



# Office 365 Message Encryption (OME)

**Step-by-step guide on how to open a secure, encrypted email sent from Wigan Council**

## Introduction

From September 2021, Wigan Council now use **Microsoft's Office 365 Message Encryption (OME)** process for sending sensitive information via encrypted (secure) emails, including documents holding sensitive information.

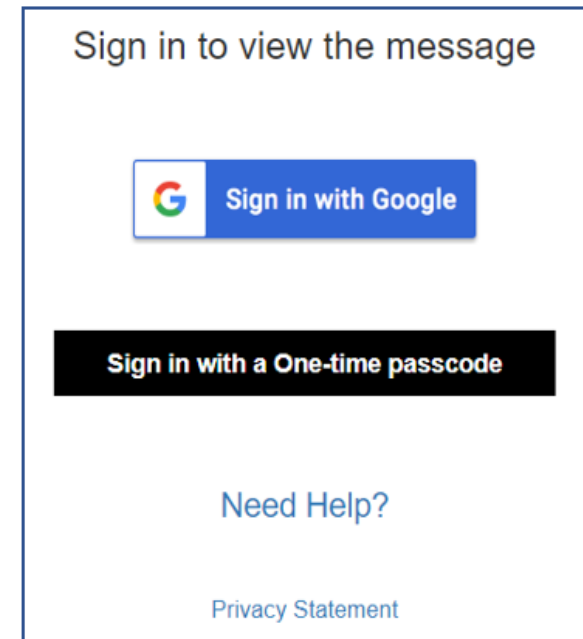
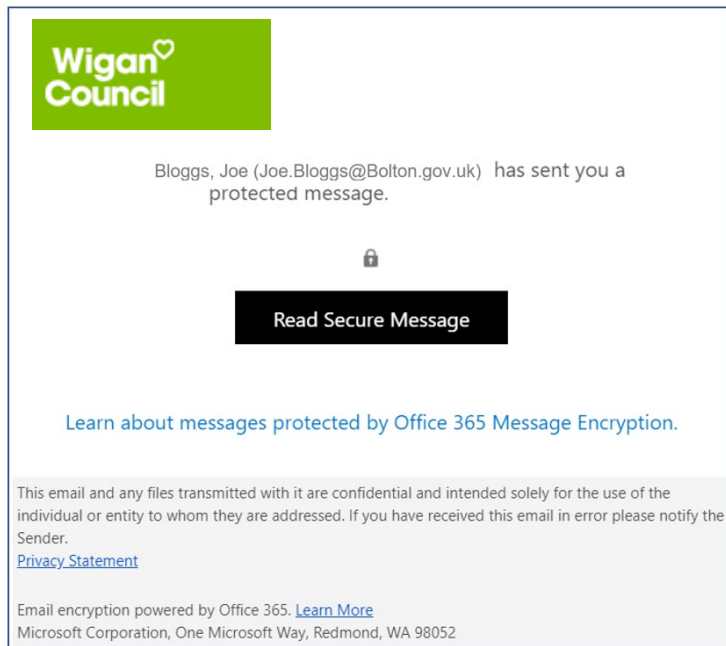
Wigan council no longer use Egress and you will not receive any further Egress emails from us.

As this new process works with other Microsoft Office 365 tools that the council already uses, email encryption and sharing documents will become much easier and more secure. Many organisations use **OME**.

- **Accessing encrypted emails** - to decrypt the email message, you will firstly need to follow an authentication process . More information about this process and how to decrypt and open a secure email is explained in this GUIDANCE.
- **Recognising genuine encrypted emails** - we will only ever contact you from a Wigan Council email address ending "@wigan.gov.uk".
- This guide covers the general flow of opening and responding to a Wigan Council Microsoft OME generated email but is in no way a reflection of any specific IT operating platform. Please see Microsoft's official OME guidance [here](#) for further details or where accessible refer to your own IT Support services for guidance.

# Instructions

1. When you open the email from your inbox, you will see the following message. Click '**Read Secure Message**'.



2. If you have a Microsoft or Google account you can use the "Sign In". This must be linked to the email you have received our email to. Or you can request a passcode by Clicking on the '**Sign in with a One-time passcode**'. A passcode will be required each time you access this email.

