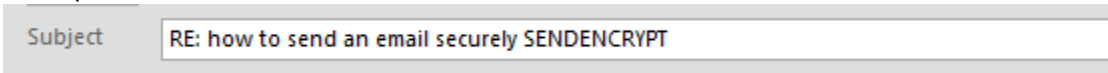


How to Send a Secure Encrypted Email to a recipient outside of the City of Milwaukee email system:

1. Open a new email to compose a message the same way you would an ordinary email message. If you're replying or forwarding an email message, select reply or forward as you normally would.
2. Add the term "SENDENCRYPT" (without quotes) by typing it after the existing subject line text in the Subject Box while composing the email message.

a. Example:



Subject RE: how to send an email securely SENDENCRYPT

3. Once you have finished composing the email message as you normally would, click send.

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1. The recipient will receive an email that looks like the following with a message attached.

a. Example:

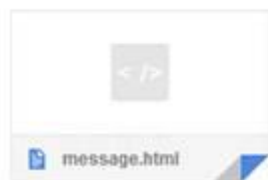


You've received an encrypted message from [redacted]@milwaukee.gov
To view your message
Save and open the attachment (message.html), and follow the instructions.
Sign in using the following email address: [redacted]@gmail.com

This email message and its attachments are for the sole use of the intended recipient or recipients and may contain confidential information. If you have received this email in error, please notify the sender and delete this message.



Message encryption by Microsoft Office 365



2. The user should follow the directions by saving the attachment and opening it.
 3. Once open, the user will receive a dialog that will allow them to either view the email by signing in with a Microsoft account or using a one-time passcode.
 - a. The easiest method is to use a one-time passcode. When they select that they will receive another email with a code to enter and then be able to view the original email.
 - b. If they have a Microsoft Online account they can use that as well.
 4. Once they have entered the passcode or logged into a MS Online account, they will be able to view and save the original email.
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IMPORTANT NOTES:

- The purpose of sending encrypted email messages allows a sender to protect information during the transmission and delivery of an email message. It should be used when an email message contains Personally Identifiable Information (PII) that should be protected. The City of Milwaukee has no control over protecting the content once it is received and stored by a recipient outside of the City of Milwaukee.
- The sent email message is stored in the sending user's mailbox unencrypted.
- If you CC (Carbon Copy) a City of Milwaukee recipient on the email message they will receive the email unencrypted. Only recipients outside the City of Milwaukee will receive the email encrypted.
- If you have any other questions or issues, please open a Request IT Support (RITS) ticket (www.milwaukee.gov/RITS) or contact ITMD at x2777.