Microsoft O365 Message Encryption

If the customer has a non-Microsoft account such as Google Mail, Yahoo Mail, messages from PROMISE JOBS will appear encrypted.

To view the message:

1. Open the message, click the link that says Read the message

   On Wed, Dec 22, 2021 at 10:30 AM Peterson, Tracy [WID] <Tracy.Peterson@iowaiowa.gov> wrote:

   Peterson, Tracy [WID] (Tracy.Peterson@iowaiowa.gov) has sent you a protected message.

   Read the message

2. If prompted, the customer can sign in with their email account or do a one-time passcode. *If using a cell phone, sign in with email is the best option.

   Sign in to view the message

   Sign in with Google

   Sign in with a One-time passcode

3. If the customer chooses one-time passcode, they will be emailed a random numerical code.
4. When prompted, enter the numerical code, then click Continue

   We sent a one-time passcode to

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

   One-time passcode 16385298

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

   Continue

5. The message will open.