

How to Send an Encrypted Email via KDADS' Outlook Client or Outlook Web Application

To ensure Personal Health Information (PHI) and Personally Identifiable Information (PII) is protected, KDADS has implemented a solution that will help guard the information sent from KDADS to any recipient.

By simply typing the word "encrypt" (without the quotes) in the Subject line of your email, the email will be sent via a Microsoft Office 365 Encryption website. Emails responded to or forwarded from this web site will also be secure.

Although this solution encrypts emails sent from KDADS, this does not aid in emails sent from outside organizations to KDADS, unless the outside email is a reply or forward as mentioned in the previous paragraph. Until the email recipient's organization has acquired their own permanent solution, the following temporary process can be used to ensure emails that require encryption are sent securely to KDADS:

1. Contact any KDADS staff member and request that they send you a secure email with the word "encrypt" in the subject line.
2. Once they receive the encrypted email via Microsoft Office 365 Encryption, the email can be replied to the appropriate KDADS staff member, ensuring that the transmission is encrypted.
3. The recipient outside of the KDADS organization can keep the encrypted email that was sent to him/her to be reused for future communications back to KDADS staff. If you accidentally delete the email, or the email expires, contact KDADS and request that a new "encrypted" email be sent to you.
4. Encrypted emails sent to a State agency, from a State agency, will come through like a regular email.

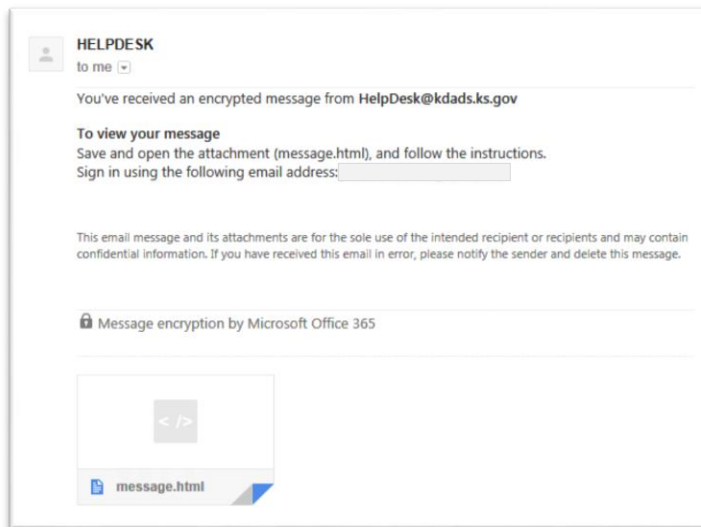
How to Open and Read a KDADS Encrypted Email

Any time you send an encrypted email to someone outside of KDADS, the following steps must be completed by the recipient of the encrypted email.

Note: The screen captures provided below are from a gmail account. There may be variations in the layout/location of information based on the email system and browser you use.

The email will appear in the recipient's in box as a normal email from you. The following steps start once the email has been opened by the recipient. The steps below are for the person receiving the encrypted email.

Step 1) When you open an encrypted email from a KDADS staff member, you will see a message similar to the one below. Download and/or open the attachment to access the encrypted email. (Depending on the browser



you are using, you may be required to save the attachment first before you get the option to open. If you get a Security Alert window about viewing pages over a secure connection, just click OK.

Step 2) Click the "VIEW YOUR ENCRYPTED MESSAGE" button.




Encrypted message

From
KDADS.HELPDESK@ks.gov

To
[REDACTED]@gmail.com

To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.

 Sign in

 Use a one-time passcode

If you click on the Sign in link, you will be presented with 2 options of how to want to proceed.

You can use the one-time passcode, which doesn't require that you create an account. Without an account you will need to use this option every time you receive an encrypted email from KDADS.

If you chose to click on the Sign in link - You will have the option of logging into an existing Microsoft account, creating a new account or using a one-time passcode.

