

Microsoft 365 Outlook Email Encryption – User Guide

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Overview

There are three methods available to choose from when you send an email that you want to encrypt. You are advised to use Method 1 first and then try Method 2 or 3 if the recipient of your email cannot open it.

Sending internal emails to people with Barnardo's email addresses

All internal emails are secure and do not require encryption.

Sending external emails

Method 1 is the default option for email encryption and is the best solution for both sender and recipient. This method should be compatible with most modern email platforms.

If you have issues with a certain individual or organisation when using Method 1, you should try Method 2 or 3 as the recipient may be using an unsupported email system.

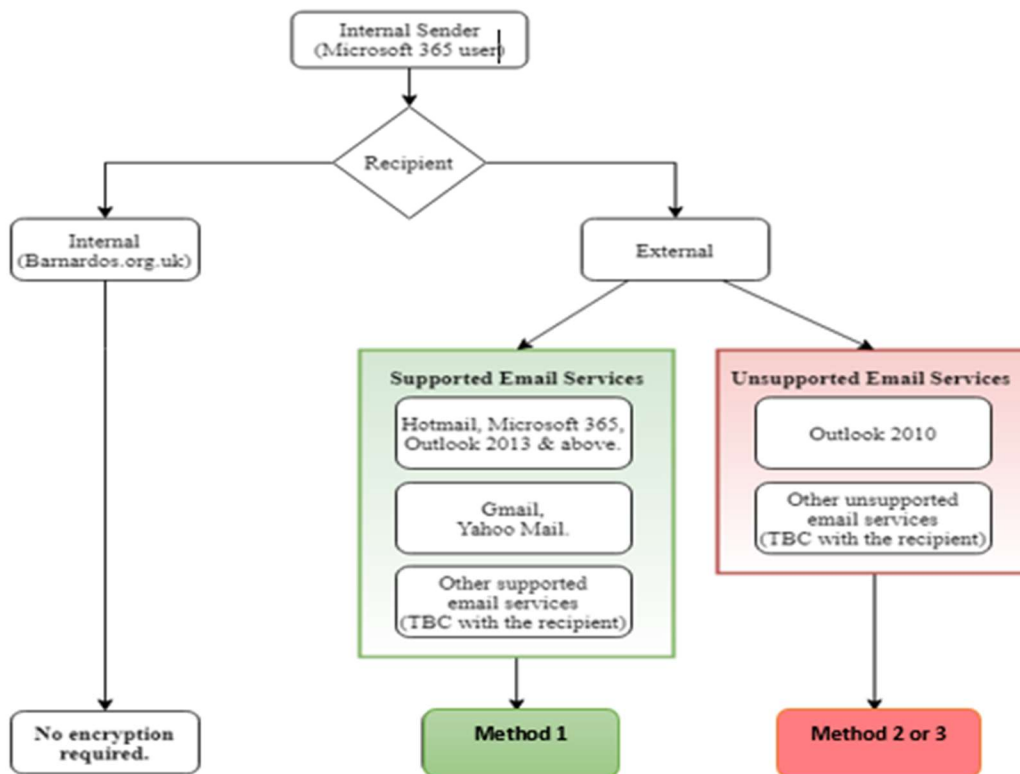
Method 1: For encrypting *external emails* to recipients with *supported email services*.

- 1. Encrypt – only:** Emails deliver encrypted to external recipients with compatible email services.

Method 2 and 3: For encrypting *external emails* to recipients with *unsupported email services*.

- 2. Echoworx add-in:** Emails deliver encrypted to external recipients with incompatible email services. It provides the same protection as Method 1, while the application is different for the sender and receiver.
- 3. Putting [ENCRYPT] in the subject line:** This policy uses the same mechanism as Method 2. You will need to use this option if using the web version of Outlook as the Echoworx add-in is not available.

