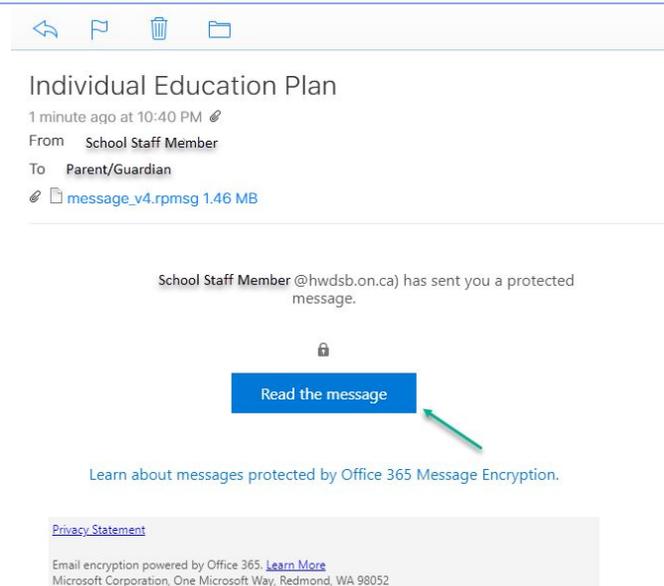# HWDSB

Receiving Encrypted Emails
Parents and Guardians

This information is designed to help you receive and read encrypted emails from school staff.   Encrypted emails will keep your child's information safe. Depending on your email provider, you may have a slightly different screen but the basic process will be similar. If you have an **outlook** or **gmail** email address, you may be prompted to login with your outlook or gmail account information instead of receiving a passcode. If this is the case, you may safely select that option. You may need to check with your email provider to ensure that you are able to receive encrypted emails at your email address. Presently, we know that spam filters @cogeco and @sympatico emails need to be adjusted.

When you receive encrypted emails from your child's school staff, select **Read the message.**	

![HWDSB logo with four coloured circle icons]

You will be prompted to select **Sign in with a One-time passcode.**

School Staff Member@hwdsb.on.ca has sent you a protected message

Sign in with a One-time passcode

Need Help?

Privacy Statement

Next, you will be asked to check your email again to find the one-time passcode that was generated with the previous action.

Don't worry: if you don't have time to complete the process and the passcode has expired you can return to the previous screen to generate a new passcode. You can repeat this process multiple times, if needed.

We sent a one-time passcode to Parent/Guardian email address

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.

Return to your email inbox. You will find the one-time passcode.	**Search Inbox** **Microsoft Office 365 Me...** 10:44 PM **Your one-time passcode to view the message** Here is your one-time passcode 93460193 To view your message, enter the code in the web
Copy or write down the passcode.	Your one-time passcode to view the message April 29, 2020 at 10:44 PM From Microsoft Office 365 Message Encryption › Here is your one-time passcode ## 93460193 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 This message is automatically generated. Please don't reply to it.

Back in the login window, you can enter the one-time passcode either by pasting the copied code or typing it in.	We sent a one-time passcode to Parent/Guardian email address Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes. One-time passcode 93460193 ☐ 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.
You will now be able to access the email and attachments.	Individual Education Plan VS School Staff Member @hwdsb.on.ca> Yesterday, 10:40 PM Encrypt: This message is encrypted. Recipients can't remove encryption. Student IEP.pdf 2 MB Dear Parent/Guardian, Please find your child's Individual Education Plan attached. Kind regards,

You can preview the document in the current window, or you can download the document to your computer for your records.

Student IEP.pdf
2 MB

Preview

Download

Dear Parent,

Please find your child's Individual Education