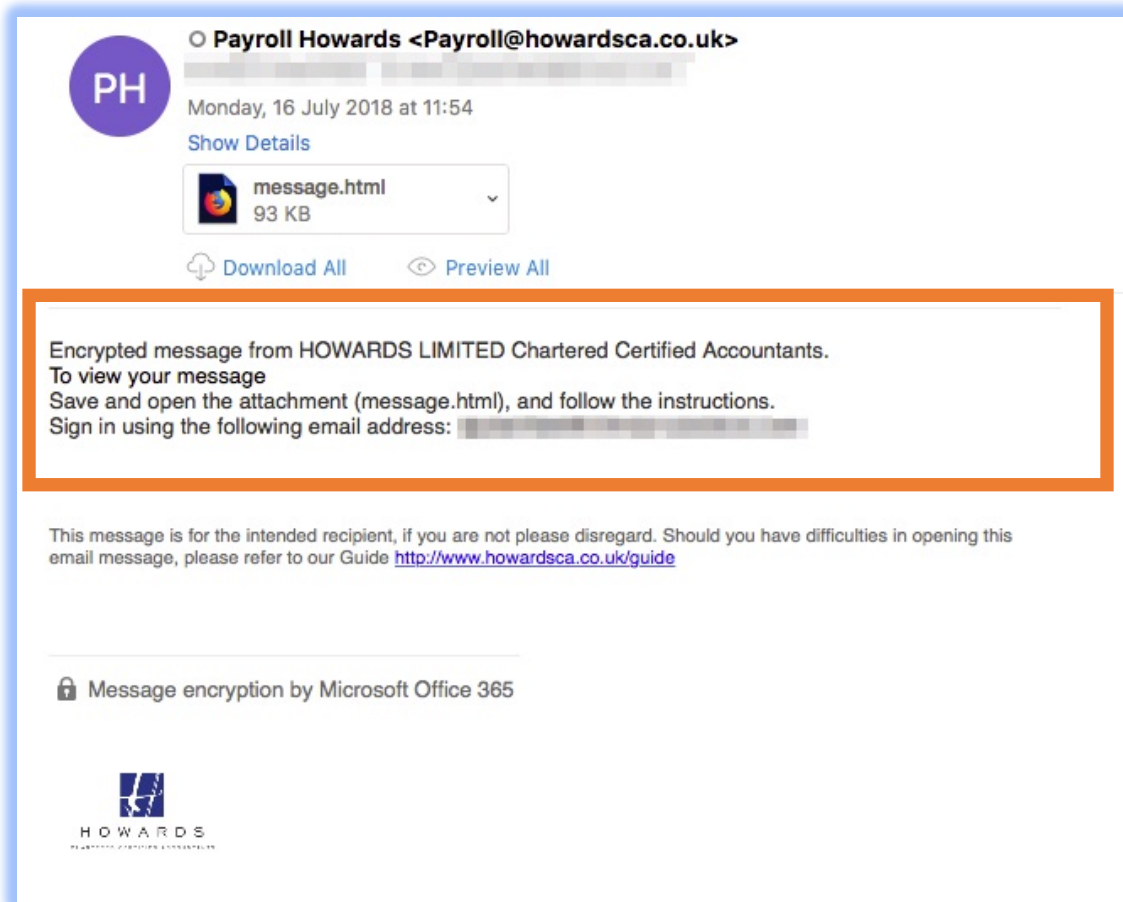


## Viewing an Encrypted Email

If your email system is hosted on a system other than Office 365, you will receive the below email. To read the email, please follow the steps in the email.



