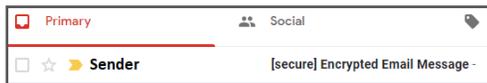# Recommended steps to open a secure email:
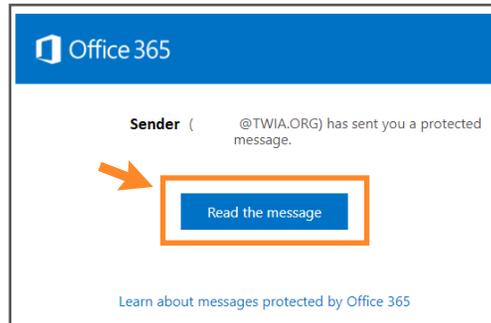
1 The recipient will receive a secure email in their inbox with "[secure]" as part of the subject line.
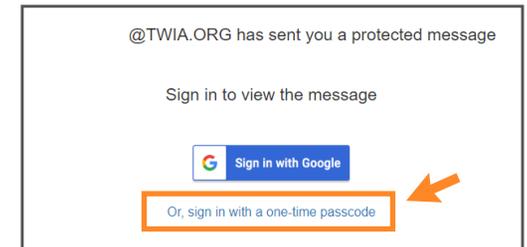
Primary	Social	
☐ ☆ ▶ **Sender**	[secure] Encrypted Email Message -

2 When opening this email, the recipient will be prompted to read the message. Click on "Read the message."

Office 365

Sender (@TWIA.ORG) has sent you a protected message.

→ [Read the message]
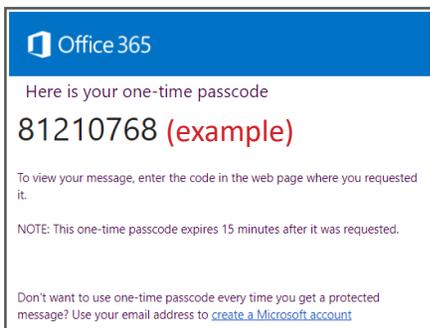
Learn about messages protected by Office 365

3 The recipient will then be prompted to either log in to their email account or receive a one-time passcode. Click on "sign in with a one-time passcode."
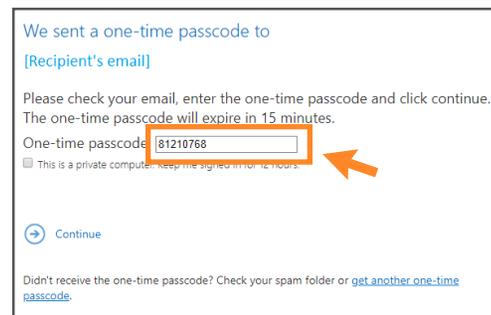
@TWIA.ORG has sent you a protected message

Sign in to view the message

G Sign in with Google

Or, sign in with a one-time passcode ←

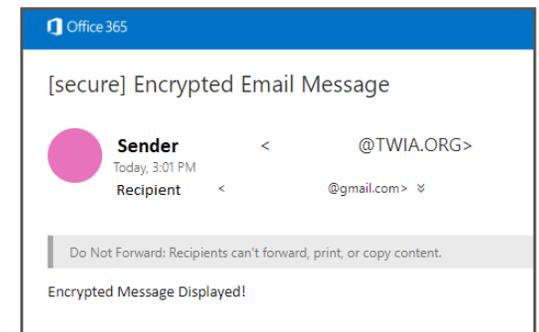**4** A second email will be sent to the recipient's email inbox. Open this email to find the passcode.

Office 365

Here is your one-time passcode

81210768 (example)

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.

5 The recipient will enter the one-time passcode and click "Continue" to be brought to the secure email.

We sent a one-time passcode to [Recipient's email]

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

One-time passcode 81210768 ←

☐ 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

6 The recipient can now read the secure email message.

Office 365

[secure] Encrypted Email Message

Sender < @TWIA.ORG>
Today, 3:01 PM
Recipient < @gmail.com> ⌄

Do Not Forward: Recipients can't forward, print, or copy content.

Encrypted Message Displayed!

Not all email providers will prompt you with a one-time passcode option. If you receive a secure email through an Outlook account, be prepared to identify and sign in with your password to your Outlook account to view the protected email. If you have any other form of electronic mail account, please research how to best open a secured email.