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INFORMATION
TECHNOLOGY & SYSTEMS

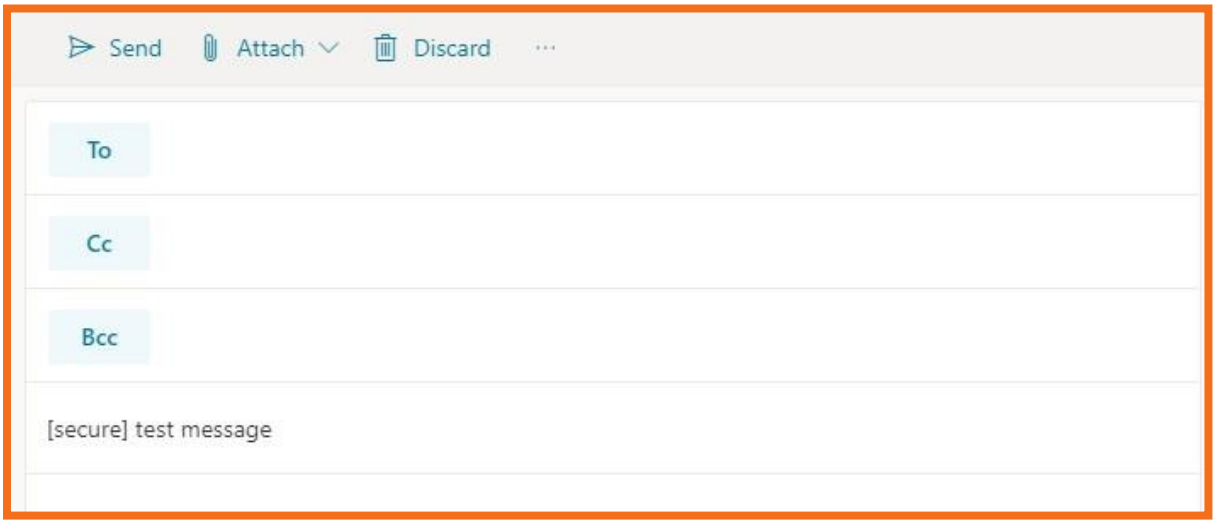
Office 365: Send and Retrieve Protected Emails

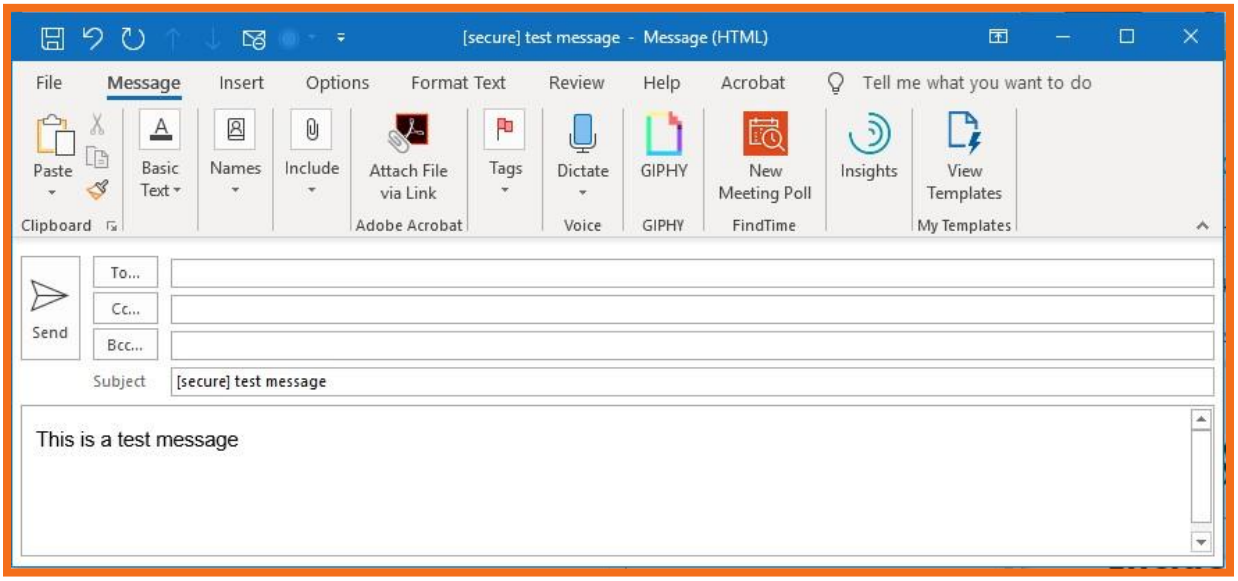
Send Protected Emails

Sending a protected message (encrypted) allows you to protect sensitive data from being read by unintended audiences. In addition, it allows you to set usage rights, such as preventing the message from being forwarded, copied, or printed.

