# Guide: How to view encrypted emails

If you have received an encrypted message from Complete Credit Solutions, you can sign in using a desktop browser with a Microsoft account or with the work or school account you use with Microsoft 365 to view your message. If you do not have a Microsoft account, you can request a one-time passcode to view the message.

How do I view Encrypted Emails?

Follow the steps as described below.

When communicating with our customers via email where it contains sensitive data, we will securely protect the email using Microsoft's Email Encryption via Office365. As part of our procedures Complete Credit Solutions will encrypt all emails when we send sensitive business information to people outside our organisation. Examples of such material includes and is not limited to:

1. When opening an encrypted email, you will see a message stating that the sender has sent you a protected message.
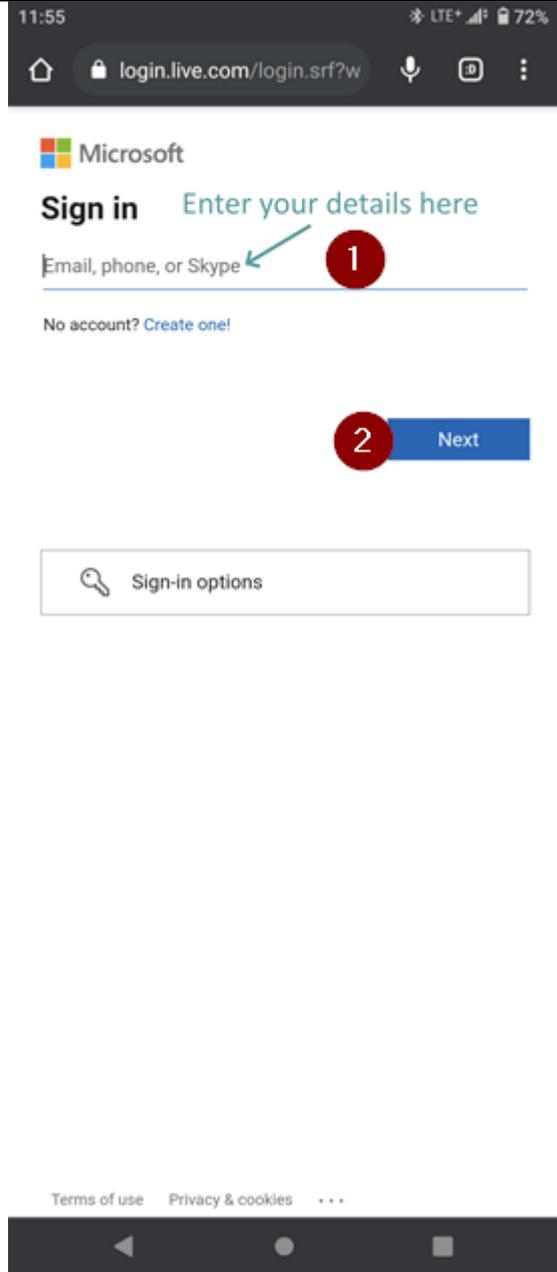Select **Read Secure Email.**
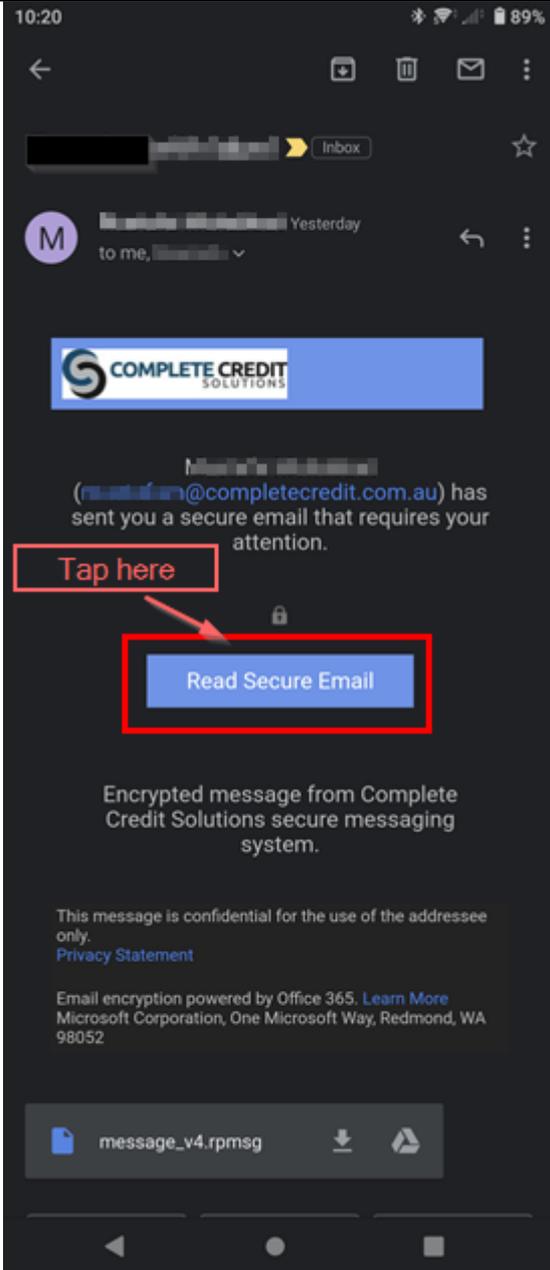
2. (a) If you have a Microsoft email account, sign in to view the encrypted email.

