

Microsoft OME (Office Message Encryption)

Microsoft user guidance can be found on the [Microsoft support pages](#). The guidance is mainly targeted at external users on how they can receive, view and reply to encrypted messages. This covers android, IOS and other non-Microsoft products.

The email you have received will have been encrypted due to one of the following conditions:

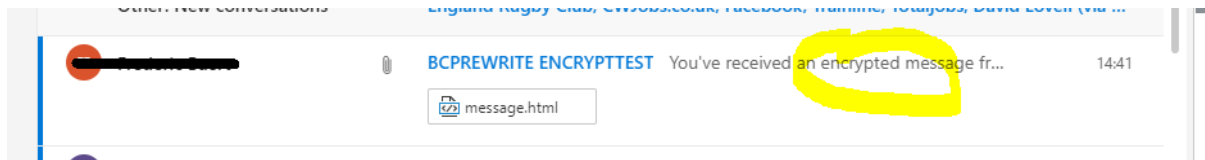
1. The Subject line included any of the following; ENCRYPT, SENSITIVE CONFIDENTIAL (these are not case sensitive)
2. The confidentiality flag had been set
3. Any of the following in the body
 - a. Credit card numbers
 - b. DOB
 - c. D.o.b
 - d. Nino
 - e. Ni no

Encryption example below.

This example shows what an encrypted email looks like and how you can read and reply to the email.

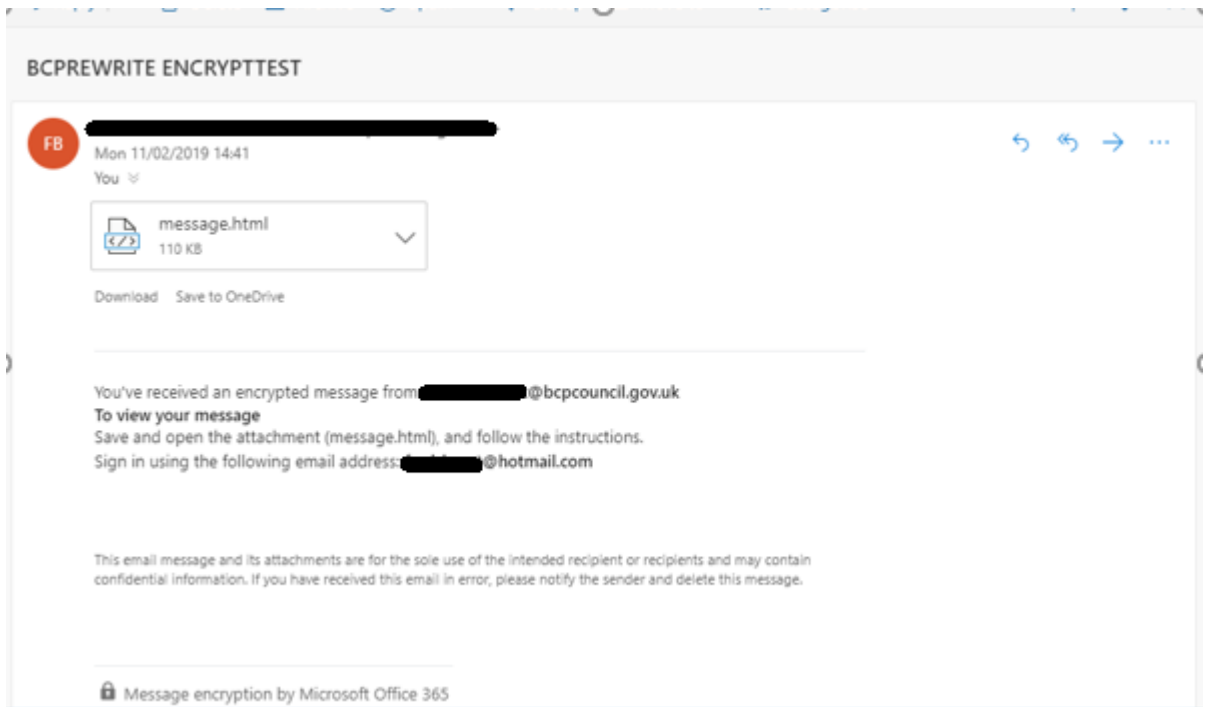
NOTE: The appearance of the encrypted email will vary subject to the email application being used.

