

# Managing Encrypted Email from Barnardo's – Full User Guide

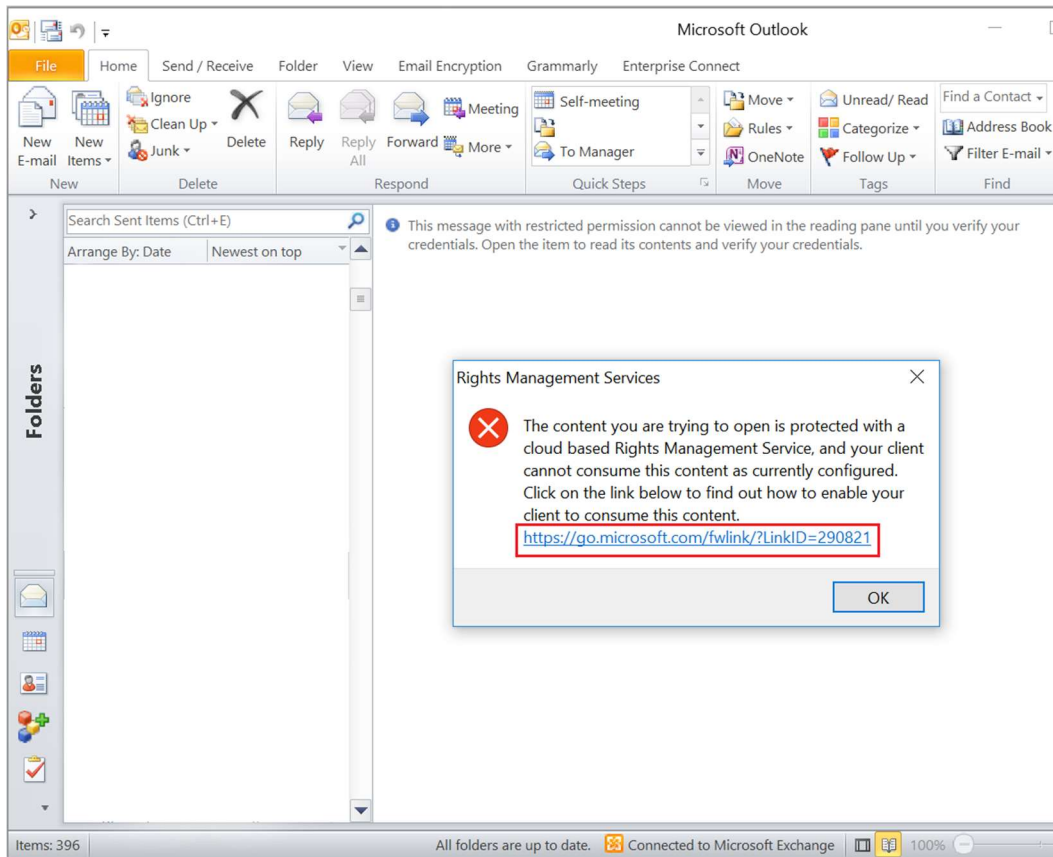
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**Note:** you do not have to read this whole guide. Please use the Contents table above to navigate to the section relevant to your email service.

## Unsupported email services, including Outlook 2010

All Barnardo's encrypted emails are protected with cloud-based Rights Management Services which some email services or platforms, such as Outlook 2010, may not be configured for. This means the email cannot be viewed. The following error (or a similar message) is shown if your email service is unsupported to receive encrypted emails from Barnardos.



You can follow the link in the error message to download and install Microsoft Azure Information Protection to view encrypted emails from Barnardos and/or other parties that use a similar protection mechanism. You should consult with your IT administrator for instructions and further assistance.

The link to download Microsoft Azure Information Protection:

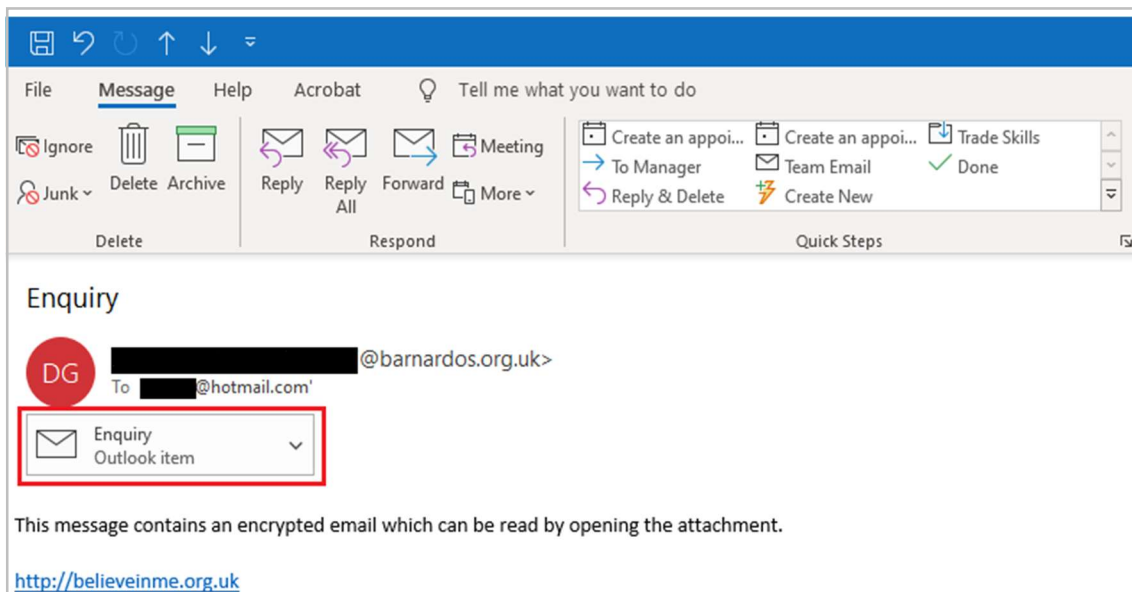
<https://go.microsoft.com/fwlink/?LinkID=290821>

