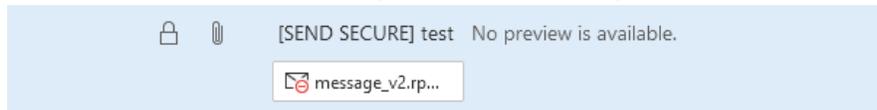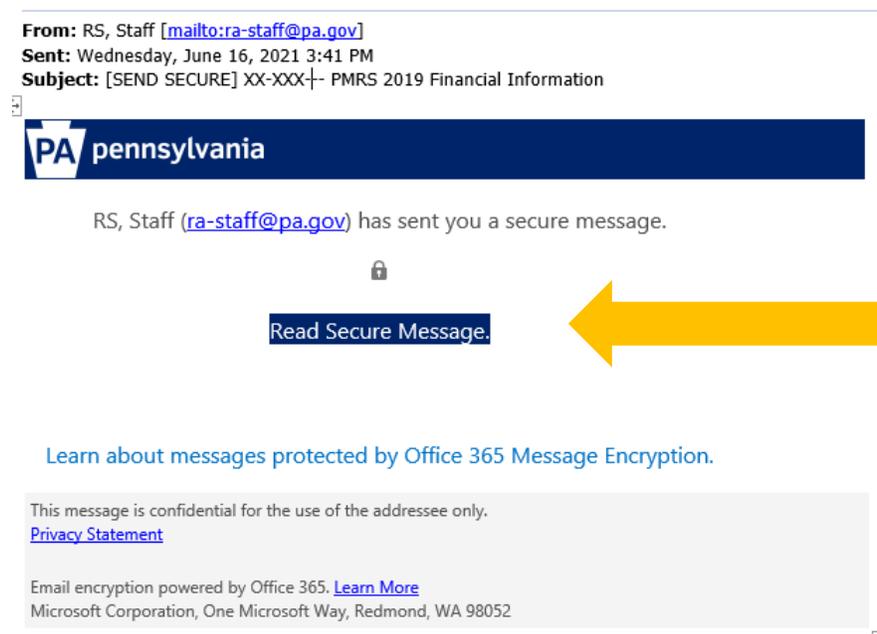# How to open an encrypted message from PMRS

1. **Email arrives in the inbox. You must open from the original inbox. Do not forward.**

2. **Open the email and click on "Read Secure Message."**

3. **Click on "Sign in with a One-time passcode."**

4. You will see the following screen. Leave it open.

We sent a one-time passcode to [redacted]

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.
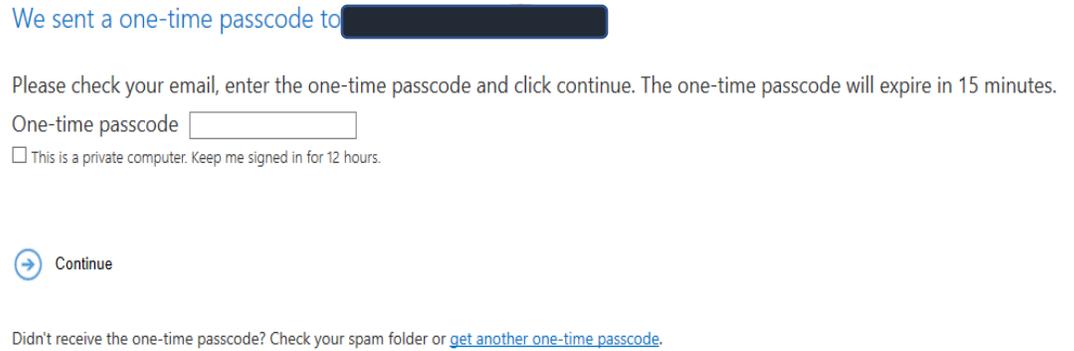
5. Check your email. A one-time passcode be sent to your email address, it will look like this:

Your one-time passcode to view the message ∑ Inbox ×

Microsoft Office 365 Message Encryption <MicrosoftOffice365@messaging.microsoft.com>   9:43 AM (0 m
to me ▾

PA pennsylvania

Here is your one-time passcode

43804216

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.

OK   No thanks   ✕
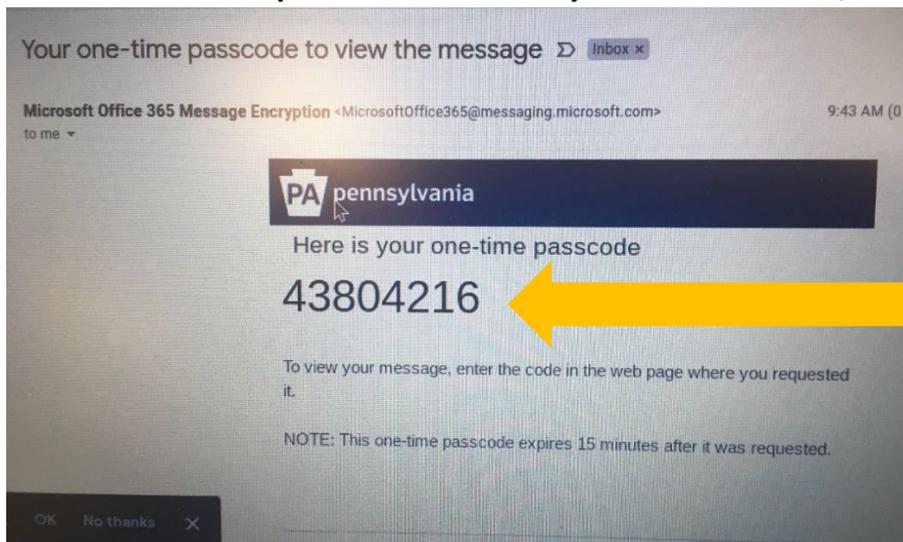
6. Copy this passcode and paste it into the "One-time passcode" box, then click "Continue."

