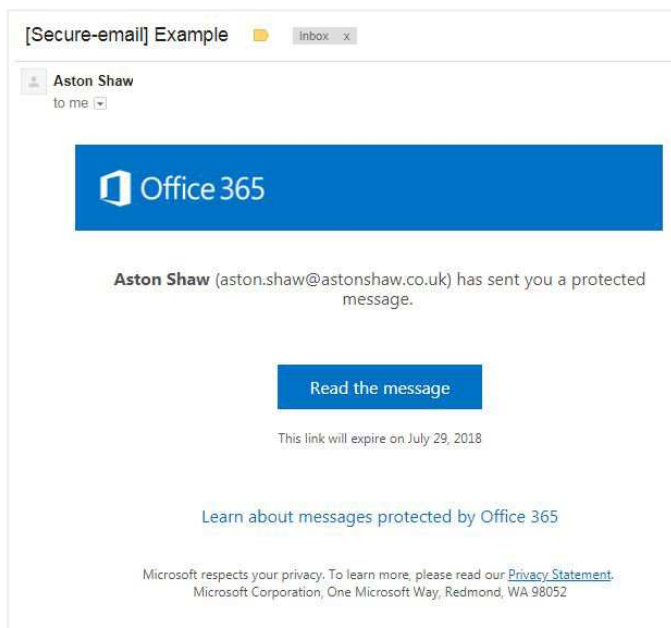# How to:

Open and Read a Secure Email

To protect our clients, any email containing personal and/or sensitive information will now be sent securely via encryption. Opening and reading these emails is easy, but there are some simple steps you need to follow.

1 When you receive an encrypted email from us, it will appear like this:

**2** Upon receipt of the email, simply click 'Read the message' (you may have to enable links to do this).

3 You are now presented with two choices. If you use Office 365 or Google Mail, all you must do is click 'Sign in with Google' or 'Sign in with Microsoft' - whichever applies.
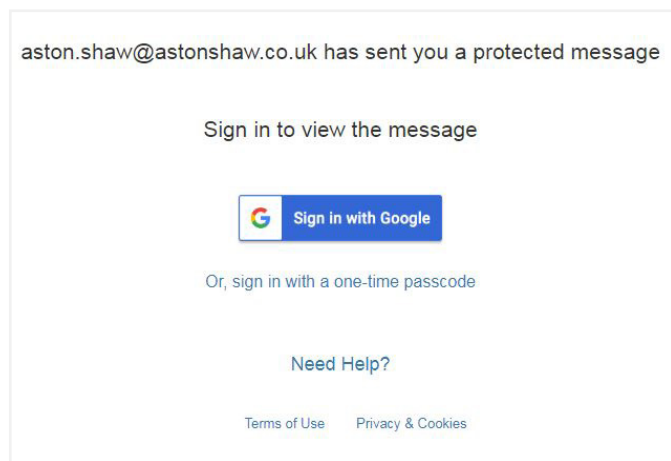
4 The other option is to 'sign in with a one-time passcode'. Once you click this, the below window should appear:

5 Once you see this screen, check your email inbox. You should have received an email with your passcode, it will look like this:
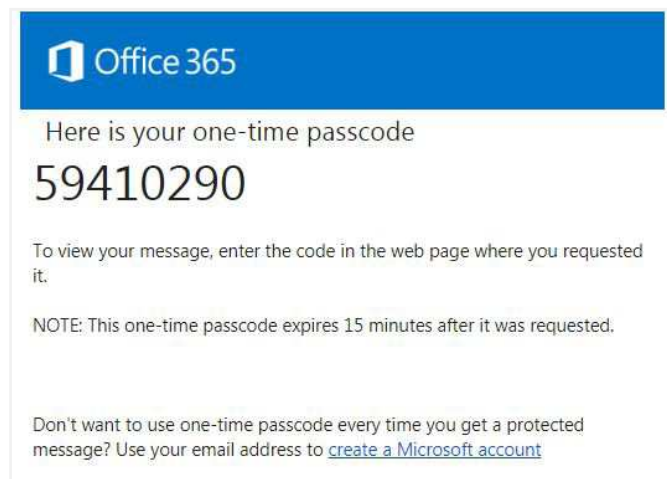
6 Simply copy and paste this code into the field indicated in the image on the next page. You should also be sure to tick the box below the passcode; this is not essential but could save you time, especially if a conversation or thread is likely to start.

How to:

Open and Read a Secure Email

→

We sent a one-time passcode to john.smith@yahoo.co.uk.

Please check your email, enter the one-time passcode and click continue.
The one-time passcode will expire in 15 minutes.

One-time passcode 59410290

☑ 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.

That's it! You can now read your message as you normally would and can rest assured that all the information contained within is safe and secure.

Should you encounter any issues, do not hesitate to get in touch.

https://www.astonshaw.co.uk/contact