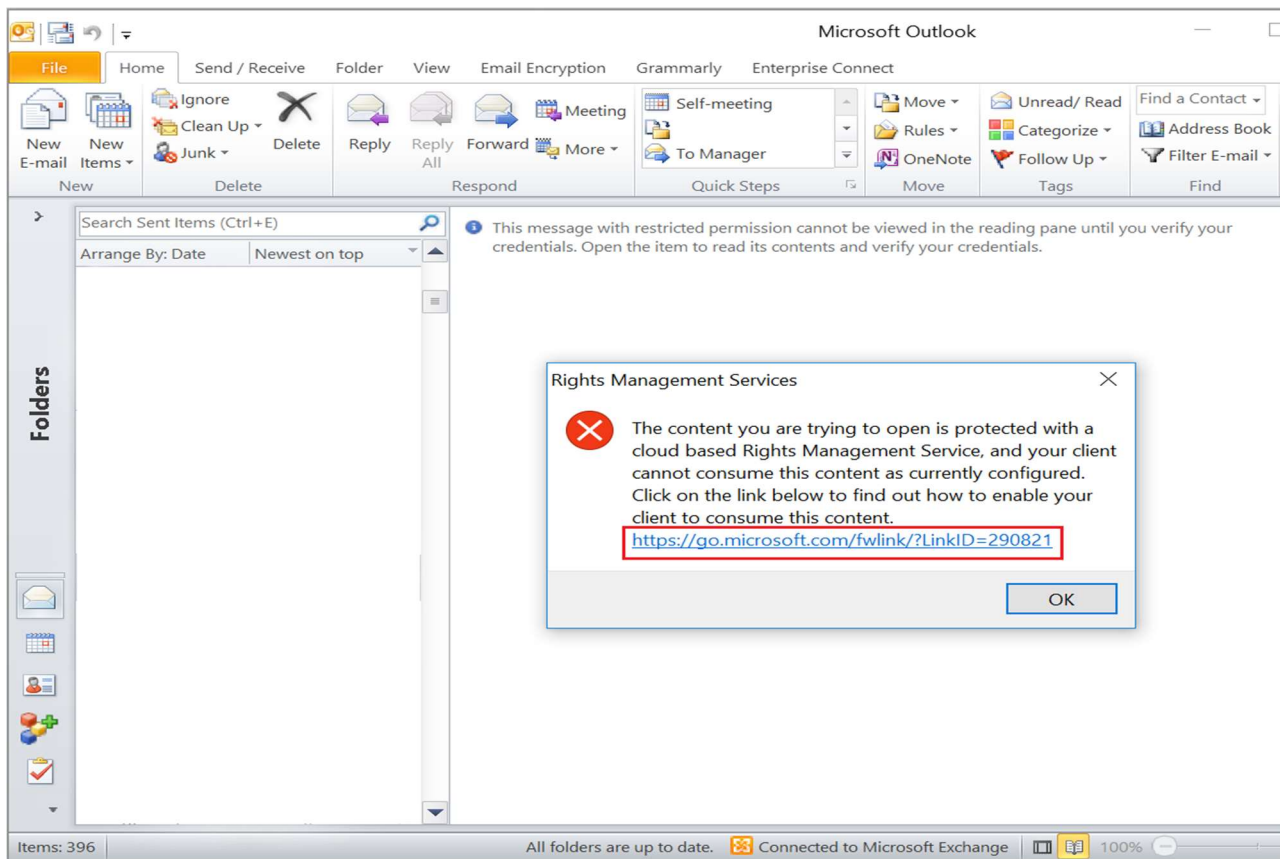




Managing Encrypted Email from Barnardo's using 'unsupported' email services such as Outlook 2010 – User Guide

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.