Office 365: Client Encryption Guide

The following are the procedural steps required for clients to retrieve encrypted messages sent by Mesirow Financial. While the directions are the same for both email and desktop, below you will find step-by-step instructions for both options.

Section One: Encrypted Email via Desktop

Section Two: Encrypted Email via Mobile

Section Three: Encrypted Email via Gmail App (iPhone Users)

Section Four: Encrypted Email via Gmail App (Android Users)

Step by Step Guide to Retrieve an Encrypted Email via Desktop

1. You have received an email with sensitive information, such as a social security number or a bank routing number. To view the email, please click “read the message”.

2. The next page will prompt you to click “sign in with a one-time passcode”. This is our recommended step.
Please go back to your inbox. You will then see an email from MicrosoftOffice365@messaging.microsoft.com containing your one-time passcode.

Please “copy” this code, open the original encrypted email and “paste” the code into the box. The passcode will expire after 15 minutes (or can be extended, should you proactively decide to do so).

Completed: You will now be able to read and respond to the encrypted email.
Step by Step Guide to Retrieve an Encrypted Email via any Mobile Device

Please note: If you are using the Gmail app, specific instructions are in the next section.

1. You have received an email with sensitive information, such as a social security number or a bank routing number. To view the email, please click "read the message."

2. The next page will prompt you to click, "sign in with a one-time passcode". This is our recommended step.
3 You will be presented with the following screen:

4 Please go back to your inbox.

5 You will see an email from MicrosoftOffice365@messaging.microsoft.com containing your one-time passcode.

6 Please “copy” this code, switch back to the page asking you for the one-time passcode and “paste” the code into the box. The passcode will expire after 15 minutes (or can be extended, should you proactively decide to do so).

7 Completed: You will now be able to read and respond to the encrypted email.
Step by Step Guide to Retrieve an Encrypted Email via the Gmail App (iPhone Users)

1. You have received an email with sensitive information, such as a social security number or a bank routing number.

2. To view the email, please click “read the message”, which will then prompt you to open with Chrome or Safari. Please select Chrome.

   Please note: If you do not have the Chrome app on your phone, you will be directed to the app store to install Chrome.

3. The next page will prompt you to click “sign in with a one-time passcode”. This is our recommended step.

4. You will be presented with the following screen:
5 Please go back to your inbox.

6 You will then see an email from MicrosoftOffice365@messaging.microsoft.com containing your one-time passcode.

7 Please “copy” this code, switch back to the page asking you for the one-time passcode and “paste” the code into the box. The passcode will expire after 15 minutes (or can be extended, should you proactively decide to do so).

8 Completed: You will now be able to read and respond to the encrypted email.
Step by Step Guide to Retrieve an Encrypted Email via the Gmail App (Android Users)

1. You have received an email with sensitive information, such as a social security number or a bank routing number.

2. To view the email, please click and hold “read the message” and select “Open in Browser.”

3. The next page will prompt you to click, “sign in with a one-time passcode.” This is our recommended step.

4. You will be presented with the following screen:
5 Please go back to your inbox.

6 You will then see an email from MicrosoftOffice365@messaging.microsoft.com containing your one-time passcode.

7 Please “copy” this code, switch back to the page asking you for the one-time passcode and “paste” the code into the box. The passcode will expire after 15 minutes (or can be extended, should you proactively decide to do so).

8 Completed: You will now be able to read and respond to the encrypted email.

Questions?
Please contact your Mesirow Financial representative.