# SSN Detection and Confidential Emails

Microsoft Outlook is the campus-wide email system for all SVSU students, employees, and alumni. Email messages that are sent from an SVSU address and that contain confidential Social Security Number information will be automatically detected and encrypted when being sent to a recipient outside of SVSU. Senders can also manually encrypt email messages by labeling the message subject as CONFIDENTIAL to protect other types of sensitive or private information. Messages labeled as CONFIDENTIAL or that contain SSNs being sent within SVSU will be decrypted automatically and delivered normally. If an encrypted message is received from a sender outside of SVSU, it will not be decrypted automatically. Recipients will be required to follow the instructions below to decrypt and read the message.

> 📞 If you have questions about Office 365, please contact the Support Center by email at support@svsu.edu, by phone at x4225 or 989-964-4225, or stop by the first floor of Zahnow Library.

What Messages Get Encrypted?

- Any message containing a number in the pattern of xxx-xx-xxxx, xxx.xx.xxxx, or xxx xx xxxx, in the body, of the message will be encrypted when being sent outside of SVSU.

OR

- Any message containing the word "CONFIDENTIAL" in the **subject**. Senders may type the word confidential in any case and any location (alone, or before, after or between subject text) within the subject line. For example:
  - This message is confidential
  - CONFIDENTIAL, do not forward
  - This message contains Confidential information, please do not print or share
  - Confidential
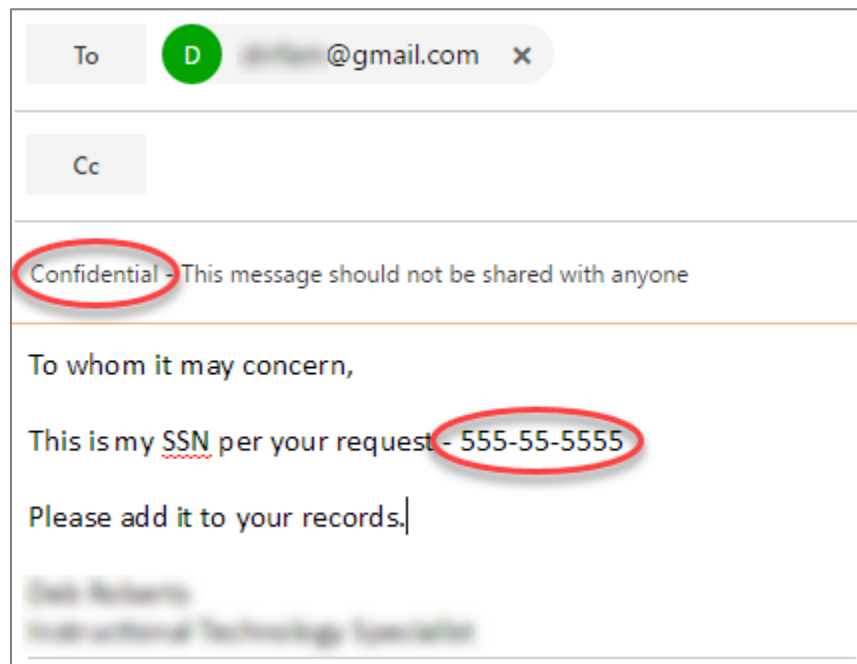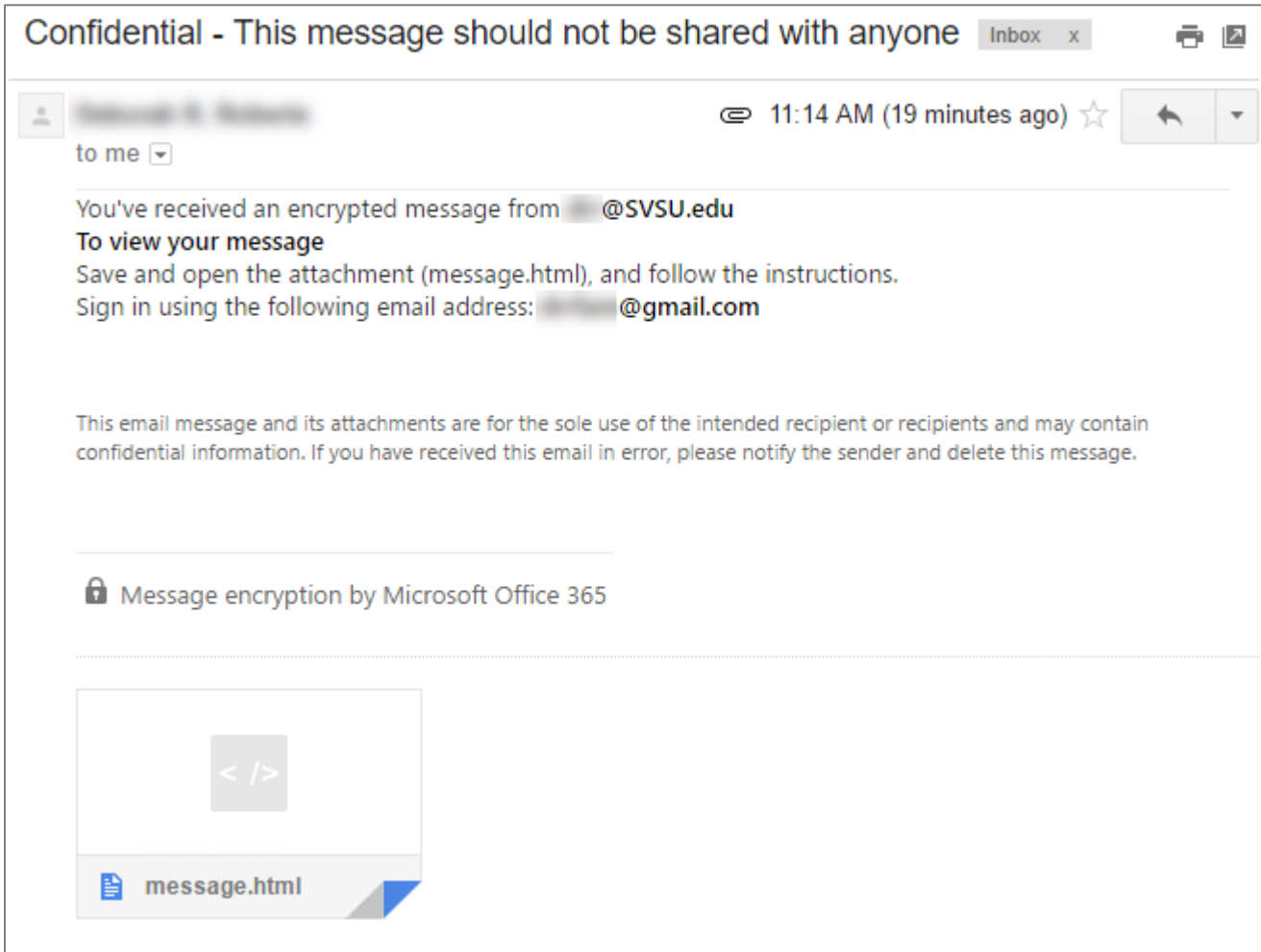
What Will the Recipient See?

