

## How to Open a Secure Email from MNSure

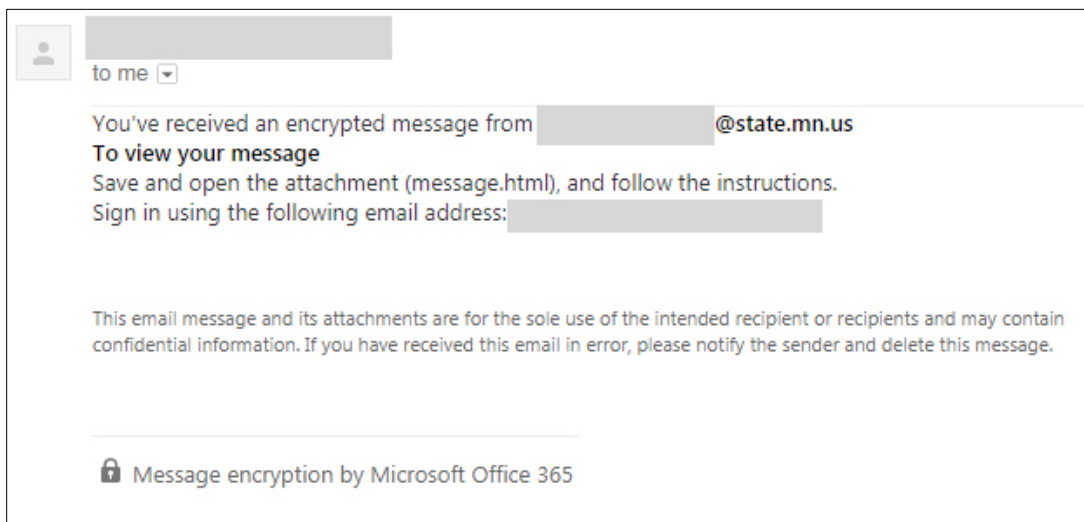
1. A secure email from MNSure will come from an email address ending in @state.mn.us. The email will have an attachment titled “message.html.”

It will look like the screenshot below. The body of the email will say:

You've received an encrypted message from [name]@state.mn.us

**To view your message**

Save and open the attachment (message.html) and follow the instructions. Sign in using the following email address [your email address]



2. If you do not receive this email, check your junk or spam folders.
3. Download the attachment, then open it.

It will look like the next screenshot. The attachment will say:

Encrypted message

From

[name]@state.mn.us

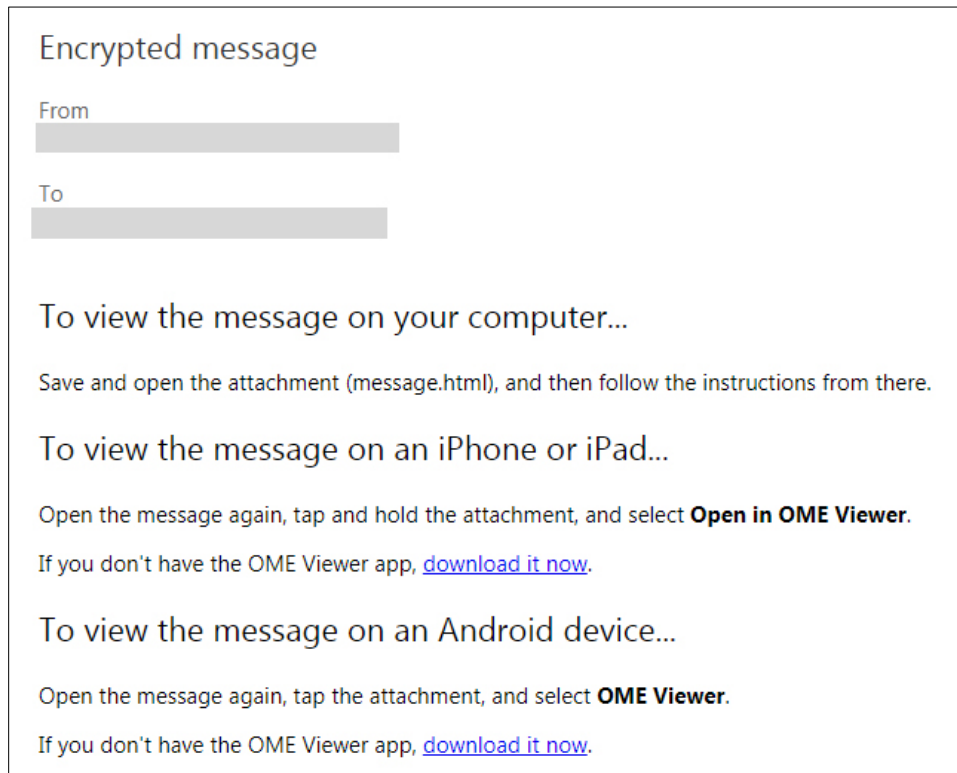
To

[your email address]

To view the message on your computer...save and open the attachment (message.html), and then follow the instructions from there.

To view the message on an iPhone or iPad...open the message again, tap and hold the attachment, and select **Open in OME Viewer**. If you don't have the OME Viewer, download it now.

