Believe in children M Barnardo's

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.

目らい↓↑	.			
File Message He	p Acrobat Q Tell me what	you want to do		
Ignore Image:	Reply Reply Forward to More ~	 Create an appoi Trade Skills → To Manager ✓ Team Email ✓ Done ✓ Reply & Delete ✓ Create New 	< > <	
Delete	Respond	Quick Steps	٦	
Enquiry @barnardos.org.uk> To @hotmail.com' Enquiry Outlook item				
This message contains an encrypted email which can be read by opening the attachment.				
http://believeinme.org.uk				

Step 2: The attachment contains the encrypted email.

8 90	↑↓ -		Attachment Tools		
File Mess	age Help	Acrobat	Attachments	Q	Tell me what you want to do
Save All Attachments Save to Computer	Upload Uploa Attachn Save to Clo	ad All Se nents ~ A ud Sele	ection Message		
🗲 Back to mess	age				
Last changed: 09	April 2021				
Enquiry Outlook	item	4			
DG	Fri 09/04/2021 2 Enquiry	1:15	@	barna	ardos.org.uk>
To @ho	otmail.com'				
Encrypt-Only - This message is encrypted. Recipients can't remove encryption. Permission granted by: @barnardos.org.uk If there are problems with how this message is displayed, click here to view it in a web browser.					
Private 64 KB	attachment.docx	· ~			

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

,∕⊂ Sea	irch
🗓 Dele	te 🖻 Archive 🛇 Junk ∨ 🖋 Sweep 🗈 Move to ∨ 🖉 Categorise ∨ 🕓 Snooze ∨
\leftarrow	Enquiry
DG	Sender <example@barnardos.org.uk> Fri 09/04/2021 To: example@hotmail.com</example@barnardos.org.uk>
	Enquiry 122 KB ~
	This message contains an encrypted email which can be read by opening the attachment.
	http://believeinme.org.uk

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

	Outlook
	Enquiry 🛓 Download 🖙 Save to OneDrive
•	Enquiry
<u>م</u> م 0	Sender < example@barnardos.org.uk> Fri 09/04/2021 To: example@hotmail.com
s de la constante de la consta	Private attachment.docx 64 KB
W	
	Reply Forward

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.



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.



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



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

Enqu	iry - Gmail		
DG	Sender <example@ba 09/04/2021 example@gmail.com ></example@ba 	rnardos.org.uk> \$ Reply all >	
Encry	rpt: This message is encrypted. Rec	ipients can't remove encryption.	
	Private attachment.docx 64 KB	~	

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 @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 <u>get another one-time passcode</u> .

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
1	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 @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 01812546
This is a private computer. Keep me signed in for 12 hours.
Ontinue
Didn't receive the one-time passcode? Check your spam folder or get another one-time passcode.





Other supported email services

Step 1: Select "Read the message".

Enquiry 🔼	
From Barnardos on 2021-04-12 09:45 ✓ Details	
Part 2.eml (~123 KB) 🔹 🗋 message_v4.rpmsg (~81 KB) 🔹	
This message contains an encrypted email which can be read by opening the attachment.	
http://believeinme.org.uk	
This email is confidential and may also be privileged. If you have received this email in e please notify the sender and remove it from your system. Please note that Barnardo's monito email communications.	rror,
Barnardo's is a charity (216250 and SC037605) and a company limited by guarantee (61625 Eng Registered Office: Tanners Lane, Barkingside, Ilford, Essex, IG6 1QG	(land)
From Barnardos	
To example@recipient.com Date Today 09:45	
Sender (example@barnardos.org.uk) has sent you a protected message.	
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.

We sent a one-time passcode to example@recipient.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.
Ontinue
Didn't receive the one-time passcode? Check your spam folder or get another one-time 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.

Enquiry	
Sender <example@barnardos.org.uk> 09/04/2021</example@barnardos.org.uk>	♦ Reply all ∨
Encrypt: This message is encrypted. Recipients can't remove encryption.	
Private attachment.docx V 64 KB	

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.

Г

	Enter your Registration Information
	* First Name
	* Last Name
Believe in children MBarnardo's Barnardos Secure Email	* Email Address d*****@h******com
	Create a Password
	* Password
	Password Strength:
	* Confirm Password
	Cancel Activate

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.

You have a new encrypted message from "Example" <example@barnardos.org.uk></example@barnardos.org.uk>				
From Example Barnardos on 2021-04-	90			
Barnardos Secure Email	Believe in children M Barnardo's			
"Example" <example@barnardos.org.u via Barnardos Secure Email.</example@barnardos.org.u 	k> has sent you an encrypted message			
Subject : Enquiry Sent : April 10, 2021 12:34:4	4 AM, BST			
Expires : May 10, 2021 12:34:53 AM, BST You have 30 day(s) left to collect this message before it expires.				
Click he	re to open			

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.

Believe in children MBarnardo's	To log into Barnardos Secure Email, enter your email address and password. a******@f*****************com		
Barnardos Secure Email	Login		
	Forgot your password?		

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

	Help	English (United States) 🖌 Logout
Image: Second		Options
Barnardos Secure Email		Believe in children MBarnardo's
< Previous		ried 🎽
This message will expire after May 10, 2021 12:34:53 AM, BST		
▲ From: "Example" <example@barnardos.org.uk> To: <example@recipient.com> Cc: Subject: Enquiry Sent: April 10, 2021 12:34:44 AM, BST Importance: Normal Attachments: Private attachment.docx (12.0kB) Attachments.zip</example@recipient.com></example@barnardos.org.uk>		
This is an encrypted email with a word attachment.		
Equality, diversity and inclusion together we must make it happen		
t KiFostering-weekdsmasme hide this text hide this image		

Document History

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