

# **INTRUST Secure Email, Powered by Microsoft**

**Recipients with Microsoft 365  
Email Accounts (ex: *Outlook*)  
Quick Reference Guide**

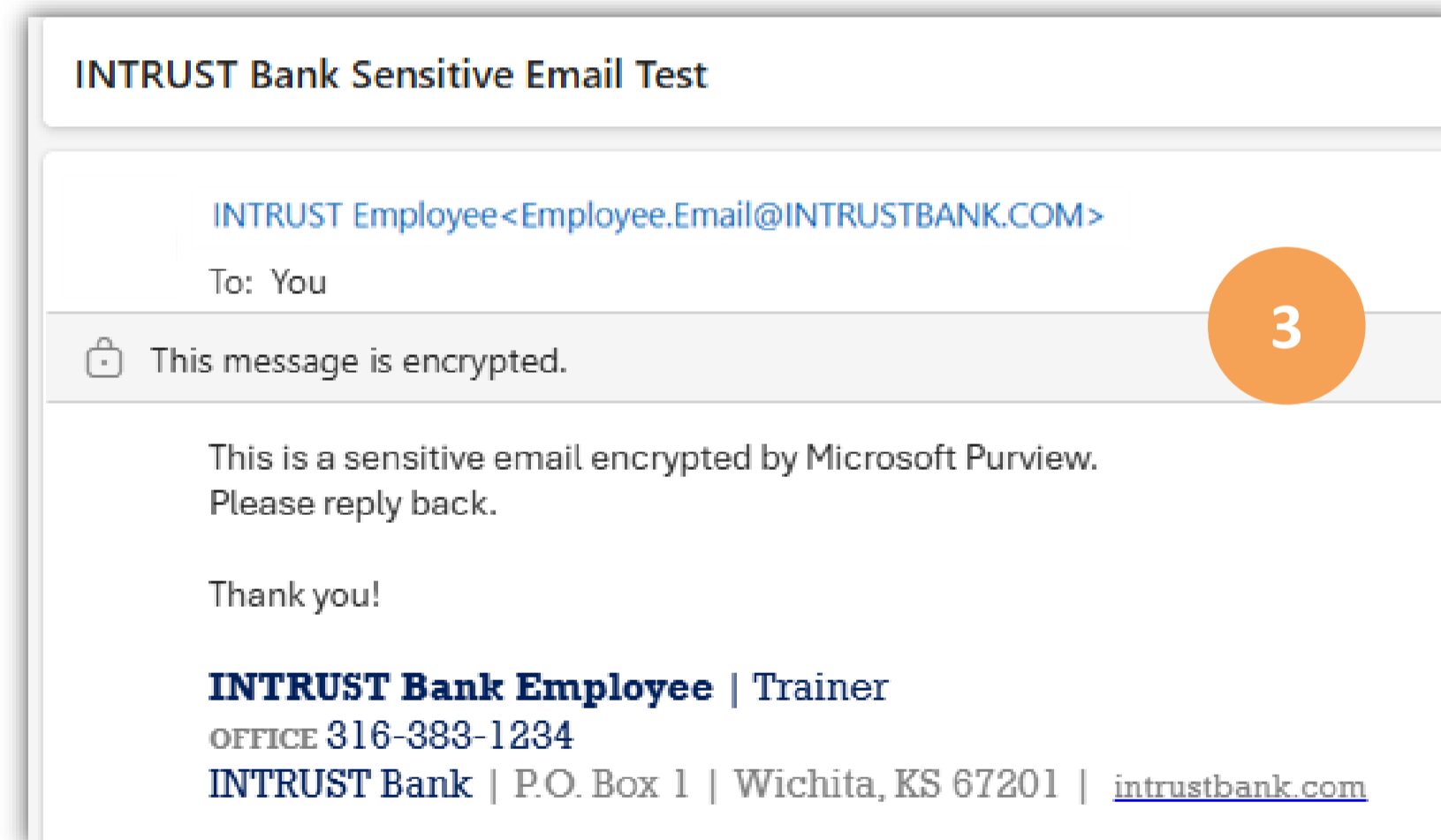
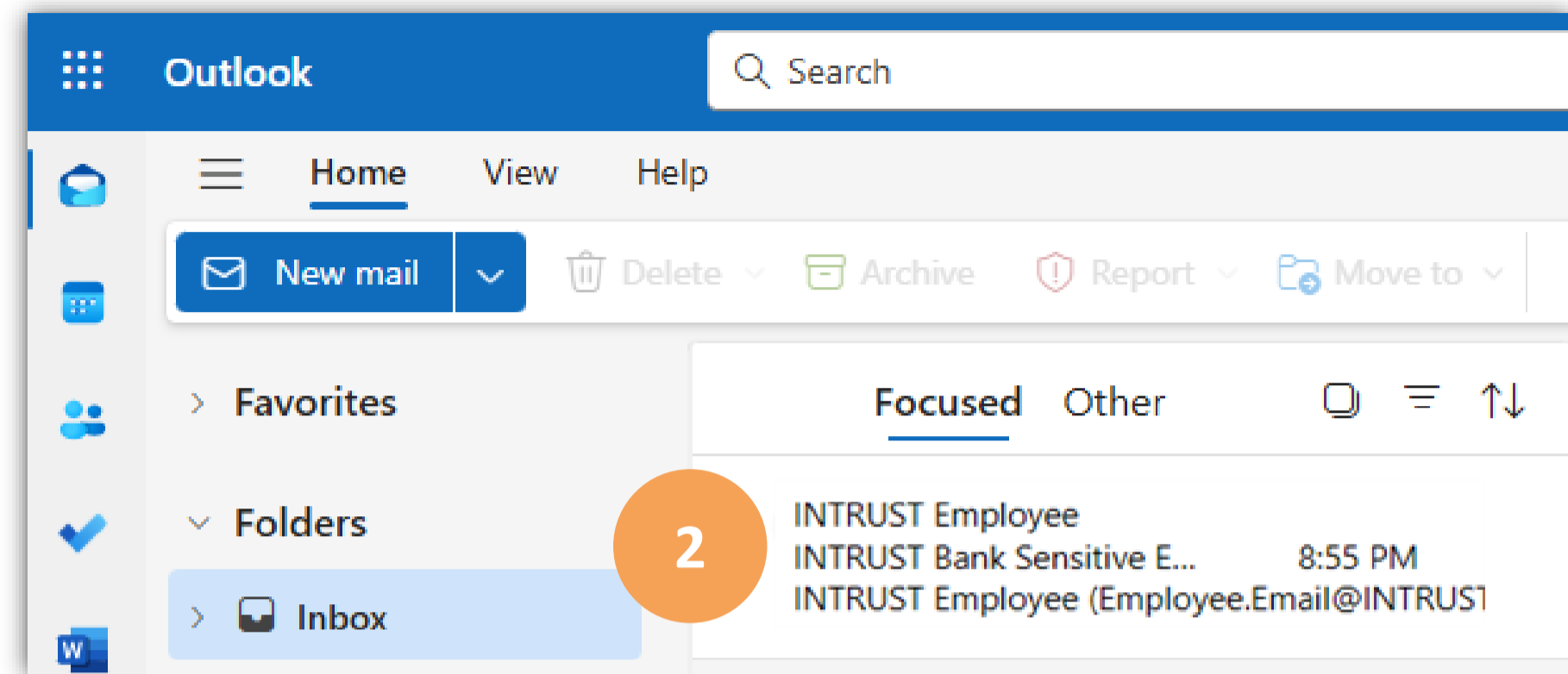
# Recipients with Microsoft 365 Email Accounts (ex: *Outlook, Hotmail, or live.com*)

## Read an INTRUST Bank Protected Email

When an INTRUST Bank employee sends a protected email to your Microsoft 365 email account (ex: **Outlook 2016 or newer, Hotmail, or live.com**), Microsoft will automatically authenticate you.

