

Secured email communications using Microsoft 365 Message Encryption

Introduction

Champlain Regional College is providing its employees and students with a secure means of communication and exchange of confidential or sensitive information via email.

Below are instructions on how to use Microsoft 365 Message Encryption, which will allow you to securely exchange confidential and sensitive information with internal and external parties. Encrypting email provides an extra layer of security to ensure that only intended recipients can access and read the content. By using encryption, we can prevent unauthorized access to our email, protecting both our personal privacy and sensitive organizational information. In an age where cyber threats are constantly evolving, email encryption is a necessary step in maintaining the integrity and security of our digital communications.

Note about encryption

Microsoft 365 Message Encryption can't prevent content from being deleted, stolen, corrupted, or captured and transmitted by malicious programs or computer viruses. It also can't prevent restricted content from being copied or retyped by hand or from being digitally photographed or screenshotted.

Note about attachment

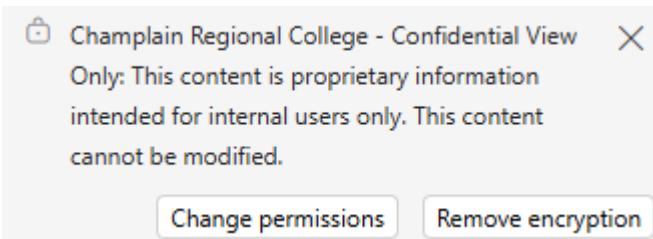
All attachments in the email message are encrypted; however, they behave differently after they're downloaded depending on the encryption option used.

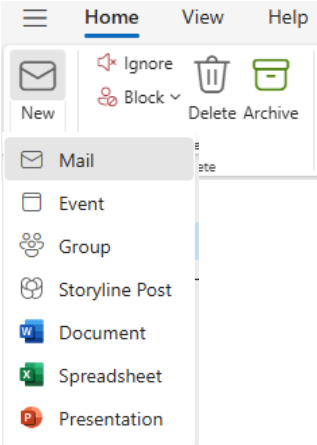
If you choose **Encrypt**, recipients can download the attachments unencrypted.

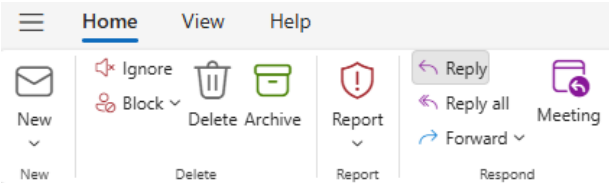
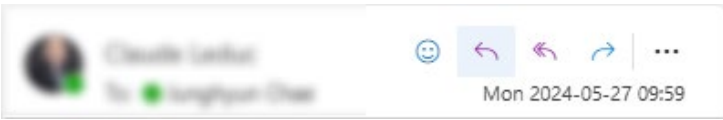
If you choose **Do Not Forward**, there are two options depending on the attachments:

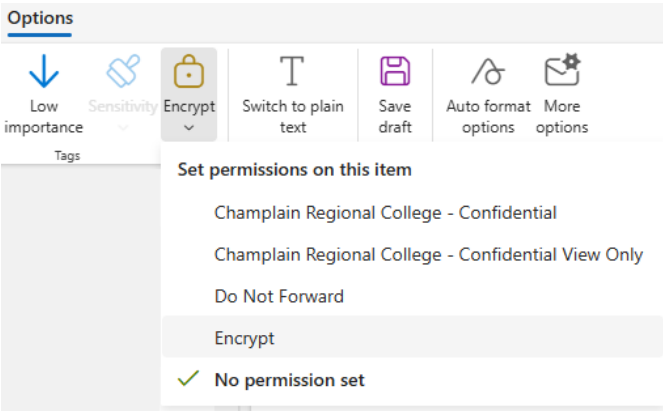
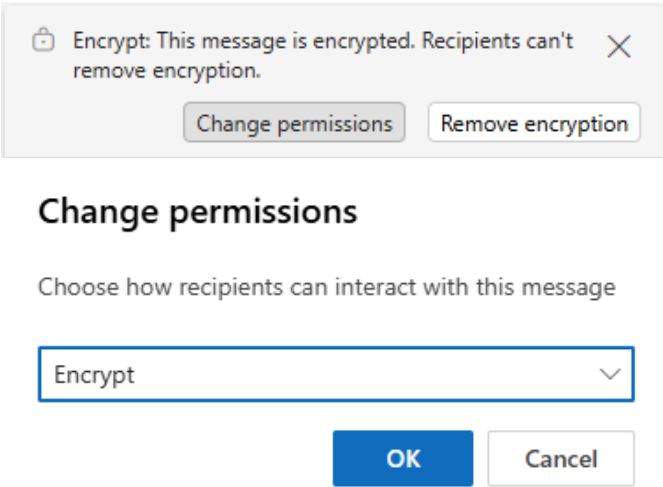
- Microsoft Office attachments such as Word, Excel or PowerPoint files remain encrypted even after they're downloaded. This means that if the recipient downloads the attachment and forward it to someone else, they won't be able to open it because they don't have permission to open it.
- All other attachments, such as PDF files or image files, can be downloaded unencrypted.