To view the message on an Android device...open the message again, tap the attachment, and select **OME Viewer**. If you don't have the OME viewer app, download it now.



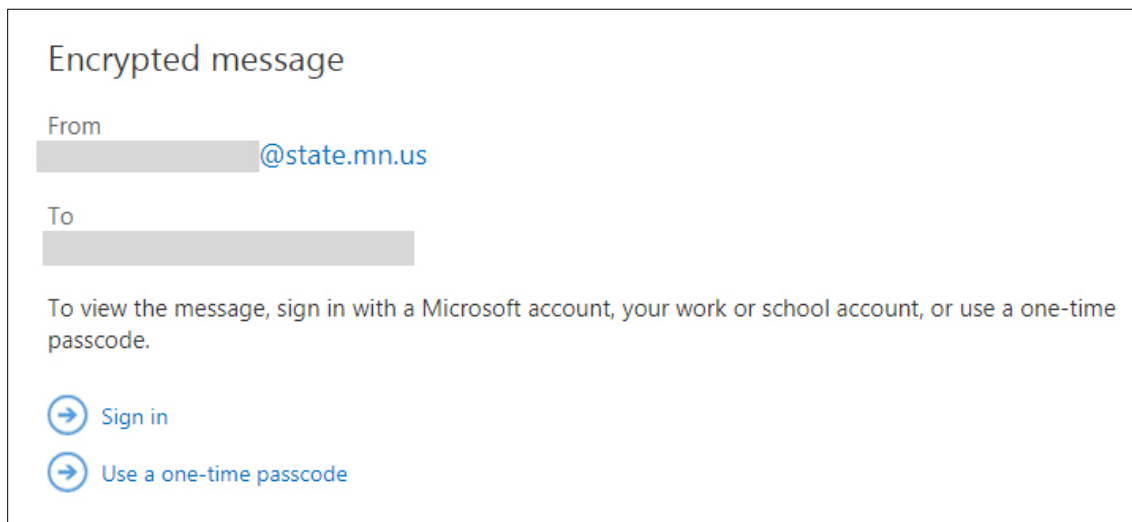
**4. A new internet browser window will open with the following text:**

Encrypted message

From  
[name]@state.mn.us

To  
[Your email address]

To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.



**5. Select "use a one-time passcode."**

A screen like the screenshot below will appear with the following text:

We sent a one-time passcode to [your email address]

Please check your email, enter the one-time passcode and click continue.

The one-time passcode will expire in 15 minutes.

**6. A second, unencrypted email will be sent to your email address.**

The body of the email will look like the next screenshot and include the following text:

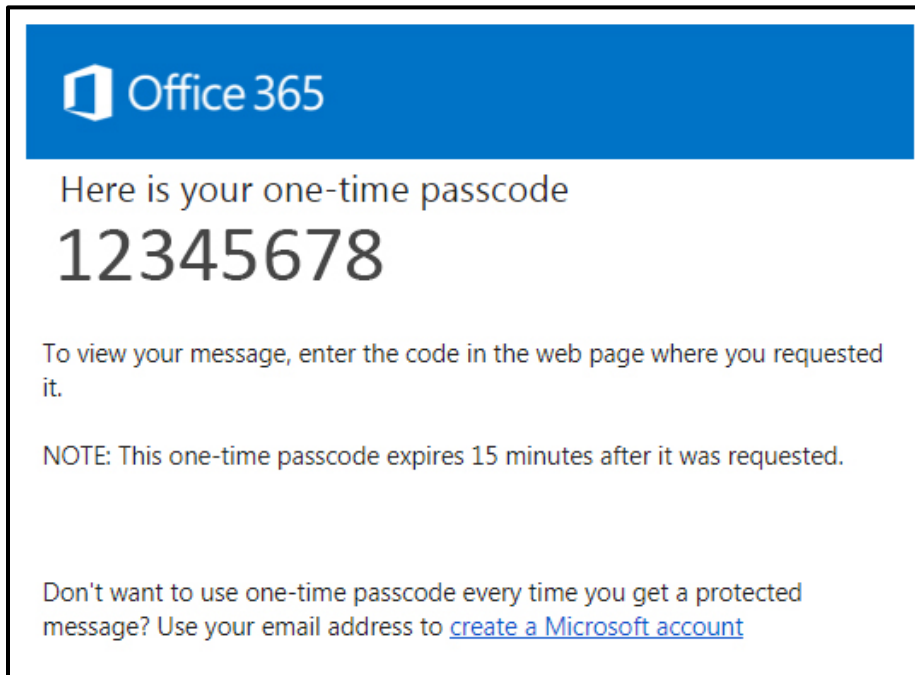
Here is your one-time passcode

**[passcode]**

To view your message, enter the code in the web page where you requested it.

NOTE: This one-time passcode expires 15 minutes after it was requested.

Don't want to use one-time passcode every time you get a protected message? Use your email address to create a Microsoft account.



- 7. Go back to the internet browser window, enter the passcode and select "continue."**
- 8. The email message will appear.**