

# Enterprise Technology Services (ETS) Step-by-Step Guide

Subject: Email Encryption  
Responsible Team: Cybersecurity  
Created: September 25, 2023

## I. PURPOSE

Provide general instructions on how to encrypt email using Microsoft 365 Outlook or the Outlook client. These instructions apply to encrypting a single email, meaning encryption is an intentional activity.

This step-by-step guide will be reviewed annually and updated as necessary by the Responsible Team.

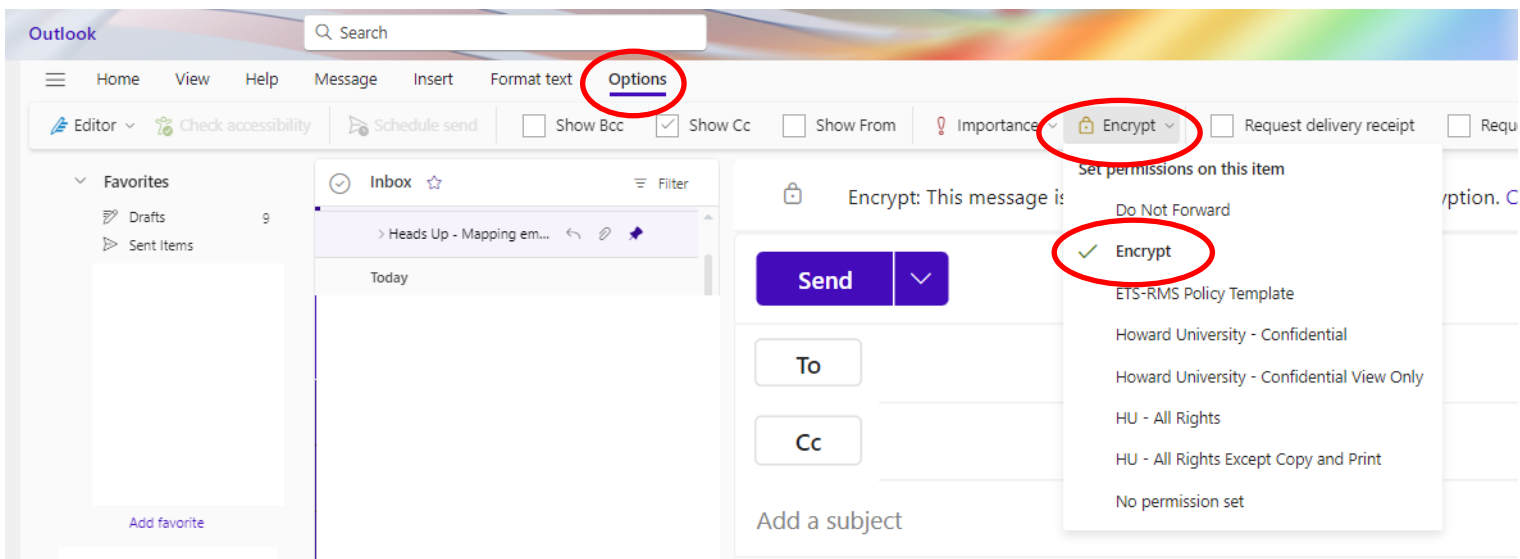
## II. REFERENCES

[Send, view, and reply to encrypted messages in Outlook for PC - Microsoft Support](#)

## III. HOW TO ENCRYPT AN EMAIL USING MICROSOFT 365 OUTLOOK

Your Microsoft 365 Outlook is accessible at <https://outlook.office.com/> using your assigned Howard credentials and authentication.

1. In a New Email, on the ribbon select Options > Encrypt > Encrypt



2. Your message will show “Encrypt: This message is encrypted. Recipients can’t remove encryption.”

🔒 Encrypt: This message is encrypted. Recipients can't remove encryption. [Change permissions](#) | [Remove encryption](#)

