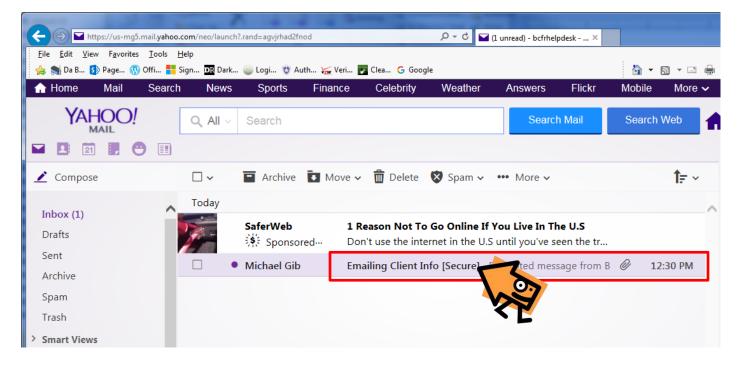
Receiving and Responding to Secure Email Using Microsoft Office 365 for Families, Clients and Providers

To facilitate sending and receiving secure email in compliance with Federal privacy laws (HIPAA), Boone County Family Resources is now using the Microsoft Office 365 secure email platform. Through Microsoft Office 365 family members, clients and outside providers can **easily receive and reply** to secure messages to and from staff at Boone County Family Resources.

Please be aware of the following when using the Microsoft Office 365 secure email:

- Only BCFR Employees can initiate a secure email.
- Family members, clients and outside providers can ask their Support Coordinator to initiate a secure email and can 'reply' to that to begin a conversation.

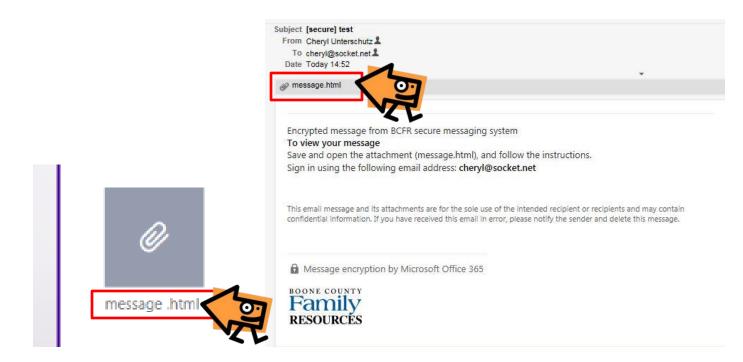
To open a secure message sent by BCFR staff:



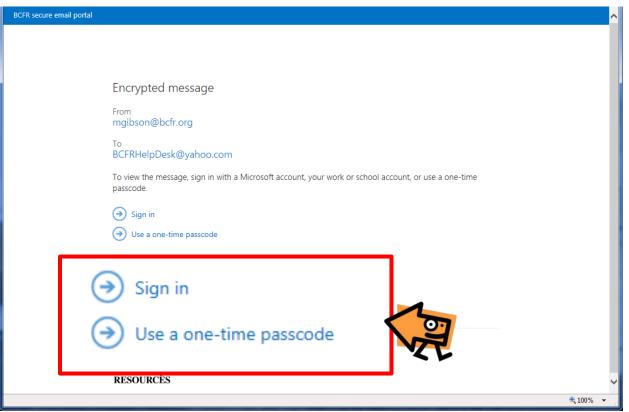
A secure email will arrive in your email box like any other email. You will know it is secure because it will have [Secure] in the subject line.

Office 365	Outlook	Family RESOURCES
Emailing Client Info	[Secure]	ł
 Michael Gibson <mgibs To 'BCFRHelpDesk@yah</mgibs 		
To view your message Save and open the attach	BCFR secure messaging system ment (message.html), and follow to g email address: BCFRHelpDesk@ya	
	tachments are for the sole use of the intended recipient or recipients and may contain w have received this email in error, please notify the sender and delete this message.	
Message encryption I	by Microsoft Office 365	
BOONE COUNTY Family RESOURCES		
RESOURCES		
Ø		
message .html		
Reply, Reply All or Forv	vard I More	

When you open the email you will not see the content of the message. Instead, you will be given a link to Microsoft Office 365. Please be sure to check the email to ensure it has the Boone County Family Resources logo and that is says the message is from the "BCFR secure messaging system."

