



Kingsmead IT Services

Accessing an encrypted email

(Parent/carers and external agencies)

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Date created: 31/08/2022
Review date: 01/09/2022
Code: KMDIT/Ext-Encrypt

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What is a 'protected' email?

Protected messages allows the sender to set specific permissions on a message, this will be informed of encryption. If you receive a protected email message sent to an Microsoft 365 account in Outlook 2016 or Outlook on the web, the message should open like any other message. You'll see a banner at the top of the message that informs you of any restrictions on the message.

If you're using a different email account or email program such as iCloud or Gmail, you may receive a notification that you've received a protected message and need to take additional action.



Support (support@kingsmead-school.com) has sent you a secure message.



Read the message

This e-mail and attachments are confidential and are intended solely for the use of the individual to whom it is addressed.

This e-mail and attachments are confidential and are intended solely for the use of the individual to whom it is addressed. Any views or opinions presented are solely those of the author and do not necessarily represent those of Kingsmead School. If you are not the intended recipient, be advised that you have received this Email in error and that any use, dissemination, forwarding, printing, or copying of this Email is strictly prohibited. If this transmission is received in error please notify the sender immediately and delete this message from your E-mail system. All electronic transmissions to and from Kingsmead School are recorded and may be monitored.
[Privacy Statement](#)

Email encryption powered by Office 365. [Learn More](#)
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

Microsoft 365

If you are opening the email using a Microsoft 365 email account within Outlook Desktop, Outlook Mobile and or Outlook on the web, you should not have to anything. The email should automatically decrypt.

Gmail

Desktop / Browser

1. Select **Click here to read your message**.
2. Select **Sign in with Google**.
3. You'll be redirected to the Gmail sign-in page. Once you sign in, select **Allow**.
4. Your protected message will display in a new browser tab. You won't be able to view the protected message in the Gmail window.

Mobile App

1. Tap **Click here to read your message**.
2. Tap **Sign in with...** and sign into your email account.
3. If you get a request for permissions, tap **Yes** or **Allow** to view the message.

Single-use code

Some email clients and services can't automatically open protected messages. If you have an email account with Yahoo or other email providers, you'll need to obtain a single-use code to read the message.

Desktop / Mobile App / Browser

1. Select **Read the message**.
2. You'll be redirected to a page where you can sign in and receive a single-use code via your email.
3. Check your email for the single-use code. Enter the code in the browser window, then select **Continue** to read your message.

Receiving the single-use code

1. Tap **Click here to read your message > Sign in with a single-use code**.
2. You'll be redirected to a page where you can sign in and receive a single-use code.
3. Switch back to the mail app to get the code and then switch back to enter it. Do not close the browser or you will have to request a new code.
4. Check your email for the single-use code and copy it.
5. Enter the code in your browser, then select **Continue** to read your message.

Support

If you are unable to open the message or have any questions, please contact support@kingsmead-school.com