

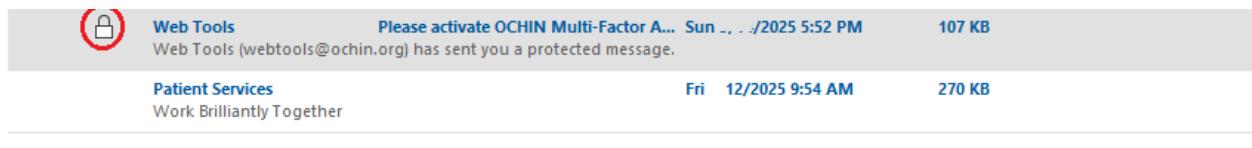
How to Open an Encrypted Email

Two options

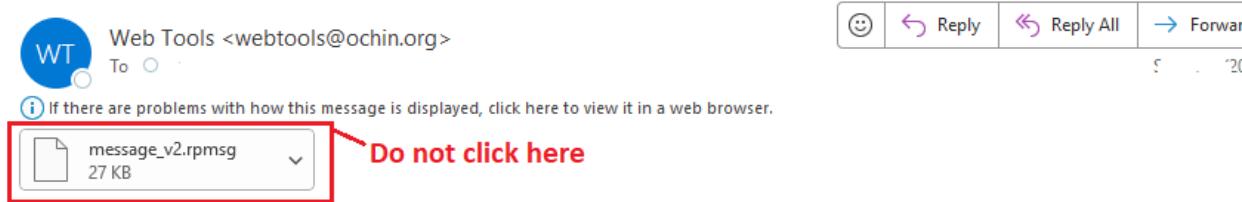
- A) **Desktop Outlook:** You should be able to easily open the encrypted email with your Outlook **Desktop** application, by **double-clicking** on the email, Outlook should either open or auto-install an Add-In" to Decrypt the email and automatically open it. Or Try Option B.
- B) Visit Outlook online: <https://outlook.office.com/mail/>
 1. Open the email within your inbox.
 2. Click within the message – see below.

Troubleshooting:

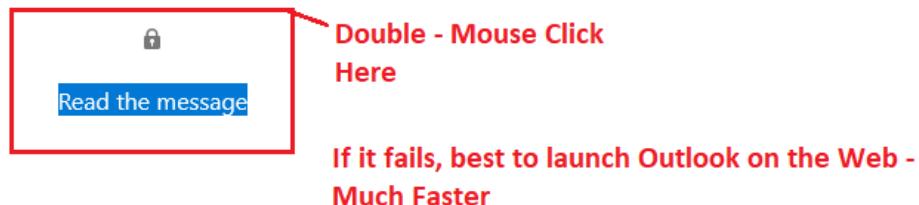
1. Try to open in a Different Browser, like Edge or Firefox.
2. Are you Logged in as the Intended recipient or was this sent to a secondary group email account?
3. If there is an error when opening the message then the sender did not follow the proper steps to encrypt the message.
4. Contact DAS Support



Please activate OCHIN Multi-Factor Authentication (MFA)



Web Tools (webtools@ochin.org) has sent you a protected message.



Attention: This email message and its attachments have been encrypted due to confidential information contained within the message or the message originating from a department within OCHIN that has been defined to encrypt all email messages. Information contained in this message and or attachments