Add [secure] in the Email Subject

To send a secure or encrypted message, type "[secure]" in the subject of your email, without the quotes. Any recipient with a non-UM address will receive an encrypted copy of that message.





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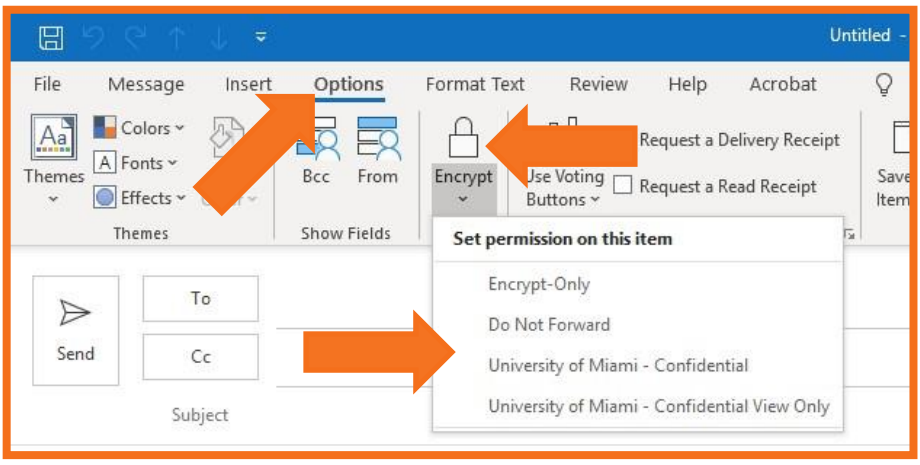
Use the Encrypt Button

Outlook for desktop computer and Outlook on the web (outlook.miami.edu) include an Encrypt button that can be used to send secure messages. There are four protection types:

1. **Encrypt/Encrypt-Only**
   - Recipients can read, reply, forward, copy, and print the message, as well as download any attachments.
   - Applies to all mailboxes (University mailboxes and outside mailboxes like Gmail).
   - Recipients cannot remove protection.
2. **Do Not Forward**
   - Recipients can read or reply to the message.
   - Applies to all mailboxes (University mailboxes and outside mailboxes like Gmail).
   - Recipients cannot forward, print, copy from it, or save attachments or save as a different name.
3. **University of Miami - Confidential**
   - Recipients can read or reply to the message.
   - Applies only to people with University of Miami Office 365 mailboxes.
   - Recipients who do not have a University Office 365 mailbox will not be able to open the message's content.
4. **University of Miami – Confidential View Only**
   - Recipients can only read the message.
   - Applies only to people with University of Miami Office 365 mailboxes.
   - Recipients who do not have a University Office 365 mailbox will not be able to open the message's content.

Outlook for Windows for Office 365/2019

1. Create a new message.
2. On the **Options** tab, click **Encrypt** and select the level of protection.
   - For Outlook 2019 and 2016, select **Permissions** inside the Options tab.
3. Compose your message and click **Send**.



