



## Receiving secure messages from ECBDD

Sensitivity: Internal



ECBDD email is encrypted by default during transmission. However, some ECBDD partners' technology is outdated or misconfigured and does not accept this form of encryption. For these **exceptions** and for **highly sensitive information** (ISP, evaluation for psychological services), when we want recipients to authenticate, before reading email - we would use keywords (in subject line):

**+encrypt** or **#encrypt**

Sensitivity: Internal

**Recipient experience**

Receiving encrypted message with key word: **+encrypt** or **#encrypt**

This secure message includes message.html attachment -> double click the attachment to open it

If double click did not open the attachment -> Follow instructions on the left.

Encrypted message from Erie County Board of Developmental Disabilities secure messaging system

**To view your message**  
 Save and open the attachment (message.html), and follow the instructions.  
 Sign in using the following email address: **bizwit@hotmail.com**

This message is confidential for the use of the addressee only

Message encryption by Microsoft Office 365

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**Recipient experience**

After opening the html attachment -> Select one of the authentication methods:  
 -> Sign in using email credentials  
 -> Use one-time code -> will be sent to your email

Encrypted message

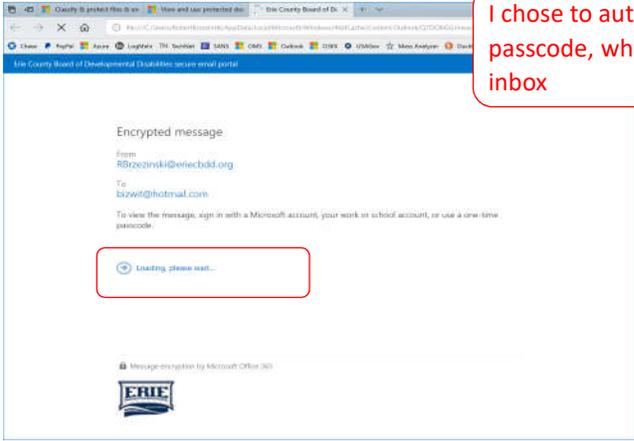
From: RBrzezinski@eriecdd.org

To: bizwit@hotmail.com

To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.

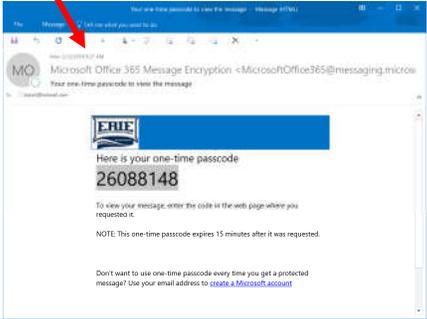
- Sign in
- Use a one-time passcode

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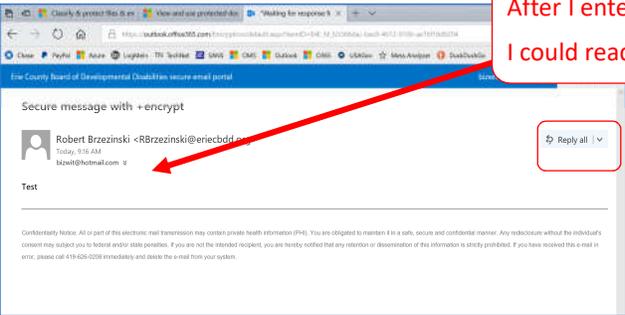


**Recipient experience**

I chose to authenticate with one-time passcode, which arrived in my email inbox



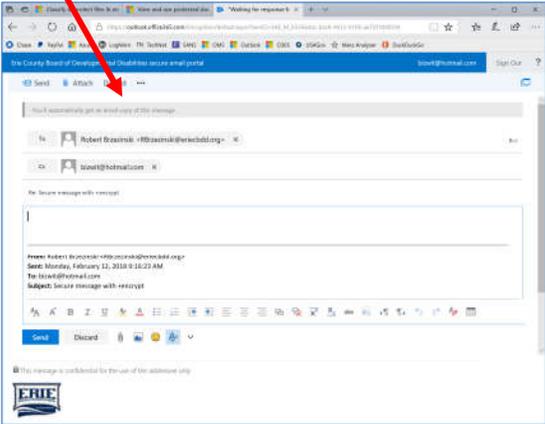
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**Recipient experience**

After I entered pass code I could read and reply to message and add attachments

Responses sent back to ECBD will be automatically decrypted for ECBD users, they will not be asked to use one-time code or to Sign in



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