Secure Email & Troubleshooting

Table of Contents

Opening and reading encrypted email:

When emails contain sensitive information, such as protected health information (PHI), IPMG will send emails with encryption to prevent the email from being intercepted by another party. This document walks you through what to do when you receive an encrypted email.

1. When you receive an email with encryption, it will look like the image below. Select the blue box "Read the message."
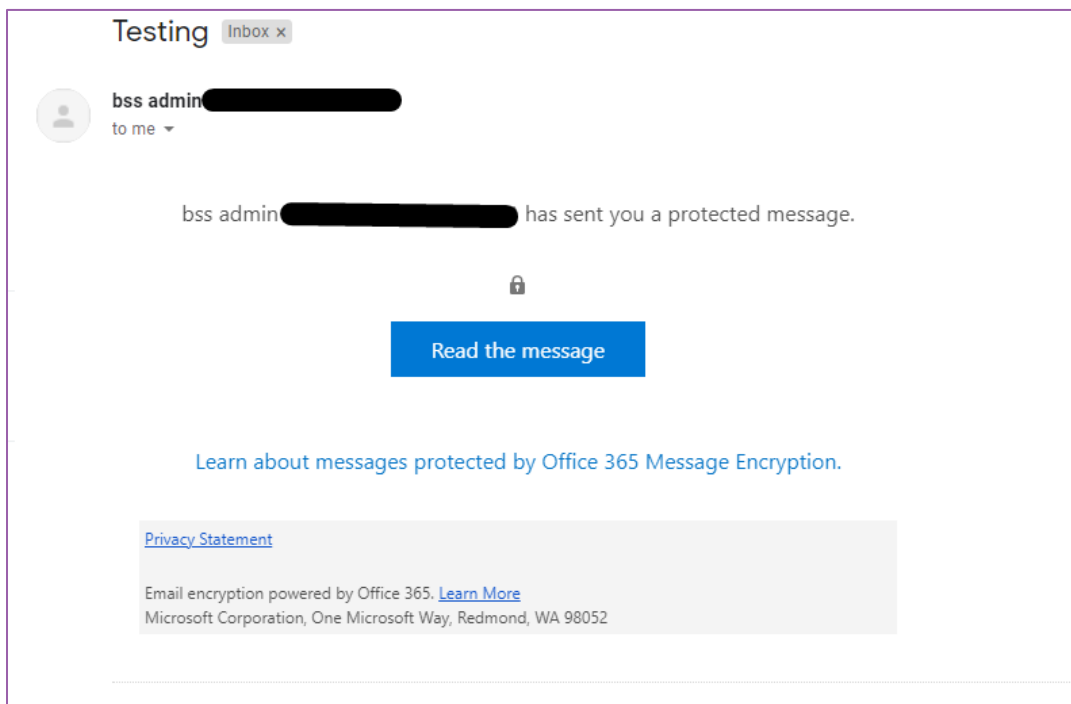
2. The email will then open to a second box as show below. You may select one of two options to view the email:
   a. Select "Sign in with Google", this will take you to your email sign-in screen where you sign into your email as normal. You will then be able to read the email message. Note, you do not need a Google or Office 365 account to open the message.
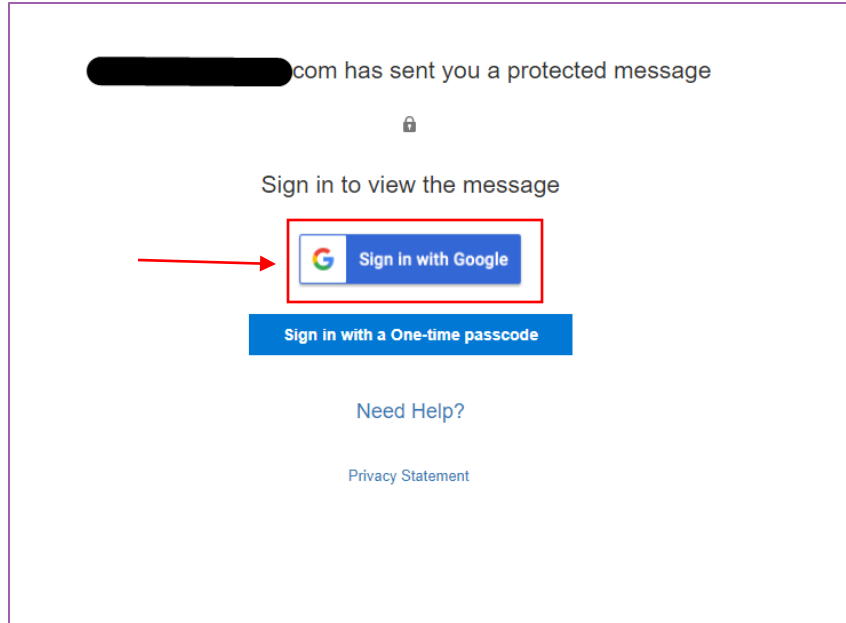
OR if you do not want to sign-in with your email account