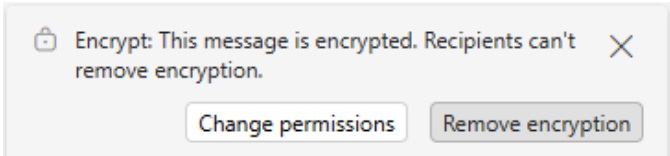
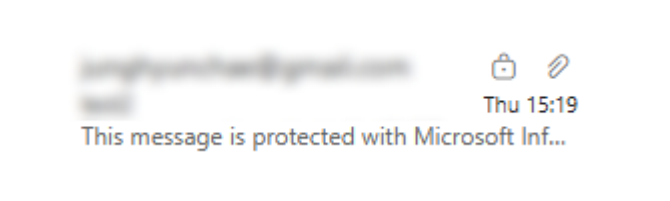
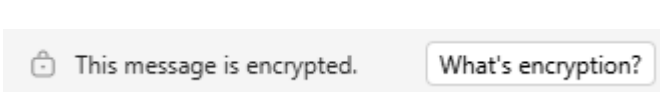
<u>Available Message Protection Options in Outlook (all versions)</u>	
1. Encrypt 2. Do Not Forward 3. Champlain Regional College - Confidential 4. Champlain Regional College - Confidential View Only	Set permissions on this item Champlain Regional College - Confidential Champlain Regional College - Confidential View Only Do Not Forward Encrypt ✓ No permission set
Encrypt	
This option allows you to send encrypted messages to any internal or external recipient, regardless of whether or not they are located within the organization.	 Encrypt: This message is encrypted. Recipients can't remove encryption.  Change permissions Remove encryption
Do Not Forward	
This option allows you to send an encrypted message, and it also restricts the content and the email from being forwarded, printed, or copied.	 Do Not Forward: Recipients can't forward, print, or copy content.  Change permissions Remove encryption
Champlain Regional College – Confidential	
This option allows only internal recipients within Champlain Regional College to read and modify the protected content	 Champlain Regional College - Confidential: This content is proprietary information intended for internal users only. This content can be modified but cannot be copied and printed.  Change permissions Remove encryption

Champlain Regional College – Confidential View Only	
This option allows only internal recipients within Champlain Regional College to read the protected content (cannot reply, forward, save, export).	

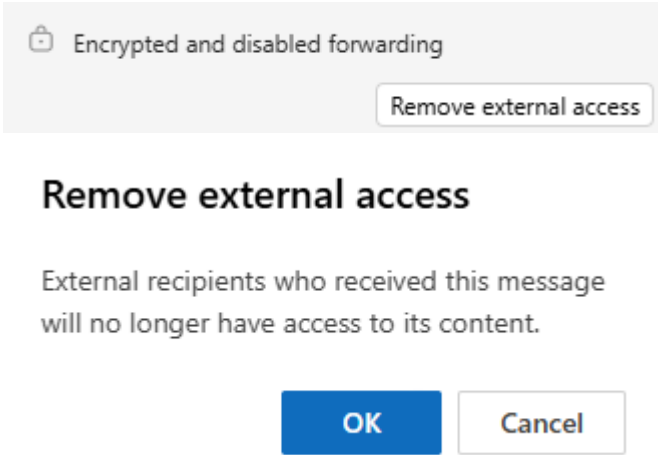
Getting Started (New Outlook and Outlook Online)	
*** The following procedure applies only to the New Outlook client or Outlook Online. If using the Outlook Classic client, please skip to the Getting started (Outlook Classic) section below. ***	
Open the New Outlook app from your desktop:	
Or, using the web browser (Edge, Chrome, Firefox, Safari, etc.) of your choice, navigate to the following address:	https://outlook.office365.com/mail/
Start a new message by selecting New from the Home menu. You can either click on the envelope icon or click on the arrow below it and select Mail .	

You can also start a new message by replying / forwarding to the messages in your inbox – select Reply/Reply all/Forward from the Home menu.	
Or, click the Reply/Reply All/Forward icon at the top of the message next to the sender information.	

