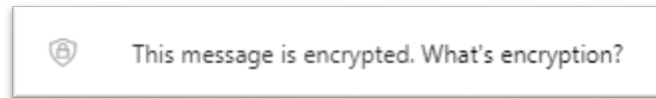
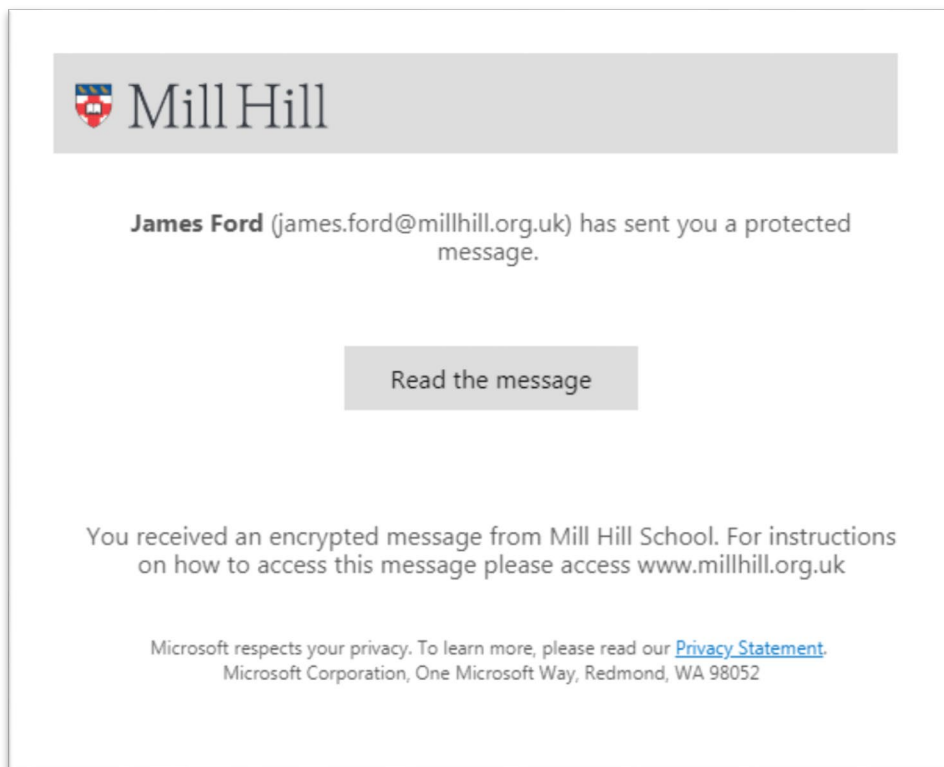


## Annex A – For External Recipients, How to Open Encrypted Emails Sent By Mill Hill School Foundation

When the external user receives an encrypted email in their inbox, if they are using a Microsoft outlook account then they will be able to see the email without a problem in the inbox, the email will have a small header at the top letting them know the email was encrypted before being sent:



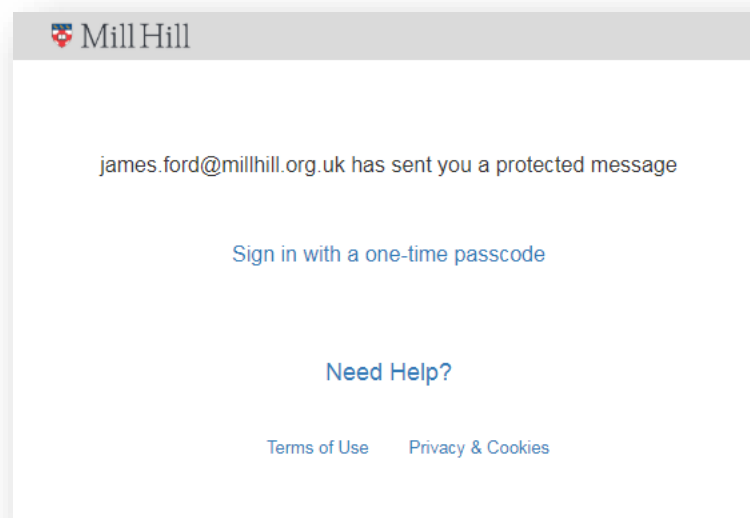
If the external user is trying to open this from a non-Microsoft account then they will be greeted with an email which will allow them to sign into a portal to read the message, which will look like the picture below:



