

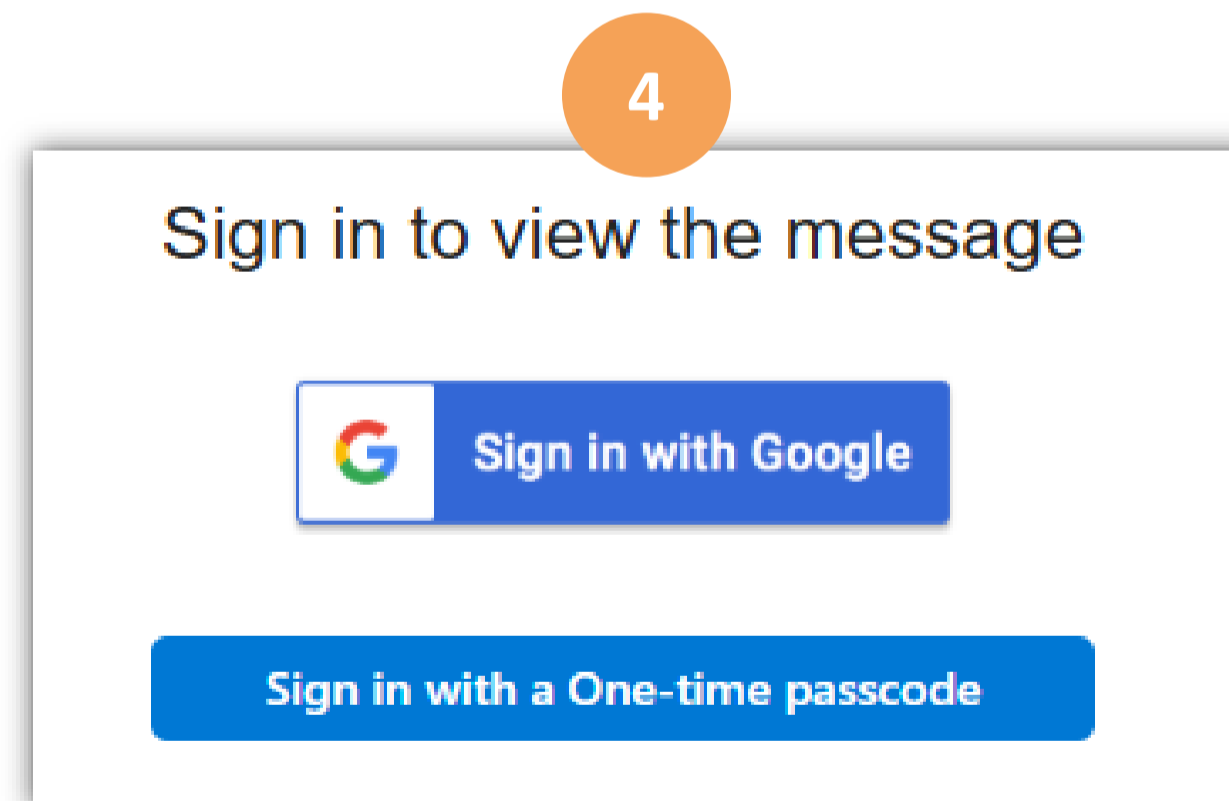
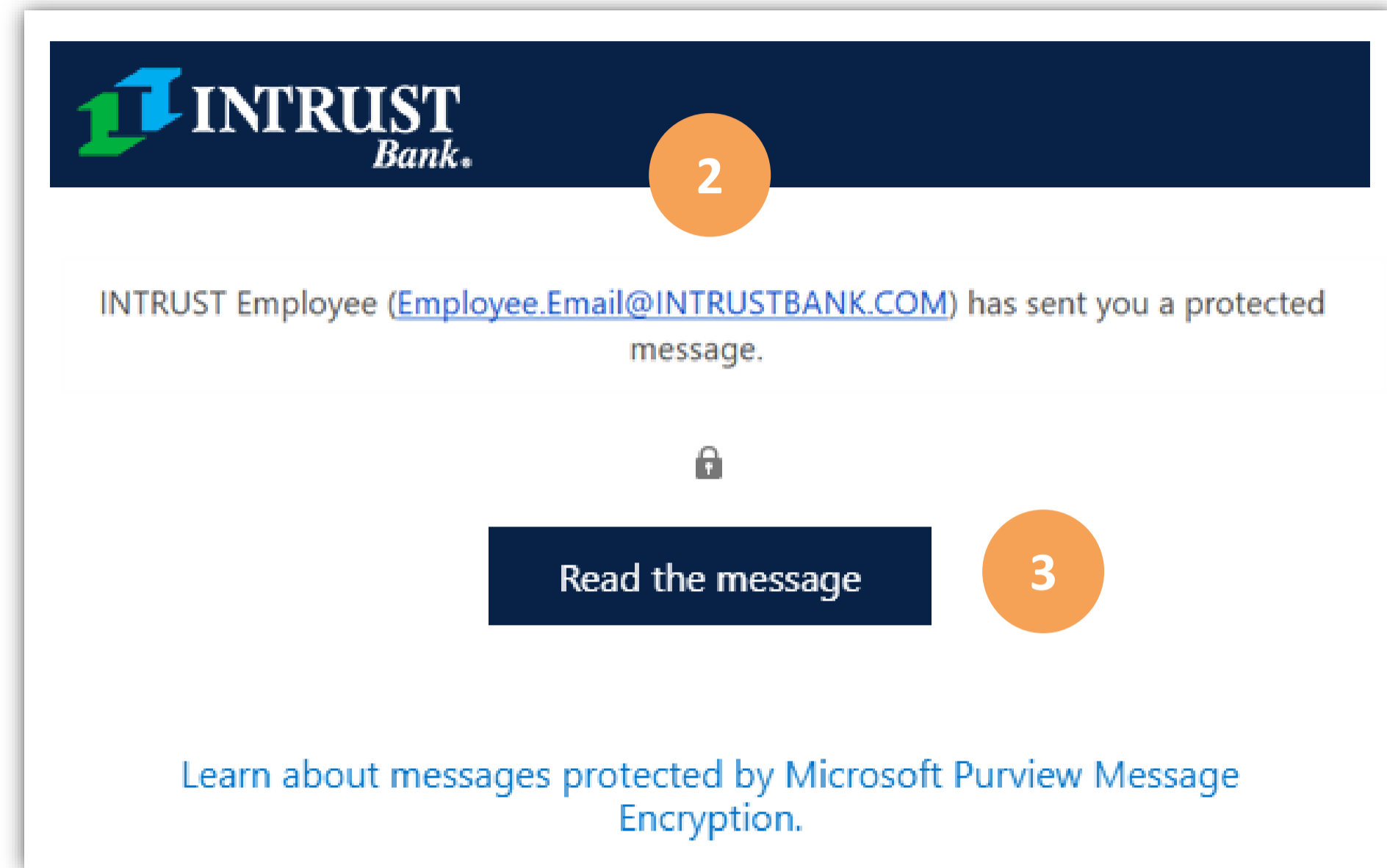
INTRUST Secure Email, Powered by Microsoft

