SOA Secure E-mail through Azure Information Protection (AIP) Retrieval Guide – External Recipients

In the interest of protecting Alaskan citizens private and confidential information, SOA email accounts are now equipped with encryption features to send and receive sensitive data through secured channels. To find out more about how to interact with these features, read on in the details below.

If you have been notified that a State of Alaska employee has sent you a secure message, you need to verify your identity to access the message. You can use existing Microsoft, Google, or Yahoo account credentials (Option 1, described on pages 1-2), or a one-time passcode (Option 2, described on pages 3-4).
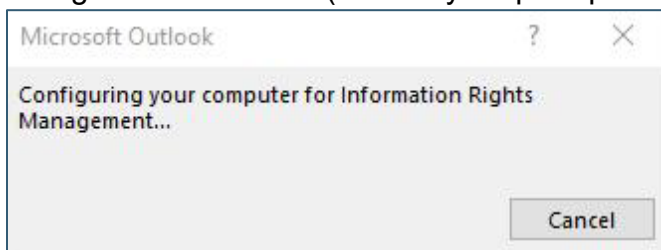
Option 1: Microsoft, Google, or Yahoo account

A Microsoft, Google, or Yahoo account can be used to access the secure message. If you have not recently logged in, you may be prompted to enter your Microsoft, Google, or Yahoo account credentials.

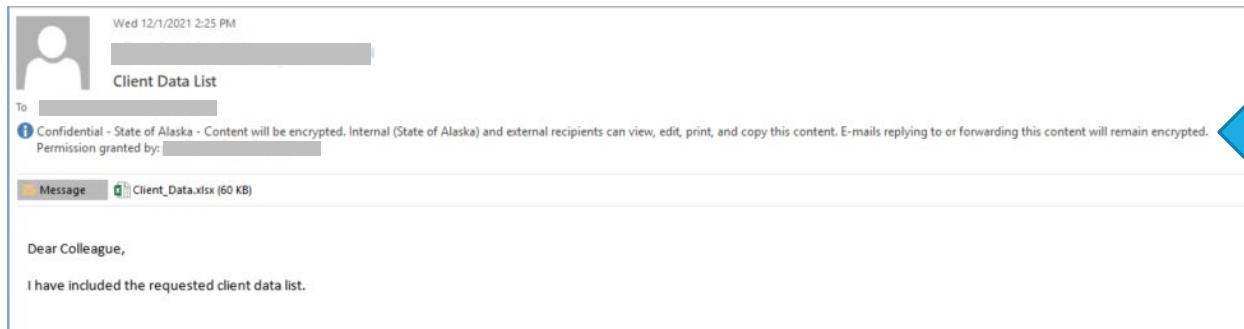*Option 1 - Example A: Microsoft Account.* To access, click on the message.

If you have recently entered your credentials, your computer will be automatically configured for access. (You may be prompted to re-enter your credentials):
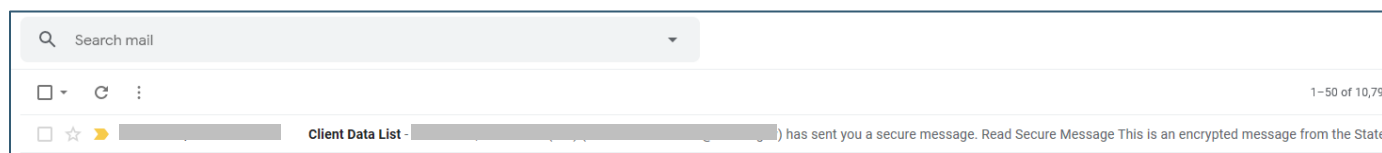
You can then view the message in your inbox, with an alert describing the level of encryption and related restrictions.

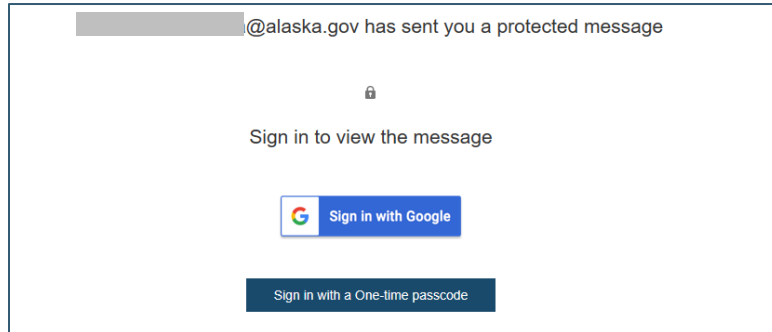*Option 1 - Example B: Google Account.* To access, open the message and click on the "Read Secure Message" button.
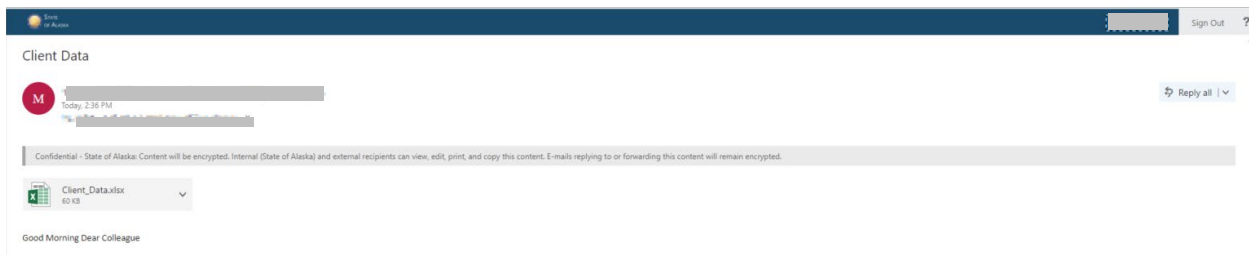
You may be given the option to use your Google credentials, or to use a one-time passcode (see next section).

