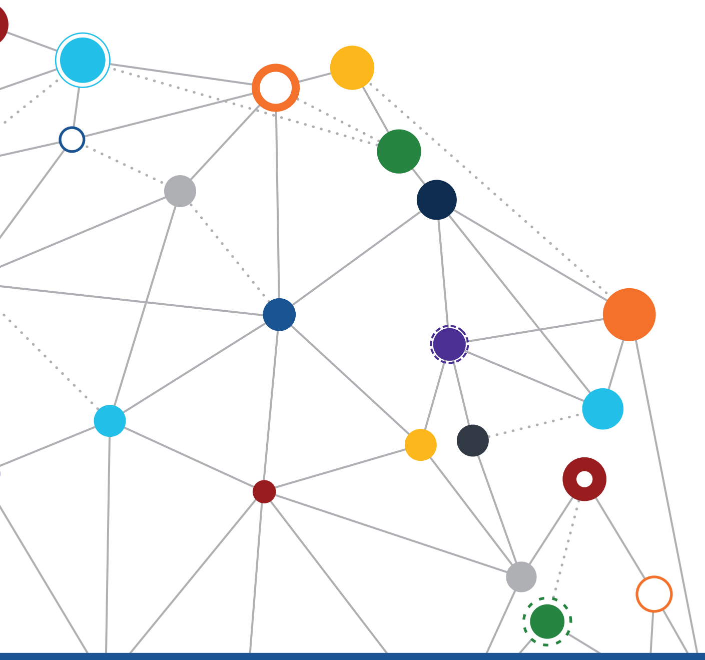
User Guide for External Azure RMS Recipients

September 17, 2019 | Solution Delivery



VA

U.S. Department of Veterans Affairs
Office of Information and Technology
IT Operations and Services

Table of Contents

What is Azure Rights Management (RMS)?

The U.S. Department of Veterans Affairs (VA) is committed to protecting Veteran privacy. Accordingly, VA must take a coordinated approach to identifying and managing security and privacy risks, as assuring privacy protections often depends on the presence of security safeguards and mechanisms. VA must integrate privacy and security considerations into VA processes such as training, system/information lifecycle and design, and continuous monitoring.

Azure Rights Management (RMS) is a cloud-based information protection service that uses encryption, identity, and authorization policies to help safeguard business information from unauthorized use both online and offline, inside and outside the environment. Utilizing proven security technologies—including RSA 2048-Bit encryption, certificates, modern authentication, and authorization policies—Azure RMS helps VA create reliable information protection solutions. RMS augments VA's security strategy by providing protection of information through persistent usage policies, which remain with the information no matter where it goes. This helps VA prevent sensitive information from getting into the wrong hands, either accidentally or intentionally.

VA security and privacy practices extend to partner and third-party providers. As VA's mission evolves to encompass flexible service delivery models, VA can reduce risk by extending the corresponding advances in VA's security and privacy practices to its partners. VA can also educate and equip partners and third-party providers to address security and privacy challenges to improve the likelihood that Veteran information and VA data remain protected.

This User Guide for External Azure RMS Recipients communicates the process that external Azure RMS recipients can follow to achieve opening a protected Azure RMS message from VA.

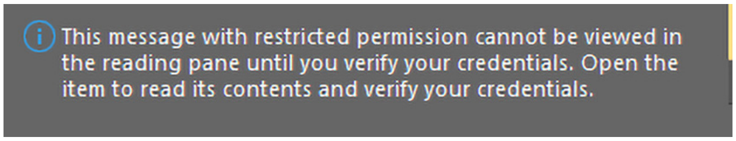
How do I open a protected message from VA?

1. External users with an Office 365 email account

If you are using Microsoft's Office 365 for your email account, you should receive an alert about the protected message's restricted permissions in the reading pane. After opening the message, you should be able to view the message in Outlook. If for some reason this does not work, have your IT department open a case with Microsoft.

Note to IT Staff: RMS compatibility information and Office versions required: https://docs.microsoft.com/en-us/azure/information-protection/requirements-applications

This message with restricted permission cannot be viewed in the reading pane until you verify your credentials. Open the item to read its contents and verify your credentials.



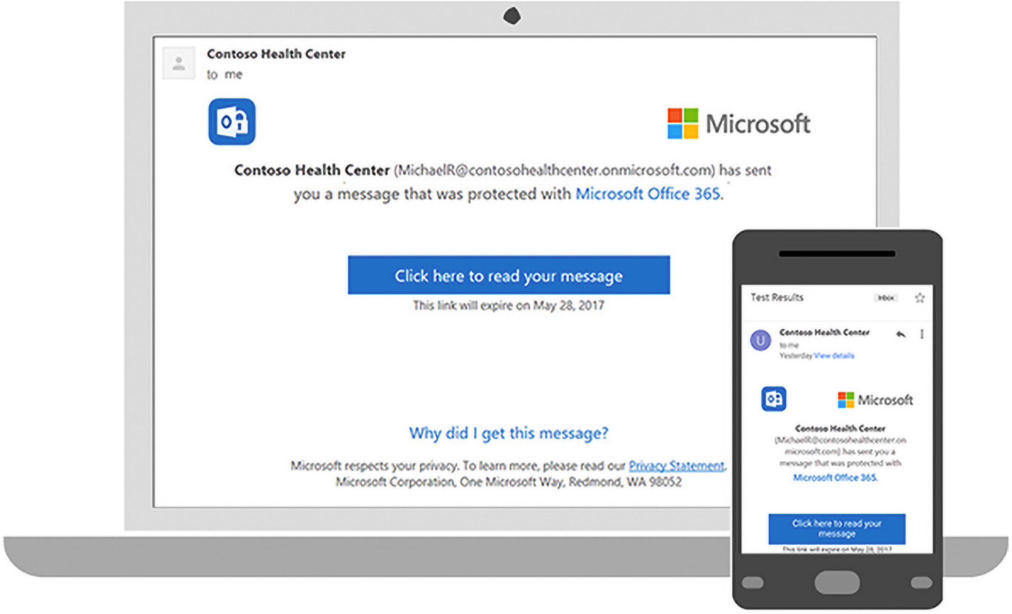
This message with restricted permission cannot be viewed in the reading pane until you verify your credentials. Open the item to read its contents and verify your credentials.

2. External users with an email address that is not part of Office 365 AND not a social email address (Gmail/Yahoo/Outlook.com/Hotmail)

If you are an external user who has an email address that is not associated with Office 365, you should receive a protected message with a prompt to verify your identity.

If you are unsure whether your email is part of Office 365 or not, please ask your IT department.

First, in the email, click the button, “Click here to read your message” to launch the portal.



Contoso Health Center
to me

Contoso Health Center (MichaelR@contosohealthcenter.onmicrosoft.com) has sent you a message that was protected with Microsoft Office 365.

This link will expire on May 28, 2017

Microsoft respects your privacy. To learn more, please read our Privacy Statement.
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

Test Results

Contoso Health Center
to me
Yesterday View details

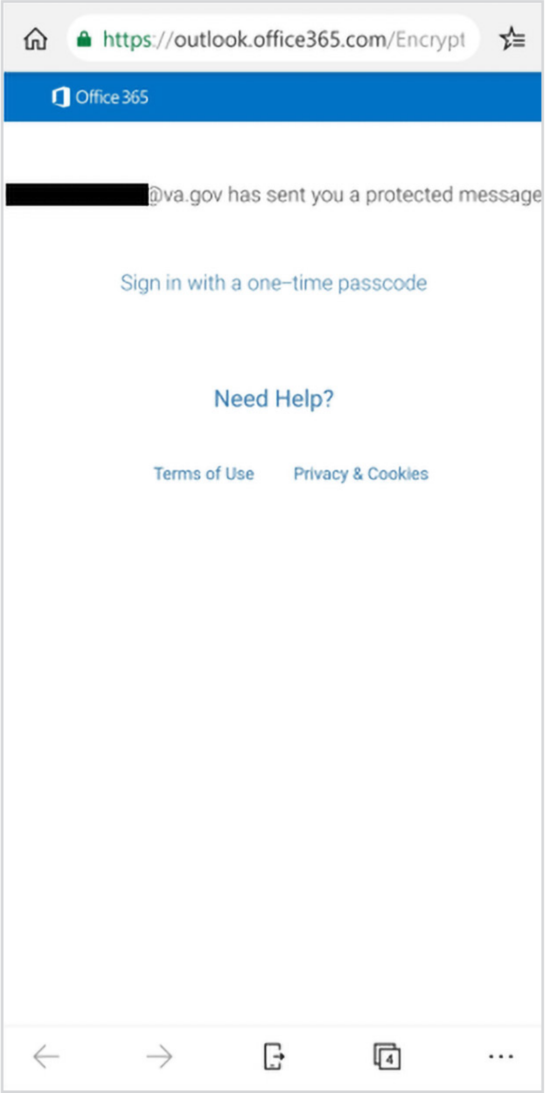
Contoso Health Center (MichaelR@contosohealthcenter.onmicrosoft.com) has sent you a message that was protected with Microsoft Office 365.

This link will expire on May 28, 2017

Microsoft
Click here to read your message
Why did I get this message?
Inbox
Microsoft
Click here to read your message

One-Time Passcode:

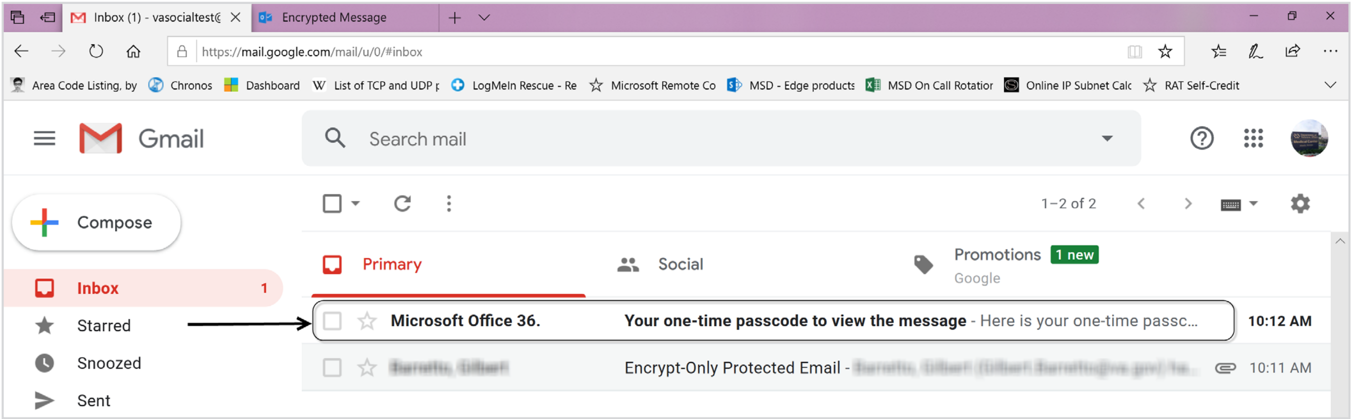
As soon as you click on the read your message button, you can **request a one-time passcode**, which will be sent in a separate email.



https://outlook.office365.com/Encrypt

Office 365

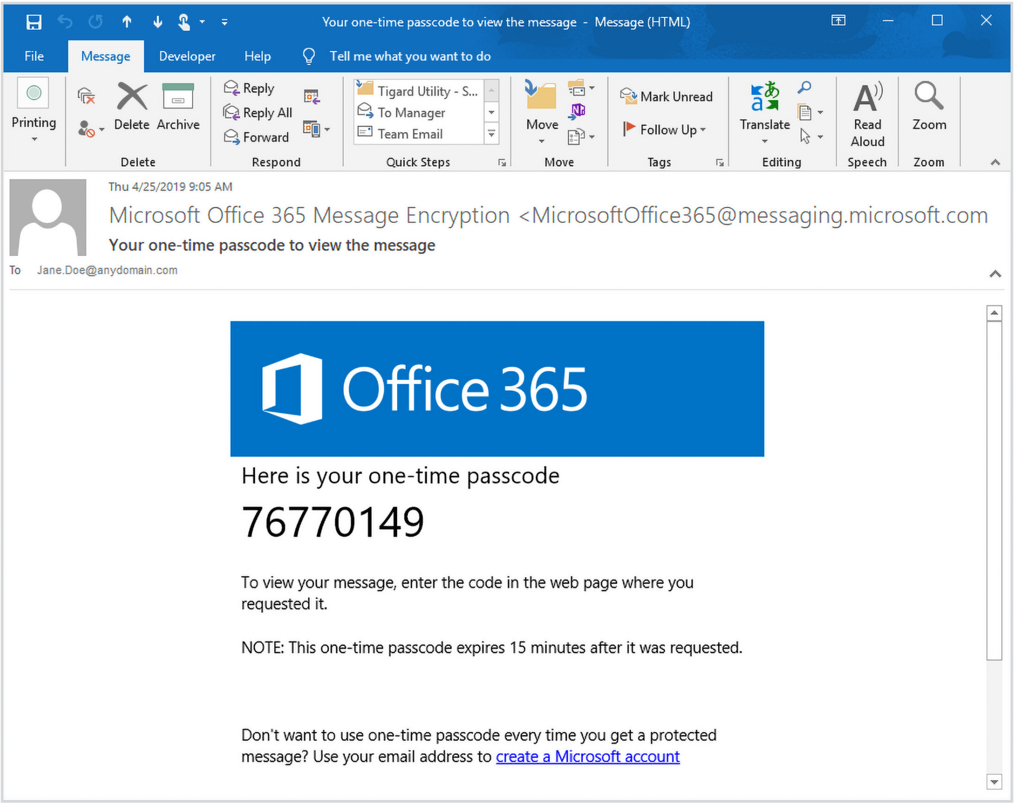
[redacted]@va.gov has sent you a protected message



https://mail.google.com/mail/u/0/#inbox

Microsoft Office 36.	**Your one-time passcode to view the message** - Here is your one-time passc...	10:12 AM
[redacted]	Encrypt-Only Protected Email - [redacted]	10:11 AM

Copy the one-time passcode from the email.



