AHCA
EMAIL ENCRYPTION FAQ for Non-AHCA Employees

Frequently Asked Questions

Why Am I Receiving Encrypted Messages?

IT'S THE LAW. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is the Federal law that requires the Agency for Health Care Administration to encrypt any e-mail that contains Confidential or Protected Health Information (PHI) when it is sent outside the Agency.

What happens to old encrypted mail that is still in the Ironport system?

Encrypted messages that have not been retrieved from the Cisco IronPort system will remain on this service for **15 business days**. After this time, you will not be able to retrieve encrypted messages from the Cisco IronPort service. Contact your AHCA representative and ask that the encrypted message be resent, and then use your Office 365 Message Encryption service account to retrieve the message. If you have not created an account, you will be able to do so when you receive the message from Office 365 Message Encryption service.

> **Additional References**
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> **(F.A.C.) 71A-1.019 Personnel Security and Acceptable Use**
> (25) Exempt, or confidential and exempt information sent by e-mail shall be encrypted.
>
> **(F.A.C.) 71A-1.006 Confidential and Exempt Information**
> (7) Each agency shall encrypt exempt, and confidential and exempt information sent by e-mail.
>
> **AHCA Confidential Information Policy #08-IT-06**
> **6.0 Standards**
> 6.4 Electronic transmission of confidential information must be encrypted when the transport medium is not owned or managed by the agency.

How Do I Forward an Encrypted [Secured] Email?

Secured messages can be opened <u>only</u> by the person to whom the message was originally sent. If you need to forward the secured email, open the message from the OME's secured site and then forward that email. **NOTE: Do Not Forward The Original Message.**

Is there a way to have Encrypted Messages sent to My Mailbox?

Encrypted emails sent from AHCA are managed by Office 365 Message Encryption service. All encrypted email messages must be retrieved from this service.

If I am out of the office, can someone else retrieve encrypted messages from my account?

No. Secured messages can be opened <u>only</u> by the person to whom the message was originally sent and this person must have created an account with Microsoft Message Encryption service.

How Do I Open an Encrypted Email Message?

1. To open an encrypted message, open the message received from Office 365 Message Encryption service then click on the **message.html** attachment.
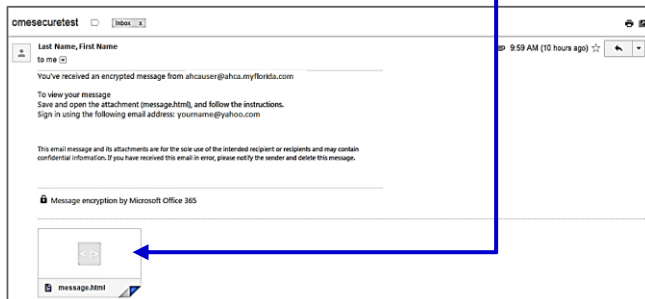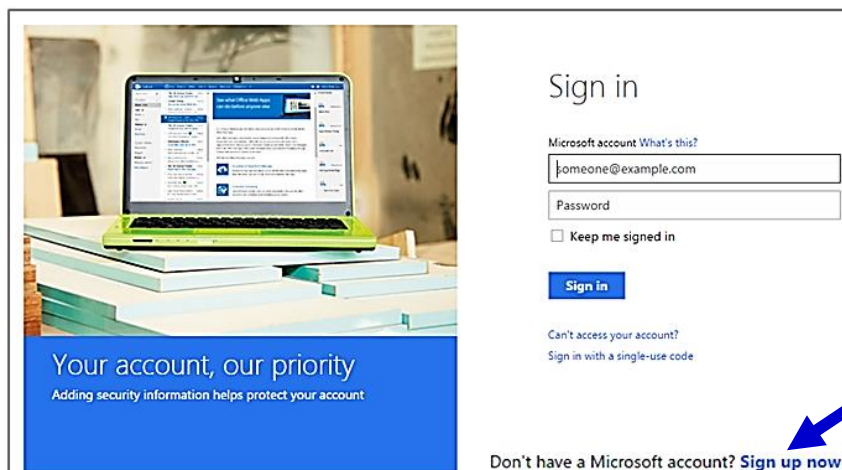

2. From the encrypted message page, click **Sign In and View Your Encrypted Message**.
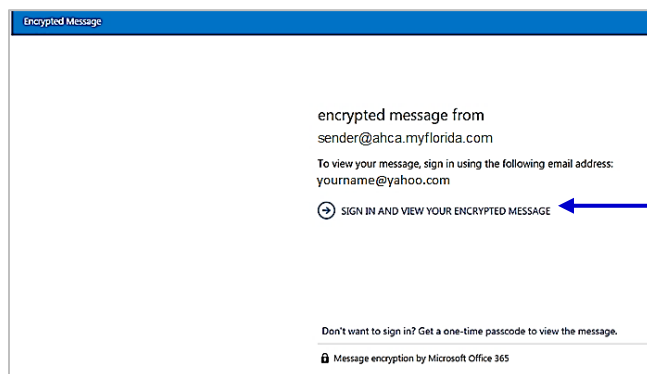
3. Your browser may display an informational message similar to the one shown below. If you are sure, click **OK**.
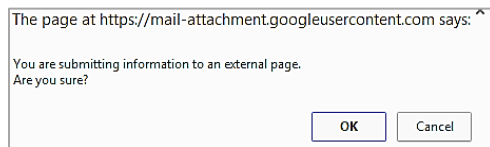
4. If this is your first time, click **Sign up now** at the **Sign in** screen. From here you will create a one-time account with Microsoft Office Encryption Service.

5. Enter your information in the fields provided on the **Create an account** page then click **Create Account**.

6. Microsoft will verify the email address used to create the account. As instructed in the screen below, go to your email and follow the instructions.

7. After opening the verification email, click on the button Verify (your email address).

8. Microsoft will display the Ready to go! Screen and you can proceed with opening the encrypted message.
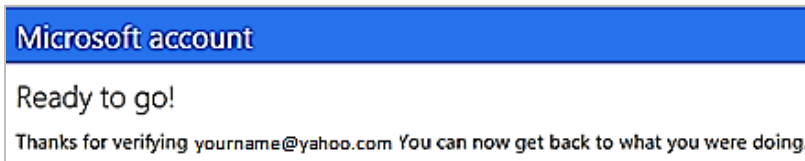
9. Return back to the original message to sign into your Microsoft account using the email and password entered when the account was originally created.

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IMPORTANT - Replying to or Forwarding a Secured Email

Do Not Reply or **Forward** the original email. Remember, only **YOU** can decrypt an encrypted message.
To forward an encrypted email, open the secured email, and *then* Reply or Forward the message.

HOW TO SEND A SECURED MESSAGE TO AHCA

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The following process can be used to securely send confidential files to the Agency for Health Care Administration.

1. Open a secured email from AHCA (*or request a secured message from an AHCA contact*) then click **Reply**.

2. Address the message as usual; type your information in the message body and if applicable, attach files to the message.

3. Click **Send**.

Disclaimer

Office 365 Message Encryption [OME] is an encryption service used by the Agency for Health Care Administration (AHCA) to transmit email and associated attachments that contain sensitive information such as Personal Health Information (PHI) or confidential information. This service is not owned nor managed by AHCA. If you experience problems accessing this service to create your account, log into your account, or other issues, please use the support links on Microsoft's Office Message Encryption Service's website.