**Reading Secure mail**

**Reading a protected message with a Microsoft 365 email account in Outlook or Outlook on the web**

**Desktop/Browser:**

1. If you're using a Microsoft 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 a Microsoft 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 – Any other Email address like @icloud.com.**

Some email clients and services can't automatically open protected messages. If you have an email account with Yahoo, Apple, 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.

**Troubleshooting**

**Apple Device users**

If you are unable to open a secure mail using the IOS Mail app, please access your email via the iCloud website [iCloud](https://www.icloud.com/).

**Android users**

If you are unable to open a secure mail using the Android mail app, please access your email via the Gmail website [Gmail (google.com)](https://accounts.google.com/v3/signin/identifier?continue=https%3A%2F%2Fmail.google.com%2Fmail%2F%3Fhl%3Den-GB&emr=1&hl=en-GB&ifkv=AeDOFXg-Yb6rYFv6dBtfRW8jqBYXl4RqBR6fEj0B5yl_U_SExCrcgmdpzzzIcG4XYlX_xtopKc3L&ltmpl=default&ltmplcache=2&osid=1&passive=true&rm=false&scc=1&service=mail&ss=1&flowName=GlifWebSignIn&flowEntry=ServiceLogin&dsh=S-973052611%3A1690900516064218).