

MICROSOFT OFFICE 365 ENCRYPTION – RETRIEVING MY EMAILS

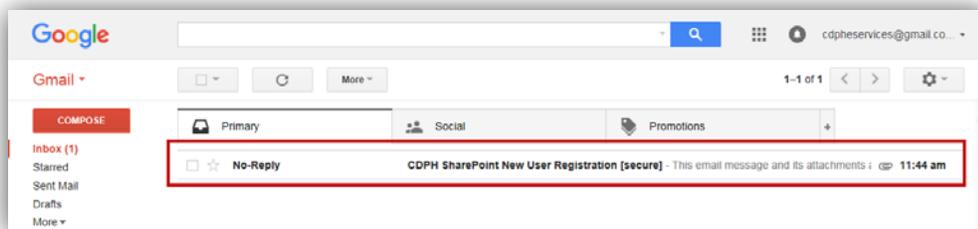
The information that you are about to receive from the California Department of Public Health (CDPH) is considered confidential. Due to the nature of the content, the email will be sent as a secure email and is encrypted. In order to view the information contained in the email, you will need to unencrypt the message. This guide will walk you through the process of retrieving your secure email from CDPH using the Microsoft Office 365 Encryption.

Before getting started...

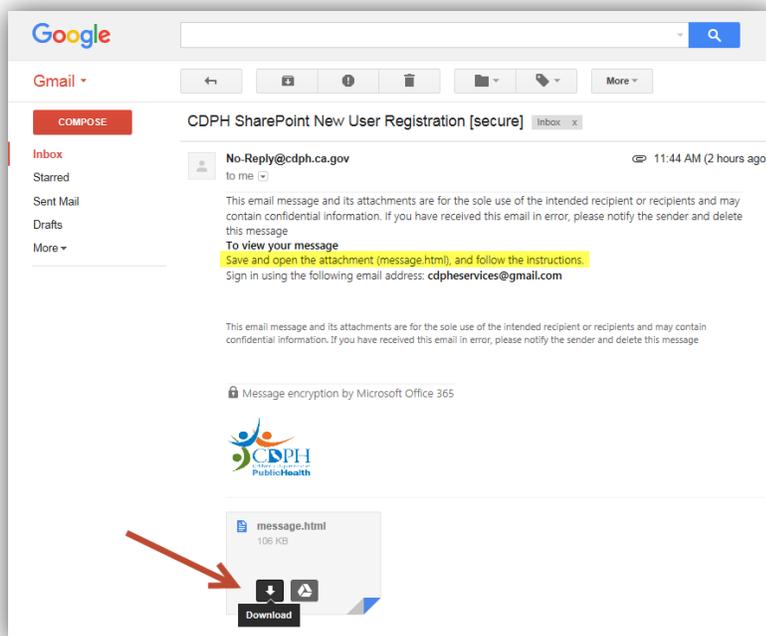
 If you know that you should be receiving a secure email message from CDPH, but have not yet seen it in your mailbox, please check your **spam** folder.

RETRIEVING THE 'MESSAGE.HTML'

1. Once message is identified in mailbox, **open the email.**



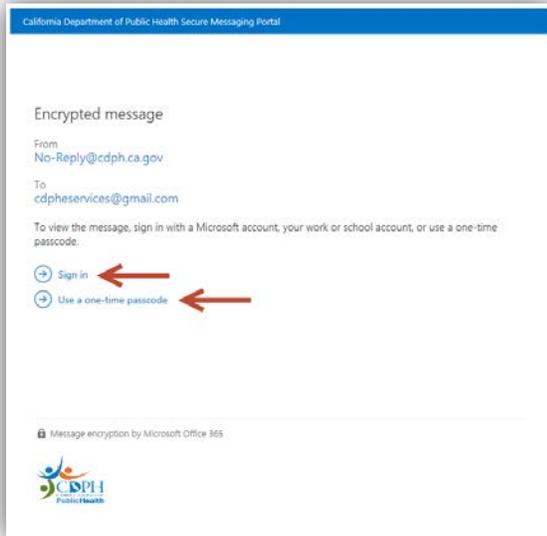
2. **Save (download) and open** the attachment “message.html.”