3. If you choose one time passcode - a verification page will appear in your browser in a separate tab on your device. The verification window does not open in your email client. The passcode screen prompts you to enter the passcode that you will be sent to you from Microsoft separately to your email address. The passcode email will contain an 8-digit **passcode**. You will need to navigate between your email screen and this verification screen on your device to enter the code.
- You are able to select the *"This is a private computer. Keep me signed in for 12 hours"*, this is useful should you expect to have a frequent email conversation using OME encryption over a 12 hour period this means the browser screen for your email will remain and not time out.

We sent a one-time passcode to [example@gmail.com](mailto:example@gmail.com).

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](#).

4. Check your Inbox or your Spam folder for the email sent from Microsoft with your **one-time passcode**.

The logo for Wigan Council, featuring the text "Wigan Council" in white on a blue rectangular background. A small white heart icon is positioned above the letter 'i' in "Wigan".

Here is your one-time passcode

**51515878**

To view your message, enter the code in the web page where you requested it.

NOTE: This one-time passcode expires 15 minutes after it was requested.


5. Go to the passcode screen, in your browser on your device and Enter the passcode you have been sent then press '**Continue**'
  6. You will now be able to read the message. The message will remain in your device browser and any replies should be made from here. Should you wish to download any attachments you can from the email. All attachments will use Microsoft Rights management to restrict access.
- **Please note** that if you '**reply**' or '**forward**' the email, it will remain encrypted, but the sender can control the permission for you to forward. Email sent as Do Not Forward

will be clearly marked as **“Do Not Forward”**; all other emails you can forward. You will also notice within the opened email the reply options will have “forward” greyed out.

- You cannot send a reply or forward the email message without the encryption remaining in place. Where Wigan Council has allowed you to forward an email sent to you it is your full responsibility to protect the council’s data in all circumstances.
  - Recipients that you forward to will need to access the email with a passcode or use the google login process above.
- Encryption permissions are controlled by Wigan Council, the sender, and cannot be changed by recipients. This includes “Do Not Forward”.

Do Not forward

 | @wigan.gov.uk>  
To @googlemail.com

 If there are problems with how this message is displayed, [click here to view it in a web browser.](#)  
[Click here to download pictures.](#) To help protect your privacy, Outlook prevented automatic download of some pictures in this message.




7. When you have submitted your passcode the email will open in your browser in a "Read only" outlook 365 tab. From here you can preview attachments, download any attachments, read the email body and submit a reply. Replying to this email from this window will keep the content encrypted back to the council.

outlook.office365.com/Encryption/default.aspx?itemID=E4E\_M

Wigan Council | someone@somewhere.com | Sign Out

#secure# OME Email from Wigan council

 Today, 1:15 PM  
@wigan.gov.uk > | Reply all | v

Encrypt: This message is encrypted. Recipients can't remove encryption.

OME Word File.docx 57 KB | OME Excel File.xlsx 54 KB

2 attachments (111 KB)

Hello from Wigan

Mr Test  
**Service Delivery**  
Digital, Leisure and Wellbeing Services


Wigan Council  
Wigan Town Hall, Library Street, Wigan WN1 1YN

[www.wigan.gov.uk] [www.wigan.gov.uk](http://www.wigan.gov.uk) [www.twitter.com/wigancouncil](https://www.twitter.com/wigancouncil)

# Previewing attachments

Wigan Council | someone@somewhere.com | Sign Out

#secure# OME Email from Wigan council

 @wigan.gov.uk> Today, 1:15 PM @googlemail.com

Encrypt: This message is encrypted. Recipients can't remove encryption.

OME Word File.docx (57 KB) | OME Excel File.xlsx (54 KB)

2 attachments (Hello from Wigan Council) | **Preview** | Download

Mr Test  
**Service Delivery**  
Digital, Leisure and Wellbeing Services

Wigan Council  
Wigan Town Hall, Library Street, Wigan WN1 1YN

[www.wigan.gov.uk] [www.wigan.gov.uk](http://www.wigan.gov.uk) [www.twitter.com/wigancouncil](https://www.twitter.com/wigancouncil)

On the attachment drop down you can preview a read only view of the attachment in the same browser window. You can also select the attachment by clicking on it to switch between preview and email view in the outlook office365 browser window.