If you have recently entered your credentials, your message may automatically open when you select the "Sign in with Google" option. You may be prompted to re-enter your credentials.
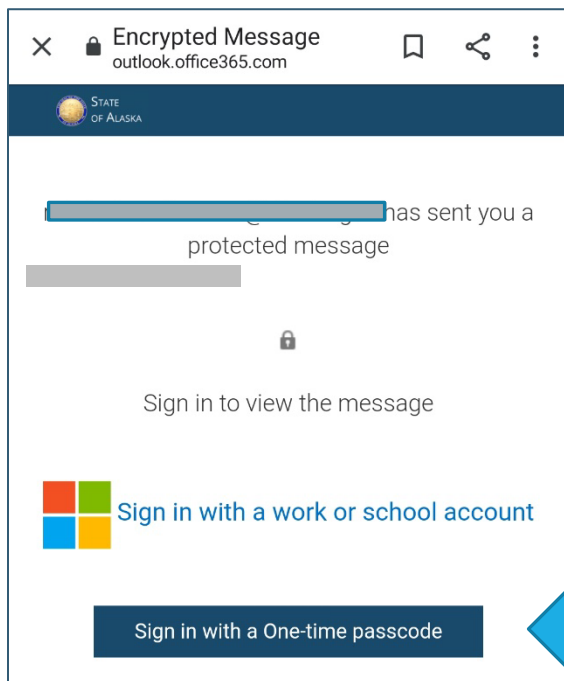

Option 2: One-time passcode

If you do not have, or prefer not to use, a Microsoft, Google, or Yahoo account, you can also use a one-time passcode to access the secure message. The passcode will be sent to the same e-mail address that received the secure message.

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# Retrieval Guide – External Recipients
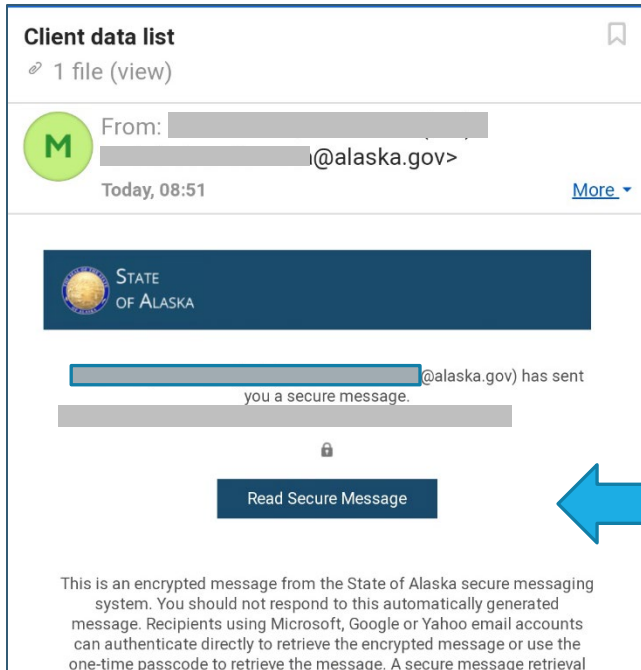
Step 1: Click "Read Secure Message"

Client data list

🔖

📎 1 file (view)

M From: [redacted]
[redacted]@alaska.gov>

Today, 08:51

More ▾

STATE OF ALASKA

[redacted]@alaska.gov) has sent you a secure message.

🔒

Read Secure Message

This is an encrypted message from the State of Alaska secure messaging system. You should not respond to this automatically generated message. Recipients using Microsoft, Google or Yahoo email accounts can authenticate directly to retrieve the encrypted message or use the one-time passcode to retrieve the message. A secure message retrieval

Step 2: Click "Sign in with a One-time passcode"

✕ 🔒 Encrypted Message
outlook.office365.com

🔖 ⤴ ⋮

STATE OF ALASKA

[redacted] has sent you a protected message

[redacted]

🔒

Sign in to view the message

Sign in with a work or school account

Sign in with a One-time passcode

✕ 🔒 Encrypted Message
outlook.office365.com

We sent a one-time passcode to [redacted]

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.

Step 3: Return to your e-mail inbox and retrieve your one-time passcode. (Note: passcode expires after 15 minutes)
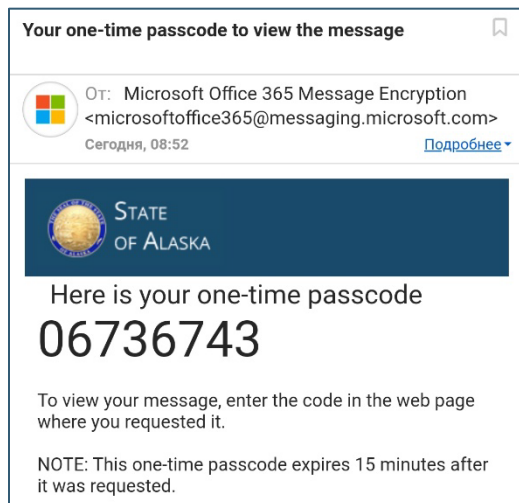
Step 4: Enter the passcode and select "Continue" to retrieve the secure message.