Opening Encrypted Email Messages
Instructions

Last Updated September 2014
Introduction
Email encryption allows the Department of Business Oversight (DBO) to communicate securely with the other financial regulators, licensees, state agencies, and the public.

If you receive an email message from DBO (@dbo.ca.gov) with “[secure]” or “[encrypt]” in the Subject line, the following instructions will assist you to open the encrypted message and respond as necessary.

How to open an encrypted email message from the Department of Business Oversight

1) Open the secure message in your Inbox.

2) Open the attachment (message.html).

3) If you receive or expect to receive a high volume of encrypted email correspondence from the Department of Business Oversight, we recommend you proceed to “Option to Setup a Microsoft Account” on page 4.

If you do not wish to create an account, select “Don’t want to sign in? Get a one-time passcode to view the message.”

encrypted message from user@dbo.ca.gov

To view your message, sign in using the following email address: user@yahoo.com

SIGN IN AND VIEW YOUR ENCRYPTED MESSAGE

Don’t want to sign in? Get a one-time passcode to view the message.
4) The Outlook.Office365.com URL will open with the following:

We sent a passcode to user@yahoo.com
Please check your email, enter the passcode that corresponds with the reference code, and click continue. The passcode will expire in 15 minutes.
Reference code: 9082
Passcode

CONTINUE

Didn't receive the passcode? Click here to get another one.

5) Return to your email account and open the new email from Microsoft Office 365 Message Encryption titled “Your one-time passcode to view the message”

6) Go back to the Microsoft Office 365 Message Encryption page and enter the passcode:

We sent a passcode to user@yahoo.com
Please check your email, enter the passcode that corresponds with the reference code, and click continue. The passcode will expire in 15 minutes.
Reference code: 9082
Passcode 46144147

CONTINUE

Didn't receive the passcode? Click here to get another one.

7) Select “Continue” and the encrypted email will open.
Recommended if you receive a high volume of encrypted correspondence from the Department of Business Oversight

OPTION TO CREATE A MICROSOFT ACCOUNT

1) Once the attachment in the encrypted email has been downloaded (message.html), select “SIGN IN AND VIEW YOUR ENCRYPTED MESSAGE”

2) Click “CREATE A MICROSOFT ACCOUNT FOR <your email address>”.

3) On the “Create an account” page, enter information in each field. Delete the populated entry in the highlighted “Create password” field.

Notes:
- Enter a birthdate that indicates you are older than 18 years of age, e.g., January 1, 1990 or a date prior to November 1, 1996.
- Uncheck “Send me promotional offers” option.
- If you prefer to not specify your gender, select “Not Specified”.

We didn't find a Microsoft account for user@yahoo.com

To view your encrypted message, you first need to create a Microsoft account by clicking the link below. After the account has been created, follow the instructions in the original message.

CREATE A MICROSOFT ACCOUNT FOR user@yahoo.com

DON'T WANT TO CREATE A MICROSOFT ACCOUNT? GET A ONE-TIME PASSCODE TO VIEW THE MESSAGE
4) Be sure to uncheck “Send me promotional offers…” and click “Create account”.
5) Review the summary page, edit the information if necessary, and then click “Verify your email address.” An email will be sent back to your original email account for verification.

6) To verify that you are the owner of the email address that you created for the Microsoft account, go to your email account Inbox and open the Verify your email address message.
7) You will see a thank you message for verifying your email address.

8) Once you have verified your email address, return to your inbox to open the original secure message attachment (message.html) file again.

   Note: To view the message, select “Download” and select “Save to my computer” or “Save to Dropbox” depending on your email system. Open the message.html file.

9) Select “SIGN IN AND VIEW YOUR ENCRYPTED EMAIL”. Sign in with the account you created in the previous section.
10) Enter your sign in information. Select “Sign in” and the encrypted email will display.

After registering for the Microsoft account, you will be able to view any encrypted email message from the Department of Business Oversight by logging into the account with your user name and password.

For further assistance, please contact the Department of Business Oversight at (866) 275-2677.