Thu 4/25/2019 9:05 AM

Microsoft Office 365 Message Encryption <MicrosoftOffice365@messaging.microsoft.com

Your one-time passcode to view the message

To Jane.Doe@anydomain.com

Office 365

Here is your one-time passcode

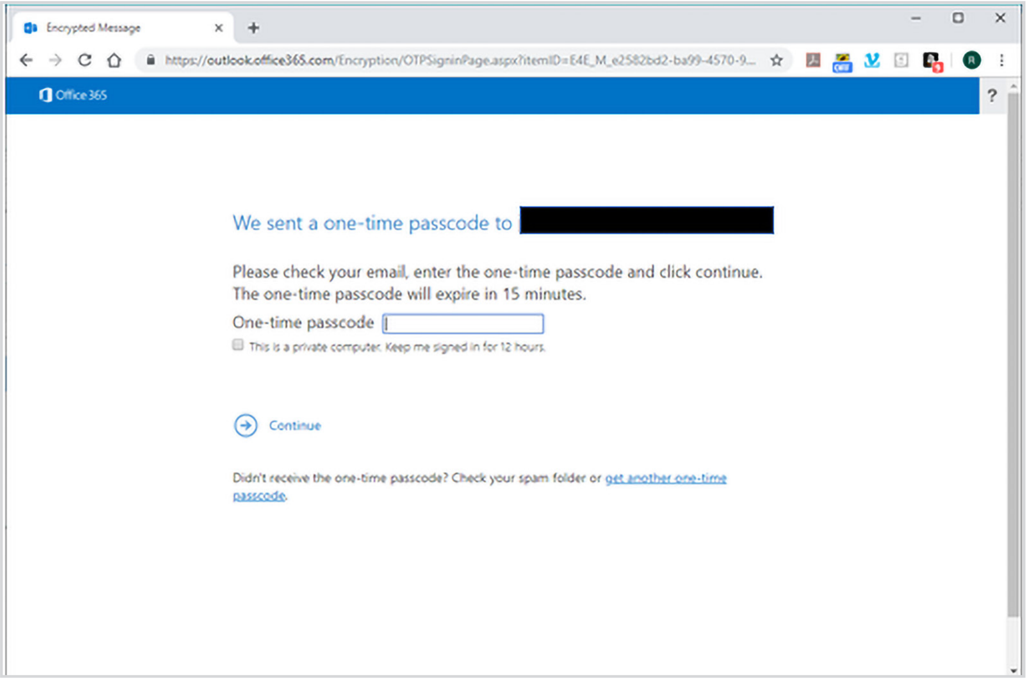
76770149

To view your message, enter the code in the web page where you requested it.

NOTE: This one-time passcode expires 15 minutes after it was requested.

Don't want to use one-time passcode every time you get a protected message? Use your email address to create a Microsoft account

Enter the one-time passcode and click “Continue” and the encrypted message will open.


Encrypted Message
https://outlook.office365.com/Encryption/OTPSigninPage.aspx?itemID=E4E_M_e2582bd2-ba99-4570-9...
Office 365
?

We sent a one-time passcode to [redacted]

Please check your email, enter the one-time passcode and click continue.
The one-time passcode will expire in 15 minutes.

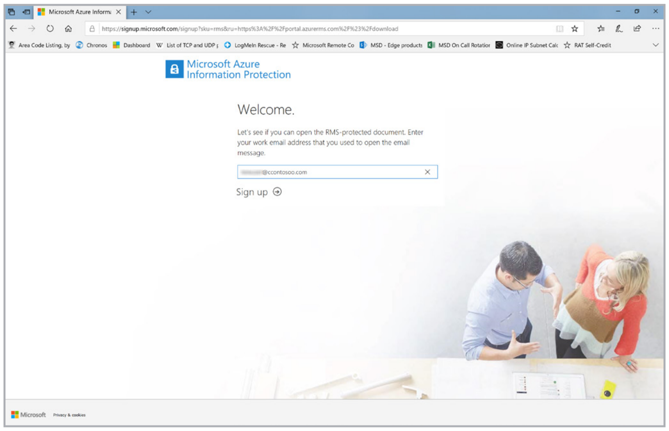
One-time passcode

□ 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.

For users who have an email address that is not part of Office 365 and do not receive the option for a one-time passcode, the solution is RMS for individuals. You can use self-service sign up for RMS on this website: https://aka.ms/rms-signup.

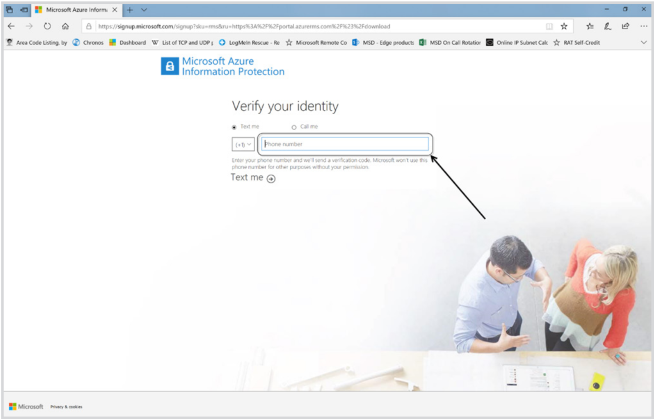

Microsoft Azure Inform
https://signup.microsoft.com/signup?sku=rms&ru=https%3A%2F%2Fportal.azurerms.com%2F%23%2Fdownload
Microsoft Azure Information Protection
Microsoft
Privacy & cookies

Welcome.

Let's see if you can open the RMS-protected document. Enter your work email address that you used to open the email message.

[redacted]@ccontosoo.com

Sign up


Microsoft Azure Inform
https://signup.microsoft.com/signup?sku=rms&ru=https%3A%2F%2Fportal.azurerms.com%2F%23%2Fdownload
Microsoft Azure Information Protection
Microsoft
Privacy & cookies

Verify your identity

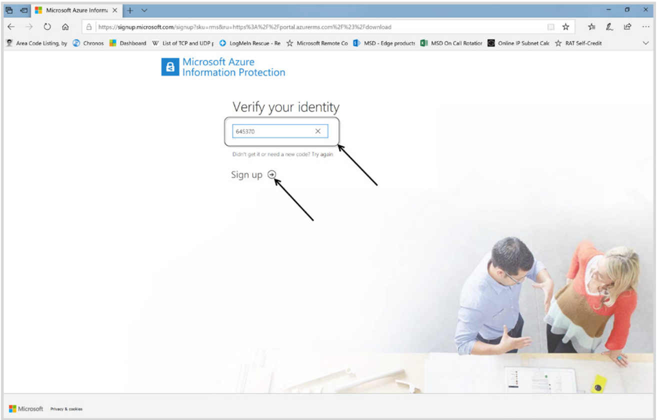
● Text me ○ Call me

(+1) Phone number

Enter your phone number and we'll send a verification code. Microsoft won't use this phone number for other purposes without your permission.

Text me

The website checks if your email address domain is already known in Azure Active Directory. If not, you will have to register. If the domain is unknown, you will get a one-time verification code sent in a separate email and can use it to set up the account.


Microsoft Azure Inform
https://signup.microsoft.com/signup?sku=rms&ru=https%3A%2F%2Fportal.azurerms.com%2F%23%2Fdownload
Microsoft Azure Information Protection
Microsoft
Privacy & cookies

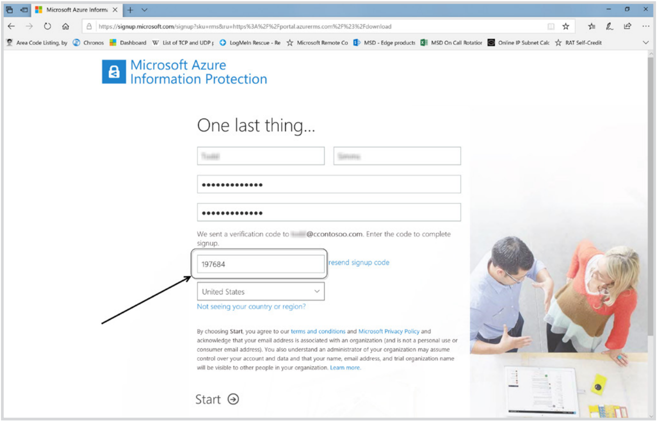
Verify your identity

645370

Didn't get it or need a new code? Try again

Sign up

As soon as you finalize self-service sign up, you will be able to authenticate and properly open the protected message going forward.


Microsoft Azure Inform
https://signup.microsoft.com/signup?sku=rms&ru=https%3A%2F%2Fportal.azurerms.com%2F%23%2Fdownload
Microsoft Azure Information Protection

One last thing...

[redacted] [redacted]

••••••••••••••

••••••••••••••

We sent a verification code to [redacted]@ccontosoo.com. Enter the code to complete signup.

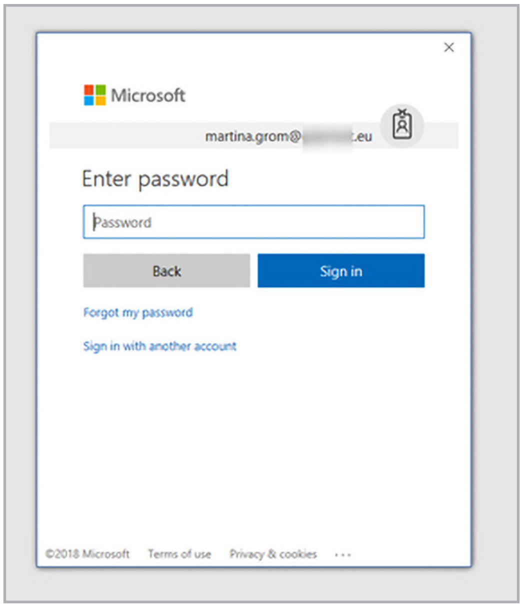
197684 resend signup code

United States

Not seeing your country or region?

By choosing Start, you agree to our terms and conditions and Microsoft Privacy Policy and acknowledge that your email address is associated with an organization (and is not a personal use or consumer email address). You also understand an administrator of your organization may assume control over your account and data and that your name, email address, and trial organization name will be visible to other people in your organization. Learn more.

