WCAT — Workers' Compensation Appeal Tribunal

The instructions below describe how to access and view encrypted email messages received from WCAT.

Steps

1. If you have a Microsoft 365 email account and are using the Microsoft desktop/mobile application or web version of Outlook, you should be able to directly access the encrypted message without any further action.

2. Otherwise, when you receive an encrypted email from WCAT, you will see the following message; to view the message, select **Read the message**.
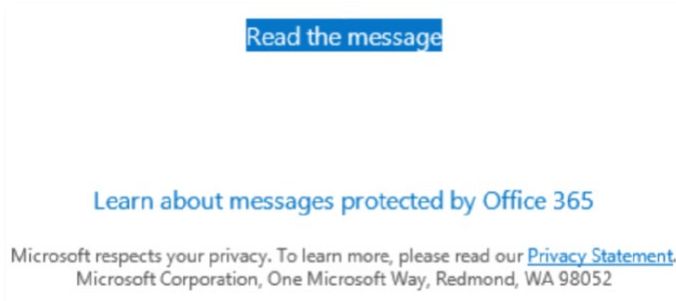
3. A window will appear and, depending on the email address the encrypted message was sent to, the user will have the option to authenticate via Microsoft 365, Gmail, or a One-Time Passcode (OTP).
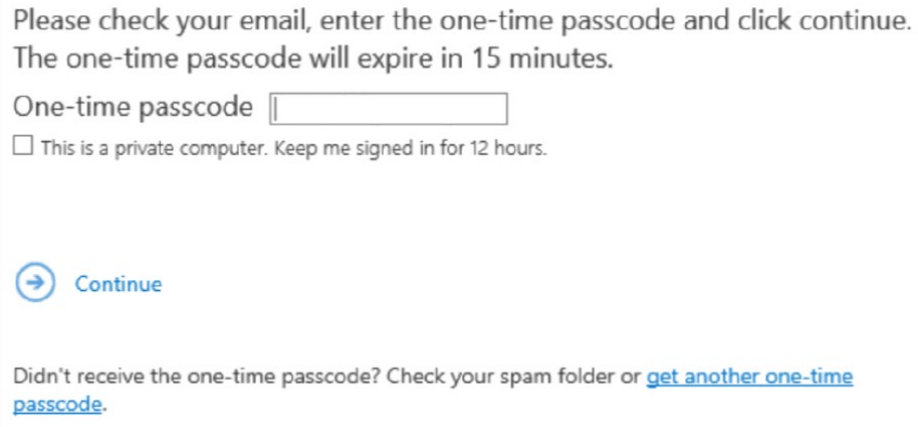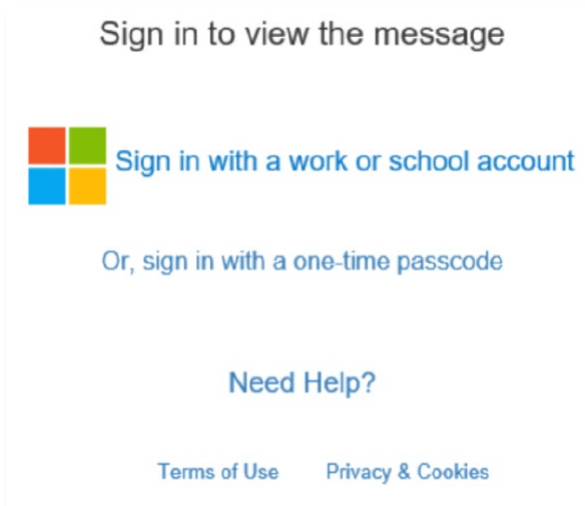

4. If you have an @outlook.com email address, you should be able to access the encrypted message.

5. If you do not have an "outlook.com" address, you can use the One-Time Passcode (OTP) option; a new webpage will appear asking for a passcode. **It is important**

that you do not close the webpage asking for the passcode (pictured below).

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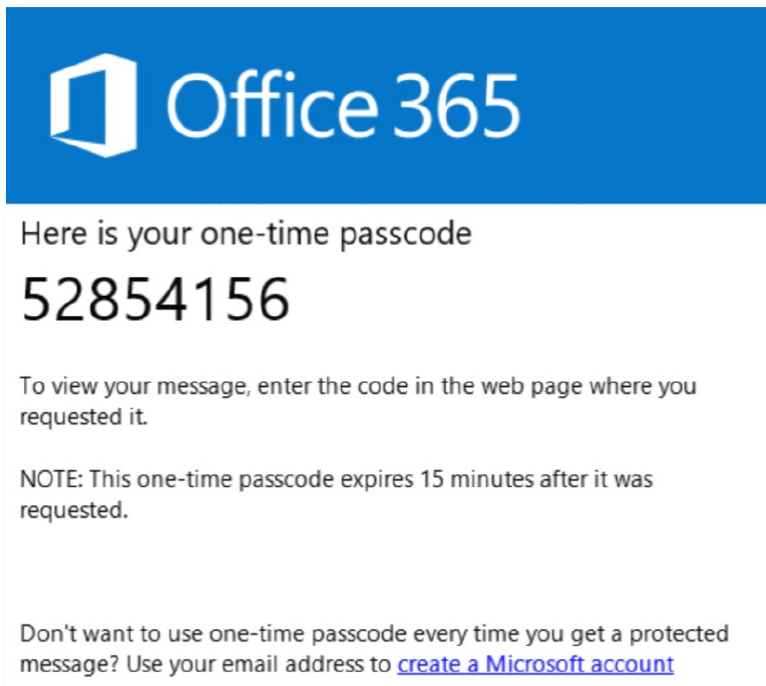The one-time passcode will expire in 15 minutes.

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.

6. The one-time passcode will be emailed to the recipient and will be valid for 15 minutes, after which the code will expire.

Office 365

Here is your one-time passcode

52854156

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.

Don't want to use one-time passcode every time you get a protected message? Use your email address to create a Microsoft account

7. After receiving the code, you may copy and paste the code from your email into the one-time passcode field and select **Continue** to view the encrypted email message.

8. If you are using the Outlook desktop application and are unable to properly view the encrypted message, please try the following steps:
   a. Select the message from WCAT.
   b. Right-click the name in the **From** box, and then click **Add to Outlook Contacts.**

  c. If you already have an entry for this contact, in the **Duplicate Contact Detected** dialog box, select **Update information of selected Contact**.

9. A PDF reader like Adobe Acrobat is required to open any PDF email attachment and a version from Adobe is available as a free download:

  a. For Windows and iOS on adobe.com
  b. For iPhone/iPad on the iTunes Store
  c. For Android on the Google Play Store

(Alternative viewing options and tools to assist with access to PDF files are also available from Adobe.)