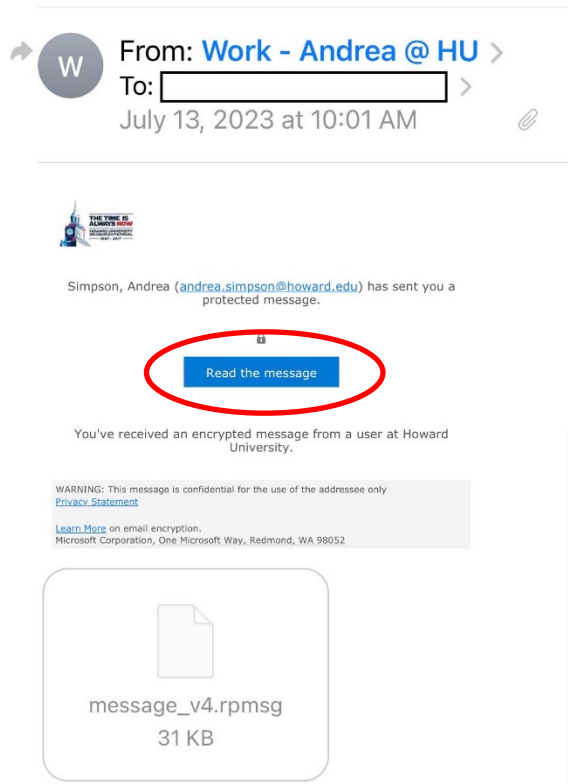
**Send** ▼

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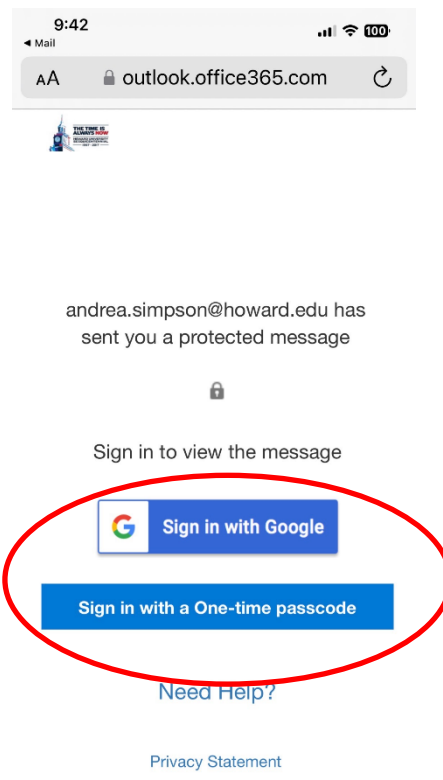
To |

Cc

Your message will be fully encrypted to your recipient. Upon receipt they will have two options to view the message after clicking the “Read the message” button. If they have a Microsoft 365 account, they will be prompted to login and authenticate their account. If they don’t have a Microsoft 365 account, they will have the option to have a one-time password (OTP) sent to their email. The OTP is only valid for 15 minutes.



Example 1: Encrypted email received



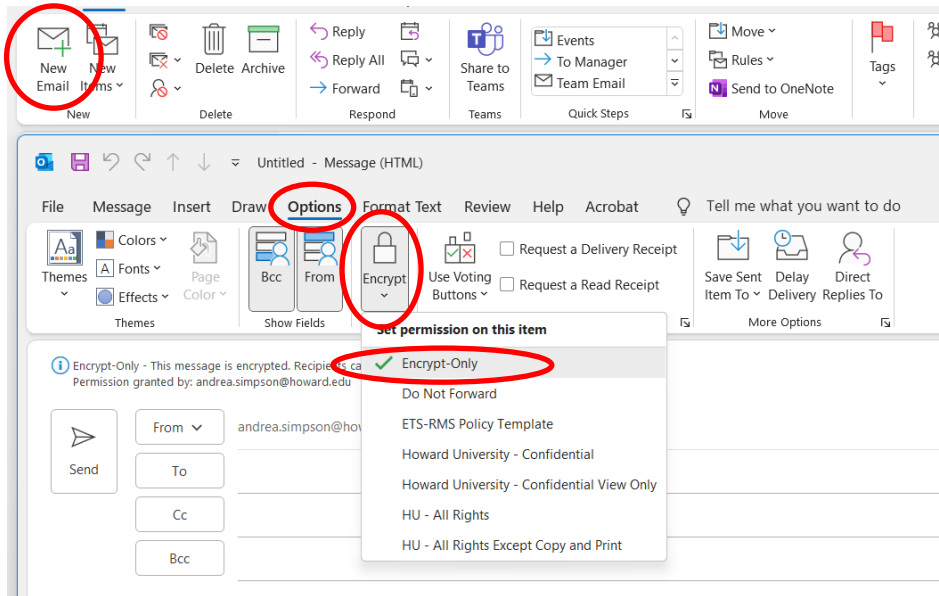
Example 2: After clicking 'Read the message' button

Once authenticated they will be able to read the message.