Start



Microsoft

martina.grom@[redacted].eu

Enter password

Password

For more information on RMS for individuals, refer to this Microsoft site: https://docs.microsoft.com/en-us/azure/information-protection/rms-for-individuals

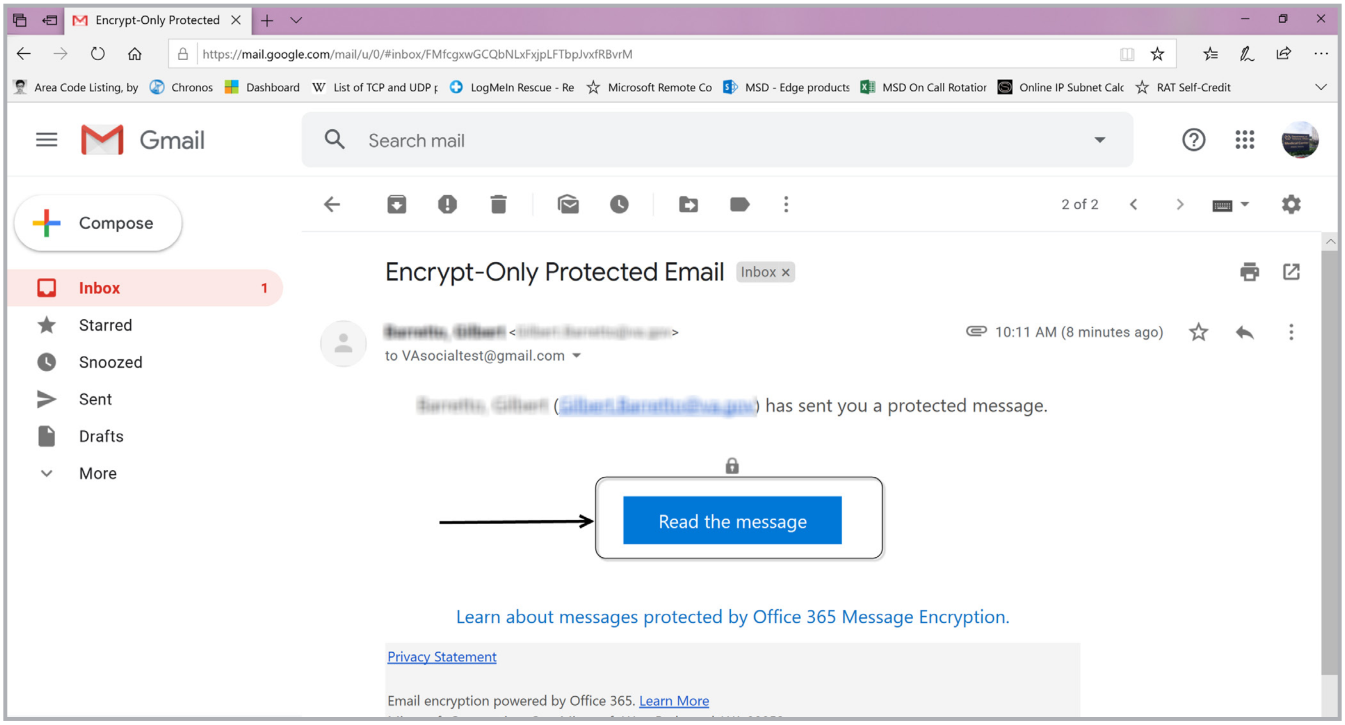
Note to IT Staff: RMS compatibility information and Office versions required: https://docs.microsoft.com/en-us/azure/information-protection/requirements-applications

3. External users with a social email address (Gmail/Yahoo/Outlook.com/Hotmail)

External users who have a Gmail, Yahoo or Outlook.com address can verify their identities when they receive a protected message with either their account credentials or a one-time passcode.

3.1 Windows with Gmail:

Click the "Read the message" button in the email to launch the portal.



Encrypt-Only Protected Email

[redacted] <[redacted]>
to VAsocialtest@gmail.com

10:11 AM (8 minutes ago)

[redacted] ([redacted]) has sent you a protected message.

Read the message

Learn about messages protected by Office 365 Message Encryption.

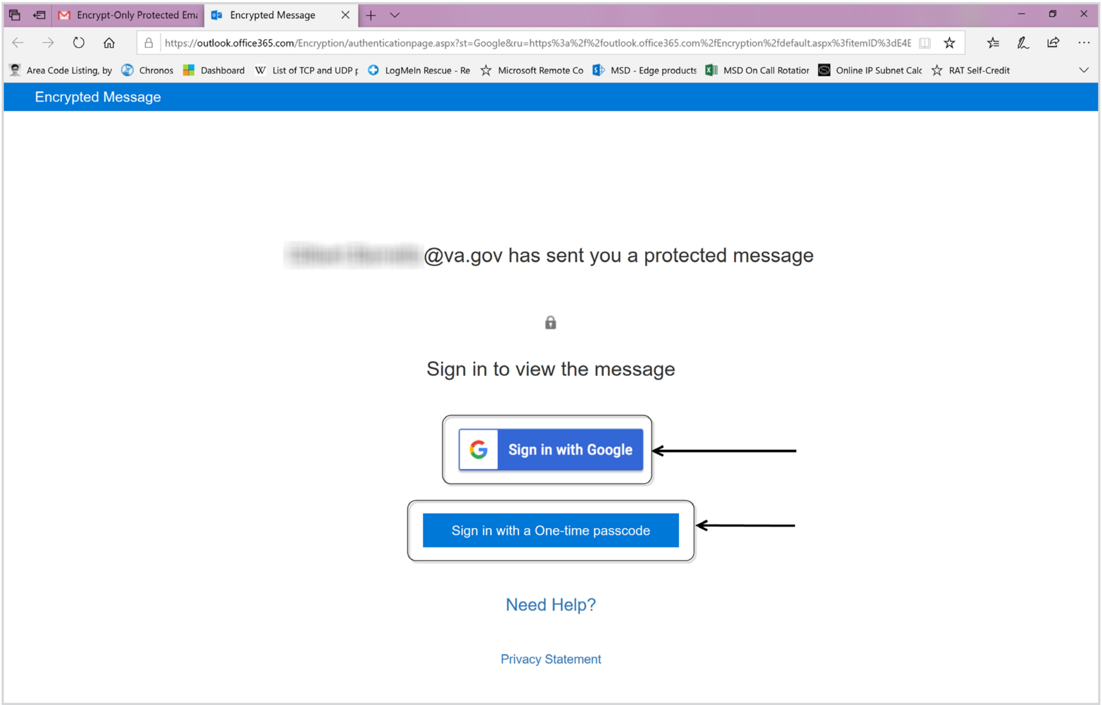
Privacy Statement

Email encryption powered by Office 365. Learn More

*Pop-up blockers need to be set to allow pop-ups from this site because the site will open a new tab.

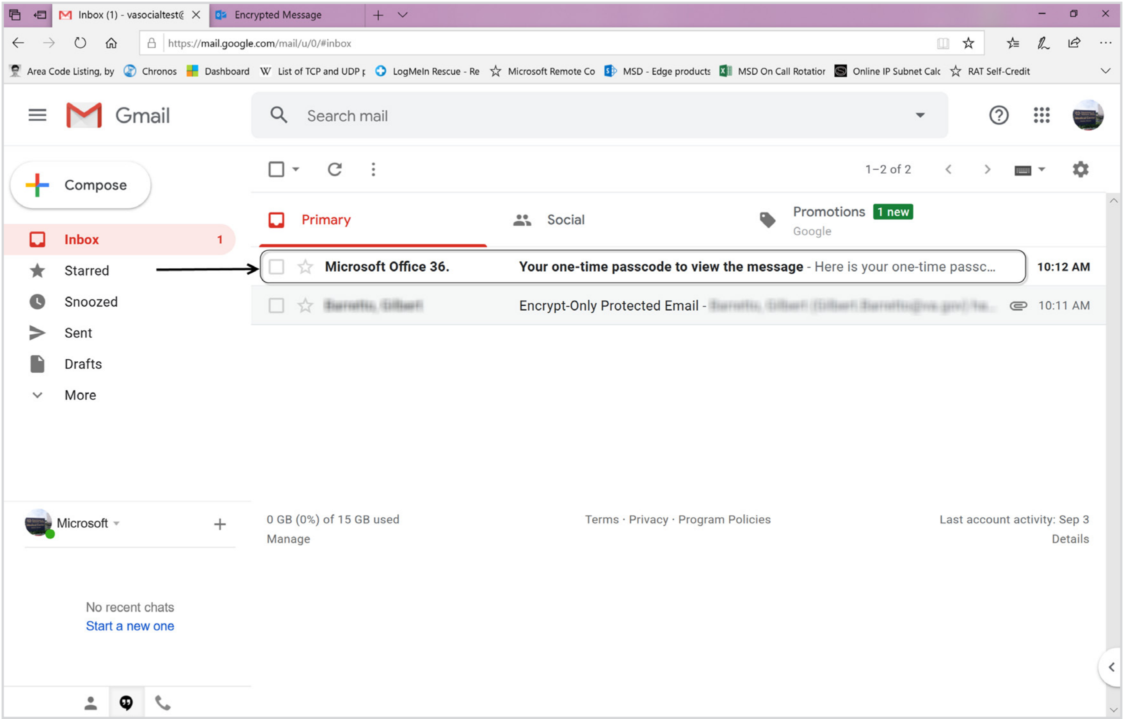
You will have two options:

As soon as you click on the message link, you can either **sign in with your Google account** or **request a one-time passcode**, which you will receive in a separate email.



[redacted]@va.gov has sent you a protected message

Sign in to view the message



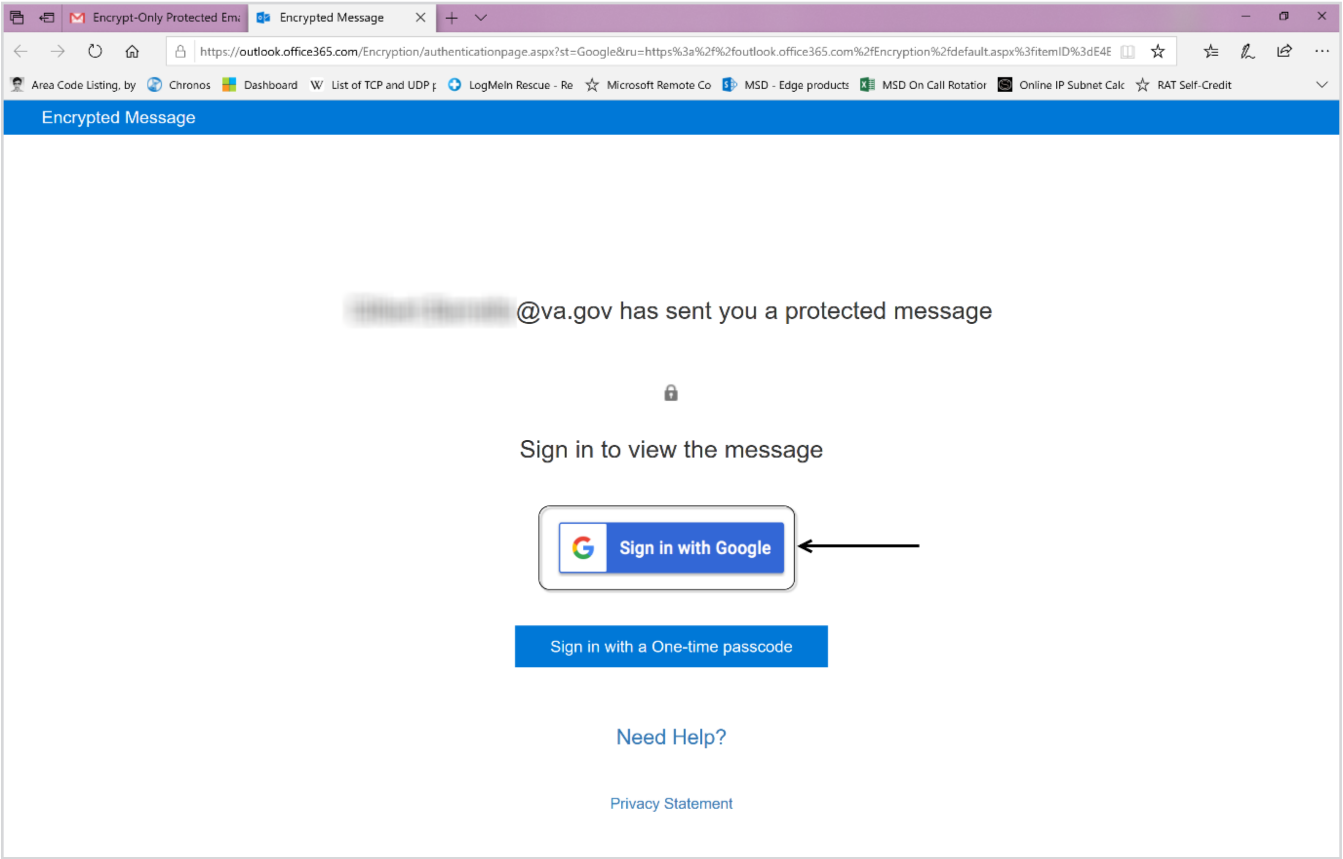
Microsoft Office 36.	**Your one-time passcode to view the message** - Here is your one-time passc...	10:12 AM
[redacted]	Encrypt-Only Protected Email - [redacted]	10:11 AM

0 GB (0%) of 15 GB used
Manage

Terms · Privacy · Program Policies

Last account activity: Sep 3
Details

If you select **Sign in with Google**, the encrypted message will open in a browser window.



