DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/Business Operations
Please do not reply to this message

TRANSMITTAL DATE: August 28, 2015

TOPIC: Update Email Encryption

All Qualified Vendors

This is an update to the Vendor Announcement transmitted on May 18, 2015.

The Department no longer provides a secure email portal for Qualified Vendors or other stakeholders to initiate communication with the Division. **Qualified Vendors are required to ensure that HIPAA qualifying emails[1] are sent encrypted.** Examples include, but are not limited to, progress reports, claims submissions, and Central Registry requests.

All DES Divisions now use a Microsoft-based email encryption tool. Instructions for Microsoft email encryption are included with this announcement. This encryption tool is used on qualifying outbound emails from DES employees. DES employees will initiate the encryption when they create and send the outbound email.

Qualified Vendors may request that Division staff initiate a secure communication for the purpose of providing the Department confidential information; however, Qualified Vendors are strongly encouraged to use an email system with its own encryption.

Questions related to this communication may be sent to DDDContractsManager@azdes.gov

Thank you

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[1] Health Insurance Portability and Accountability Act (HIPAA) of 1996 (P. L. 104-191) protected or confidential information

Beginning June 5, 2015, all DES departments will begin using a new Microsoft based email encryption tool. This encryption tool will be used on qualifying <u>outbound emails</u> from DES employees. DES employees will initiate the encryption when they create and send the outbound email.

The first Microsoft encrypted email you receive will provide two different methods to access the email:

- Creating a Microsoft account
- Utilizing a one-time passcode

If your email account is part of a public Microsoft email system (Outlook.com, Live.com, Hotmail.com, for example), you may already have a Microsoft account and you may not need to create another. If you already have a Microsoft related account, the encrypted DES email will open normally.

This documentation will explain the steps to create a Microsoft account or utilize a one-time passcode method to access an encrypted email sent from DES utilizing the Microsoft encryption tool.

When you receive an encrypted DES email, the email will have a file attached. You will need to download the attached file. Below is an example of the contents of the email:

You've received an encrypted message from ExampleDESemployee@azdes.gov

To view your message
Save and open the attachment (message.html), and follow the instructions.
Sign in using the following email address: Example@gmail.com

This email message and its attachments are for the sole use of the intended recipient or recipients and may contain confidential information. If you have received this email in error, please notify the sender and delete this message.

🔒 Message encryption by Microsoft Office 365

📄 **message.html**
86 KB

[↓] [⌂]
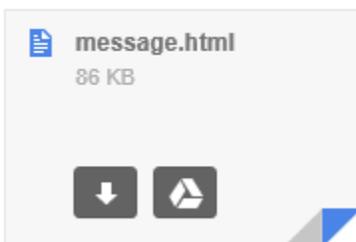
Your specific email system may display the attached file (message.html) differently than is shown above.

Download the message.html file to your local computer and run the file (double click). Your browser may display a banner at the bottom of the screen which provides a Save, then an Open button.   The html file will open your browser and display the screen below under Step 1.

The two options for accessing the encrypted email :

– **SIGN IN AND VIEW ENCRYPTED MESSAGE**

(Creates a Microsoft account)

-    See **Option #1** below

– **Don't want to sign in? Get a one-time passcode to view the message.**

(Does not create a Microsoft account)

-    See **Option #2** below

Option #1 -   **SIGN IN AND VIEW ENCRYPTED MESSAGE**   (Creates a Microsoft account)

Step 1.   Click on SIGN IN AND VIEW ENCRYPTED MESSAGE

encrypted message from
ExampleDESemployee@azdes.gov

To view your message, sign in using the following email address:
Example@gmail.com

→ SIGN IN AND VIEW YOUR ENCRYPTED MESSAGE

Don't want to sign in? Get a one-time passcode to view the message.

