# Opening Encrypted Microsoft 365 Email

This guide is intended to aid in opening an email that has been encrypted by Microsoft. The exact process to open an encrypted message will vary depending on your email provider and if your email account is a Microsoft account. We will be using a Gmail account in this demonstration. Procedures and appearances may also vary due to updates, computer/browser used, and other factors.

An encrypted message will appear similar to below:
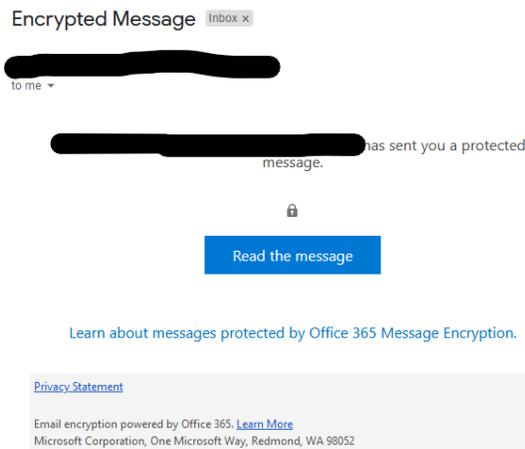
When clicking "Read the message" you will get a screen similar to the following.
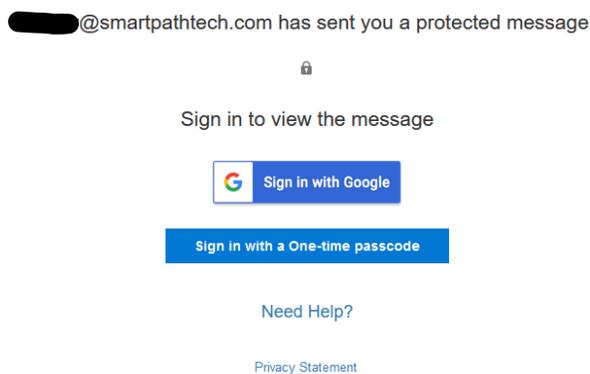
If your email is a Microsoft account or an accepted third-party, you may be able to sign in directly and view the email. Otherwise, you may need to sign up for a Microsoft account at account.microsoft.com or use the one-time passcode option, if available.

If you selected "Sign in with a One-time passcode" then you will receive a second email with a numeric code. Enter the code into the area provided on the following screen:

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 [   ]

☐ This is a private computer. Keep me signed in for 12 hours.

The new one-time passcode was successfully sent.

⊕ Continue

Didn't receive the one-time passcode? Check your spam folder or get another one-time passcode.