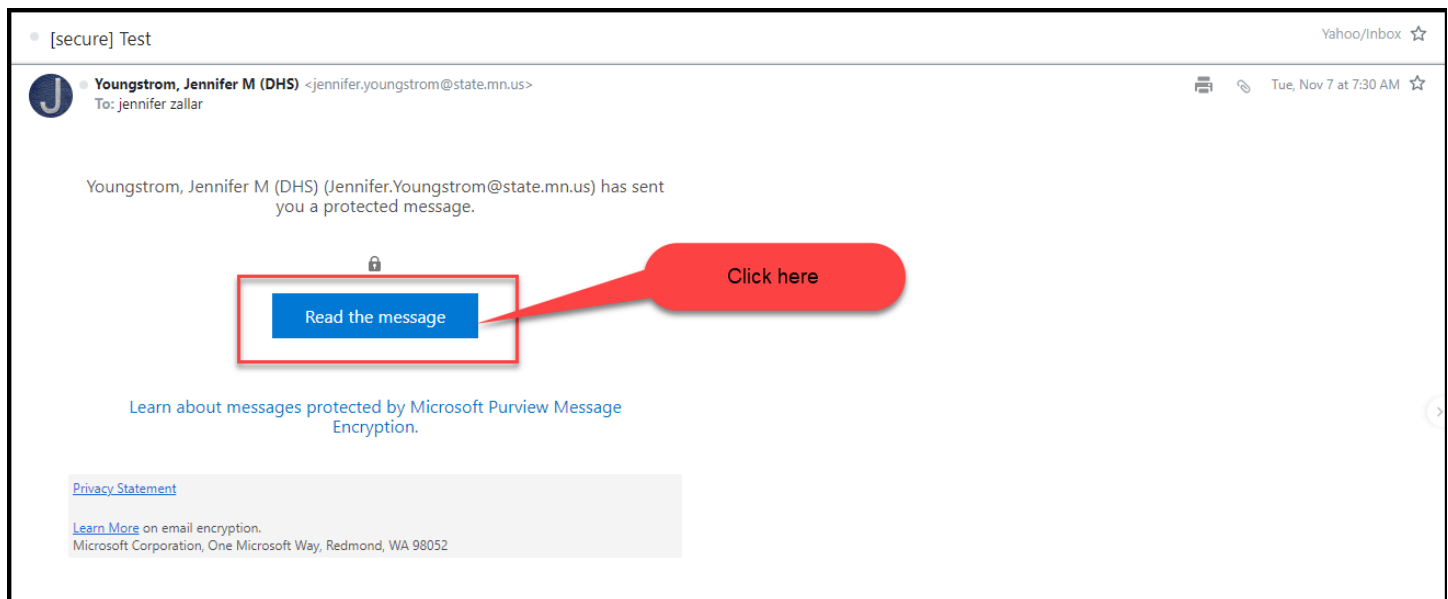


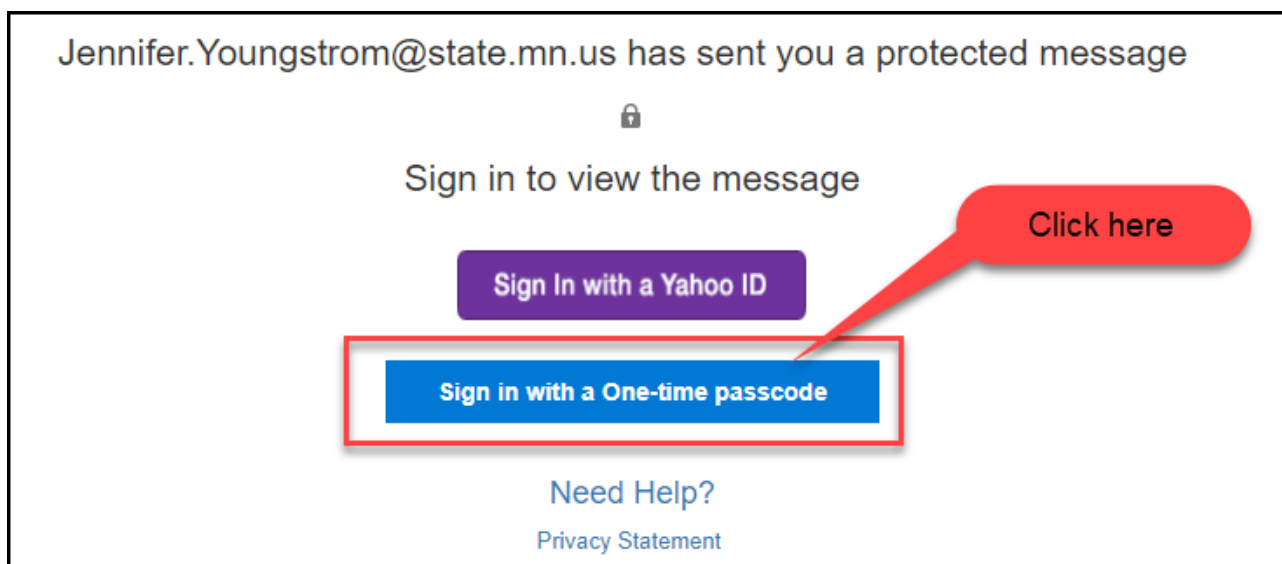
How to access and reply to DHS' encrypted email