🔒 Message encryption by Microsoft Office 365
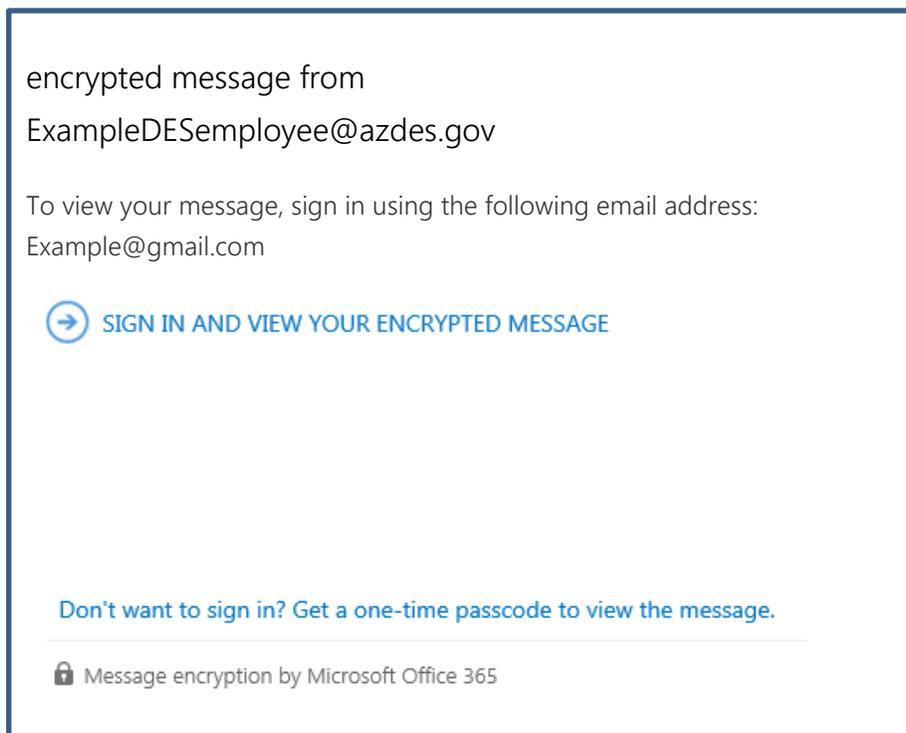
Step 2. Click on **Create a Microsoft Account for..**

            -    The "Create an account" screen will display (see below) :

We didn't find a Microsoft account for

ExampleDESemployee@azdes.gov

To view your encrypted message, you first need to create a Microsoft account by clicking the link below. After the account has been created, follow the instructions in the original message.

➔   CREATE A MICROSOFT ACCOUNT FOR   ExampleDESemployee@azdes.gov

➔   DON'T WANT TO CREATE A MICROSOFT ACCOUNT? GET A ONE-TIME PASSCODE TO VIEW THE MESSAGE

If this is your first encrypted email from DES and you have not created a Microsoft account, continue with the Step 3 :

Step 3. Complete the Create an Account form
- **Some fields are required fields**

NOTE: Be sure to uncheck the "Send me Promotional offers from Microsoft" checkbox located at the bottom of the screen, unless you want to received advertisement emails from Microsoft.

■■ Microsoft

Create an account

You can use any email address as the user name for your new Microsoft account, including addresses from Outlook.com, Yahoo! or Gmail. If you already sign in to a Windows PC, tablet, or phone, Xbox Live, Outlook.com, or OneDrive, use that account to sign in.

First name   **Last name**

User name

sample@gmail.com

Or get a new email address

This information is required.

Password

8-character minimum; case sensitive

Reenter password

Country/region

United States

Birthdate

Month   Day   Year

Gender

Select...

Help us protect your info

Your phone number helps us keep your account secure.

Country code

United States (+1)

Phone number

We want to make sure that a real person is creating an account.

⊚MAX4MS

New

Audio

Enter the characters you see

☑ Send me promotional offers from Microsoft. You can unsubscribe at any time.

Click **Create account** to agree to the Microsoft Services Agreement and privacy and cookies statement.

Create account

Uncheck Here

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After completing the new account form, Microsoft may want to verify your email address or your phone number. The next screen you get will explain the steps of each of these verification steps.

- Microsoft may send an email to your account which contains a "Verify your email account button". Click the button to verify. When you return to the browser, you will get a continue button to then view your email

- Microsoft may call the phone number you provided and an automated message will provide a passcode. Microsoft will provide a screen to enter the passcode. The passcode is only active for 15 minutes.

When the verification steps are completed, your Microsoft account will be active.

Microsoft | Account   Search Microsoft.com   Support   Bobby

Home   Basic info   Payment & billing   Devices   Family   Security & privacy
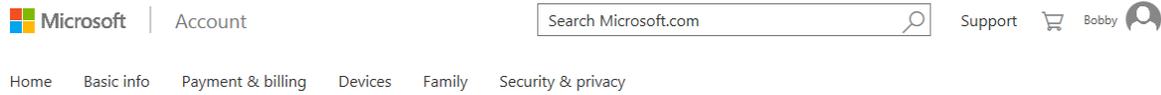
Ready to go!

After your Microsoft account has been created, any subsequent encrypted emails from DES will require you to login into your Microsoft account to open the email.

Option #2 - Get a one-time passcode to view the message (Does not create a Microsoft account)

Step 1. Click on **Don't want to sign in? Get a one-time passcode to view the message.**
- Located at the bottom of the initial screen

encrypted message from

ExampleDESemployee@azdes.gov

To view your message, sign in using the following email address:
Example@gmail.com

(→) SIGN IN AND VIEW YOUR ENCRYPTED MESSAGE

Don't want to sign in? Get a one-time passcode to view the message.

