[How do I open a protected message?](#)

If you receive a protected email message sent to your Office 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.
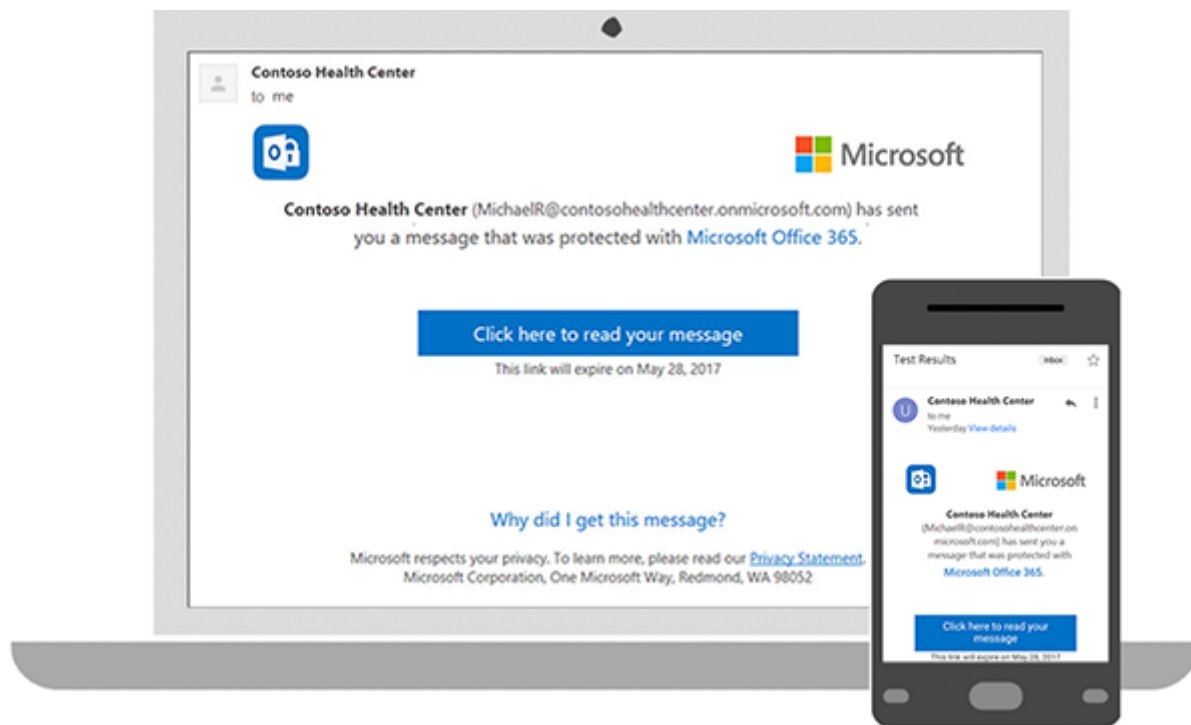
[Reading a protected message with an Office 365 email account in Outlook or Outlook on the web](#)
Desktop/Browser:

1. If you're using an Office 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:

1. If you have an Office 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 other 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.

Where is my code? I clicked on the Sign in with a single-use code, but the code never comes.

Many email providers provide spam email blocking and the access code may be getting caught in the spam filters. This is a known issue with comcast.net email addresses and may be an issue with other email providers as well. If you are using a comcast.net email address, follow the steps below to make sure that the single-use code is being delivered. Users with other email providers that are not receiving the code will need to check with their provider support on how to allow these emails to bypass the filtering.

HOW TO MODIFY COMCAST SPAM FILTERING SETTINGS:
1) Open a web browser and go to comcast.net
2) Click **Sign In** in the upper right corner
3) Enter your comcast username and password and click **Sign In**
4) Click the **ENVELOPE** icon in the upper right corner to open email
5) Click the **GEAR ICON** in the upper right corner and select **Settings**
6) Click **Advanced Settings**
7) Either uncheck the **Enable spam filtering** (not recommended*, one-time code will arrive in INBOX folder) or place a check in the **Save a copy of emails marked as spam** (recommended, one-time code will arrive in SPAM folder) option.

After making this change, the one-time passcode should now be delivered to either the INBOX or the SPAM folder, depending on the option selected in step 7.

*Completely disabling spam filtering is not recommended. While doing so will allow the one-time passcode email to go directly to the comcast.net INBOX, it has the potential of opening users up to unsafe emails. Using the Save a copy solution will still deliver the one-time passcode, but the message will be in the comcast SPAM folder instead of the INBOX. Other potentially unsafe messages will also show up here, but at least they are in a folder that users should considered a higher risk.

My attachment won't open!

Make sure you are clicking on the **Read the Message** link, not on the message_v4.rpmsg file that is attached to the email.

To: you + 1 more   Details ∨

message_v4.rpmsg (177 KB)

boyum barenscheer

Thomas P Margarit (tmargarit@myboyum.com) has sent you a protected message. Please do not click on the attachment, instead use the Read the message link below.

🔒

Read the message

I have a personal Microsoft account, but it is asking for a work or school account, or my work/school account is not working. What do I do?

If you have only a personal Microsoft account, click the **Sign in with work or school account link** and use your personal email address that the secure message was sent to.

If you have both a personal Microsoft account and a work or school Microsoft account, make sure you use the account that matches the email address the secure message was sent to.