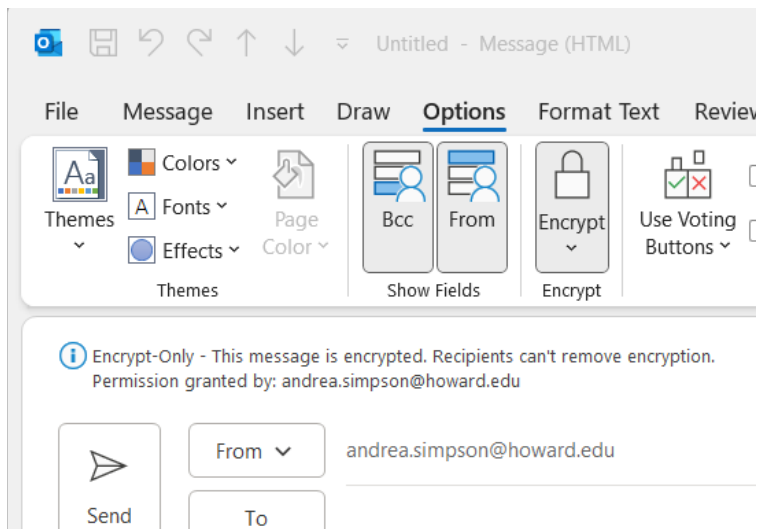
## A. ENCRYPT EMAIL USING THE OUTLOOK CLIENT

On the Outlook client on the computer the encrypt option shows differently, but how the recipient receives and accesses the encrypted message is the same.

1. Select New Email, in the message select Options > Encrypt > Encrypt-Only

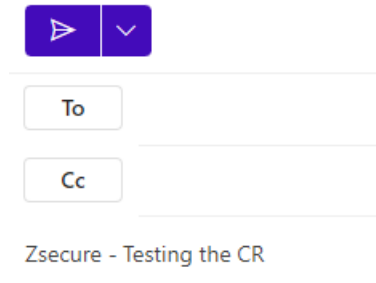


2. Your message will show “Encrypt-Only: This message is encrypted. Recipients can’t remove encryption. Permission granted by: <your email>”



#### IV. ALTERNATE ENCRYPTION – ZSECURE

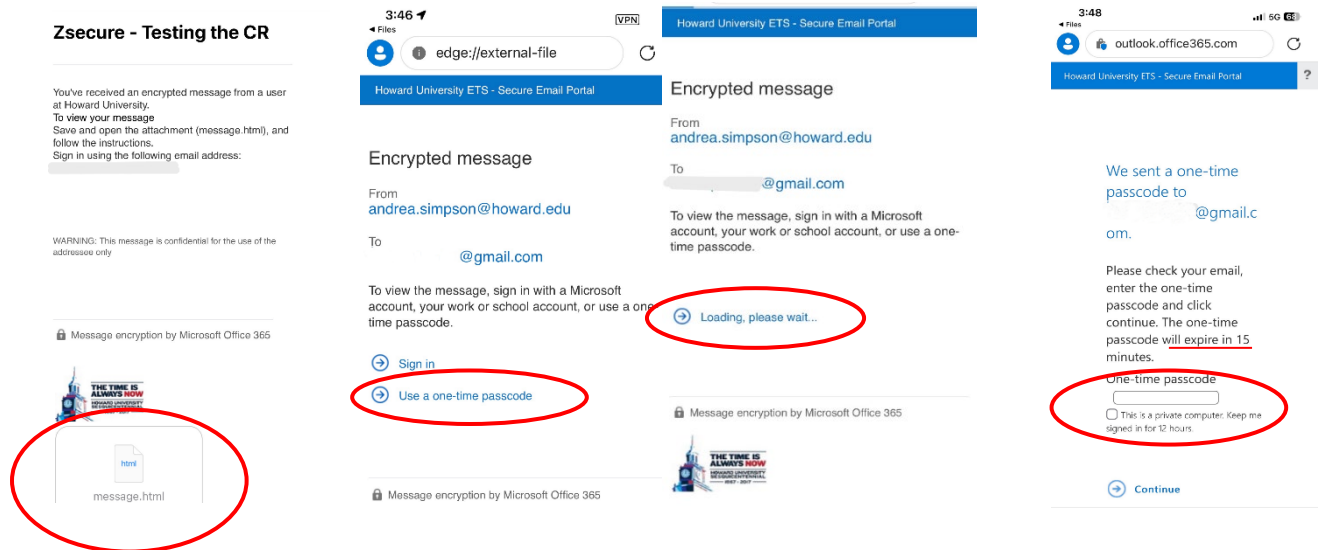
Adding the word Zsecure at the beginning of the subject will encrypt the email at the same level as encrypting through Outlook. However, accessing the message is slightly different.