The screenshot shows an email from Payroll Howards <Payroll@howardsca.co.uk> dated Monday, 16 July 2018 at 11:54. The email contains an attachment named 'message.html' (93 KB). Below the attachment, there are buttons for 'Download All' and 'Preview All'. The main body of the email is highlighted with an orange border and contains the following text:

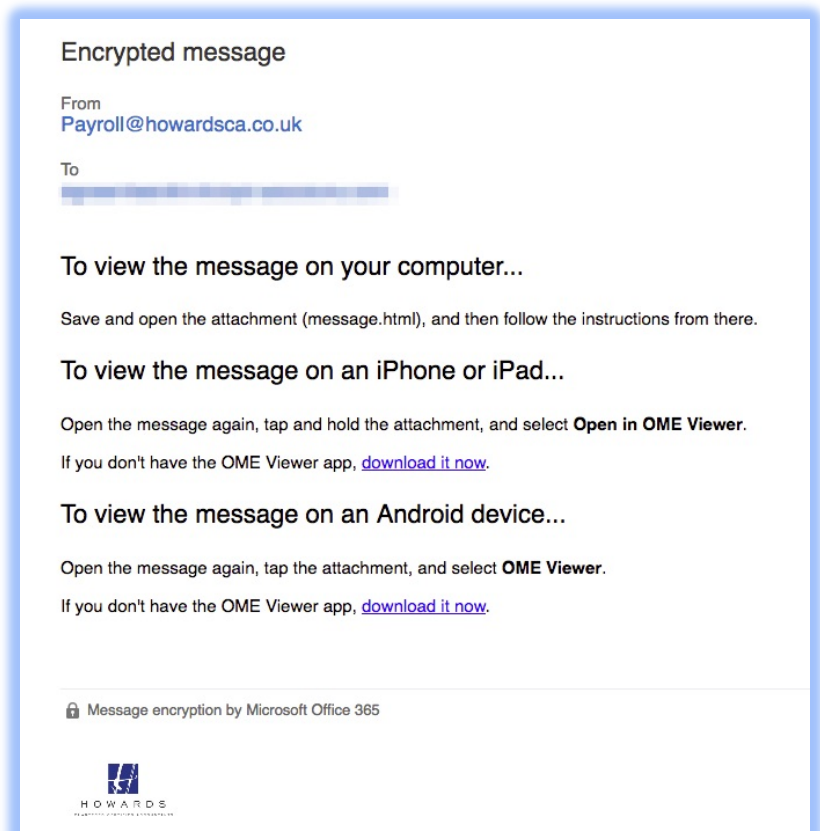
Encrypted message from HOWARDS LIMITED Chartered Certified Accountants.  
To view your message  
Save and open the attachment (message.html), and follow the instructions.  
Sign in using the following email address: [redacted]

Below this, there is a disclaimer: "This message is for the intended recipient, if you are not please disregard. Should you have difficulties in opening this email message, please refer to our Guide <http://www.howardsca.co.uk/guide>".

At the bottom, there is a lock icon and the text "Message encryption by Microsoft Office 365" and the Howards Limited logo.

The email will contain an encrypted attachment. You will need to 'Save' and 'Open' the attachment (Message.html) and follow the instructions.

NB: Whilst trying to open the file, if you get the view in screenshot to the right, you will need to go back to the email and place the cursor over the attachment to see the 'Save', 'Open' and 'Download' options.



The screenshot shows an email titled "Encrypted message" from Payroll@howardsca.co.uk. The recipient's name is redacted. The email body contains the following instructions:

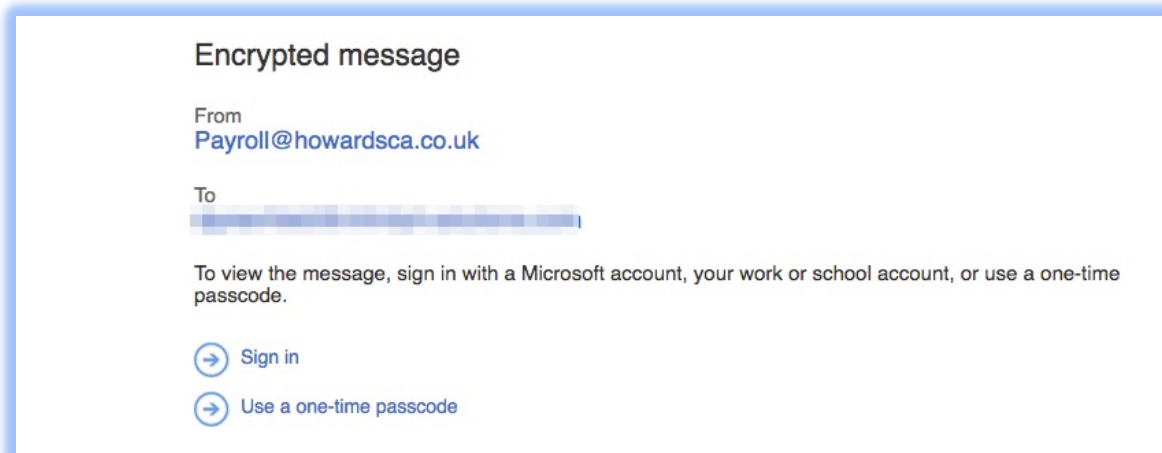
**To view the message on your computer...**  
Save and open the attachment (message.html), and then follow the instructions from there.