**Alternatively, you may ask your sender at Barnardo's to re-send the encrypted email via other means, e.g., Echoworx.**

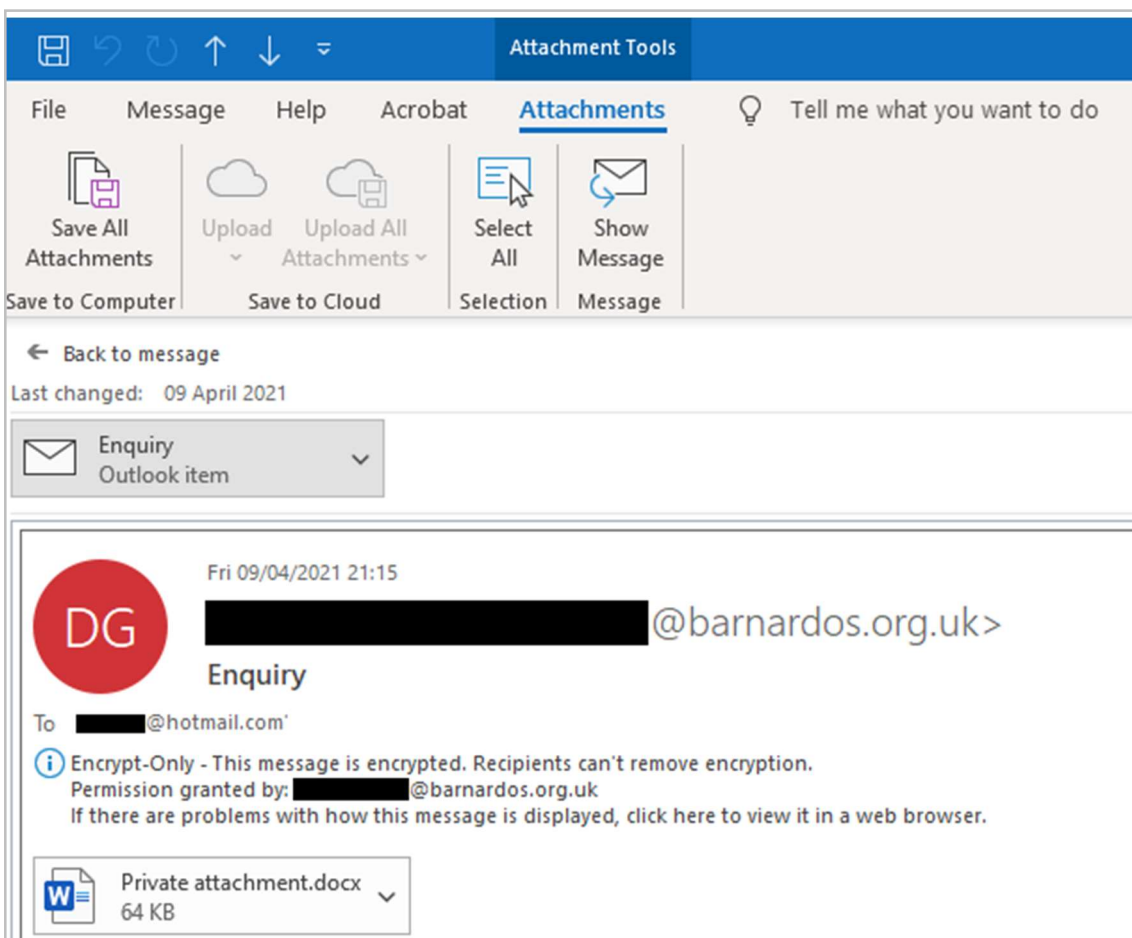
## Hotmail, Microsoft 365, Outlook 2013 and above

### Outlook

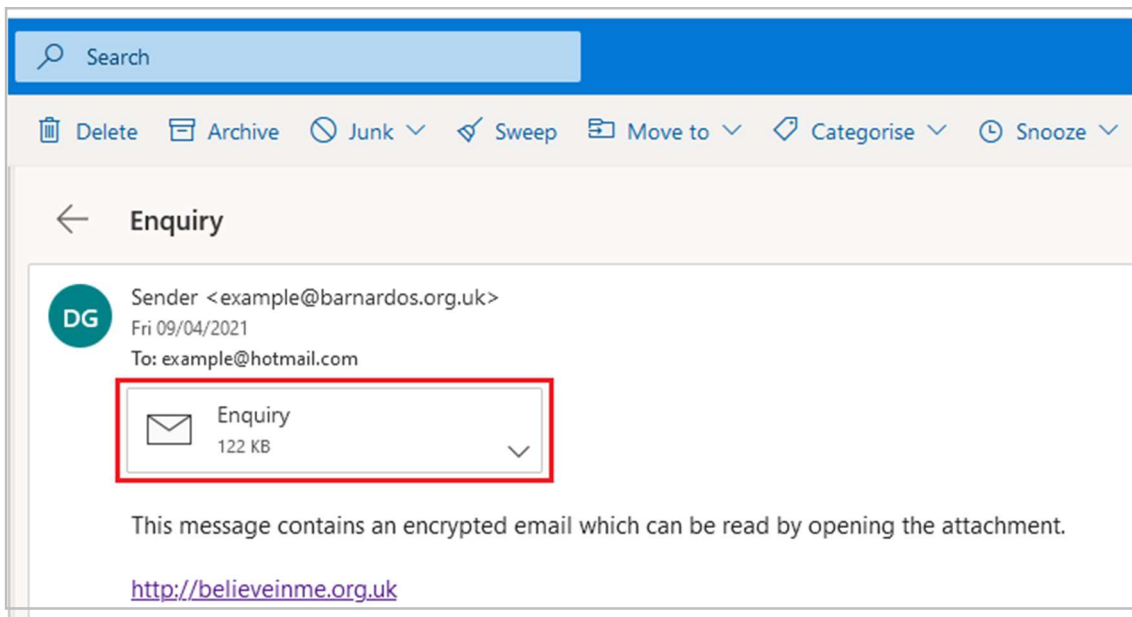
**Step 1:** Select the attachment in the encrypted email.