# Downloading Attachments

The screenshot shows an email from Wigan Council. The header includes the Wigan Council logo and the sender's email address, someone@somewhere.com. The subject is "#secure# OME Email from Wigan council". The sender is identified as "s@wigan.gov.uk" with a profile picture "RS" and a timestamp of "Today, 1:15 PM". A "Reply all" button is visible. A grey bar indicates the message is encrypted. Two attachments are shown: "OME Word File.docx" (57 KB) and "OME Excel File.xlsx" (54 KB). A context menu is open over the Word file, showing "Preview" and "Download" options. The email body contains a greeting "Hello from W", a salutation "Mr Test", and a section titled "Service Delivery" for "Digital, Leisure and Wellbeing Services". It also includes the Wigan Council address and links to the council's website and Twitter. A confidentiality notice is present at the bottom of the email body. At the bottom of the browser window, a taskbar shows the downloaded files: "OME Excel File.xlsx" and "OME Word File.docx", with a "Show all" button to the right.

When Downloading attachments each browser is slightly different, for display purposes only your browser will indicate to you that files are downloaded, in the example above the attachments are downloaded at the bottom of the browser window. Select these to open them.

## Important

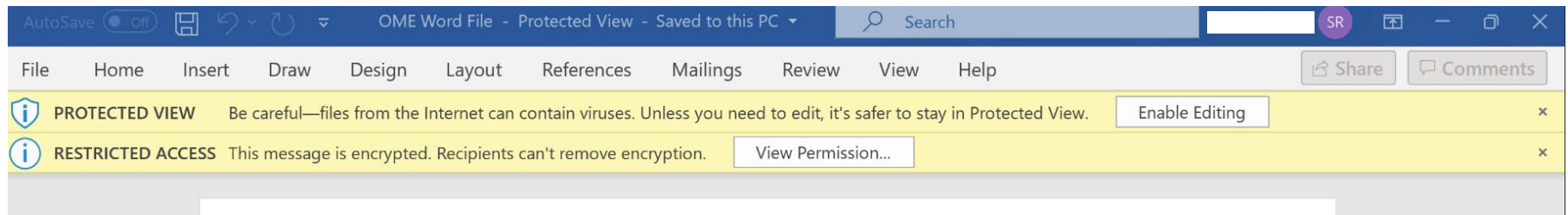
When working with Word and Excel documents downloaded locally to your device you will need to be logged in to any Microsoft software accounts associated with the email address that you have received the email with. Without doing this the OME encryption and Microsoft Rights Management controls will not allow you to access the documents. PDFs are exempt from Microsoft Rights Management.

This is the same if you forward the email, the person who is accessing the content will also need to be signed into Microsoft software accounts relevant to the recipient's email address.

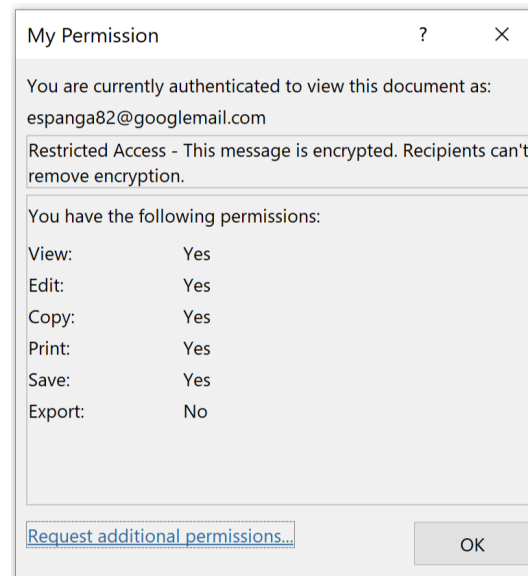
## Opening and working with documents

When you open a document you will need to select "Enable Editing" if you want to change that document.

