

How to Encrypt Email Procedure

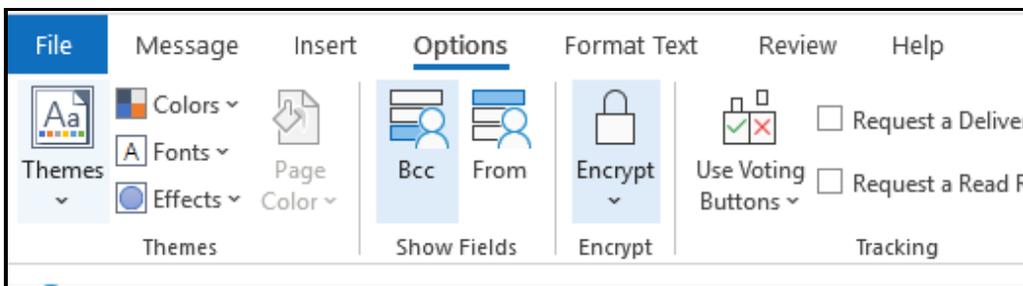
Purpose

The purpose of this encryption procedure is to ensure when sharing electronic protected health information (ePHI) with external recipients (non-Lifeworks employees) that the email is secured with end-to-end encryption and only the intended person sees it.

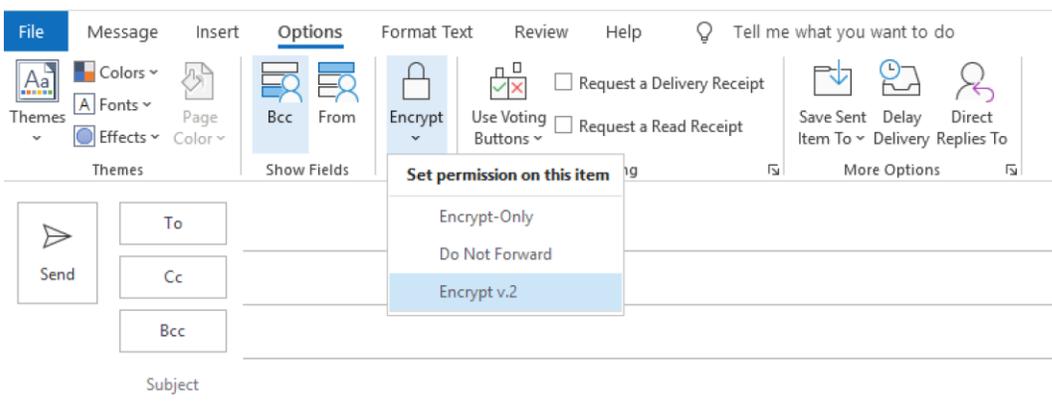
Procedure

Encrypting Email in Outlook Application

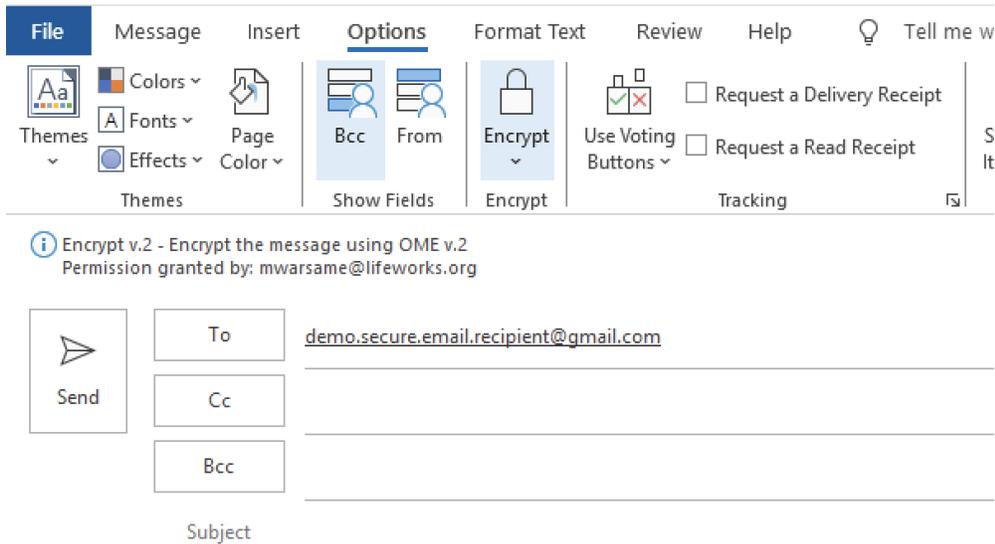
1. Open a new email in Outlook.
2. Select the options tab and drop down the word Encrypt.