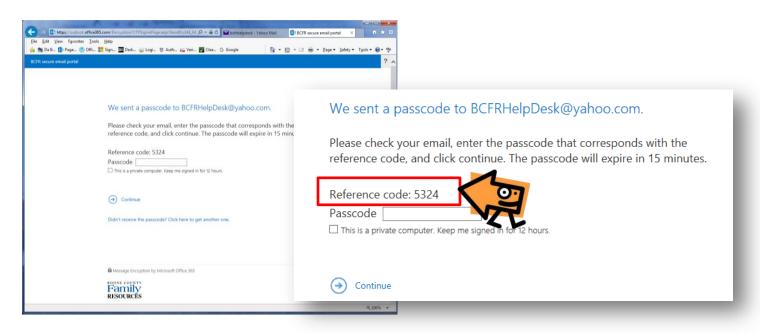


To access the message click the "message.html" link. It may be displayed as an icon at the end of the message or just under the header of the email. You may be asked to save the attachment before opening depending on your email provider.



You will then be asked to either sign into an existing Microsoft Office 365 account or to choose "Use a one-time passcode".

Retrieving a One Time Passcode



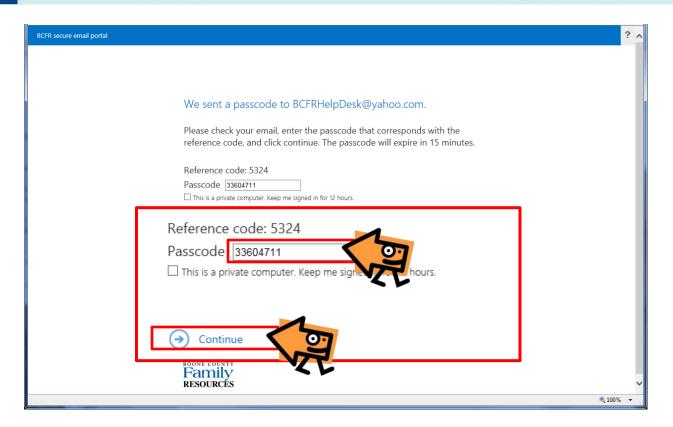
When you choose to "Use a one-time passcode" a window will appear with a "Reference Code." Be sure to pay attention to the code as it will be included in the email you receive with the temporary passcode. This helps you put the right passcode with the right secure message.

YAHOO! Q All < Search Image: Compose Image: Compose Image: Compose Image: Compose Image: Compose Image: Compose Image: Compose Image: Compose Image: Compose Image: Compose Image: Compose Image: Compose	obile More 🗸 Search Web
MAIL Compose Image: Archive image: Arc	
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Inbox (1) Drafts Bankrate Bankrate S Real-Life Hedge Fund Industry Power Players Bankrate	
Sent	
Archive	5

The passcode will be sent to your regular email from Microsoft. Note that it will expire within 15 minutes. If this happens you can request a new code at any time.

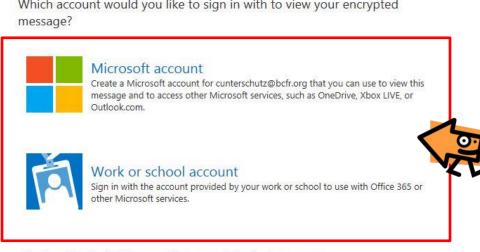
Microsoft Office 365 Message Encryption <microsoftoffice365@messaging.microsoft.com>Today at 12:44 PM 🖈 To BCFRHelpDesk@yahoo.com</microsoftoffice365@messaging.microsoft.com>
Here is the passcode you requested to view your encrypted message. It matches reference code 5324.
Passcode: 33604711
This passcode will expire with the request. Type this passcode in the webpage where you requested it from to view your message.
2056160497 .txt
Reply, Reply All or Forward More

When you open the email with the passcode note that the reference code matches the one on the request passcode page. Copy your passcode by highlighting it and clicking Ctrl-C (Windows) or Cmd-C, (Mac).



Return to the Microsoft Office 365 portal and paste the passcode into the empty box by clicking in the box and pressing Ctrl-V (Windows) or Cmd-V (Mac). Then click "Continue."

Setting Up and Signing Into a Microsoft Account

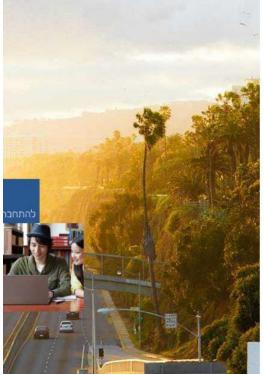


Which account would you like to sign in with to view your encrypted

Don't want to sign in? Use a one-time passcode to view the message.

If you choose to sign into your Microsoft account to view the message you will have two options, to create a new Microsoft account or to use an existing one.

Using an Existing Account:

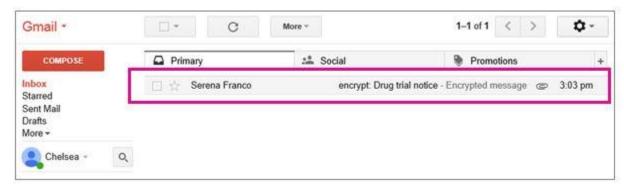






Type in your email and password to sign in.

