GSD. Outlook - Send Encrypted Email via Outlook

General Information:

Possible symptoms/errors:

User wants to know how to Send Encrypted Email via Outlook

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Email encryption is normally used to protect the content from being read by other people other than the intended recipients. This article will guide how to send an encrypted email via outlook application.

Details:

Advise user to click on New Email to compose a new message.

In the new email window, user must click the Options tab then select Encrypt. They will find templates which are set globally for all users as showed in the image below. To know more about encryption settings and permissions, refer to the What to Know About Permission Settings of Files and Emails article.

NOTE: Encrypt and Encrypt External Email both result in the same encrypted email, so in case user is only seeing one of the two options, simply advise to choose the visible one.

In case Encrypt or Encrypt External Email option is not visible under "Encrypt", user must go to File > Options in Outlook window to add the missing options.

4. In the Outlook Options window, inform user to click on Add-ins.

At the bottom, user must make sure that manage is set to COM Add-ins and click Go.

Advise user to select the check box before Microsoft Azure Information Protection then to click OK.

To verify, advise user to do steps 1 and 2 and check if either Encrypt or Encrypt External Email or both is already visible.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A