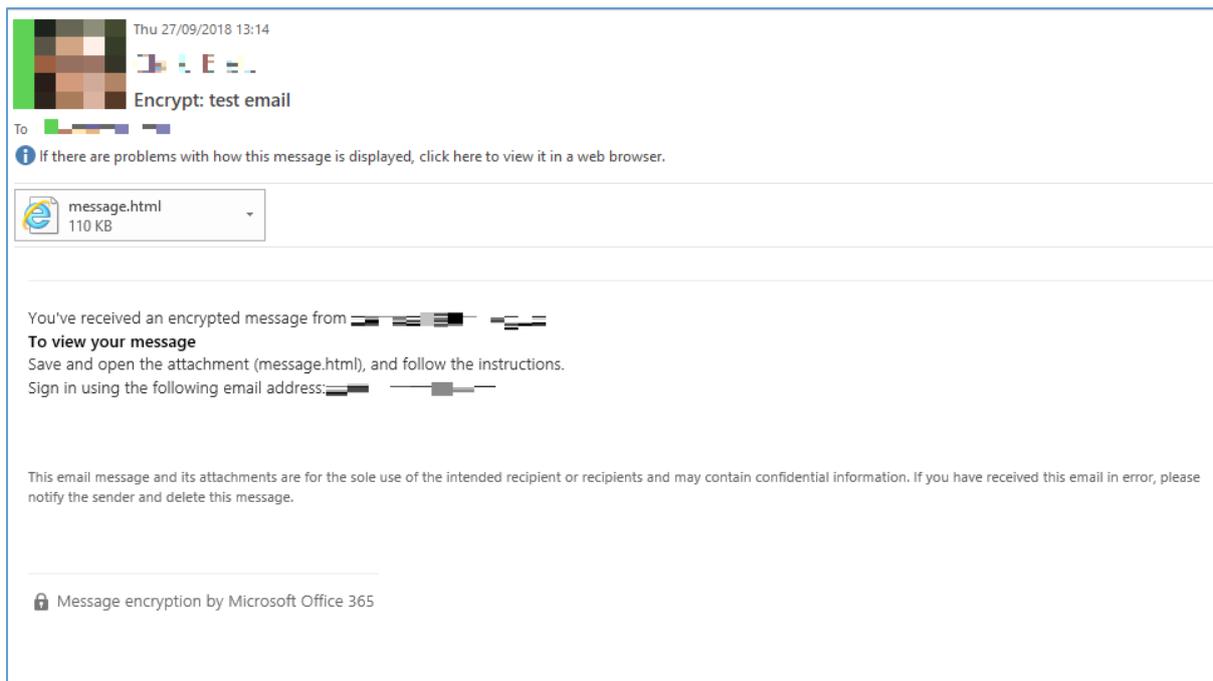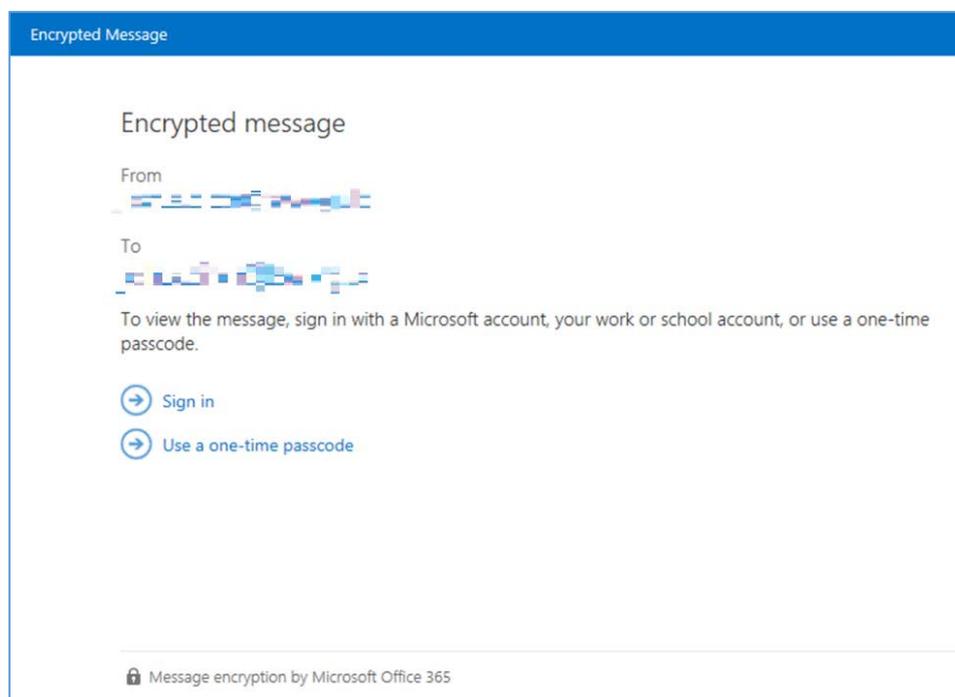When you receive an encrypted email, it will look similar to this:
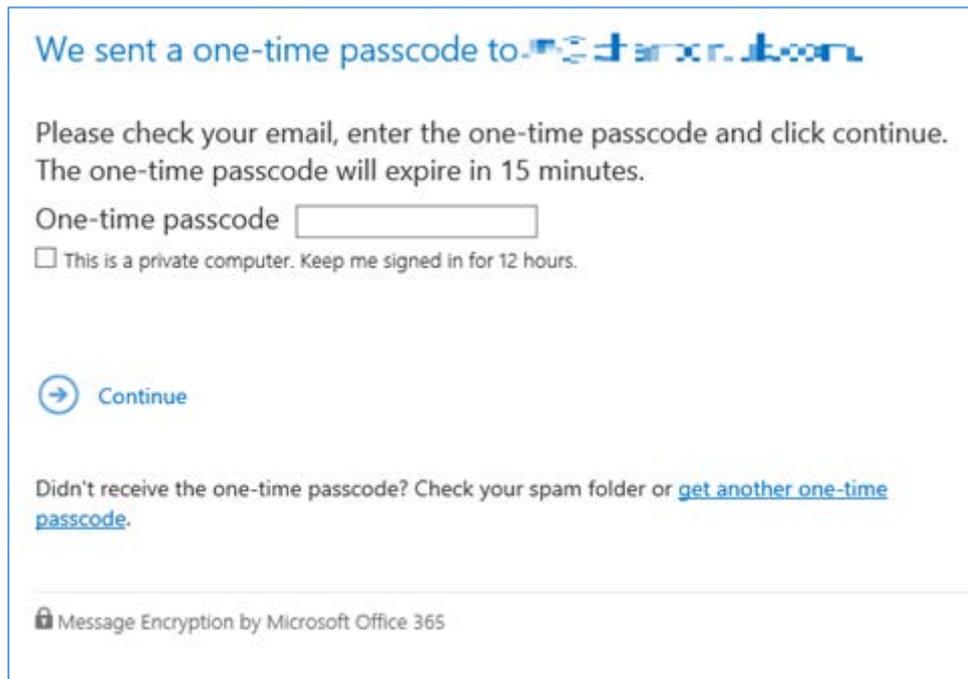

