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How to open an encrypted email

This quick reference guide provides a useful overview of how to open a secure 'encrypted' email that has been sent to you.
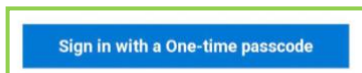
What is email encryption?

An encrypted email has been scrambled from readable plain text into an unreadable format. This has been done to protect the content of the email so that only the intended recipient can unscramble and read the message.

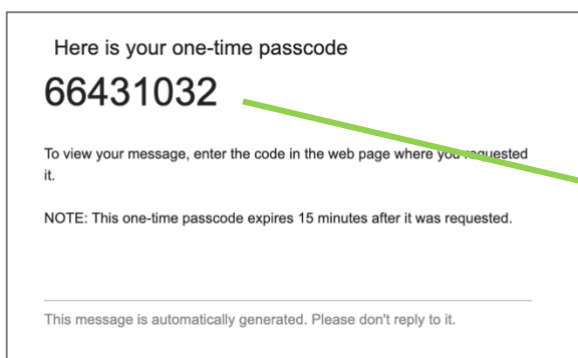## Opening an encrypted message

If you have been sent an encrypted email *(like the one pictured on the right)*, the content of the message will state that you have been sent a protected message. Normally this message will indicate who the sender of the email is. To open the message, select **'Read the message'.**

To enable you to read the encrypted message, you may be prompted to sign in using a one-time passcode to verify your identity.

Select **'Sign in with a one-time passcode'**.

A passcode, like the below, will be sent to your email address.

You have been sent a protected message

🔒

Read the message

Learn about messages protected by Microsoft Purview Message Encryption.

Privacy Statement

Learn More on email encryption.
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

Sign in with a One-time passcode

Here is your one-time passcode

66431032

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.

This message is automatically generated. Please don't reply to it.

You should enter the passcode you have been sent in the one-time passcode box *(pictured right)* to enable you to read your encrypted message.

We have sent you a one-time passcode

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

One-time passcode

☐ This is a private computer. Keep me signed in for 12 hours.

➡ Continue