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2. (b)
Sign in with your Microsoft email account (e.g. Outlook, Outlook Mobile, Outlook.com)

*If you do not have a Microsoft account please skip this step

11:55

login.live.com/login.srf?w

Microsoft

Sign in   Enter your details here
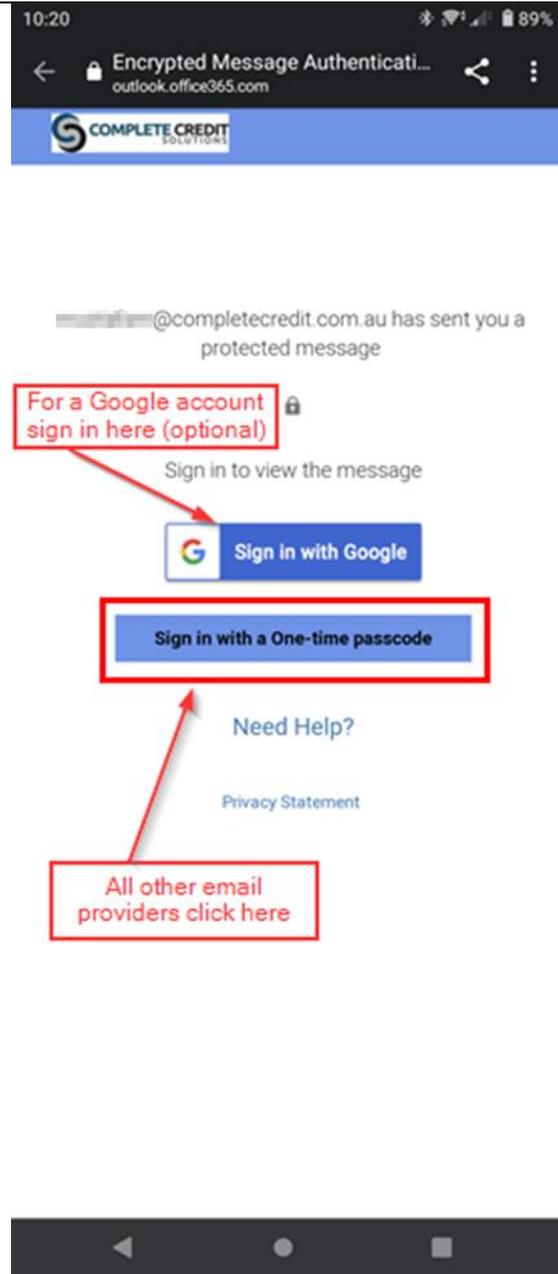
Email, phone, or Skype   1
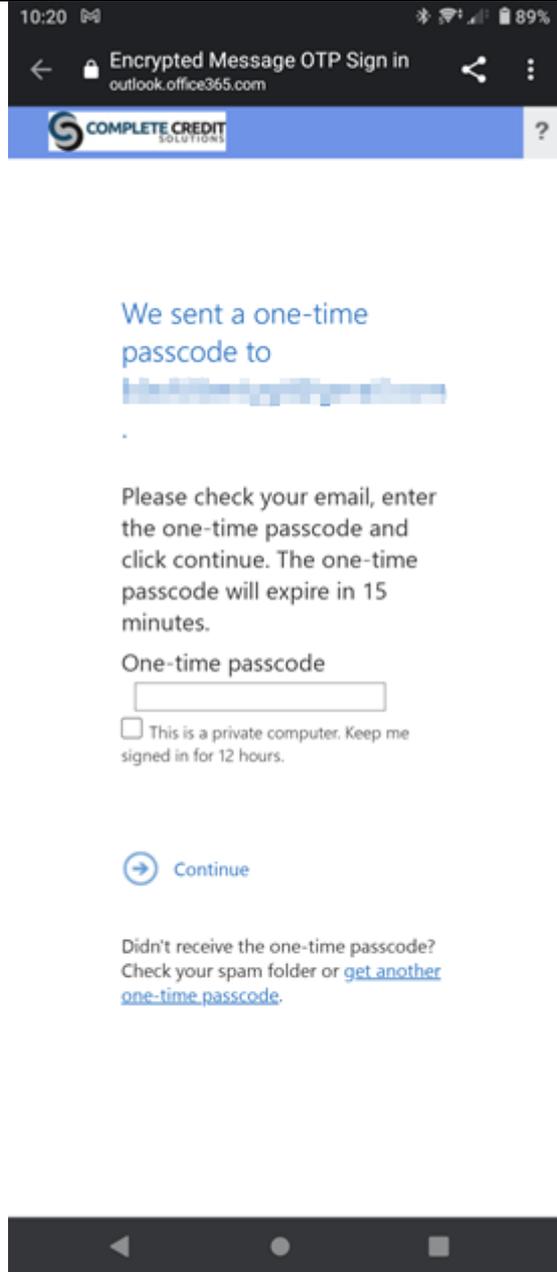
No account? Create one!

