

# HOW TO ACCESS ENCRYPTED EMAIL FROM PUBLIC HEALTH

Community and Health Services  
Public Health Branch



Dear Parent/Guardian,

You will be receiving a **secure** (encrypted) email from York Region Public Health. It will include important information about your child's school dental screening results.

When you receive the next email from [dental.screening@york.ca](mailto:dental.screening@york.ca), follow the steps below to access it (sent via Microsoft Office Outlook encryption).

**Step 1** - Select the **"Read the message"** tab.

**Step 2** - Select the preferred option:

**Option 1:** Sign in with a "Google Account" or

**Option 2:** Sign in with a one-time passcode

## Step 3

**If you selected Option 1:** access the document or

**If you selected Option 2:**

- Go back to your inbox and check for a new email with the subject **"Microsoft Office 365. Your one-time passcode to view the message"**
- Get your passcode and go back to the original email to enter the code
- Enter the passcode and select **Continue** to access the document

## Tips

- Open an encrypted email from your desktop, not a mobile device and close multiple tabs open to the internet
- Use the One-time passcode method

## Troubleshooting

- Click [here](#) for further help on "How Do I Open a Protected Message" or
- Watch this [short video](#) about opening an O365 Encrypted Email

## Questions/concerns?

If you have any questions or concerns opening the email please contact us at 1-800-735-3365 ext. 74388.

Visit [york.ca/dental](http://york.ca/dental) anytime for oral health tips and information.

## CHILD AND YOUTH DENTAL PROGRAM

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