**Recipients with Non-Microsoft 365
Email Accounts (ex: *Gmail, Yahoo*)
Quick Reference Guide**

Recipients with Non-Microsoft 365 Email Accounts (Gmail, Yahoo, etc.)

Open an INTRUST Bank Protected Email

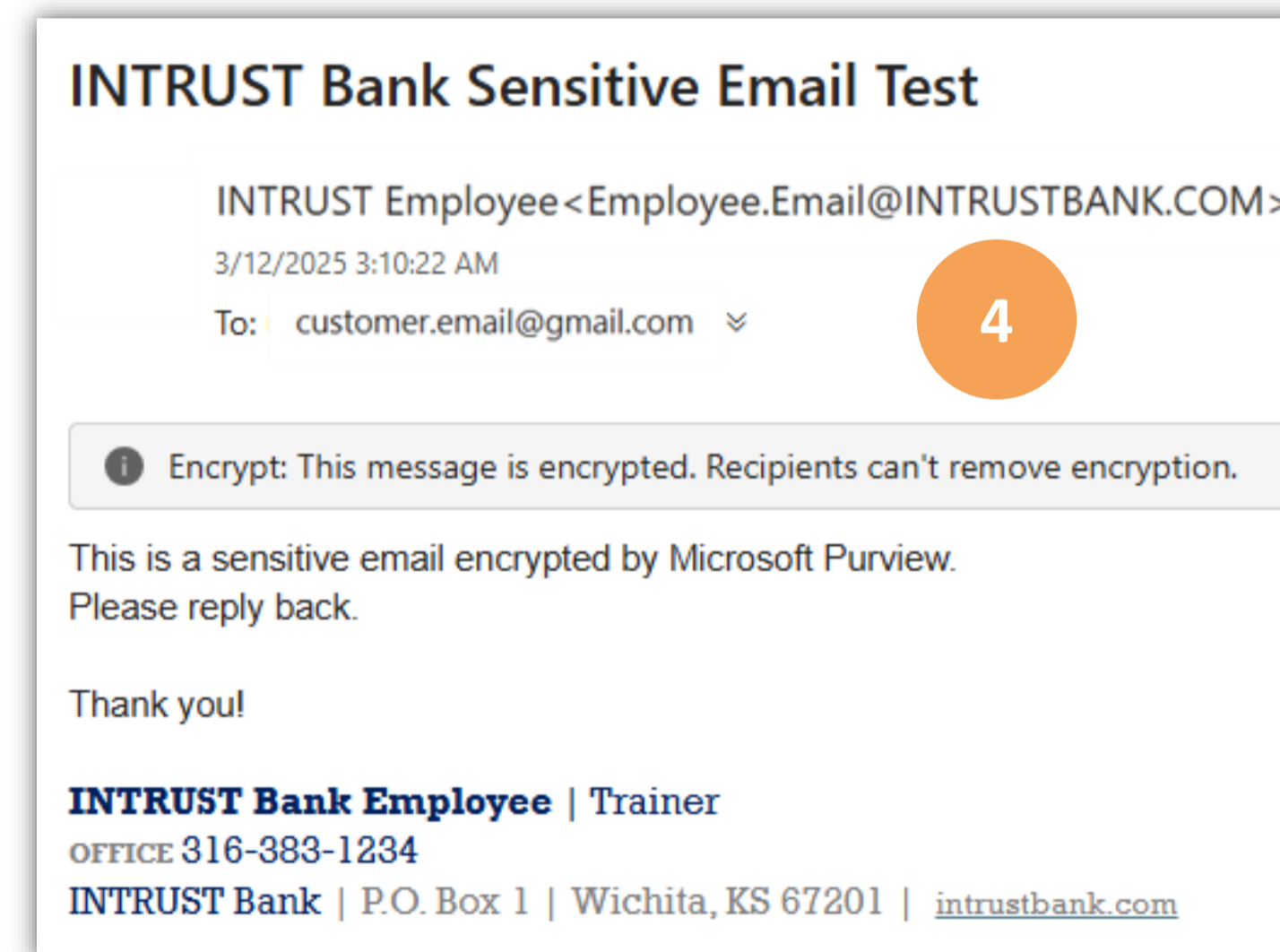
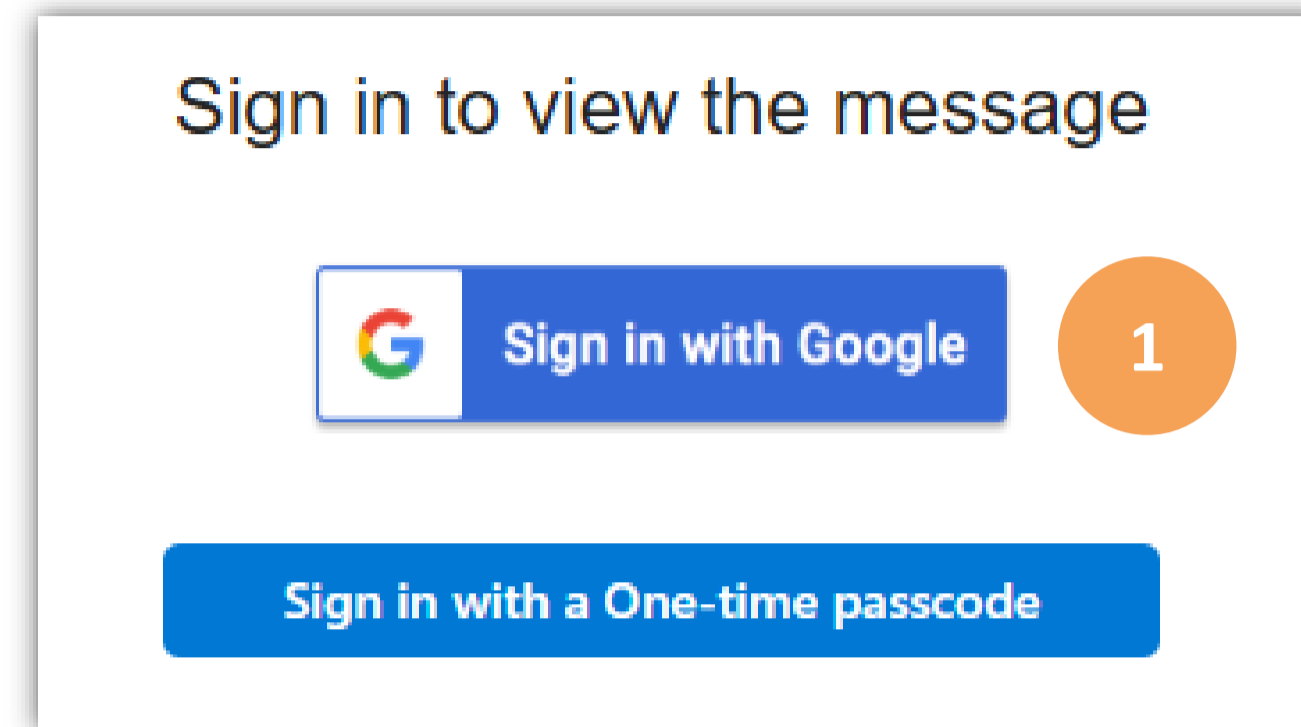
- 1) Navigate to your email account inbox (ex: <https://mail.google.com>).
- 2) Select the email that says an INTRUST Bank employee “sent you a protected message.”
- 3) Click the **Read the message** button.
- 4) Select how you want to sign in (authenticate) to read the protected email.



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Sign In by Authenticating through Your Email Provider