2   Next

Sign-in options

Terms of use   Privacy & cookies   . . .

3. Select the option to **Sign in with Google** account (optional) or **Sign in with a One-Time passcode.**

4. You will receive a notification that a one-time passcode has been emailed. Check your inbox for a new email.
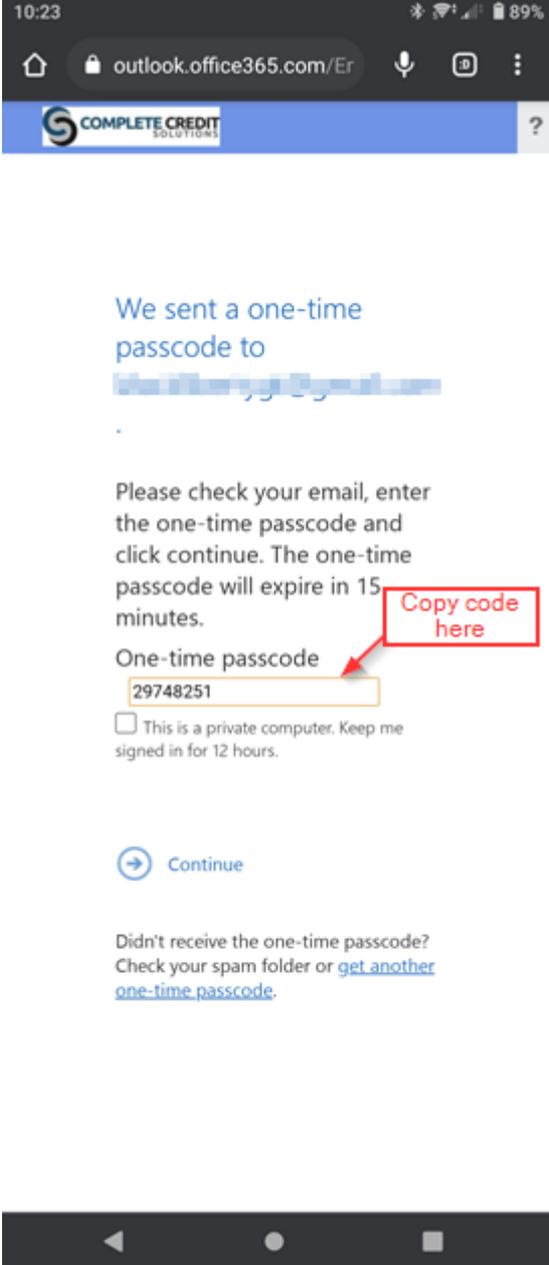
10:20

