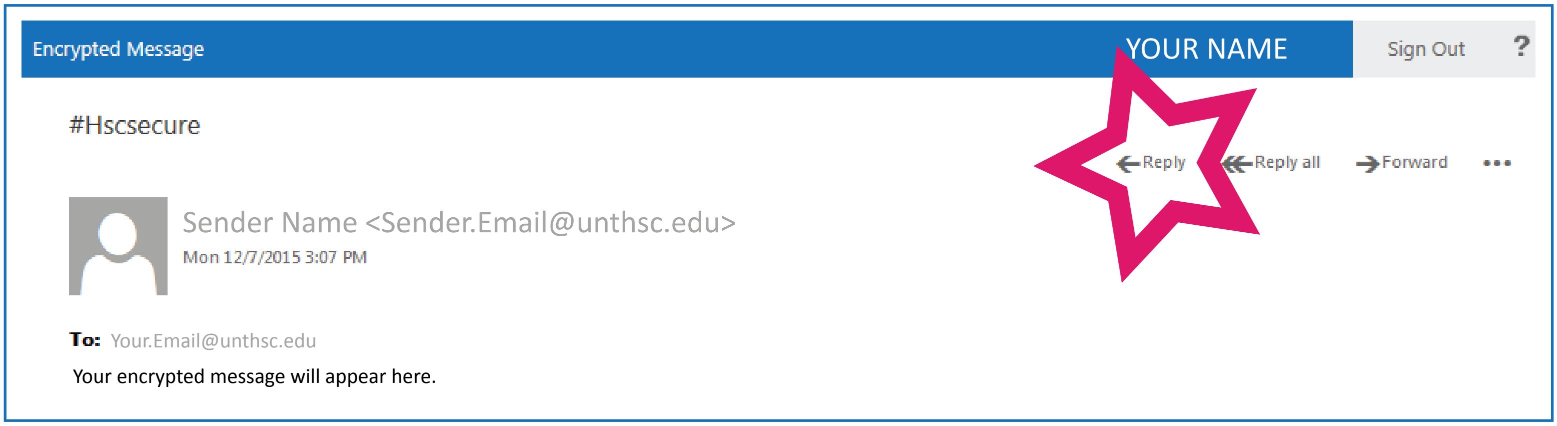
□ This is a private computer. Keep me signed in for 12 hours.

REMEMBER!

- Make sure that the reference code matches within the passcode email, **AND** the login screen.

REPLYING TO ENCRYPTED EMAIL
SENT FROM A UNTHSC OFFICE 365 ACCOUNT

To successfully reply to an encrypted message, **please use the message portal.**
You will find the “**reply**”, and “**reply all**” option in the top right hand corner of the portal.



#Hscsecure

Sender Name <Sender.Email@unthsc.edu>
Mon 12/7/2015 3:07 PM

To: Your.Email@unthsc.edu

Your encrypted message will appear here.

REMEMBER!

- Do **NOT** reply by responding to the Email message in your Email inbox.
  This will result in a returned email error, and your message will **NOT** be delivered.

OUTSIDE PARTIES
USING OUR ENCRYPTED MESSAGE SERVICE

If someone other than a UNTHSC employee would like to send an encrypted message using our Encrypted Message Portal, **a UNTHSC employee must first initiate the conversation.** This can be accomplished by sending the outside party an email with the subject line “**#HSCSecure**”.

COMPATIBLE DEVICES/BROWSERS
USING OUR ENCRYPTED MESSAGE SERVICE

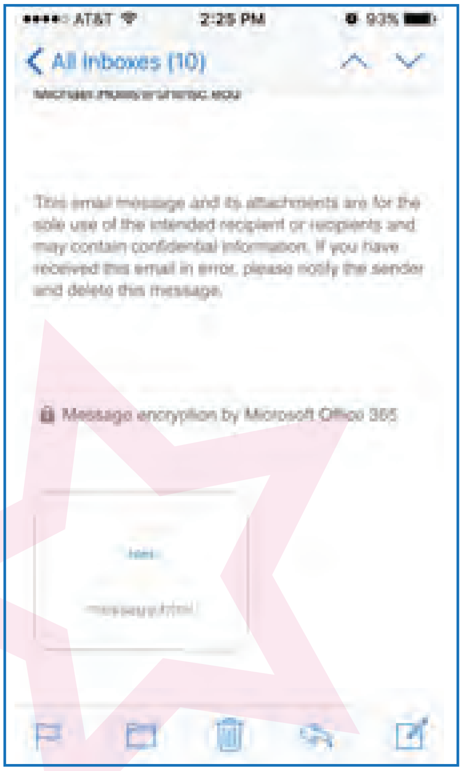
The Microsoft Office 365 Email encryption service is compatible with:
WINDOWS, MAC OS, iOS, & Android devices. Employees can initiate an encrypted message using any device capable of accessing UNTHSC email.

All up to date Internet browsers are compatible, including, but not limited to:
Microsoft Edge & Internet Explorer, Google Chrome, Mozilla Firefox, and Safari.

RECEIVING ENCRYPTED EMAIL
ON AN APPLE iOS DEVICE (iPhone/iPad)

Receiving an encrypted e-mail message on a mobile device is essentially the same procedure as on a laptop or workstation, however Microsoft has provided an application, the OME Viewer, to assist in the process. This mobile application will need to be downloaded before viewing an encrypted e-mail on a mobile device.