1. Receipt receives email and it looks like this:

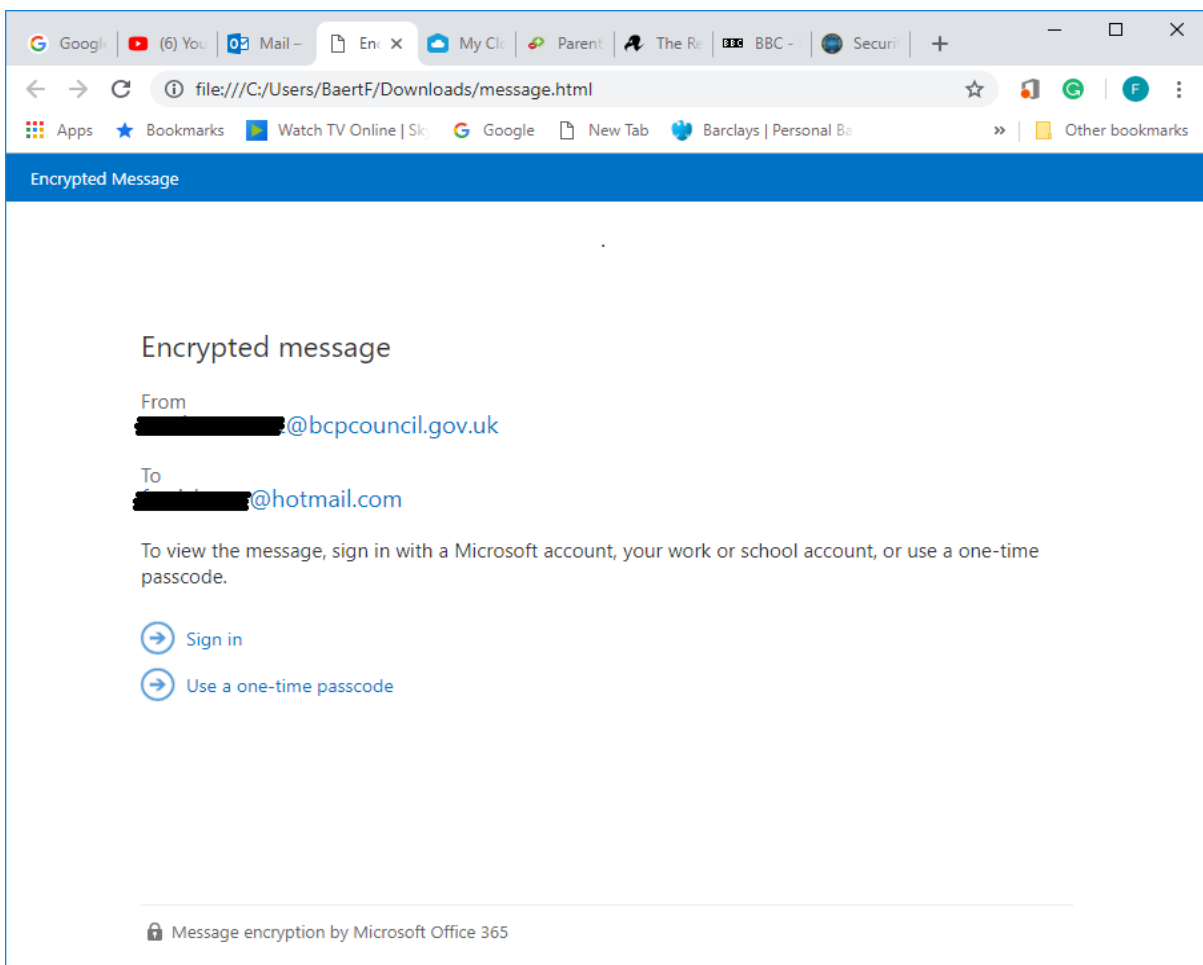


Note: Highlighted in yellow 'You've received an Encrypted message'.

