

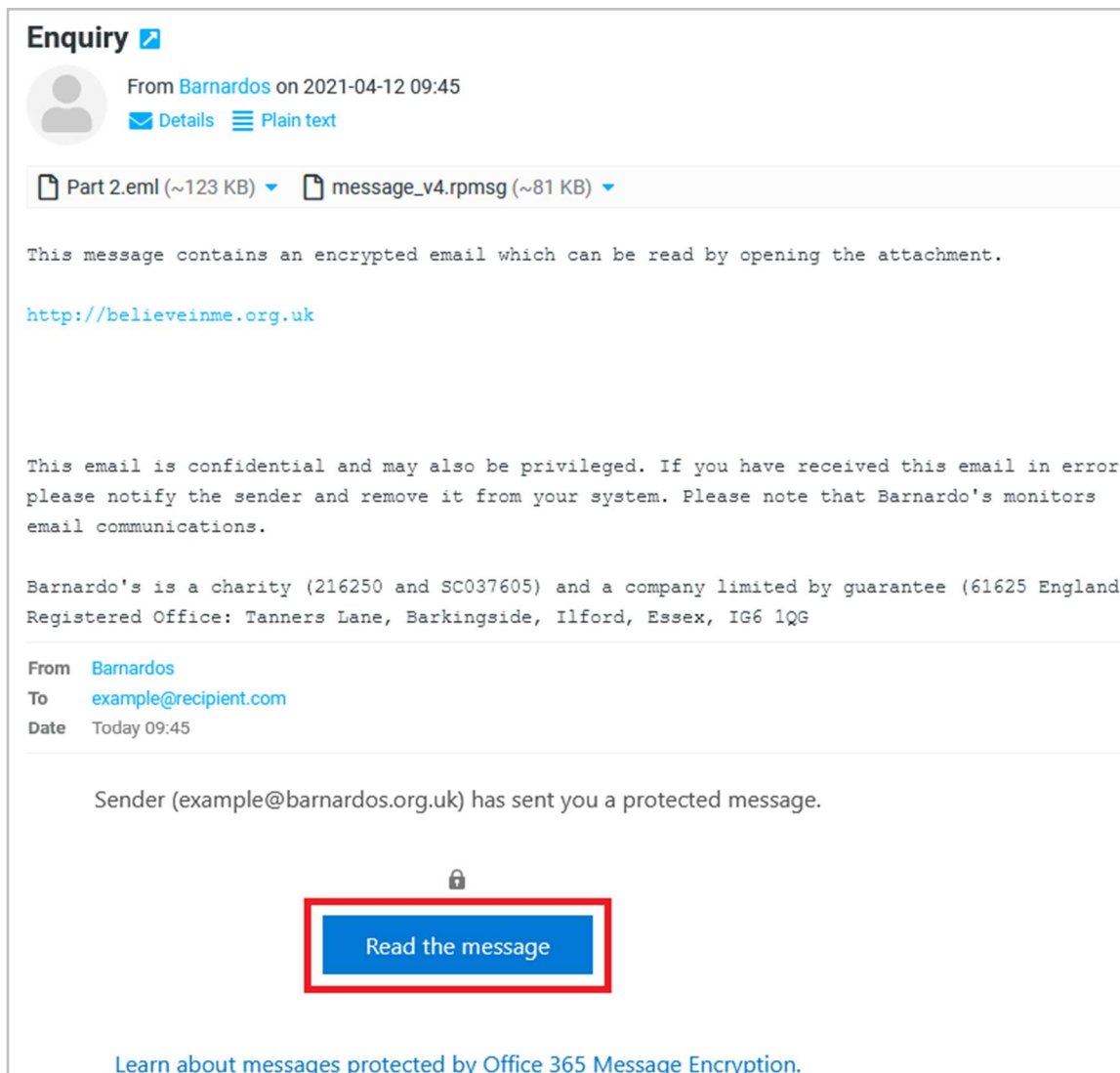
Managing Encrypted Email from Barnardo's using 'other' supported email services – User Guide

Note: 'other' supported email services are those that **do not** fall under this list.

- Hotmail
- Microsoft 365
- Outlook 2013 and above
- Yahoo Mail
- Google Mail
- Outlook 2010 (because it is unsupported)

Other supported email services

Step 1: Select “Read the message”.



