

How to Encrypt Email in Outlook

How to Send an Encrypted Email

To ensure the secure transmission of confidential or sensitive information via district email.

Overview

STGRSD uses **FortiMail Secure Email Encryption** to protect messages that contain sensitive information. When a user includes the keyword **CONFIDENTIAL** in the subject line of an email, FortiMail automatically encrypts the message and sends it securely to the recipient.

This feature helps the district comply with **FERPA, HIPAA**, and other data privacy regulations.

You have received a secure message

Read your secure message by clicking the link below, the web browser will be launched and prompt you to log in.

[Click this to access the secure message](#)

If you have concerns about the validity of this message, contact the sender directly.

[About FortiMail Secure Message Service](#)

When to Use Encryption

Use encrypted email whenever you send information that includes:

- Student records (grades, IEPs, disciplinary info, etc.)
- Staff records or evaluations
- Personally identifiable information (PII) such as addresses, phone numbers, or Social Security numbers
- Financial or medical information
- Any content you would not want publicly accessible if intercepted

When in doubt — **encrypt it.**

How to Send an Encrypted Email

1. **Compose a new email** using your district Outlook account.
2. In the **Subject line**, type the word: **CONFIDENTIAL**
 1. (It must appear exactly as written — not “confidential info” or “confidential:” — the rule looks for the keyword *CONFIDENTIAL*.)



The screenshot shows the top portion of an Outlook email composition window. At the top left is a blue 'Send' button with a right-pointing arrow and a dropdown arrow. To the right of the 'Send' button are three icons: a question mark, a downward arrow, and a trash can. Below the 'Send' button are two input fields: 'To' and 'Cc'. The 'To' field is empty. Below the 'Cc' field is the subject line, which contains the text 'CONFIDENTIAL: MY SUBJECT'. To the right of the subject line, it says 'Draft saved at 12:2'. Below the subject line is a horizontal line, and below that is the text 'Type / to insert files and more'.

3. **Write your message** as usual. Attach any necessary files.
4. **Send the message.**

FortiMail will automatically detect the keyword and send your message using **Secure Message Encryption (SME)**

What Happens Next

- **You (the sender):**

You'll receive a confirmation that your message was sent via the encrypted channel.

- **The recipient:**

The recipient will receive an email notification with a secure link to access the message.

They'll be directed to the **FortiMail Secure Message Portal**, where they must verify their identity (usually by creating or logging into a one-time secure account). Once verified, they can read your message and download any attachments securely.

Important Notes

- Encryption is triggered **only** when the keyword **CONFIDENTIAL** appears in the **subject line**.
- Do **not** include sensitive data in an unencrypted email body or attachment without this keyword.
- The encryption process works for both **internal and external** recipients.
- If you reply to an encrypted message from within the secure portal, your reply remains encrypted automatically.

What Happens Next

For the Sender

- You'll receive a confirmation that your message was sent via the encrypted channel.
- The encryption process is automatic—no extra steps are required on your part.

For the Recipient

When a recipient receives an encrypted email, they will be directed to the **STGRSD Secure Email Service** page to register or log in before viewing the message.

Below is an example of what they will see:

Recipients must complete the registration form (if first-time users) by entering their name and creating a password. Once registered, they can log in to securely read and reply to your message.

Register New User

User email: user@gmail.com

Language: English ▾

Time zone: (GMT-5:00)Eastern Time(US & Canada) ▾

First name: Last name: Password: Confirm password:

You haven't registered yet. Please register first.

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