Document Permissions can be viewed by selecting "View Permissions" tab



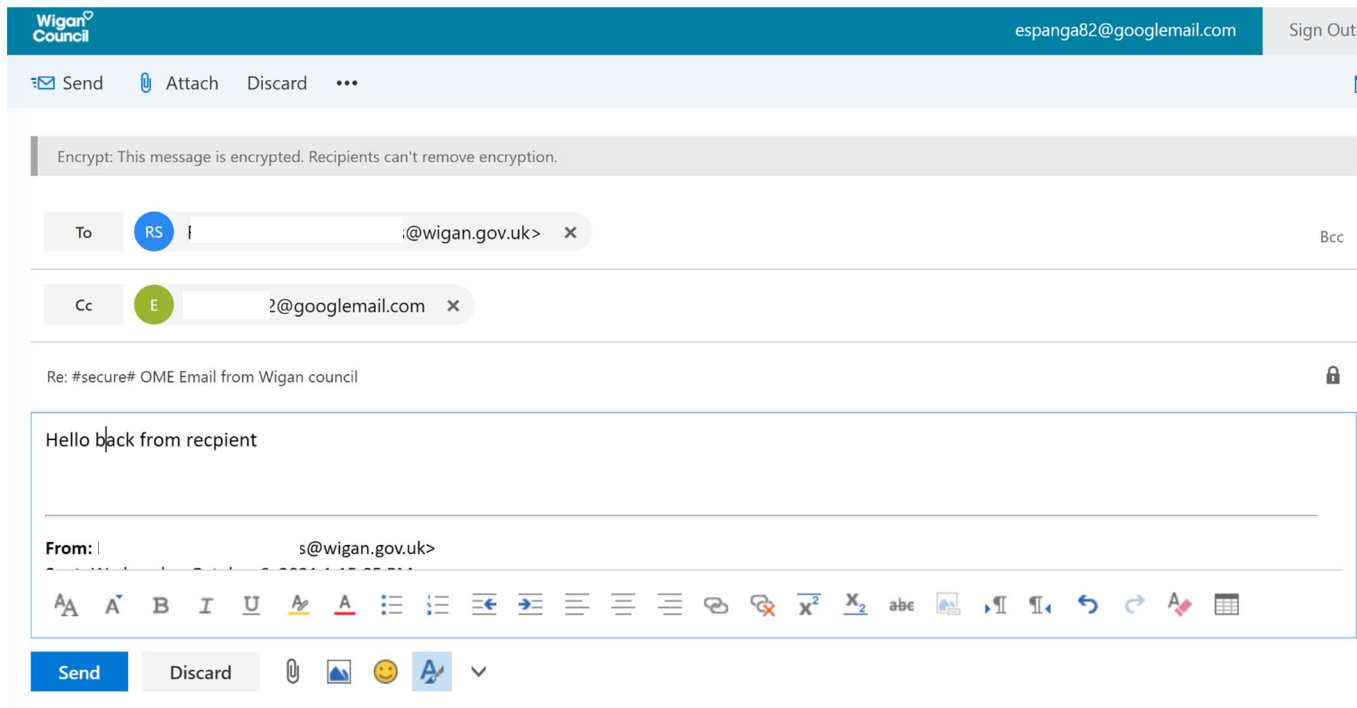
## View Permissions on Documents



## Replying to an email

To keep the content encrypted when you reply to a Secure Wigan Council email you should please use the original email to create your response.

If this is not immediate and you haven't chosen the 12 hour option for the email to remain in the browser window you will be prompted for a different one time passcode. As before, follow the same process to obtain a passcode unless you have signed in with a Google account. Access the email, choose Reply, respond and add any attachments and then click Send.



## **Forwarding an Email**

To keep the content encrypted when you forward a Secure Wigan Council email you can select the Forward option from within the Outlook O365 browser window.

If this is not immediate and you haven't chosen the 12 hour option for the email to remain in the Outlook O365 browser window you will be prompted for a different one time passcode. As before, follow the same process to obtain a passcode unless you have signed in with a Google account. Access the email, choose Forward, add comments and add any attachments and then click Send.

Please be aware of the **Forward** and **Do Not Forward** limitations above