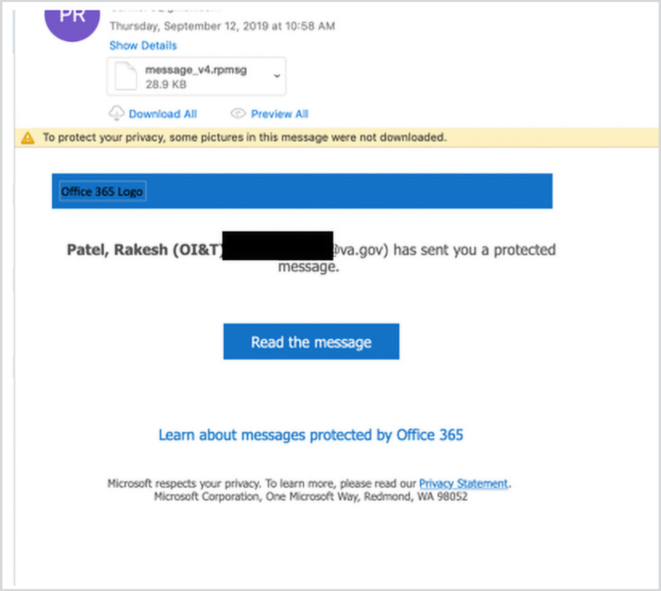
Encrypted Message

[redacted]@va.gov has sent you a protected message

Sign in to view the message

3.1.1 MacOS with Gmail:

Click the “Read the message” button in the email to launch the portal.



Thursday, September 12, 2019 at 10:58 AM

To protect your privacy, some pictures in this message were not downloaded.

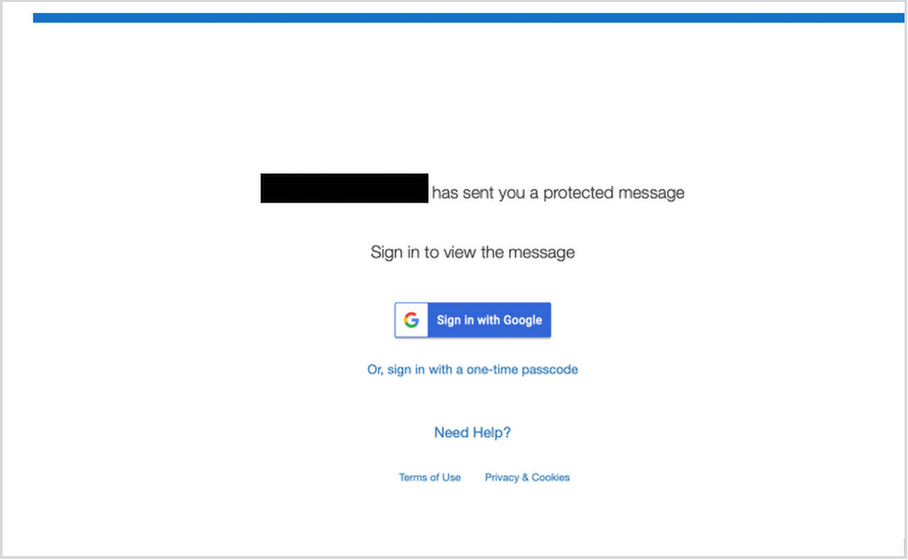
Patel, Rakesh (OI&T) [redacted] @va.gov) has sent you a protected message.

Learn about messages protected by Office 365

Microsoft respects your privacy. To learn more, please read our Privacy Statement.
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

You will have two options:

As soon as you click on the “Read the message” button, you can either **sign in with your Google** account or **request a one-time passcode**, which you will receive in a separate email.



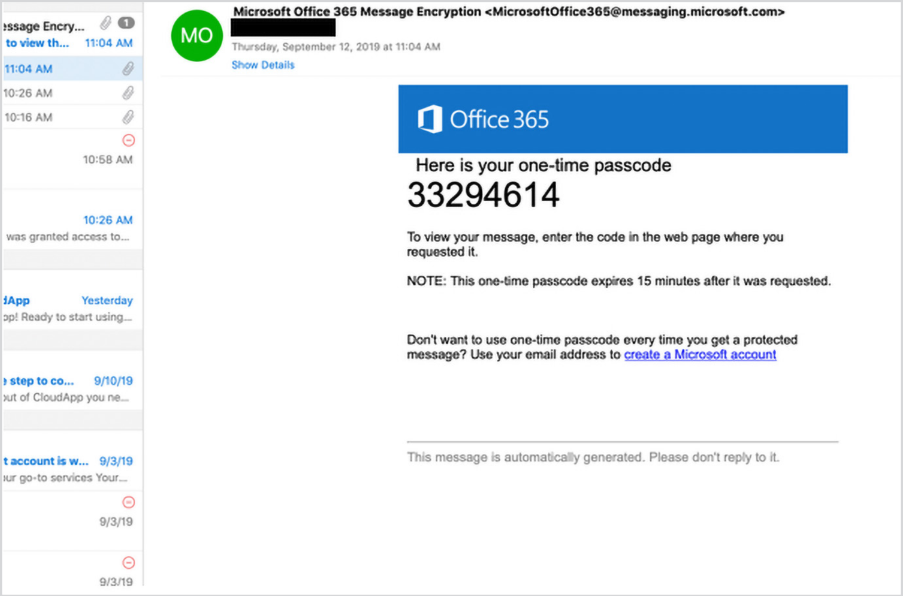
[redacted] has sent you a protected message

Sign in to view the message

One-time Passcode:

If you choose the one-time passcode, there is an additional step.

Copy the one-time passcode from the email.



Microsoft Office 365 Message Encryption <MicrosoftOffice365@messaging.microsoft.com>
[redacted]
Thursday, September 12, 2019 at 11:04 AM

Here is your one-time passcode

33294614

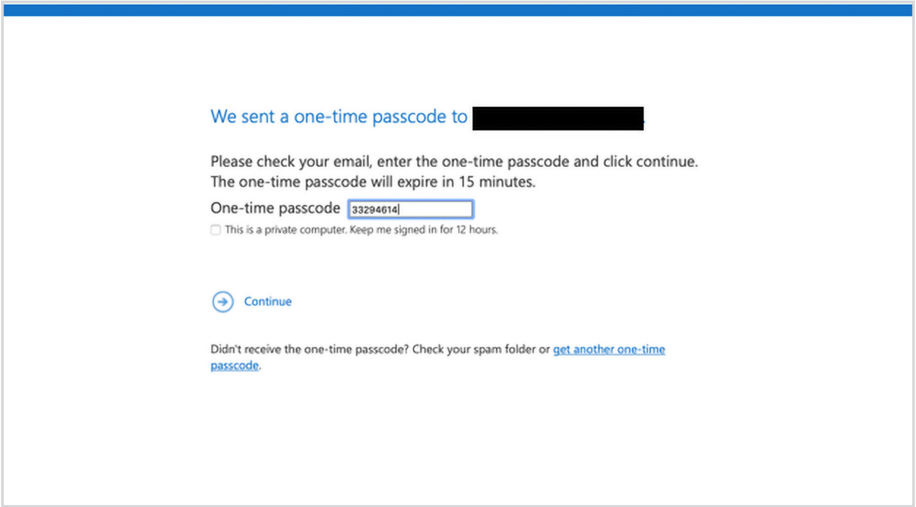
To view your message, enter the code in the web page where you requested it.

NOTE: This one-time passcode expires 15 minutes after it was requested.

Don't want to use one-time passcode every time you get a protected message? Use your email address to create a Microsoft account

This message is automatically generated. Please don't reply to it.

Enter the one-time passcode and click "Continue." The encrypted message will open.



We sent a one-time passcode to [redacted]

Please check your email, enter the one-time passcode and click continue.
The one-time passcode will expire in 15 minutes.

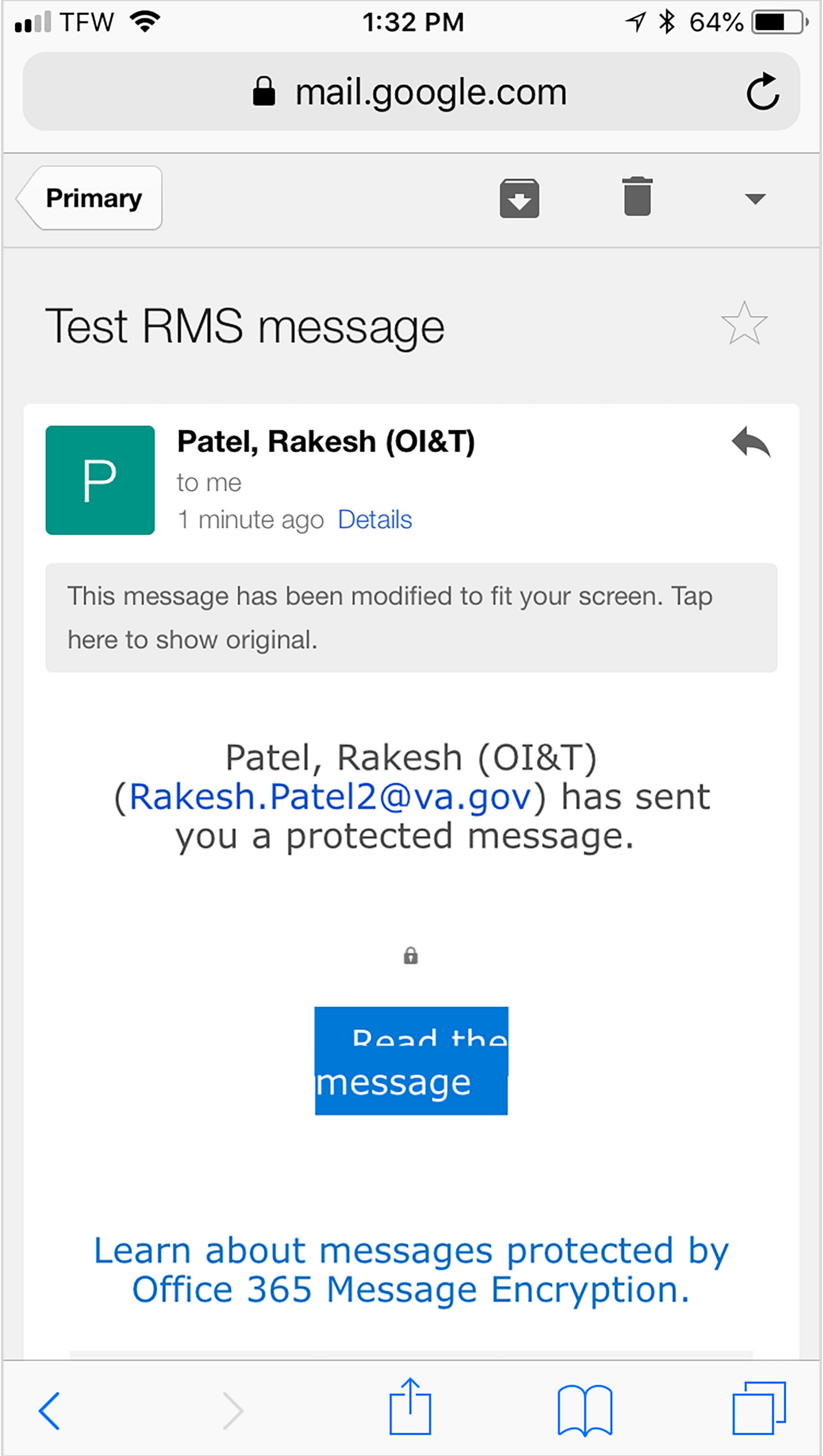
One-time passcode 33294614

□ This is a private computer. Keep me signed in for 12 hours.

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

3.1.2. iOS with Gmail:

Click the “Read the message” button in the email to launch the portal.



