

## Using encrypted emails to electronically send confidential information to the SEN team

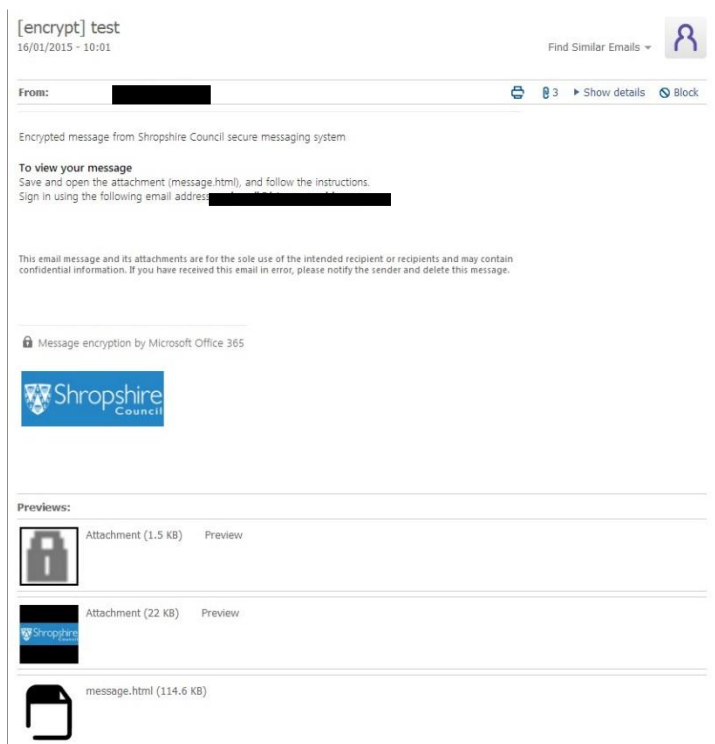
The SEN team at Shropshire Council have developed a process for a secure method of encrypted email that can be used to send/receive confidential information between ourselves and all relevant partners during the assessment/EHCP process. We have been testing this with schools with significant success. We are now ready to begin receiving requests for assessment, annual review paperwork and transfer review paperwork via encrypted email.

Your educational setting will have received three encrypted emails from the following addresses;

- [SENannualreviews@shropshire.gov.uk](mailto:SENannualreviews@shropshire.gov.uk) – for all Annual Review paperwork/ enquiries and information relating
- [SENrequestsforassessments@shropshire.gov.uk](mailto:SENrequestsforassessments@shropshire.gov.uk) – for all Requests for Assessment and information relating
- [SENtransferreviews@shropshire.gov.uk](mailto:SENtransferreviews@shropshire.gov.uk) – for all Transfer Review paperwork and information relating

*If you have not received these emails, please contact the SEN team on 01743 254366*

### Receiving and opening an encrypted email:



*When receiving an encrypted email it will look like this. At this point you won't be able to see the message you have been sent.*

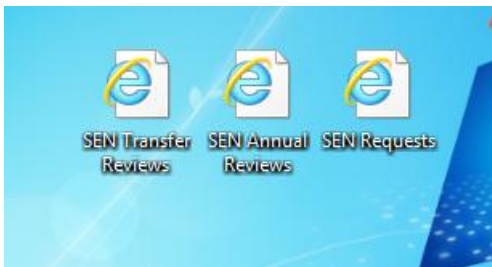
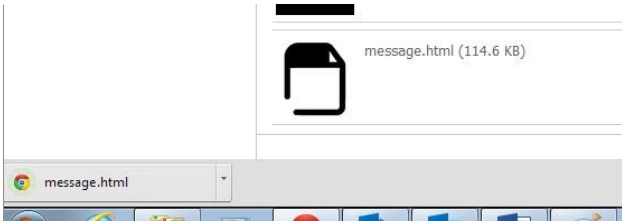
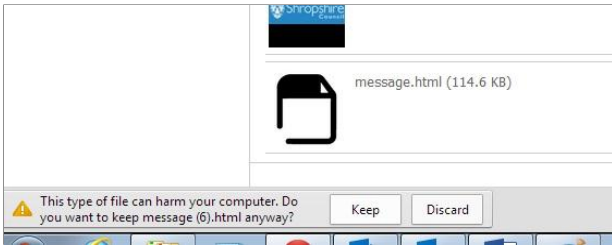
***Important: please do not reply at this stage with any confidential information. To send back an encrypted email to Shropshire Council you must follow the next steps.***

## Step 1:

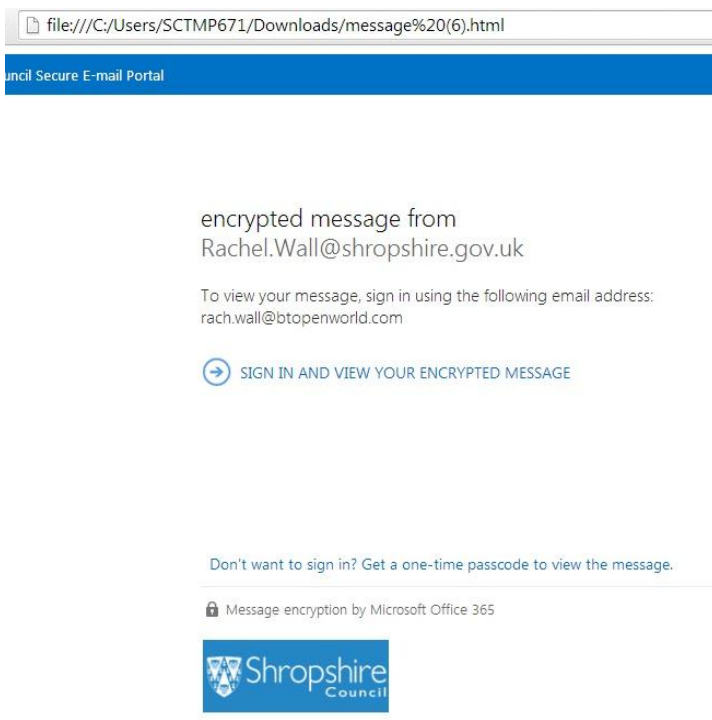
### Download the 'message.html'

attachment as a file (Ignore all of the other attachments). If your computer warns you it might be a harmful file, ignore this message and continue to download.