- 1) Navigate to your email account inbox (ex: <https://outlook.live.com>).
- 2) Select the protected email from an INTRUST Bank employee.
- 3) You can read the protected email directly in your inbox without taking any additional steps.

**NOTE:** The phrase, “**This message is encrypted**” at the top left of the email confirms that your email is secure.

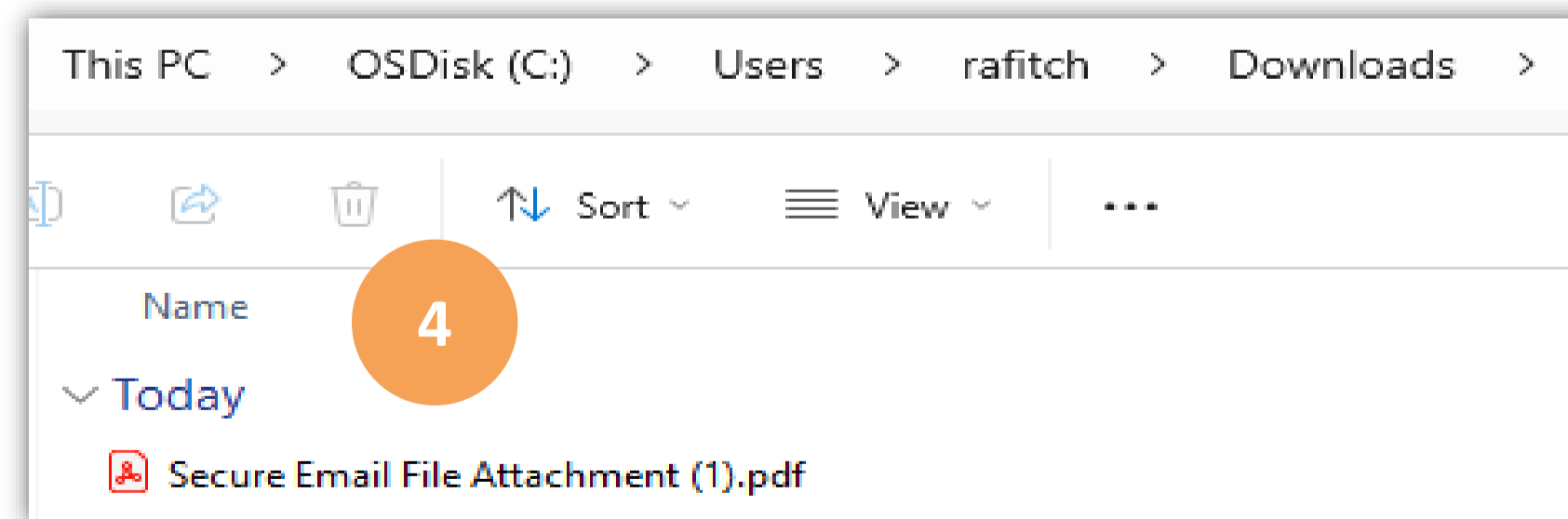
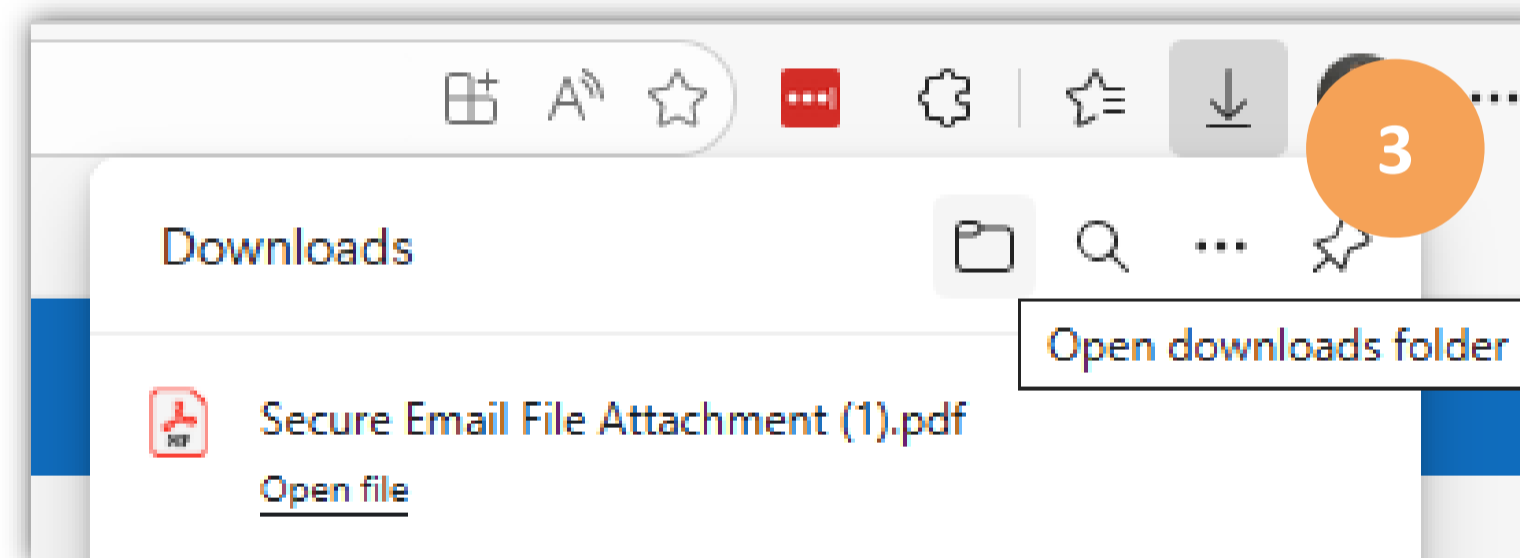
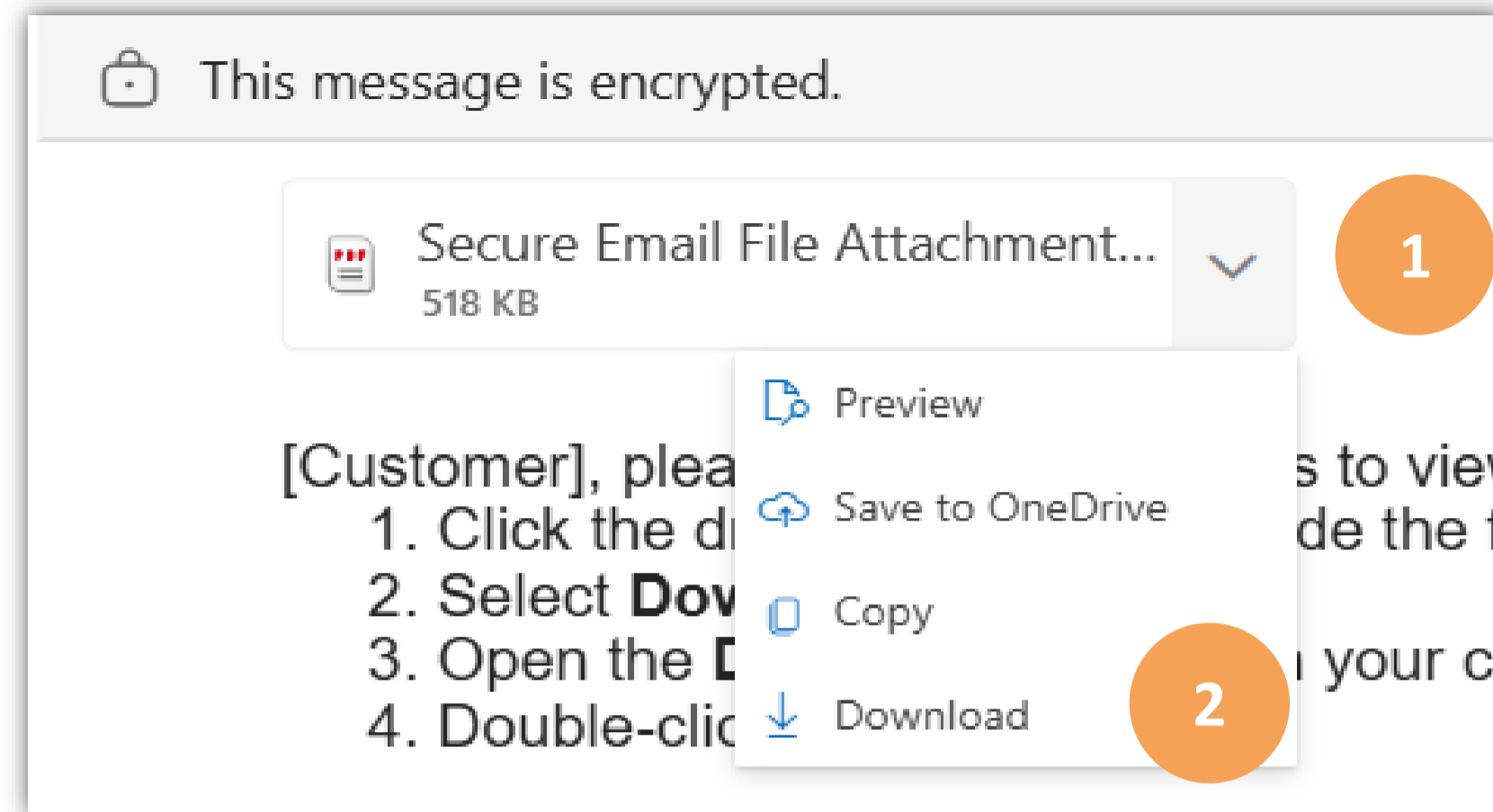


