## 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.

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



- 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.
- 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).

Your one-time passcode to view the message 🕨 🔤	
Microsoft Office 365 Message Encryption <microsoftoffice365@messaging.microsoft.com> to me ▼</microsoftoffice365@messaging.microsoft.com>	
	Here is your one-time passcode
	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.

- 5. Enter the passcode you received.
- 6. Click Continue.

We sent a one-time passcode to @gmail.com.
Please check your email, enter the one-tip passcode and click continue. The one-time passcode will expire in 15 minutes.
Continue
Didn't receive the one-time passcode? Check your spam folder or get another one-time passcode.

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

