

EARLY EDUCATION

Guidance on Secure (Encrypted) Emails

It may be necessary to email child details or other sensitive data to the Local Authority. It is important that these messages are sent securely and if applicable the child cannot be easily identified. If necessary, please request a “secure email message” which you can use to respond/provide information.

PLEASE NOTE:

The Local Authority uses Microsoft Encryption for all confidential emails and attachments. It is NOT necessary to register or sign up to use Microsoft Encryption.

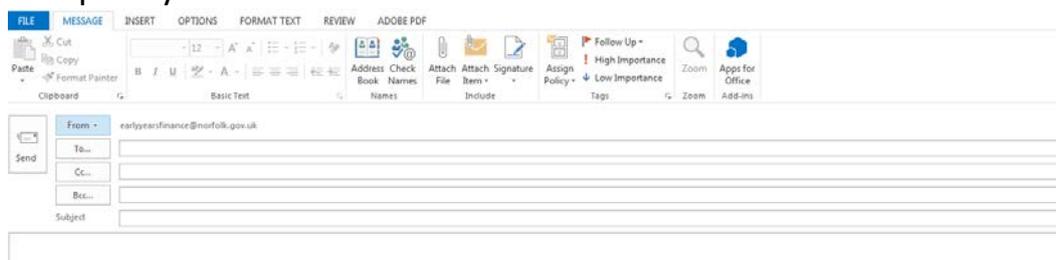
The following instructions are detailed below to send, receive and response to emails between yourself and the Local Authority –

- Sending a secure email using Outlook
- Sending a secure email using Office 365 webmail
- Sending a secure email using another product (not Outlook or Office 365 webmail)
- Receiving a secure email
- Respond to a secure email

Sending a secure email using Outlook

Steps –

1. Open Outlook
2. Compose your email as normal



3. Select the small arrow on the “Tags” section of the ribbon



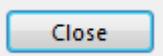
This will open the Email Properties menu

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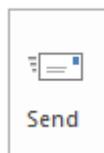
4. Select the “Sensitivity” drop-down field and choose the option “Confidential”



5. Click 

6. Check content does not identify a child (adjust detail if necessary (eg. use initials))

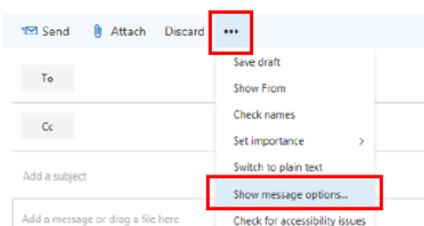
7. Click SEND to email your message as normal



Sending a secure email using Office 365 webmail

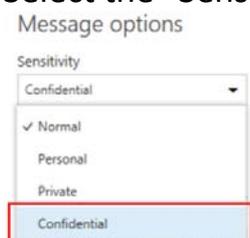
Steps –

1. Open Office 365 webmail
2. Compose your email as normal
3. Select the three little dots as shown below and select “Show Message Options...”



This will then display the Message options menu.

4. Select the “Sensitivity” drop-down menu and choose “Confidential”



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5. Click 
6. Check content does not identify a child (adjust detail if necessary (eg. use initials))
7. Click SEND to email your message as normal

Sending a secure email using another product other than Outlook or Office365

Steps –

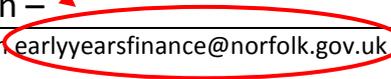
1. Request a secure email is sent to you.
2. Respond to secure email

Receiving a secure email from NCC

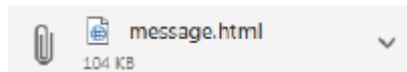
Steps –

1. Ascertain who has sent you the secure message

The email message should contain –

You've received an encrypted message from  earlyyearsfinance@norfolk.gov.uk
To view your message
Save and open the attachment (message.html) and follow the instructions

2. Select the attachment and click “Open”



An Encrypted message will be displayed

3. Select “Use a one-time passcode”



You will then receive the passcode in your mailbox. It will have the subject ‘Your one time passcode to view the message’, open this email to retrieve the passcode



(This is an example of a passcode)

Please check your JUNK folder if a passcode is not received BEFORE requesting another

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4. Copy the passcode into the one-time passcode field and click “Continue”

We sent a one-time passcode to example@example.co.uk

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

Clicking continue will enable you to read the email and any attachments

Responding to a secure email received from NCC

Steps –

1. Select  or  in the message received from NCC

Reply

Reply

All

2. Respond to the email message as normal, checking the Sensitivity option is set to CONFIDENTIAL