Once it has downloaded, open the file.



*To make the process easier in future, you can save the message attachment from each of the three SEN email addresses to your desktop, or somewhere else memorable on your computer – you can use the same message again and again to send information to each mailbox.*

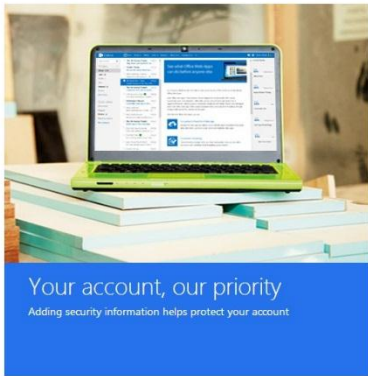


## Step 2:

You will now be directed to Shropshire Council's secure email portal via Outlook.

Click on 'Sign in and view your encrypted message'.

Please do not click to 'Get a one-time passcode' - there are unresolved technical issues with this feature, and it will not aid the process of establishing regular secure emails in the same way that registering will.



### Sign in

Microsoft account What's this?  
  
Password  
 Keep me signed in

Can't access your account?  
Sign in with a single-use code

Don't have a Microsoft account? [Sign up now](#)

### Step 3:

Once you reach the sign in page, if you already use Office 365 or have an Outlook account, try to log in using those log in details. If you have an organisational Outlook account (for example a Shropshire Council email) you will also be able to log in using this. If you have none of the above, please proceed to **Step 4:**



## Create an account

You can use any email address as the user name for your new Microsoft account, including addresses from Outlook.com, Yahoo! or Gmail. If you already sign in to a Windows PC, tablet, or phone, Xbox Live, Outlook.com, or OneDrive, use that account to [sign in](#)

Name  
   
User name  
  
Or get a new email address  
Create password  
  
8-character minimum; case sensitive  
Reenter password  
  
Country/region  
  
ZIP code

### Step 4:

Create an account—if you do not have an Outlook/Microsoft email, you can alternatively use the email address the encrypted message was sent to in order to register – you do not need to create an entirely new email account.

Once you have created these log in details, you will not have to do so again.

Shropshire Council Secure E-mail Portal

[encrypt] test

← RE



Fri 1/16/2015 10:00 AM

Shropshire Council Secure E-mail Portal Rachel W

[encrypt] test

← REPLY ← REP



Fri 1/16/2015 10:00 AM

To: [redacted]

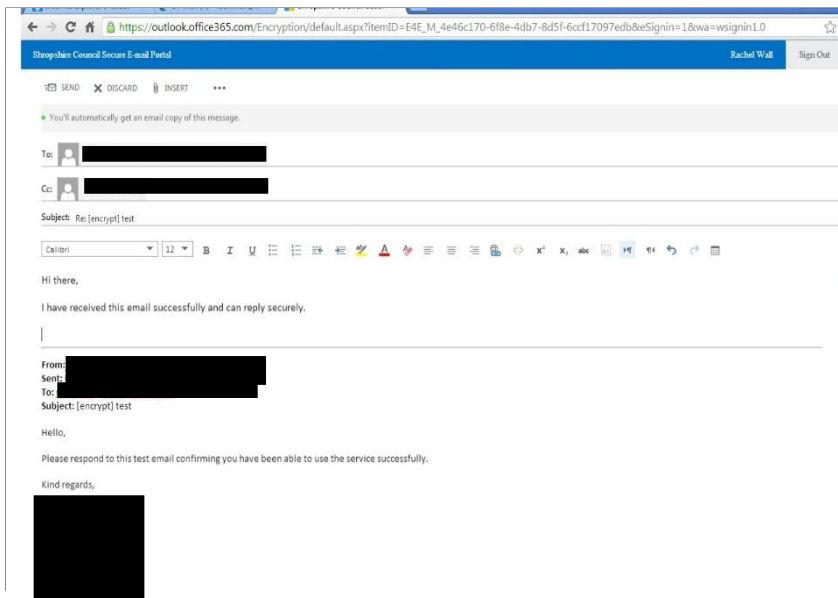
Hello,

Please respond to this test email confirming you have been able to use the service successfully.

Kind regards,



*You will now be able to see the encrypted message.*



### Step 5:

To respond securely using the email encryption service, reply using the ←REPLY button. This is the only way to send back an encrypted email.

**Please ensure the correct SEN email address is in the TO field.**

### Important:

- In order for you to send the paperwork/ information securely, you must open the encrypted email from the relevant email address, **click 'reply' and send a reply with any attached documents. All paperwork/ appendices per pupil should be sent in one email.**
- The subject should indicate clearly the purpose of the email along with the name of the school. The subject will not be encrypted so **please do not include any personal pupil information in this field.**
- **Please ensure the 'CC' field is empty when replying**
- **Please ensure the 'to' field contains the correct recipient**

Electronic versions of our paperwork are available on our website. For paper documents containing signatures which need to be scanned – a typed electronic signature will suffice, providing an original record of the signature is retained on the school premises.

If you have any further questions or need any additional help, please contact the SEN team *01743 254502*