DHS uses Outlook Microsoft 365 email encryption. Encrypted emails are required to be used when emailing content that contains protected data. Use the below steps to open and reply to a DHS' encrypted email.

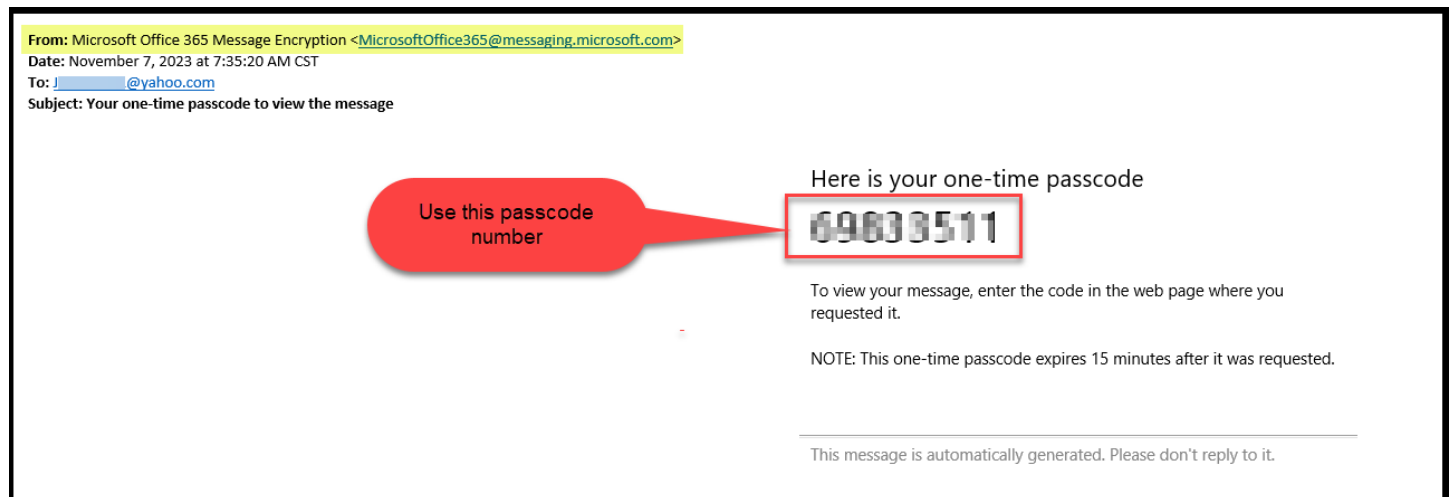
Step 1: Click on the box 'Read the message' to access the encrypted email. The email will open up in a web browser.



