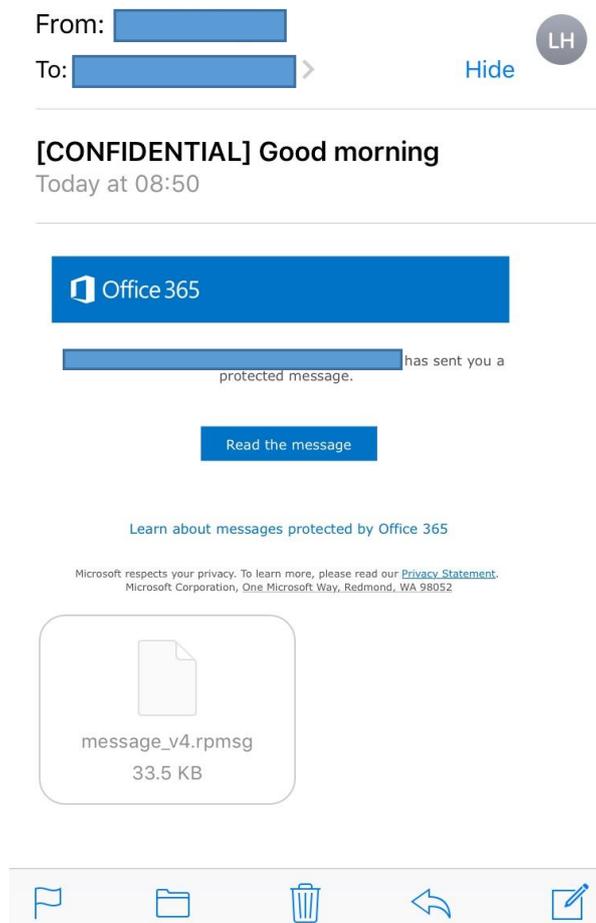# Sending and receiving encrypted emails

The introduction of Office 365 Message Encryption will allow the sending of securely encrypted emails to all external addresses. Any emails marked for encryption on the council side will be automatically sent in a secure format for the recipient to open either with a one-time passcode or by signing into an existing Microsoft account.

Sending encrypted emails

To send out an encrypted email, simply type [CONFIDENTIAL] (the square brackets are required) at the start of the subject line. This trigger word ensures the email is sent in the encrypted format to any external addresses. Once the email is received, it will appear as below before the contents of the message can be opened.

Receiving encrypted emails

Once the encrypted message is received and is viewable like the image above, click onto 'Read the message' and this will allow the selection of either a one-time passcode or a log in as below (if this is received by a G-mail account the option will be for a Google log-in).

Any.user@westsuffolk.gov.uk has sent you a protected message

Sign in to view the message

Sign in with Microsoft

Or, sign in with a one-time passcode

Need Help?

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If the sign in option is requested, simply log in with valid credentials and the email will become available to use.

If a one-time passcode option is received, another email will be sent through to the recipient with a code to use. This will look as follows:

Your one-time passcode to view the message
Today at 08:52

Office 365

Here is your one-time passcode

59222871

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.

Don't want to use one-time passcode every time you get a protected message? Use your email address to create a Microsoft account

The passcode can then be put into the web page which would have been brought up once 'one-time passcode' was selected. This will look as follows:

We sent a one-time passcode to   mail@externaluser.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.

Once the passcode is entered, the email will be unencrypted and viewable.

Please direct any queries to the IT Helpdesk by either emailing ict.help@westsuffolk.gov.uk or calling 01284 757677.