Method Selection Flowchart



List of Supported Email Services

- Microsoft 365, Outlook 2013 and later, Hotmail.
- Gmail, Yahoo Mail.
- Other supported email services. Sender is advised to ask the recipients about their email service and its compatibility with Microsoft 365; if unsure, please send an encrypted test email and confirm if the recipient can receive and access the email and its attachment.

List of Unsupported Email Services

- Outlook 2010
- Other unsupported email services. Recipients with unsupported email service should be sent an encrypted email via Method 2 or 3

Method Matrix for Sender & Recipient

Internal Sender (Microsoft 365 user)	External Recipient				
	Hotmail, Microsoft 365, Outlook 2013 & later.	Gmail, Yahoo Mail	Other supported email services	Outlook 2010	Other unsupported email services
Email encryption, with/without attachments using:					
Method 1 Microsoft 365 Encryption	✓	✓*	✓*	✗	✗
Method 2 Echoworx add-in Outlook	Use Method 1 - Microsoft 365 Encryption			✓*	✓*
Method 3 [Encrypt] in the subject line	Use Method 1 - Microsoft 365 Encryption			✓*	✓*

Key:



Successful encryption – Recipient does not have to register to access the email.



Successful encryption – Recipient is required to register before accessing the encrypted email.



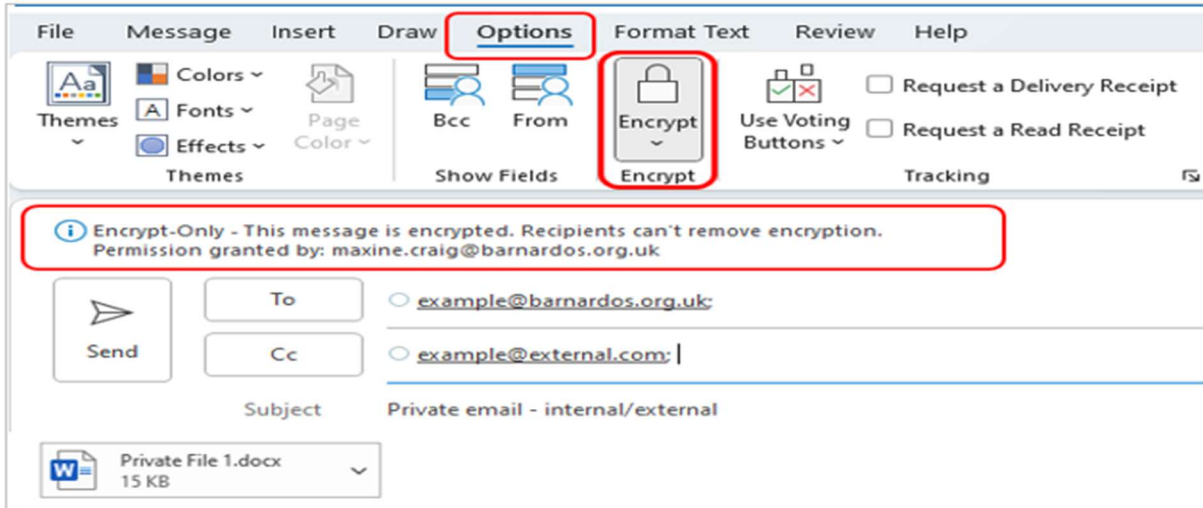
Denied – Encrypted email is not delivered to the recipient; the sender needs to use an alternative Method.

Method 1: Encrypt button

Send encrypted messages to external recipients with any supported email services

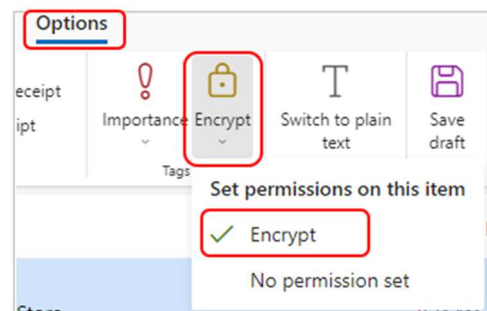
This is the default method for sending encrypted emails and should work for most recipients.

