

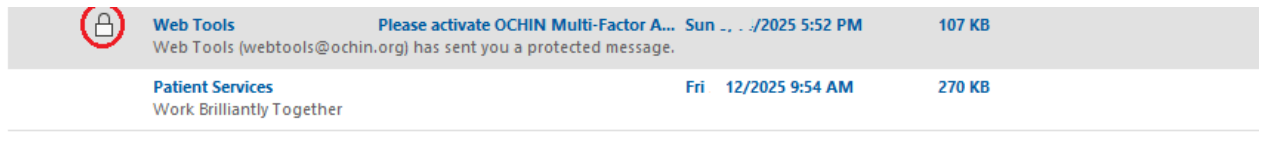
How to Open an Encrypted Email

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>
To ○ ○

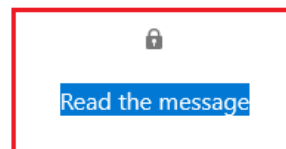
  Reply  Reply All  Forward

 If there are problems with how this message is displayed, click here to view it in a web browser.



Do not click here

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



Double - Mouse Click
Here

If it fails, best to launch Outlook on the Web -
Much Faster

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