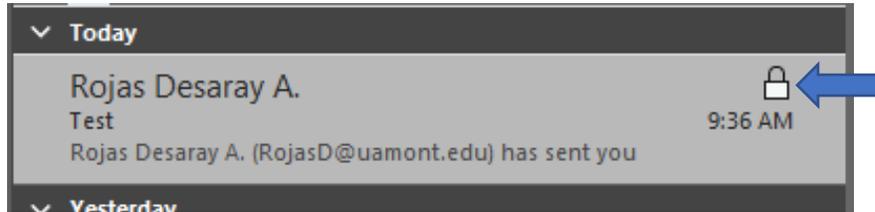


## Opening an Encrypted Email

The process of opening an encrypted email may differ depending on how you are accessing the email. The different methods will be described below.

### Opening an Encrypted Email Using Outlook

- When accessing an encrypted email using Outlook, the email will appear in your inbox with a lock icon on it.



- When you click on the email, the encrypted email will display, and you will see a message in heading of the email that the email you are viewing is encrypted.



## Opening an Encrypted Email Sent to an Outside Address

- When sending an encrypted email to an outside address, or an email address that does not end in @uamont.edu, the process will look a little different. The recipient of the email will receive a notice that they have been sent an encrypted email and they need to log in to read it.

Mixon Michael W. ([MixonM@uamont.edu](mailto:MixonM@uamont.edu)) has sent you a protected message.



[Read the message](#)

[Learn about messages protected by Office 365 Message Encryption.](#)

[Privacy Statement](#)

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

- When you click the 'Read the message' button, you will be taken to a logon screen where you will be asked to sign in. On this screen, click the 'Sign in with a One-time passcode' button.

MixonM@uamont.edu has sent you a protected message



Sign in to view the message

 [Sign in with Google](#)

[Sign in with a One-time passcode](#)

[Need Help?](#)

[Privacy Statement](#)

- After you have clicked the button, you will be notified that a one-time passcode will be emailed to you.

We sent a one-time passcode to [REDACTED]@gmail.com.

Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.

One-time passcode

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

 Continue

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).

- Return to your email, open the email containing the one-time passcode, copy and paste the one-time passcode from the email into the space provided in the notice (pictured above), then press continue.

   Microsoft Office 365.

Your one-time passcode to view the message - Here is your one-time passcode

Here is your one-time passcode

10356140

To view your message, enter the code in the web page where you requested it.

NOTE: This one-time passcode expires 15 minutes after it was requested.

---

This message is automatically generated. Please don't reply to it.

- Once you have entered the one-time passcode in the space provided and clicked continue, you will be given access to the encrypted email.

## Test



Mixon Michael W. <MixonM@uamont.edu>

Today, 9:20 AM

[REDACTED]@gmail.com' ↕

Encrypt: This message is encrypted. Recipients can't remove encryption.

This is a test of the email encryption service.

## Information Technology Department

The University of Arkansas at Monticello

1514 Scogin Drive

Monticello, AR 71656

O: 870.460.1036

F: 870.460.1920

## Accessing an Encrypted Email on a Mobile Device (iOS)

- When you attempt to open an email on a mobile device, you are notified that you have been sent a protected message, and you will need Microsoft Outlook in order to open it.

### Test

This message is protected with Microsoft Information Protection. You can open it using Microsoft Outlook, which is available for iOS, Android, Windows, and Mac OS. Get Outlook for your device here: <https://aka.ms/protectedmessage>.

Microsoft Information Protection allows you to ensure your emails can't be copied or forwarded without your permission. Learn more at <https://microsoft.com/rms>.



message\_v2.rpmsg  
22 KB

- Click the link in the email, and you will be taken to a Microsoft Azure Information Protection webpage that informs you that you will need to use the Azure Information Protection viewer app in order to access protected documents. To download the Azure Information Protection Viewer App, click the icon that corresponds to the maker of your mobile device.