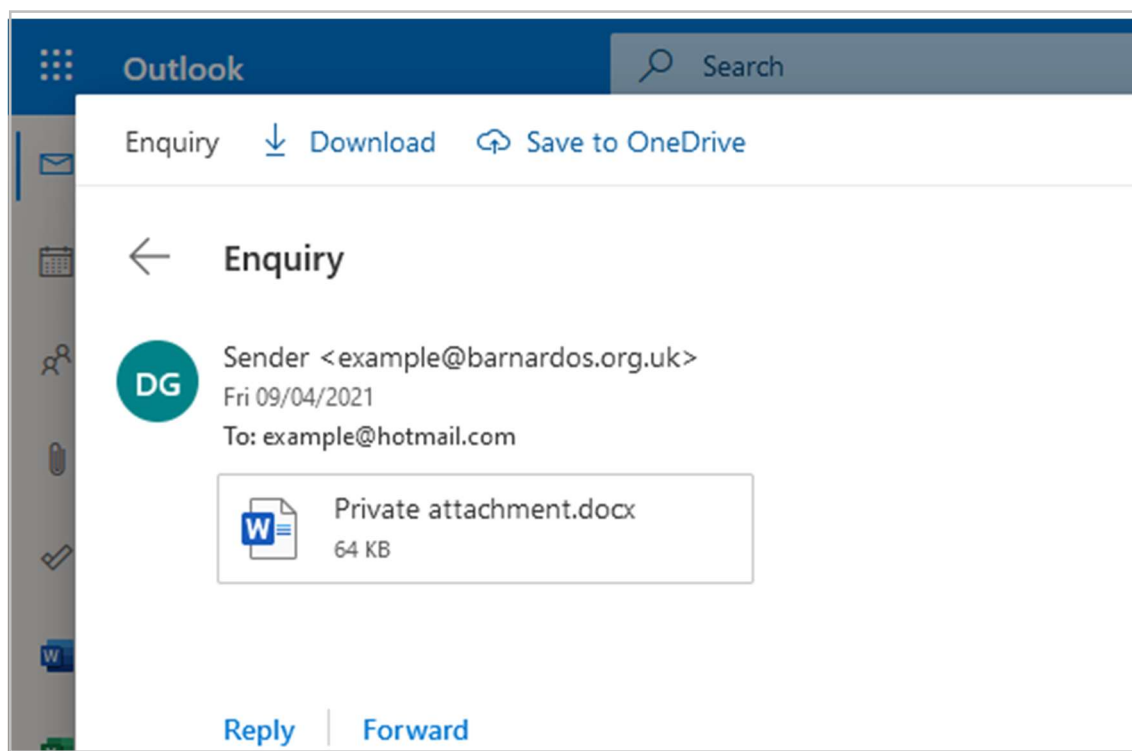
**Step 2:** The attachment contains the encrypted email.



**Step 1:** Select the attachment in the encrypted email. The attachment contains the encrypted email.



**Step 2:** The content of the encrypted email is shown.

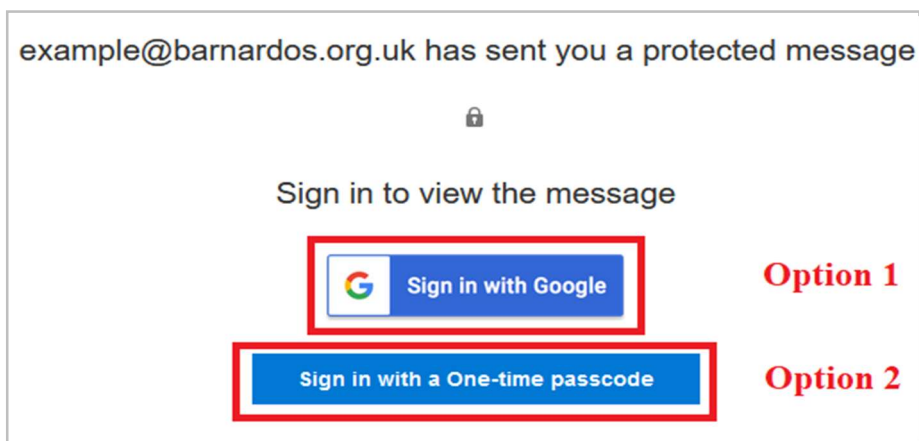


## GMail

**Step 1:** Select “Read the message”.



**Step 2:** As below, two sign-in options are available to verify your email account before the encrypted email is shown. You only need to choose one of these options.



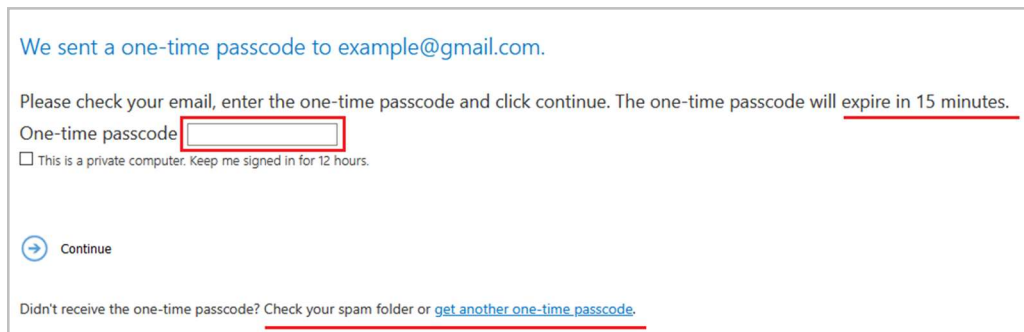
**Option 1:** “Sign in with Google”

Click onto this and you’ll be directed to the Gmail sign-in page if you are not already signed in.

Following a successful sign-in, you will be directed to **Step 3** (see page 7).

## Option 2: "Sign in with a One-time passcode"

2.1 You'll be directed to a page where you can sign in and receive a single-use passcode.



We sent a one-time passcode to [example@gmail.com](mailto:example@gmail.com).

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

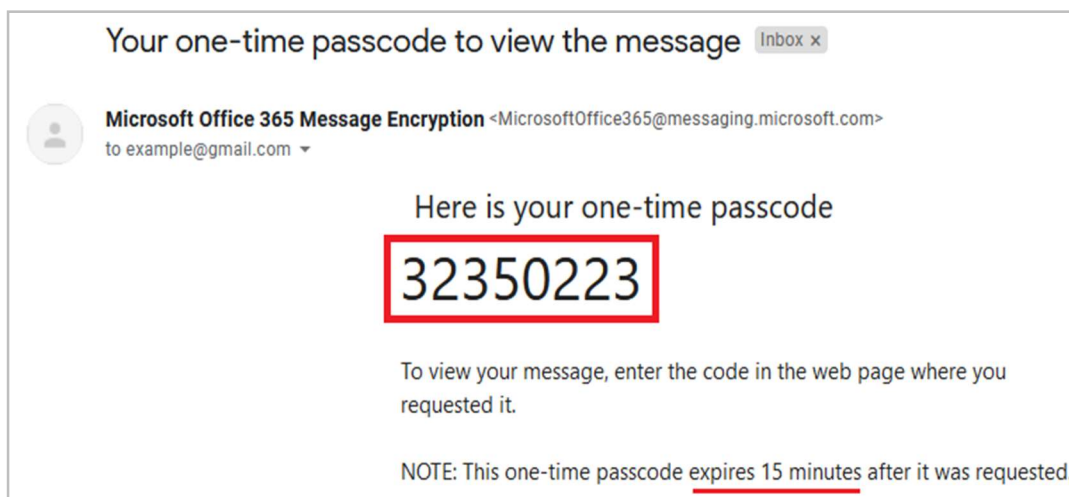
One-time passcode

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

[Continue](#)

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).