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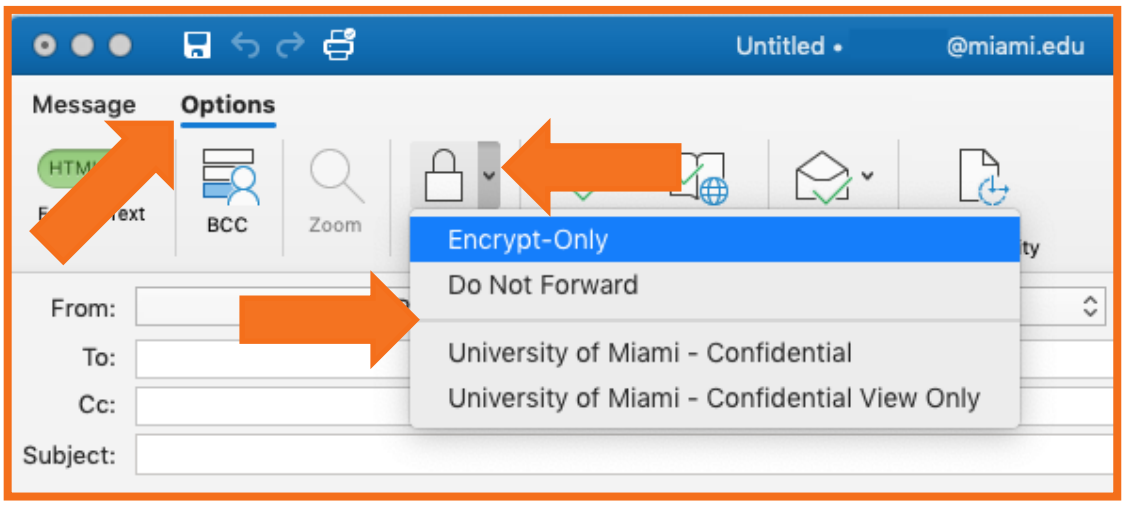
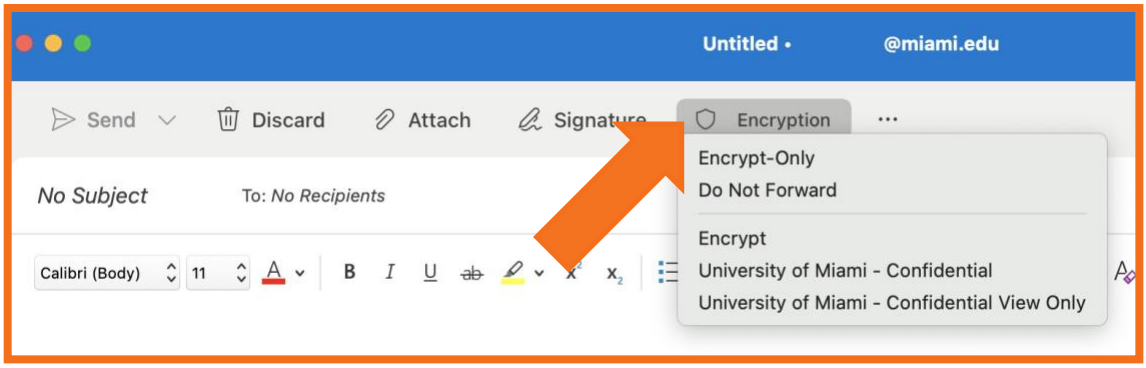
Outlook for Mac for Office 365/2019

1. Create a new message.
2. If using Office 365, click the **Options** tab, click **Encrypt** and select the level of protection.
   - If you are using the New Outlook, click the **3 dots** in the toolbar and then click **Customize Toolbar**.
   - Drag and drop **Encryption** up to the toolbar.
   - Click **Done**.
   - In the email, click **Encryption** in the tool and select the level of protection.
3. If using Outlook 2019, select **Permissions** inside the Options tab.
4. Compose your message and click **Send**.

