# Accessing and Reading Secure Email Guide for External Users

External Users who receive an encrypted email, will need to follow this process to access and read the encrypted email:

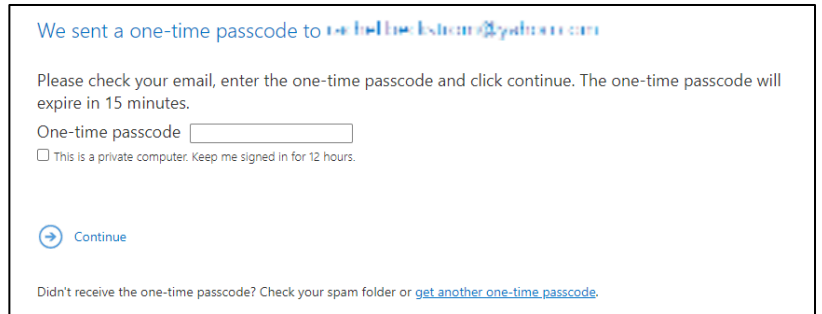1. Click on the **'Read the message'** button in the email

   Ensure the Washington State seal is visible, as well as the following language located below the "Read the message' button: You have received an encrypted email from the State of Washington managed by Washington Technology Solutions (WaTech). If you require assistance, please contact your agency's IT support desk.
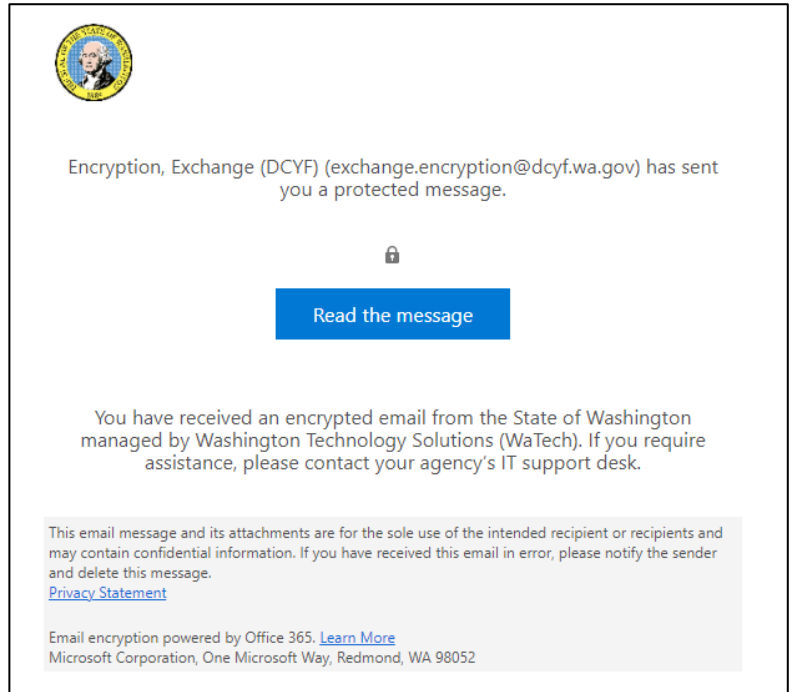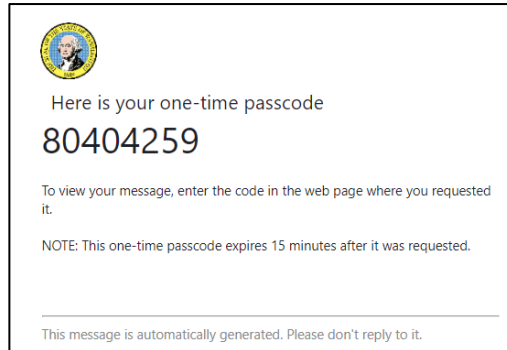

2. A page will appear showing the email address of the sender, as well as options for viewing the message. Click the **Sign in with a One-time passcode** option. Do not select sign in with email account.
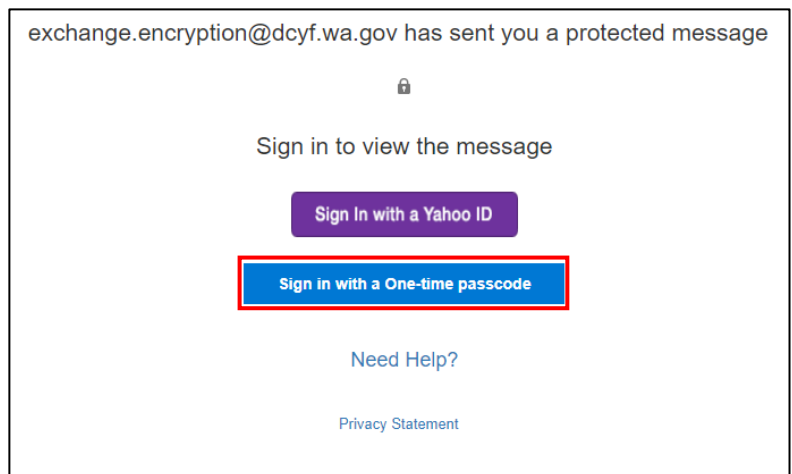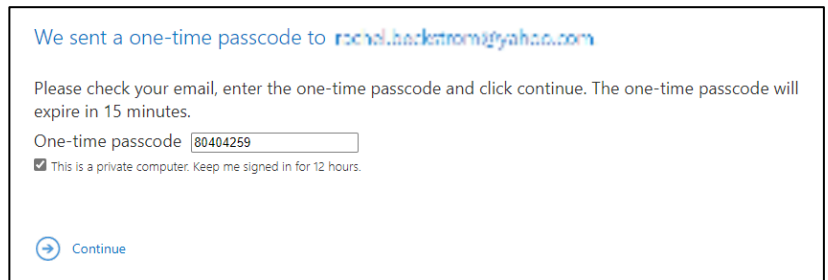
3. A new page will appear indicating that a follow-up email with the requested one-time passcode was sent to the recipient's email.

We sent a one-time passcode to ▓▓▓▓▓▓▓▓@yahoo.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.

→ Continue

Didn't receive the one-time passcode? Check your spam folder or get another one-time passcode.

4. Check your email to find the follow-up email with the requested one-time passcode. **Copy** the passcode.

Here is your one-time passcode
80404259

To view your message, enter the code in the web page where you requested it.

NOTE: This one-time passcode expires 15 minutes after it was requested.

This message is automatically generated. Please don't reply to it.

5. Navigate back to the browser window and paste the one-time passcode into the designated box.

Check 'This is a private computer. Keep me signed in for 12 hours' if applicable, to prevent having to request additional one-time passcodes to access email thread.

We sent a one-time passcode to rachel.backstrom@yahoo.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 [80404259]

☑ This is a private computer. Keep me signed in for 12 hours.

→ Continue

6. **Click** Continue, and email will be displayed via web browser.

[secure] Subject Line

EE Encryption, Exchange (DCYF) <exchange.encryption@dcyf.wa.gov>
Today, 3:28 PM
Beckstrom, Rachel (DCYF) <rachel.beckstrom@dcyf.wa.gov>; rachel.beckstrom@yahoo.com   ↯ Reply all | ∨

Encrypt: This message is encrypted. Recipients can't remove encryption.

Body of email.

For further assistance contact the Service Desk DCYF.ServiceDesk@dcyf.wa.gov (360)725-4357