

## How to Access the Secure Email You Have Been Sent

### Enhanced Email Security with Microsoft Encrypt Secure Email

We are committed to ensuring the highest level of security for your personal and sensitive information. As part of this commitment, we are pleased to inform you that we will be using Microsoft Encrypt Secure Email for all email communications containing confidential information.

#### What This Means for You:

- **Enhanced Security:** Your emails will be encrypted, ensuring that only you and the intended recipient can read the contents.
- **Confidentiality:** This added layer of security helps protect your personal and sensitive information from unauthorized access.
- **Ease of Use:** You will receive encrypted emails in your inbox as usual. To read the email, simply follow the instructions provided in the message.

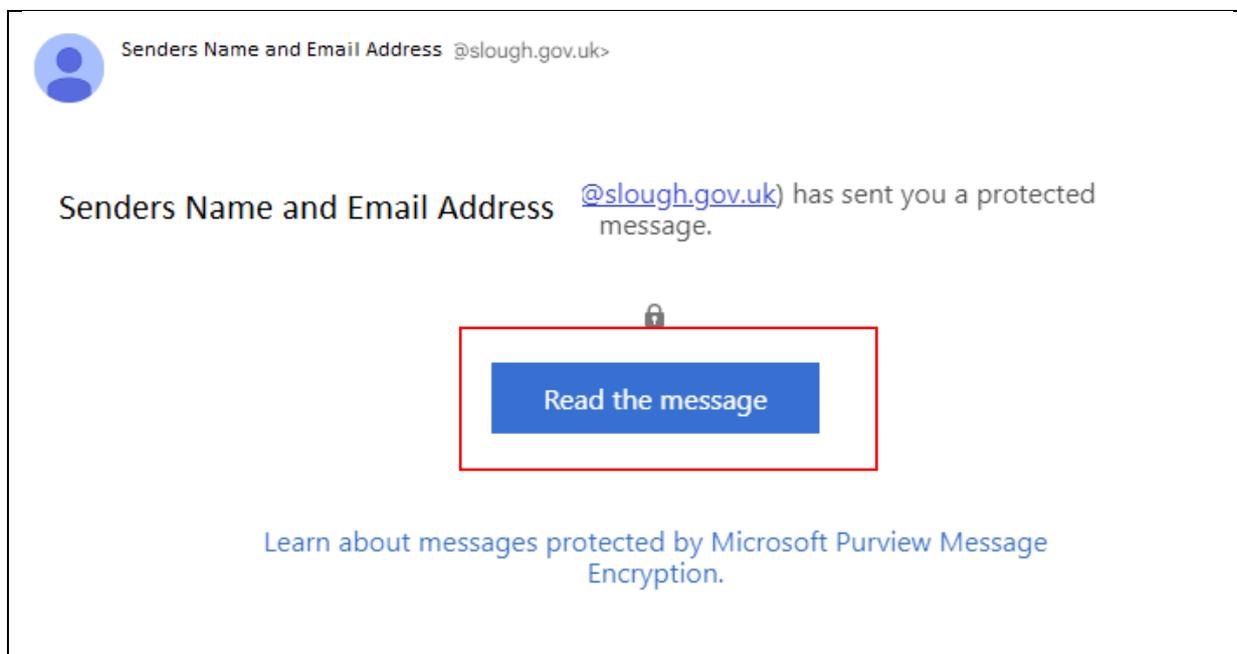
#### How It Works:

1. You will receive an email notification indicating that you have received a secure message.
2. Follow the link in the email to access the secure message.
3. You may be prompted to sign in or use a one-time passcode to view the email.

We believe this enhancement will provide you with greater peace of mind when communicating with us.