b. Select "Sign in with a One-time passcode," this will send a separate email with an 8-digit passcode that you will enter into the email screen. You must do this within 15 minutes of clicking the "Sign in with a One-time passcode" button.
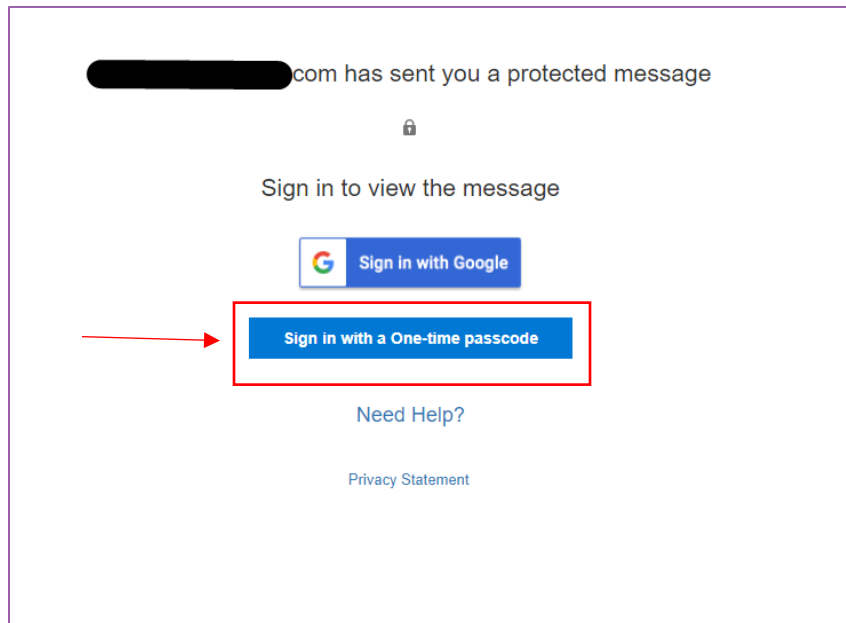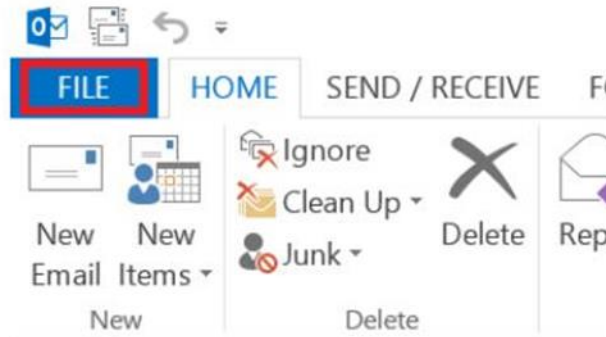
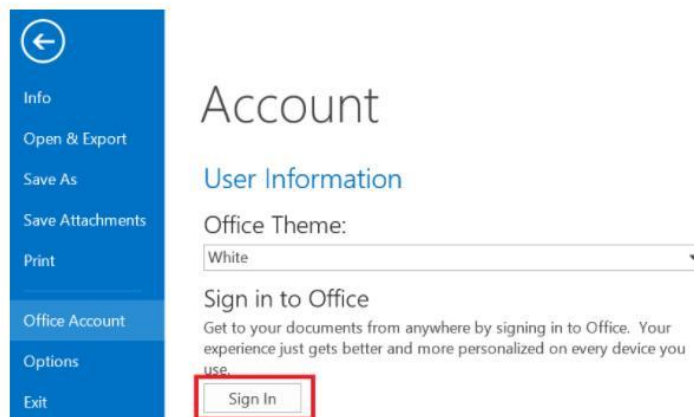## If an error message pops-up asking for credentials to be entered:

