



Wheel of Health

Using our secure portal

QUICK GUIDE

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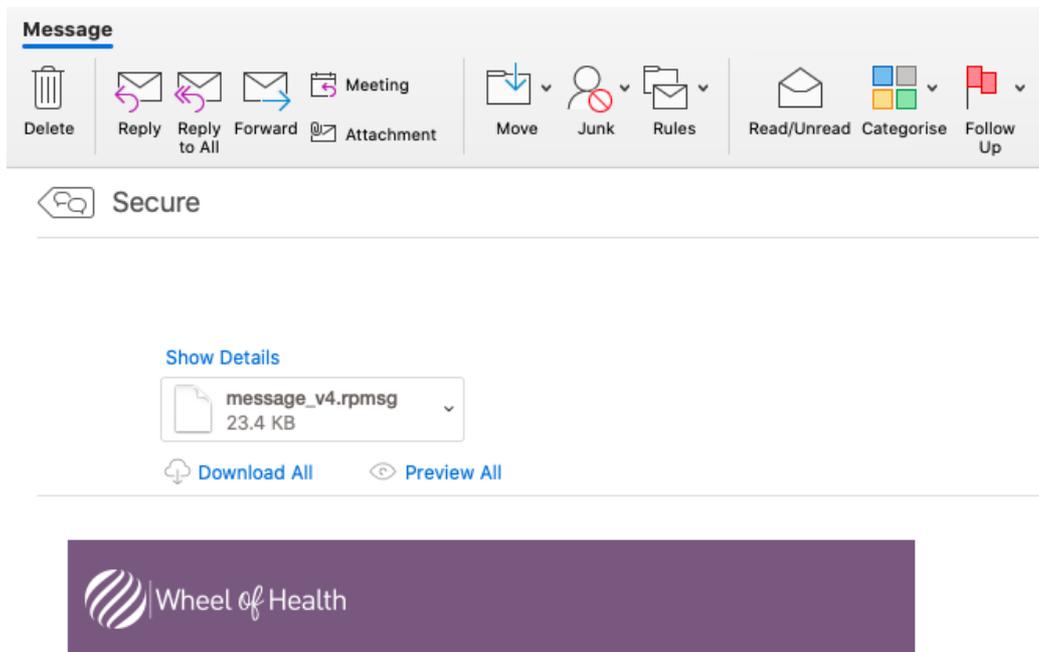
The Basics.

Wheel of Health Limited use Microsoft Office 365 Message Encryption to help ensure that only intended recipients can view messages containing sensitive information.

If you receive an email protected by Office 365 Message Encryption you will be unable to view the contents of the email until it is unencrypted. After unencrypting the message, you can view the contents of the email any attachments and reply as normal.

For the best experience we would recommend that you use Outlook as an email client as this provides a seamless experience when you have either a Hotmail, Gmail, yahoo, outlook or office 365 account, allowing you to view protected messages in the application and not through our portal.

Here is an example in Outlook (the exact view will differ in other email applications).



has attached a protected message or a .rpmsg (rights protected message).



[Read Message](#)

Use the 'Read Message' button above to read your attached protected message. This will take you to our secure portal where you can sign-in using a one-time passcode.

To view an encrypted message – PASSCODE VERSION

DO NOT OPEN THE ATTACHMENT

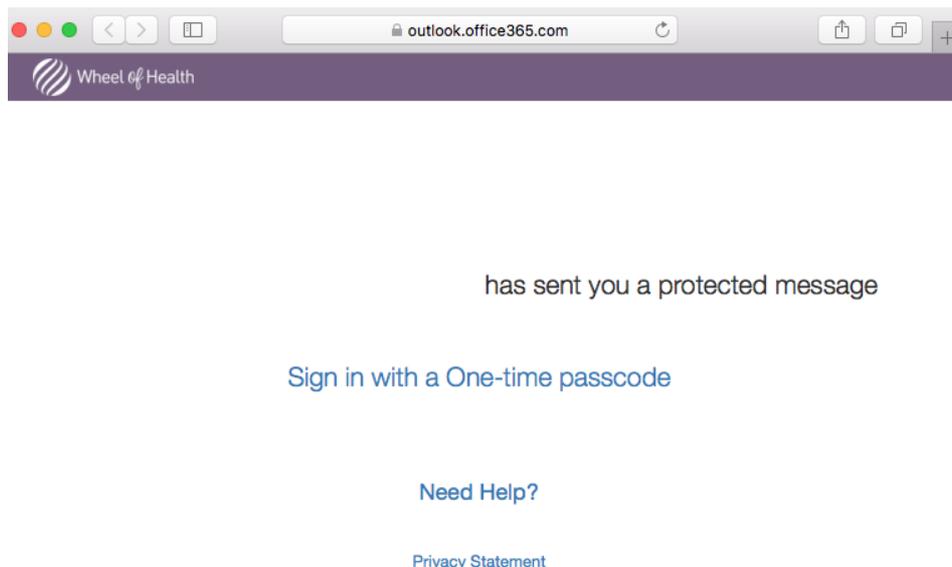
An attachment called message_v4.rmsg will appear alongside the email. The contents of the encrypted message is in this. **You cannot open this**. To open your message you must **use our secure portal**, unless you are using outlook or office 365 online.