The recipient of the encrypted message will receive notification with instructions on how to view the original message. The notification will appear as if it is from the original SVSU sender and display the subject from the original message, but the body of the message will be replaced with the following text:

You've received an encrypted message from sender@SVSU.edu
To view your message
Save and open the attachment (message.html), and follow the instructions.
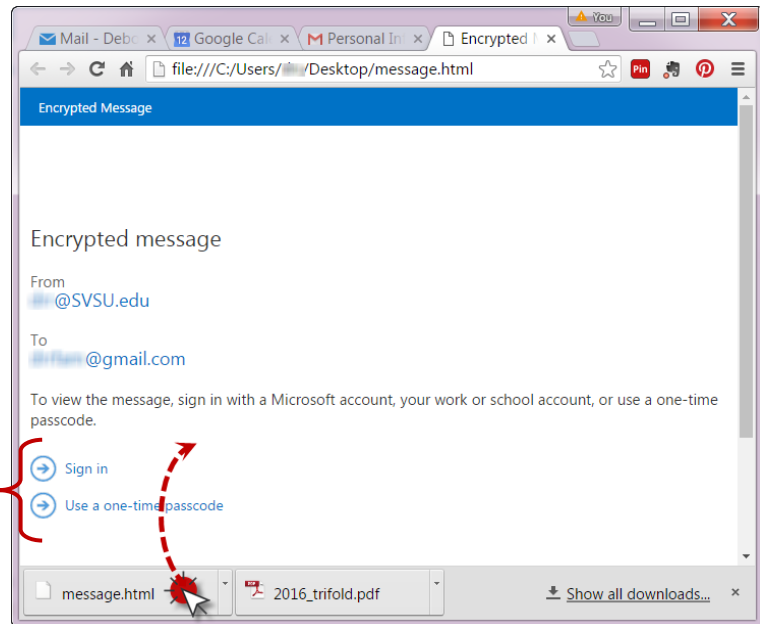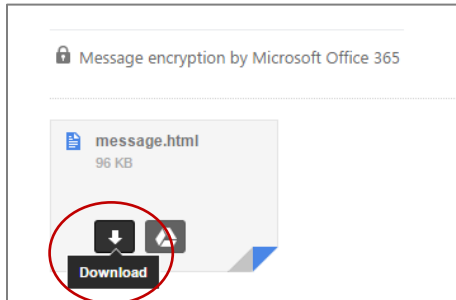Sign in using the following email address: xxxxxxx@gmail.com

How will the Recipient View the Encrypted Message?

The recipient will download the attached "message.html" file and then open the file.
They will need to decide if they want to:
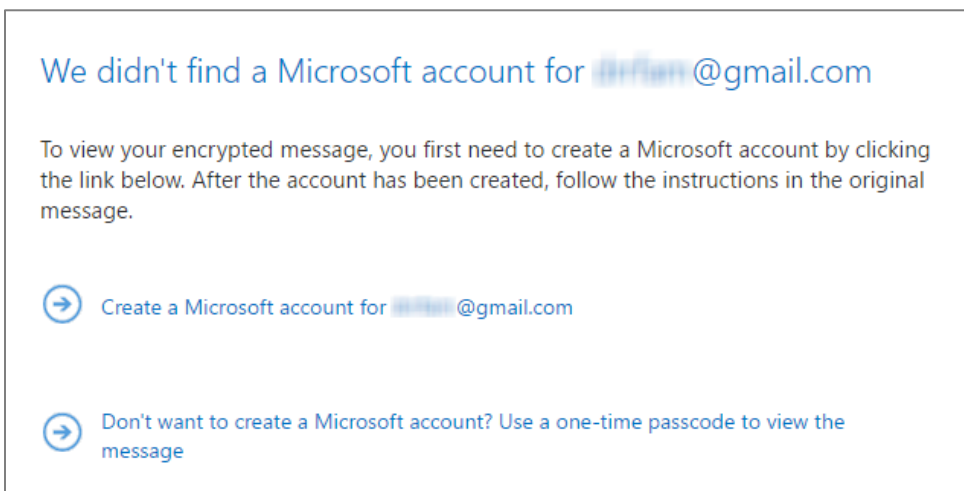1) Sign up/sign in and use a Microsoft account or
2) Use a one-time passcode

2 ways to decrypt the message

Sign in with a Microsoft Account

If the recipient chooses the "Sign in" option, they will either be entered into their Microsoft account or be asked to sign up for a Microsoft account. They will again have the option to use a one-time passcode at this point.

Creating a Microsoft account requires the following information.

Microsoft

Create an account

You can use any email address as the user name for your new Microsoft account, including addresses from Outlook.com, Yahoo! or Gmail. If you already sign in to a Windows PC, tablet, or phone, Xbox Live, Outlook.com, or OneDrive, use that account to sign in.

First name

Last name

User name

Get a new email address

After you sign up, we'll send you a message with a link to verify this user name.

Password

8-character minimum; case sensitive

> Passwords must have at least 8 characters and contain at least two of the following: uppercase letters, lowercase letters, numbers, and symbols.

Reenter password

Country/region

United States ▼

Birthdate

Month ▼ | Day ▼ | Year ▼

Gender

Select... ▼

Help us protect your info

Your phone number helps us keep your account secure.

