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:

| FirstCarolinaCare |
|---|
| 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 |
| <u>Learn More</u> 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:

| ✓ Recrypted Message Authentica: x + | | | | |
|---|---------------|--|--|--|
| 🔄 $ ightarrow$ C 😤 outlook office365.com/Encryption/authenticationpage app/24=Coogle&ru=https%3rk2fk2fuotlook.office365.com/%2ffncryption%2fdefault.app%3rkaffeb12fk2fk_default.app%3rkaffeb12fk2fk_default.app%3rkaffeb12fk2fk_default.app%3rkaffeb12fk2fk_default.app%3rkaffeb12fk2fk2fk2fk2fk2fk2fk2fk2fk2fk2fk2fk2fk2 | 🔳 🖨 Incognito | | | |
| References | | | | |
| | | | | |
| | | | | |
| Adam.Schmidt@firstcarolinacare.com has sent you a protected message | | | | |
| Sign in with a One-time passcode | | | | |
| Need Help? | | | | |
| Privacy Statement | | | | |
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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':



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



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

| Encrypt | ted Message UIP sign in X + | | | ~ |
|-------------------------------------|--|-------------|-------------|---|
| | 2; outlook.office365.com/Encryption/OTPSigninPage.aspx?itemID=E4E_M_10/0368d-a571-4704-8389-1c9415842e358.OTPMessageId=6db6c8/6-9d0a-4b47-a3b5-e789845fa83a%40Si0P221MB0690.NAMP221.PROD.OUTLOOK.COM&OTPReferenceId= | 0 († | 👌 Incognito | : |
| First Caroline Care Manual Lands | | | | ? |
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| | | | | |
| | We sent a one-time passcode to@gmail.com. | | | |
| | Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes. | | | |
| | One-time passcode | | | |
| | □ ins 5 a private computer, keep the signed in lot 12 moults. | | | |
| | Orntinue Orntinue | | | |
| | Didn't receive the one-time passcode? Check your spam folder or <u>get another one-time passcode</u> . | | | |
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Once the steps above are complete, you can view and respond to the encrypted email:

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| ← → C 😂 outookoffice365.com/Encryption/default.aspx?htemID=E4E_M_10f0368d-a571-4704-8389-1c9415842e35 | 🖈 🔲 🖨 Incognito 🗄 |
| Betteholen | @gmail.com Sign Out ? |
| This is what an external recipient would see if they need to login to the Purview Message Encryption portal | ^ |
| Adam.Schmidt <adam.schmidt@firstcarolinacare.com> Today, 9:49 AM Adam.Schmidt <====================================</adam.schmidt@firstcarolinacare.com> | \$ Reply all ♥ |
| Encrypt: This message is encrypted. Recipients can't remove encryption. | |
| This is where the body of an email would be. | |

Message Encryption by Microsoft Office 365