Click the Read Message button.

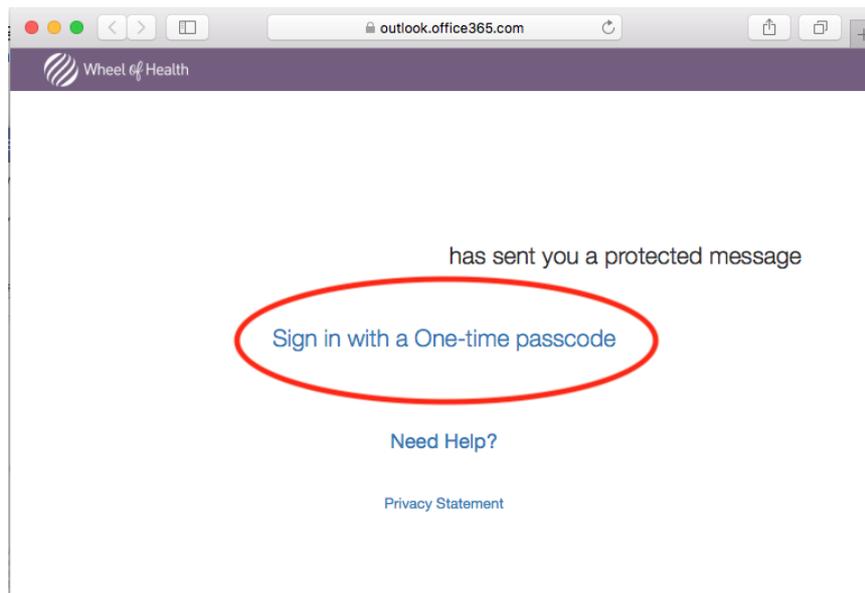


Use the 'Read Message' button above to read your attached protected message. This will take you to our secure portal where you can sign-in using a one-time passcode.

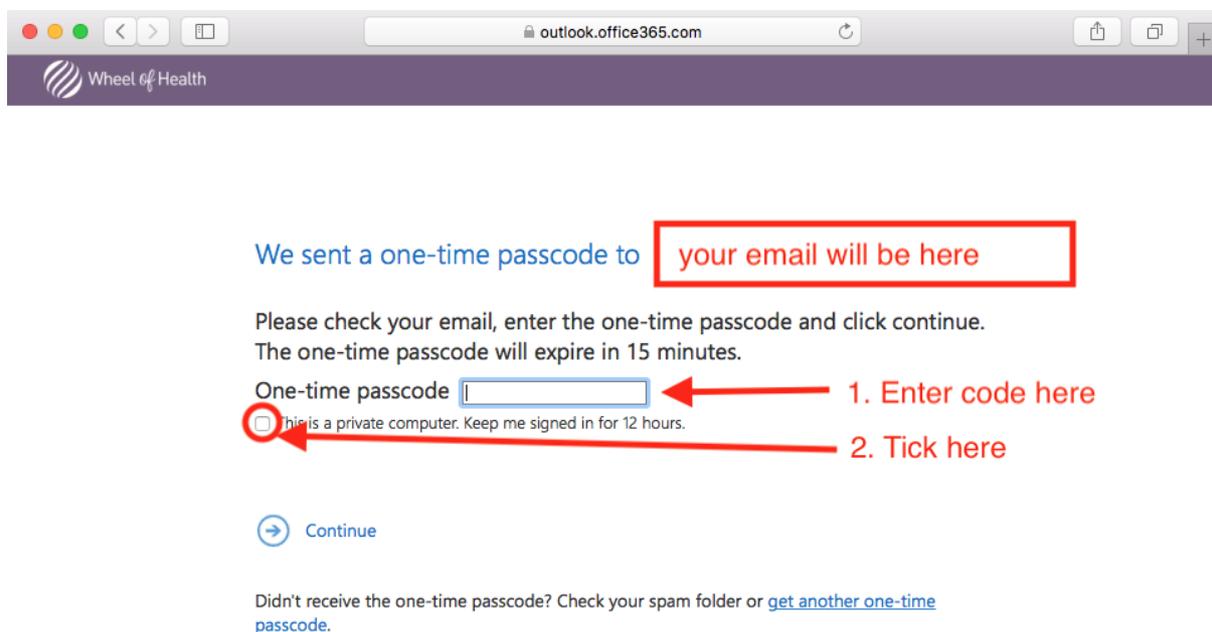
You'll now see the following screen:



You can now use the sign in with a One-time Passcode



The system will send a One-time passcode to **your email address**. This **lasts 15minutes** upon when you will need to regenerate a new passcode.