2. When you open the email it will appear as:

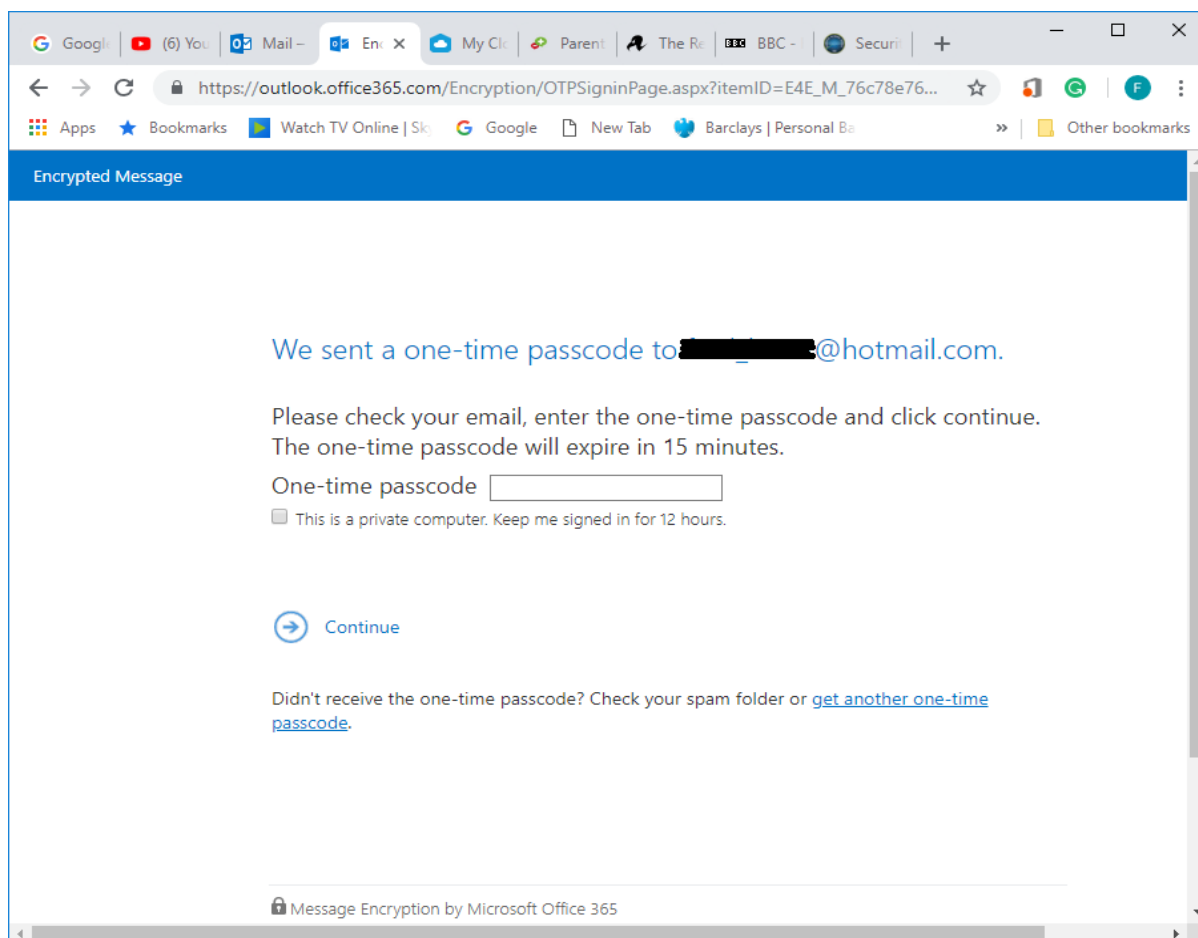


3. Upon opening the attachment, the following will appear.



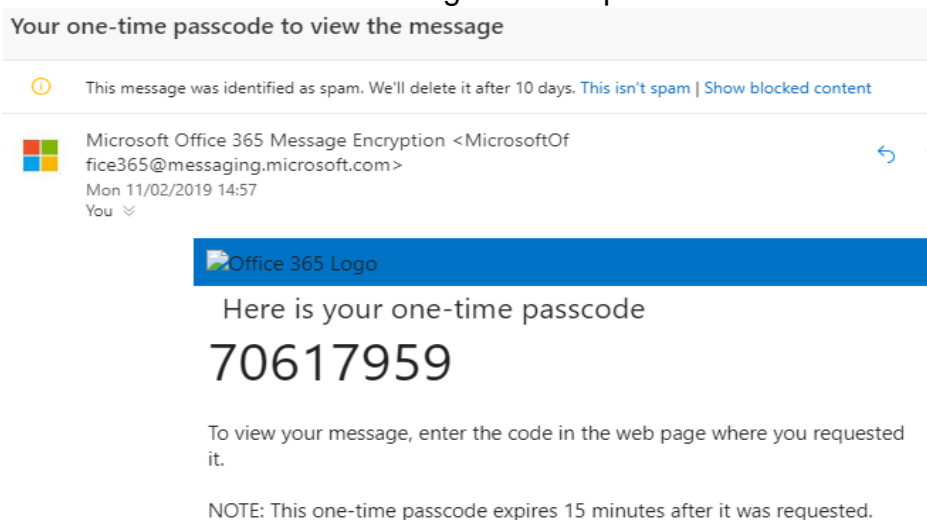
You will be required to select one of the options.

4. In this case we will select 'Use one-time passcode'. The system will then send you another email with a one-time password.



If you do not get a message, please check your spam folder in case it has gone in there.

5. You should receive the following one-time passcode email.



6. Add the number into the one-time passcode box and press continue

We sent a one-time passcode to [REDACTED]@hotmail.com.