3. Once the attachment “message.html” is open, you can either select “**Sign In**” or “**Use a one-time passcode.**”

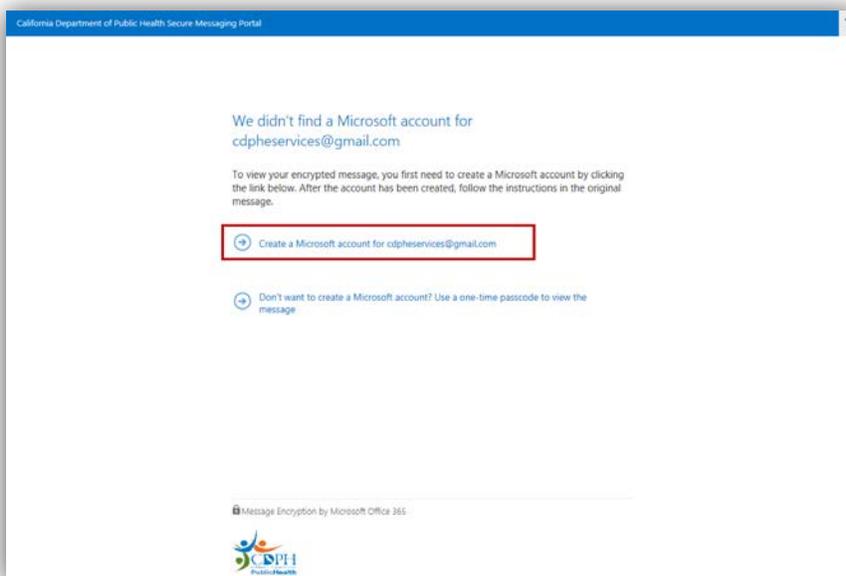
Sign In: Create a Microsoft account to view your message. This involves a registration process.

Use a one-time passcode: You will be emailed a one-time passcode which can be used to retrieve your message.



OPTION A: SIGN IN (SET-UP AN ACCOUNT)

1. After selecting “Sign In” Microsoft will look to see if you have an existing account. If you do, you can go ahead and sign in to view your message. If not, you will receive a message “We didn’t find a Microsoft account for YOUR EMAIL.” **Select “Create a Microsoft account for YOUR EMAIL.”**

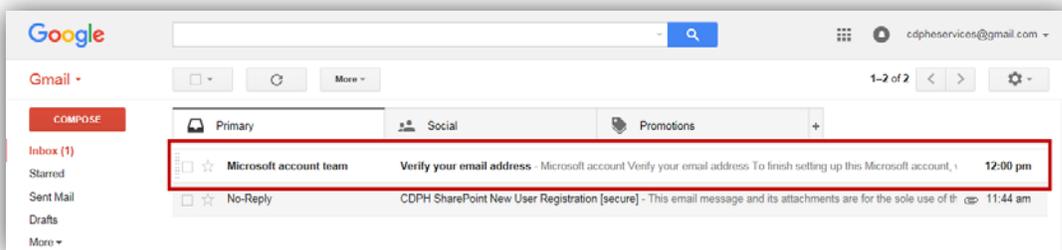
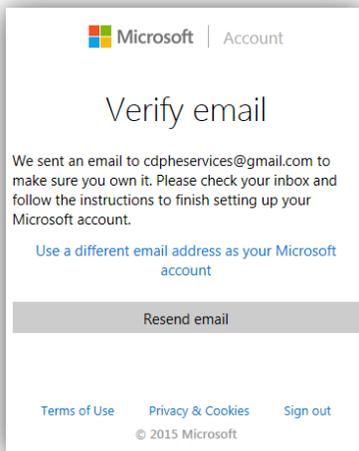