Using Outlook for Mac for Office 365



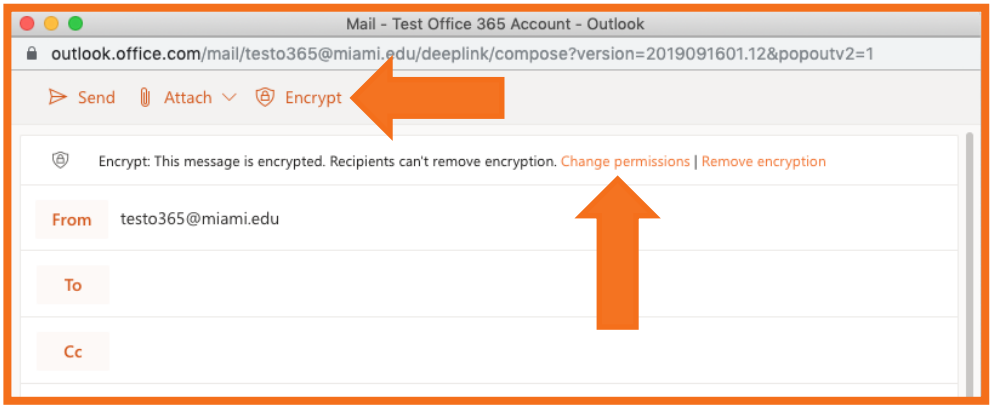
Using New Outlook for Mac

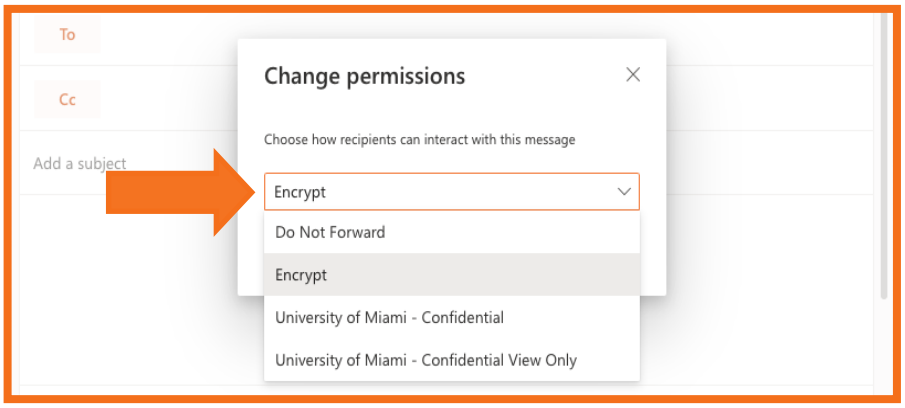


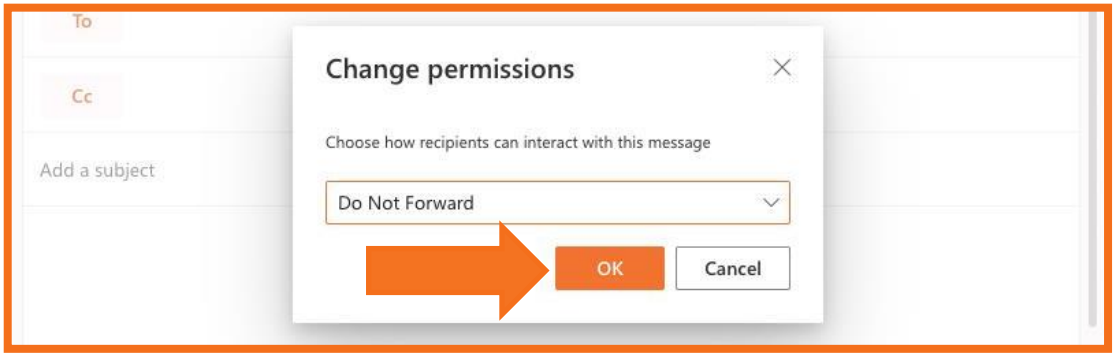
Office 365: Send and Retrieve Protected Emails

Outlook on the web (outlook.miami.edu)

1. Create a new message.
2. Click the **Encrypt** button at the top of the window.
3. By default, **Encrypt** is selected. If you wish to choose a different level of protection, continue to step 4. (If you want to leave the protection level as is, skip to step 7.)
4. Click **Change Permissions** to select a different level of protection.
5. Select the desired permission level from the dropdown list that appears.
6. Click **OK**.
7. Compose your message and click **Send**.







