VERMONT **Email Encryption**

(Effective 9/11/15)

Instructions for sending and retrieving an encrypted email:

PRIMARY METHOD to encrypt messages:

- Email encryption is used by specifying subject line tags. [secure] {secure} (secure) %secure% #secure# [encrypt] {encrypt} (encrypt) %encrypt%

- Email encryption also has automatic scanning built into the encryption gateway to catch sensitive emails such as (Credit Card Numbers, Social Security Numbers)

NOTE regarding sending encrypted messages internally:

Sending messages internally within the State (from a "@vermont.gov" to another "@vermont.gov" account) will automatically encrypt. Email for the State of Vermont is encrypted "in transit" (being sent & received) by Microsoft, as well as while sitting in your mailbox; "at rest". This functionality has been configured as standard practice and there is no additional step required.

Steps to create an encrypted email

1. Create a new email (in your Outlook client or OWA). To force encryption, specify a **subject line tag*** (as shown below).
   *Make sure you add a space after your tag. If you do not, it will not encrypt the message!!
   Example: [secure] Case info (this will encrypt)
   Example: [secure]Case info (this will NOT encrypt because there is no space after the bracket)
   If you do not have anything in the Subject, encryption will occur automatically for the following items that may be contained in the email message: US Passport numbers, bank routing numbers, account numbers, credit cards, social security number, ITIN (Individual Tax ID), etc.
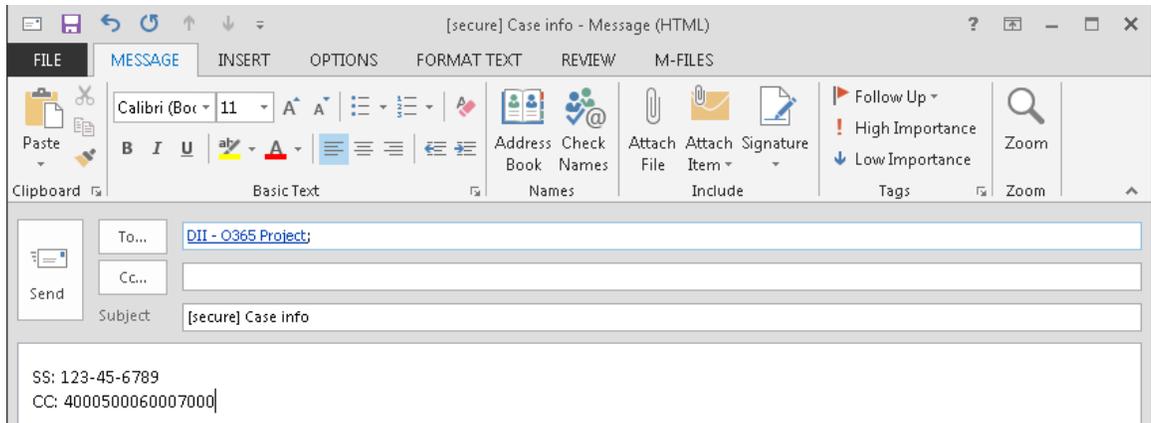
NOTE:

External (non-State of Vermont) users CANNOT initiate an encrypted message to an internal (State of Vermont) user in Office 365. This is not possible with Office 365. The workaround to this is to have an internal State of Vermont user send an encrypted email message to the external recipient. If the external user replies, the message will then be encrypted.