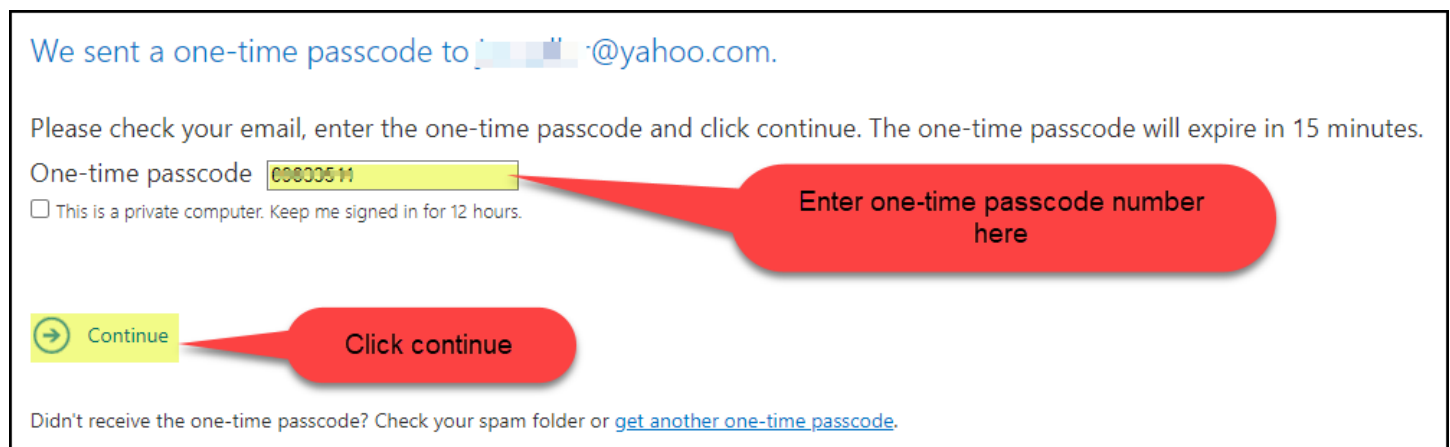
Step 2: Click on the box 'Sign in with a One-time passcode'. If the option is available, you may also sign in with your email account (e.g., Yahoo, Gmail, etc.). If you sign in with your email account, follow the prompts provided by your email provider.



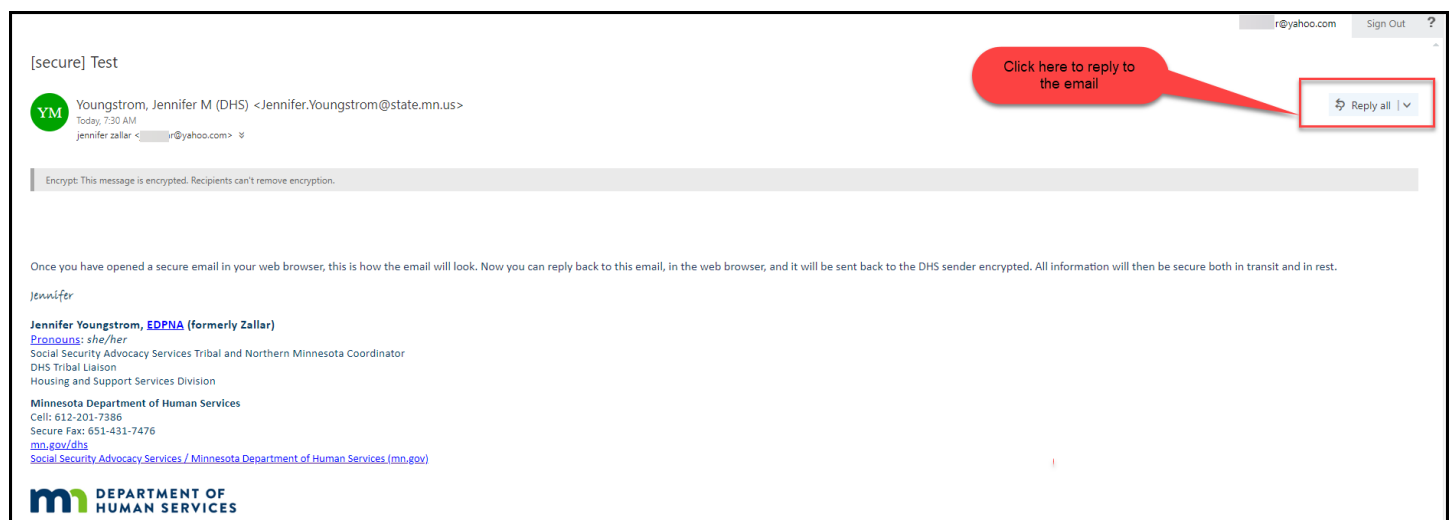
Step 3: Check your email inbox for an email from 'Microsoft Office 365 Message Encryption'. The email contains the one-time passcode you need to enter in the box.



