Microsoft O365 Message Encryption

If the customer has a non-Microsoft account such as Google Mail, Yahoo Mail, messages from PROMISE JOBS will appear encrypted.

To view the message:

1. Open the message, click the link that says Read the message

On Wed, Dec 22, 2021 at 10:30 AM Peterson, Tracy [IWD] <Tracy.Peterson@iwd.iowa.gov> wrote:

Peterson, Tracy [IWD] (Tracy.Peterson@iwd.iowa.gov) has sent you a protected message.

🔒

Read the message
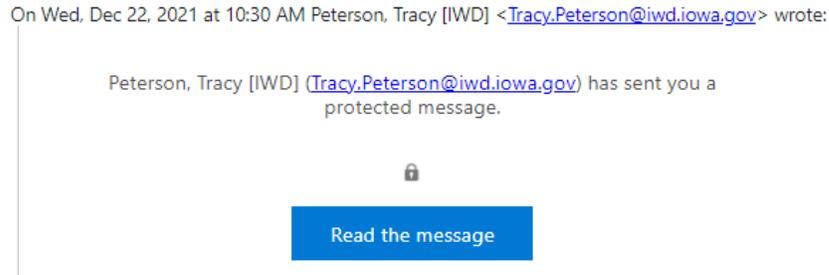
2. If prompted, the customer can sign in with their email account or do a one-time passcode. ***If using a cell phone, sign in with email is the best option.**

🔒

Sign in to view the message

G **Sign in with Google**

Sign in with a One-time passcode
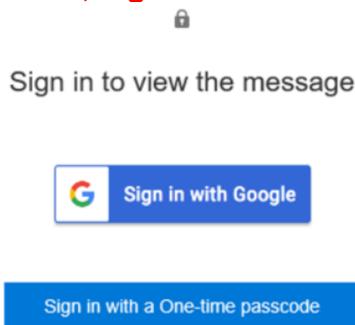
3. If the customer chooses one-time passcode, they will be emailed a random numerical code.
4. When prompted, enter the numerical code, then click Continue

We sent a one-time passcode to _____ @gmail.com.

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

One-time passcode 16305296

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

→ Continue

5. The message will open.