Which account would you like to sign in with to view your encrypted message?



Microsoft account

Create a Microsoft account for [REDACTED]@gmail.com that you can use to view this message and to access other Microsoft services, such as OneDrive, Xbox LIVE, or Outlook.com.



Work or school account

Sign in with the account provided by your work or school to use with Office 365 or other Microsoft services.

[Don't want to sign in? Use a one-time passcode to view the message.](#)

*******If you would like to set up a Microsoft O365 account, you will click on the Microsoft account link.**

Step 3) If you choose to create an account you will be prompted to create an account with the steps below.*****

If you already have an account set up with Microsoft Office 365 you can choose to continue to O365, from the screen below. You will not see the screens in Steps 3-11, and you can skip to Step 12.

Choose an account

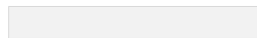
to continue to office365.com



[Redacted]@gmail.com



Use another account

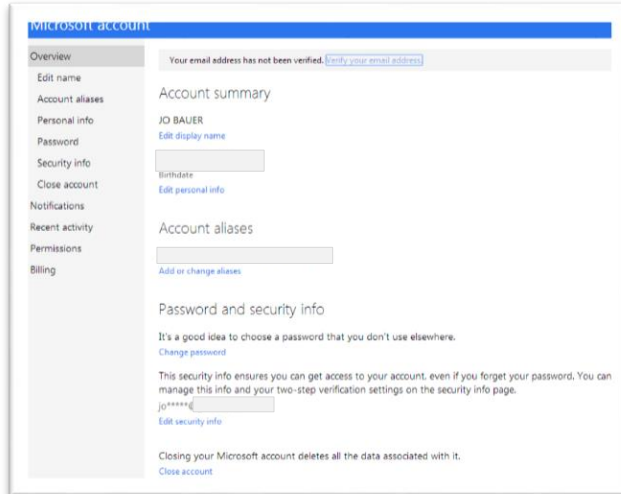


Step 4) Provide the required information to create an account, then click the 'Create account' button. All fields except the phone number are required.

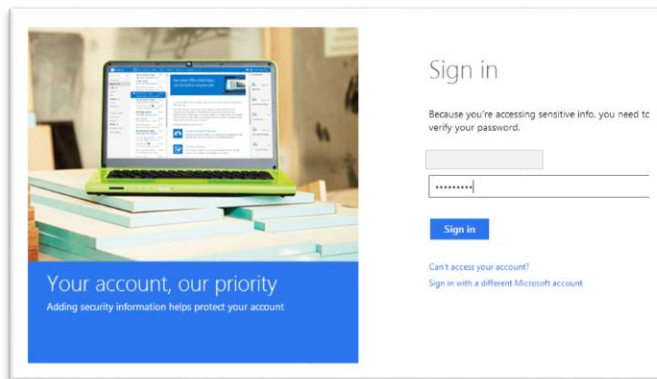
The screenshot shows the Microsoft 'Create an account' page. The form includes fields for Name (First and Last), User name, Create password (with a note: '8-character minimum; case sensitive'), Reenter password, Country/region (set to United States), ZIP code, Birthdate (Month, Day, Year dropdowns), and Gender (Select one dropdown). Below these are sections for 'Help us protect your info' (Country code dropdown set to United States (+1), Phone number) and a CAPTCHA section with the text 'W8EYC QDR G8'. At the bottom, there is a checkbox for promotional offers, a link to the Microsoft Services Agreement, and a blue 'Create account' button. A blue box with the text 'UNCHECK THIS BOX!' has a line pointing to the CAPTCHA input field. Another white box with a black border contains the text: 'IMPORTANT! If you choose to not enter your true birthdate, make sure you enter a year that makes you at least 18 years old. If you don't, you can edit the birthdate to make you an adult, but then you have to enter credit card information.'

Step 5) Click on the blue Create account button.