2. **Fill out** the required information and then **click “Create account.”**

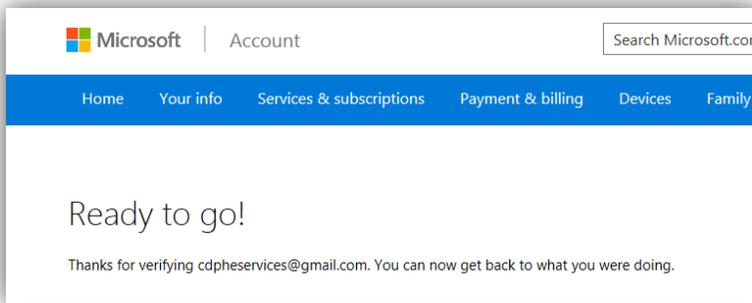
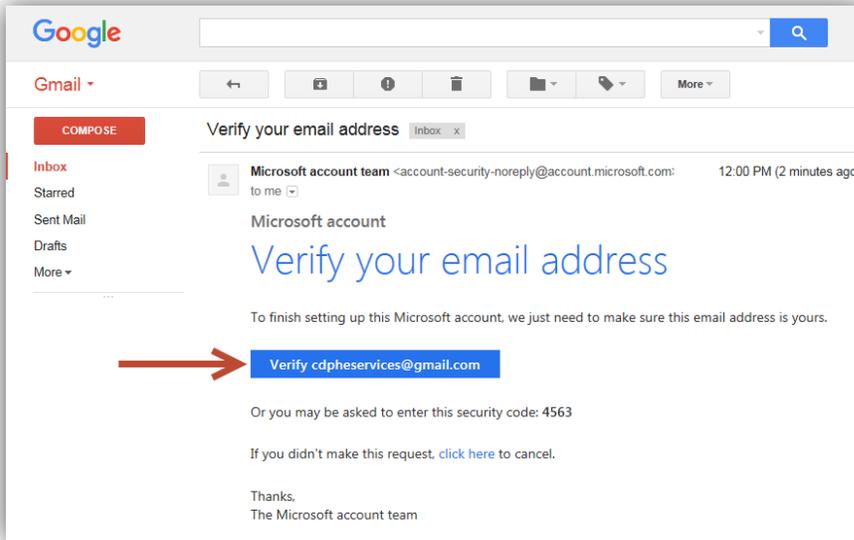
The screenshot shows the Microsoft account creation page. At the top, it says "Microsoft" and "Create an account". Below this, there is a paragraph explaining that any email address can be used as the user name. The form includes fields for "First name" and "Last name", both of which are highlighted with red boxes and have the text "This information is required." below them. Other fields include "User name" (with "cdpheservices@gmail.com" entered), "Password" (with a note "8-character minimum; case sensitive"), "Reenter password", "Country/region" (set to "United States"), "Birthdate" (with dropdowns for Month, Day, and Year), and "Gender" (with a "Select..." dropdown). At the bottom, there is a "Help us protect your info" section.

The screenshot shows the verification step of the account creation process. It includes a "United States" dropdown, "Birthdate" dropdowns for Month, Day, and Year, and a "Gender" dropdown. Below these is a "Help us protect your info" section with the text "Your phone number helps us keep your account secure." and a "Country code" dropdown set to "United States (+1)". There is a "Phone number" input field. A message states "Before proceeding, we need to make sure a real person is creating this account." followed by a CAPTCHA image showing the letters "MBEJUR" and two buttons labeled "New" and "Audio". Below the CAPTCHA is an "Enter the characters you see" input field. A checkbox is checked with the text "Send me promotional offers from Microsoft. You can unsubscribe at any time." Below this is a link to "Click Create account to agree to the Microsoft Services Agreement and privacy and cookies statement." The "Create account" button is highlighted with a red box.

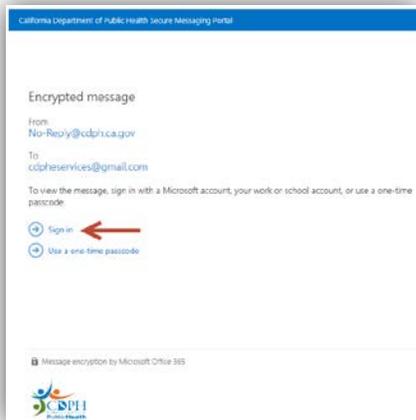
3. Once you click “Create account” go back to your email to retrieve the account creation confirmation email.