## Microsoft Azure Information Protection

### Azure Information Protection helps protect your organization's sensitive data

In addition to using your Office apps to view protected Office files, you might need the following:

**Azure Information  
Protection viewer app:**  
Download this app to view  
protected PDF and other files.

Computers



Mobile Devices

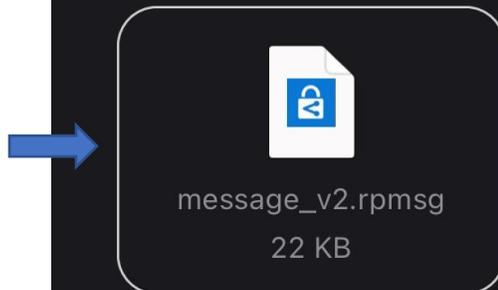


- Once you've clicked the icon, you should be taken to your respective app store where you can download the app. After the app has been downloaded and installed, you can close it and go back to your email client. When you have returned to the encrypted email, you can click the message attachment to begin opening the encrypted email.

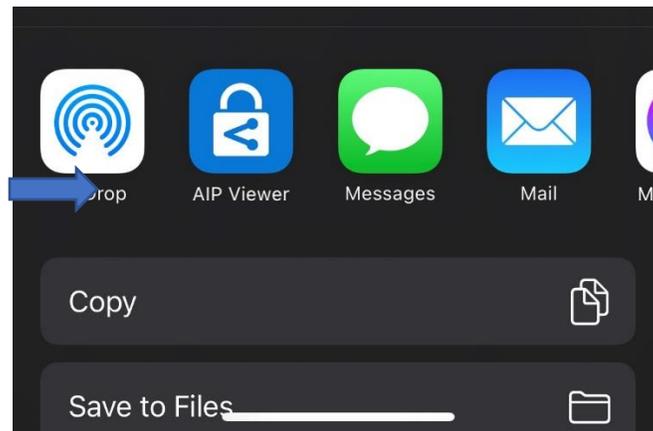
## Test

This message is protected with Microsoft Information Protection. You can open it using Microsoft Outlook, which is available for iOS, Android, Windows, and Mac OS. Get Outlook for your device here: <https://aka.ms/protectedmessage>.

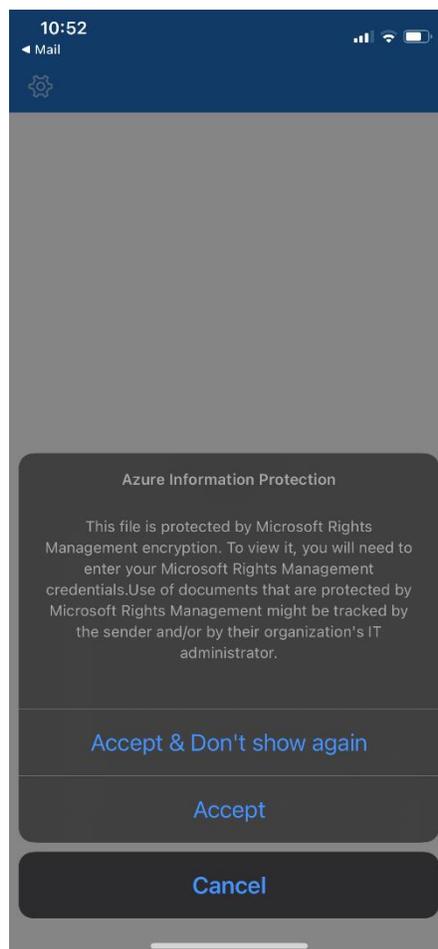
Microsoft Information Protection allows you to ensure your emails can't be copied or forwarded without your permission. Learn more at <https://microsoft.com/rms>.



- You will be asked how to open the encrypted email; select the AIP Viewer app.



- When the Azure Information Protection App begins to open the encrypted email, you will be presented with a message that you will need to enter Microsoft Rights Management credentials. You can click Accept to dismiss this message and continue, or click Cancel to quit opening the message.



- If you clicked continue, you will be asked to enter your credentials to proceed. Enter your UAM email and password. You will have to do MFA when signing into this app.



mixonm@uamont.edu

## Enter password

Password

[Forgot my password](#)

[Sign in with another account](#)

Sign in

- Once you have entered your credentials, you will be given access to the encrypted email.

## Test



Mixon Michael W. <MixonM@uamont.edu>

Today, 9:20 AM

[REDACTED]@gmail.com' ↕

Encrypt: This message is encrypted. Recipients can't remove encryption.

This is a test of the email encryption service.

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