

To Open Encrypted Emails:

For the User to open the message:

1. They will receive the below message. Depending on their email client it will look similar to one of the screens below:

Encrypted message from New York State ITS secure messaging system. If you have problems opening the email, please see our troubleshooting guide at <http://its.ny.gov/nysemail/ome>

To view your message

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

Sign in using the following email address: [REDACTED]

This message is confidential for the use of the addressee only

Message encryption by Microsoft Office 365



New York State ITS secure email portal

encrypted message from

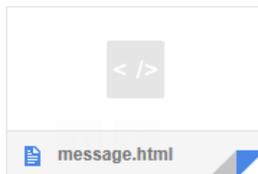


To view your message, sign in using the following email address:



[VIEW YOUR ENCRYPTED MESSAGE](#)

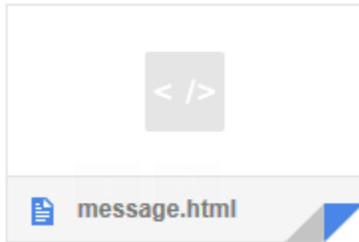
Message encryption by Microsoft Office 365



2. Click the View Your Encrypted Message button.

[VIEW YOUR ENCRYPTED MESSAGE](#)

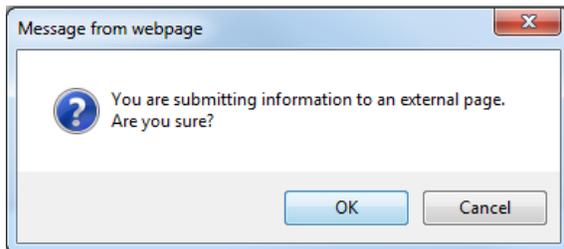
If you see message.html link click that



Then click



3. You will get this message, Click OK



4. Log in on the following screen. If you do not have an account associated with the email address the message is sent to, click Sign up now (refer to the next step, If you have an account move to step 5)

Sign in

Microsoft account [What's this?](#)

Keep me signed in

[Sign in](#)

[Can't access your account?](#)

[Sign in with a single-use code](#)

Don't have a Microsoft account? [Sign up now](#)

a) If you need to create the account complete the screen



Create an account

You can use any email address as the user name for your new Microsoft account. If you already sign in to a Windows PC, tablet, or phone, Xbox Live, Outlook, or OneDrive, you can use that account to sign in to your new Microsoft account.

Name

User name

[Or get a new email address](#)

Create password

8-character minimum; case sensitive

Reenter password

Country/region

ZIP code

Birthdate

Gender

Help us protect your info

Your phone number helps us keep your account secure.

Country code

Phone number

We want to make sure that a real person is creating an account.

Enter the characters you see

[New](#) | [Audio](#)



Send me promotional offers from Microsoft. You can unsubscribe at any time.

Click **Create account** to agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).

[Create account](#)

- b) Once you create the account, you will receive a confirmation email

Microsoft account

Verify your email address

To finish setting up this Microsoft account, we just need to make sure this email address is yours.

Verify [REDACTED]

- c) Click Verify and your account will be verified

Microsoft account

Ready to go!

- d) Thanks for verifying [REDACTED]. You can now get back to what you were doing.

5. Once you create your account and/or sign in, the message will open. You can reply, reply all or forward.