



Washington State
Department of Social
& Health Services

Transforming lives

Secure Email Instructions for DSHS Business Partners

Revision History

Revision	Change Description	Updated By	Date
1.0	Original	DSHS ET Infrastructure Apps & Remote Access Team	01/18/2022

Table of Contents

INTRODUCTION	4
HOW TO OPEN A SECURE EMAIL FROM DSHS.....	5
NON-MICROSOFT ACCOUNT - READING A SECURE EMAIL WITH A SINGLE-USE CODE	5
<i>Desktop/Browser</i>	<i>5</i>
<i>Mobile</i>	<i>6</i>
READING A SECURE EMAIL WITH A MICROSOFT 365 ACCOUNT IN OUTLOOK OR OUTLOOK ON THE WEB.....	6
<i>Desktop/Browser</i>	<i>6</i>
<i>Mobile</i>	<i>6</i>
READING A SECURE EMAIL WITH A GMAIL ACCOUNT	6
<i>Desktop/Browser</i>	<i>6</i>
<i>Mobile</i>	<i>6</i>

Introduction

DSHS employees send Secure Email using Microsoft Office 365 Message Encryption (OME) to confidentially communicate with DSHS business partners and DSHS clients.

Office 365 Message Encryption (OME) works with Outlook.com, Yahoo!, Gmail, and other email services. Email message encryption helps ensure that only intended recipients can view message content.

All Secure Email from DSHS will contain the following statement “You have received an encrypted email from the State of Washington. If you require assistance, please contact the sender of the message or your agency’s IT support desk”. See example below.

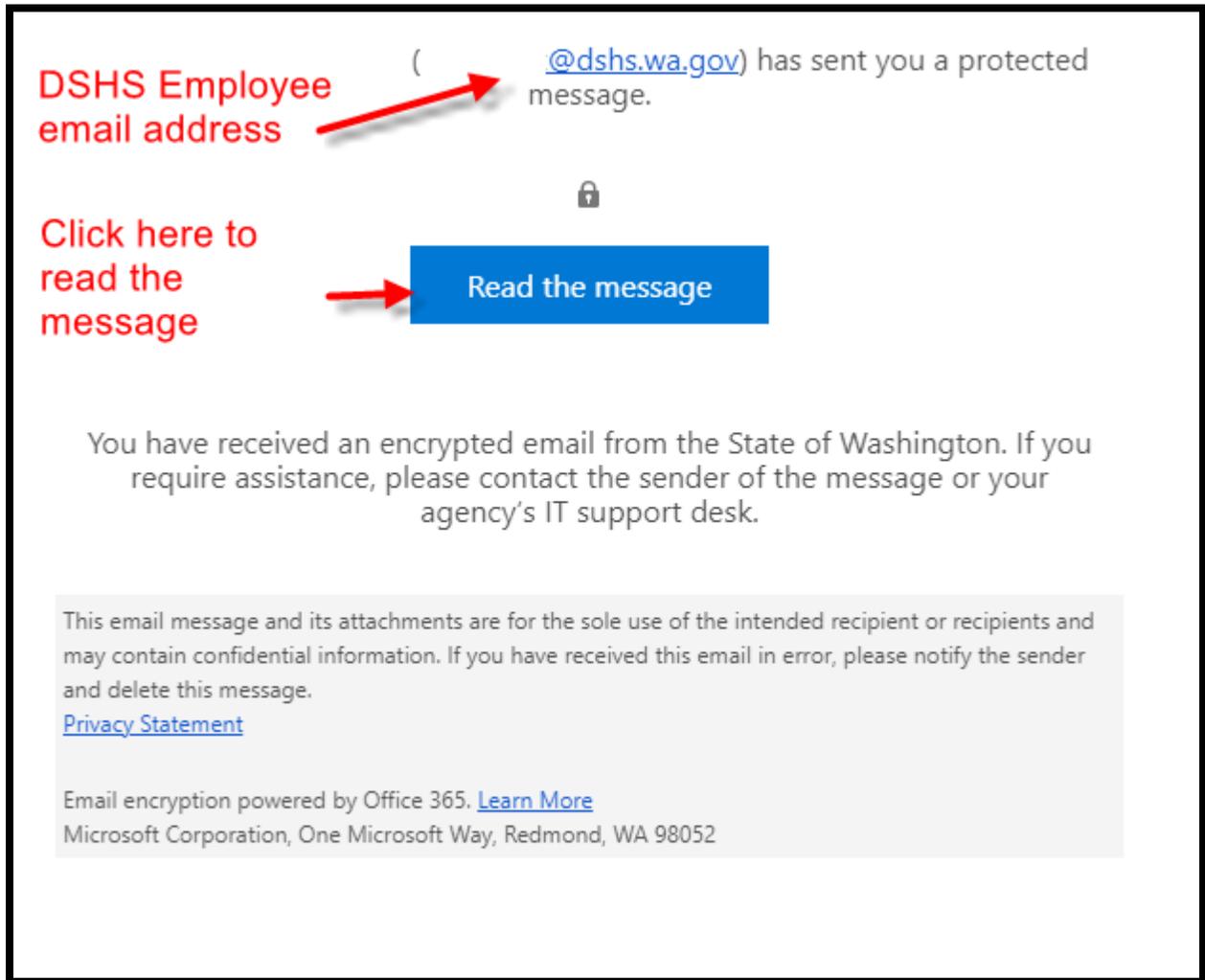
You have received an encrypted email from the State of Washington. If you require assistance, please contact the sender of the message or your agency’s IT support desk.