Encrypted Message OTP Sign in
outlook.office365.com

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?

We sent a one-time passcode to

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.

→ Continue

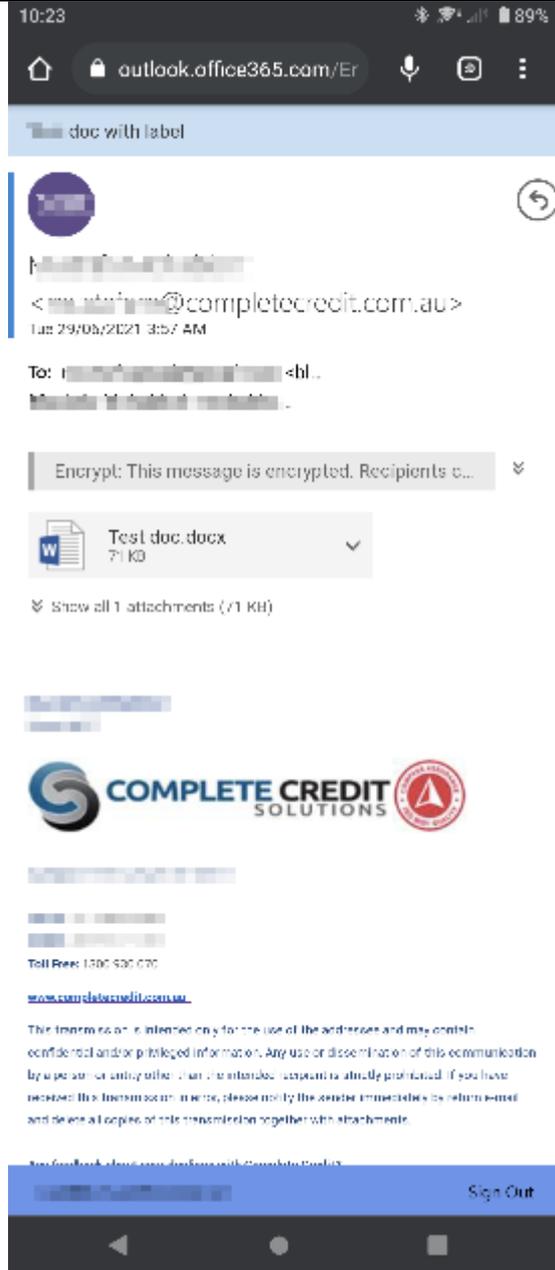Didn't receive the one-time passcode? Check your spam folder or get another one-time passcode.

5. Within 1 minute you should receive a further email from Microsoft with a one-time passcode. Please copy this passcode.