To view the encrypted message in Outlook, double-click the message.html attachment in the email and you will be directed to the encryption service login page. If you are prompted to open the mail attachment in Outlook, click the 'Open' button to continue.

On this screen click 'Use a one-time passcode'. You will then receive a separate email containing the passcode you need to enter on the following screen.

When you receive the email containing the password, you need to enter it in the 'One-time passcode' field below before continuing. This code is unique to the encrypted email and will not work on others sent to you.

After entering your passcode, click Continue to be taken through to the contents of the encrypted email.
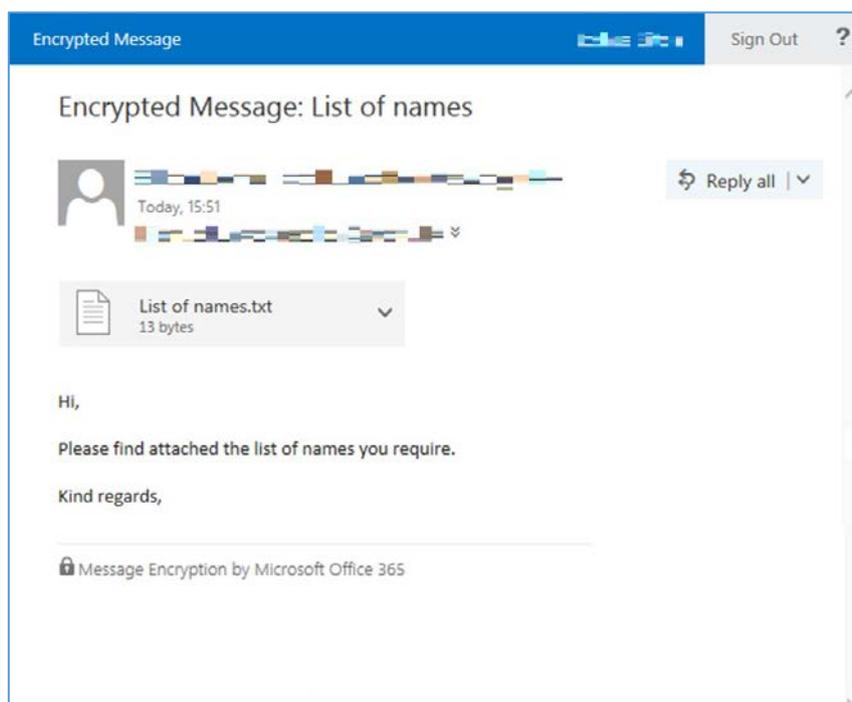
Note: Message contents is only visible to the recipient(s) of the sent email. Attempting to forward the attachment will not work.