

The User Experience When Receiving an Encrypted Message from Microsoft Outlook

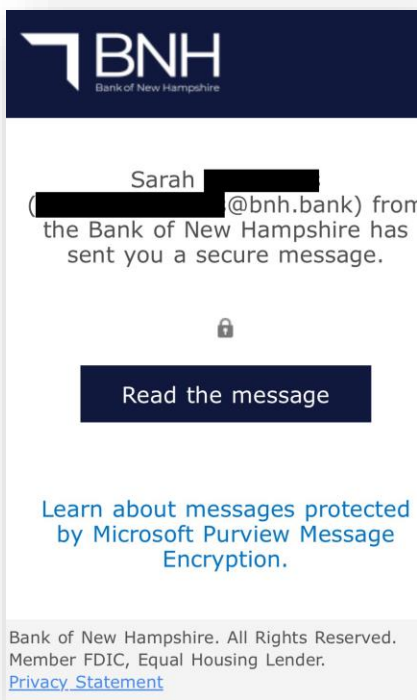
What is the purpose of using Microsoft Email Encryption?

Encryption serves as a digital seal, transforming the email's content into a secure format that is inaccessible to anyone except the designated recipient.

Receiving the Encrypted Email Message

Outlook users will receive the email and be able to read its contents normally, however, may be prompted to re-authenticate as an extra layer of security.

Users who are using Gmail, Yahoo, AOL, or another third-party email service will have a different experience. Those recipients will need to either use their third-party email service, using delegated authentication from that service, or use a one-time passcode. These recipients will receive the notification below:





Using a One-Time Passcode or Third-Party Email Service for Message Access

1. Click on the “[Read the Message](#)” button. You will be directed to a secure portal and asked to sign in to view the message.

Note: If you are using a mobile device and the web page loads within the mail app, the recipient will not be able to retrieve the one-time code. To ensure the web page loads within the default browser app, follow the steps below:

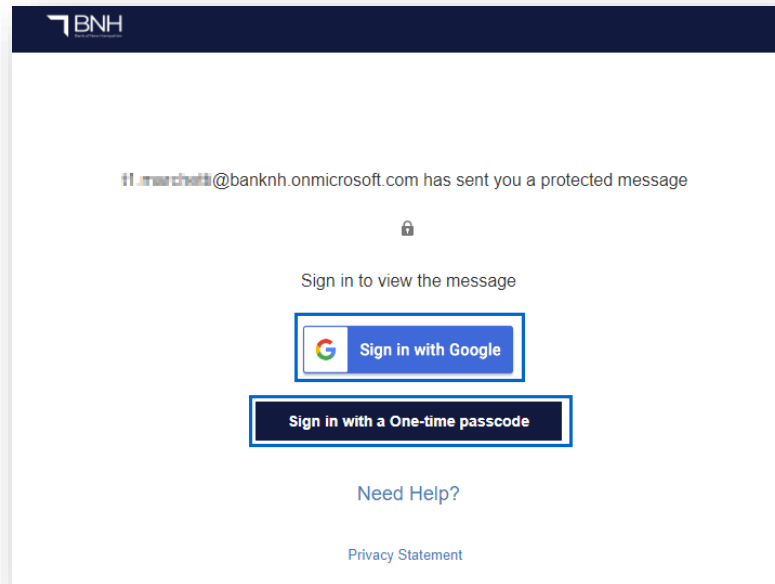
iPhone users:

- a. Click on the “Read the message” button in your mail app
- b. You will be prompted to select a browser option to open the code in.
- c. Select the LAST option “Default Browser app”, then make sure the “Ask me which app to use every time” option is turned off. Following these steps will ensure that the encrypted message is open in the browser and not within the default mail app.
- d. Click on “Sign in with a one-time passcode”
- e. Go back to your mail app (DO NOT close your browser) and copy the one-time code
- f. Paste the code into the “One-Time Passcode” bar and click the Continue button

Android Users:

- a. Open the Settings app on your Android device
- b. Scroll down and select “Apps” (or “Apps & notifications depending on the device)
- c. Select “Default Apps”
- d. Select “Opening links” (or “App links”)
- e. Select the mail app you are using
- f. Adjust the settings for “Open supported links”. Here you can choose to open links within the browser and ensure the “ask every time” option is turned off.

2. Click on the “**Sign in with a One-time passcode**” button

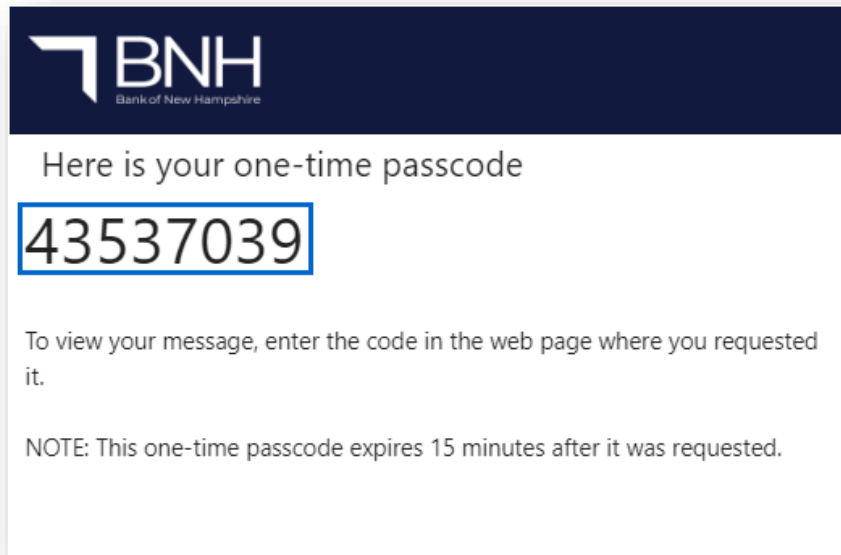


3. Check your email inbox for an email titled “**Your one-time passcode to view the message**”

Note: This email will come from MicrosoftOffice365@messaging.microsoft.com and will be sent to the email address that the encrypted email was sent to. This email is sent by Microsoft and cannot be sent from or viewed by BNH.

Use of this of this one-time passcode is time sensitive. Recipients will only have fifteen (15) minutes to apply the code once it's been issued.

If the recipient fails to use the code before the allotted time has elapsed, they will have to start the process over by clicking “Read Message” again from the original email.



4. Apply the one-time passcode to the appropriate space in the portal window.
5. Click “[Continue](#)” to gain access to the encrypted message. This will then open the encrypted message itself. Here you can review the message contents, look at any attachments that may have been sent, and respond to the sender.

Should you require support, please contact the sender of the encrypted message or contact BNH Customer Support: [Contact Us - Bank of New Hampshire \(bnh.bank\)](#)