The error the user is getting with it asking for different credentials is due to either not being signed into the Outlook application (looks like Outlook 2013 from the screenshot) with the same email where the email was received or signed into the Outlook application with a different registered email. The images below show how the user can check to see which account is signed into the Outlook application. This must match the email address where the user received the encrypted email or this error can occur. If this is the case the user will need to contact their IT department to see if that can be fixed or they can sign into Outlook on the Web in their preferred web browser and they should be able to view the encrypted email without any issues.

a. Select **File** from the top menu bar.

FILE | HOME | SEND / RECEIVE | F(

New Email | New Items | Ignore | Clean Up | Junk | Delete | Rep

New | Delete

b. Select **Office Account**.

* Click the **Sign in** button if you haven't sign-in to any accounts.

Info
Open & Export
Save As
Save Attachments
Print
Office Account
Options
Exit

Account

User Information

Office Theme:

White

Sign in to Office

Get to your documents from anywhere by signing in to Office. Your experience just gets better and more personalized on every device you use.

Sign In

If the user has signed in previously, their account information will show up here. Make sure it shows that they are signed in with the same Microsoft email address where they received the encrypted email. If they are not, then they will get the error asking if they want to sign in with different credentials. They will need to contact their IT department to get this resolved or sign into Outlook on the Web where they can view the encrypted email.
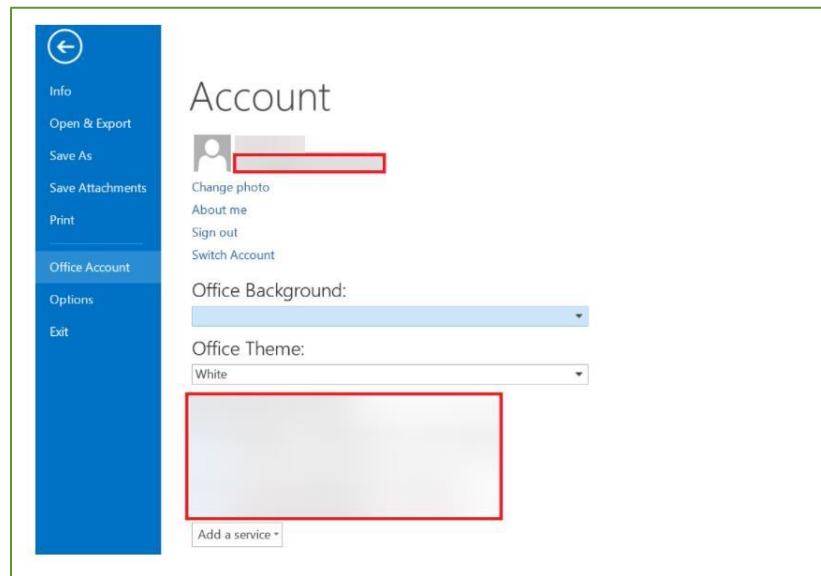
If you received a "Something went wrong…" error when opening an email:

1. Try clearing your cookies and cache files. Because of the many differences in devices and web browsers used, it is recommended to search Google.com on how to clear cookies and cached files relevant to device (computer, tablet, phone) and web browser (Chrome, Safari, Edge, etc.).
   a. iPhone/iPad with Safari
   b. iPhone/iPad with Chrome
   c. iPhone/iPad with Firefox
   d. Android Phone/Tablet with Chrome
   e. Android Phone/Tablet with Firefox
   f. Computer with Chrome
   g. Computer with Microsoft Edge
   h. Computer with Internet Explorer
   i. Computer with Firefox

2. Close the app, do not just minimizing the app, and restart the app
3. Restart the device

If the One-time passcode is invalid:

If you select "Sign in with a One-time passcode" and you get an error, "The one-time passcode is incorrect," there are a few troubleshooting steps you can try to resolve this issue.

