



HOW DO I...Open an encrypted message from the Justice Center?

Encrypted email messages from the Justice Center will arrive in the recipient's inbox with an HTML attachment. After opening the attachment, recipients see instructions for opening and viewing the message. Regardless of the recipient's type of email service, the experience is the same.

There are two methods available to open an encrypted message that you have received from the Justice Center

1. Sign in using your Microsoft account – This is the recommended method if you routinely receive encrypted messages from the Justice Center.
 2. Use a one-time passcode
-

Before you begin

What's a Microsoft account?

A Microsoft account is the email address and password that you use to sign in to Microsoft services, such as Outlook.com, OneDrive, Windows Phone, or Xbox Live. [What is a Microsoft account?](#) is a short video that's helpful for understanding what a Microsoft account is and how it's used.

I already have a Microsoft account. Do I need to create a new one to view an encrypted message?

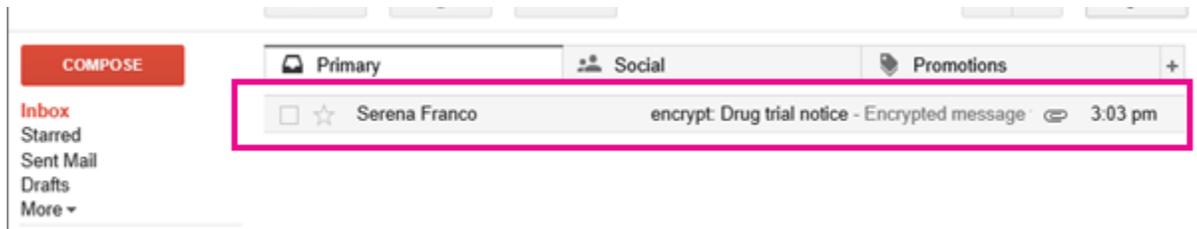
No. You can refer to [Send, view, and reply to encrypted messages](#) to learn how to sign in with your existing account and view an encrypted message.

Create a Microsoft account for viewing encrypted messages

This procedure takes you through the process of creating a Microsoft account.

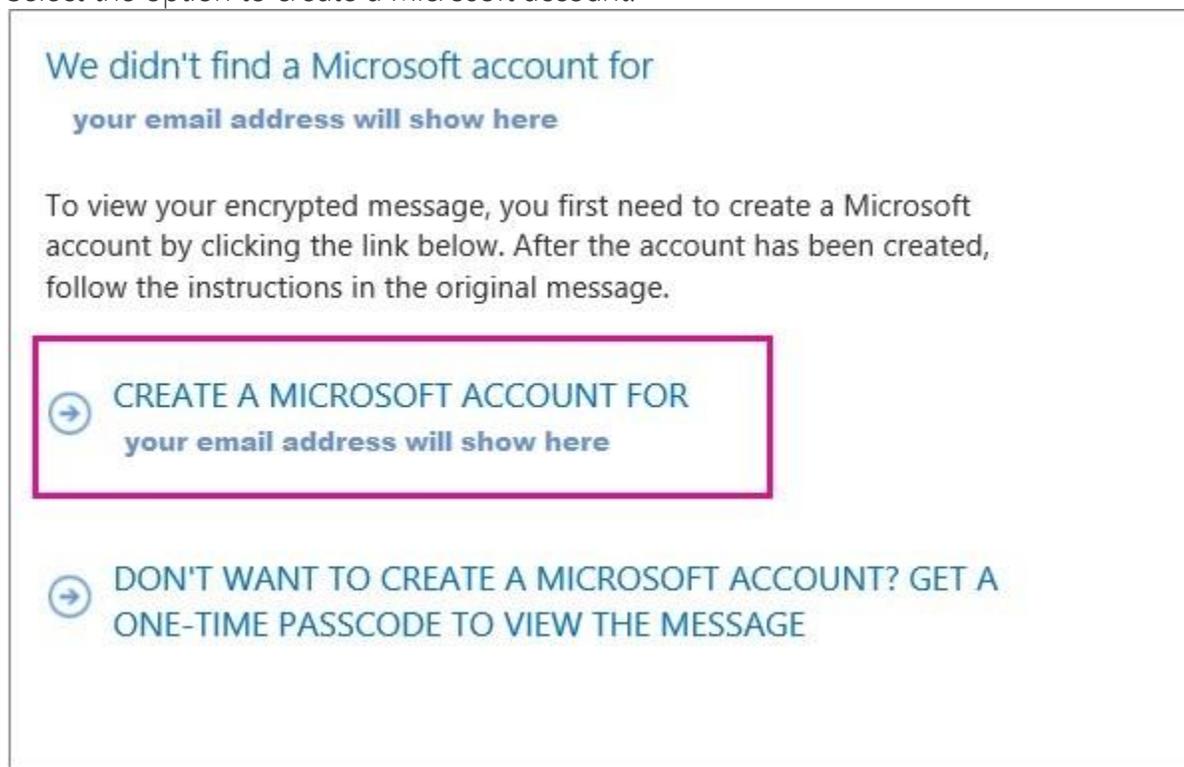
To create a Microsoft account to view encrypted messages:

