

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

In order 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 forwarded or 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, and can reuse it for future communications back to KDADS staff. If you accidentally delete the email, or the email expires, contact KDADS for a new "encrypted" email to be sent to you.

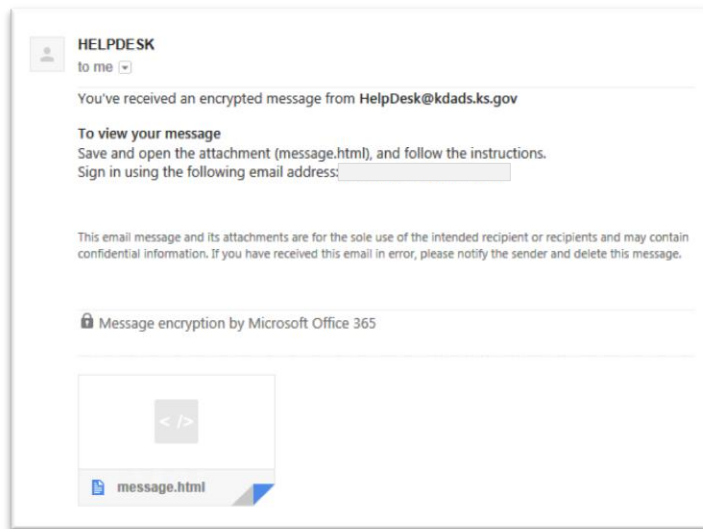
How to Open and Read a KDADS Encrypted Email

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.

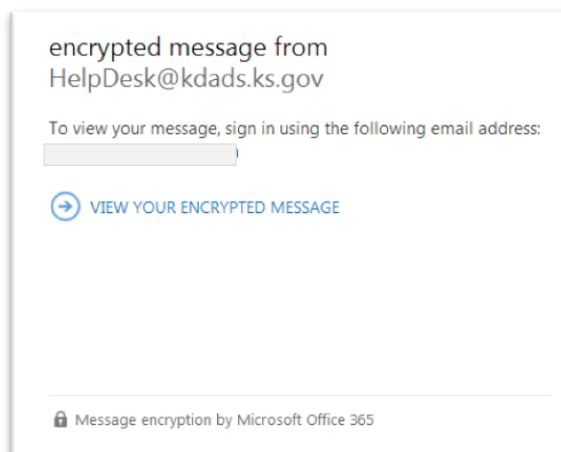
The email will appear in the recipient's in box as a normal email from you. The following steps start once the email has been opened by the recipient. The steps below are for the person receiving the encrypted email.

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.

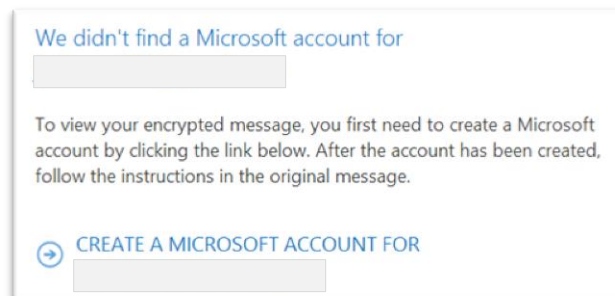
Step 2) Click the "VIEW YOUR ENCRYPTED MESSAGE" button.



******If this is the first time you have received an encrypted email from KDADS, you will need to set up an account in the KDADS Microsoft Office 365 Encryption service before you can open the encrypted email. You will be prompted to do so with the steps below.******

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

Step 3) If an existing account is not found for your email address, you will see the screen below. Click on the link to 'CREATE A MICROSOFT ACCOUNT FOR (your email address)'



(continued on next page)

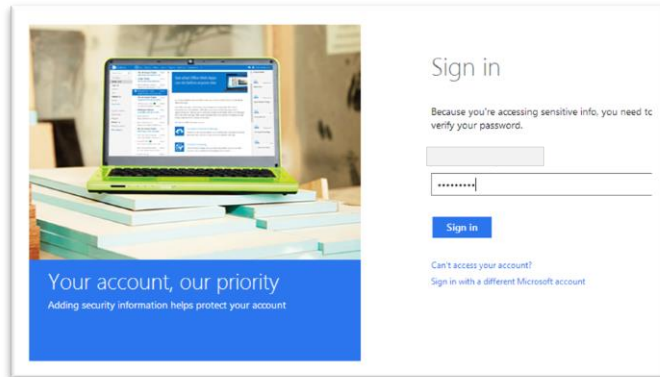
Step 4) Provide the required information to create an account, then click the 'Create account' button. All fields except the phone number are required.

Step 5) Click on the blue Create account button.