2.2: Check your email for the single-use passcode and copy it. The one-time passcode will expire in 15 minutes. If you did not receive the one-time passcode, check your spam folder or get another one-time passcode by following the link in the browser.



Your one-time passcode to view the message Inbox x

**Microsoft Office 365 Message Encryption** <MicrosoftOffice365@messaging.microsoft.com>  
to [example@gmail.com](mailto:example@gmail.com)

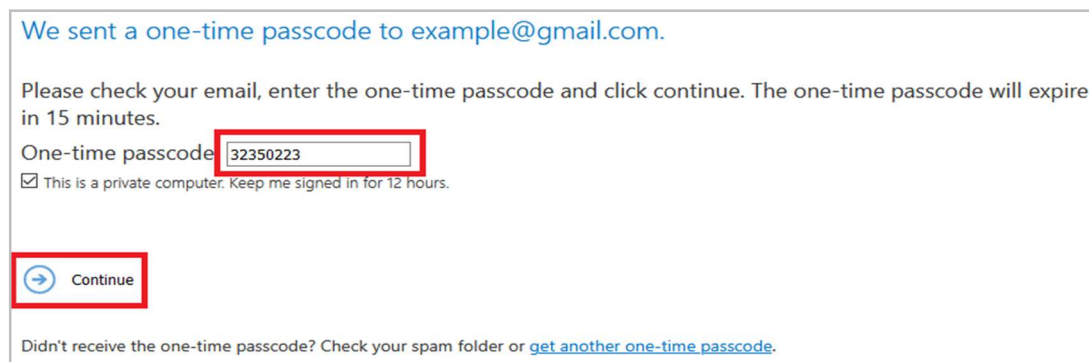
Here is your one-time passcode

**32350223**

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.

2.3: Paste or type the code in your browser, then select 'Continue' to read your message.



We sent a one-time passcode to [example@gmail.com](mailto:example@gmail.com).

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

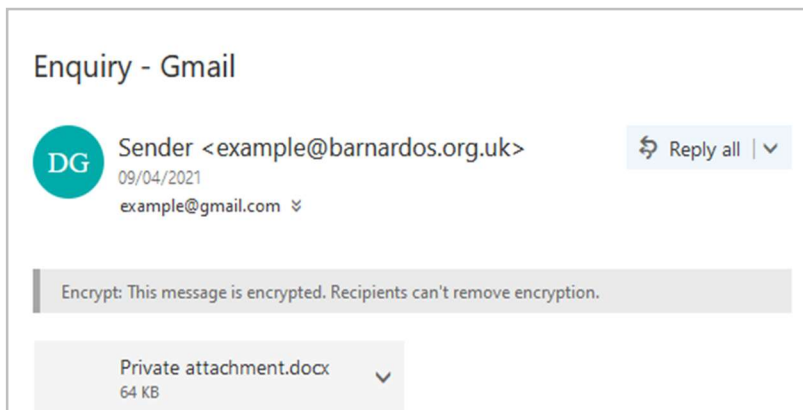
One-time passcode

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

[Continue](#)

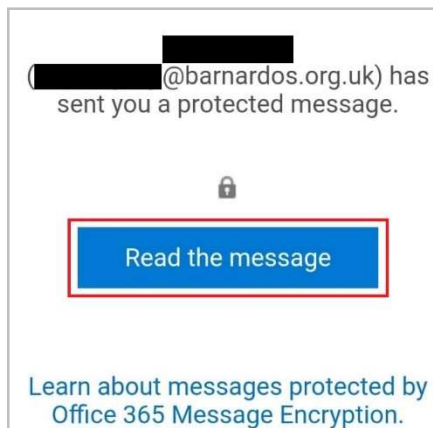
Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).

**Step 3:** the content of the encrypted email is shown.

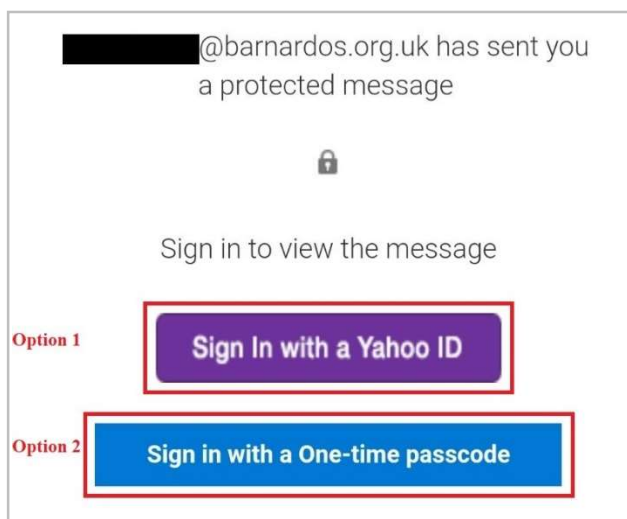


## Yahoo Mail

**Step 1:** Select “Read the message” in your email.



**Step 2:** As below, two sign-in options are available to verify your email account before the encrypted email is shown. You only need to choose one of these options.

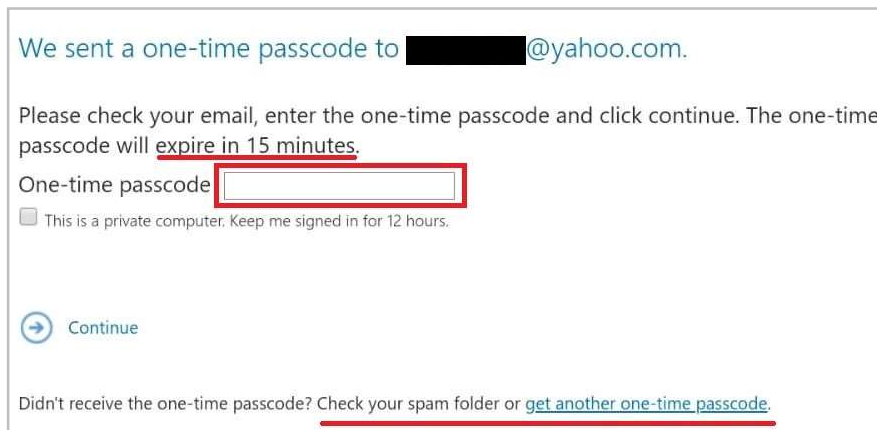


### Option 1: "Sign in with a Yahoo ID"

Click on this and you'll be directed to the Yahoo sign-in page if you are not already signed in. Following a successful sign-in, you will be directed to **Step 3** (see page 9).