**To view the message on an iPhone or iPad...**  
Open the message again, tap and hold the attachment, and select **Open in OME Viewer**.  
If you don't have the OME Viewer app, [download it now](#).

**To view the message on an Android device...**  
Open the message again, tap the attachment, and select **OME Viewer**.  
If you don't have the OME Viewer app, [download it now](#).

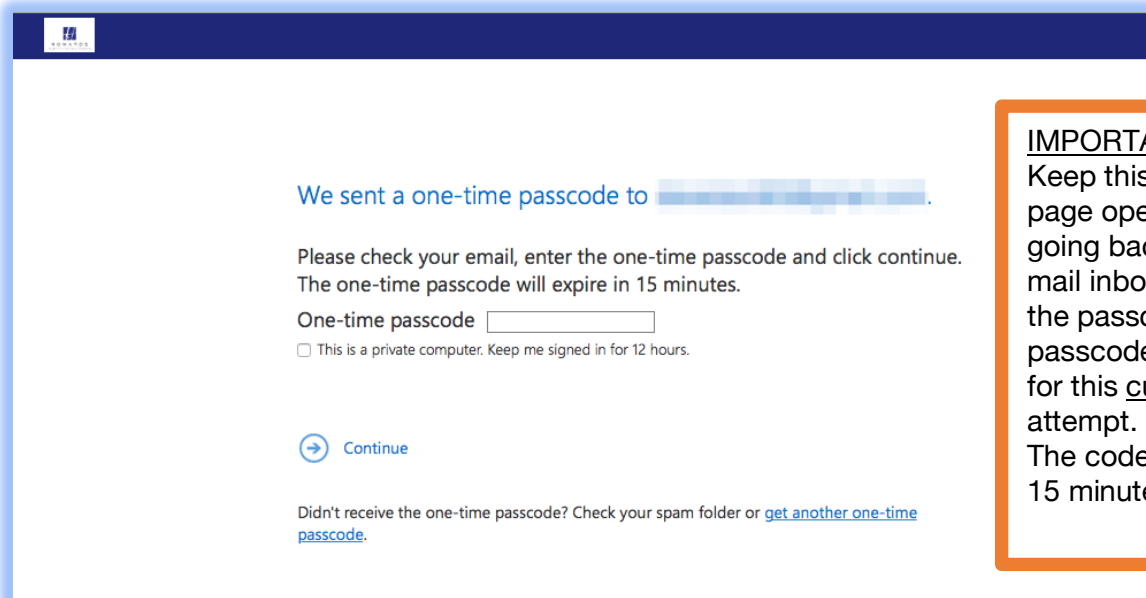
At the bottom, there is a lock icon and the text "Message encryption by Microsoft Office 365" and the Howards Limited logo.

Depending on your email system, you will be taken to the Howards secure portal where you will be required to authenticate. At this stage you can either use a one-time passcode or click 'sign in' to authenticate with your provider. Sign in details will be your username and password for your email account of this received encrypted email.



### Sign In with a one-time passcode

Should you want to authenticate using a one time pass code, then this option will send you a passcode to your email address in which you will need to enter in the below box.



**IMPORTANT:**  
Keep this current page open whilst going back to your mail inbox to retrieve the passcode. The passcode is only valid for this current login attempt. The code will expire in 15 minutes.

Clicking 'continue' will take you to the email that was sent to you.

If the page is closed down in error while awaiting the code, then go back to the email, follow through the process and wait for another onetime passcode to be sent to you. The first code will now **NOT** open the message, you will have to wait for the second code to arrive.