🔒 Message encryption by Microsoft Office 365
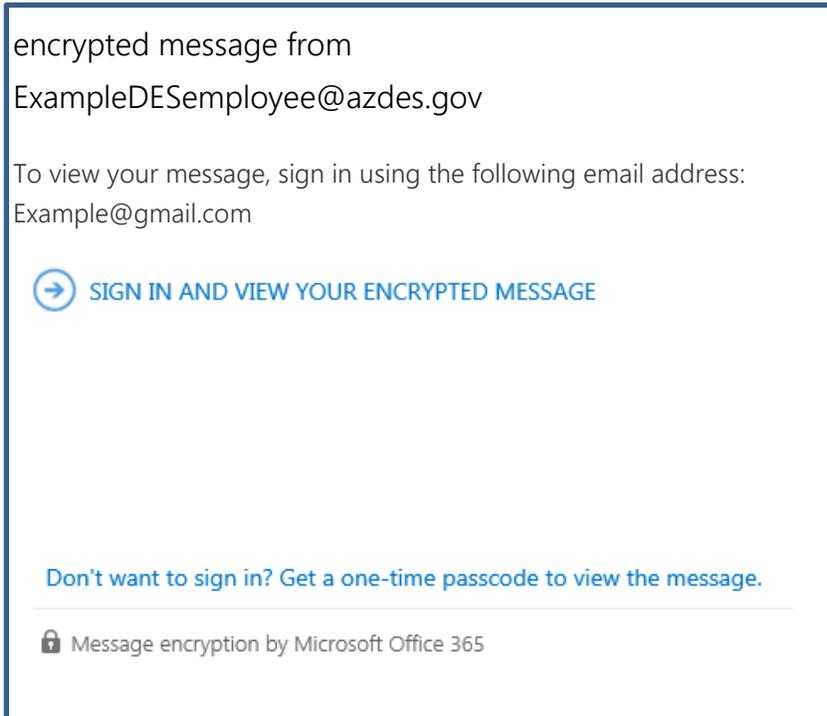
Step 2. Your browser will display the following screen:

We sent a passcode to ExampleDESemployee@azdes.gov

Please check your email, enter the passcode that corresponds with the
reference code, and click continue. The passcode will expire in 15 minutes.

Reference code: 3732
Passcode [   ]
☐ This is a private computer. Keep me signed in for 12 hours.

(→) CONTINUE

Didn't receive the passcode? Click here to get another one.
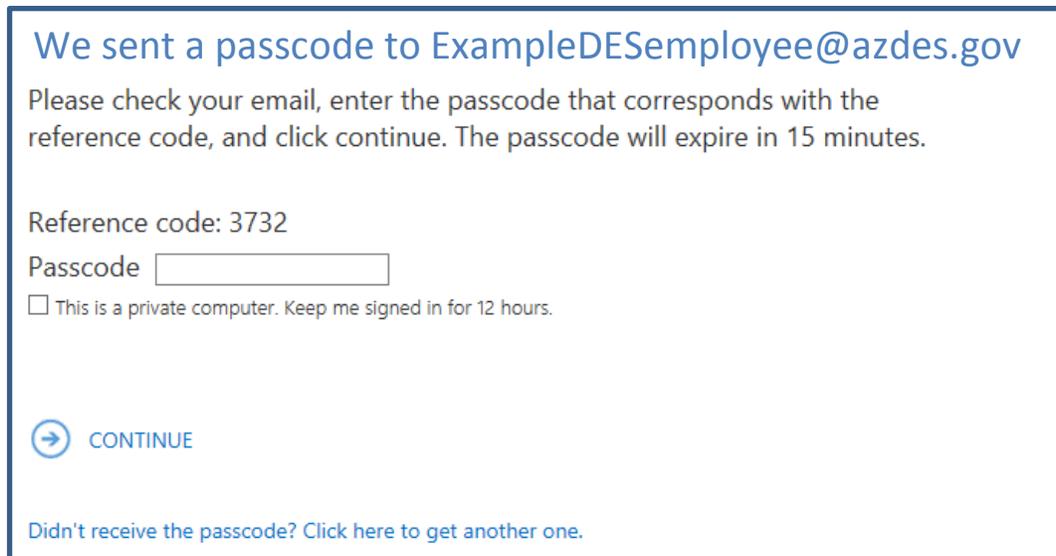
Step 3. Open the email account listed at the top of the screen above. The email containing the passcode should be from Microsoft Office 365 Encryption

- Get the passcode (copy and paste will work)

