

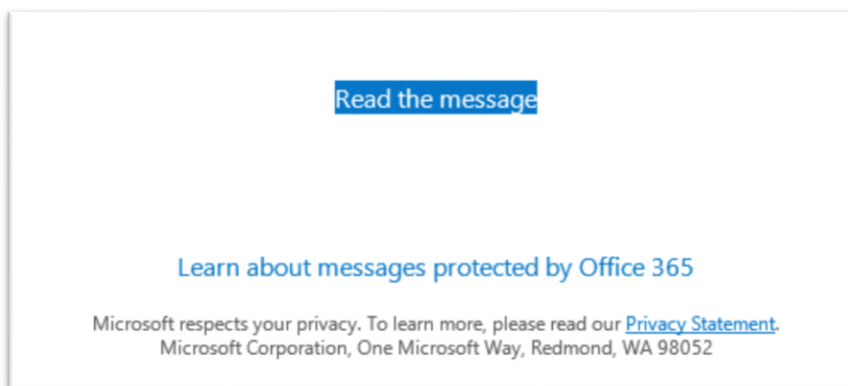
**Overview:**

Accessing and viewing encrypted emails from WCAT.

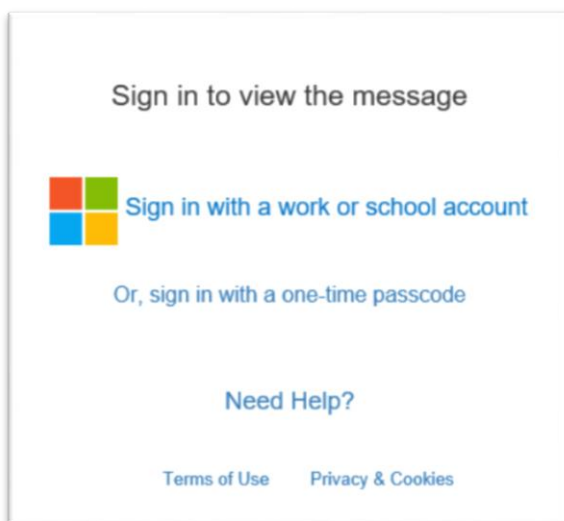
**Introduction:**

Below are instructions on how to view an encrypted email messages received from WCAT.

1. When you receive an email from WCAT with an encrypted message, you will see the following email message, to view the message, select **Read the message**.



2. 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 Office 365, Hotmail/Outlook, Gmail, Yahoo or the One Time Passcode (OTP).




3. If you have an "outlook.com" email address, you will be able to access the encrypted message.

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


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](#).

 Office 365

Here is your one-time passcode

**52854156**

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

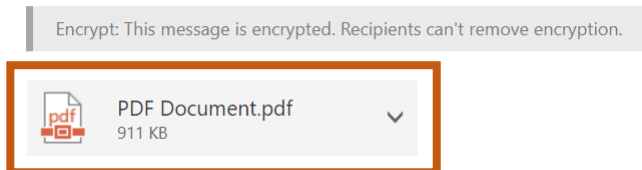
NOTE: This one-time passcode expires 15 minutes after it was requested.

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

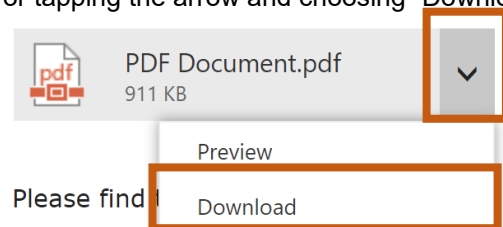
5. After receiving the code, you can copy and paste the code from their email into the one-time passcode field and select **Continue** to view the encrypted email message.

6. If you are experiencing problems opening an encrypted email, follow these instructions:
  - a. If you are using a firm / company email address, the issue maybe with your company's network security or firewall policy. Please contact your company's IT team for support.
  - b. If you are using a personal email address, please contact [WCAT](#).

7. If there is an attachment included in the message, you will see the below:



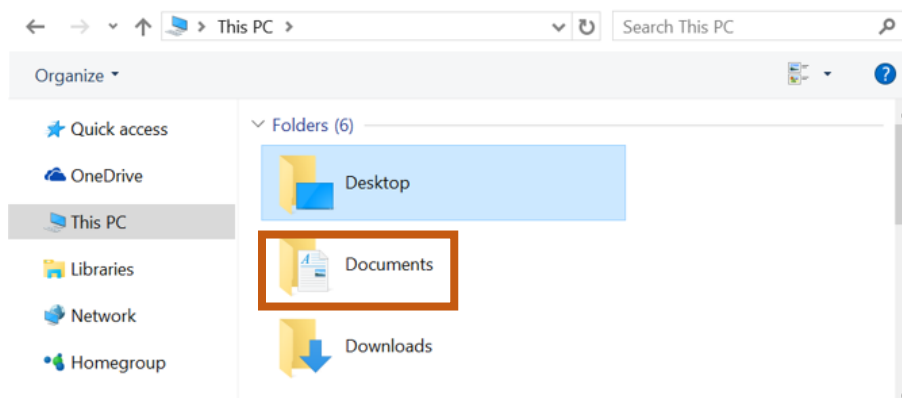
8. Depending on which device you are using, you can download and view the PDF by either clicking or tapping the arrow and choosing "Download".