### Option 2: "Sign in with a One-time passcode"

**2.1:** You'll be directed to a page where you can sign in and receive a single-use passcode.



We sent a one-time passcode to [redacted]@yahoo.com.

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

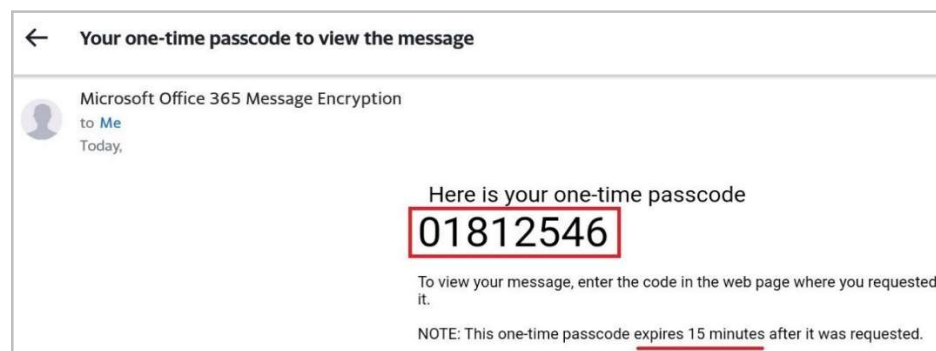
One-time passcode

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

[Continue](#)

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode.](#)

**2.2:** Check your email for the single-use passcode and copy it. The one-time passcode will expire in 15 minutes. If you did not receive the one-time passcode, check your spam folder or get another one-time passcode by following the link in the window.



← Your one-time passcode to view the message

Microsoft Office 365 Message Encryption  
to Me  
Today,

Here is your one-time passcode  
**01812546**

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.

**2.3:** Paste/Enter the code in your browser, then select 'Continue' to read your message.



We sent a one-time passcode to [redacted]@yahoo.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

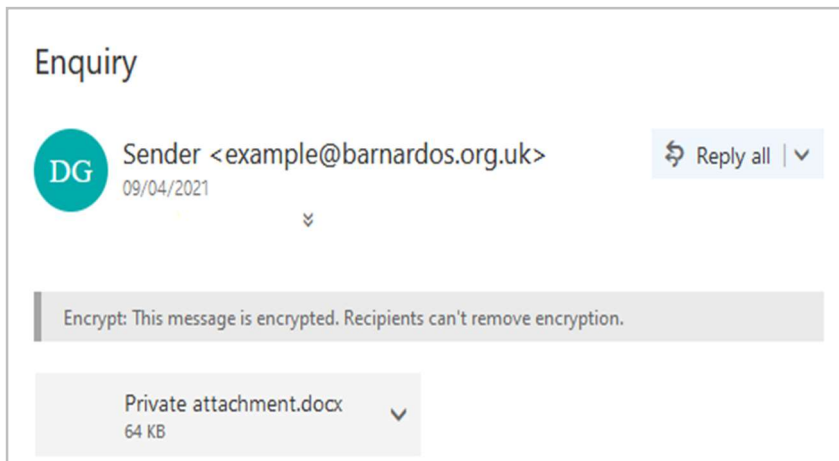
This is a private computer. Keep me signed in for 12 hours.

[Continue](#)

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode.](#)

