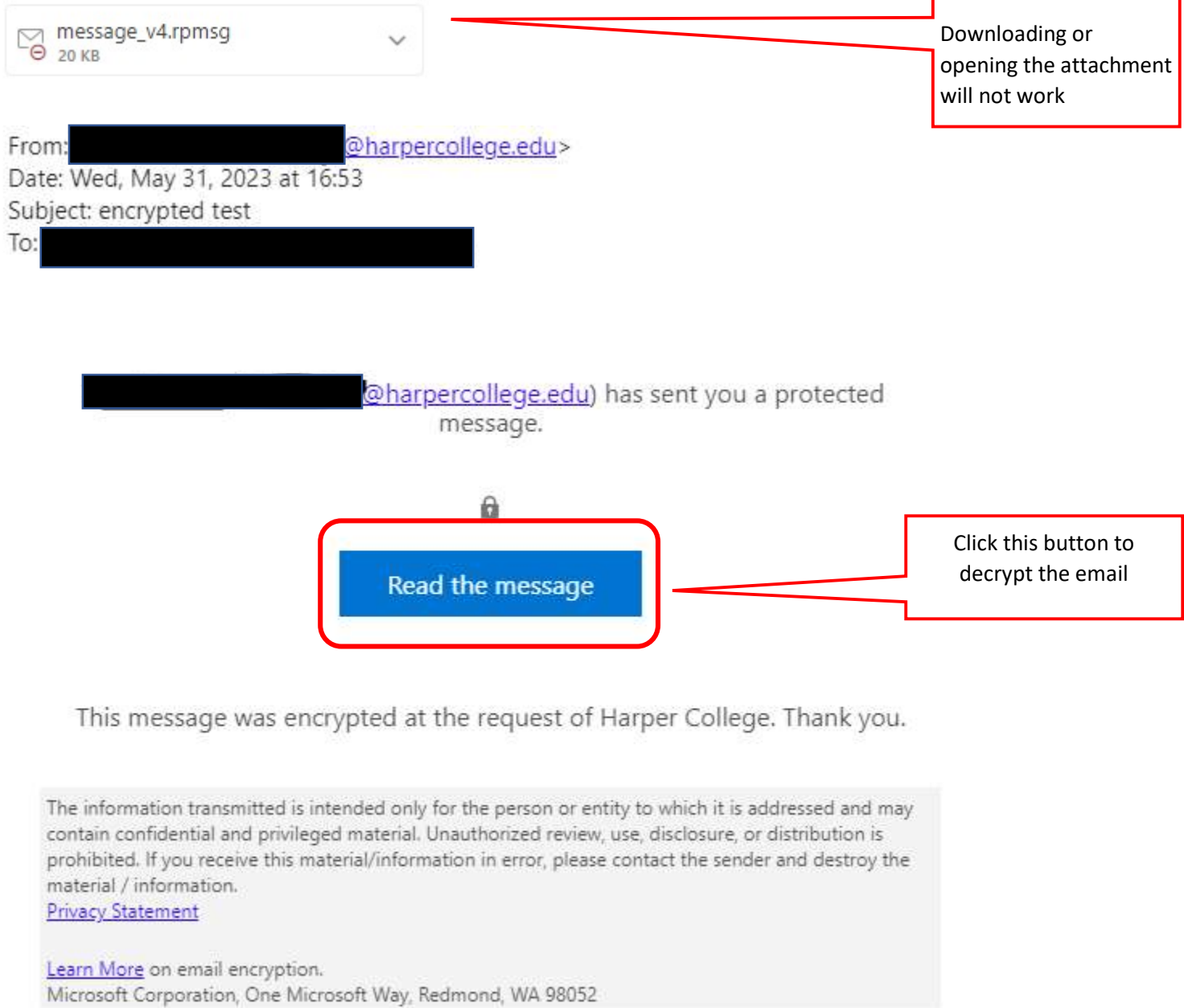


Opening a Harper encrypted email

Recipients frequently report issues when opening a Harper encrypted email. Use the steps below to assist your contact with opening an encrypted email. If after following the steps below, your recipient is still unable to decrypt the email, please contact us at itsecurity@harpercollege.edu.

1. The recipient will receive an email like the one below.
2. Recipient clicks the “**Read the message**” button to continue. Clicking on the attached file will not open the actual encrypted email.



3. A browser window will open. Click the “Sign in with One-time passcode” button to continue.

Harper College Encrypted Message Portal
Access

[REDACTED]@harpercollege.edu has sent you a protected message



Sign in to view the message



Sign in with a One-time passcode

Click

Need Help?

[Privacy Statement](#)

4. A passcode will be sent to the recipient's email account. Insert the passcode in the box, click Continue to read email:

We sent a one-time passcode to [REDACTED]@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.

Enter passcode here

 Continue

Click here to read email

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).

 The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and privileged material. Unauthorized review, use, disclosure, or distribution is prohibited. If you receive this material/information in error, please contact the sender and destroy the material / information.