### What you will see

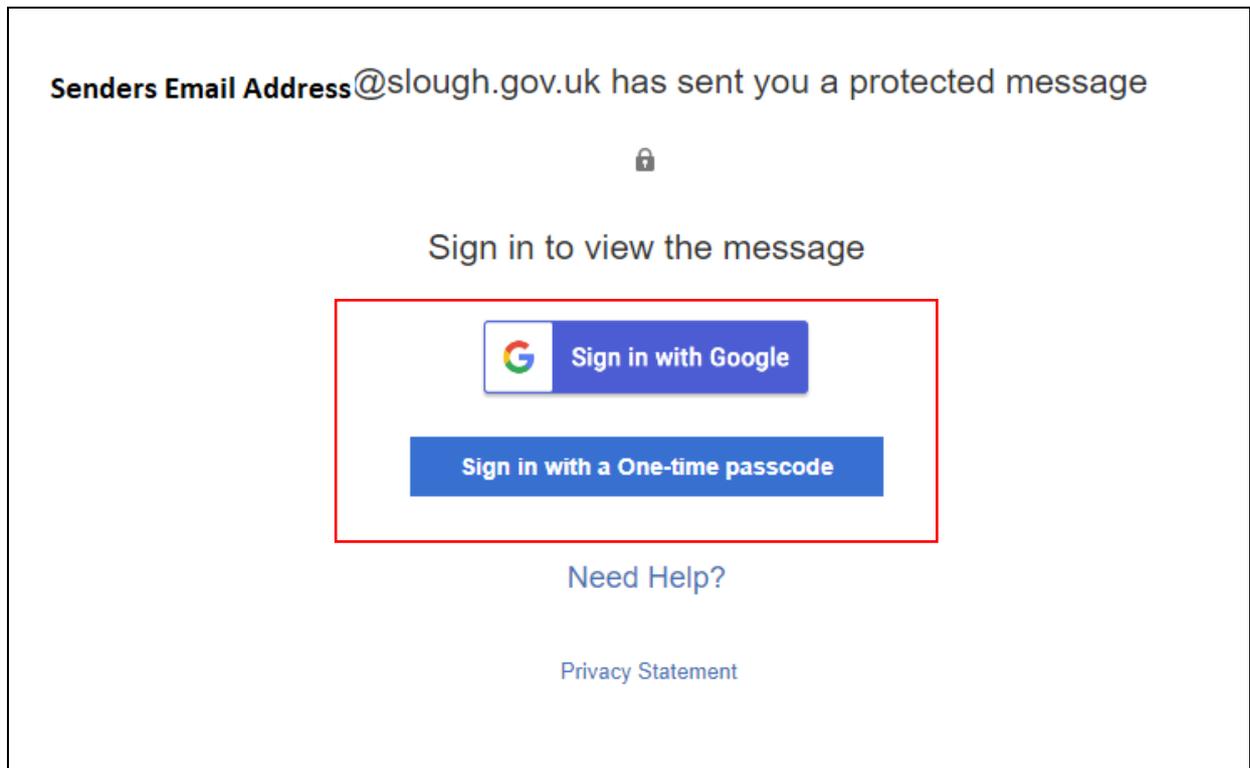
- The email recipient will receive sent encrypted email in their inbox.
- Once they access the email they will see the following message



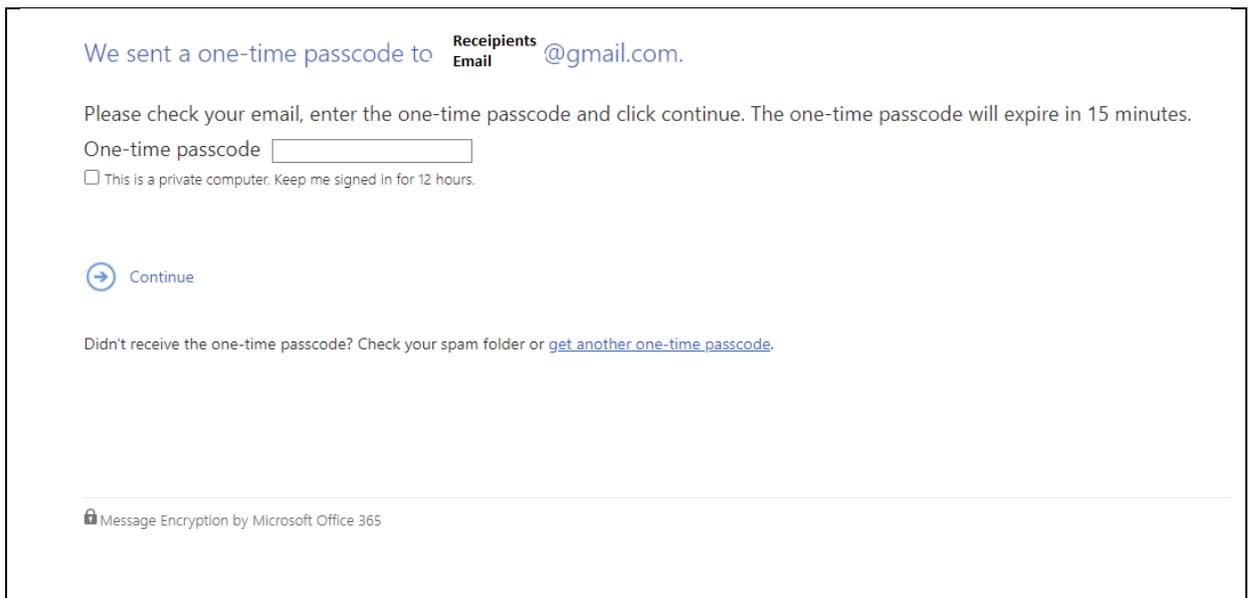
- Click on 'Read the message'
- The below will now be displayed.
- Email recipient now has two options to verify themselves.



Sign in with a One-time passcode



- If 'Sign in with a One-time passcode' is used the following page will be displayed



- This option will generate a separate email to the recipient containing a One-time passcode as below.

Here is your one-time passcode

05171476

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.

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This message is automatically generated. Please don't reply to it.

- The one-time password is entered by the recipient to access the encrypted email.
- If '[Sign in with Google](#)' is used the recipient will be able to access the received encrypted email once their account has been verified.