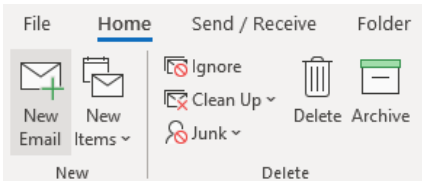
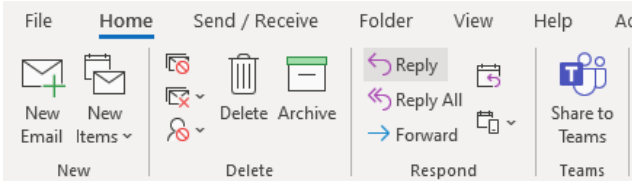
Microsoft 365 Message Encryption (New Outlook and Outlook Online)	
In the new email message, select Options, select Encrypt, and select the encryption that has the restrictions you want to enforce, such as Encrypt or Do Not Forward. A padlock icon and the encryption information appear at the top of the message, along with the option to change or remove the encryption.	
To change encryption, click Change permissions. Select the permission you want, and then click OK.	

To remove the encryption, click Remove encryption or X . The padlock icon and the encryption information will disappear from the top of the message.	
Finish and send the message as usual. An encrypted email message will be displayed with a padlock icon.	
If you are the recipient, a padlock icon and the encryption information will be displayed at the top of the message, along with a link to learn more about Microsoft 365 Message Encryption.	

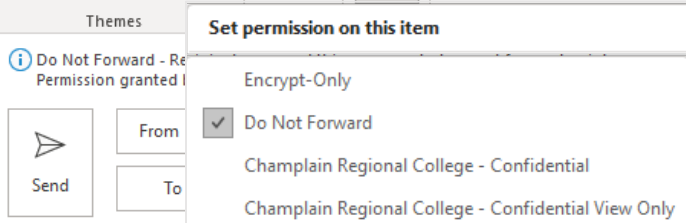
Removing External Access After Sending the Email Message (New Outlook and Outlook Online)

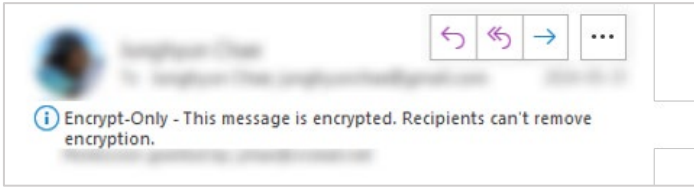
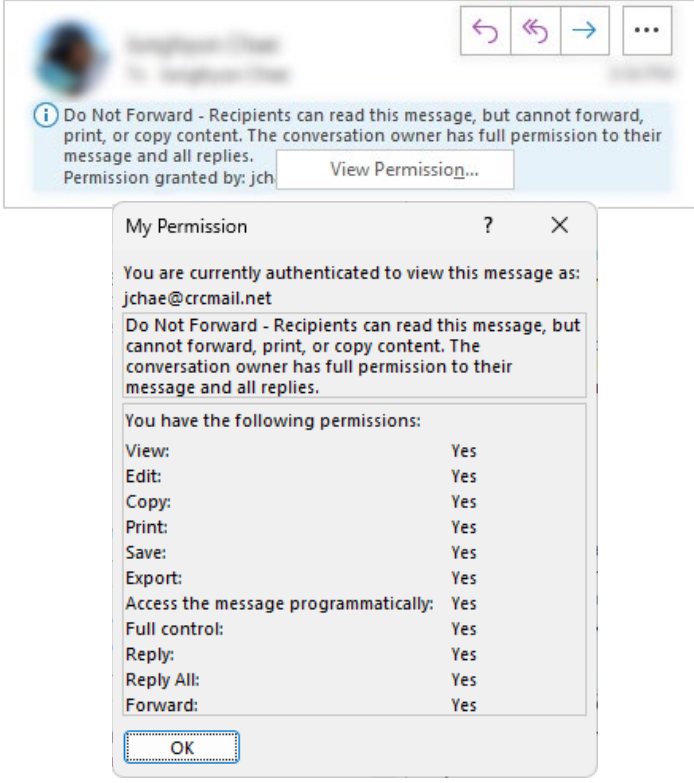
If you are the sender, you can remove external access after sending the email. Go to your Sent Items , select the encrypted message, then click Remove external access . Click OK .	
A padlock icon and the information that the external access has been revoked will be displayed at the top of the message.	

Getting Started (Outlook Classic)

Open the Outlook Classic app from your desktop:	
Start a new message by selecting New from the Home menu.	
You can also start a new message by replying to / forwarding to the messages in your inbox – select Reply/Reply all/Forward from the Home menu.	
Or, click on the reply/reply all/forward icon at the top of the message next to the sender information.	

