View an encrypted email message that you have received from Emory:

If reading an encrypted message using an Office 365 email account - (the account must have the recipient email address associated with it)

**From Desktop/Browser:**

If you're using an Office 365 email account in Outlook 2016 or Outlook on the web, you shouldn't have to do anything special to read your message

**From Mobile App**

If you have an Office 365 account and you're using the Outlook mobile app, the message should just open.

If reading an encrypted message using Gmail - (Yahoo, Comcast, and other major email providers follow similar instructions)

**From Desktop/Browser:**

1. Select Click here to read your message.
2. Select Sign in with Google.
3. You'll be redirected to the Gmail sign-in page. Once you sign in, select Allow.
4. Your protected message will display in a new browser tab. You won't be able to view the protected message in the Gmail window.

**From Mobile App**

1. Tap Click here to read your message.
2. Tap Sign in with... and sign into your email account.
3. If you get a request for permissions, tap Yes or Allow to view the message.
View an encrypted email message that you have received from Emory:

Reading an encrypted message using a one-time passcode

Some email clients and services can't automatically open protected messages. If you have an email account with Yahoo or other Internet Service Provider, you'll need to obtain a single-use code to read the message.

**From Desktop/Browser:**

1. Select Read the message.
2. You'll be redirected to a page where you can sign in and receive a single-use code.
3. Check your email for the single-use code. Enter the code in the browser window, then select Continue to read your message.

**From Mobile App**

1. Tap Click here to read your message > Sign in with a single-use code.
2. You'll be redirected to a page where you can sign in and receive a single-use code.
3. Check your email for the single-use code and copy it.
4. Enter the code in your browser, then select Continue to read your message.