

# View Your Microsoft Encrypted Emails

## Logging In

To view all email messages being sent from the HPI network containing PHI using secure encryption, first log in to your email account.

## Notification of Encrypted Email

If you have received an encrypted email, a notification will be sent to you. The Outlook notification will include:

- The email sender of the protected message
- An information message that states, “This message with restricted permission cannot be viewed in the reading pane until you verify your credentials. Open the item to read its contents and verify your credentials.”

If you're using another email service, like Gmail, Yahoo, or another email client, you will receive a notification that includes:

- The email sender of the protected message
- A link to read the message and
- More information about how messages are protected using Microsoft Purview Message Encryption

## View the Encrypted Email

To view the encrypted email message\* on Outlook, double click the information message. Once you open the message in the reading pane, click the **Read the message** button.

To view the encrypted email message\* on another email client, click **Read the message**.

If your email provider is Google, Yahoo, or Microsoft, you can select Sign In with Google, Yahoo, or Microsoft respectively. Otherwise, select **Sign in with a One-time passcode**.

*\*Secure emails can only be retrieved by logging in with the exact email address to which the message was sent. For example, if an encrypted email is sent to [ssample@healthplansinc.com](mailto:ssample@healthplansinc.com), Sarah Sample cannot log in using [ssample@gmail.com](mailto:ssample@gmail.com). Microsoft will recognize this mismatch and display a permissions error.*

To view the encrypted email message, enter the code\*\* in the web page where you requested it and select **Continue**.

The secure email will open securely and conveniently from the Microsoft Exchange Cloud.

*\*\*The one-time passcode will expire 15 minutes after it was requested.*

*\*\*\*Recipients cannot forward the notification email about the secure message. They must log in, access the secure email, and forward it directly from the portal.*



**Have questions?**  
**Contact the sender of the encrypted message.**

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