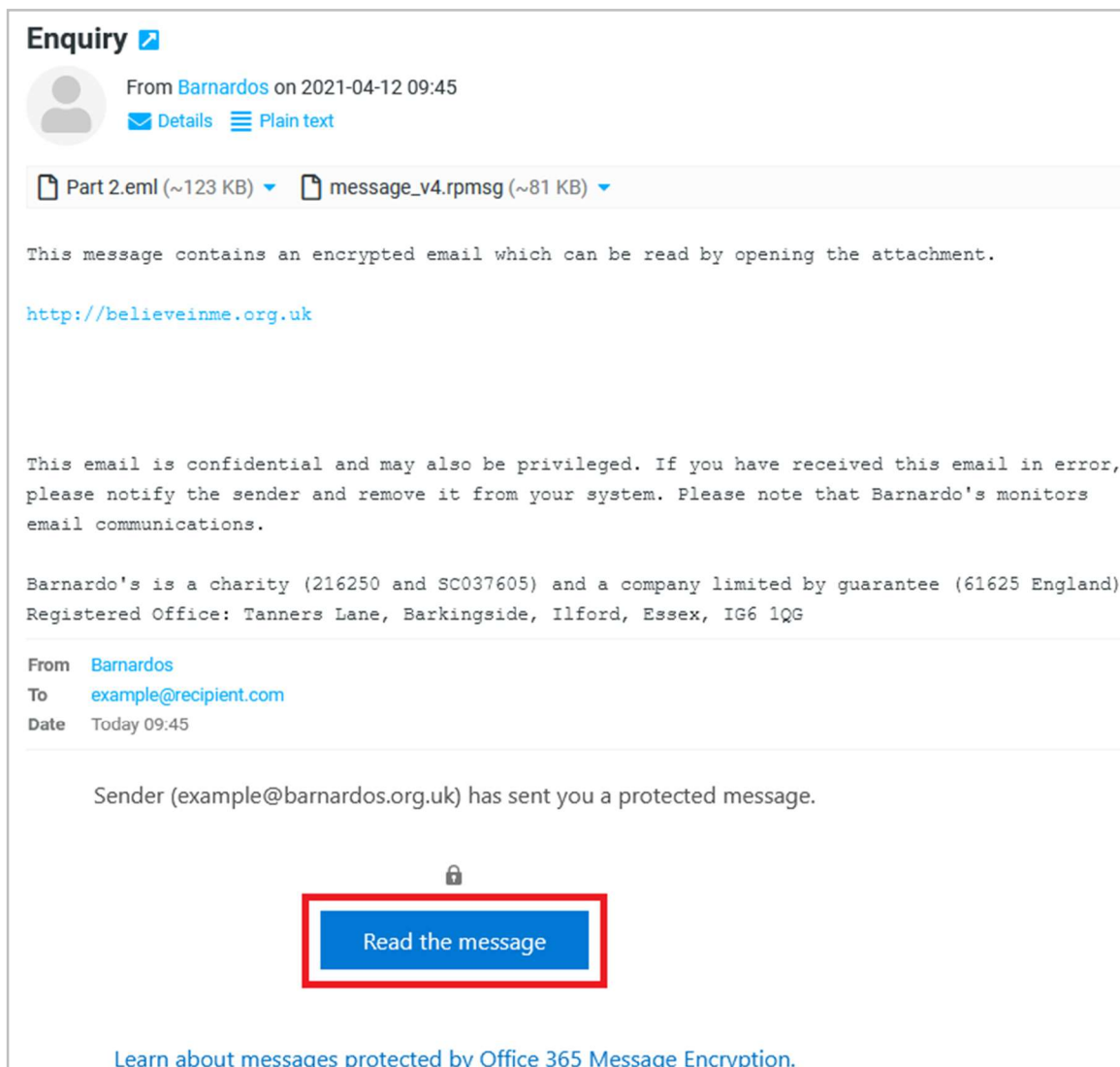


**Step 3:** The content of the encrypted email is shown.

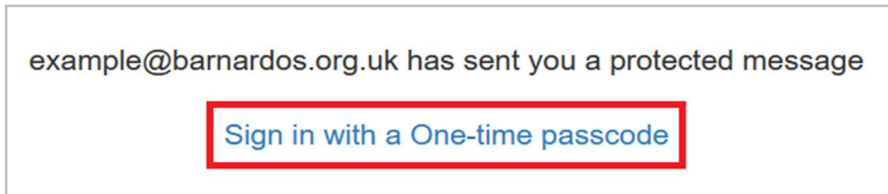


## Other supported email services

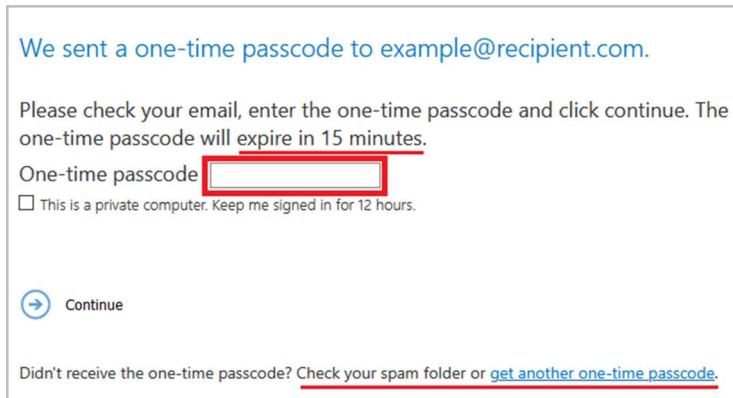
**Step 1:** Select “Read the message”.



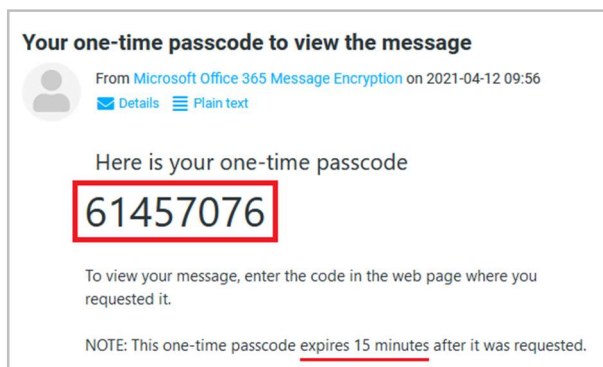
**Step 2:** Select “Sign in with a One-time passcode”.



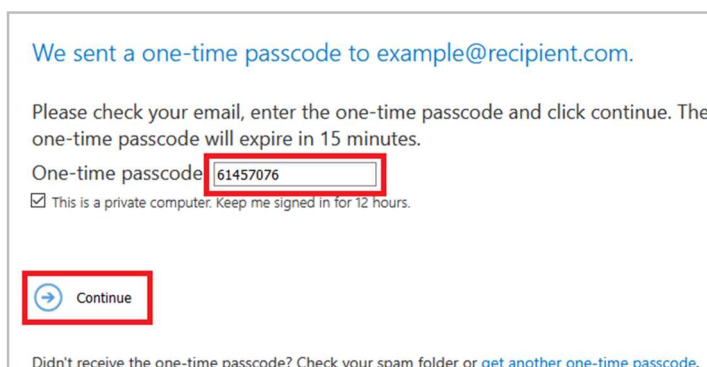
**Step 3:** You’ll be directed to a page where you can sign in and receive a single-use passcode.



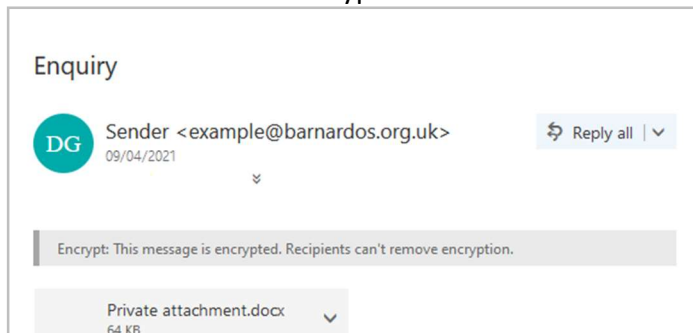
**Step 4:** Check your email for the single-use passcode and copy it. The one-time passcode will expire in 15 minutes. If you did not receive the one-time passcode, check your spam folder or get another one-time passcode by following the link in the browser.



