

# *Opening Encrypted Email Messages Instructions*

Last Updated: March 2023

## Introduction

Email encryption allows the Department of Financial Protection and Innovation (DFPI) to communicate securely with the other financial regulators, licensees, state agencies, and the public.

If you receive an email message from DFPI (@dfpi.ca.gov) with “[secure]” or “[encrypt]” in the Subject line, the following instructions will assist you to open the encrypted message and respond as necessary.

## How to open an encrypted email message from the Department of Financial Protection and Innovation

- 1) *Open the secure message in your Inbox.*

LastName, FirstName@DFPI (FirstName.LastName@dfpi.ca.gov) has sent you a protected message.



Read the message

Learn about messages protected by Microsoft Purview Message Encryption.

[Privacy Statement](#)

[Learn More](#) on email encryption.

Microsoft Corporation, One Microsoft Way, Redmond, WA 98052



message\_....rpmsg

17kB

- 2) *CLICK on **READ THE MESSAGE** blue box*

- 3) *Sign in dialog box will appear, Click “**Sign in with a One-time passcode**” to view the message*  
*Or, Sign in with a work or school account if you have existing Microsoft account*

FirstName.LastName@dfpi.ca.gov 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](#)

- 4) *The Outlook.Office365.com URL will open with the following:*

We sent a one-time passcode to

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.](#)



- 5) If you receive or expect to receive a high volume of encrypted email correspondence from the Department of Financial Protection and Innovation, we recommend you **click on the box next to “This is a private computer, Keep me signed in for 12 hours”**.

One-time passcode

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

- 6) Return to your email account and open the new email from Microsoft Office 365 Message Encryption titled **“Your one-time passcode to view the message”**

Here is your one-time passcode

79579216

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.

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

- 7) Go back to the Microsoft Office 365 Message Encryption page and enter the passcode:

One-time passcode

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

- 8) Select **“Continue”** and the encrypted email message will open.

[Secure] Message Encryption



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

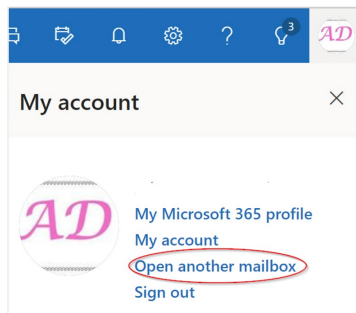
Sending this message with encryption

DFPI

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**NOTE: If you are opening the encrypted email message through a shared mailbox, Microsoft recommended to use the Outlook web browser**

1. Sign in your own account in Outlook Web App – <http://outlook.office365.com/>
2. On the Outlook Web App navigation bar, select your name located on the upper right corner. Your initial or image list appears.



3. Select **Open another mailbox.**

Open another mailbox

4. Type the email address of the other mailbox that you want to open and then select **Open**. Or, start typing and then select **Search contacts and directory** to find the mailbox you want to open. Select the shared mailbox you want to open, and then select **Open**. Another Outlook Web App session opens in a separate window, allowing access to the other mailbox.

**Tip:** If you mistype the email address of the mailbox, the result is "No match was found." Try retyping the email address.

If you are having issues opening the encrypted email message, please contact your IT department for help.

Any further assistance, please contact the Department of Financial Protection and Innovation at (866)275-2677.