



From 25th May 2018, Paradigm will send all emails containing client information or personal data in an encrypted format, as recommended by GDPR. An example of this will be your proc fee statements.

But do not panic! Even if you have no experience in dealing with email encryption, the process to access them is very simple.

This guide is intended as a quick reference for you when receiving encrypted emails from Paradigm and assumes that you have access to the most common internet browser formats (Chrome, Internet Explorer, Edge or Firefox) accessed via Microsoft Windows or Mac OS. If you are using an iPhone or iPad, please refer to page 4 for additional information.

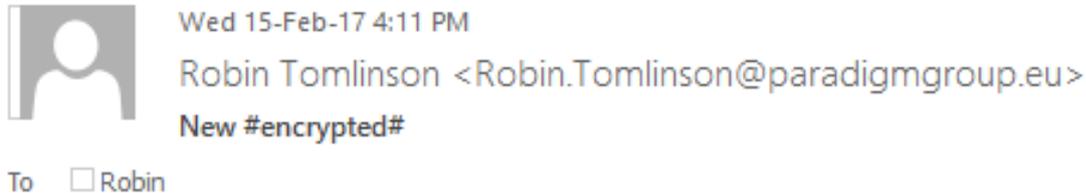
There are no requirements for you to have additional plug-ins or local software or in order to use this encryption method.

Similarly, you do not require any specific software to view the received message and you do not have to be a subscriber to Office 365.

If you experience any issues accessing an encrypted email even after using this guide, please make a note at which stage the message fails to open and contact us on 0121 781 7406.

Receiving an encrypted email

1. On receipt of an encrypted email, you will see a message similar to below, from the original sender:



 Message  message.html (93 KB)

You've received an encrypted message from **Robin.Tomlinson@paradigmgroup.eu**

To view your message

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

Sign in using the following email address: **robin.tomlinson@gmail.com**

 Message encryption by Microsoft Office 365

2. Double click on the attachment “message.html” and it will load a webpage displaying the following message:

Encrypted message

From
Robin.Tomlinson@paradigmgroup.eu

To
robin.tomlinson@gmail.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

3. If you are already an Office365 user, you can sign in to view the message. If you are not an Office365 user, select the following option:

 [Use a one-time passcode](#)

4. Selecting this option then loads the following:

We sent a passcode to robin.tomlinson@gmail.com.

Please check your email, enter the passcode that corresponds with the reference code, and click continue. The passcode will expire in 15 minutes.

Reference code: 5920

Passcode

5. You will now receive another email message containing a passcode like below. It's worth noting that sometimes this can be sent to your spam/junk mailbox. Please be aware that the passcode will be sent to the inbox the original encrypted email was sent to. This means that if you were to forward on the encrypted email to a colleague and they tried to open it using the previous steps, the passcode would still be sent to the original email address.

 Office 365

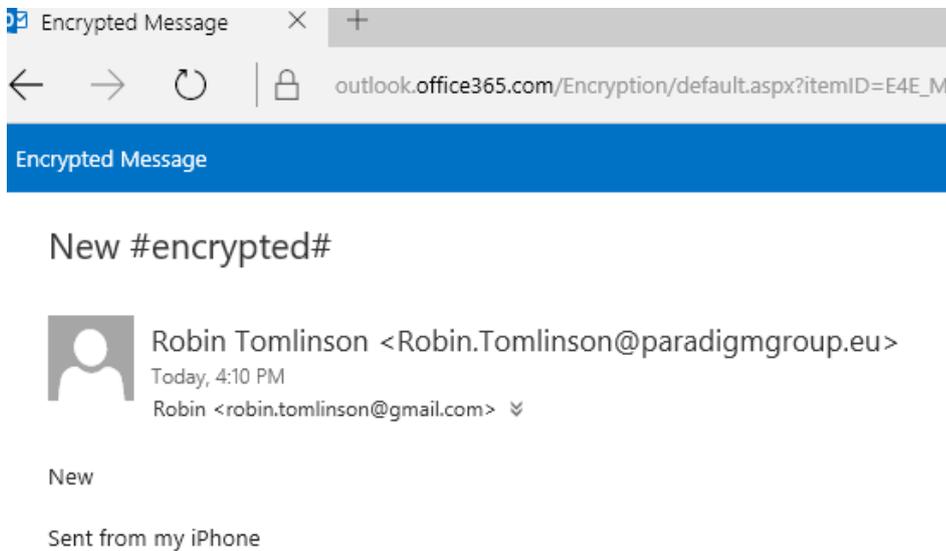
Use the passcode to sign in

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To view your message, type the passcode into the web page where you requested it. This passcode matches reference code 5920.

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

6. Enter the passcode into the webpage from step 4 and the content of the encrypted email is displayed, along with any attachments that were originally sent:



If you wish to reply in an encrypted format, simply click reply within the webpage.

If you experience any issues accessing an encrypted email even after using this guide, please make a note at which stage the message fails to open and contact us on 0121 781 7406.

NOTE: Using an iPhone or iPad to open an encrypted email

The steps to open an encrypted email are the same, however you will need an additional app for the attachment to open in rather than an internet browser.

Search the app store for 'Office 365 Message Encryption Viewer' or 'OME Viewer' and you should find the app displayed on the right. This app is free to install.

Once installed, steps 2 to 6 will display in the same manner as a desktop computer but will be shown within the app itself.

