GSD. Outlook - Protect e-mails using Outlook Web Access

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General Information:

Possible symptoms/errors:

User wants to know how to protect e-mails using Outlook Web Access

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Protecting sensitive information is a two-step process in Microsoft 365. The first step is applying the appropriate classification label, and the second step is applying the proper protection template.

Every e-mail with sensitive information user creates or edits should therefore be classified to ensure the proper handling and awareness of its sensibility.

To protect e-mails correctly user can choose between the following templates:

Fresenius – ConfidentialFresenius – InternalFresenius – Strictly Confidential

This example shows how to classify e-mails in Office Web Access.

Advise user to go to Office Portal Online and to click the Outlook icon.

User must create a New message.

Inform user to click on Sensitivity and a drop-down list will open.

Guide them to choose from the drop-down list one of the labels to classify their e-mails correctly.

In addition to the data classification templates mentioned above there is also the option to encrypt \ email via the old process. It's recommended to only use the new classification process because it provides the proper protection for all e-mails. E-mail encryption is normally used to protect the content from being read by other people other than the intended recipients. Guide How to send an encrypted e-mail using Outlook Web Access below:

Advise user to go to Office Portal Online and to click the Outlook icon.

User must create a New message.

Guide them to click on the three dots and a drop-down list will open. User must click on Encrypt and choose the preferred encryption.

Message is now encrypted. User can always remove the encryption as shown below.

NOTE: User needs to repeat this process every time there is a need to encrypt an e-mail before sending it.

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:

Office Portal Online: https://portal.office.com/