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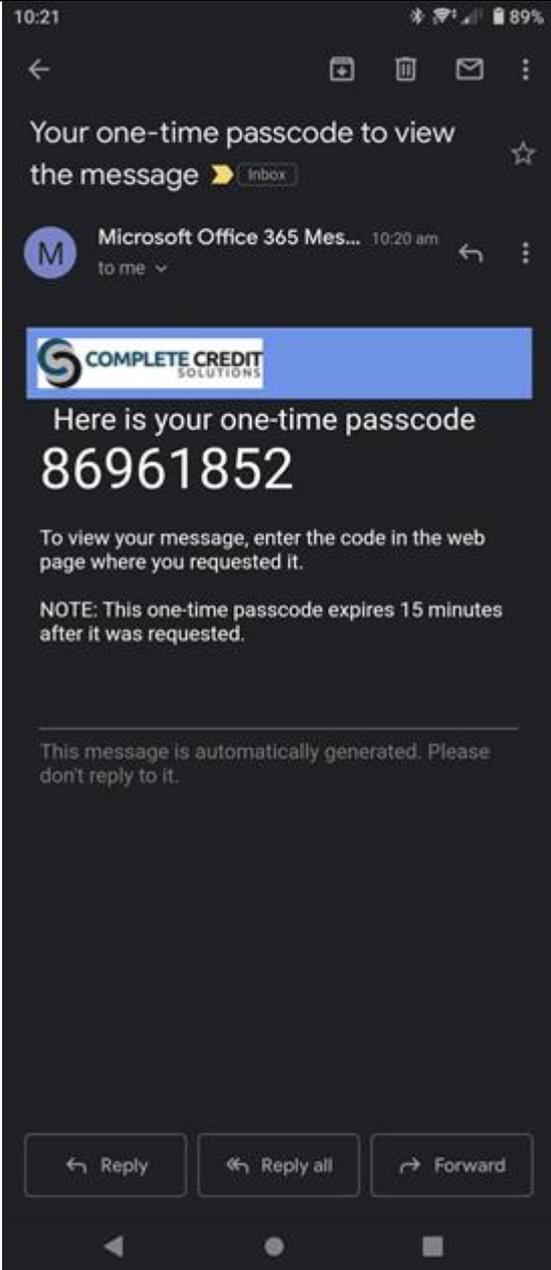
6. Paste the one-time passcode and tap continue. Optional: You can tick the box if you expect to be receiving multiple encrypted emails from Complete Credit Solutions. This will keep you signed in for 12 hours.	

7. You will now be able to view the encrypted email and open any attachments if inserted.

From here you can reply and forward the email.

NOTE: If you forward the email, recipients will need to go through the above process to view the encrypted email.

FAQs

Why did Complete Credit Solutions send me an encrypted email?

Protecting our customer and corporate data is top priority for Complete Credit Solutions. Email encryption has the ability to help protect communications. Email encryption provides a safe way to preserve data between our business partners, customers and employees. As part of our procedures Complete Credit Solutions will encrypt all emails when we send sensitive business information to people outside our organisation. Examples of such material includes and is not limited to:

- Customer information
- Bank / Credit Card Details
- ID documents / information
- Legal documents / information

Which platforms can I use to open these emails?

Recipients of encrypted emails can open these messages in Outlook for PC, Outlook for Mac, Outlook on the web, Outlook for Android, and Outlook for iOS, or through a web portal, regardless of if your company uses Office 365.

What's a Microsoft account?

A Microsoft account is the email address and password that you use to sign in to Microsoft services, such as Outlook.com, OneDrive, Windows Phone, or Xbox Live. What is a Microsoft account? is a short video that's helpful for understanding what a Microsoft account is and how it's used.

I already have a Microsoft account. Do I need to create a new one to view an encrypted message?

No. You can sign in with your existing account and view an encrypted message.

What is encryption?
When you need to protect the privacy of an email message, encrypt it. Encrypting an email message in Outlook means it's converted from readable plain text into scrambled cipher text. By using encryption, you help ensure that only authorized parties can use the encrypted data.

How does it work?

A message is encrypted or transformed from plain text into unreadable ciphertext. The message remains in ciphertext while it's in transit in order to protect it from being read in case the message is intercepted.

Once the message is received by the recipient, the message is transformed back into readable plain text in one of two ways:
1. The recipient's machine uses a key to decrypt the message, or
2. A central server decrypts the message on behalf of the recipient, after validating the recipient's identity.

How long does the one-time passcode last for viewing encrypted message when not using Outlook with Office 365?

Each passcode expires after 15 minutes. If that happens, or if you can't open the message for any reason, start over by opening the attachment again and following the steps.