



Office Message Encryption (OME) *Quick Start Guide*



How do I send an encrypted e-mail?

Continue to send e-mail using the same process you have always used. No additional software, accounts, or passwords are required. Encryption will occur silently and automatically, based upon content in the e-mail message body and attachments.

Optionally, type **sensitive** in the e-mail subject to force encryption.

When does an email get encrypted?

Email you send to external recipients will be encrypted under any of these circumstances:

When you type the word **sensitive** in the email subject

When the email body or attachments include these sensitive data types:

- American Bankers Association (ABA) routing numbers
- Credit Card Numbers
- HIPAA data
- Social Security Numbers
- US Driver's Licenses

For Health and Social Services staff, when you send email containing these types of files:

- Word documents
- Excel documents
- Adobe Acrobat (PDF) files
- Screenshots

Encryption Tips / Best Practices

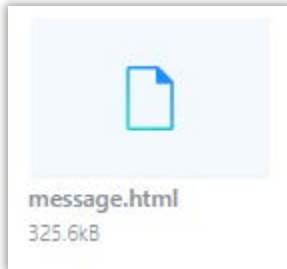
Follow these best practices when sending email:

- Do **NOT** put sensitive data in the email subject (e.g. credit card, social security, drivers license numbers)
- Remove disclaimers, graphics, and images from your email signature
- Turn off Outlook stationery and themes (AKA wallpaper)
- Send messages in text format where possible

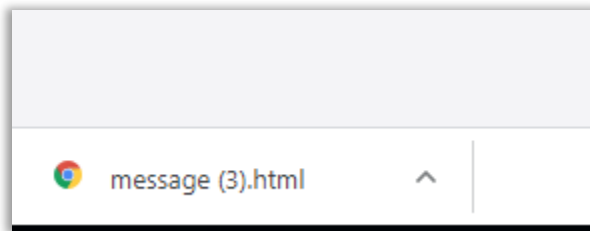
How does the external recipient open the encrypted e-mail from a Desktop/Browser?

External recipients can open the encrypted message by:

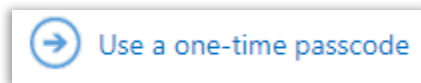
1. Downloading the attached message (message.html)



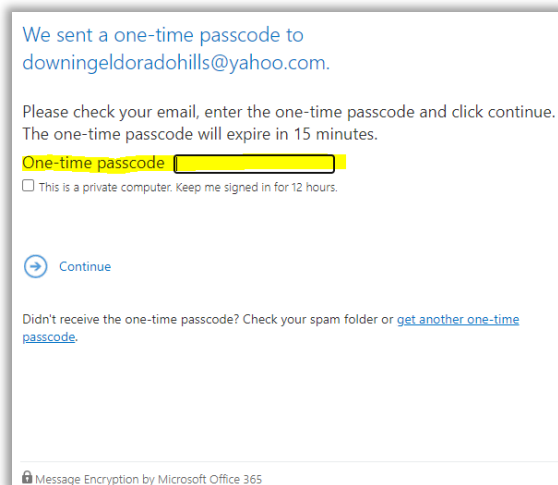
2. Open the downloaded message, which will appear at the bottom of your screen



3. Select "Use a one-time passcode"



4. Retrieve the one-time passcode from the email indicated on the screen
5. Enter the one-time passcode in the field indicated on the display screen



6. Click Continue to view the email and any attachments

For more information using a One-Time Passcode:

Reference: Reading a protected message with a single-use code): <https://support.microsoft.com/en-us/office/how-do-i-open-a-protected-message-1157a286-8ecc-4b1e-ac43-2a608bf3098?ui=en-us&rs=en-us&ad=us>

Frequently Asked Questions

<https://msdn.microsoft.com/en-us/library/dn569285.aspx>

Support

Submit a help ticket via the SolanoConnect Portal.

<https://solanocoproduct.service-now.com/solano>