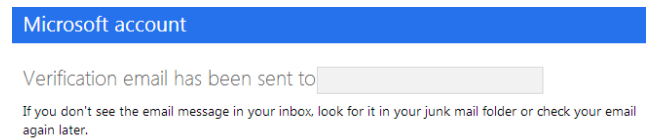
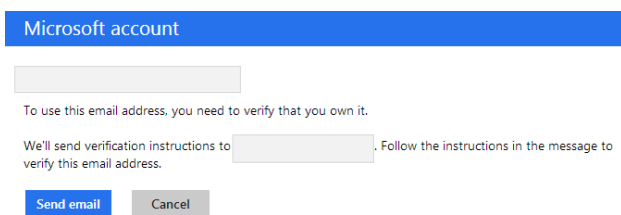
Step 6) An account summary appears. If you entered any information incorrectly, you can fix it here. To verify the account, click on the 'Verify your email address' link at the top of the page.

The image shows the Microsoft 'Create an account' web form. At the top left is the Microsoft logo. The main heading is 'Create an account'. Below this is a sub-heading: 'You can use any email address as the user name for your new Microsoft account, including addresses from Outlook.com, Yahoo! or Gmail. If you already sign in to a Windows PC, tablet, or phone, Xbox Live, Outlook.com, or OneDrive, use that account to [sign in](#).' The form fields include: 'Name' (First and Last), 'User name' (with a green checkmark icon and text: 'After you sign in, we'll send you a message with a link to verify this'), 'Create password' (with a note: '8-character minimum; case sensitive'), 'Reenter password', 'Country/region' (dropdown menu showing 'United States'), 'ZIP code', 'Birthdate' (Month, Day, and Year dropdowns), 'Gender' (dropdown menu showing 'Select one'), 'Help us protect your info' (with text: 'Your phone number helps us keep your account secure.'), 'Country code' (dropdown menu showing 'United States (+1)'), 'Phone number', and a CAPTCHA field. The CAPTCHA field contains the text 'W8EYCDR G8'. A blue callout box with the text 'UNCHECK THIS BOX!' has an arrow pointing to the CAPTCHA input field. Below the CAPTCHA field is a checkbox labeled 'Send me promotional offers from Microsoft. You can unsubscribe at any time.' and a link to 'Click **Create account** to agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).' At the bottom of the form is a blue 'Create account' button.

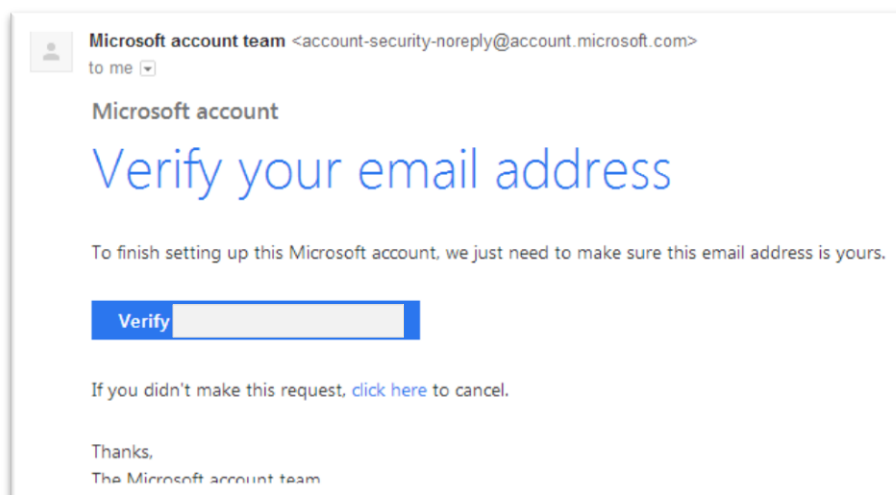
Step 7) A sign-in page appears. Login to verify the account:



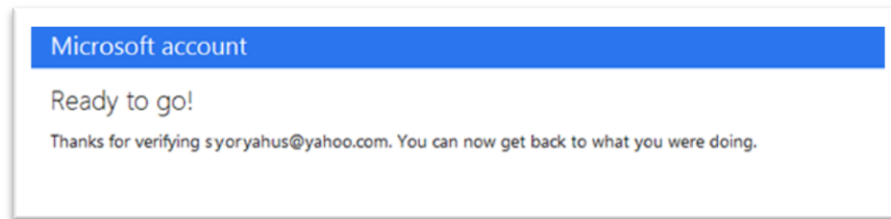
Step 8) Click on the blue Send email button on the next screen. Per the instructions, you will receive an email with instructions to follow to continue the verification process.



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.