

The encryption service that NYS email (O365) utilizes was transitioned. Recipients of an encrypted email message will be prompted to register and verify their email address before they can successfully retrieve the encrypted message.

The email message will be received with the following text:

You've received an encrypted message from XXXX

To view your message

Save and open the attachment (message.html), and follow the instructions.

Sign in using the following email address: your.email@email.com

When the attachment (message.html) includes the following instructions:

encrypted message from

XXX

To view your message, sign in using the following email address:

your.email@email.com

Click the LINK to view your encrypted message

If the account is not recognized, the user will receive a message with further instructions to register their email address

We didn't find a Microsoft account for your.email@email.com

To view your encrypted message, you first need to create a Microsoft account by clicking the link below. After the account has been created, follow the instructions in the original message.

CREATE A MICROSOFT ACCOUNT FOR your.email@email.com

The user will click the link to CREATE and account and once submitted, will then receive another email address with a link to VERIFY their account.

Once the account is verified, the user can go back to the originally received ENCRYPTED MESSAGE and enter their verified email and will receive the message.

If you need additional information or have any questions, please let us know. Thank you!