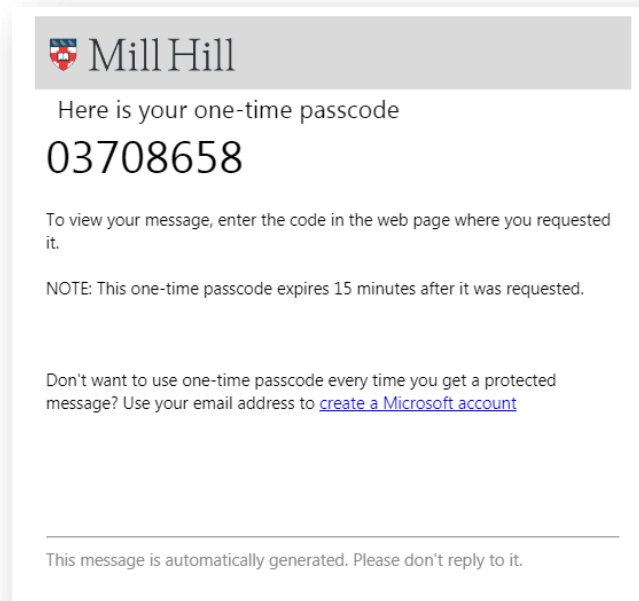
Once you click on the **Read the message** button you will be taken to a screen that will allow you to either log in with a google account or Microsoft account. If the external user has neither of these accounts then it will allow them to use a **onetime pass code**.

## One Time Pass Code

If the email recipient has neither a Microsoft nor a Google account, then they can still access the email message by requesting a **one-time passcode**, you can do so by clicking on **sign in with one-time passcode**:

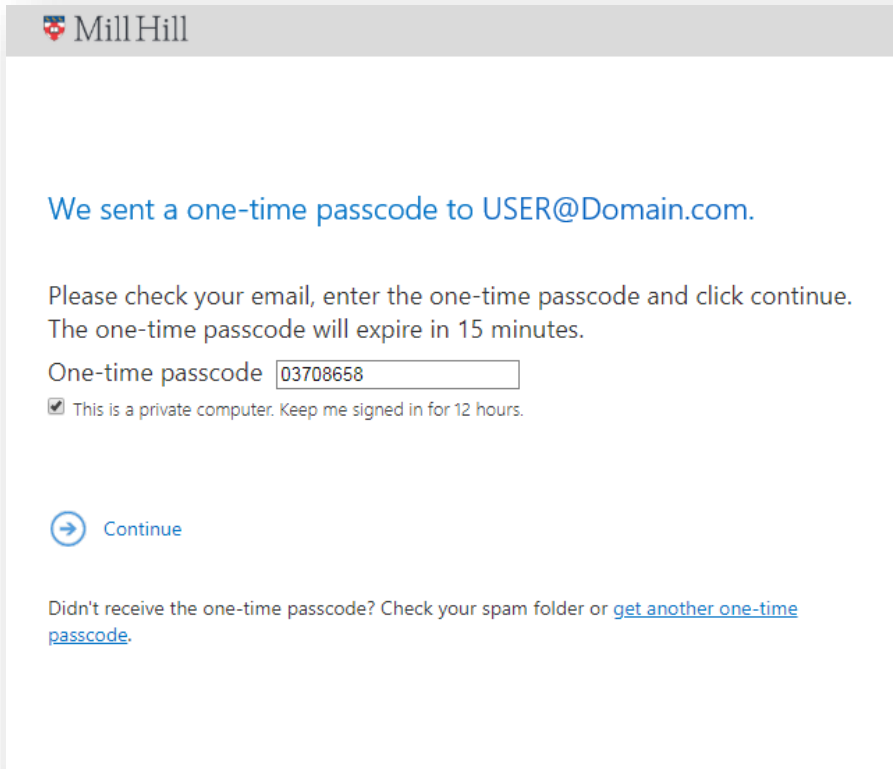


When you click on this option it will send an email to the same account with a passcode attached which will be an eight digit code:



The one-time passcode provided **must be used within 15 minutes** of receiving it or it will expire and the user will have to request another code be sent to their email.

Once you receive the code you will need to enter it into the text box provided. If you click on the option to **keep me signed in for 12 hours** then there will be no need to get another code emailed over for 12 hours:



Once you have entered your one-time passcode or alternatively logged in with a Gmail or Microsoft account, you will be taken to the encrypted email where you will be able to read and reply to the message as usual.