The screenshot shows an email interface. At the top, it says "Enquiry" with a checkmark icon. Below that, it says "From Barnardos on 2021-04-12 09:45" and has links for "Details" and "Plain text". There are two attachments: "Part 2.eml (~123 KB)" and "message_v4.rpmsg (~81 KB)". The main body of the email contains the following text:

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 error, please notify the sender and remove it from your system. Please note that Barnardo's monitors email communications.

Barnardo's is a charity (216250 and SC037605) and a company limited by guarantee (61625 England) Registered Office: Tanners Lane, Barkingside, Ilford, Essex, IG6 1QG

From Barnardos
To example@recipient.com
Date Today 09:45

Sender (example@barnardos.org.uk) has sent you a protected message.

Below this text is a small lock icon and a blue button with the text "Read the message". The button is highlighted with a red rectangular border.

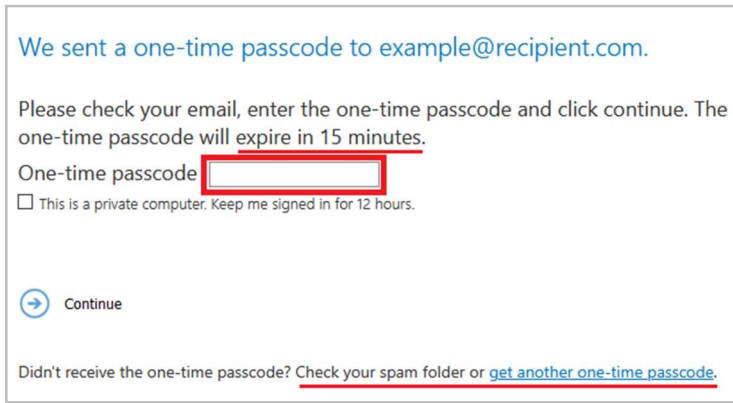
At the bottom, there is a link: [Learn about messages protected by Office 365 Message Encryption.](#)

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



The screenshot shows a notification box with the text "example@barnardos.org.uk has sent you a protected message". Below this text is a blue button with the text "Sign in with a One-time passcode". The button is highlighted with a red rectangular border.

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.

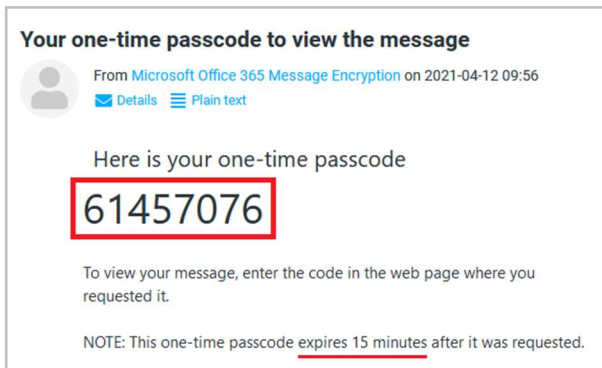
One-time passcode

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

 Continue

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.



Your one-time passcode to view the message

From Microsoft Office 365 Message Encryption on 2021-04-12 09:56

[Details](#) [Plain text](#)

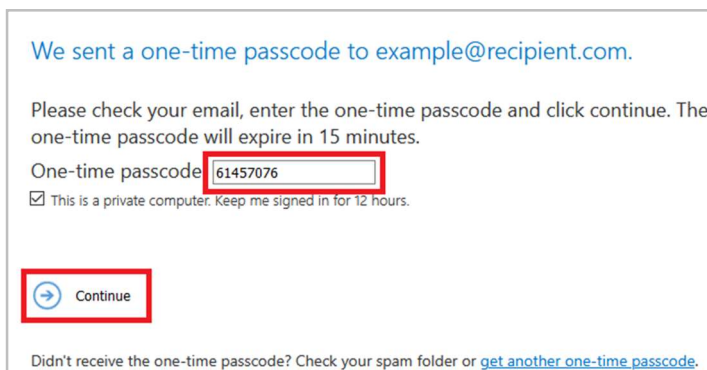
Here is your one-time passcode

61457076

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.

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




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.

 Continue

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

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

