

How to Open Encrypted Email

We are committed to maintaining security and confidentiality with your Protected Health Information! This requires tight control over IT security, including outgoing email.

It is our office's practice to send all* outgoing patient emails with encryption.

**Appointment reminders, receipts, and general practice information do not require encryption.*

When you receive an email from our office, it will look like this:


You've received an encrypted message from **backdesk@mfcwellness.com**

To view your message

Save and open the attachment (message.html), and follow the instructions.

Sign in using the following email address: [REDACTED]@frontier.com

This email message and its attachments are for the sole use of the intended recipient or recipients and may contain confidential information. If you have received this email in error, please notify the sender and delete this message.

 Message encryption by Microsoft Office 365



message.html

59.1kB

Double click on the attachment to open the encrypted email. If you are unsure if the email is from our office, you can always give us a call at 360-657-7183 to ask for clarification or discuss over the phone!

Note: *If you are opening the attachment on your phone, be sure to download the app, "OME Viewer" and open the attachment with that app! Alternatively, it may be easiest to open on your computer.*

You will have two options for opening the encrypted email.

1. Sign in to a Microsoft account, or create an account
2. Use a one-time passcode (this passcode will be emailed separately).

We suggest using the one-time passcode if you will not be signing in to Microsoft frequently!

Encrypted message

From
backdesk@mfcwellness.com

To
[REDACTED]@frontier.com

To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.

 Sign in

 Use a one-time passcode

If you select the one time passcode, go back to your email inbox to retrieve the new email with the code. It should be emailed within seconds.

 **Microsoft Office 365 Message Encryption** <microsoftoffice365@messaging.microsoft.com>
To: [REDACTED]@frontier.com

Here is your one-time passcode
21036528

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

Next, navigate back to the encrypted email and enter the code in the space provided.

We sent a one-time passcode to
[REDACTED]@frontier.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.

You will now be able to read your secure message. All of these steps take less than a minute once you have done it a time or two. Thank you for helping us protect your health information!