Country code
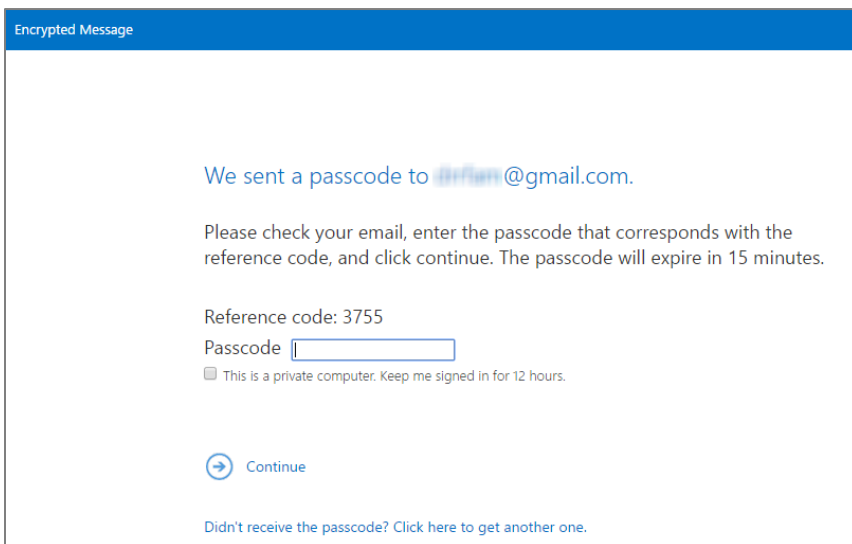
United States (+1) ▼

Phone number

Before proceeding, we need to make sure a real person is creating this account.

After successfully signing in to Microsoft, the original message will be displayed.

Encrypted Message

Confidential - This message should not be shared with anyone

[Deborah R. Roberts] @SVSU.edu>
Today, 11:14 AM
[____]@gmail.com ⚲

To whom it may concern,

This is my SSN per your request - 555-55-5555

Please add it to your records.

[____]
[Instructional Technology Specialist]
Saginaw Valley State University
7400 Bay Rd.
University Center, MI 48710
989-964-4225 option 4
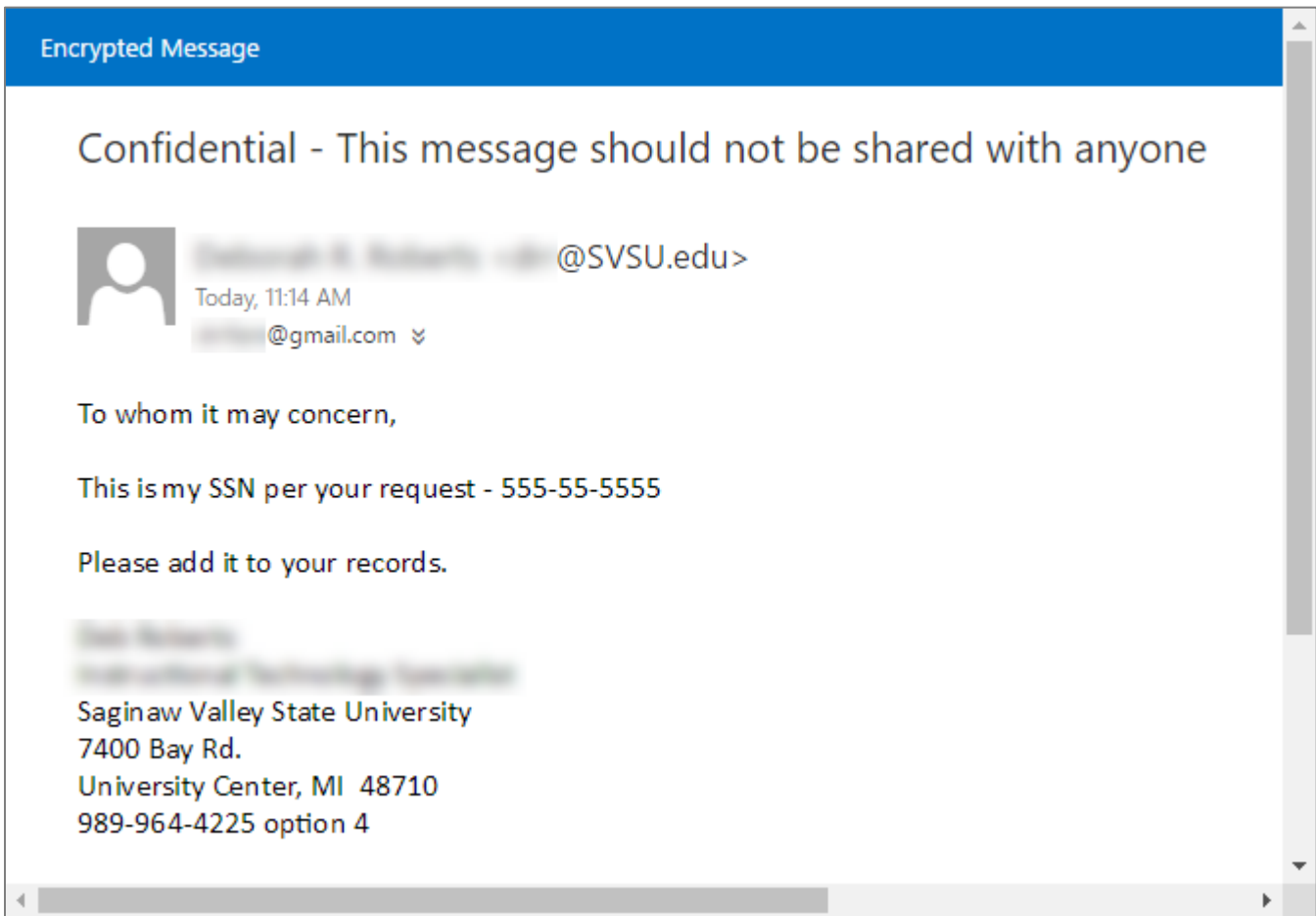
Use a One-Time Passcode
If the recipient chooses to Use a One-Time Passcode, the system will send a new email message with a passcode to the recipient. Also, a page will load displaying a reference code and field that the passcode should be pasted into.