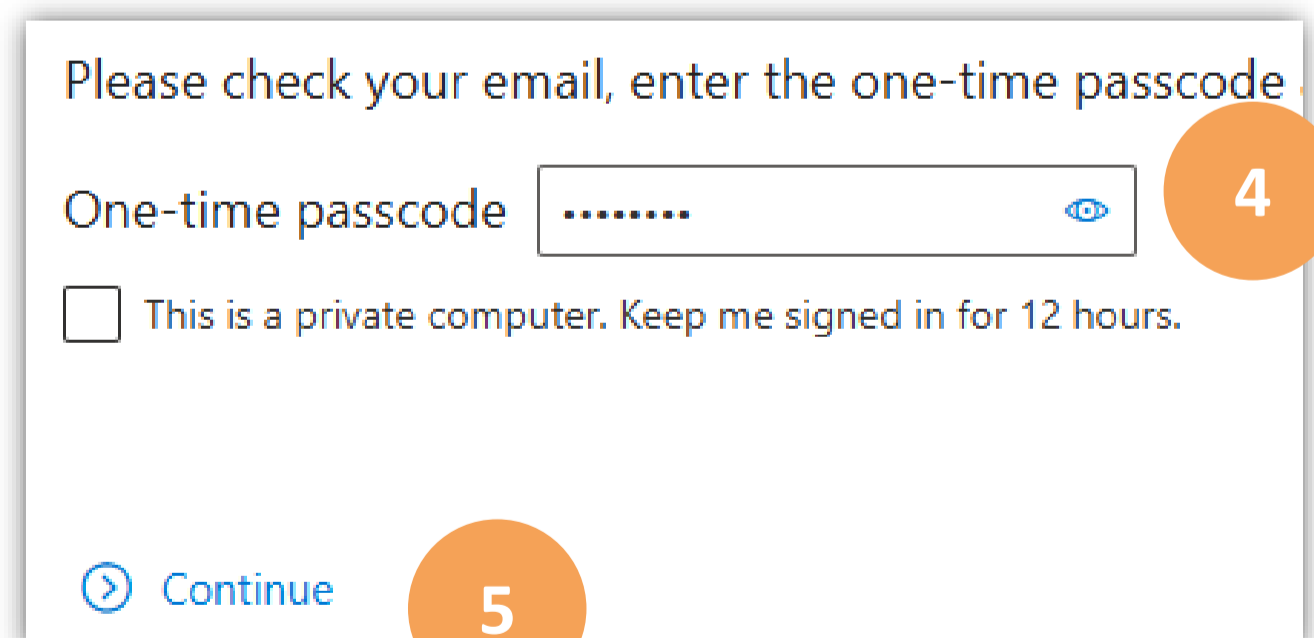
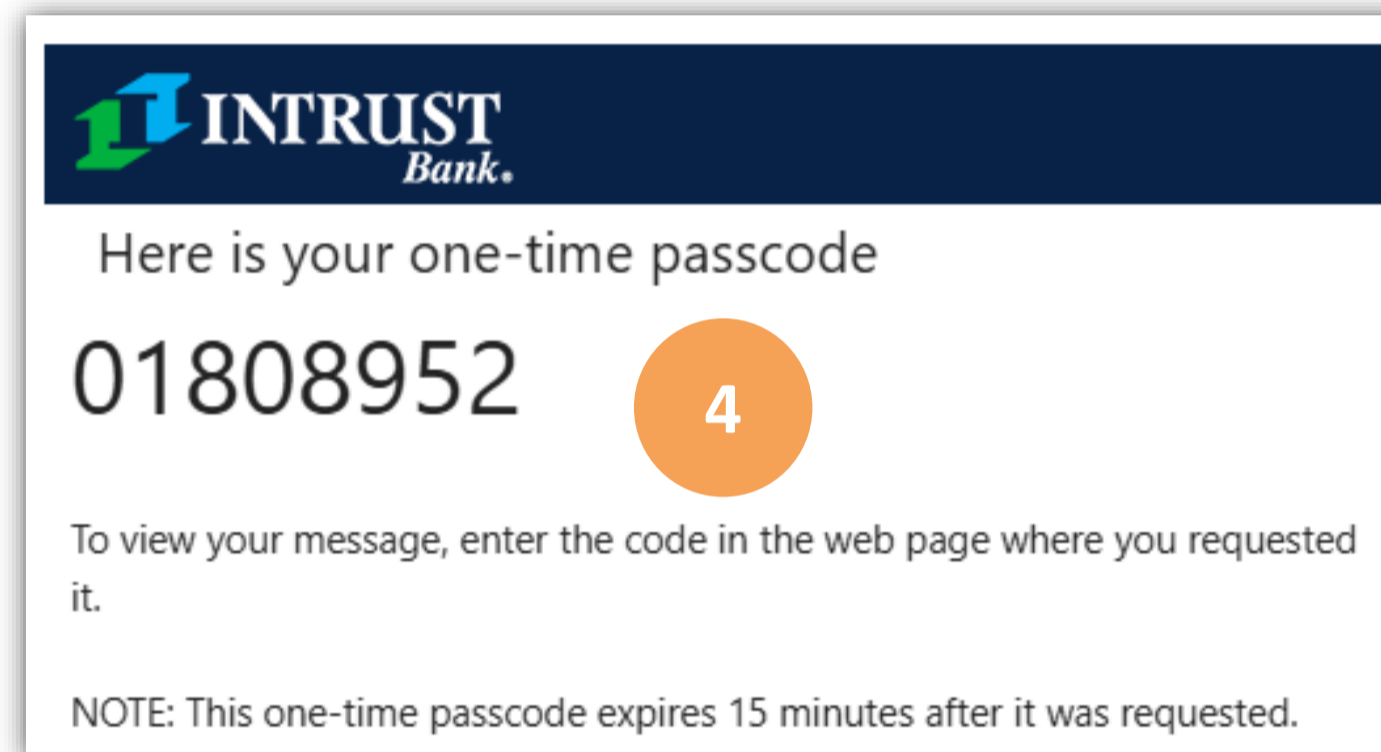
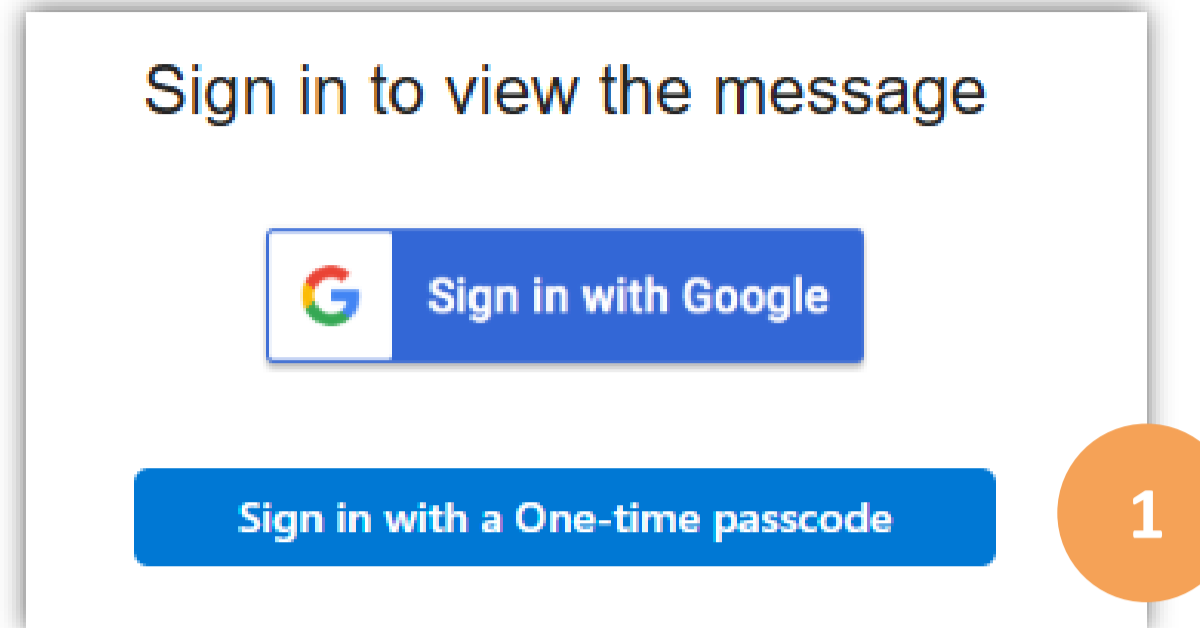
- 1) On the **Sign in to view the message** screen, click the **Sign in with [your email provider]** button.
- 2) You will be directed to your email provider's sign-in page.
- 3) If applicable, once you sign in, click **Allow**.
- 4) You can now view your protected email on your screen.