4. Click the link “Verify YOUR EMAIL” and you will receive a confirmation “Ready to go!”



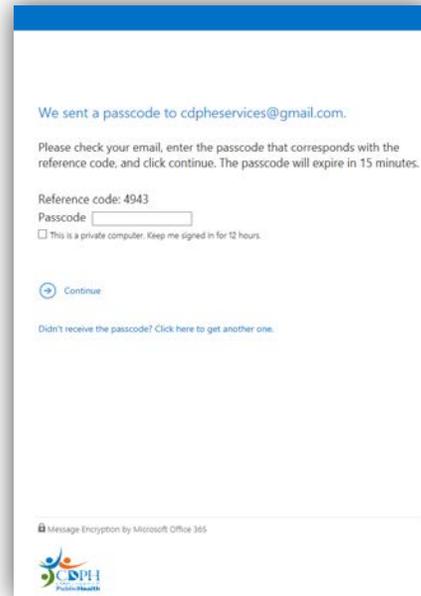
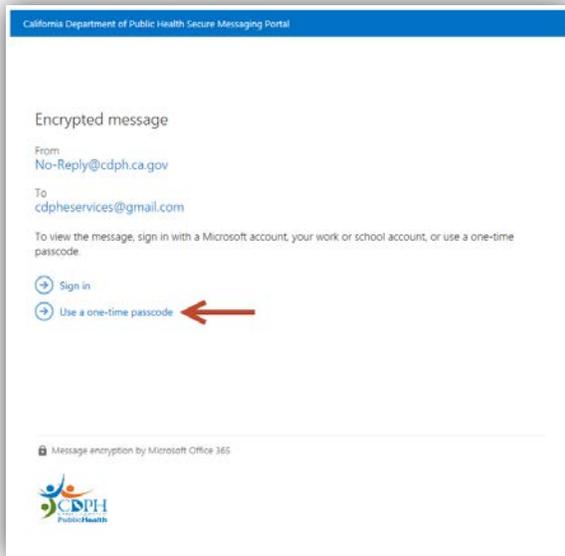
5. Now that your account is setup, **open up the original “Message.html.”** This can be retrieved from where you saved the “Message.html” file or from the original encrypted email.
6. **Click “Sign In.”** You will either be automatically signed in and taken to your message or you may have to enter the new credentials that you just created.



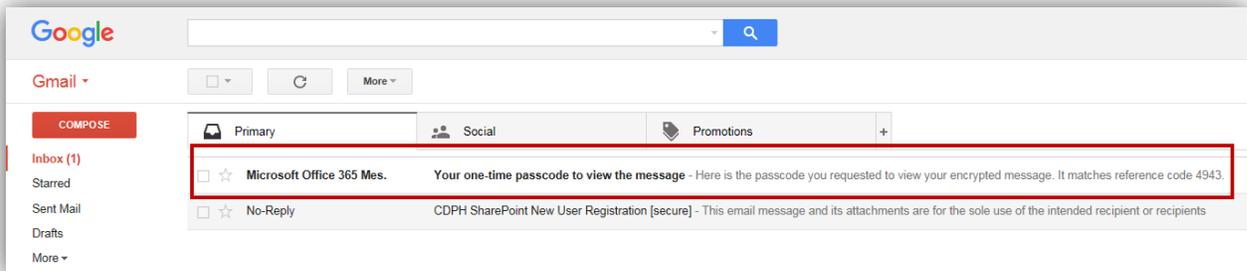
You can now view the message.

OPTION B: USE A ONE-TIME PASSCODE

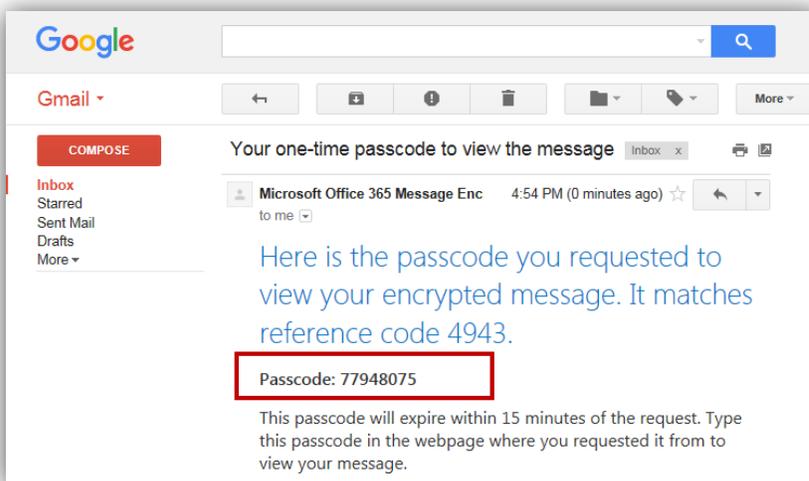
1. Select "Use a one-time passcode." An email will be sent to your email address and you will receive a confirmation "We sent a passcode to YOUR EMAIL."



2. Retrieve the passcode email from your mailbox.



3. Copy the PASSCODE contained in your email.



4. Paste the PASSCODE in the "Passcode" field and click "Continue."

We sent a passcode to cdphservices@gmail.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: 4943

Passcode [77948079]

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

[Continue](#) 

[Didn't receive the passcode? Click here to get another one.](#)

 Message Encryption by Microsoft Office 365



You can now view the message.