Test RMS message

Patel, Rakesh (OI&T)
to me
1 minute ago Details

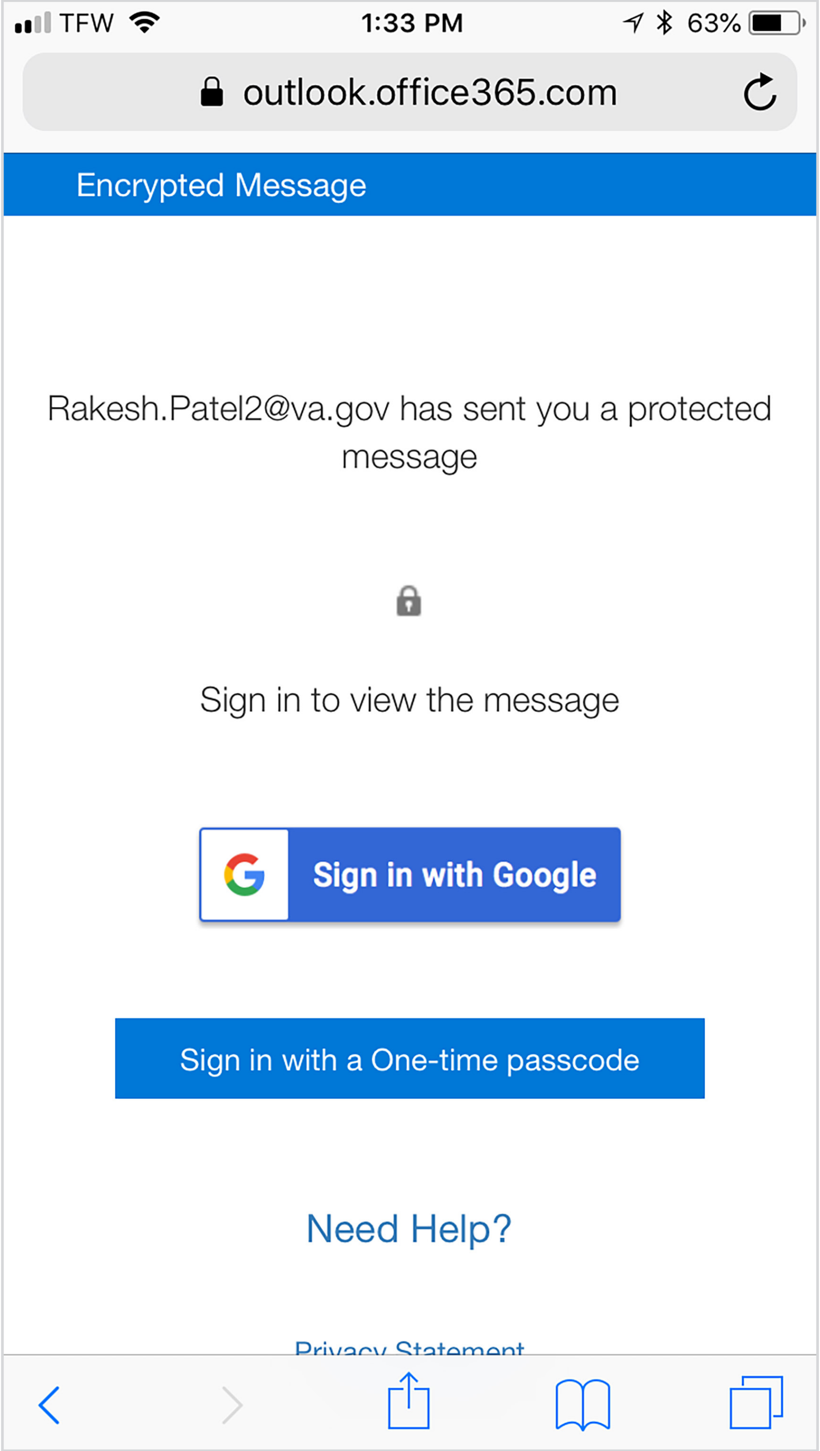
This message has been modified to fit your screen. Tap here to show original.

Patel, Rakesh (OI&T) (Rakesh.Patel2@va.gov) has sent you a protected message.

Learn about messages protected by Office 365 Message Encryption.

You will have two options:

As soon as you click on the "Read the message" button, you can either **sign in with your Google account** or **request a one-time passcode**, which you will receive in a separate email.



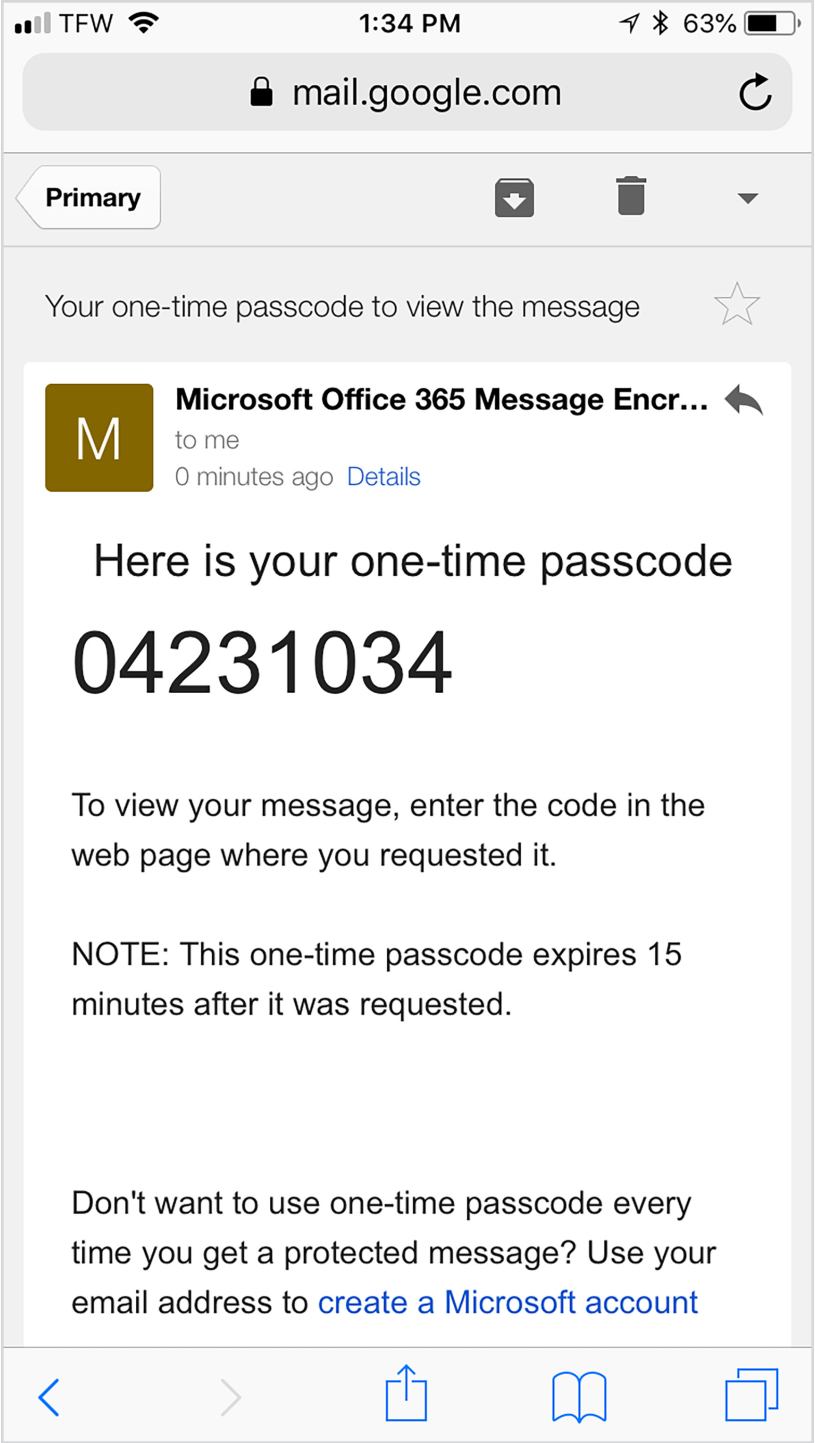
Rakesh.Patel2@va.gov has sent you a protected message

Sign in to view the message

One-Time Passcode:

If you choose the one-time passcode, there is an additional step.

Copy the one-time passcode from the email.



Your one-time passcode to view the message

Microsoft Office 365 Message Encr…
to me
0 minutes ago Details

Here is your one-time passcode

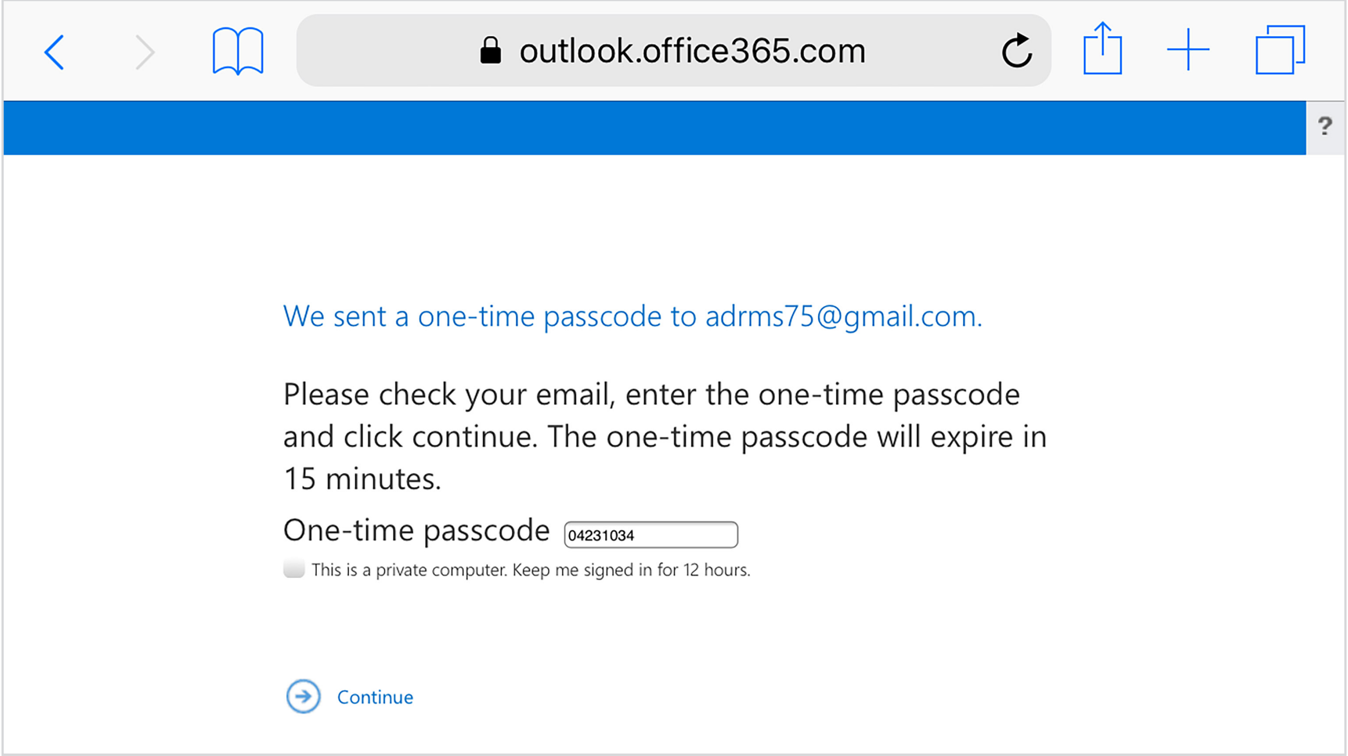
04231034

To view your message, enter the code in the web page where you requested it.

NOTE: This one-time passcode expires 15 minutes after it was requested.

Don't want to use one-time passcode every time you get a protected message? Use your email address to create a Microsoft account

Enter the one-time passcode and click "Continue." The encrypted message will open.



We sent a one-time passcode to adrms75@gmail.com.

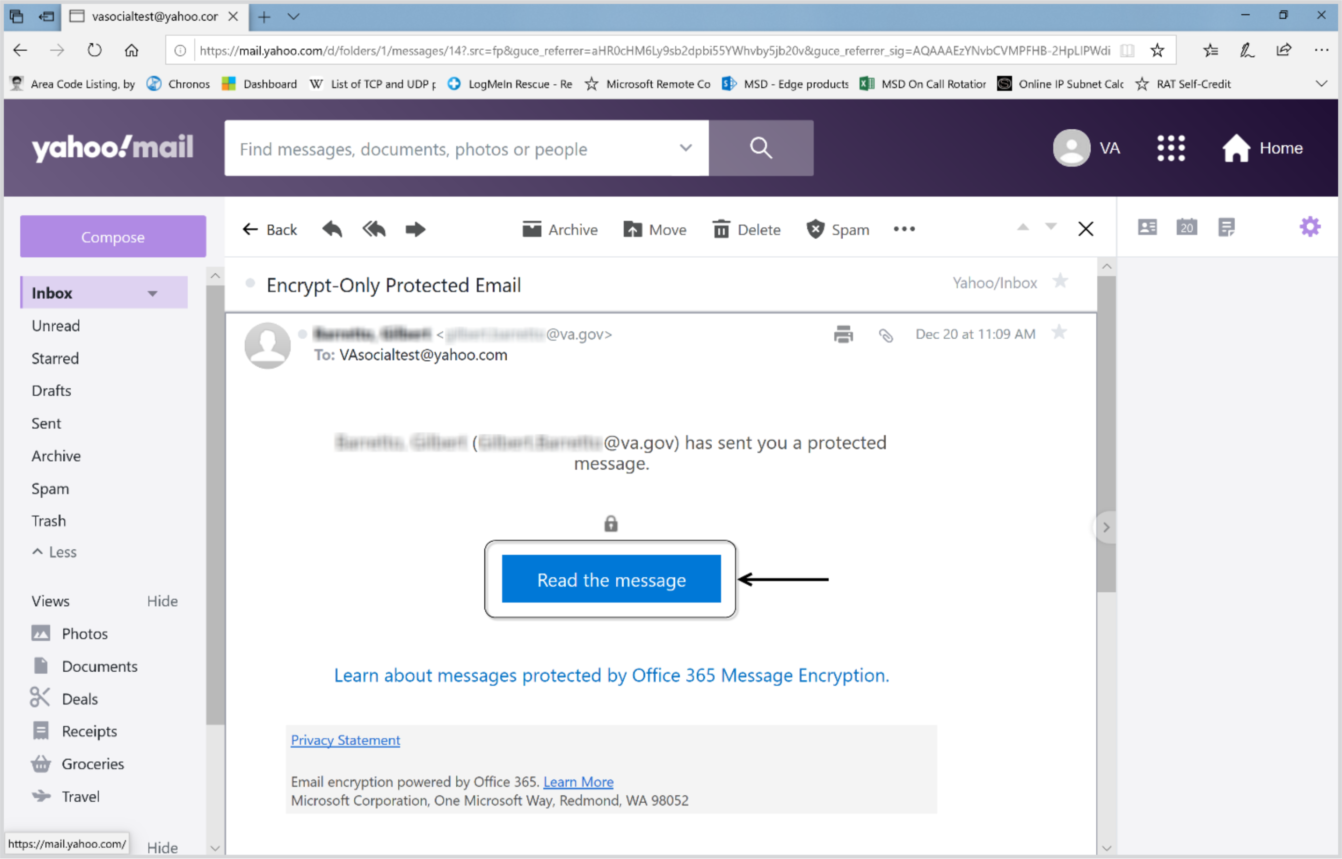
Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.