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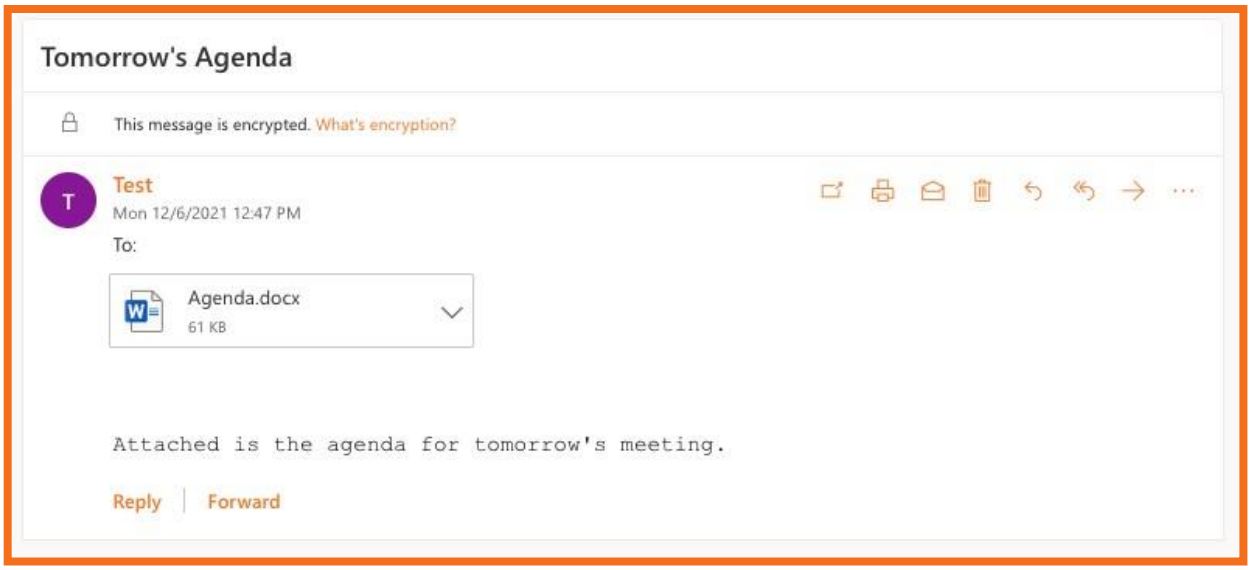
Viewing and Replying to Protected Emails

Using a Microsoft 365 Mailbox (UM mailbox, external Outlook.com, Live.com, etc.)

Follow these steps using your University of Miami mailbox or an external Outlook.com, Live.com or Hotmail.com account.

These steps apply to Outlook for Windows, Outlook for Mac, Outlook for iOS/Android, and Outlook on the web.

1. Open the message.
2. Choose **Reply** or **Reply All**.
3. On the page that appears, type a reply, and choose **Send**. An encrypted copy of your reply message is sent to you.