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Sign In with a One-Time Passcode

- 1) On the **Sign in to view the message** screen, click the **Sign in with a One-time passcode** button.
- 2) You will be prompted to enter a One-time passcode.
- 3) Return to your email inbox and open the email from **Microsoft Office 365 Message Encryption**.
- 4) Copy the one-time passcode in your email and paste it in the **One-time passcode** field on the “**We sent a one-time passcode**” screen.
- 5) Click **Continue**.
 - o **NOTE:** By default, you will need to sign in again to read reply messages. If you want to avoid this *for the next 12 hours*, select the checkbox that says, “**This is a private computer. Keep me signed in for 12 hours.**”
- 6) You can now view your protected email on your screen.

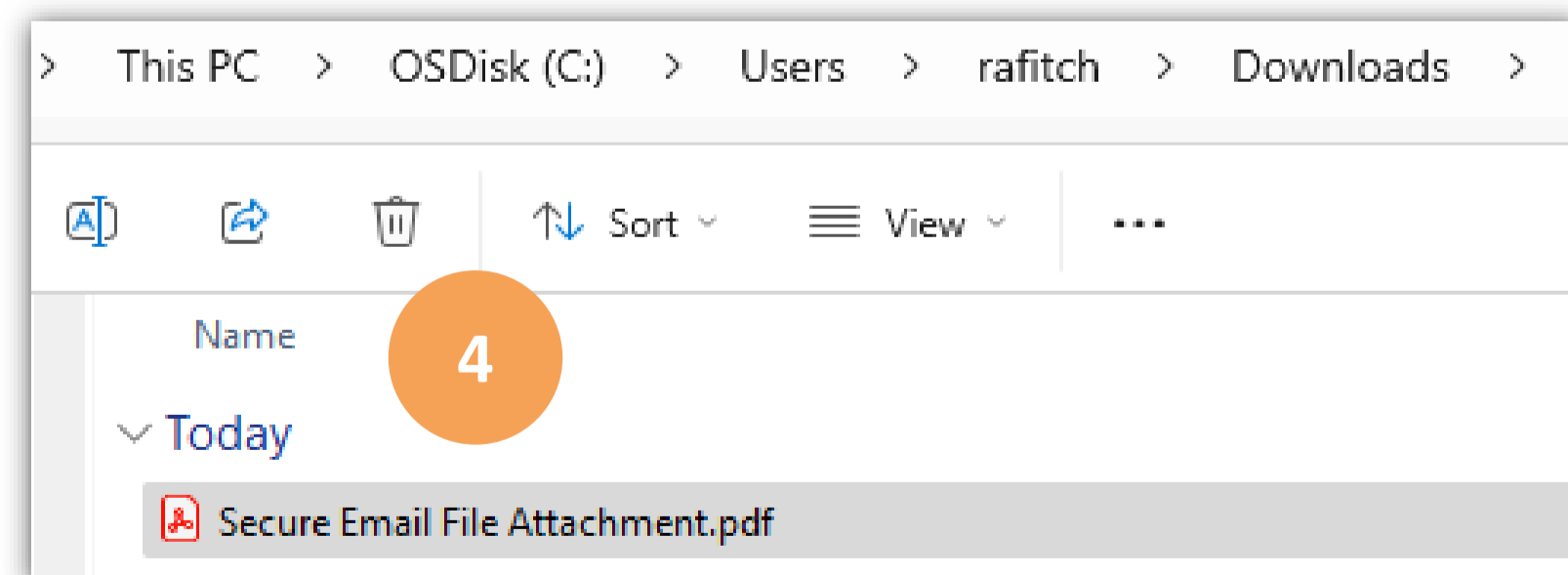
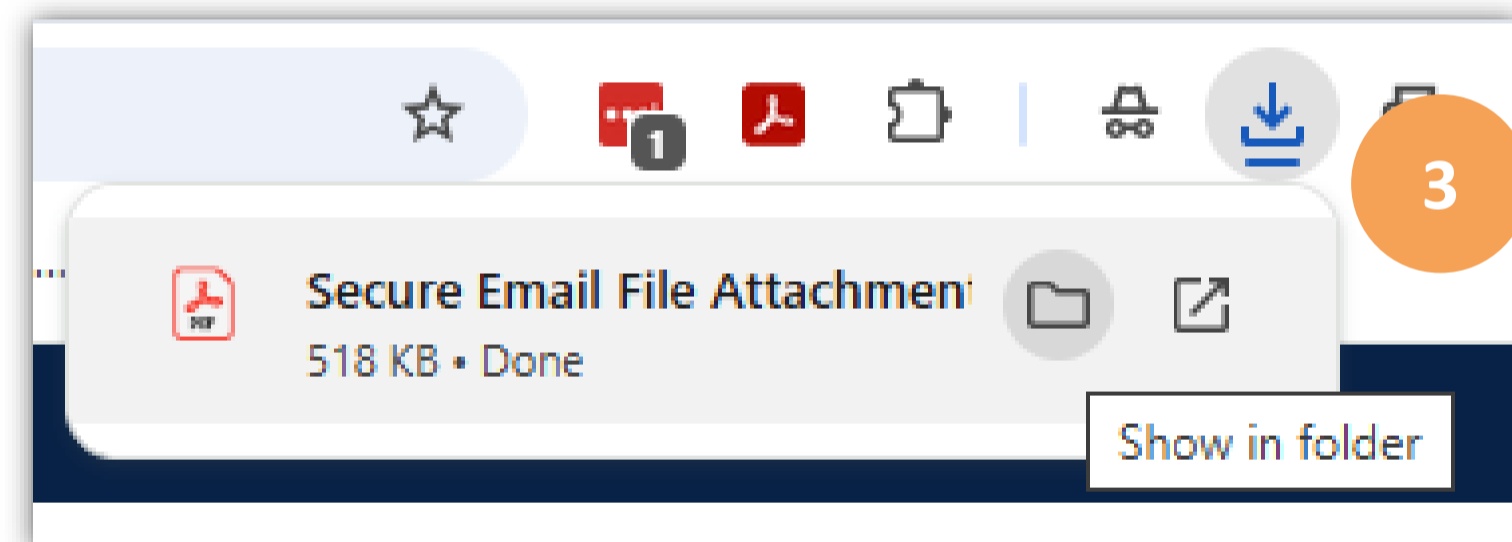
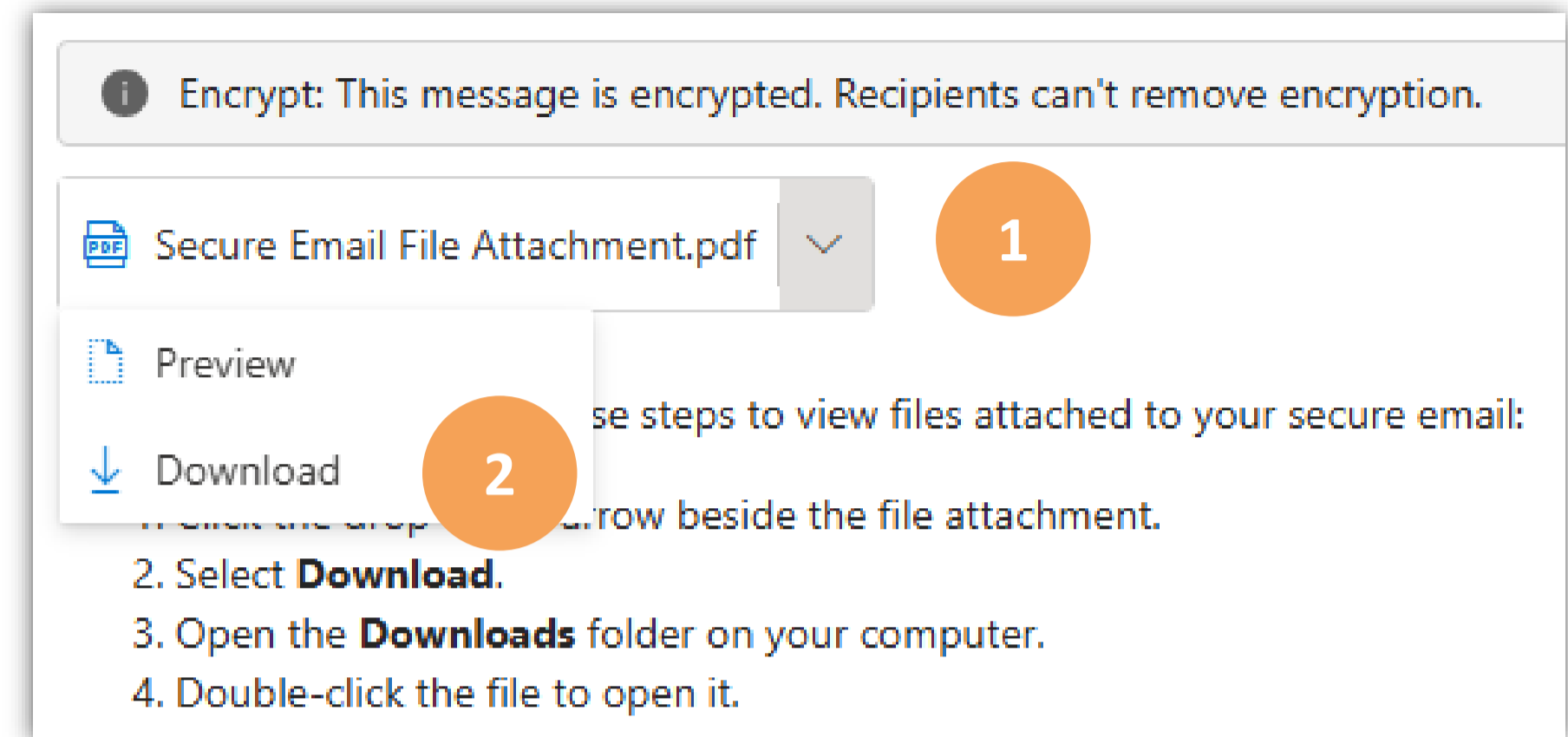


