

A 3D shield icon with a blue face and a silver border. The word 'Encrypt' is written in white on the shield's face.

Encrypt

Protect Your

**MESSAGE**

# Introduction to MiEncrypt

- To protect the privacy of individuals and families served by MDHHS, **all** e-mail correspondence containing confidential information that are sent to individuals, agencies and entities inside and outside of MDHHS **MUST** be encrypted
- Encryption is used to provide a high level of security to the State of Michigan (SOM) electronic data by translating data into a secret code
- The objective of an encryption solution is to minimize the likelihood that sensitive or confidential SOM information is inadvertently disclosed or accessed during transmission
- *MiEncrypt* is the SOM e-mail encryption solution





# What Needs to be Protected?

- Personal Identifiable Information (PII) and Financial data, included but not limited to:
  - Social Security Numbers (SSNs)
  - First Name and / or Last Name
  - Case numbers
  - Credit card number or banking information
  - Passport number
  - Foreign visa number
  - Tax information
  - Credit reports
- Federal and State regulated data, including but not limited to:
  - FERPA (student information and grades)
  - FTI (Federal Tax Information)
  - HIPAA (Protected Health Information (PHI))
  - CJIS (criminal justice information)
- When in doubt, ENCRYPT





- Text messaging is NOT encrypted. The texting of sensitive or confidential information is NOT permitted

**MDHHS Policy  
APL 68D-102**



# Email Exchanged with External Entities

- E-mails sent **OUTSIDE** the SOM network, containing **sensitive** or **confidential** information, in either the body of the e-mail or in an attachment **MUST** be encrypted
- Before sending the information, staff must confirm recipient and include only necessary information in the email



DATA

# How to Use MiEncrypt

- Any e-mail containing *MiEncrypt* in the subject line will be encrypted
- A message will be sent to the intended receiver with instructions on how to unencrypt the e-mail





# How to Access (External Users)

- Access your email as you normally would (below is an example of a google account)
- The email will appear to come from a State User

The screenshot shows a Gmail interface. On the left is a navigation sidebar with categories like 'Compose', 'Inbox', 'Starred', 'Snoozed', 'Important', 'Sent', 'Drafts', 'Categories', 'Social', 'Updates', 'Forums', 'Promotions', and 'More'. The main area displays an email list. The top email is from 'Visser, Laura (DHHS)', which is circled in red. The subject line is 'MIEncrypt - Important message' and the body text starts with 'You have received an email from the State of Michigan secure messaging system. To vie...'. The time is 8:12 AM. Below the subject line are two attachments: 'noname' and 'message.html'. The top of the email list shows 'Primary', 'Social', and 'Promotions 3 new' tabs.



- Your encrypted email should look similar to the right.
- To open the encrypted message – click To View Your Message
  - For some types of accounts (gmail) you will need to click the attachment at the bottom to proceed to the next step.

MiEncrypt - Important message Inbox x

 **Visser, Laura (DHHS)**  
to me ▾

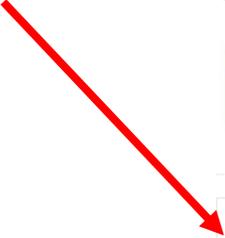
You have received an email from the State of Michigan secure messaging system.  
**To view your message**  
Save and open the attachment (message.html), and follow the instructions.  
Sign in using the following email address: [REDACTED]

This message and accompanying documents are covered by the Electronic Communications Privacy Act, 18 U.S.C. 2510-2521, and contain information intended for the specified individual(s) only. This information is confidential. If you are not the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, copying or the taking of any action based on the contents of this information is strictly prohibited. If you have received this communication in error, please notify us immediately by e-mail and delete the original message

 Message encryption by Microsoft Office 365









- You will receive two methods to access the encrypted email: Sign in or use a one-time passcode.
- Only users who have been authenticated with Microsoft can use the sign in feature.

Encrypted message

From  
[VisserL@michigan.gov](mailto:VisserL@michigan.gov)

To

To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.

[→ Sign in](#)

[→ Use a one-time passcode](#)

# Using a Microsoft Account

Which account would you like to sign in with to view your encrypted message?



## Microsoft account

Create a Microsoft account for [redacted] that you can use to view this message and to access other Microsoft services, such as OneDrive, Xbox LIVE, or Outlook.com.

