**Sensitivity Labels: Questions and answers**

**What label should I use if I need to send an email or share a document with both internal colleagues and external people?**

You should use the Official or Official Sensitive labels, as they are the only labels that allow you to send or share externally. Using the default Internal label with external email addresses will result in the email or link being blocked.

**What label should I use if I need to send an email or share a document with internal colleagues that is sensitive?**

You should always use the Official Sensitive label where a document contains sensitive information in it.

You should use the Official Sensitive label when sending an email if it has sensitive information in it that the recipient is unlikely to be aware of.

You can use the Internal or Ed H-SC Partnership labels when sending internal emails that contain sensitive information if it is part of a standard process where colleagues are expected to already know the likely sensitivity.

**Should I use the same label for an email if I am trying to send a document with an existing label as an attachment?**

Usually, yes, as documents are more likely than emails to have sensitive information in them. However, when in doubt always use the more sensitive label.

**Can I send an email with a different label to the document I am sharing as an attachment?**

Yes, but if the attachment uses a label that includes encryption a code will be required to open it.

**If I apply a label, can someone else change it?**

Yes, but they’ll need to provide a reason why it’s being changed if the label sensitivity is being reduced, so there’s a record of the changes.

**What happens if the author of a document leaves the organisation, can someone else change the label?**

Yes. The label on a document can be changed, to allow you to share it more widely for example. The software allows us to see who has changed the labels and when, so we have a record if it.

**What happens if I need to share a document with an external person but it already has an ‘Internal’ label on it?**

Please check why the email or document has an ‘Internal’ label on it – is it appropriate to share it externally? If it is, you can change the label but the system will ask you to provide a reason for doing it.

**If I share an email or document with colleagues on the learning and teaching network is this ‘internal’ or ‘external’?**

Emails and documents with the Internal label can be sent or shared with colleagues on the learning and teaching network without any change in label. There is no need to use the Official or Official Sensitive labels.

**If a document is saved in multiple places, does that mean different versions could have different labels?**

Yes, a document can be saved in multiple places with different labels, but this isn’t good practice. Please only save one copy of a document to maintain version control.

**Where can I find more support and background information on applying sensitivity labels?**

You can find more info on applying sensitivity labels in [the Microsoft sensitivity label pages](https://support.microsoft.com/en-gb/office/apply-sensitivity-labels-to-your-files-and-email-in-office-2f96e7cd-d5a4-403b-8bd7-4cc636bae0f9#OfficeVersion=Office_365). This covers all supported platforms.

**Is the application of sensitivity labels logged in the Office 365 audit log?**

Yes, they are but can only be accessed by authorised Council and system support personnel.

**My external emails keep getting blocked because I have the wrong label assigned. Can I stop this happening?**

If you don’t select the correct label for external emails, they will always be blocked. However, you can forward a blocked email by opening the blocked email notification (from either your *focused* inbox or *other* inbox), clicking *forward* and making sure you have the correct label assigned.