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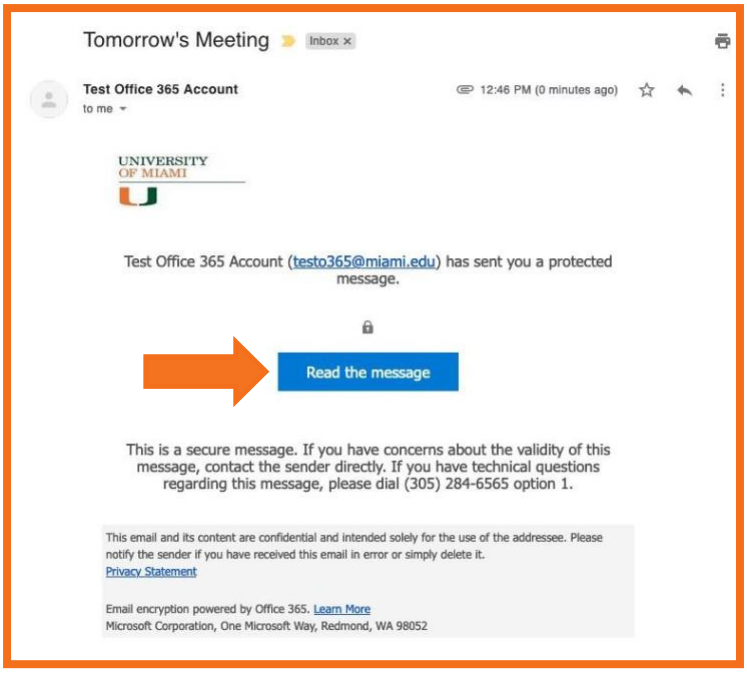
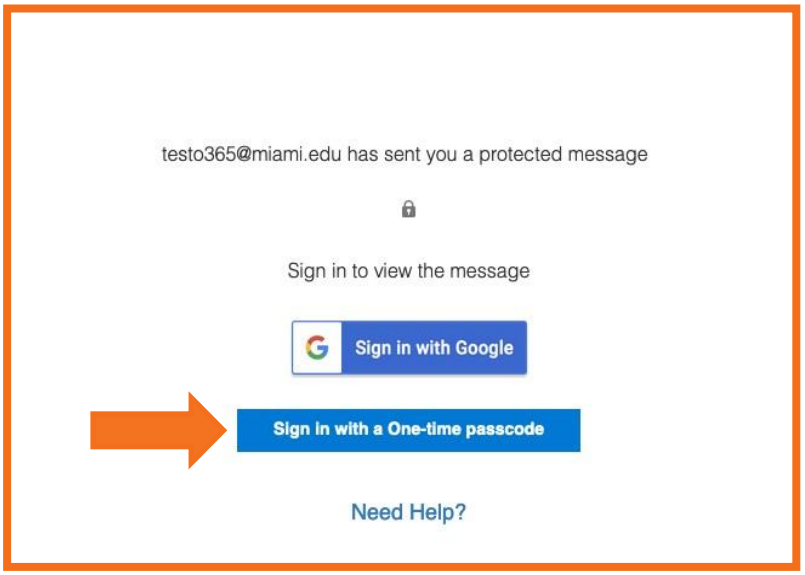
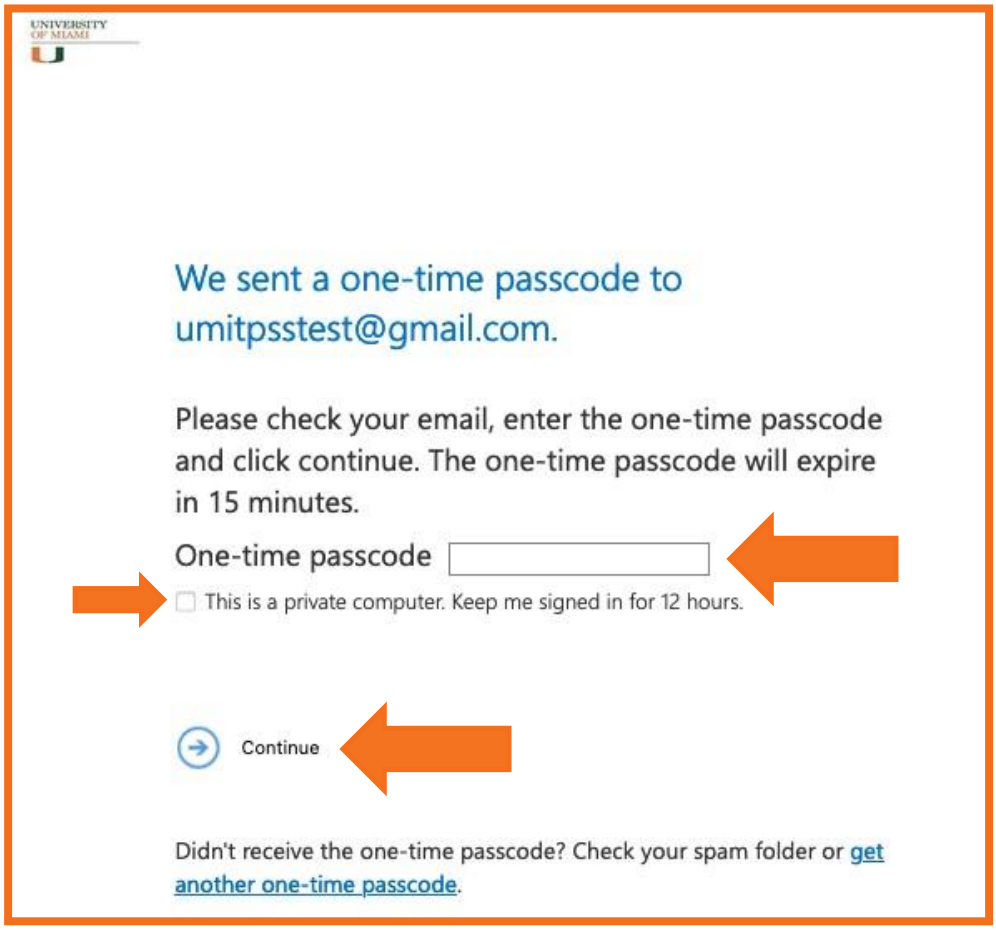
Using an Outside Mailbox (Gmail, Yahoo, etc.)

1. Open the message.
2. Select **Read the message**.
3. On the website that appears, select **Sign in with a One-time passcode**.