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View File Attachments

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

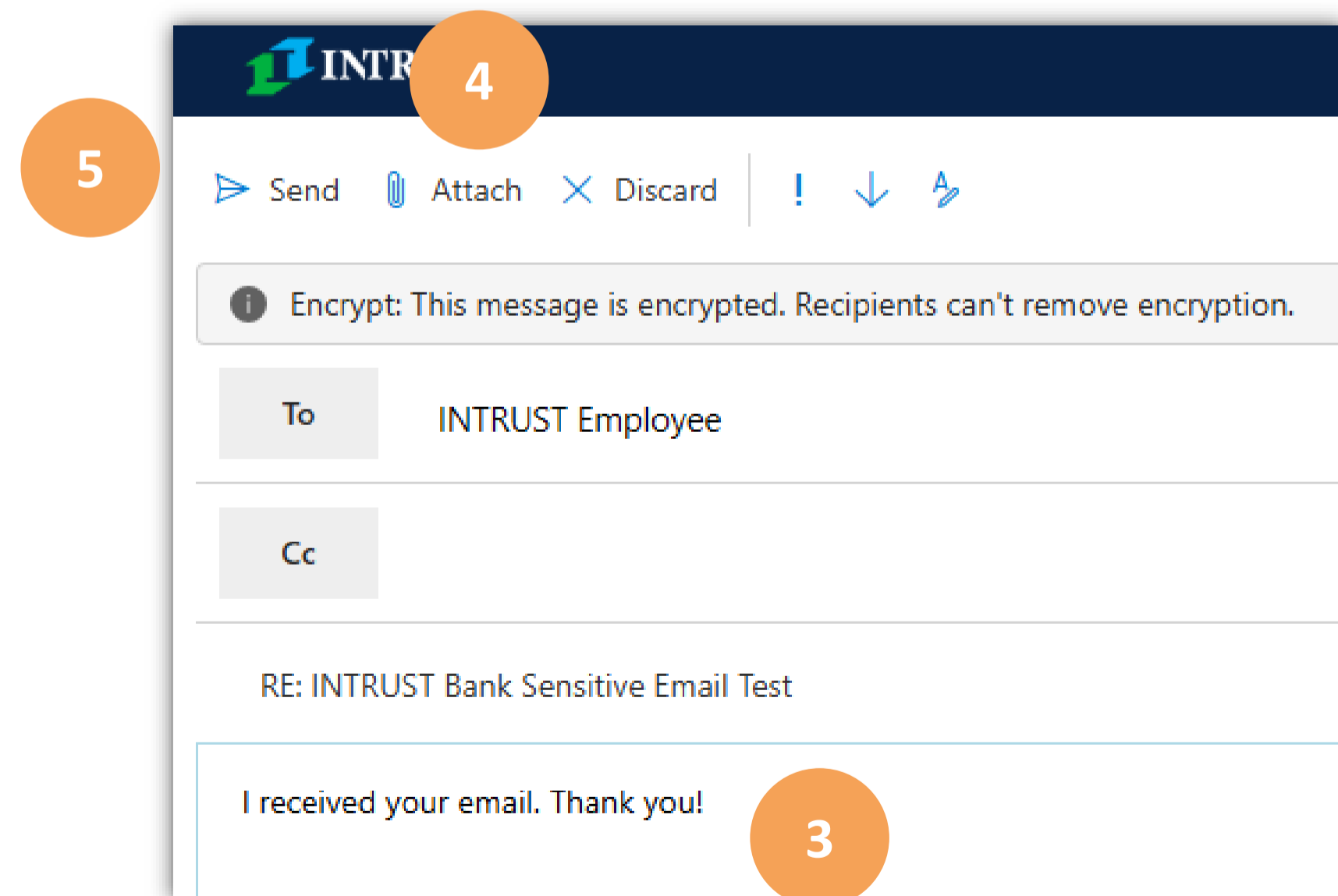
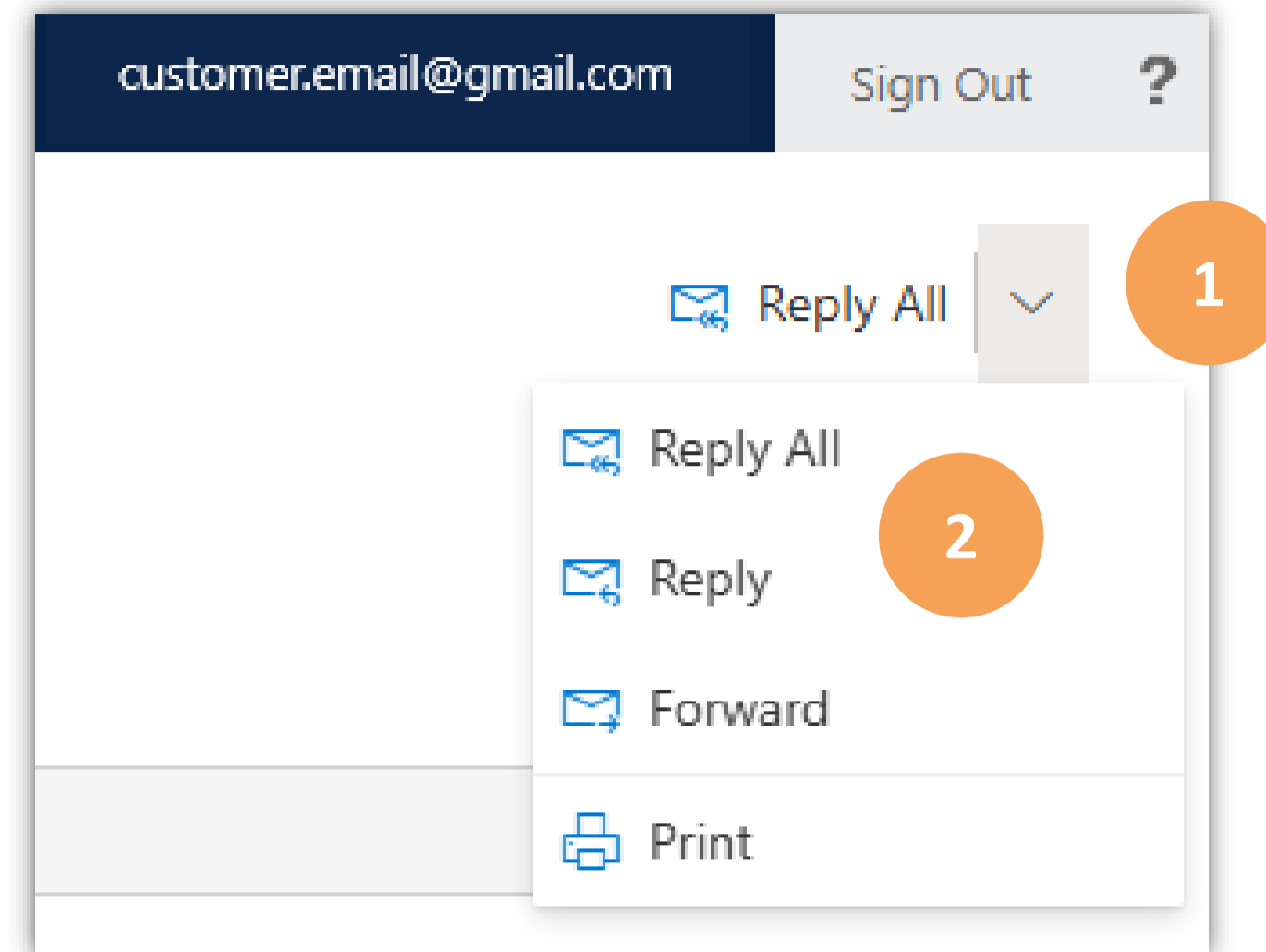
- 1) At the top of your protected email message, click the **drop-down arrow** beside the file attachment.
- 2) Select **Download** to download the file to the Downloads folder on your computer.
- 3) Open the **Downloads** folder on your computer.
 - o At the top right of your web browser, you should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



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Reply to an INTRUST Bank Protected Email

- 1) Click the drop-down arrow beside **Reply All** at the top right of your protected email.
- 2) Select either **Reply** or **Reply All**. The main difference is that you will receive a copy of the reply email in your inbox if you select **Reply All**.
- 3) On the following page, compose your email.
- 4) If you want to include file attachment(s), click **Attach** at the top left of the email.
- 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 Non-Microsoft 365 Email Accounts (Gmail, Yahoo, etc.)

Forward an INTRUST Bank Protected Email

- 1) Click the drop-down arrow beside **Reply All** at the top right of your protected email.
- 2) Select **Forward**.
- 3) 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.
- 4) Compose your email.
- 5) If you want to include file attachment(s), click **Attach** at the top left of the email.
- 6) When you are ready to send your email, click **Send**.
- 7) Microsoft will automatically encrypt your email, and it will arrive in your recipient's email inbox.

