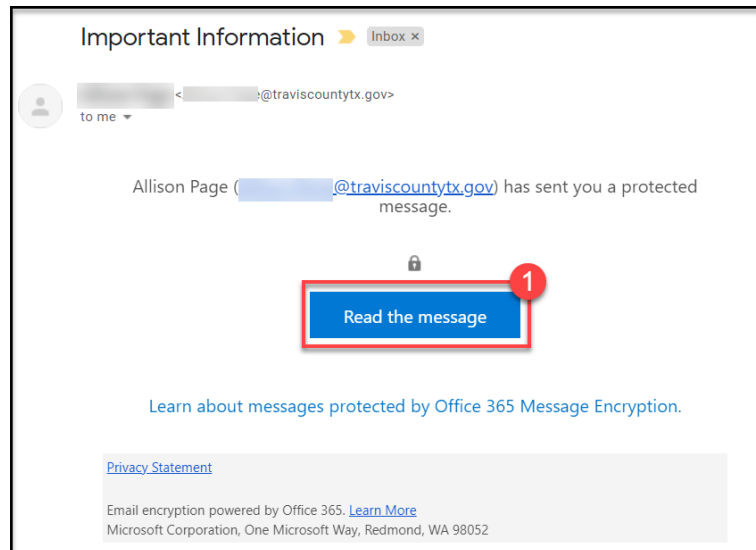# How To Open Encrypted Email

If you receive an encrypted message from Travis County, follow the steps below to open, read, and respond using the Encryption Portal.

1. When you receive a notice that you were sent a protected message, **click Read the message.**

2. Many email providers will allow you to login a second time to confirm your identity, including Gmail, and Outlook. If this is the case you will see a button that says **Sign in with Google/Outlook/Etc.**

   a. If you are using a mail application on a mobile device, you will be required to login to your email account a second time in order to read the encrypted message.
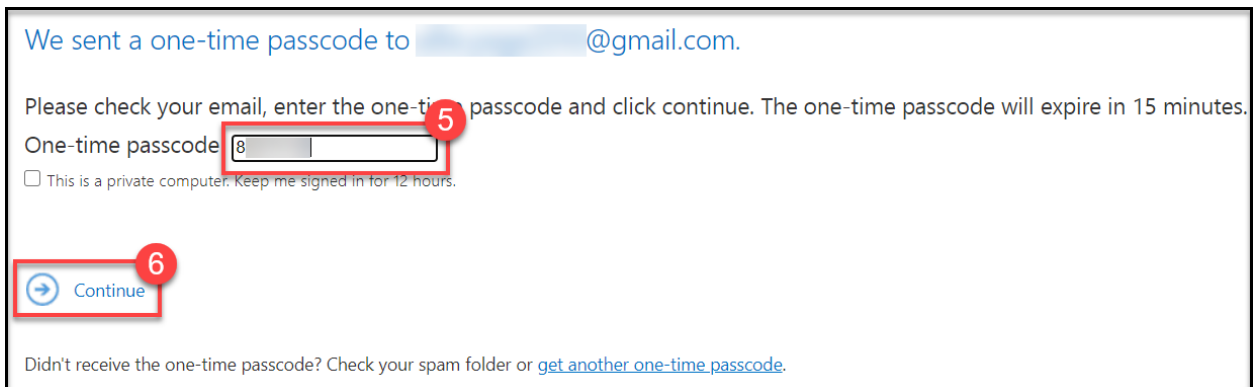
3. If you do not have the option to login with your email provider, **click Sign in with a One-time passcode.**
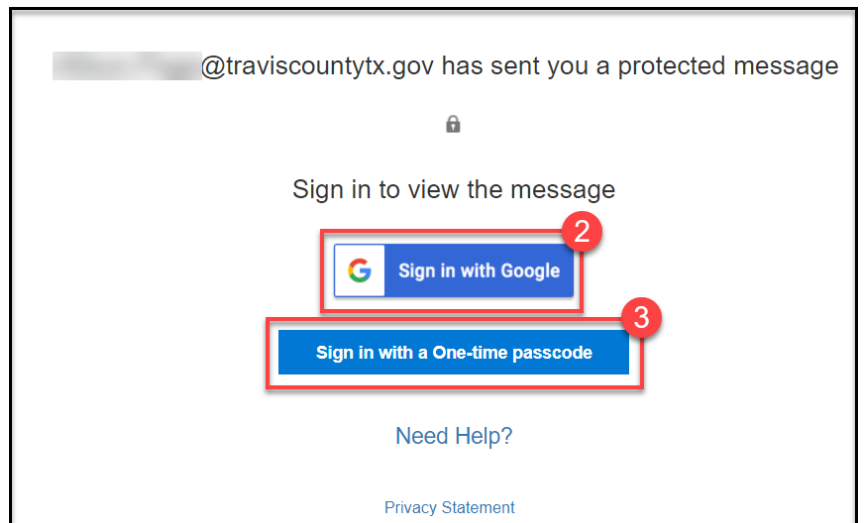
4. Open the email you receive from Microsoft and **copy the passcode** (which can only be used within 15 minutes of receipt).
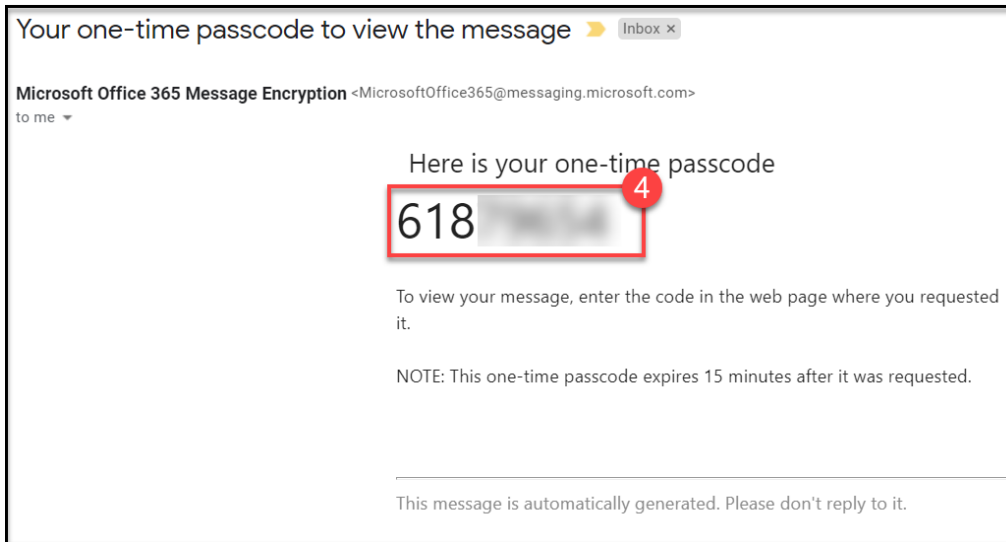
5. **Enter the passcode** you received.
6. **Click Continue.**

7. This will open the encrypted message. To reply, **click the Reply button** at the top right corner.