Outlook 365

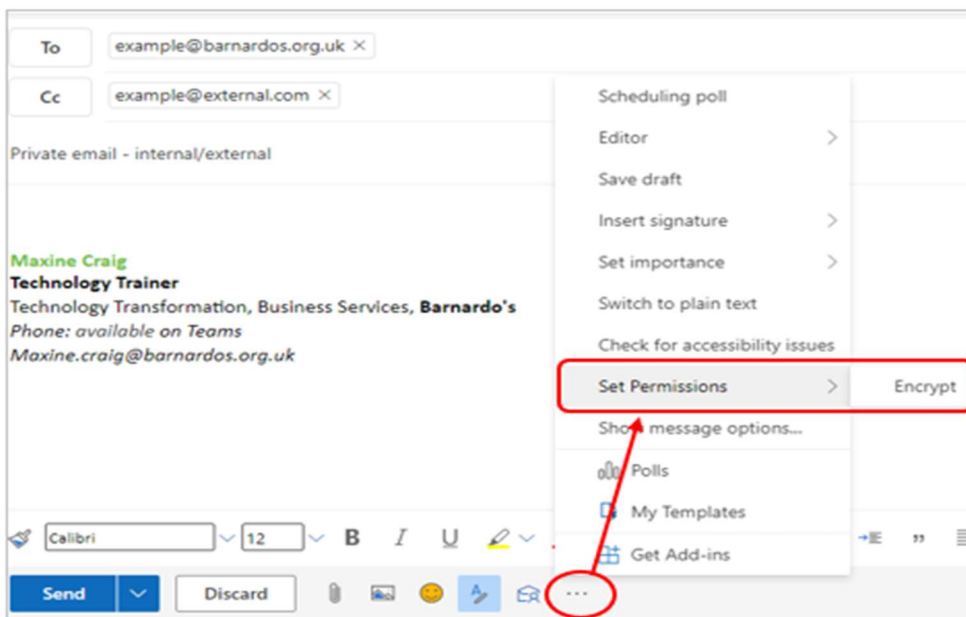


Outlook Web

You can either click onto Options in the ribbon and choose 'Encrypt'



Or you can click onto the ellipsis in your email and choose 'Set Permissions', then Encrypt.



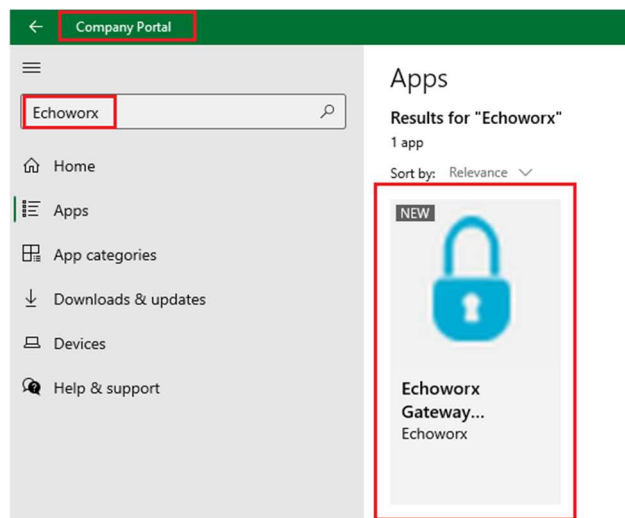
Method 2: Echoworx add-in

Send encrypted messages to external recipients with an unsupported email service such as Outlook 2010.

