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 <u>https://outlook.office.com/</u> using your assigned Howard credentials and authentication.

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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

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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 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

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

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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.

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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.

Zsecure - Testing the CR	3:46 1 [VPN]	Howard University ETS - Secure Email Portal	3:48 .11 5G 🖸
You've received an encrypted message from a user	edge://external-file	Encrypted message	Howard University ETS - Secure Email Portal
at Howard University. To view your message Save and open the attachment (message.html), and follow the instructions. Sign in using the following email address:	Encrypted message	From andrea.simpson@howard.edu To	We sent a one-time
WARNING: This message is confidential for the use of the addressee only	From andrea.simpson@howard.edu To	@gmail.com To view the message, sign in with a Microsoft account, your work or school account, or use a one- time passcode.	passcode to @gmail.c om.
Message encryption by Microsoft Office 365	Gran.com To view the message, sign in with a Microsoft account, your work or school account, or use a on time passcode.		Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15
THE TIME IS, ANALYSIS NOW, PROMOUNT	③ Sign in ④ Use a one-time passcode	â Message encryption by Microsoft Office 365	One-time passcode
Marri message.html	A Message encryption by Microsoft Office 365	THE THE STORE	signed in for 12 hours.

3. 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.