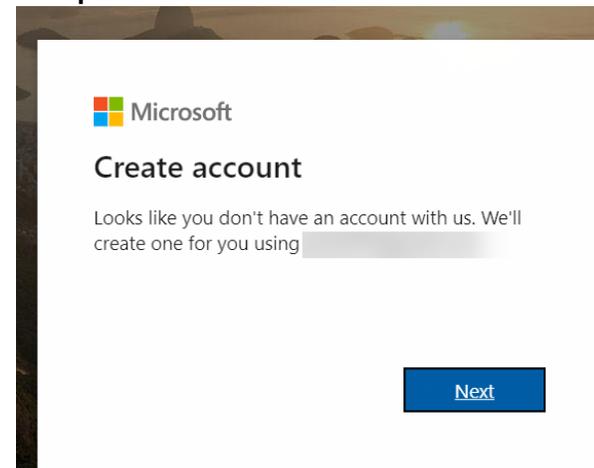


## Work or school account

Sign in with the account provided by your work or school to use with Office 365 or other Microsoft services.

[Don't want to sign in? Use a one-time passcode to view the message.](#)

- Selecting to use an authorized account will take you to this page. Select the appropriate method to sign in. (Most people utilize their Work accounts).
- You can still select to use a one-time passcode if this method does not work.
- If your account has not been authenticated, you will have the option to do so when selecting one of the two options.



- Follow the prompts to create your account.

# Using a One-Time Password

- When you select one-time password, a new tab or browser will open. **You must not** close this window.
- Go back to your window with your email. You will receive a message that looks like this

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.

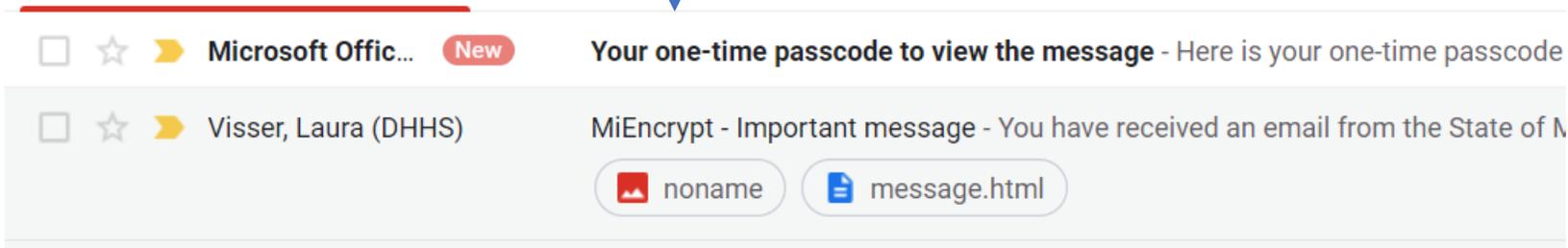
One-time passcode

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](#).

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- You will be given the password when you open the email.

Here is your one-time passcode

14697485

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](#)

- Copy the passcode and return to the login page.
- You will enter the passcode into the password field and select continue.

We sent a one-time passcode to 

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.

The new one-time passcode was successfully sent.

 Continue

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).



- Once the password is entered and you've selected continue, you will be sent to the email.

MiEncrypt - Important message



Visser, Laura (DHHS) <VisserL@michigan.gov>  
Today, 8:12 AM

Please verify that Jane Doe and John Doe are currently in your care.

Thank you,

*Laura Visser*

Security Risk Specialist  
Data Protection and Management  
MDHHS Compliance and Data Governance Bureau  
Michigan Department of Health and Human  
Work: (517) 284-1020

- To reply, you will select reply all in the corner. (You may also use the arrow to select just reply).
- If you utilize this this button, your message will stay encrypted back to the State.

MiEncrypt - Important message



Visser, Laura (DHHS) <VisserL@michigan.gov>  
Today, 8:12 AM  
phire07@gmail.com

Please verify that Jane Doe and John Doe are currently in your care.

Thank you,

Reply all





# Things to Remember

- If using Gmail or a similar account, you must save and open the attachment to move to the next stage, otherwise select View Message.
- You must keep the password window open, closing it will reset the instance.
- If replying within the MiEncrypt tool, your message will stay encrypted.



# Questions?

- Have questions about *MiEncrypt* or encryption? Reach out to us at [MDHHSPrivacySecurity@michigan.gov](mailto:MDHHSPrivacySecurity@michigan.gov)

