



Office Message Encryption (OME) *External Recipient Quick Start Guide*

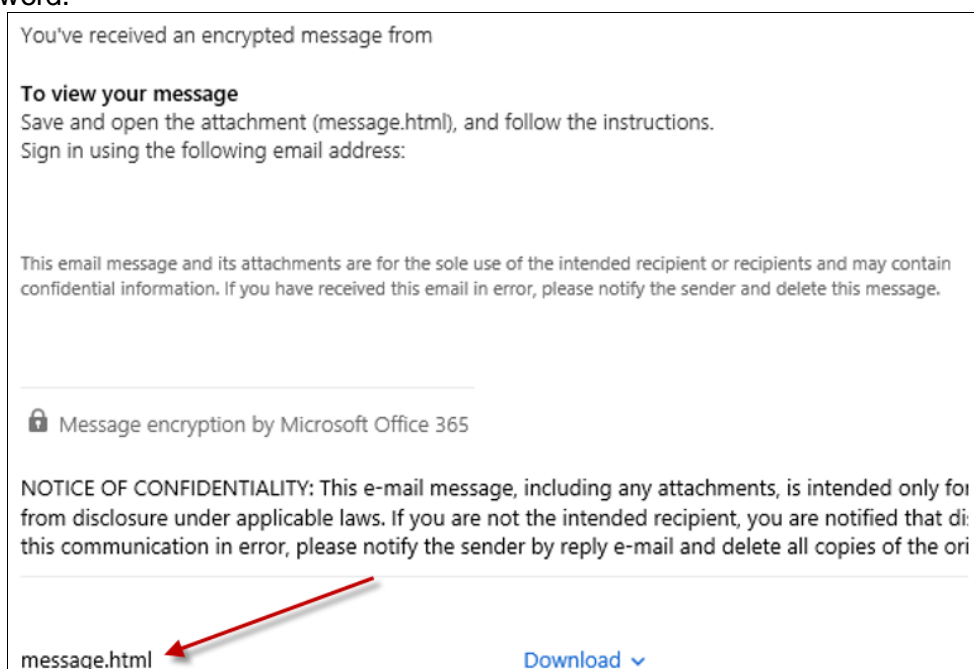


Background

Office Message Encryption (OME) is being deployed to Solano County staff to protect sensitive data sent via email. This guide is intended to be used by external recipients who receive encrypted emails from Solano County.

Reading Encrypted Messages from PCs

Open the encrypted message by downloading the attached **message.html** file and use a Microsoft account or one-time password.



Reading Encrypted Messages from Mobile Devices (Android and iOS)

Download the OME Viewer application from the Google Play store or the Apple App store to open the **message.html** attachment from your email client using the OME Viewer. Then use a Microsoft account or one-time passcode to open your encrypted message.

Support

Please take the following steps if you have problems with a Solano County encrypted email:

1. Download the message.html file and then open it from a PC
2. Download the OME Viewer for your mobile device (Android and iOS)
3. Refer to these links for additional detail:
Send, view, and reply to encrypted messages: <https://msdn.microsoft.com/en-us/library/dn569287.aspx>
Using a one-time passcode to view an encrypted message: <https://msdn.microsoft.com/en-us/library/use-a-one-time-passcode-to-view-an-encrypted-message.aspx>
Office Message Encryption FAQ: <https://msdn.microsoft.com/en-us/library/dn569285.aspx>
4. For persistent issues, ask the Solano County sender to contact the Solano County Help Desk on your behalf