4. Once you receive the passcode in a separate email, make a note of the passcode, and then return to the web page where you requested the passcode and enter the passcode.
   - Each passcode expires after 15 minutes.
   - Check the box next to "This is a private computer. Keep me signed in for 12 hours" if you will be receiving several protected messages that day.
   - If the passcode expires, or if you can't open the message for any reason, start over from step 1.
5. Click **Continue**.



6. The contents of the message will display.
7. To reply, click the **Reply All** in the upper right-hand corner. You will receive a copy of your response.
   - If you click the V to the right of Reply all, you will see additional actions such as Reply, Forward, or Print, depending on the level of encryption applied to the message.

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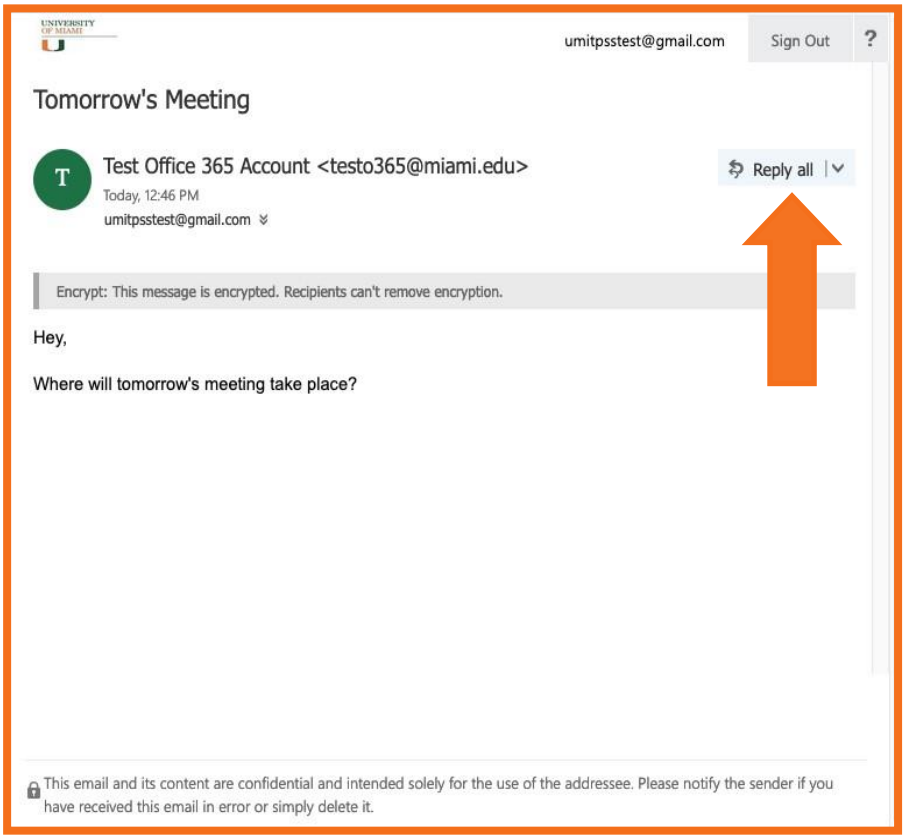