One-time passcode 04231034

□ This is a private computer. Keep me signed in for 12 hours.

3.2 Windows with Yahoo:

Click the “Read the message” button in the email to launch the portal.



Encrypt-Only Protected Email

[redacted] <[redacted]@va.gov>
To: VAsocialtest@yahoo.com

Dec 20 at 11:09 AM

[redacted] ([redacted]@va.gov) has sent you a protected message.

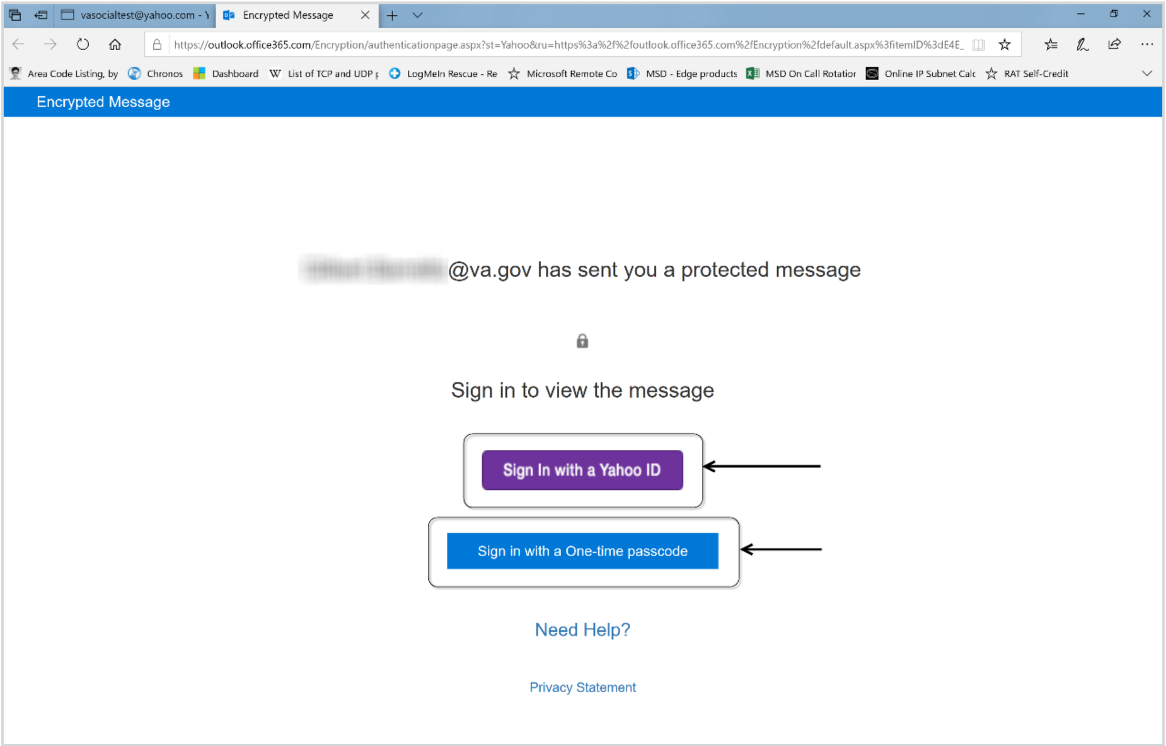
Read the message

Learn about messages protected by Office 365 Message Encryption.

Privacy Statement

Email encryption powered by Office 365. Learn More
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

You will have two options:



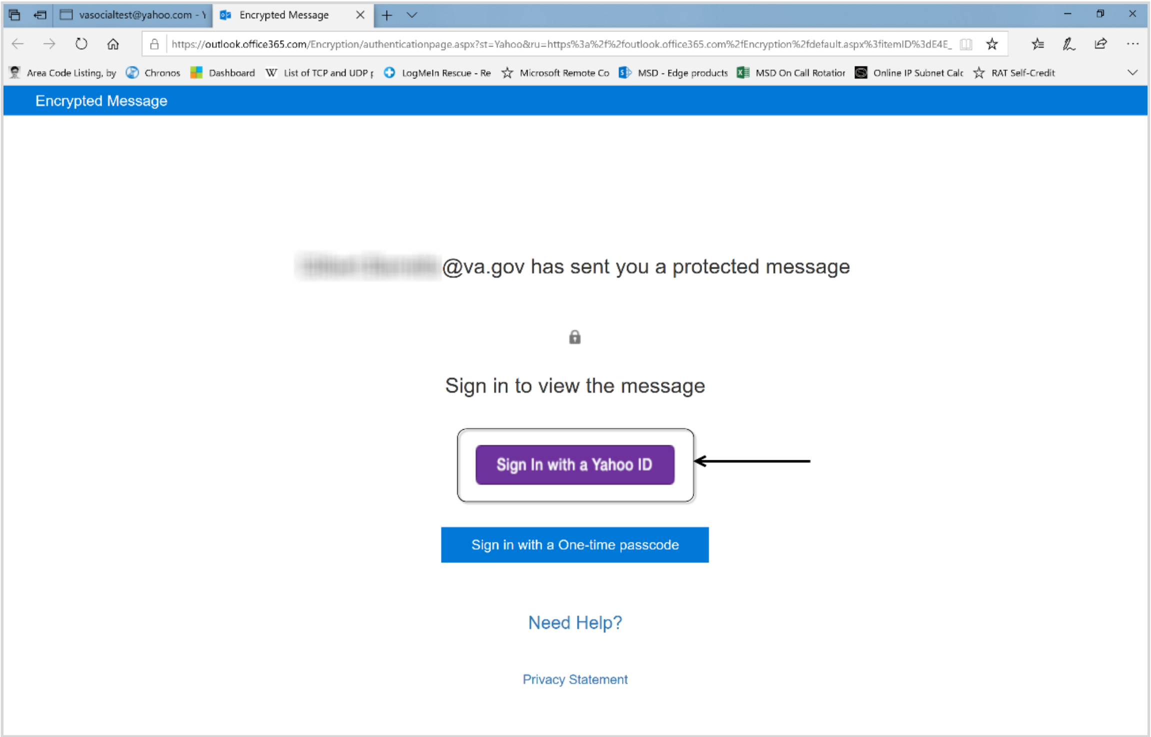
Encrypted Message

[redacted]@va.gov has sent you a protected message

Sign in to view the message

If you select “Sign in with a Yahoo ID,” there is one extra step.

If you sign in with a one-time passcode, it will be the same steps as the one-time passcode steps listed above.

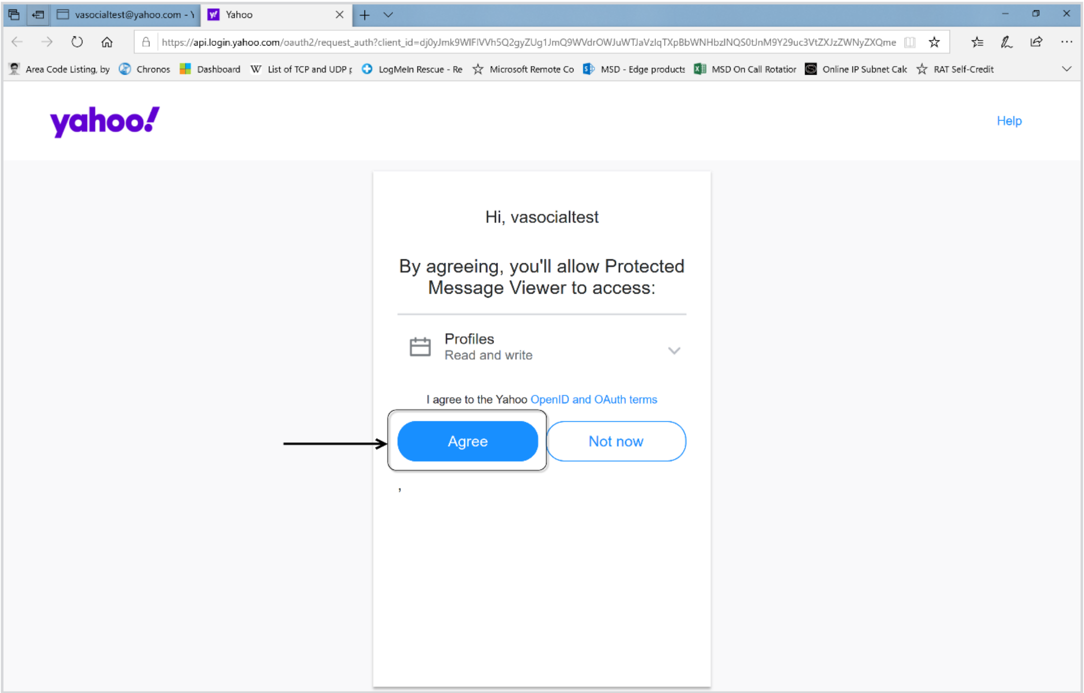


Encrypted Message

[redacted]@va.gov has sent you a protected message

Sign in to view the message

Click “Agree” to allow Protected Message Viewer access and your encrypted message will open.



Hi, vasocialtest

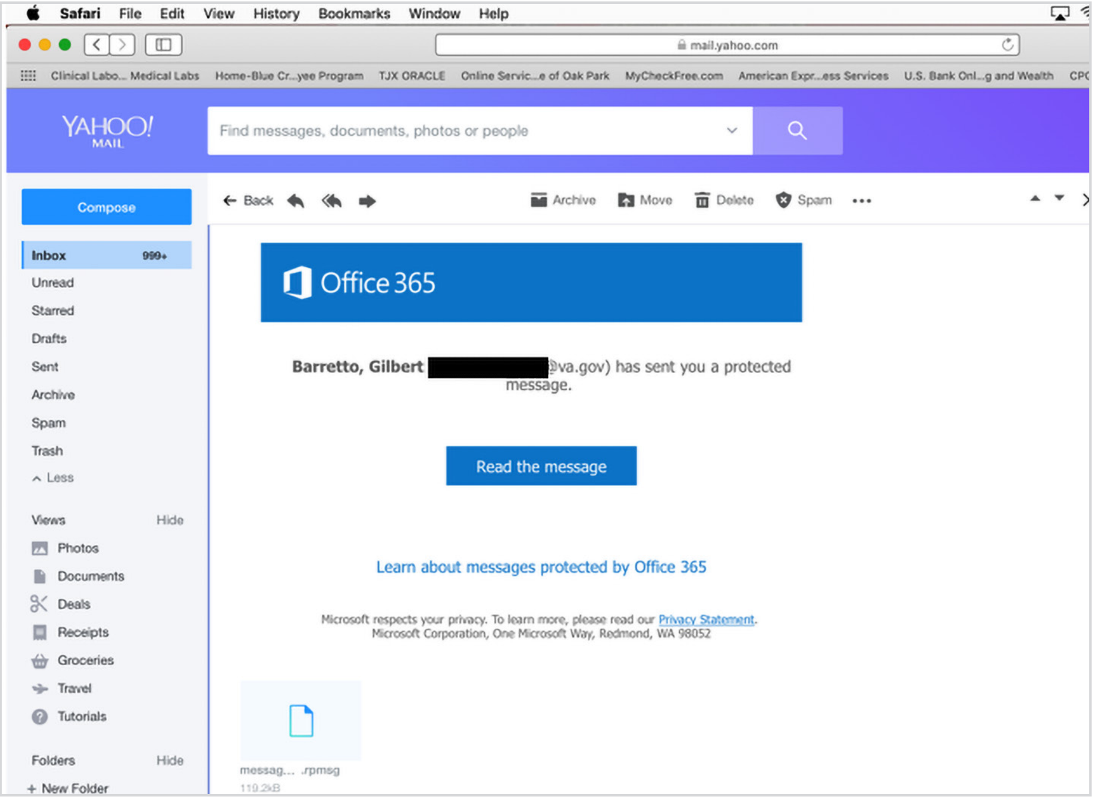
By agreeing, you'll allow Protected Message Viewer to access:

Profiles
Read and write

I agree to the Yahoo OpenID and OAuth terms

3.2.1 Mac with Yahoo:

Click the “Read the message” button in the email to launch the portal. Then follow the same steps listed above.



