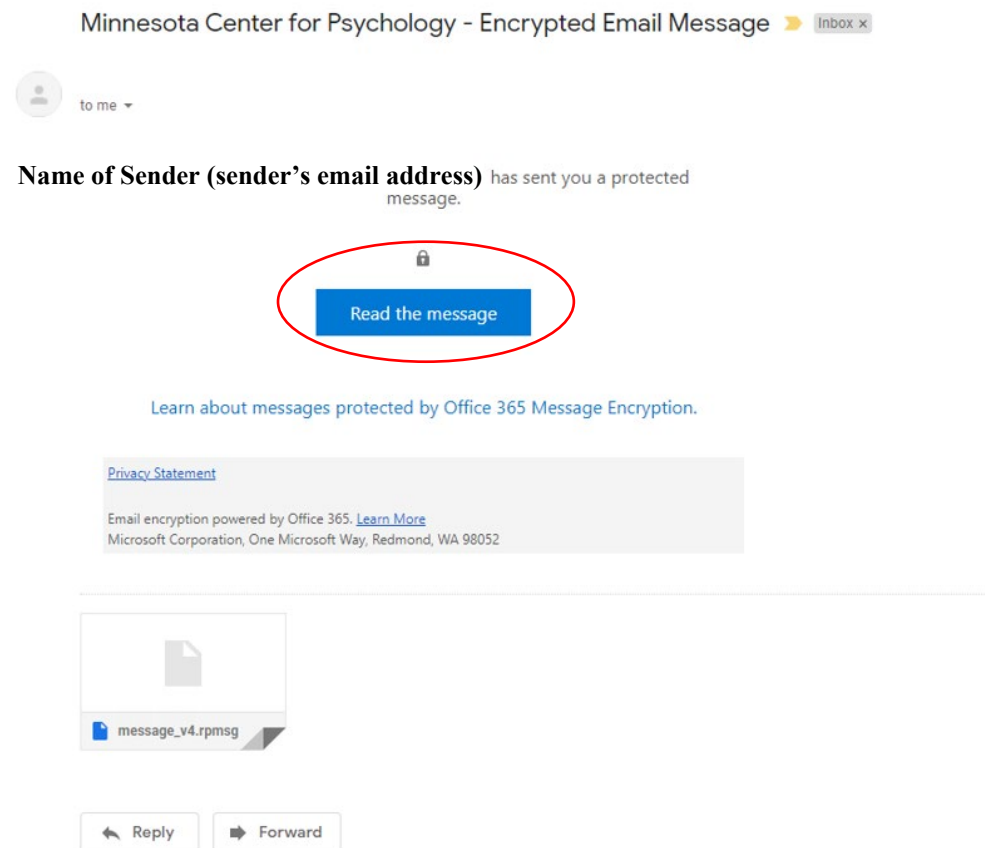# Minnesota Center for Psychology LLC

Instructional Guide for Encrypted Email Communication

The Minnesota Center for Psychology's (MCP) Outlook Emailing System is not HIPAA compliant between MCP and third parties. If you would like to send MCP or your therapist information or documents that contain personal information, you will need to request that our Front Desk Staff or your therapist send you an encrypted email to initiate an encrypted email thread. All communication moving forward will need to take place within that email thread to remain encrypted and secure.
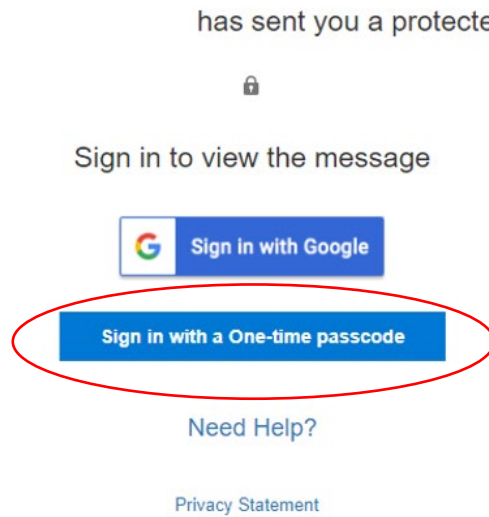
If you choose to communicate confidential information via encrypted email, it is assumed that you have made an informed decision that will be viewed as your agreement to take the risks of communicating via email.

The following guide is intended to walk you through what it's like to receive an encrypted email from your therapist or those who work at MCP. If you have any questions, please contact your therapist or the Front Desk Staff at (651) 644-4100.

1. When you have received an encrypted email from your therapist or a Front Desk Staff Member at MCP, it will look like the image below. To open the message, click on "Read the message".