# Recipients with Microsoft 365 Email Accounts (ex: Outlook, Hotmail, or live.com)

## View File Attachments

If the INTRUST Bank employee **attached files** to your protected email, follow these steps to properly download, open, and view the files.

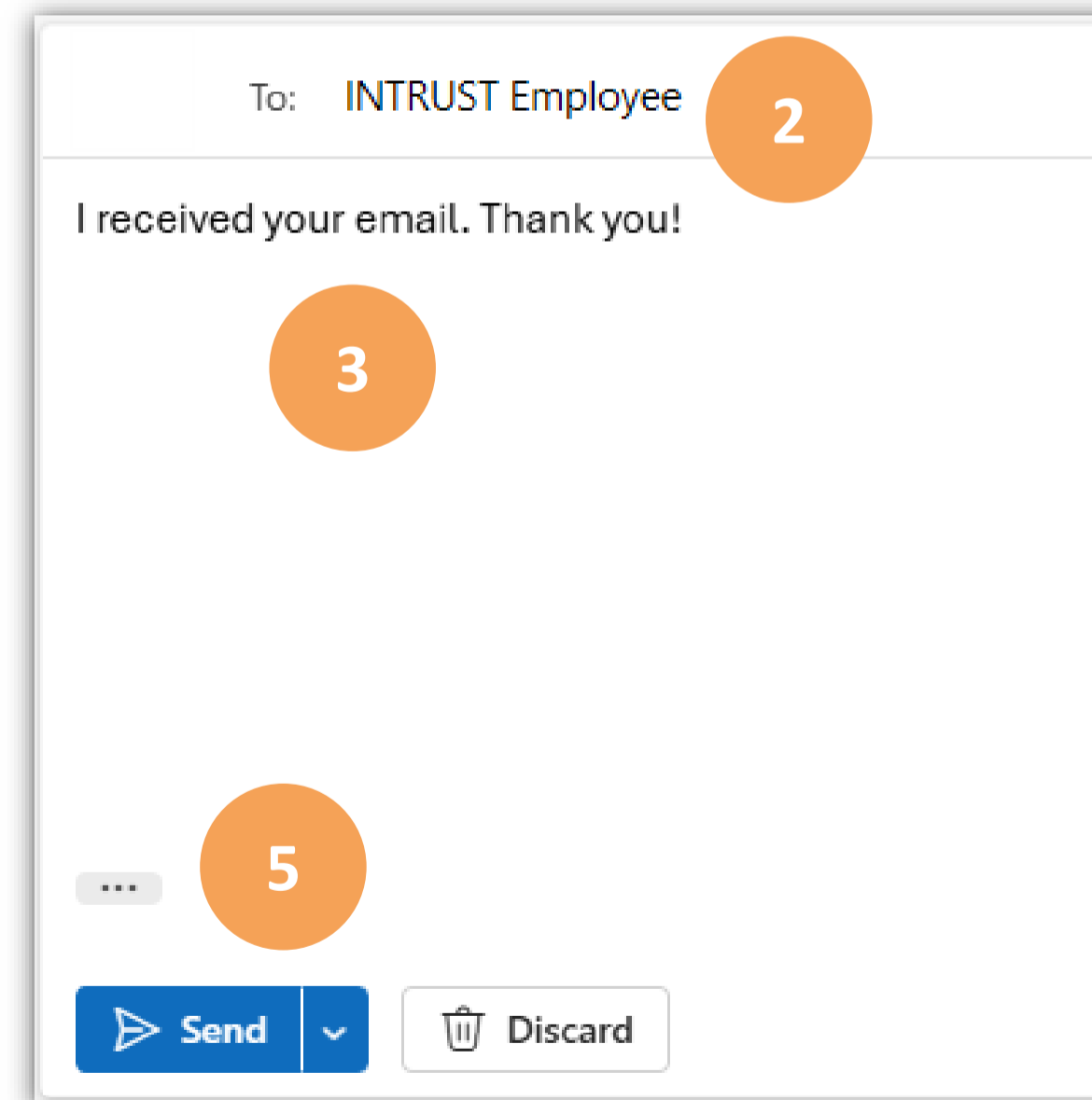
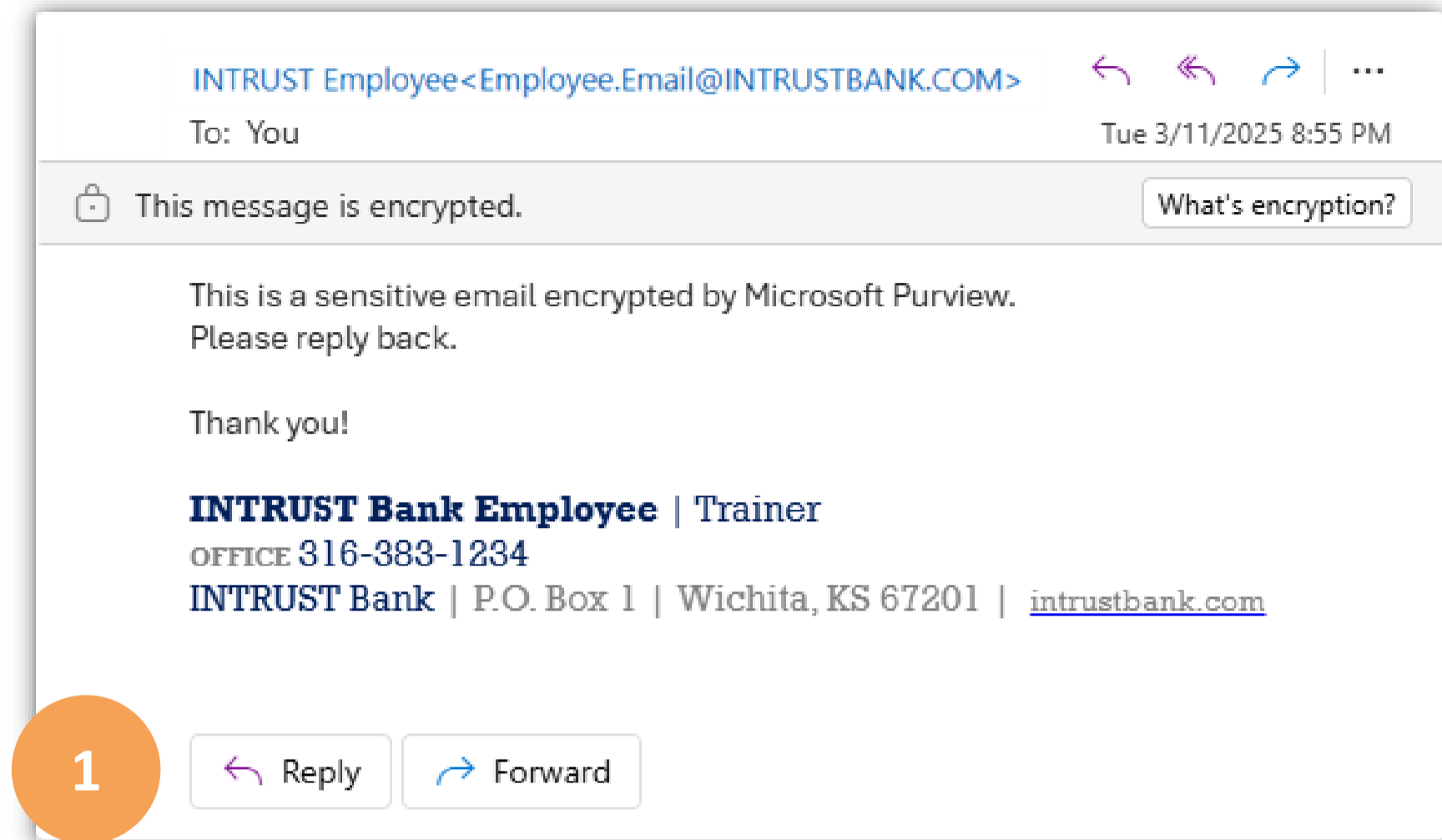
- 1) At the top of your protected email message, click the **drop-down arrow** beside the file attachment name.
- 2) Select **Download** to download the file to the Downloads folder on your computer.
- 3) Open the **Downloads** folder on your computer.
  - o At the top right of your web browser, you should be able to click the **downwards-facing arrow** and click the **Open downloads folder** icon.
- 4) Double-click the file to open it.