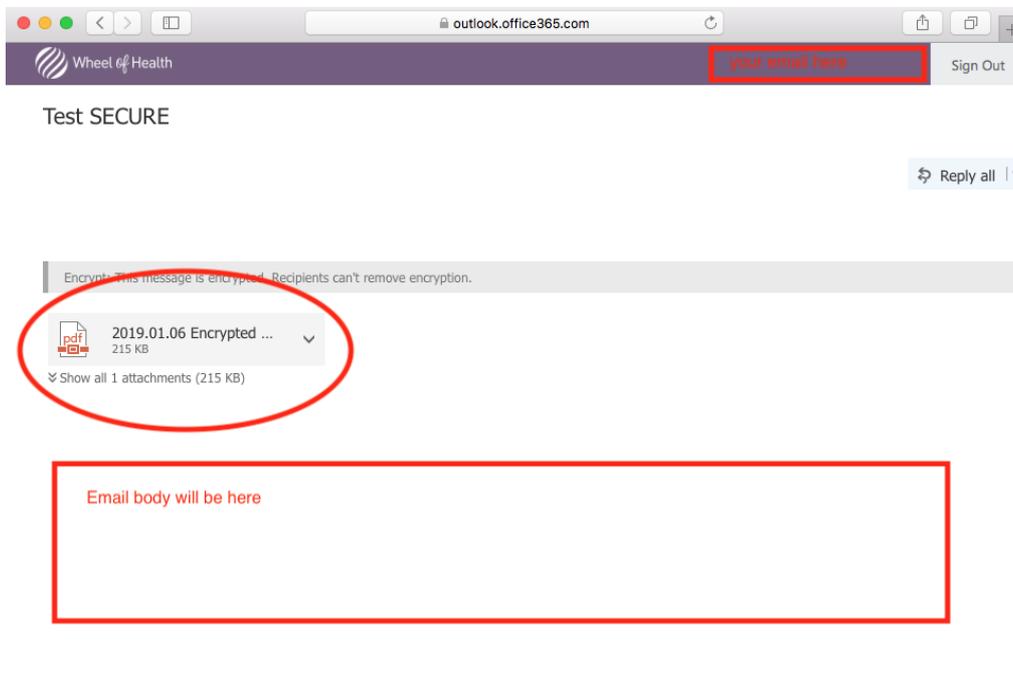


Next

1. enter your code into the One-time box provided
2. tick the 'keep me signed in for 12 hours' as this allows the system to recognise you for up to 12 hours without the need to re-enter a passcode
3. if the 12 hours expires, simply re-click the open portal button to regenerate a passcode.

Using the portal

Once your protected message is open in the online portal things will look like this.



You'll notice any sensitive information or sensitive attachments will now be available for viewing alongside the contents of the email. Using the down arrow you can interact with any attachments.

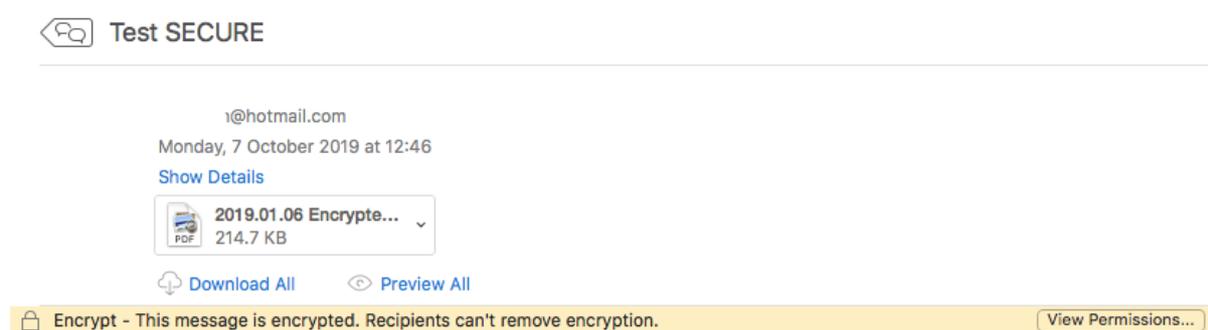


Subsequent emails will remain only remain secure and protected, meaning you need to continue to use the portal when subsequent replies have an attachment with them. You should otherwise be able to reply subsequent to your original protected email, using your normal email client.

To view an encrypted message – ALTERNATE OFFICE VERSION

Recipients who receive a protected email message sent to an Office 365 account in Outlook 2016 or Outlook on the web, don't have to take any additional action to view the message. You simply sign-in with your own credentials to view the message.

Those who receive protected mail sent to their Outlook.com, Gmail, and Yahoo accounts receive a wrapper mail that directs them to the OME Portal where they can easily authenticate using a Microsoft account, Gmail, or Yahoo credentials. Something similar to below. Note that if you are already authenticated, any protected messages and attachments will appear as normal.



This was a Hotmail address. The pale wrapper may ask you to sign into your account to unencrypt the message in your email client.

Problems

If you happen to run into problems using the portal please contact us in the office and we will help you.