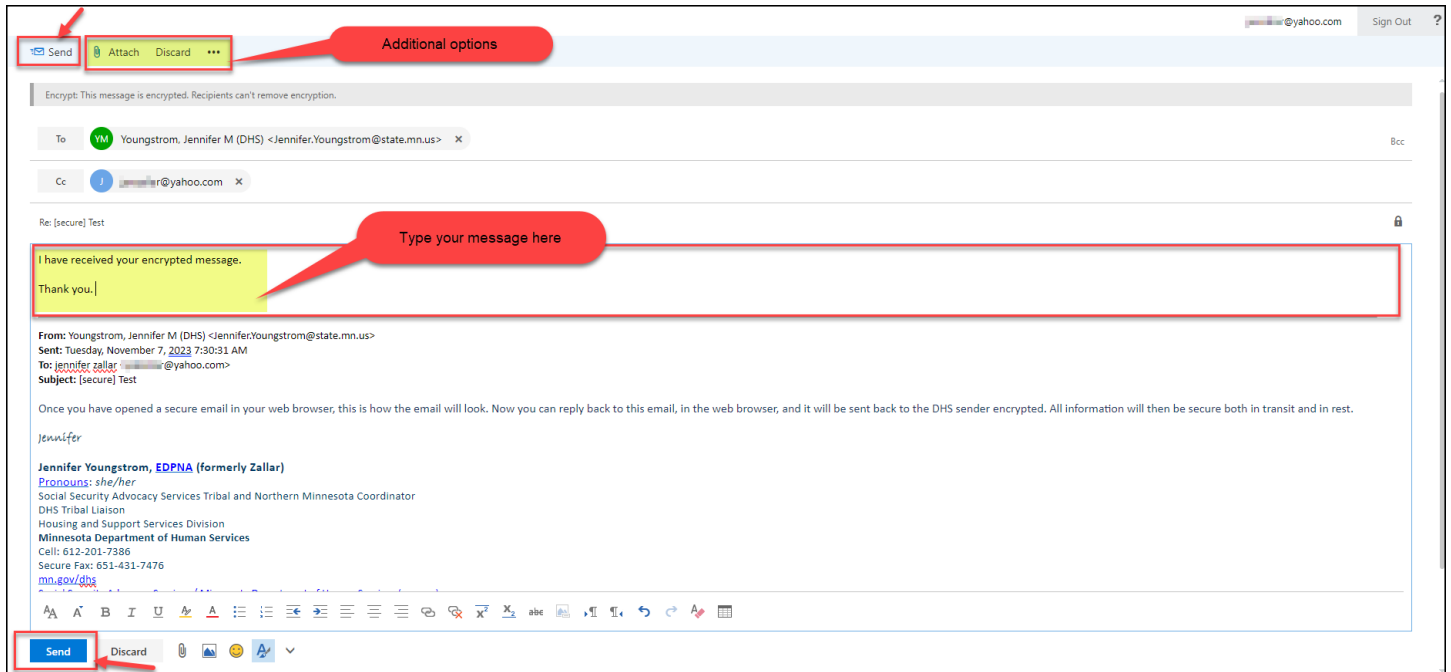
Step 4: Go back to the web browser and enter the passcode number in the box and click Continue. Follow the prompts on the page.



Step 5: You can now read and reply to the encrypted message. To reply back using the encrypted email, click on the reply button in the upper right-hand corner in the email. This is the **only** way to reply back to the DHS' encrypted message unless you use your own encryption software.



Step 6: After clicking on the reply button, you can type your message, attach a document, discard the draft, or click on the three dots for more options. Once your message is complete, click on the send button.



If you have any questions or need additional help, contact the DHS person who sent you the encrypted email.