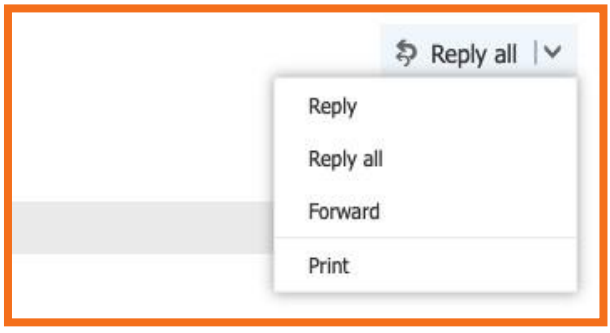

8. Compose your message and click **Send**.

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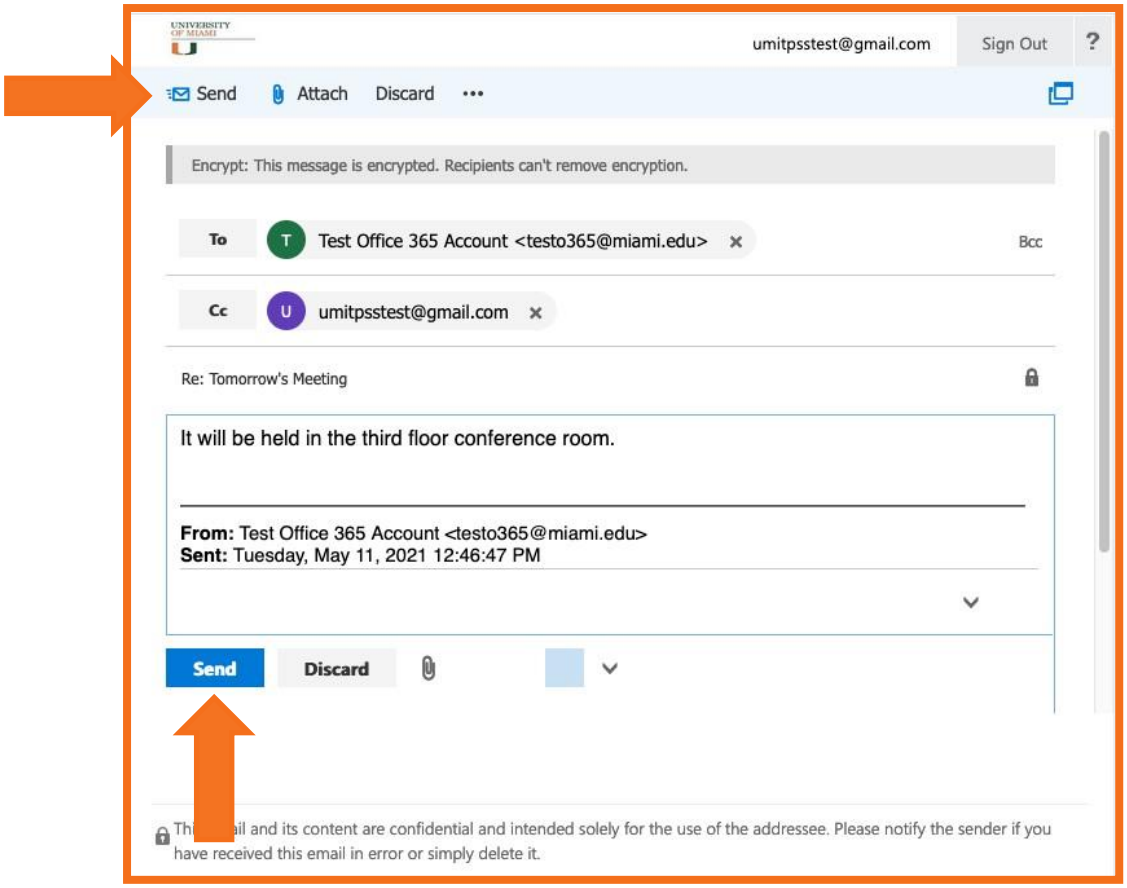
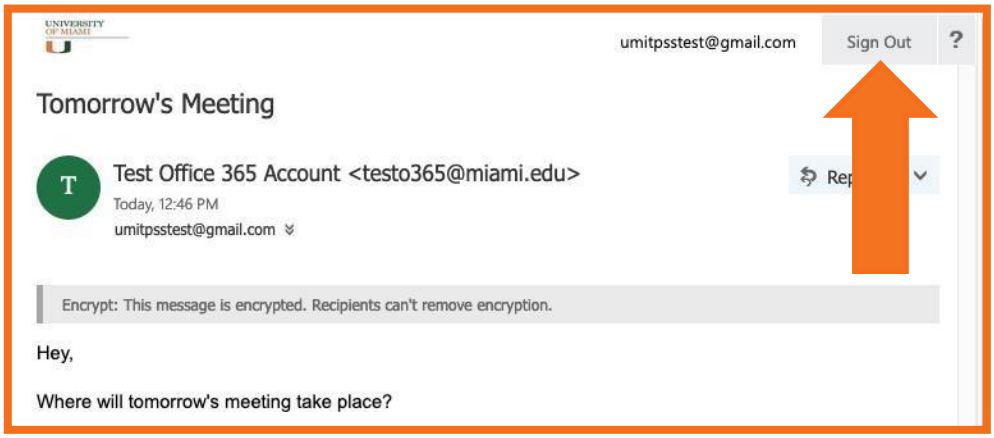
9. You will be taken back to the protected message.
10. Click **Sign Out** in the upper right-hand corner when done.