3. Select Encrypt v.2



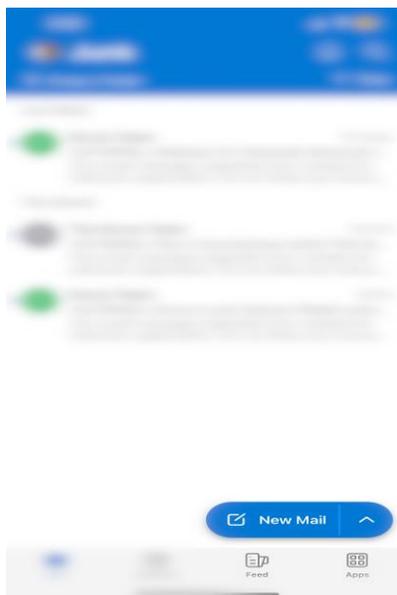
4. After you have encrypted you will see the example encrypted email below:



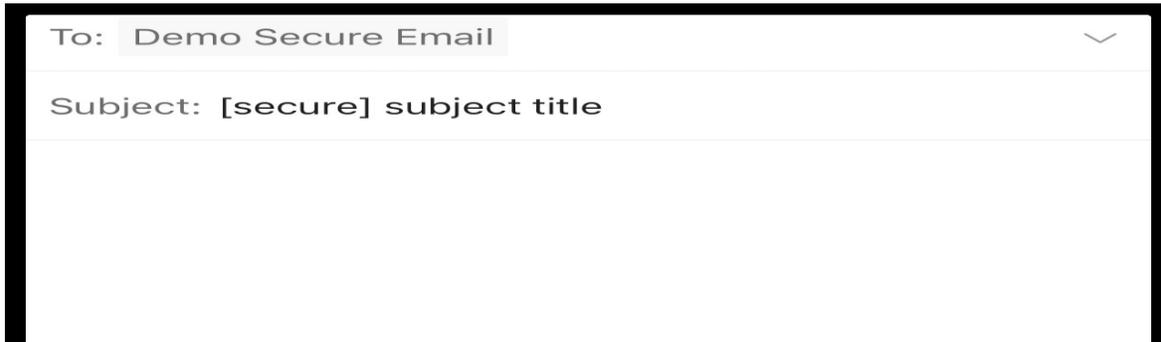
Encrypting Email in Outlook App on Mobile Device (iPhone, iPad)

*It is recommended the ePHI is sent using the Outlook application as outlined above. While sending ePHI from an email from a mobile device is strongly discouraged, if necessary, use the procedure below.

1. When using Outlook on a mobile device (iPhone, iPad), you will need to encrypt by opening a new email



2. On the Subject line, type [secure] in brackets, type a space, then type subject of your email.



3. If you are replying or forwarding an email and it needs to be encrypted, you can add [secure] in the front of the subject line.



4. When sending an email with an attachment the file must be less than 25 megabytes in size.

Any troubleshooting issues sending or receiving encrypted email please open a case with Information Technology by emailing your issue to D365-IT@lifeworks.org.

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Approver/Owner	ISPO	Approval Date	3/26/2024