Questions?

If your questions focus on the content of your secure email message, please contact the sender of your message to ask them for assistance.

How to Open a Secure Email from DSHS

If you receive a Secure Email from a DSHS employee, use one of the following methods listed below to access the Secure Email. Pictured below is an example of a Secure Email you received from a DSHS employee.



Non-Microsoft Account - Reading a Secure Email with a single-use code

If you're using a non-Microsoft email account or email program, you may receive a notification that you've received a protected message and need to take additional action.

Desktop/Browser

1. Select **Read the message**.
2. You'll be redirected to a page where you can sign in and receive a single-use code.
3. Check your email for the single-use code. Enter the code in the browser window, then select **Continue** to read your message. You will be able to securely Reply, Reply All, and Forward from this window.

Mobile

1. Tap **Click here to read your message > Sign in with a single-use code.**
2. You'll be redirected to a page where you can sign in and receive a single-use code.
3. Check your email for the single-use code and copy it.
4. Enter the code in your browser, then select **Continue** to read your message. You will be able to securely Reply, Reply All, and Forward from this window.

Reading a Secure Email with a Microsoft 365 Account in Outlook or Outlook on the Web

What is a Microsoft account?

If you use any of these services, you should already have a Microsoft account: Outlook.com, Office 365, Skype, OneDrive, Xbox Live, Bing, Microsoft Store, Windows, or MSN.

Desktop/Browser

If you receive a protected email message sent to your Microsoft 365 account in Outlook 2016 or Outlook on the web, the message should open like any other message. You'll see a banner at the top of the message that informs you of any restrictions on the message. You will be able to securely Reply, Reply All, and Forward from this window.

Mobile

If you have a Microsoft 365 account and you're using the Outlook mobile app, the message should just open. You will be able to securely Reply, Reply All, and Forward from this window.

Reading a Secure Email with a Gmail Account

Desktop/Browser

1. Select **Click here to read your message.**
2. Select **Sign in with Google.**
3. You'll be redirected to the Gmail sign-in page. Once you sign in, select **Allow.**
4. Your protected message will display in a new browser tab. You won't be able to view the protected message in the Gmail window. You will be able to securely Reply, Reply All, and Forward from this window.

Mobile

1. Tap **Click here to read your message.**
2. Tap **Sign in with...** and sign in to your email account.
3. If you get a request for permissions, tap **Yes** or **Allow** to view the message. You will be able to securely Reply, Reply All, and Forward from this window.