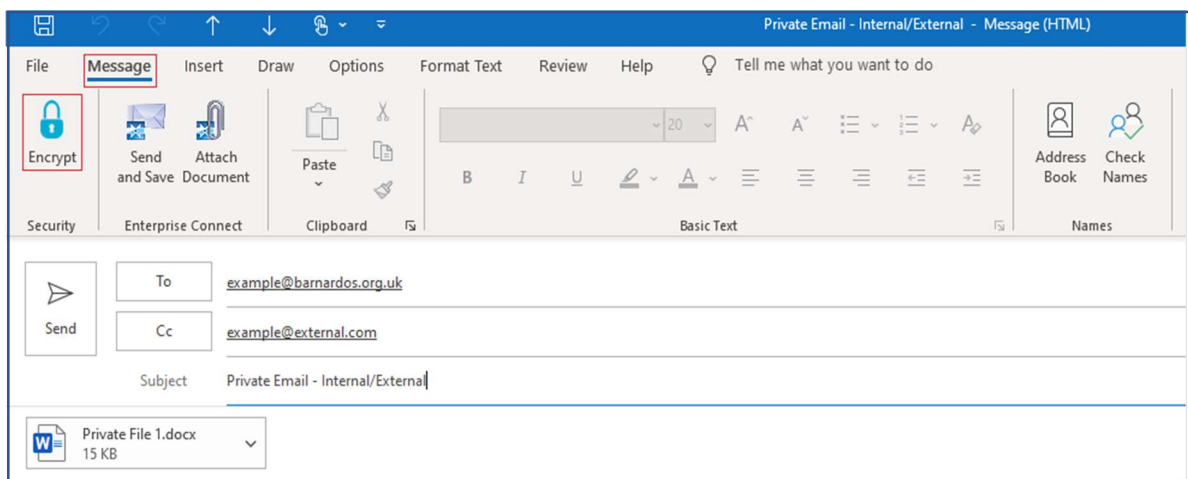
This method requires **the sender** to install the Echoworx add-in from the Company Portal on their Outlook (see below). The **recipient** receives an email with an instruction link to register before accessing the email content. Once done, any future email does not require registration.

Install Echoworx add-in on Outlook

Windows 10 > Start > Company Portal > Search Echoworx



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Not available on the web version of Outlook.

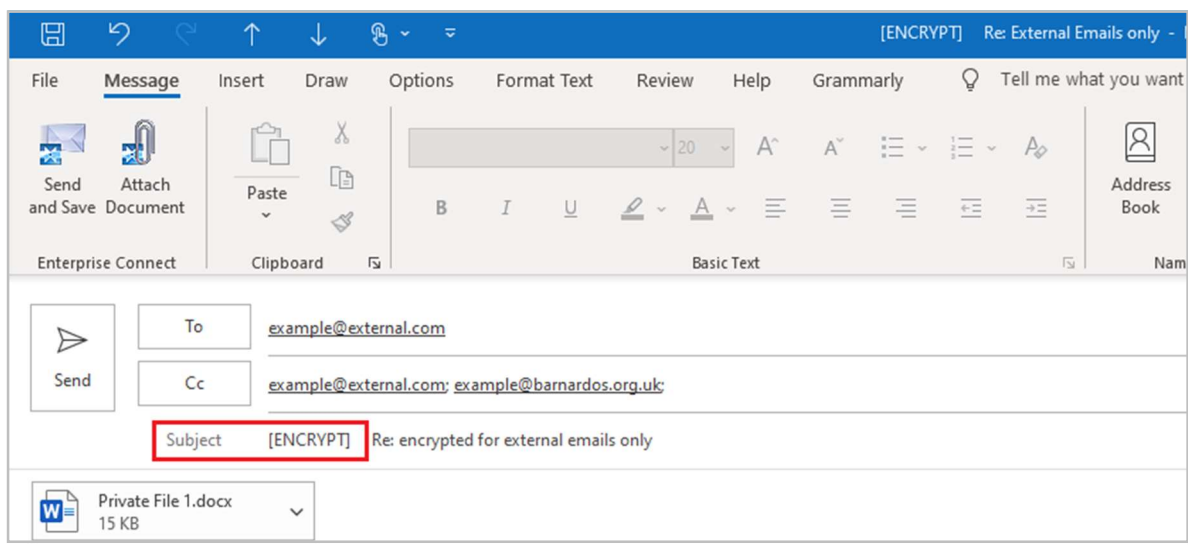
Method 3: Putting [ENCRYPT] in the subject line

Send encrypted messages to external recipients with an unsupported email service such as Outlook 2010.