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

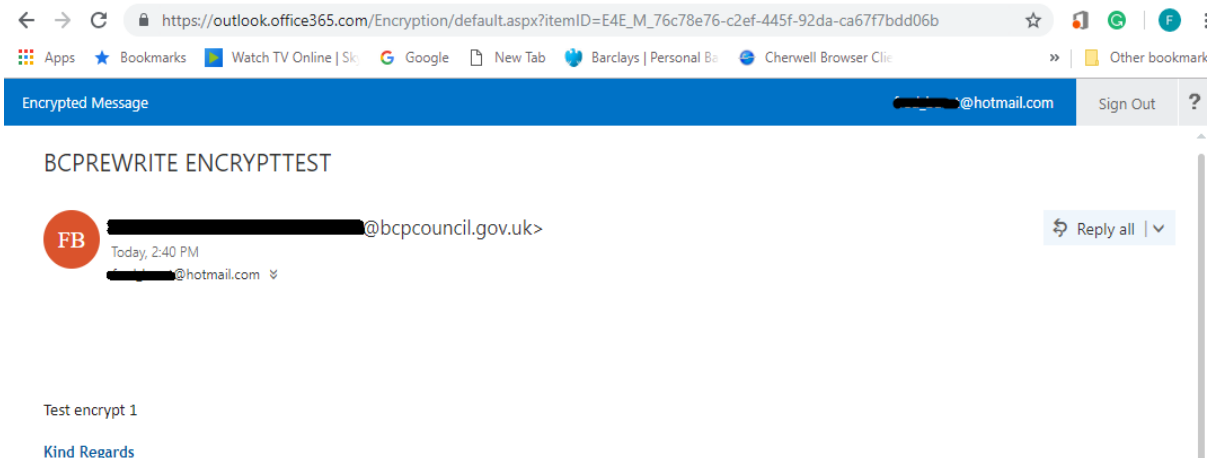
One-time passcode

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

 Continue

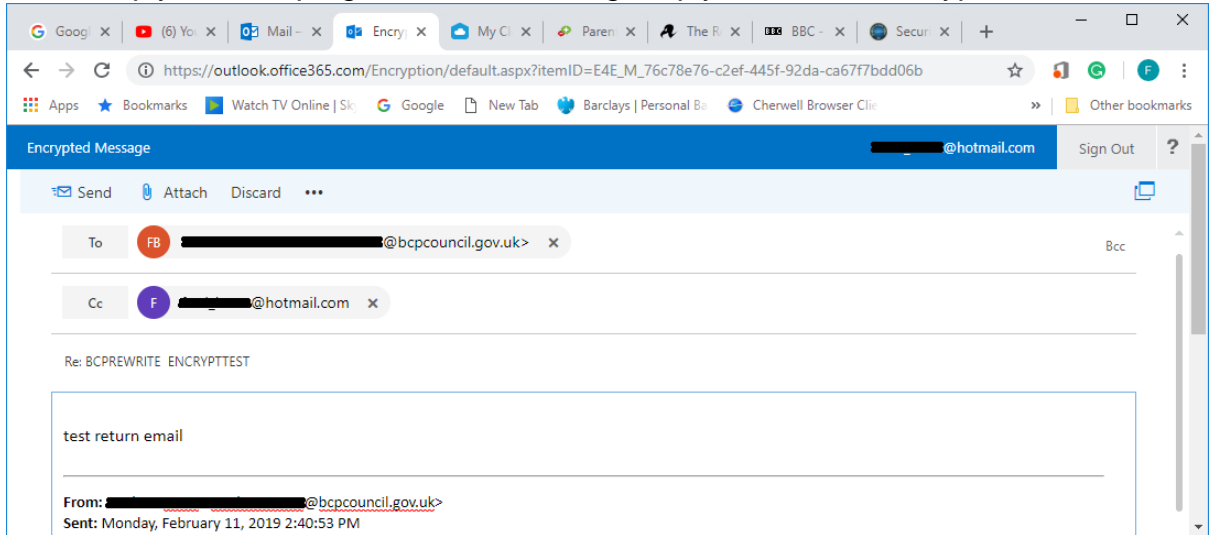
Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).

7. The message will then open and you can read and reply from there. **The reply will be encrypted as long as it is done within the message highlighted below**

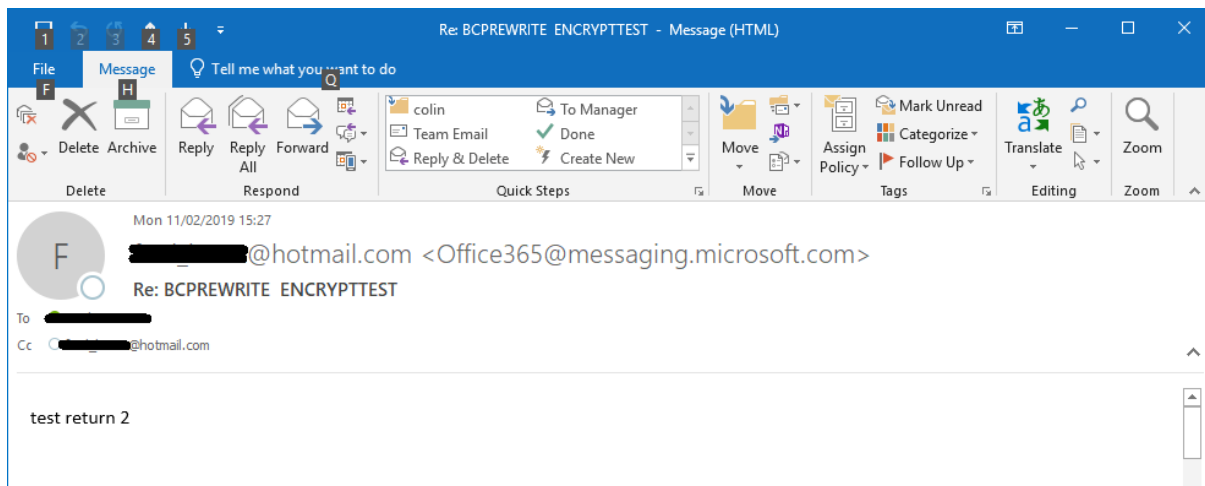


The screenshot shows a web browser window with the URL https://outlook.office365.com/Encryption/default.aspx?itemID=E4E_M_76c78e76-c2ef-445f-92da-ca67f7bdd06b. The browser's address bar and tabs are visible. The main content area displays an "Encrypted Message" from [REDACTED]@hotmail.com. The message subject is "BCPREWRITE ENCRYPTTEST". The sender is identified as [REDACTED]@bcpcouncil.gov.uk, with a profile picture showing the letters "FB". The message content includes "Test encrypt 1" and "Kind Regards". A "Reply all" button is visible on the right side of the message.

8. Select reply in the top right and the message reply will still be encrypted.



9. The original sender will then receive an encrypted message which will be automatically decrypted.



There are many other clients such as android, IOS etc.. Further information can be found in the [Microsoft help pages](#).