



## Opening an encrypted email sent by Newport City Council with NO attachments.

This guidance document sets out the instructions for receiving encrypted emails **without any attachments**. If you are receiving an email with a shared link to a file, please refer to the **'How to open a securely shared file'** document.

1. When you open the email from your inbox, you will see the following message. Please note that you cannot preview this message in the reading pane, you will need to double click the email. Click **'Read the Message'**. **Please note** - an encrypted email message will expire within 90 days from when it is originally sent and will not be able to be viewed.

The screenshot shows an email client interface. On the left is a navigation pane with categories like 'Email', 'Items', 'Deleted Items', 'Conversation Hist...', 'Training e...', and 'Folder'. The main area displays an email header from 'NCC - Information Management <information.management@newport.gov.uk>' dated 'Wed 16/06/2022' to 'You'. The body of the email contains the text: 'NCC - Information Management (information.management@newport.gov.uk) has sent you a protected message.' Below this text is a blue button labeled 'Read the message', which is circled in green. At the bottom of the email content, there is a link: 'Learn about messages protected by Office 365 Message Encryption.' A 'Privacy Statement' link is also visible at the bottom of the email content area.



2. If you open the email within the 90-day period (since the email was originally sent), the following message will appear. Click on **'Sign in with a One-time passcode'**.

information.management@newport.gov.uk has sent you a protected message



Sign in to view the message



Sign in with a work or school account

**Sign in with a One-time passcode**

Need Help?

[Privacy Statement](#)

3. An internet browser page will open and you will see a verification box for a one-time passcode. An email will also be sent to you with an **8-digit passcode**. Go back to your email inbox to obtain the code (Check your Junk or Spam folder for the email with the **one-time passcode** if it doesn't appear in your inbox).

We sent a one-time passcode to [nccit.training@outlook.com](mailto:nccit.training@outlook.com).

Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.

One-time passcode

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

**Continue**

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).

Here's how the code will look in the email sent to you. Enter the **8-digit passcode** in the verification box then press **'Continue'**

Here is your one-time passcode

**55352785**

To view your message, enter the code in the web page where you requested it.

NOTE: This one-time passcode expires 15 minutes after it was requested.

This message is automatically generated. Please don't reply to it.



4. You will now be able to read the message.



NCC - Information Management <information.management@newport.gov.uk>

Today, 8:49 AM

'nccit.training@outlook.com' ▾

Encrypt: This message is encrypted. Recipients can't remove encryption.

Personal Information

Confidential

SECRET

personal information

for your eyes only

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu yn y ddwy iaith. Byddwn yn cyfathrebu â chi yn ôl eiddo eiddo.

The Council welcomes correspondence in English or Welsh or both, and will respond to you according to your preference.

Disclaimer/Ymwadiad

This email contains information intended for the addressee only and may be confidential, the subject of legal or professional privilege, or otherwise subject to legal or professional privilege.

**Please note** that if you **'reply'** or **'forward'** the email, it will remain encrypted. This is because the encryption has been set by the email sender and cannot be changed by any email recipient. So, you **cannot** send a reply or forward the email message without the encryption remaining in place.

You may also receive an email which includes a secure link for a file or an attachment that has been shared with you. For instruction on how to access this, please refer to **'How to open a securely shared file'**