**Step 5:** Paste or type the code in your browser, then select ‘Continue’ to read your message.



## Step 6: The content of the encrypted email is shown.

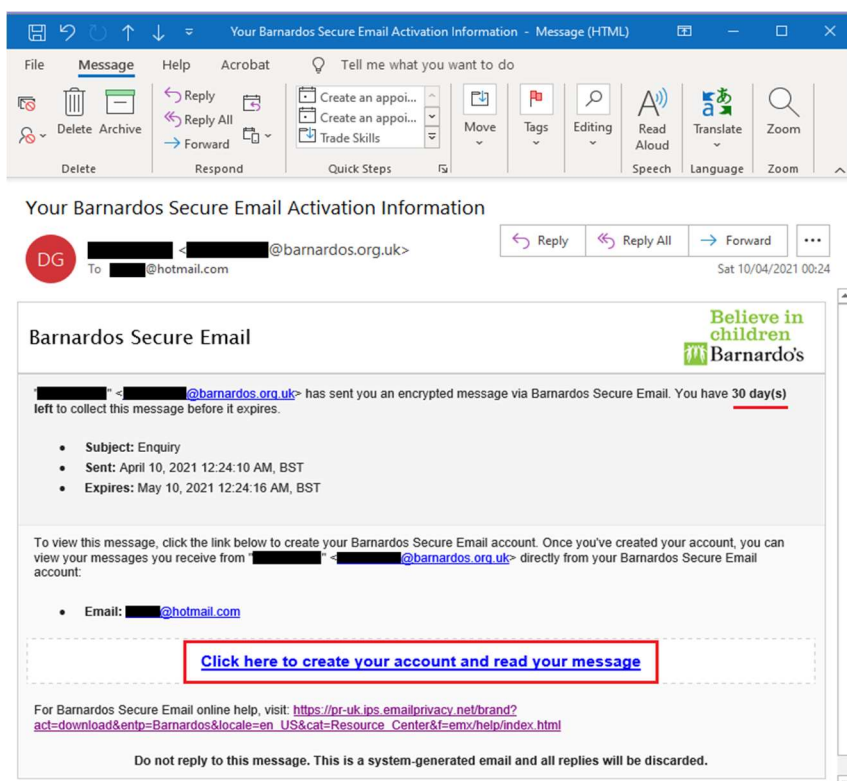


## Echoworx

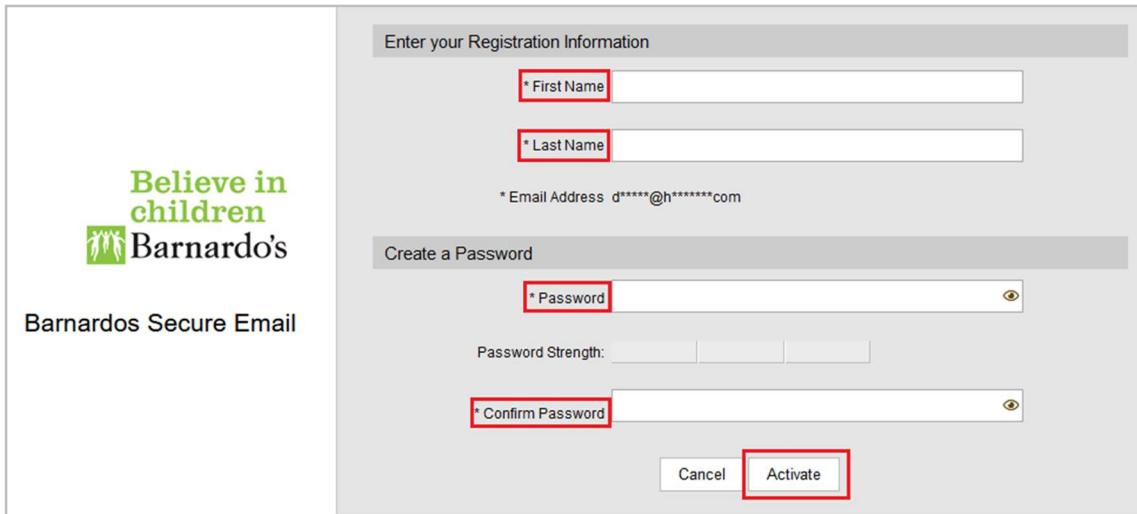
- To read the content of the first encrypted email sent to you by Barnardo's, you will have to activate a secure email account.
- Once activated, you will be able to read and reply to any future encrypted email sent to you by Barnardo's.
- Encrypted emails are held in your Barnardo's Secure Email account for 30 days.
- Your account can also be used to send secure email to Barnardo's providing you have the intended recipient's email address.

## Activating your Secure Mail account

### Step 1: Click on the link to be directed to the account activation screen.



**Step 2:** Complete the required field and select Activate. Please note that your email address field is automatically completed.

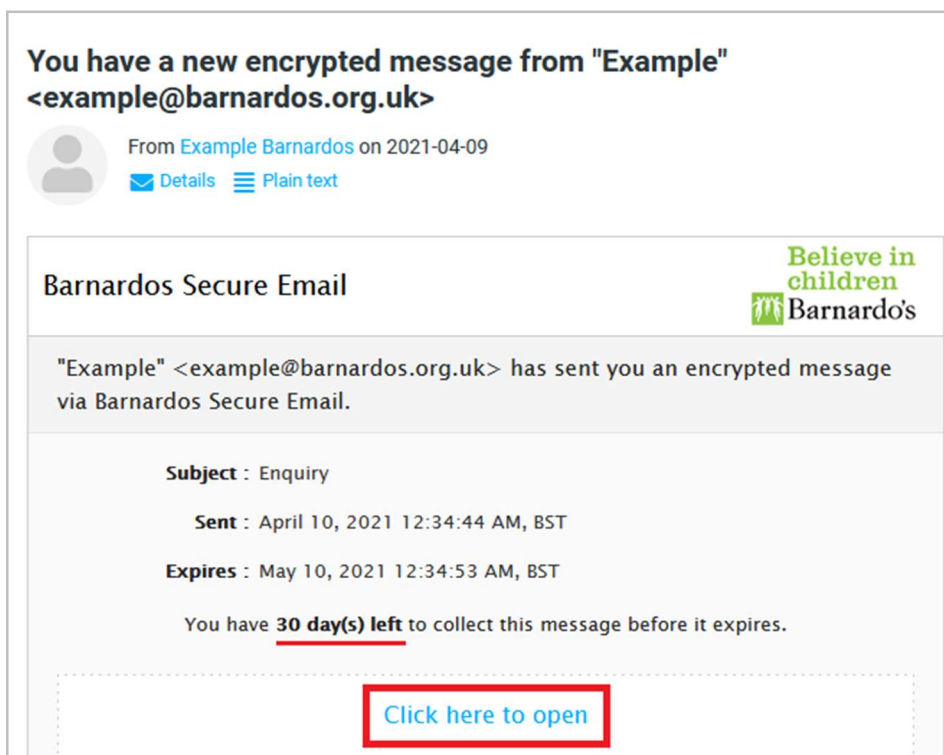


The image shows a registration form for Barnardos Secure Email. On the left, there is a logo with the text "Believe in children" and "Barnardos" above "Barnardos Secure Email". The main form area is titled "Enter your Registration Information" and contains the following fields: "First Name", "Last Name", and "Email Address" (pre-filled with "d\*\*\*\*\*@h\*\*\*\*\*com"). Below this is a "Create a Password" section with "Password" and "Confirm Password" fields, a "Password Strength" indicator, and "Cancel" and "Activate" buttons. Red boxes highlight the "First Name", "Last Name", "Password", "Confirm Password", and "Activate" fields and button.