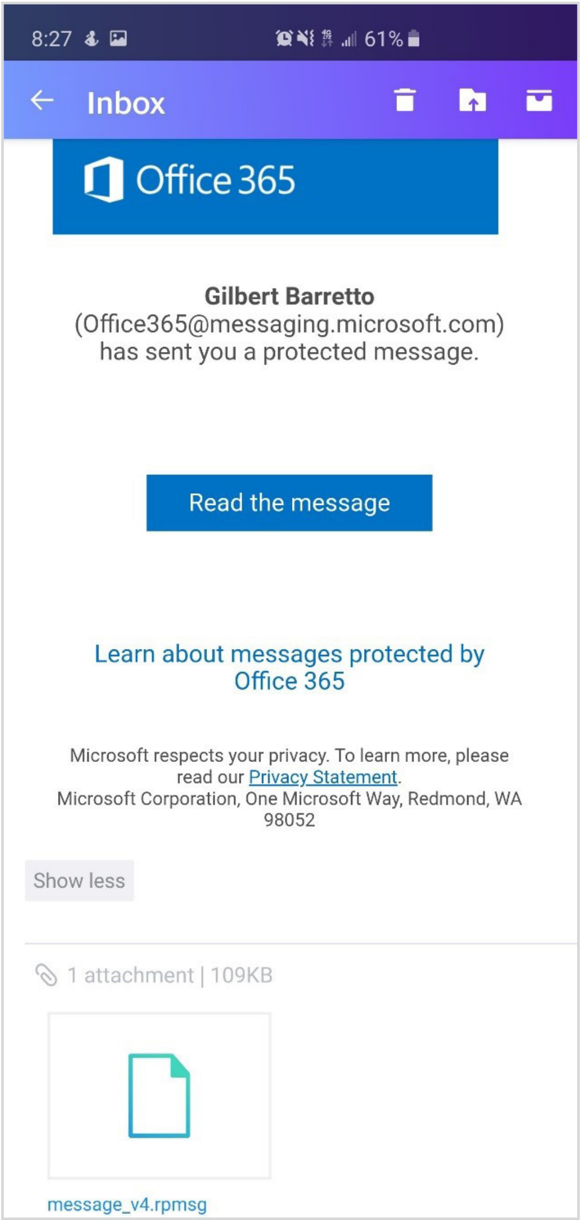
Barretto, Gilbert [redacted]@va.gov) has sent you a protected message.

Learn about messages protected by Office 365

Microsoft respects your privacy. To learn more, please read our Privacy Statement.
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

3.2.2 Android with Yahoo:

Click the “Read the message” button in the email to launch the portal in a browser window. Whether you use the mobile app or a web browser, the link will open up in a new browser window.



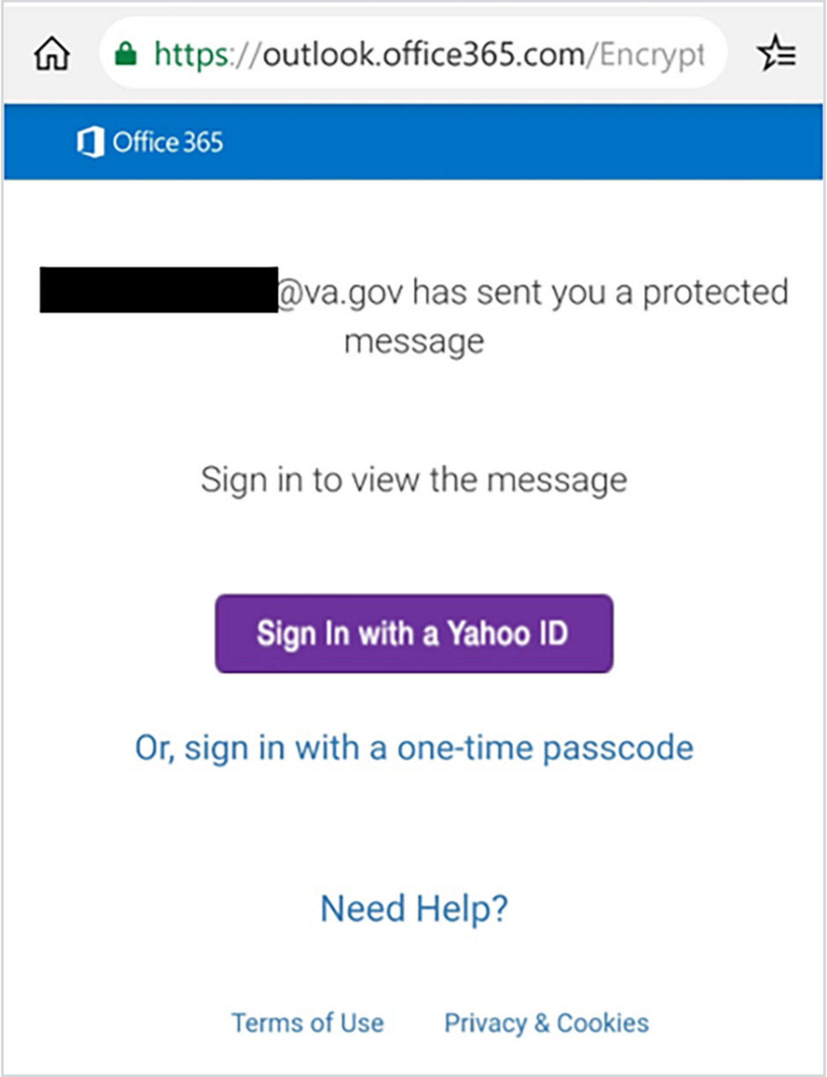
Gilbert Barretto
(Office365@messaging.microsoft.com)
has sent you a protected message.

Microsoft respects your privacy. To learn more, please read our Privacy Statement.
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

You will have two options:

If you select “Sign in with a Yahoo ID,” there is one extra step.

If you sign in with a one-time passcode, the process will be the same as the one-time passcode steps listed above.

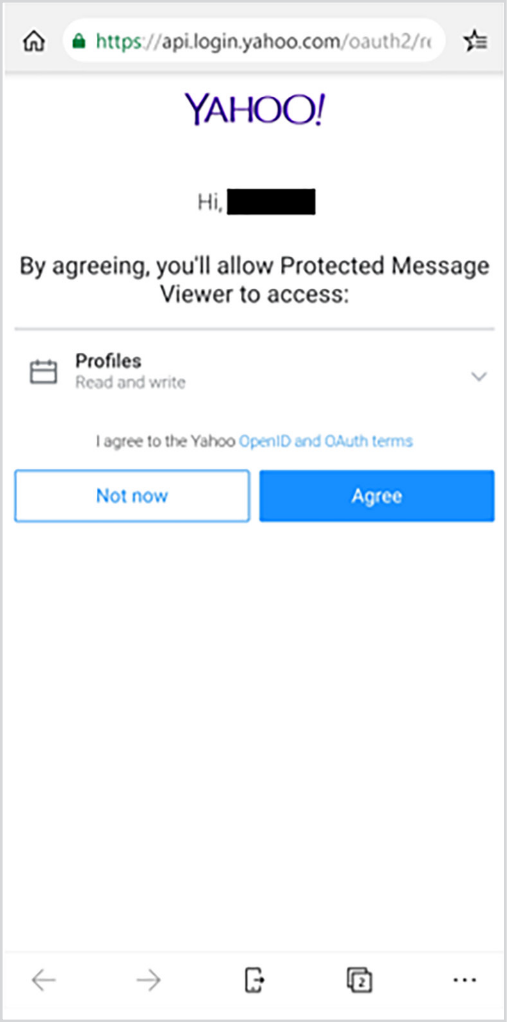

https://outlook.office365.com/Encrypt
Office 365

[redacted]@va.gov has sent you a protected message

Sign in to view the message

Sign In with a Yahoo ID
Or, sign in with a one-time passcode
Need Help?
Terms of Use
Privacy & Cookies

Click “Agree” to allow Protected Message Viewer access and your encrypted message will open.



Hi, [redacted]

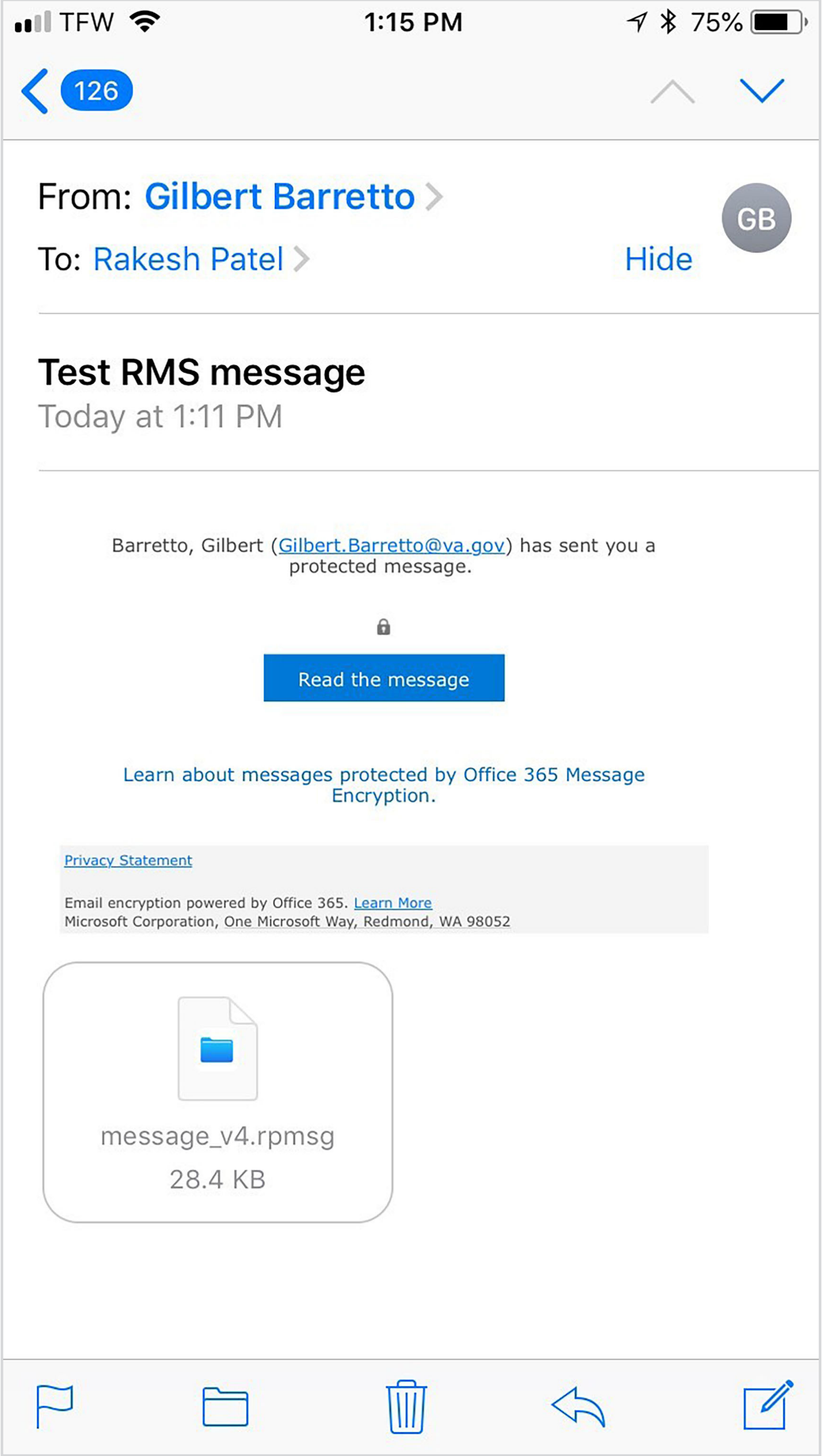
By agreeing, you'll allow Protected Message Viewer to access:

Profiles
Read and write

I agree to the Yahoo OpenID and OAuth terms

3.2.3. iOS with Yahoo:

Click the “Read the message” button in the email to launch the portal. Then follow the same steps listed above.