We sent a one-time passcode to [redacted]

Please check your email, enter the one-time passcode and click continue. The one-time pass
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.
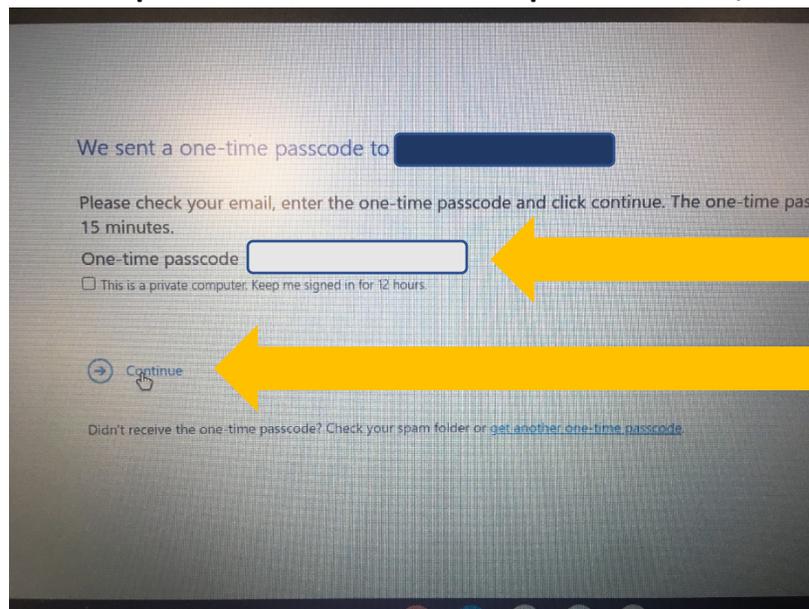
7. **After entering the one-time passcode, the email will open.**
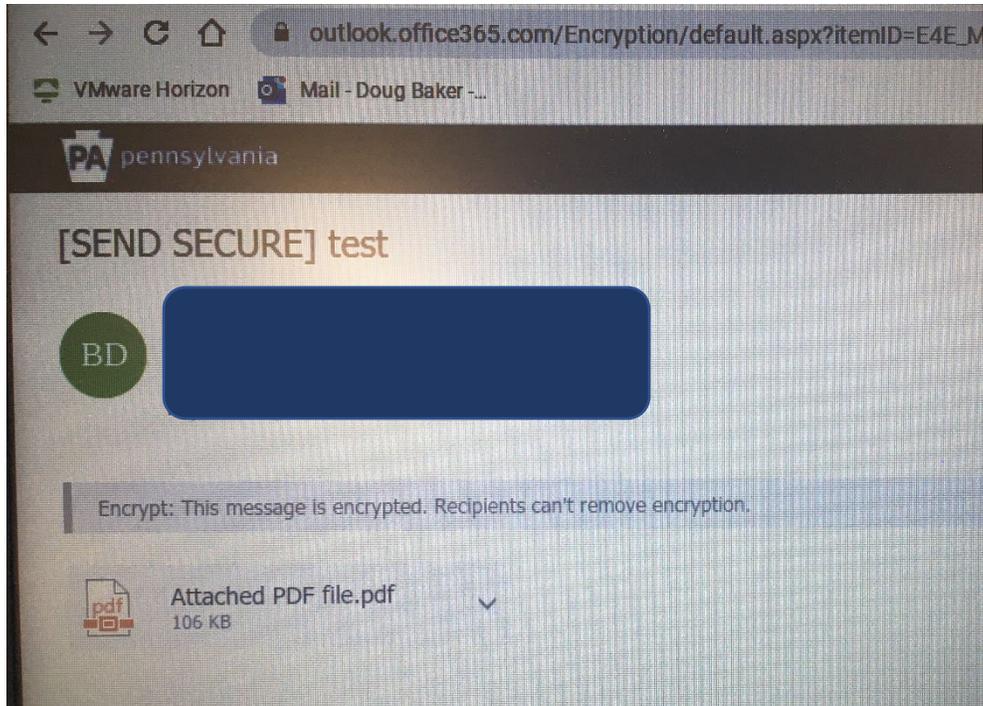
8. **Download the attachment to a secure location on your network.**