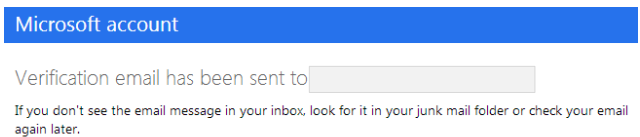
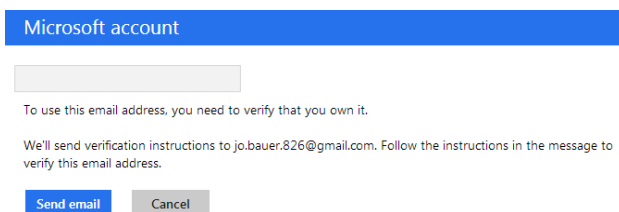
Step 6) An account summary appears. If you entered any information incorrectly, you can fix it here. To verify the account, click on the 'Verify your email address' link at the top of the page.



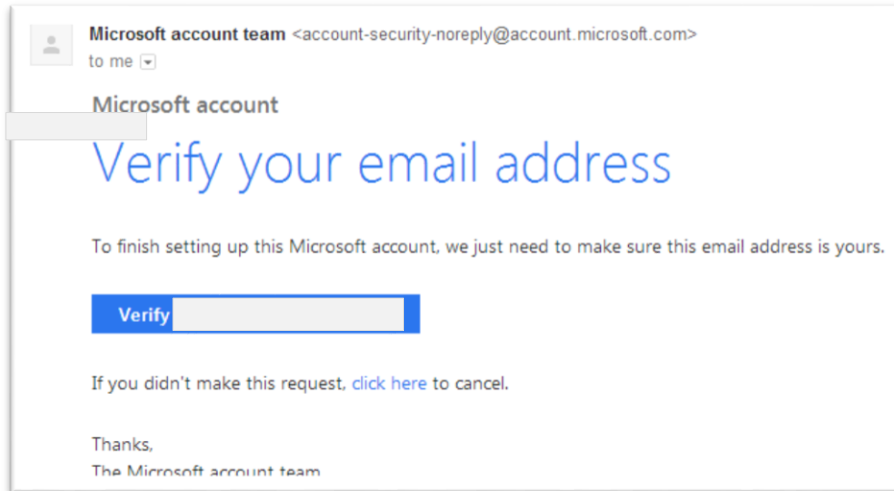
Step 7) A sign-in page appears. Login to verify the account:



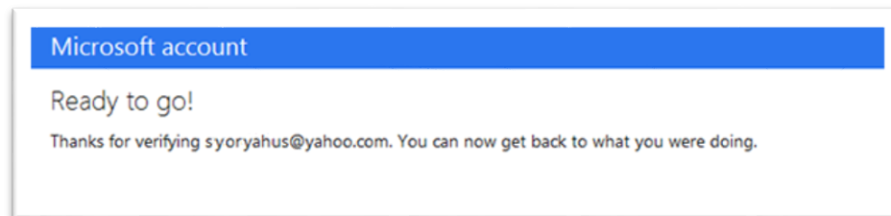
Step 8) Click on the blue Send email button on the next screen. Per the instructions, you will receive an email with instructions to follow to continue the verification process.



Step 9) Look in your Inbox for the email:



Step 10) Click on the blue 'Verify' button and you should get this message:



Step 11) Close the browser window containing the above message. You can now return to the original encrypted email you were sent and open it, logging in with your newly created account.

Step 12) Once you are able to open and read the encrypted email, just click on REPLY, REPLY ALL, or FORWARD to send an encrypted message back to the sender.

Step 13) Complete the fields as necessary and click SEND to send the message. This will maintain the encryption status of the message. The KDADS employee will receive the message and it will be automatically decrypted for their review.

Step 14) After you have sent the secure email, click on 'Sign Out' in the upper-right hand corner of the window to log out of the Microsoft Office 365 Encryption service.