From: Gilbert Barretto

To: Rakesh Patel

Test RMS message

Today at 1:11 PM

Barretto, Gilbert (Gilbert.Barretto@va.gov) has sent you a protected message.

Read the message

Learn about messages protected by Office 365 Message Encryption.

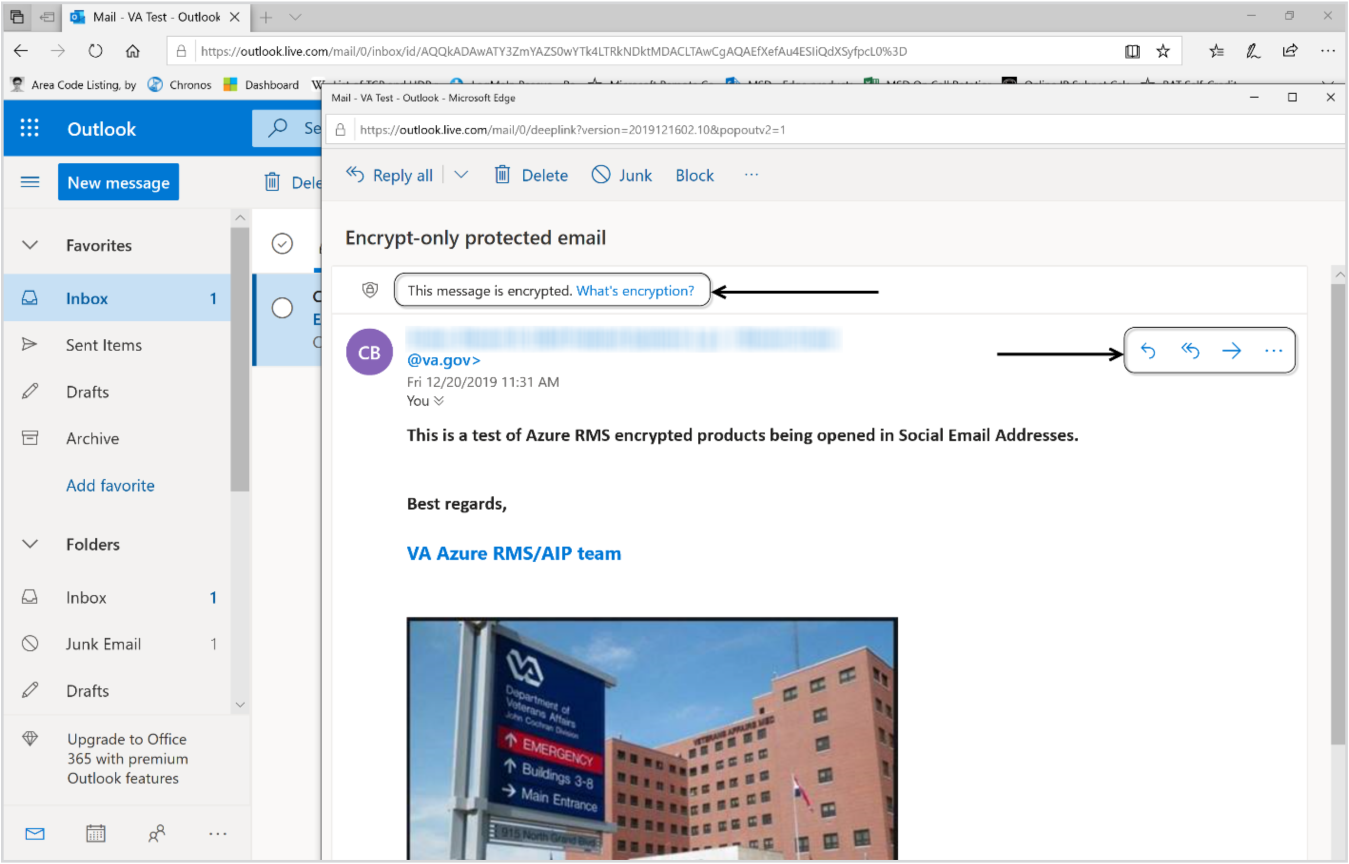
Privacy Statement

Email encryption powered by Office 365. Learn More
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

message_v4.rpmsg
28.4 KB

3.3 Windows with Outlook.com/Hotmail:

When you receive emails as an Outlook.com or Hotmail client, pass-through authentication is used. This means there is no need for additional authentication or a one-time passcode.



Mail - VA Test - Outlook
https://outlook.live.com/mail/0/inbox/id/AQQkADAwATY3ZmYAZS0wYTk4LTRkNDktMDACLTAwCgAQAEfXefAu4ESIiQdXSyfpcL0%3D
Area Code Listing, by
Chronos
Dashboard
Outlook
New message
Dele
Favorites
Inbox 1
Sent Items
Drafts
Archive
Add favorite
Folders
Inbox 1
Junk Email 1
Drafts
Upgrade to Office 365 with premium Outlook features
Mail - VA Test - Outlook - Microsoft Edge
https://outlook.live.com/mail/0/deeplink?version=2019121602.10&popoutv2=1
Reply all
Delete
Junk
Block
CB
Department of Veterans Affairs
John Cochran Division
EMERGENCY
Buildings 3-8
Main Entrance
915 North Grand Blvd

Encrypt-only protected email

This message is encrypted. What's encryption?

[redacted]
@va.gov>
Fri 12/20/2019 11:31 AM
You

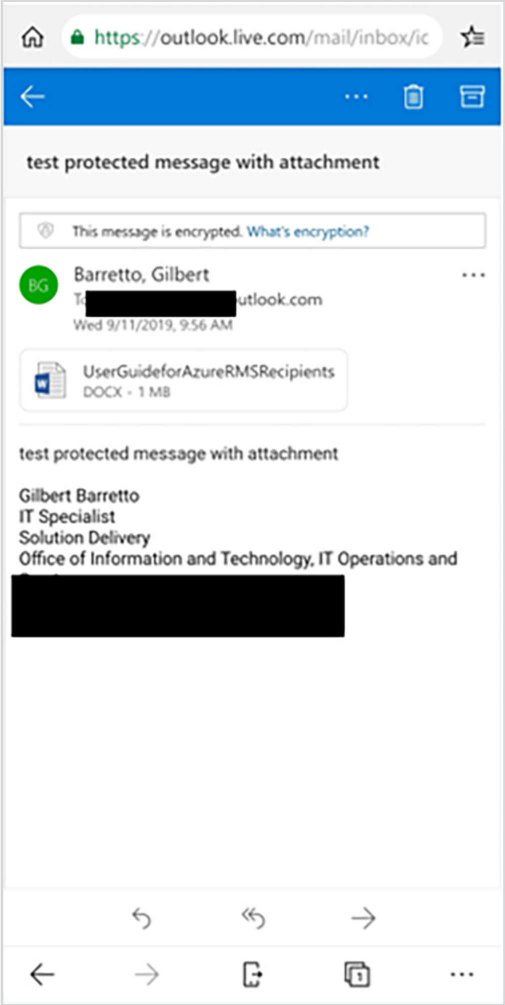
This is a test of Azure RMS encrypted products being opened in Social Email Addresses.

Best regards,

VA Azure RMS/AIP team

3.3.1 Android with Outlook.com/Hotmail:

On Android, there is also no need for additional authentication or one-time passcode.



test protected message with attachment

This message is encrypted. What's encryption?

Barretto, Gilbert

T[redacted]utlook.com

Wed 9/11/2019, 9:56 AM

UserGuideforAzureRMSRecipients

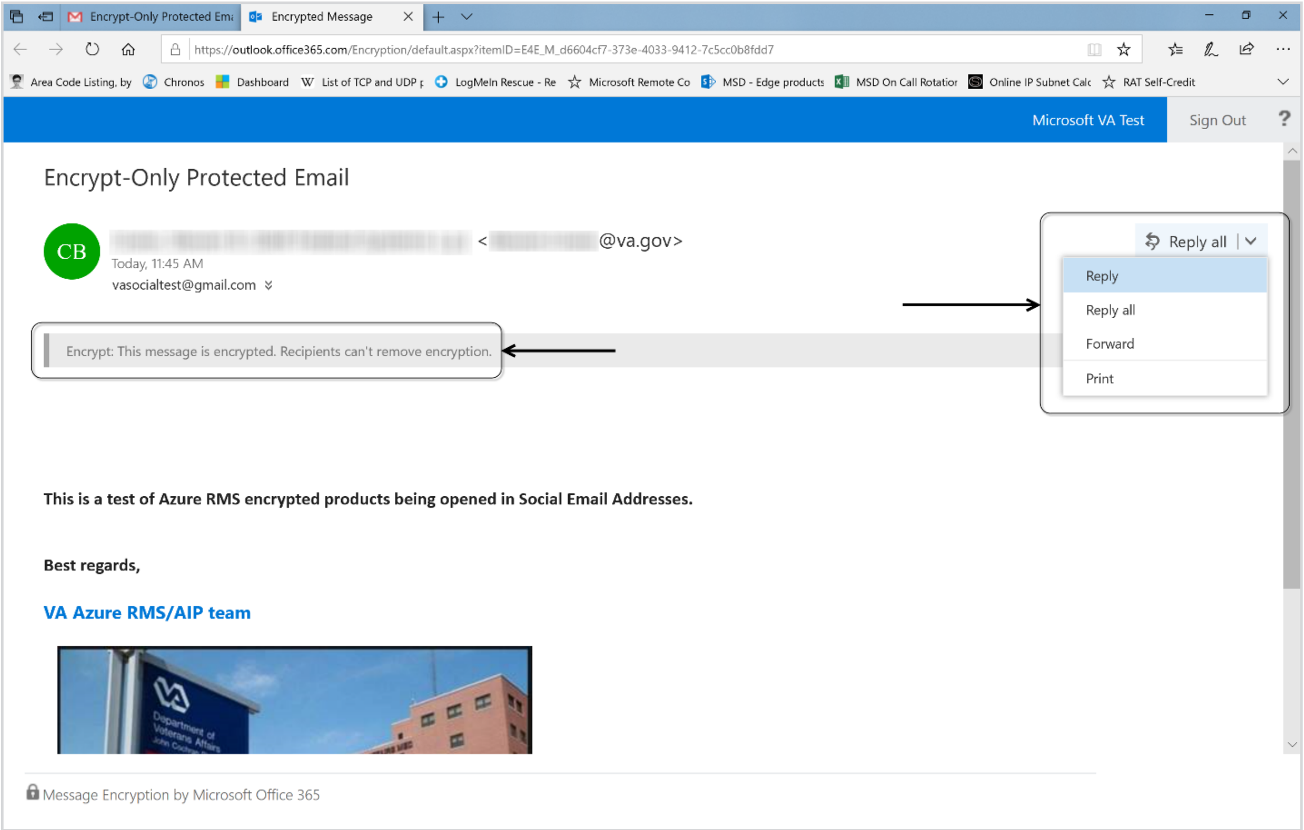
DOCX · 1 MB

test protected message with attachment

Gilbert Barretto
IT Specialist
Solution Delivery
Office of Information and Technology, IT Operations and
[redacted]

4. Replying to the Protected Message

When you use the options on the right side of the screen, you can reply to, reply all, or forward messages securely with the same level of encryption. To make sure your reply or forward is encrypted, you must make sure you see the banner stating that the message is encrypted.



Encrypt-Only Protected Email

[redacted] <[redacted]@va.gov>
Today, 11:45 AM
vasocialtest@gmail.com

Encrypt: This message is encrypted. Recipients can't remove encryption.

This is a test of Azure RMS encrypted products being opened in Social Email Addresses.

Best regards,

VA Azure RMS/AIP team

Message Encryption by Microsoft Office 365

*When replying to the encrypted email, your email address will automatically appear on the CC line so that you have a carbon copy of the email once it is sent.

Points of Contact

OIT ITOPS SD CIS RMS Team: VHARMSTeam@va.gov

Related Communications

- “How do I open a protected message?” https://support.office.com/en-us/article/how-do-i-open-a-protected-message-1157a286-8ecc-4b1e-ac43-2a608fbf3098?ui=en-US&rs=en-US&ad=US
- “Send, view, and reply to encrypted messages in Outlook for PC” https://support.office.com/en-us/article/send-view-and-reply-to-encrypted-messages-in-outlook-for-pc-eaa43495-9bbb-4fca-922a-df90dee51980
- “RMS for individuals and Azure Information Protection” https://docs.microsoft.com/en-us/azure/information-protection/rms-for-individuals
- “Applications that support Azure Rights Management data protection” https://docs.microsoft.com/en-us/azure/information-protection/requirements-applications