9. By default, the downloaded file will go to a "Downloads" folder. To view the "Downloads" folder on each platform see below.

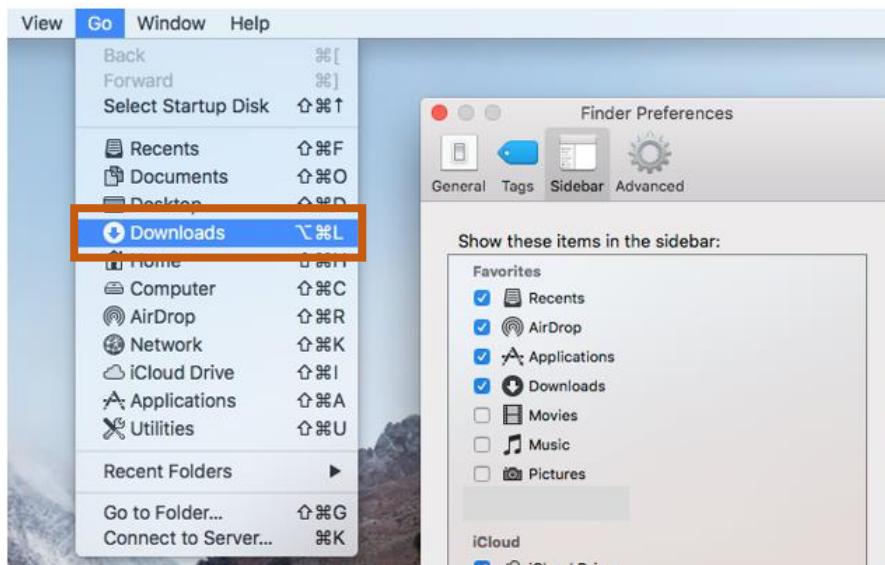
- a. Windows:

- i. To find downloads on your PC, select **File Explorer** from the taskbar, or press the "**Windows logo key**" + "**E**". Under **Quick access**, select **Downloads**. You can also find your **Downloads** folder under **This PC**.




b. Mac / Apple computers:

- i. The Downloads folder is easily accessed from Finder's sidebar. If you don't see it under **Favorites**, go to **Finder > Preferences**, and turn it on in the **Sidebar** tab. You can also quickly get to it from **Go > Downloads (Option+Command+L)**.

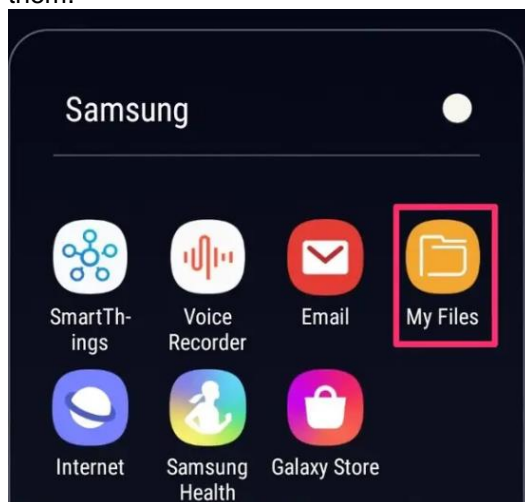


c. Apple iPhone:

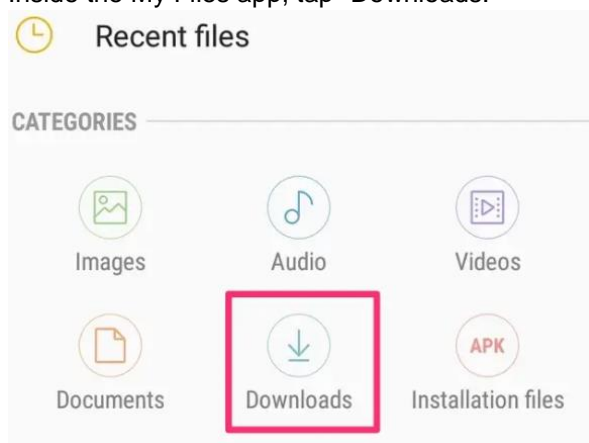
- i. Touch and hold an attachment to preview it and see a list of actions you can perform.
- ii. To open an attachment with another app, Touch and hold the attachment until a menu appears.
- iii. Tap , then choose the app you want to use to open the attachment. You can save the PDF file using the "Save to Files" action. Then select a location to save the file under – for example, iCloud Drive or On My Phone.



- d. Android / Samsung phone:
  - i. Open the Android app drawer by swiping up from the bottom of the screen.
  - ii. Look for the My Files (or File Manager) icon and tap it. If you don't see it, instead tap the Samsung icon with many smaller icons inside it — My Files will be among them.



- iii. Inside the My Files app, tap "Downloads."



- iv. You should now be able to see all of your downloads.