December 3, 2015

Instructions for recipients of secure email
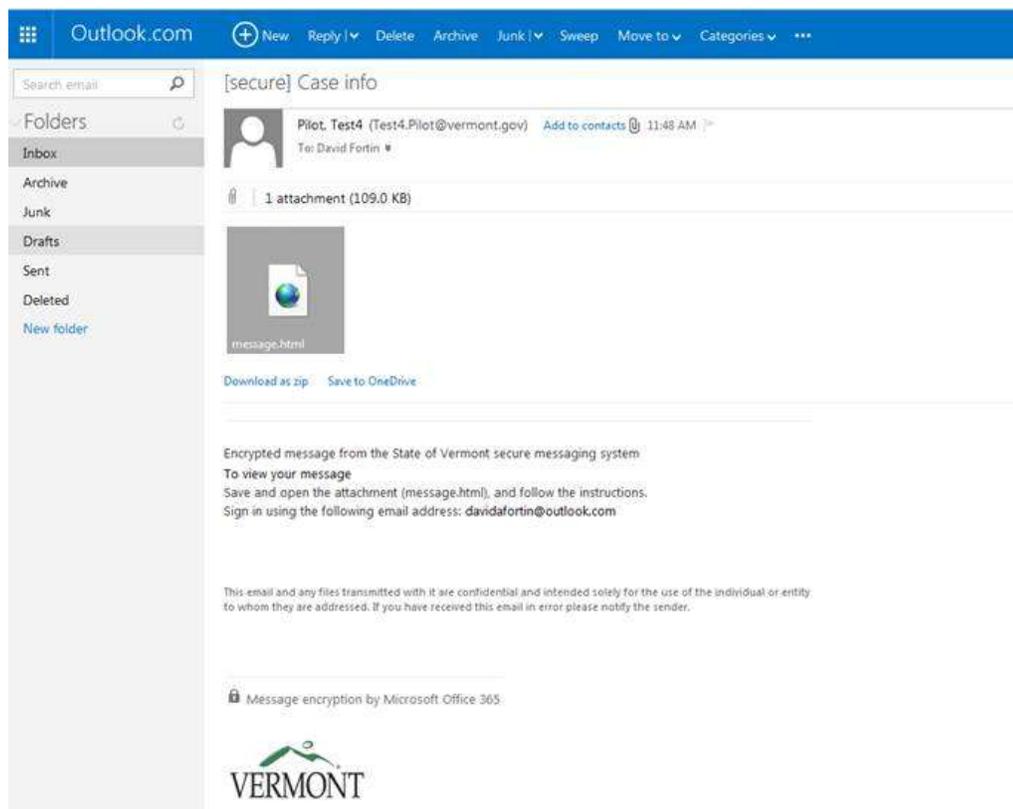
There are 2 methods for recipients to read an encrypted message.

To view and reply to an encrypted message:
1) Using a One-time passcode
2) Using a Microsoft account
3) Reply to an encrypted Message after opening

Use a One-Time Passcode to View an encrypted message:

1. When the recipient receives the encrypted message it will look like this.

2.

2. To read the email, the recipient will need to open the .html attachment. When you open the attachment, it will take you to the State of Vermont secure email portal. Once there, the email recipient should select the "Use a one-time passcode" option.

State of Vermont secure email portal

Encrypted message

From
Test4.Pilot@vermont.gov

To
davidafortin@outlook.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

🔒 Message encryption by Microsoft Office 365

VERMONT

3. The recipient will be taken to a webpage where they will need to input the passcode. The passcode will be emailed directly to them and should appear in their mailbox momentarily. Recipient will see the following on their screen:

We sent a passcode to davidafortin@outlook.com.

Please check your email, enter the passcode that corresponds with the reference code, and click continue. The passcode will expire in 15 minutes.

Reference code: 0955

Passcode [   ]

☐ This is a private computer. Keep me signed in for 12 hours.

→ Continue

Didn't receive the passcode? Click here to get another one.

4. The passcode email message will come from Microsoft Office 365@messaging.microsoft.com. The message will contain two numbers. The first is the reference code, which determines which encrypted email the passcode is for. The second, is the actual passcode which the recipient will need to put into the screen in step 3.

4
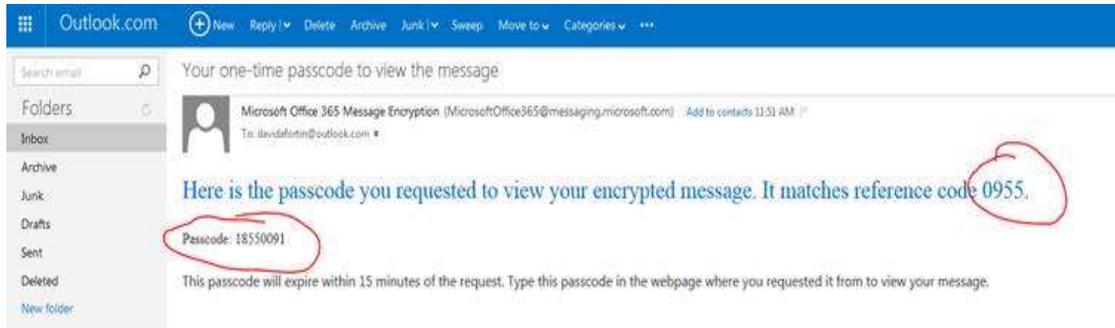
5. Enter the passcode into the appropriate field and click "Continue" to access the message.