## Recipients with Microsoft 365 Email Accounts (ex: *Outlook, Hotmail, or live.com*)

### Reply to an INTRUST Bank Protected Email

- 1) Click the **Reply** button in your protected email.
- 2) Your email account will automatically add the sender (i.e., INTRUST Bank employee) as the recipient of your reply.
- 3) Compose your email.
- 4) If you want to include file attachment(s), select the **Insert** tab and click **Attach file**.
- 5) When you are ready to send your email, click **Send**.
- 6) Microsoft will automatically encrypt your email, and it will arrive in the INTRUST Bank employee's email inbox.



# Recipients with Microsoft 365 Email Accounts (ex: *Outlook, Hotmail, or live.com*)

## Forward an INTRUST Bank Protected Email

- 1) Click the **Forward** button in your protected email.
- 2) In the **To** field, enter the email address of your intended recipient(s).
  - o **NOTE:** Press the **Tab** or **Enter** key on your keyboard after each email address. Otherwise, your email provider may not recognize the email address(es) as a valid recipient.
- 3) Compose your email.
- 4) If you want to include file attachment(s), select the **Insert** tab and click **Attach file**.
- 5) When you are ready to send your email, click **Send**.
- 6) Microsoft will automatically encrypt your email, and it will arrive in your recipient's email inbox.

