Encryption in O365

Encryption is a way to secure an email and its contents so that it is protected from being read by anyone other than the intended recipient.

This document contains information about how to send and read encrypted email in O365.

Sending encrypted email

Outlook on the Web

1. Sign into OWA, Outlook on the Web
2. Select 'New Message' or 'New' depending on the version of OWA you are using
3. Select 'Protect' or 'Encrypt' at the top of your New Message window depending on the version of OWA you are using and the browser. If you do not see the Protect or Encrypt button, then look next to the Send button on the bottom of your message window. Click the three dots to display the Encrypt option.
4. Select 'Change Permissions'
5. Click the Down Arrow, Select Encrypt

When you send this message, it will be encrypted.

The Outlook Client

The 2016 Outlook Client DOES NOT support encryption for sending email. The 2019 Client does. To identify what version of the Client you have installed go to File, Office Account. The version will be listed in the Product Information column. If you have the 2016 version, sign into Outlook on the Web to send your encrypted email.

2019 Client:

Select 'New Email'

Select 'Options', then click the DownArrow under Permission and select 'Encrypt-Only'
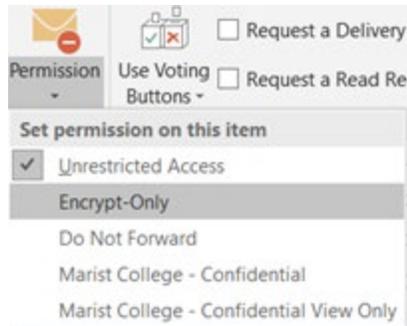
A message (similar to the one below) will appear at the top of the email, indicating that it is encrypted.

The message will have the icon next to it in the Sent folder

Android Mobile

The Android Outlook Mobile App does not support sending secure email. Instead, use your browser on Mobile:

1. Open your browser on Mobile
2. Sign into OWA, Outlook on the Web
3. Compose your message
4. Click three stacked dots in upper right corner of message
5. Select Show message options...
6. Click the down arrow under Sensitivity
7. Select Confidential
8. Send the email

IOS Mobile

The iOS Mobile App does not support sending secure email unless the user has a certificate. In order to send secure mail, use the mobile browser

1. Open your browser on Mobile
2. Sign into OWA, Outlook on the Web
3. Compose the message
4. Click the three staked dots in the upper right corner
5. Select Show message options

6. Click the down arrow under Sensitivity
7. Select Confidential
8. Send the email

Reading encrypted email

Outlook on the Web

Email from a Marist Outlook address

1. An encrypted message will have a Lock icon next to it in the Inbox
2. The top of the message will contain:
   Encrypt: This message is encrypted. Recipients can't remove encryption.
3. The body of the message is easily read. You do not have to take any action to decrypt it.

Email from a Sender on a different system

- Each external email system will give you steps to read the email. In general, this usually involved clicking a button to Read the Email. The content then displays in a web window.

Outlook Desktop Client

Email from a Marist Outlook address

2016 Client

1. The top of the message will contain:

   "Sender's Name" has sent you a protected message. Below this will be a Read the message button.

2. Click the Read the Message button.
3. If you are signed into Outlook on the Web in your default browser, you will be redirected to a web page in this browser and will read the message.
4. If you are not signed into Outlook on the Web, you will be redirected to sign in and will then be able to read the message.

2019 Client

- You will be able to Read the encrypted message within the window pane when you open that email.

Email from a Sender on a different system

- Each external email system will give you steps to read the email. In general, this usually involved clicking a button to Read the Email. The content then displays in a web window.

Outlook Mobile Applications:

Android

Email from a Marist Outlook Address

1. The top of the content of the message will read Encrypt. This means it is an encrypted email.
2. You will be able to Read the encrypted message within the body of the email when you open it.

Email from a Sender on a different system

1. Each external email system will give you steps to read the email. In general, this usually involved clicking a button to Read the Email. The content then displays in a web window.

IOS

Email from a Marist Outlook address

1. The message will read "Firstname.Lastname1@marist.edu has sent you a protected message.
2. Click the button labeled "Read the message"
3. You will be taken to the browser version of Microsoft Outlook where you will be able to read the message

Email from a Sender on a different system

1. Each external email system will give you steps to read the email. In general, this usually involves clicking a button to Read the Email. The contents then display in a web window.