December 3, 2015
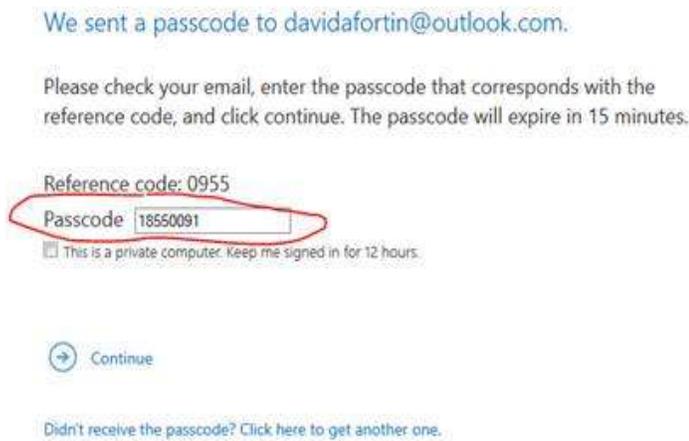
6. The recipient should now be able to view and respond to the email.

💡**Tip:**

Each passcode expires after 15 minutes. If that happens, or if you can't open the message for any reason, start over by opening the attachment again and following the steps. Make sure the reference code in the email containing the passcode matches the reference code in the portal.

Use a Microsoft Account to View and Reply to an Encrypted Message

To view an encrypted message using a Microsoft account

1. Follow the instructions in the email message to save the attachment.
2. Open the *message*.html file and select **Sign in**.

December 3, 2015
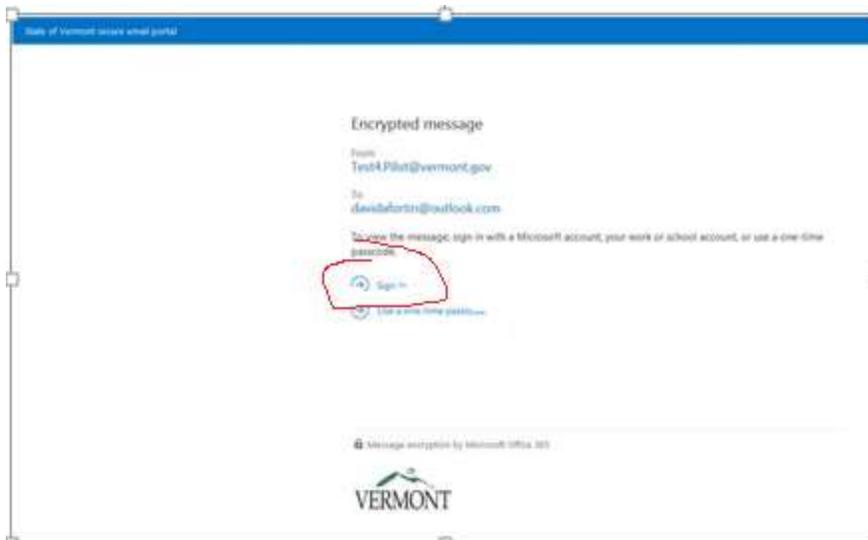
3. Sign in to the encryption portal with a Microsoft account, as instructed in the message. If you don't have a Microsoft account, you can choose the option to create one associated with your email address. (You'll have to fill out a form and complete a verification step.) In order to view the encrypted message, he email address for the Microsoft account must match the address to which the encrypted message was sent.

   If you're already signed in, you won't have to sign in again.

4. After signing in, you can view the contents of the encrypted message.

   Note:
   If you are inactive for more than 15 minutes, you are automatically signed out of the encryption portal.

To reply to an encrypted message

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

7