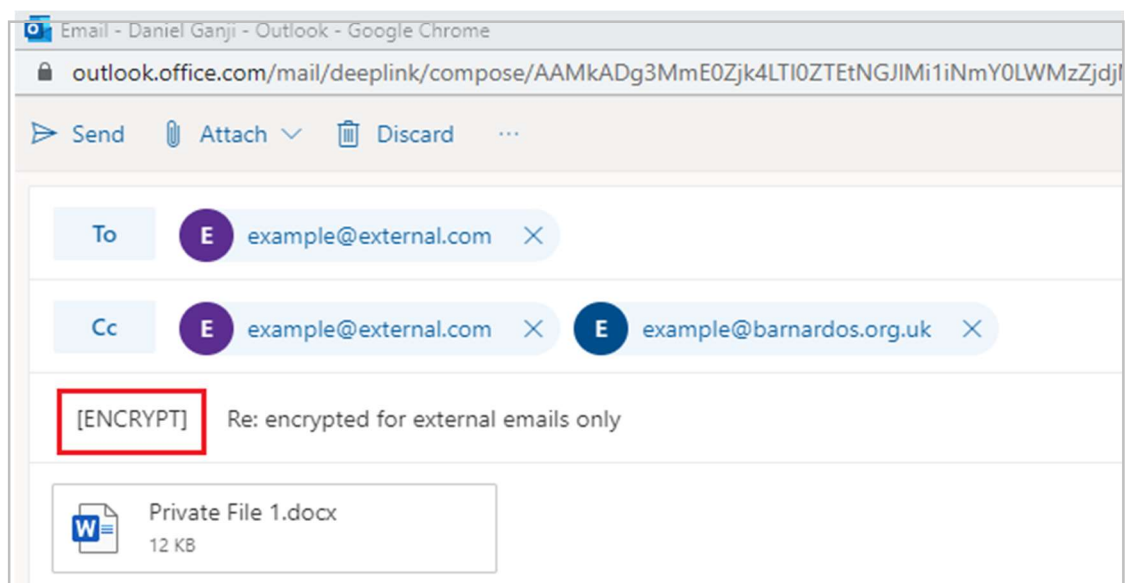
The recipient receives an email with an instruction link to register before accessing the email content. Once done, any future email does not require registration.

Note: [ENCRYPT] is **not** case sensitive so [encrypt], [enCRYpT] are accepted. BUT inclusion of square brackets [] is required. Be aware that misspelling of the word [encrypt] will result in sending an email unencrypted.

Outlook 365



Outlook Web



How external recipients manage encrypted emails with Barnardo's

A separate user guide for managing encrypted emails from Barnardo's is available to show how external recipients can access encrypted emails from us. You may share the guide with the recipients if they have concerns with accessing your encrypted emails.

Link to 'Managing Encrypted Email from Barnardos': <https://inside.barnardos.org.uk/resources-and-guidance/information-services/software-and-systems/encrypting-emails>

Need further help and support?

- Workplace: [Technology Transformation Group](#)
- Email: servicedesk@barnardos.org.uk
- Phone: 0330 222 0199
- Inside. Barnardos: [Microsoft 365 – Software Support Centre](#)

Associated Guidance and Documents

- [Information Security and Data Protection – User Guidance](#)
- [Information Security Policy](#)
- [Data Protection Policy](#)
- [Information Sharing Policy](#)

Document History

Version	Date	Author	Status	Comment
1.0	25/02/2021	Daniel Ganji	Final	First definitive version
2.0	09/04/2021	Daniel Ganji	Draft	Adding flowchart, amending matrix and comparison tables.
2.1	23/10/2021	Maxine Craig	Draft	Removal of all reference to original permission levels 2,3 and 4
3.0	09/12/2021	MC and Andrew Payne	Final	Changed wording from Permission Level to Method
4.0	13/12/2022	Maxine Craig	Final	Outlook screenshots updated on page 5

