

External Partner Microsoft Purview Encryption Documentation

FirstCarolinaCare has transitioned to Microsoft Purview Message Encryption for protection of sensitive data that is transmitted through email to external entities.

What to Expect

No Portal Experience:

If your company utilizes Microsoft Purview Message Encryption, when an encrypted email is received from a FirstCarolinaCare team member you won't need to log into the portal to access the email. The encrypted email will display within Outlook, and you will notice a padlock icon on the email with a tooltip stating, *"This message is encrypted."*

Portal Experience:

If your company does not utilize Microsoft Purview Message Encryption, you will be forced to use the Microsoft Purview Message Encryption portal to view the encrypted email from a FirstCarolinaCare team member.

When a FirstCarolinaCare team member sends you an encrypted email using Microsoft Purview Message Encryption, you will receive the following email notification displayed below:



Adam.Schmidt (Adam.Schmidt@firstcarolinacare.com) has sent you a protected message.



[Read secure message](#)

Access to the message will expire on Thursday, May 23, 2024 2:49 PM (UTC)

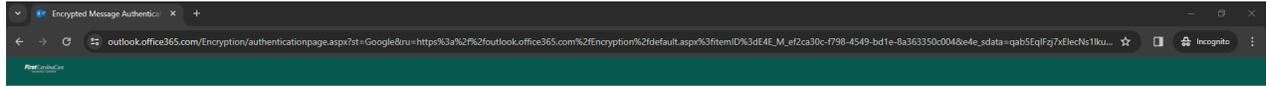
[Learn about messages protected by Microsoft Purview Message Encryption.](#)

[Privacy Statement](#)

[Learn More](#) on email encryption.

Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

To view the encrypted email, click “**Read secure message**” and it will direct you to the following page displayed below:



Adam.Schmidt@firstcarolinacare.com has sent you a protected message

[Sign in with a One-time passcode](#)

[Need Help?](#)

[Privacy Statement](#)

Next, you will select “**Sign in with a One-time passcode**” and you will receive the following email with a one-time passcode from “MicrosoftOffice365@messaging.microsoft.com”:



Here is your one-time passcode

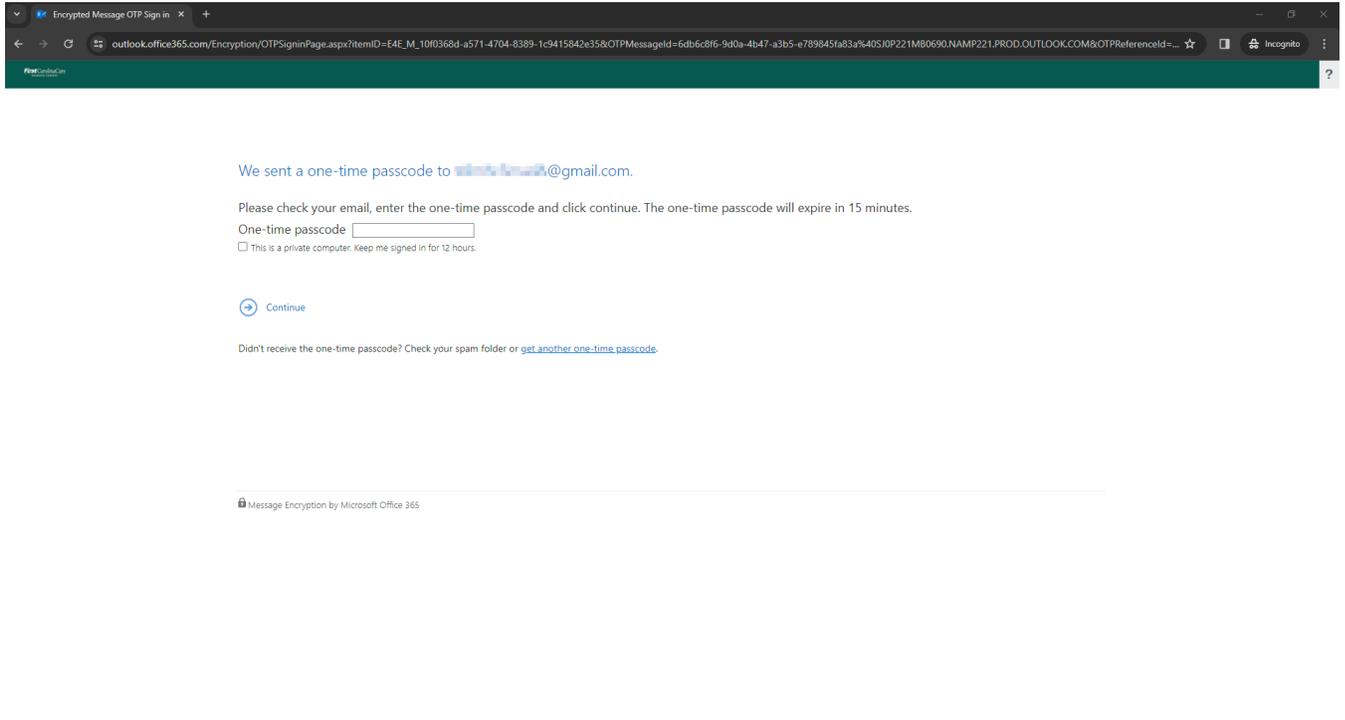
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To view your message, enter the code in the web page where you requested it.

NOTE: This one-time passcode expires 15 minutes after it was requested.

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

Navigate back to the Microsoft Purview Message Encryption portal and input the OTP (one-time passcode) from the email notification you received from **'MicrosoftOffice365@messaging.microsoft.com'** into the text box:



Once the steps above are complete, you can view and respond to the encrypted email:

