

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.