Microsoft 365 Message Encryption (Outlook Classic)

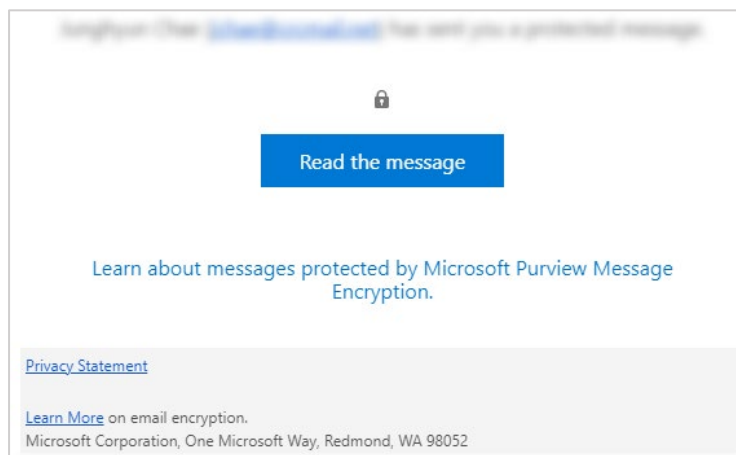
In the new email message, select Options, then select Encrypt. Encryption information appears at the top of the message. By default, the Encrypt-only option is selected. To select a different encryption option, click the arrow below it, and then select the option you want.	 
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Finish typing and send the message as usual. When you send an encrypted email, the encryption information is displayed at the top of the message.	 The screenshot shows an email client interface. At the top of the email body, there is a blue information icon followed by the text: "Encrypt-Only - This message is encrypted. Recipients can't remove encryption."																						
You can view the permission by clicking on the encryption message and selecting View Permission.	 The screenshot shows the same email client interface. The status message is highlighted in blue and reads: "Do Not Forward - Recipients can read this message, but cannot forward, print, or copy content. The conversation owner has full permission to their message and all replies. Permission granted by: jch". A button labeled "View Permission..." is visible. Below this, a "My Permission" dialog box is open, displaying the following information: You are currently authenticated to view this message as: jchae@crcmail.net Do Not Forward - Recipients can read this message, but cannot forward, print, or copy content. The conversation owner has full permission to their message and all replies. You have the following permissions: <table border="1"> <tbody> <tr><td>View:</td><td>Yes</td></tr> <tr><td>Edit:</td><td>Yes</td></tr> <tr><td>Copy:</td><td>Yes</td></tr> <tr><td>Print:</td><td>Yes</td></tr> <tr><td>Save:</td><td>Yes</td></tr> <tr><td>Export:</td><td>Yes</td></tr> <tr><td>Access the message programmatically:</td><td>Yes</td></tr> <tr><td>Full control:</td><td>Yes</td></tr> <tr><td>Reply:</td><td>Yes</td></tr> <tr><td>Reply All:</td><td>Yes</td></tr> <tr><td>Forward:</td><td>Yes</td></tr> </tbody> </table> An "OK" button is at the bottom of the dialog box.	View:	Yes	Edit:	Yes	Copy:	Yes	Print:	Yes	Save:	Yes	Export:	Yes	Access the message programmatically:	Yes	Full control:	Yes	Reply:	Yes	Reply All:	Yes	Forward:	Yes
View:	Yes																						
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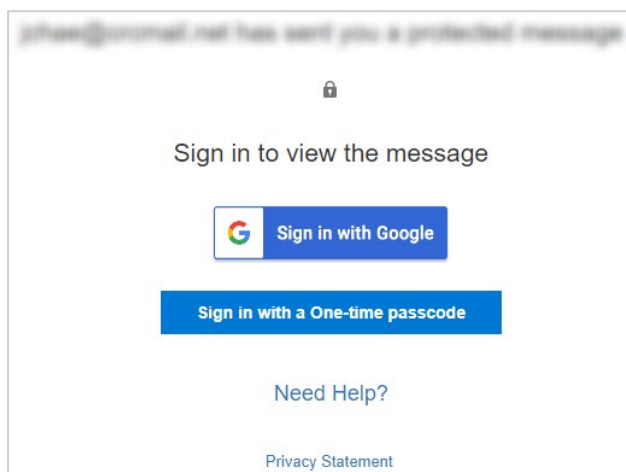
How it looks when the email is received by another client than Outlook (e.g., Gmail)

***** This section is provided as an example only. Depending on the client used by the recipient, the result may vary. This is intended to give you an idea of how people receive encrypted communications. *****

When an encrypted message is sent to other email clients such as Gmail, the content isn't shown in the message body. The recipient is invited to click on the **Read the message** link to view the message.



Select the authentication method of choice.



Once the recipient's identity is validated, the message is displayed in a separate window.