1. Open the message in your Inbox. The subject line may indicate that the message is encrypted. The following screenshot shows a sample email Inbox that contains an encrypted message.



After you open the message, you'll see **Message encryption by Microsoft Office 365** and an attachment called *message.html*. Open the attachment.

2. Within the opened *message.html* attachment, select **SIGN IN AND VIEW YOUR ENCRYPTED MESSAGE**.
3. Select the option to create a Microsoft account.



4. Fill out the Create an account form. You'll see your email address in the User name box.

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](#).

Name

✓ After you sign up, we'll send you a message with a link to verify this user name.

User name

[Or get a new email address](#)

Create password

8-character minimum; case sensitive

Reenter password

Country/region

▼

ZIP code

5. Review the summary page and select **Verify your email address**. You will receive a verification email.

Microsoft account

Account

View basic information about your account

Basic info

Your email address has not been verified. [Verify your email address](#)

Display name

Your name will appear here

[Edit](#)

Personal details

Birthdate **Your birthdate will appear here**

Gender **Your gender will appear here**

Country/region

Time zone

Security & password

Recent activity

Aliases

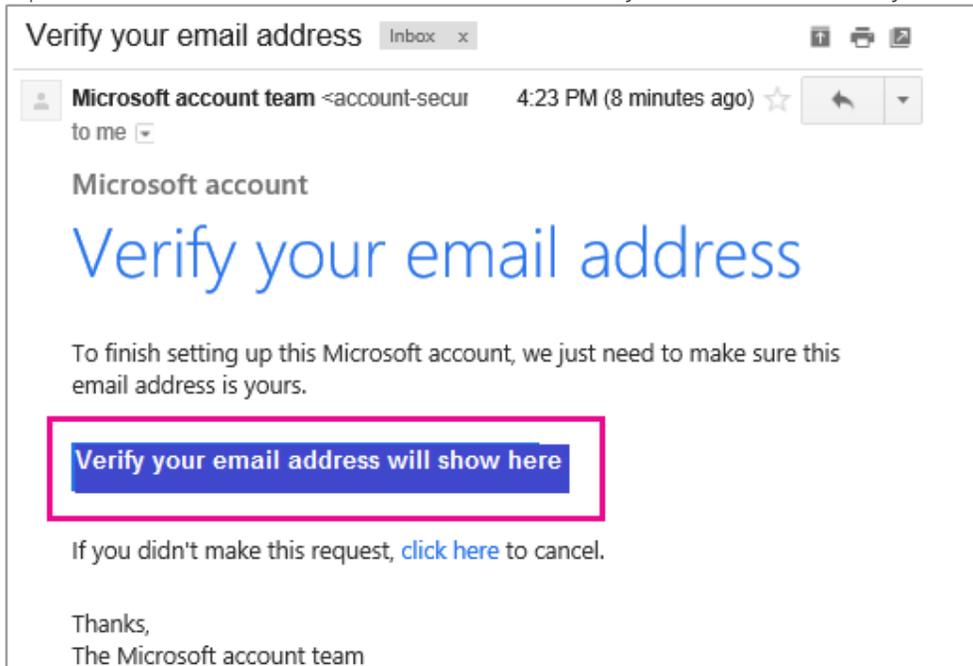
Related accounts

Billing

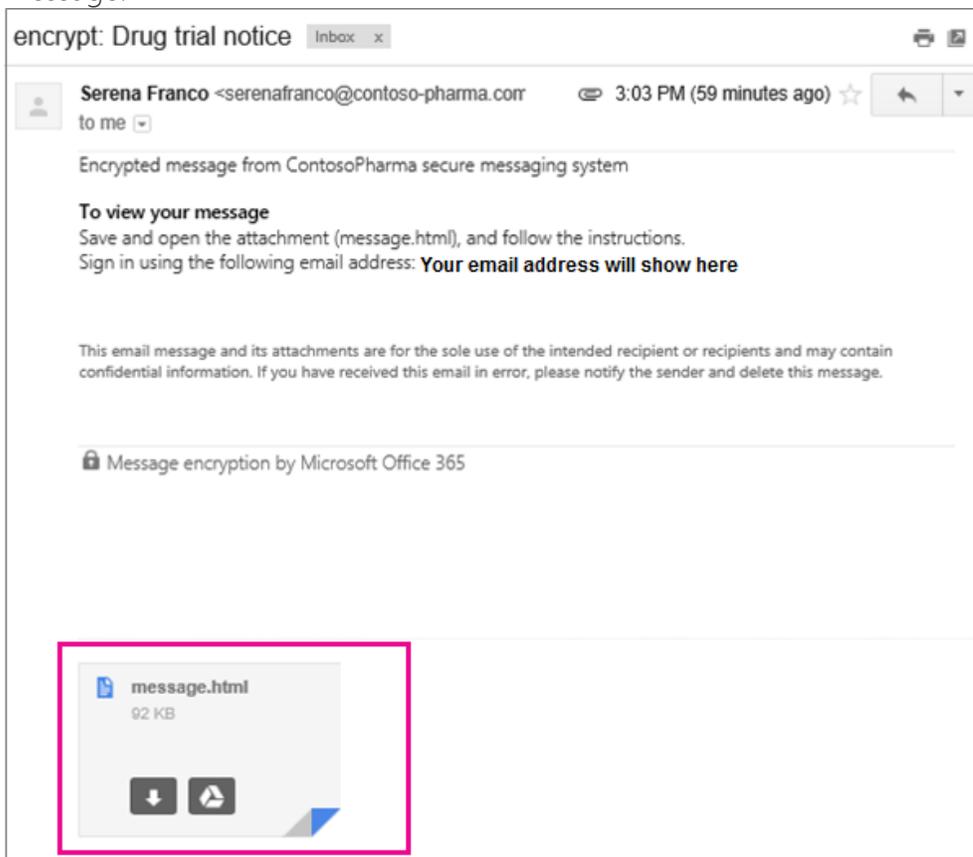
Overview

Transactions

6. Open the verification email and select the Verify button to confirm your email address.



