Microsoft Outlook Secure (Encrypted) Email
Frequently Asked Questions

I have a "Work or School" or "Microsoft account", why can't I sign in?
*You need to **Save (download) and Open** the email. Your email address must be the same as the email you received it at. If the Work or School account does not work, please contact your IT department.*

If emails are sent to a "group" mailbox, and the customers has O365 accounts, then an O365 account should be created for the "group" mailbox also. (Contact IT department)

Note: What if the customer cannot create a **Work or School** account? If the system does not let them create an account, it means the Company / Customer already has an O365 Microsoft account. They will need to contact their IT department to get signed into to the Microsoft Secure Message Center. They will have to use the email account the message was sent to.
The **One-Time Passcode feature will always work if you cannot sign-in to retrieve the message

What if my intended recipient does not receive the secure email?
Instruct the recipient to check with their IT department to make sure emails are not going into SPAM filters/folders or being rejected by their firewall.

I am getting a blank screen when I type in my passcode.
This is typically a timing issue. Please retry in 10 minutes.

Can I forward the email to another colleague?
Yes. Please note: internal emails will not be encrypted.

Can I compose an Email from the Microsoft Secure Message Center?
No. The Microsoft Secure Message Center is a "pass through" only, not a Portal like ZIX was.

Will the change to Microsoft Secure Email portal affect emails sent to TLS partners?
No. The customers already approved for TLS secure email will remain intact.

How long does the Microsoft Secure Email Portal allow recipients to remain signed in?
Users will be logged off after one hour of inactivity.

My One-Time Passcode does not work.
The one-time passcode email is valid for 15 minutes. If more than 15 minutes have lapsed, a new passcode must be generated.
The Copy/paste feature on Android devices does not work as expected. You MUST manually type in the passcode in the portal to retrieve your message. (Pending resolution from Microsoft)

How long will the Secure Emails be available?
Microsoft Secure Emails expire 60 days after they are sent.

Are previously sent messages available in the Message Center to retrieve?
No. The Microsoft Secure Message Center is a "pass through" only, not a Portal like ZIX was. If you want to keep a history of secure emails received, you will have to save the secure emails in a folder for future retrieval, but those emails are only valid for 60 days.

Can I print the Secure Email?
Yes. The "Reply" drop-down arrow provides an option to print, or you can use Ctrl-P

Generic Questions/Links from Microsoft:

- Creating a Microsoft Account
    - *Important:* If an external party already has an Office 365 account, they will be blocked from creating a new "personal" account using their business email address (see *this article* for more information).

- Reset Your Microsoft Password
- Microsoft Account Help
- Microsoft Account FAQ
- How Do I Open a Protected Message?
- About Message Encryption in O365