



How do I open a protected message?

If you receive a protected email message sent to your Microsoft 365 account in Outlook 2016 or Outlook on the web, the message should open like any other message. You'll see a banner at the top of the message that informs you of any restrictions on the message.

If you're using a different email account or email program, you may receive a notification that you've received a protected message and need to take additional action.

Reading a protected message with a Microsoft 365 email account in Outlook or Outlook on the web

Desktop/Browser:

If you're using a Microsoft 365 email account in Outlook 2016 or Outlook on the web, you shouldn't have to do anything special to read your message.

Mobile app:

If you have a Microsoft 365 account and you're using the Outlook mobile app, the message should just open.

Reading a protected message with Gmail

Desktop/Browser:

1. Select **Click here to read your message**.
2. Select **Sign in with Google**.
3. You'll be redirected to the Gmail sign-in page. Once you sign in, select **Allow**.
4. Your protected message will display in a new browser tab. You won't be able to view the protected message in the Gmail window.

Mobile app:

1. Tap **Click here to read your message**.
2. Tap **Sign in with...** and sign into your email account.
3. If you get a request for permissions, tap **Yes** or **Allow** to view the message.

Reading a protected message with a single-use code

Some email clients and services can't automatically open protected messages. If you have an email account with Yahoo or another internet service provider, you'll need to obtain a single-use code to read the message.

Desktop/Browser:

1. Select **Read the message**.
2. You'll be redirected to a page where you can sign in and receive a single-use code.
3. Check your email for the single-use code. Enter the code in the browser window, then select **Continue** to read your message.

Mobile app:

1. Tap **Click here to read your message > Sign in with a single-use code**.
2. You'll be redirected to a page where you can sign in and receive a single-use code.
3. Check your email for the single-use code and copy it.
4. Enter the code in your browser, then select **Continue** to read your message.