The application can be found here: **http://tinyurl.com/jkm2ju5**



michael.hollis@unthsc.edu

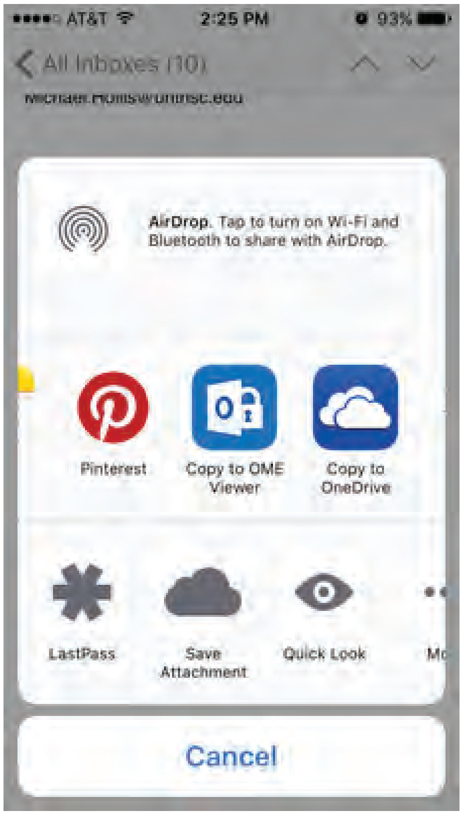
This email message and its attachments are for the sole use of the intended recipient or recipients and may contain confidential information. If you have received this email in error, please notify the sender and delete this message.

Message encryption by Microsoft Office 365

Here

message.html

When you receive an encrypted message notifying email,
Press and hold on the attachment.



michael.hollis@unthsc.edu

AirDrop. Tap to turn on Wi-Fi and Bluetooth to share with AirDrop.

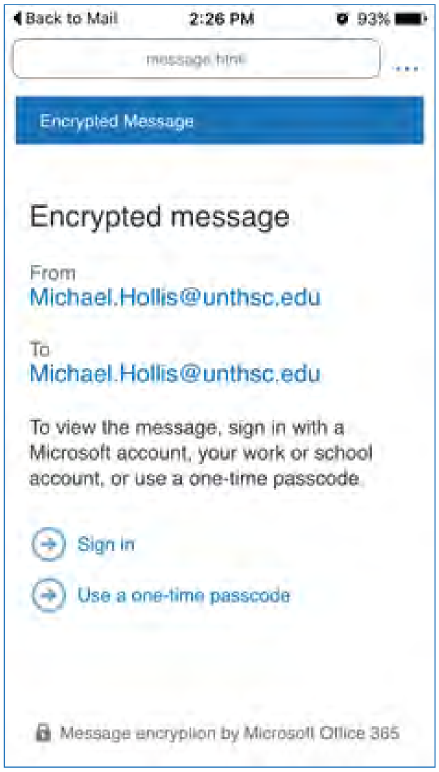
Clicking and holding on the attachment will bring up an options screen.
Chose the:
"Copy to OME Viewer" option.

(Continued)

RECEIVING ENCRYPTED EMAIL
ON AN APPLE iOS DEVICE (iPhone/iPad)

You will be presented with the same options to authenticate as with the computer clients.

Choose to sign in,
or use a one time code
to authenticate.



◂Back to Mail 2:26 PM 93%

message.html

Encrypted Message

Encrypted message

From
Michael.Hollis@unthsc.edu

To
Michael.Hollis@unthsc.edu

To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.

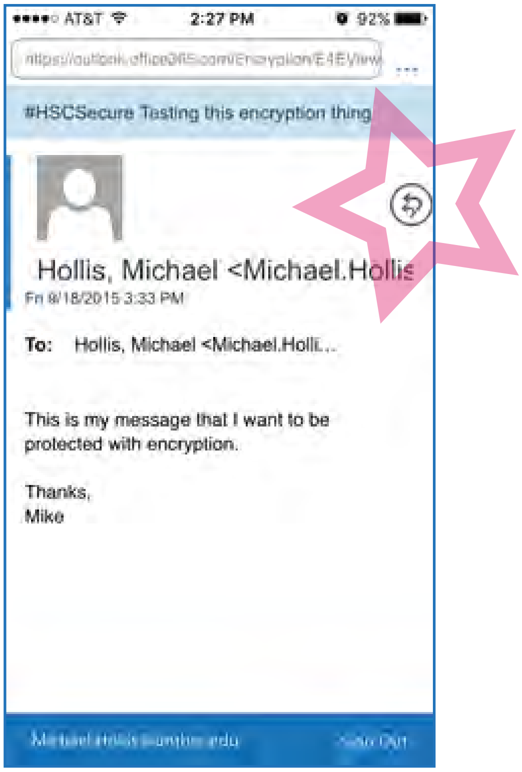
➔ Sign in

➔ Use a one-time passcode

🔒 Message encryption by Microsoft Office 365

Sign in with your employee Email, Microsoft Account, or select "Use one time passcode".
(see page 3 if you are unsure)

Signing in with your employee Email account, or entering the one-time passcode will open the message in the OME Message Viewer.



●●●●○ AT&T 2:27 PM 92%

https://outlook.office365.com/Encryption/E4EView

#HSCSecure Testing this encryption thing

Hollis, Michael <Michael.Hollis
Fri 9/18/2015 3:33 PM

To: Hollis, Michael <Michael.Holli...

This is my message that I want to be protected with encryption.

Thanks,
Mike

Michael.Hollis@unthsc.edu Sign Out

REMEMBER!

- If you need to reply to this encrypted message, please use the reply arrow icons located in the top right. *(Highlighted with the star)*

- **DO NOT attempt to reply to the email located in your in-box**