Encrypted Message

We sent a passcode to [____]@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: 3755
Passcode [_____]
☐ This is a private computer. Keep me signed in for 12 hours.

⊙ Continue

Didn't receive the passcode? Click here to get another one.

Without closing the page that loaded, the recipient should return to their email inbox to look for a message sent from **Microsoft Office 365 Message Encryption** with a subject of **Your one-time passcode to view the message**. The reference code that is in the message should match the reference code displayed on the page that loaded.
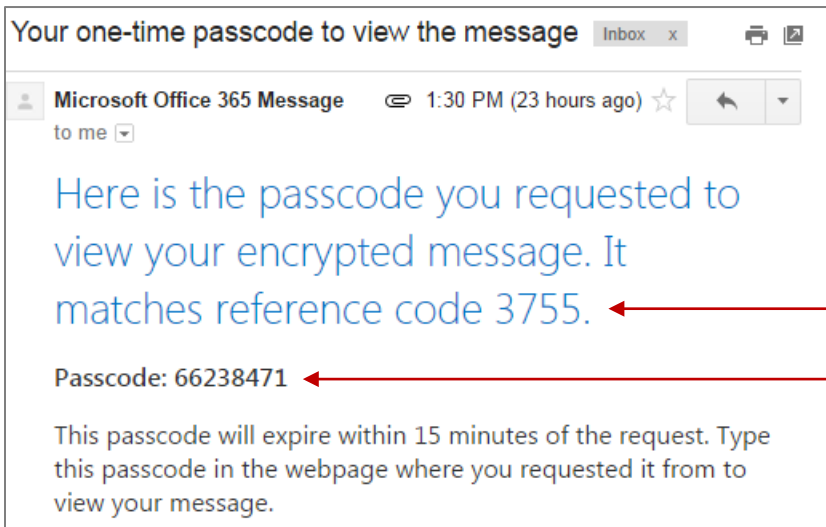
Be sure this code matches the code displayed on the loaded page.

Copy this passcode and paste it into the field on the loaded page.

If the reference code does not match, the recipient may have closed the originally loaded page. They will have to complete the steps for using a one-time passcode again.

After successfully copying and pasting the passcode into the field and clicking Continue, the original message will be displayed.