



Retrieving Encrypted E-mail

Chromebook

1. Open the email from Poudre School District
2. Click on “**message.html**” located at the bottom of the email
3. Click on “**Use a one-time passcode**” located at the bottom of the page

*Note: A box may pop up stating “You are submitting to an external page, Are you Sure?”. Click on “**Ok**”*

4. Return to your email Inbox
 - a. Open the **new** email from “**Microsoft Office 365 Message Encryption**”
 - b. Copy the passcode, or write down the number
 - c. Return to the open Internet browser tab that is requesting the one-time passcode
 - d. Paste the passcode, or manually enter the number into the box
 - e. Click **continue**. The encrypted email will open

Note: If there is an attachment, click on it to download.

Save it to the Downloads folder on the device, or your Google Drive.

Go to the saved location/folder and double click the attachment.

Computer

1. Open the email from Poudre School District
2. Click on “**message.html**” located at the bottom of the email
3. Click on “**Use a one-time passcode**” located at the bottom of the page

*Note: A box may pop up stating “You are submitting to an external page, Are you Sure?”. Click on “**Ok**”*

4. Return to your email Inbox
 - a. Open the **new** email from “**Microsoft Office 365 Message Encryption**”
 - b. Copy the provided passcode, or write down the number
 - c. Return to the open Internet browser tab that is requesting the one-time passcode
 - d. Paste the passcode, or manually enter the number into the box
 - e. Click **continue**. The encrypted email will open

Note: If there is an attachment, click on the down arrow to open or save the attachment.

Go to the saved location/folder to open the saved it.



Android Device

1. Open the email from Poudre School District
2. Click on “**message.html**” located at the bottom of the email
3. Click on the “**Chrome**”  button (Click Just Once). You may need to also click “**Download**”.
4. Click on “Use a one-time passcode”
5. Return to your email Inbox
 - a. Open the new email from “**Microsoft Office 365 Message Encryption**”
 - b. Press on the passcode to copy it, or write down the number
 - c. Go back to the open Chrome browser
 - d. Paste the passcode, or manually enter the number into the requested area/box
 - e. Click **continue**. The encrypted email will open

Note: If there is an attachment, download or open it. You may then go to the “Files” folder on the device to view it.

IOS: iPhone or iPad

1. Open the email from Poudre School District
2. Click on “**message.html**” located at the bottom of the email
3. On the page that pops up, follow the instructions to download the OME viewer if not previously installed.
4. Return to the email message
5. Tap and hold on “**message.html**”
6. Click “**Copy to OME Viewer**”
7. Click “**Use a one-time passcode**”
8. Return to your email Inbox
 - a. Open the new email from “**Microsoft Office 365 Message Encryption**”
 - b. Press on the passcode
 - c. Click “**Open**”
 - d. A pop up stating “**Open in OME Viewer**”? appears. Click “**Open**”
 - e. The code is automatically entered, and the encrypted message opens

Note: If there is an attachment, click on the down arrow to download.

Click “**Preview Attachment** ” to view it. If a PDF reader app is installed, you can open the attachment in the PDF app by clicking on “Open Attachment in...”, then select the PDF app.