



JOB AID

Protecting email messages with Outlook encryption

When the privacy of an email must be protected, an encryption feature is available in Outlook (Unite Mail) that reduces the risk of unintended disclosure of sensitive and confidential messages by scrambling the text so that no one other than the intended recipient(s) will be able to read it. This option allows you to easily send encrypted email messages and enhance the security of email responses by encrypting each message in the thread.

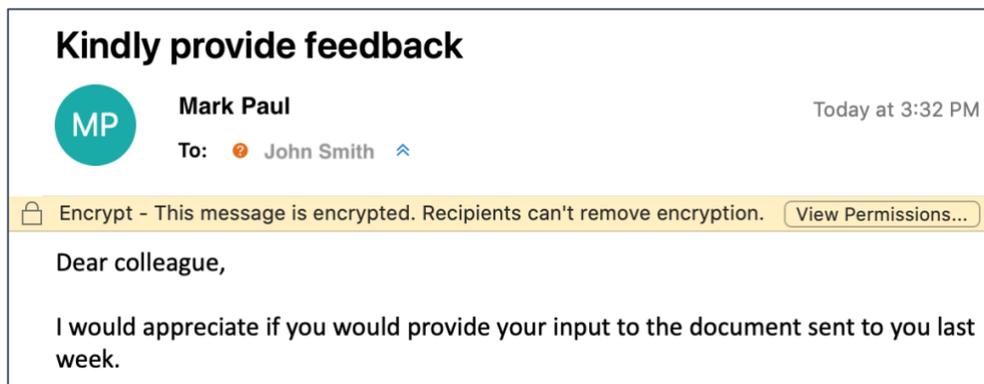
This job aid guides you through the email message encryption process in Outlook for Windows and for Mac as well as in the web version of the application, outlook.office.com.

This information is sourced from Microsoft:
(<https://support.office.com/en-us/article/Encryption-in-Outlook-17149eb8-a82e-405b-af5a-4fb89ce4a418>)

Encryption in Outlook for Windows

An Outlook email message that is encrypted can be opened and read just like any other. If the recipient's Reading pane is open, they will see an alert about the email's restricted permissions.

A. Send an encrypted message



- To encrypt the message you are composing, select **Options > Permission** and pick the encryption option that has the restrictions you'd like to enforce: **Encrypt-Only** or **Do Not Forward**.

Note: **With Outlook encryption enabled, you can send strictly confidential content in the email and attach files.** Wherever possible, the Do Not Forward encryption method should be used.

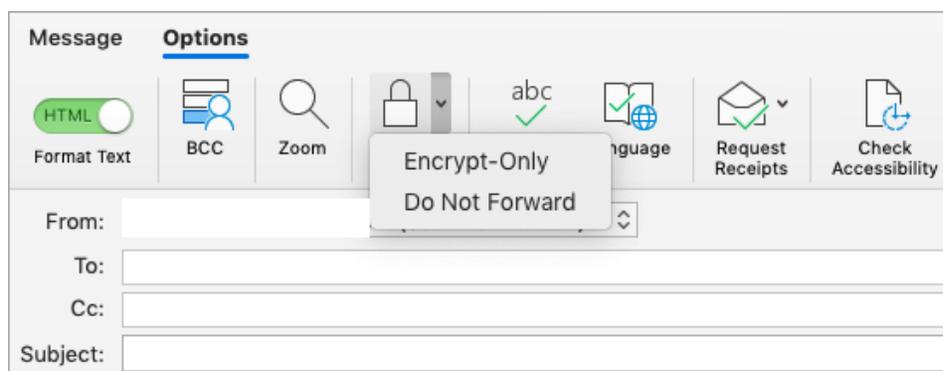
B. Reply to an encrypted message

- Choose **Reply** or **Reply All**.
- On the page that appears, type a reply (which will also be encrypted) and choose **Send**.

Encryption in Outlook for Mac

A. Send an encrypted message

- In an email message, choose **Options**, select **Encrypt** and pick the encryption option that has the restrictions you'd like to enforce, such as **Do Not Forward** or **Encrypt-Only**.



B. Reply to an encrypted message

- Choose **Reply** or **Reply All**.
- On the page that appears, type a reply and choose **Send**.

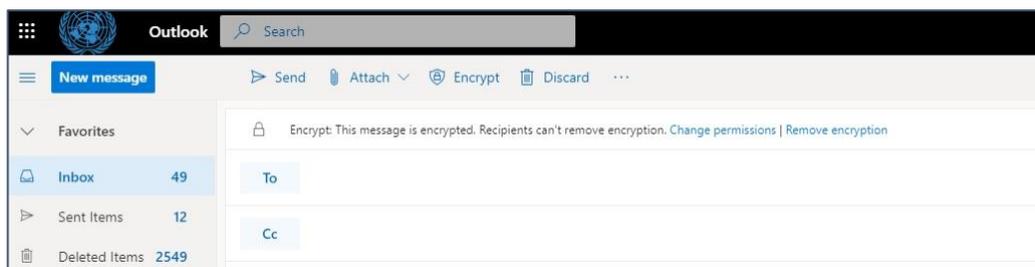
Encryption in outlook.office.com using Windows or Mac

The encryption options are available in the ribbon when you are composing a message:

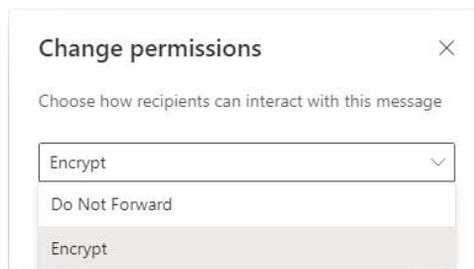


A. Send an encrypted email message

- To send a message with encryption, click **Encrypt**.



- **To change how recipients can interact with your message**, choose one of the two options available under the Encrypt button: **Do Not Forward** or **Encrypt**.



Read an encrypted email message from an @un.org account

- **If you are using an Outlook application** (outlook.office.com (web version), Outlook mobile app, Outlook for Windows, or Outlook for Mac): read and reply to encrypted messages the same way you do with unencrypted messages.

- **If you are using a different email application to read an @un.org email message:** you will receive an email message with instructions on how to read the encrypted message. You can gain access using your @un.org email account credentials.

Note: External recipients of encrypted @un.org emails may receive a notification that they have received a protected message and will need to take additional action to read it. If the recipient's email provider is Google, Yahoo or Microsoft, they can select "Sign in" with Google, Yahoo or Microsoft respectively. Otherwise, they can select to sign in with a one-time passcode.