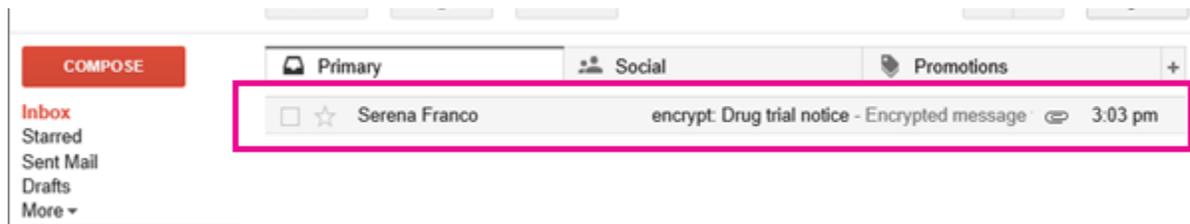
7. Once you've verified your email address, go back and open the *message.html* file that you started with. You can now use your Microsoft account to sign in and view the encrypted message.



Use a One Time Passcode to view an encrypted message

This procedure takes you through the process of requesting a One Time Passcode to view an encrypted message from the Justice Center.

1. Open the message in your Inbox. The subject line may indicate that the message is encrypted.



2. After you open the message, you'll see **Message encryption by Microsoft Office 365** and an attachment called *message.html*. Download and Open the attachment.
3. Select Use a one-time passcode from the bottom of the message.html file.

To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.



4. The passcode is sent to you in a new email message. Go back to your email and open the new message that will contain the passcode. The passcode will then need to be entered into the space provided, then click **CONTINUE**. You can now view your message.

[We sent a passcode to your email address will appear here](#)

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: 3204

Passcode

[CONTINUE](#)

[Didn't receive the passcode? Click here to get another one.](#)

Each passcode expires after 15 minutes. If that happens, or if you can't open the message for any reason, start over by opening the message.html attachment again and following the steps. Make sure the reference code in the email containing the passcode matches the reference code in the portal.