Open an Encrypted email – Activated Account.

Once you have activated your Barnardos Secure Email account, you can log in to view and manage encrypted emails from Barnardos.

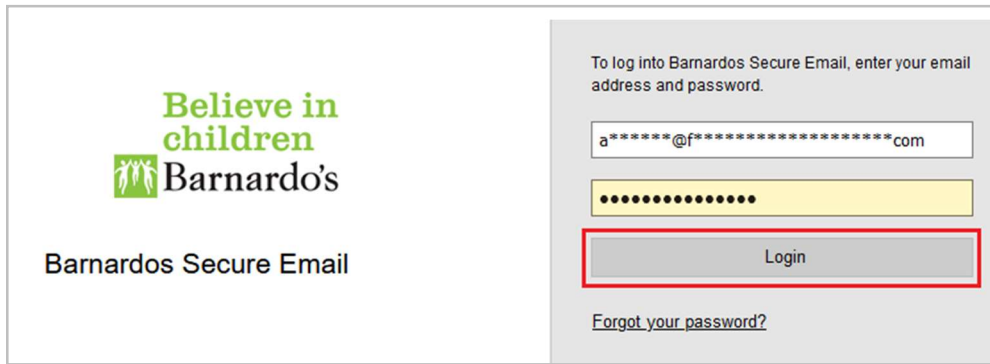
**Step 1:** Select "Click here to open". You have 30 days to collect and read the message before it permanently expires.



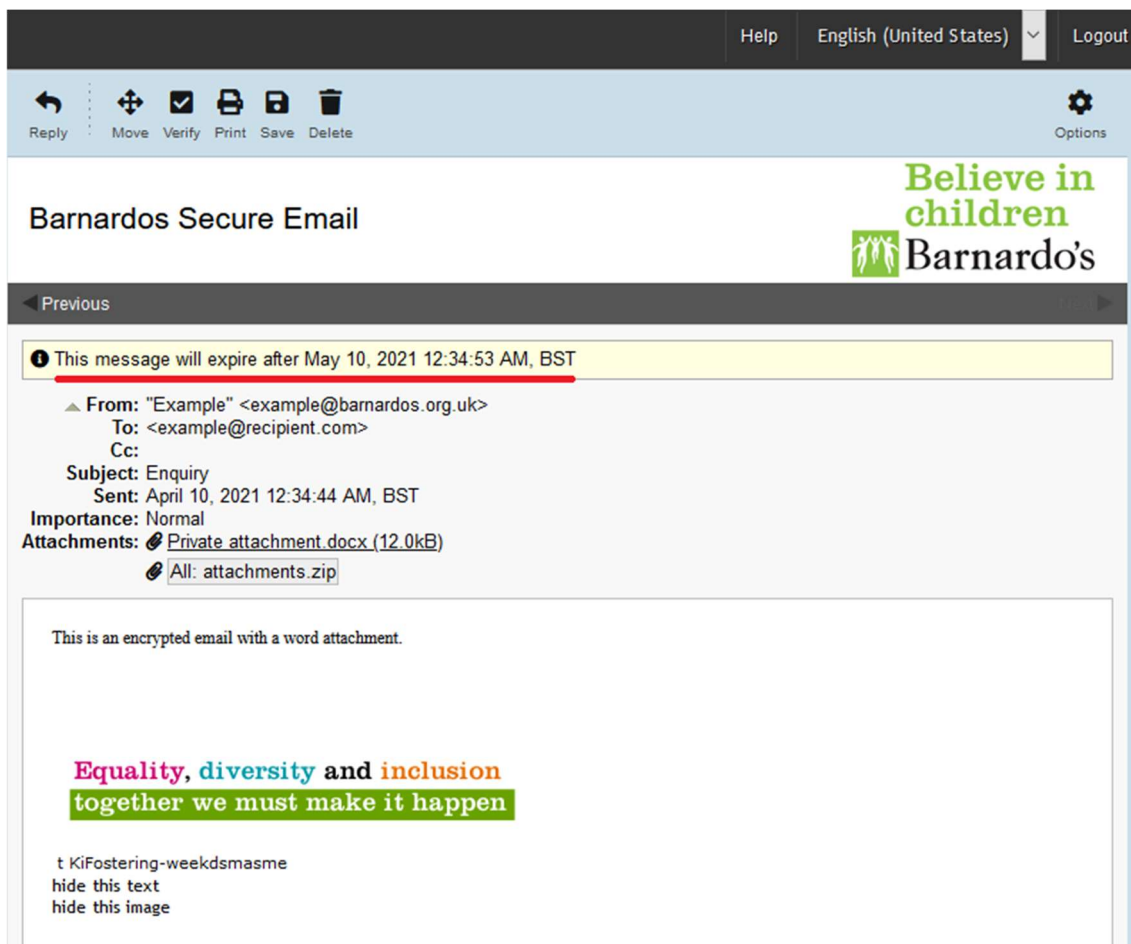
The image shows an email notification. The header reads "You have a new encrypted message from 'Example' <example@barnardos.org.uk>". Below this, it says "From Example Barnardos on 2021-04-09" with links for "Details" and "Plain text". The main body of the email is titled "Barnardos Secure Email" and features the Barnardos logo. The text states: "Example" <example@barnardos.org.uk> has sent you an encrypted message via Barnardos Secure Email. The subject is "Enquiry", sent on April 10, 2021 at 12:34:44 AM BST, and expires on May 10, 2021 at 12:34:53 AM BST. A red box highlights the text "You have 30 day(s) left to collect this message before it expires." At the bottom, there is a button labeled "Click here to open" with a red border.

**Step 2:** Log in to your Barnardos Secure Email account with your chosen password at the activation time.

Your email address field is automatically completed.



**Step 3:** View and manage the email in the Barnardos's Secure Email. Encrypted emails are held in your account for 30 days from the date of delivery.



### Document History

Version	Date	Author	Status	Comment
1.0	12/04/2021	DG	Final	First definitive version
1.1	14/10/2021	MC	draft	Changes to simplify language.
2	03/12/2021	MC	Final	Changes to simplify language. Also split into individually available guides.