> Microsoft Office 365 Message Encryption <MicrosoftOffice365@messaging.microsoft.com>   1:42 PM (0 minutes ago)
> to me
>
> ## Here is the passcode you requested to view your encrypted message. It matches reference code 3732.
>
> Passcode: 32426887
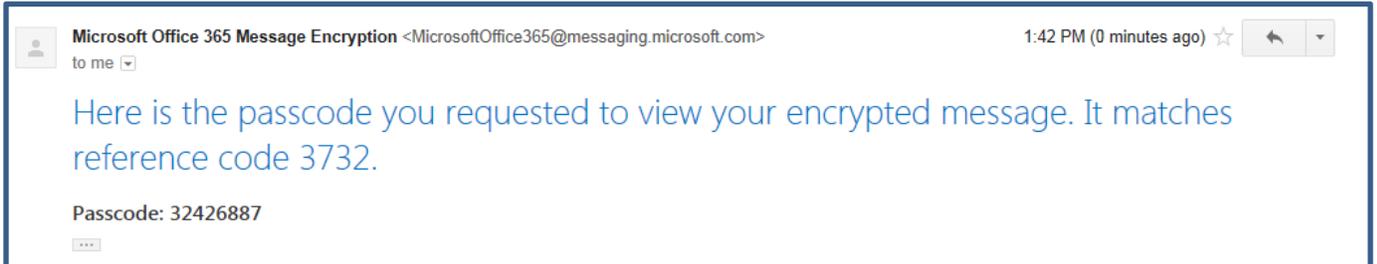
Step 4. Return to your browser and enter the passcode from your email into the passcode field.

- Click **Continue**

We sent a passcode to ExampleDESemployee@azdes.gov

Please check your email, enter the passcode that corresponds with the reference code, and click continue. The passcode will expire in 15 minutes.

Reference code: 3732

Passcode `32426887`

☐ This is a private computer. Keep me signed in for 12 hours.

→ CONTINUE

Didn't receive the passcode? Click here to get another one.
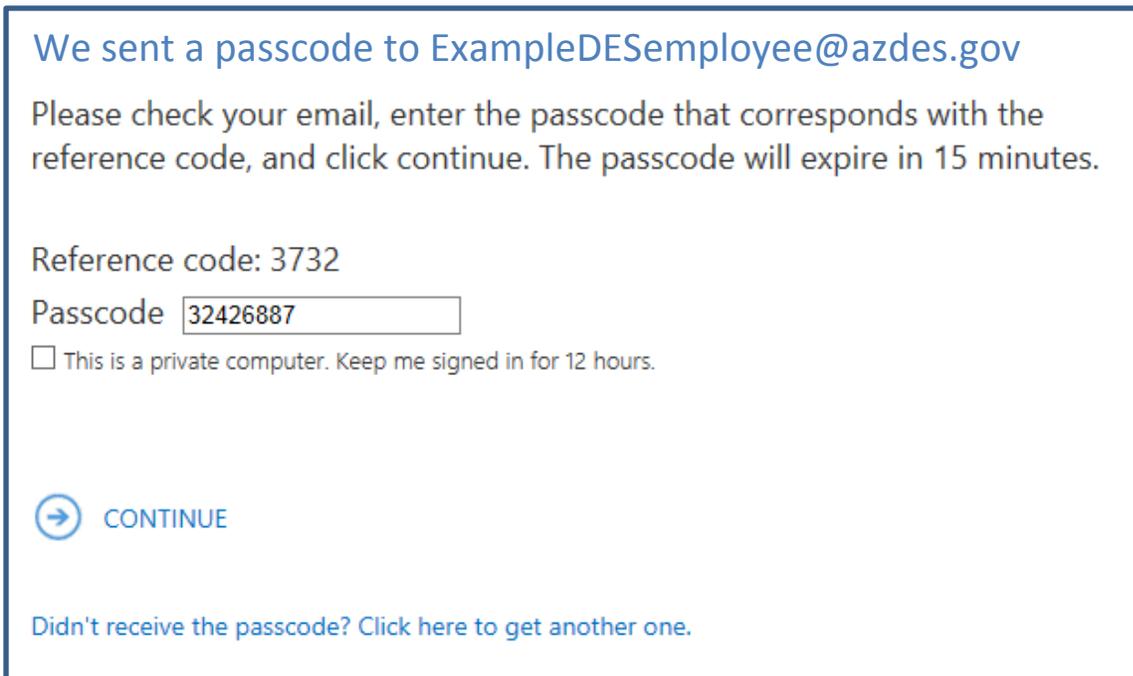
Step 5. The encrypted DES email will be displayed.

This passcode expires after it is used once. If you chose the one-time passcode option on any subsequent encrypted DES emails, Microsoft will email you a different passcode.