1. Try clearing your cookies from your web browser (See instructions for clearing cookies, bottom of pg. 5)

2. After clearing your web browser cookies and you still cannot open the encrypted email with the one-time passcode, clear the browser cookies again. This time when signing-in select the checkbox next to and enable "This is a private computer. Keep me signed in for 12 hours."

3. If you are using a mobile device and are using an email-specific app (ie Gmail app, Outlook app, Yahoo app, etc.) every time you select "Read the message," the email opens ijn a browser within the app itself. So, when you select "Sign in with a One-time passcode," a new code is generated every time you back out of that email, get the passcode, and go back in.

   a. For example: You open the message, select Read the Message. The browser page opens within the email app. You select Sign in with a One-time passcode. When you select "Done" or the back button in the browser within the email app to go back and check your email for the passcode in the separate email, then return to the encrypted email and select the "sign in with a one-time passcode" again, it invalidates the code you just received and generates a new code. This is a never-ending cycle.

   b. There are two solutions for this:
      i. The easiest is to select the other sign in option, "Sign In with a Yahoo ID."
      ii. The other option is to open the "Read the message" in a separate browser window. For example, if you use an iPhone 12 you can long-press the blue 'Read the message" button and then select "Open link." The web browser opens, select "Sign in with a One-time Passcode", go back to the email app and open the email with the 8-digit code and copy the code, go back to the web browser, paste the code, select the arrow, and it opens the email.

If you are using Outlook Web Access (OWA) and IPMG's secure email came as an attachment that cannot be opened and read (EML files):
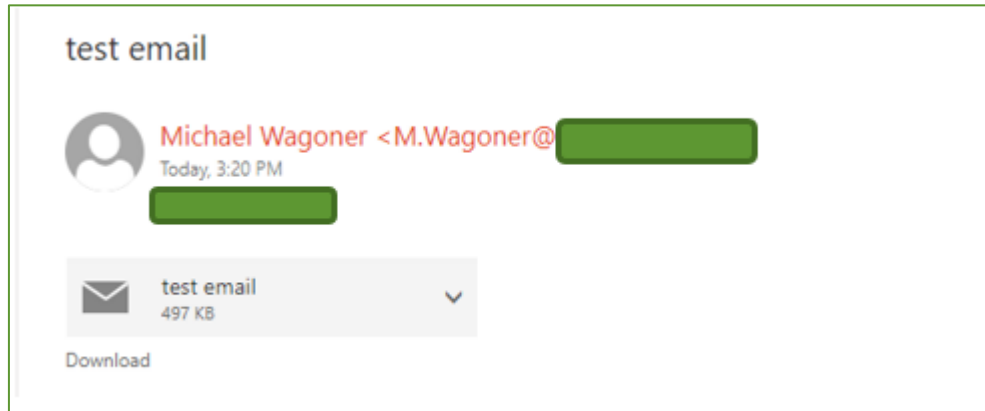

There are two workarounds to this so you can open and read the email:

1. Use your smartphone mail client or the Outlook mobile app to open the email
   a. If you opt to use your phone to read the email and experience an invalid passcode, please refer to the section above, "If the One-time passcode is invalid."

2. The other option is to change the file type of the email
   a. Select the drop arrow on the email 'attachment' and select Download.
   b. Navigate to the Downloads folder and locate the downloaded file
   c. Right-click on the file and select Rename
   d. Delete eml and enter mht
   e. Hit 'Enter' button on keyboard
   f. Double-click the renamed file to open in web browser (Chrome, Edge, etc.)

If you are not able to open and view the email PDF attachment:

