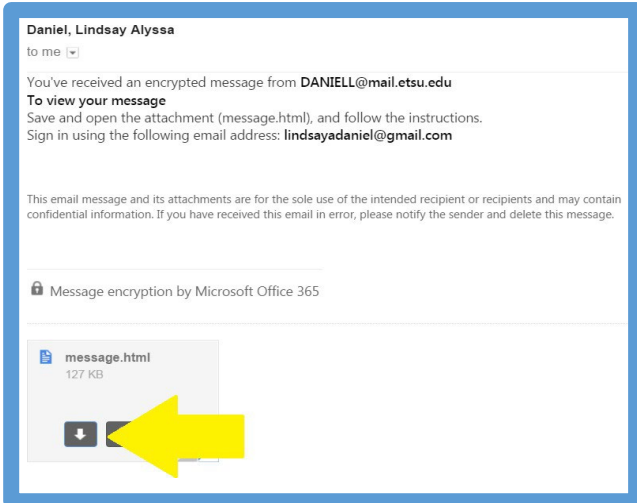


EXTERNAL ENCRYPTED EMAIL

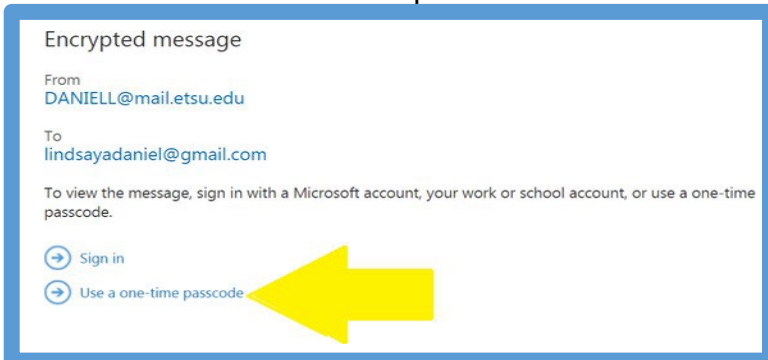
When you send an encrypted email to a non-ETSU email address (by putting the word Encrypt in the subject line), the recipient receives an email that simply says, “You’ve received an encrypted email from username@etsu.edu.” For the recipient to view the content of the encrypted email, they should follow the directions below:

1. Download the email attachment.

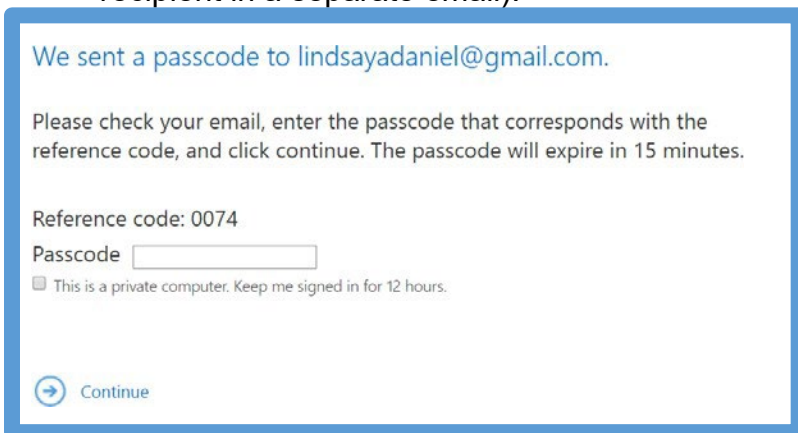


2. Open the Download.

3. Click “Use a one-time passcode.”



4. Retrieve one-time passcode (Microsoft 365 auto generates the passcode and sends it to the recipient in a separate email).



5. Input the one-time passcode and click “Continue”