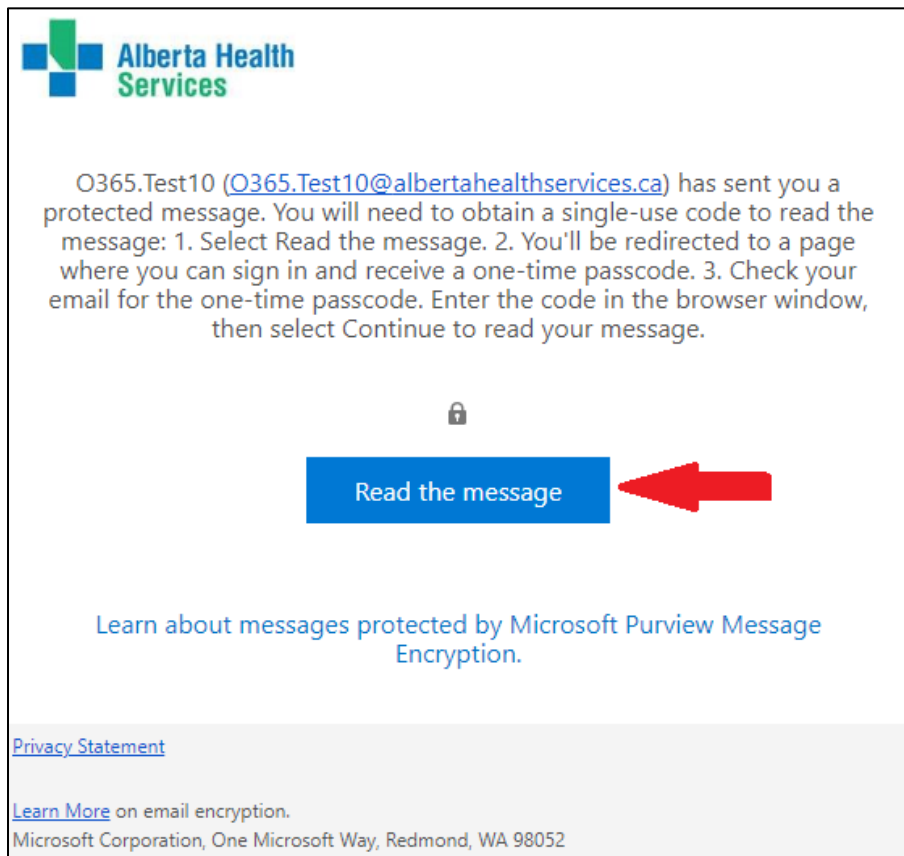**How to read an AHS encrypted email**

You can use your personal computer, Mac, or mobile device to read an AHS encrypted email.

Instructions

1. Click the **Read the message** button in the email.

2. A new page opens in which you can sign-in with a trusted partner account (Microsoft, Google, Yahoo) or use a one-time passcode. To use the one-passcode, click the **Sign in with a One-time passcode button**. If you are using a mobile device you will need to press and hold this button to open the link in your internet browser (Safari, Chrome).

O365.Test10@albertahealthservices.ca has sent you a protected message

🔒

Sign in to view the message

G **Sign in with Google**

Sign in with a One-time passcode

Need Help?

Privacy Statement

3. A new window will open informing you a one-time passcode was sent to your email address.

We sent a one-time passcode to jsmith123456111@gmail.com.

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.

4. Go back into your email to retrieve the one-time passcode.
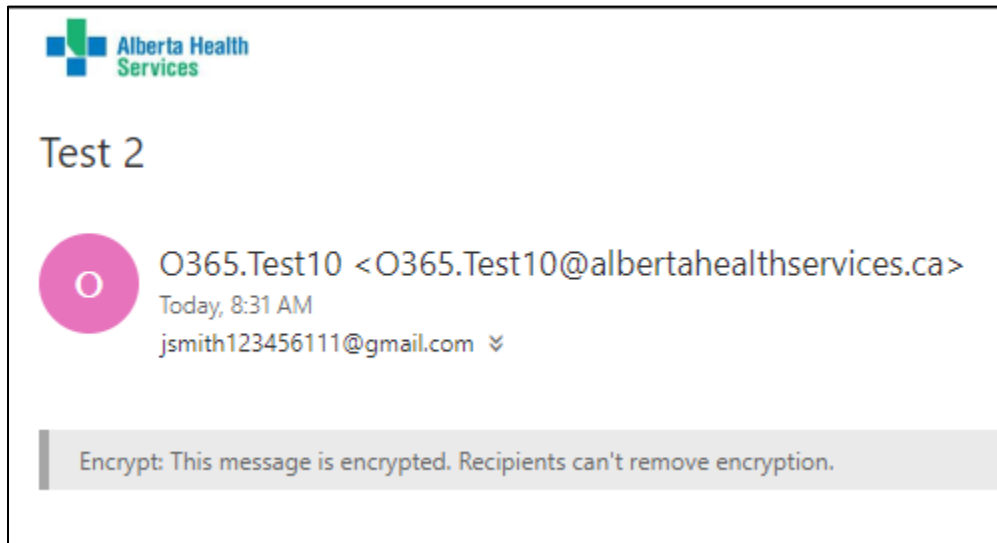
Alberta Health Services
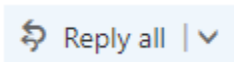
Here is your one-time passcode

24745843

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.

5. Write the numbers down and enter them in the provided field and click **Continue**. Your encrypted message will now appear.

6. If you would like to reply to an encrypted message, please use the reply button on the top right-hand corner of the Microsoft encrypted message window. Do not use the reply feature from your own email program.

For additional information, please visit Microsoft's website - How do I open a protected message? - Microsoft Support.