1. You will need to download and install an MIP Adobe plugin
2. Find the name of the Adobe product you have by opening the program and looking at the top-left of the Adobe window. Note, your product name may differ than the one in the image below.
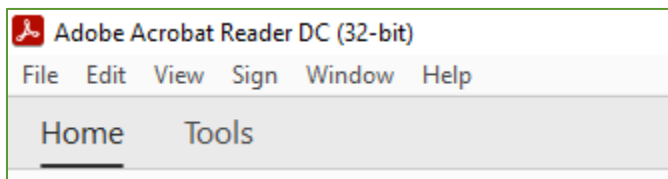
3. Next, find the version of the Adobe product you are using by clicking Help → About Adobe [product name]. Note, your product name and version may differ than the image below.
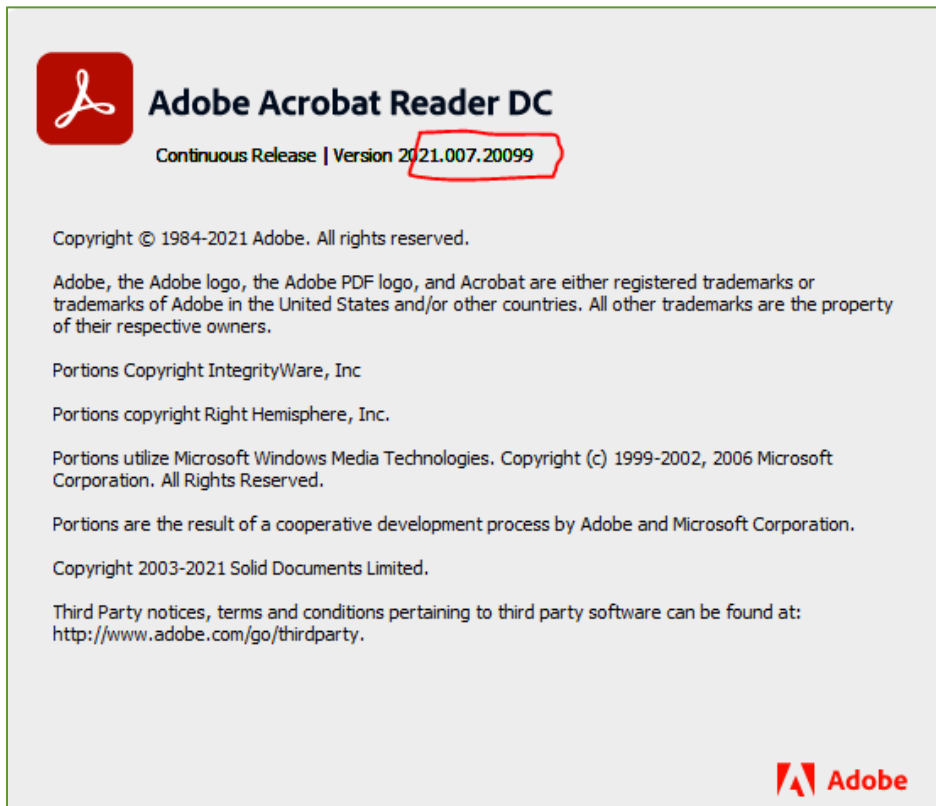
4. Go to https://helpx.adobe.com/acrobat/kb/mip-plugin-download.html to download the appropriate pluggin for the Adobe product and version you have. Note, your product name and version may differ than the example image below.

5. Click the link for your appropriate product name and version to download the pluggin.
6. After the download is complete, click on the downloaded file to begin the installation.
7. Go through the installation steps and click Finish.
8. You should now be able to view the encrypted PDF.

Alternative method to open encrypted PDF files:

1. Open the email and download the PDF email attachment
2. Navigate to the Downloads folder in File Explorer
3. Find the downloaded file
4. Right click on the file and select Open with
5. Select Microsoft Edge
6. The PDF should then open and be viewable in Microsoft Edge

a. You may change your default to Edge to open PDF files
    i. Open Microsoft Edge
    ii. Click on the three dots (...) from the right top corner.
    iii. Select Settings from the drop down and click on Site permissions from the left pane.
    iv. Scroll down and click on PDF, Toggle the switch to On for Always open PDF files externally.
    v. Note: If the Always open PDF files externally is on then if you try to open any online PDF document, it will prompt you to download and later you can use Adobe Reader to view.

For opening encrypted files on iPhone/iPad or Android:

a. Go to https://docs.microsoft.com/en-us/azure/information-protection/rms-client/mobile-app-faq
b. Scroll down to section of webpage titled *iOS: View protected files on your device* or *Android: View protected files on your device.*

For opening encrypted files on Mac:

a. Download and install Adobe Reader
b. Download and install appropriate MIP plugin as described on pages 3 & 4