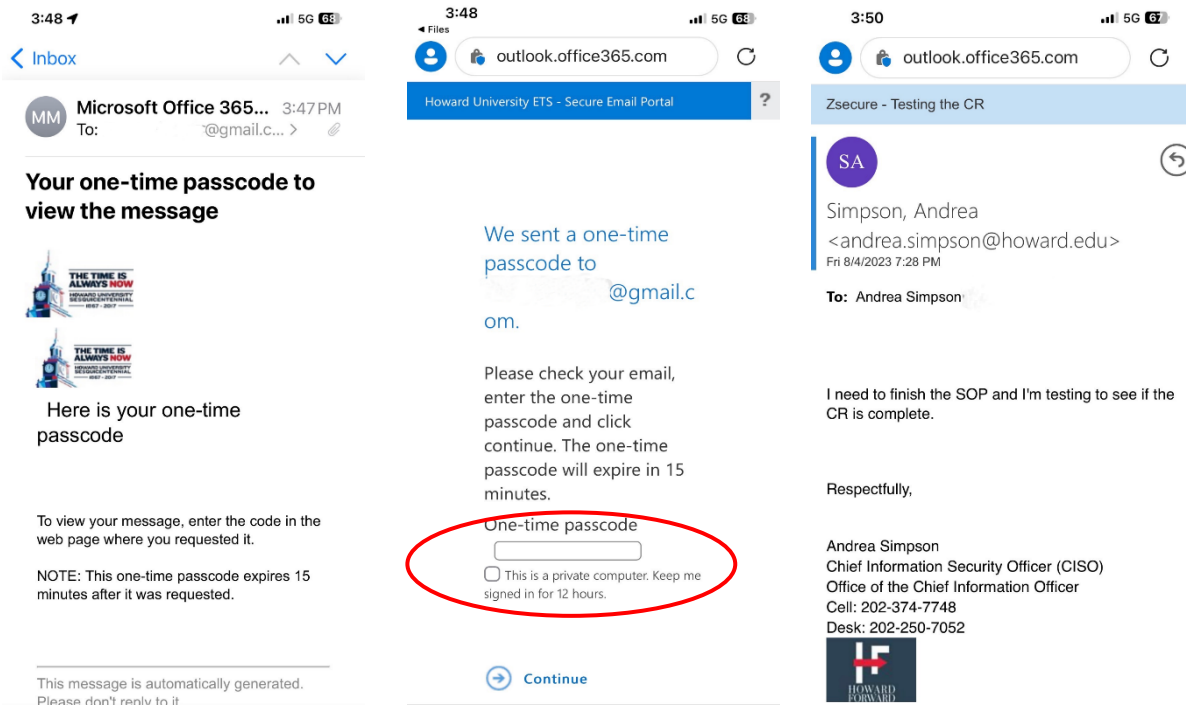
The screenshot shows an email composition interface. At the top, there are two purple buttons: one with a right-pointing arrow and one with a downward-pointing arrow. Below these are two input fields labeled 'To' and 'Cc'. The subject line is filled with the text 'Zsecure - Testing the CR'.

When using Zsecure in the subject:

1. The recipient of the message must download the message and open it in a browser.
  - a. Opening the downloaded message in a browser on a mobile device, such as a smartphone or tablet, will require additional steps. This could be a challenge for individuals that are not tech savvy.
2. The recipient is required to either Sign-in with a Microsoft account or request a one-time password.



- The recipient will need to check their email for the OTP, enter the code and the message will be readable.



## V. FAQs

### Q: Can the recipient reply to my encrypted message?

A: Any replies using either method will be fully encrypted. Your recipient will not be able to remove the encryption from the message.

### Q: What if they send me a message first?

A: You can respond to their message using either encryption method.

### Q: What should I do if they send sensitive information unencrypted?

A: Secure the information and reply with an encrypted message. Remind the sender of the need to protect their private information.