



Troubleshooting Secure Email Message Issues

Troubleshooting Tips

This document provides troubleshooting tips for issues you might encounter when accessing your background check records by secure email from BCCU.

Issue: I didn't receive the one-time passcode.



Tip Are you using a Windows computer to access the email?

If yes: The one-time passcode is sent by an auto email from Microsoft office, so you'll want to check your junk/spam folder. If you don't see it in your junk and spam folder, you will need to request a new one-time passcode

If no: If you're using a mobile device/phone this may cause issues in getting the passcode correctly. We recommend using a Windows computer or laptop as this is a Microsoft Service, and generally works better. If you don't have one, you can try going to the library to access. If you are using a computer, you'll need to open the message again, to get a new one-time passcode.

Issue: I only have a mobile device.



Tip

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. 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.



Non-Microsoft Account:

- Tap **Click here to read your message > Sign in with a single-use code.**
- You'll be redirected to a page where you can sign in and receive a single-use code.
- Check your email for the single-use code and copy it.
- 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.

Gmail Account:

- Tap **Click here to read your message.**
- Tap **Sign in with...** and sign in to your email account.
- 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.

Issue: I received multiple one-time passcodes.



Tip Are you using a Windows computer to access the email? If you're using a mobile device/phone this may cause issues in getting the passcode correctly. We recommend using a Windows computer or laptop as this is a Microsoft Service, and generally works better. If you don't have one, you can try going to the library to access.

Issue: I am stuck in an endless loop of passcodes.



Tip When using a one-time passcode, once you click the "Read the Message" button and prompt, it provides that one-time passcode. Do not hit your back button or close out the page to get back to your email. You will need both the message webpage and your email open at the same time. Keep the message webpage asking for the passcode open and have your email inbox open in another tab or get your passcode from your email using another device if on mobile.



Issue: I entered in the onetime passcode, but the secure email won't load (just keeps spinning).



Tip If you're using an apple device such as an iPhone or iPad, secure email seems to have problems with Chrome. If you try the Safari browser this should work. However, if that does not work, we recommend trying to access it on a Windows Computer, as this is a Microsoft Service, and generally works better. If you are using a Chromebook, clear cache and restart browser.

Issue: I am not using a mobile device, but I can't get the secure email to work.



Tip You can try to download the Outlook App and login into the secure email is a Microsoft service and should work without any issues in Outlook.

Additional Resources

[Secure Email Instructions for DSHS Business Partners](#)

Secure Message Help

Contact BCCU

Email: bccuinquiry@dshs.wa.gov

Phone: 360-902-0299 (Phones are answered 9-11am and 1-3pm Monday-Friday)

*Press option 3 for technical assistance