2. Click on "Sign in with a One-time passcode" (*see example image below*).

has sent you a protected message

🔒

Sign in to view the message

G **Sign in with Google**

Sign in with a One-time passcode

Need Help?

Privacy Statement

3. This will open a new tab and initiate a one-time passcode to be sent to your email address (*see example image below*).

We sent a one-time passcode to

Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.
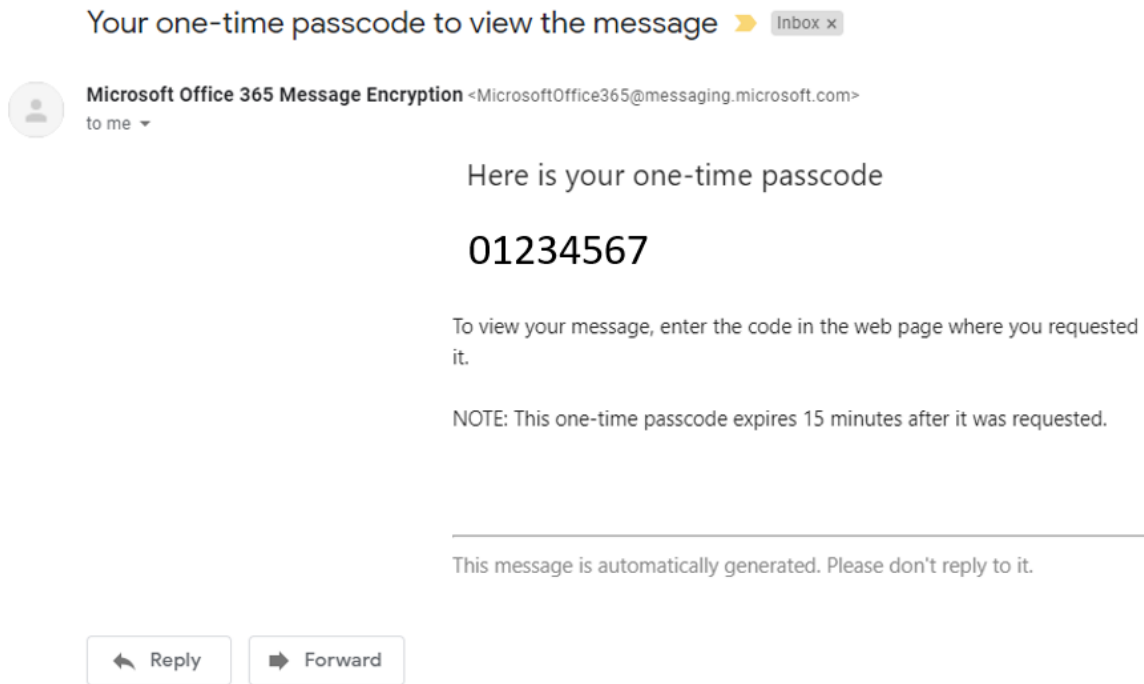
One-time passcode [　　　　　　　]
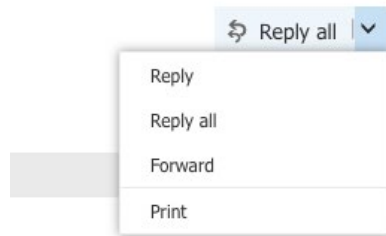
☐ This is a private computer. Keep me signed in for 12 hours.

→ Continue

Didn't receive the one-time passcode? Check your spam folder or get another one-time passcode.

🔒 Message Encryption by Microsoft Office 365

4. Return to your email inbox and you will find an email from **Microsoft Office 365 Message Encryption** (*see example image below*).
   a. ***Note:*** *Your passcode will be different than the one shown in this example.*

5. Return to the tab that read "We sent a One-time passcode to [your email address]" and enter the passcode into the field next to "One-time passcode".
   a. ***Note:*** *You can check the box indicating that you're using a private computer/device if you would like.*
6. Then click "Continue" (*see example image below*).

7. Now the encrypted email will automatically open for your viewing. <mark>**Please use the reply options *within* the encrypted email to respond, otherwise your email will NOT remain encrypted or secure.**</mark> The reply options are located in the top right-hand corner of the email message and appear as shown in the image below:

Computer/Laptop view: **Mobile view:**
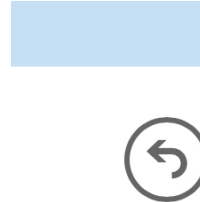
Please Note: We cannot guarantee that any communication that occurs via email is secure or HIPAA compliant. If you have any questions, please contact your therapist or the Front Desk Staff at (651) 644-4100.