To Create a New Microsoft Account:



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

We didn't find a Microsoft account for chelseastark2014@gmail.com

To view your encrypted message, you first need to create a Microsoft account by clicking the link below. After the account has been created, follow the instructions in the original message.

CREATE A MICROSOFT ACCOUNT FOR chelseastark2014@gmail.com

ON'T WANT TO CREATE A MICROSOFT ACCOUNT? GET A ONE-TIME PASSCODE TO VIEW THE MESSAGE

> Select SIGN IN AND VIEW YOUR ENCRYPTED MESSAGE. Select the option to create a Microsoft account.

Microsoft Create	e an aco	ount	
		your new Microsoft account, including addresses from Outlook.com, Yahoo! or a box Live, Outlook.com, or OneDrive, use that account to sign in.	Smail. If you
Name			
Chelsea	Stark		
User name chelseastark2014@gr	send you a message with a link		
Or get a new email addres			
Create password			
8-character minimum; case	sensitive		
Reenter password			
•••••			
Country/region			
United States		~	
ZIP code			

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

Microsoft accoun	t		
Account	View basic info	ormation about your account	
Basic info	Your email address h	as not been verified. Verify your email address	
Security & password Recent activity	Display name		
Aliases	Chelsea Stark		
Related accounts	Edit		
Dilli	Personal details		
Billing	Birthdate	November 01, 1974	
Overview	Gender	Female	
Transactions	Country/region Time zone	United States Pacific Time (PST)	

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

		2
Verify your email address Inbox	×	800
Microsoft account team <account-secuto me<="" td="" to=""><td>u 4:23 PM (8 minute</td><td>es ago) ☆ 🔸 🔻</td></account-secuto>	u 4:23 PM (8 minute	es ago) ☆ 🔸 🔻
Microsoft account		
Verify your er	nail add	ress
To finish setting up this Microsoft acc email address is yours.	ount, we just need to	make sure this
Verify chelseastark2014@gmail.	com	
If you didn't make this request, click h	nere to cancel.	
Thanks,		
The Microsoft account team		

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

Serena Franco <serenafranco@conto: to me •</serenafranco@conto: 	so-pharma.corr @	3:03 PM (59 minutes ago) ☆	*
Encrypted message from ContosoPharn	na secure messaging syste	em	
To view your message Save and open the attachment (messag Sign in using the following email addres			
This email message and its attachments are for confidential information. If you have received			
Message encryption by Microsoft Of	fice 365		
Scontoso			
8			
Pharma			
Pharma	1		
8			
Pharma			

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.

Replying to a message:

BCFR secure email portal	BCFRHelpDesk@yahoo.com Sign Out ?
Emailing Client Info [Secure]	
Michael Gibson <mgibson@bcfr.org> To: 'BCFRHelpDesk@yehoo.com'; Hello- This is a secure email, sent in the BCFR Secure email system through Office 365.</mgibson@bcfr.org>	Reply all V Reply all Forward Print
Message Encryption by Microsoft Office 365 BOONE COUNTY Framily	

Once you have accessed the secure message you will have the option to "Reply" to one person, "Reply to All," "Forward," or "Print" the email.

BCFR secure email portal BCF	Sign Out
Send	FSV -
To Michael Gibson <mgibson@bcfr.org> X</mgibson@bcfr.org>	
Cc BCFRHelpDesk@yahoo.com X	
Re: Emailing Client Info [Secure]	
🔊 🕒 в I U АА А́ 🚈 🚈 🗮 🚟 🚟 🛩	
Hi - I received the client info. Thanks	Â
From: Michael Gibson <mgibson@bcfr.org> Sent: Monday, March 21, 2016 12:30:05 PM To: 'BCFRHelpDesk@yahoo.com' Subject: Emailing Client Info [Secure]</mgibson@bcfr.org>	
Hello- Thisis	~
BOONE COUNTY Family RESOURCES	
	🕄 100% 👻 🖉

To reply compose your response and then click the "Send" button. Once you have replied you may "Sign Out."

A Few Follow-Up Items of Importance:

- 1. When you receive a secure message DO NOT reply to the notification that you have a secure message because your response will not be secure!
- 2. You may print a copy of the email for future reference or copy and paste its contents into a Word or other document to save it to your local computer.
- 3. You may choose to keep the original secure email message sent to you by your support coordinator in your Inbox so that anytime you want to send a secure message to him/her all you have to do is retrieve it following the steps above and reply to it. This way you have the option to "initiate" a secure message with your support coordinator.