MDHHS

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

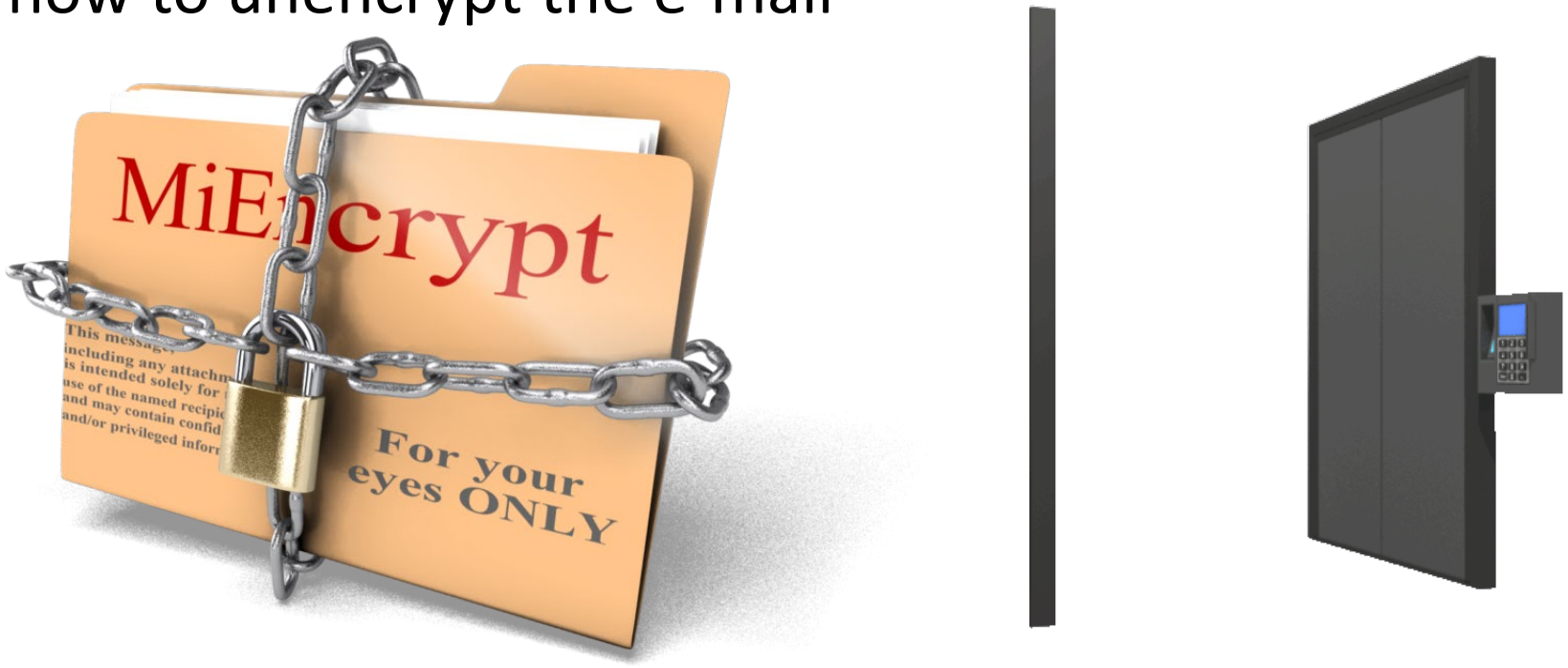
MDHHS Policy
APL 68D-102

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

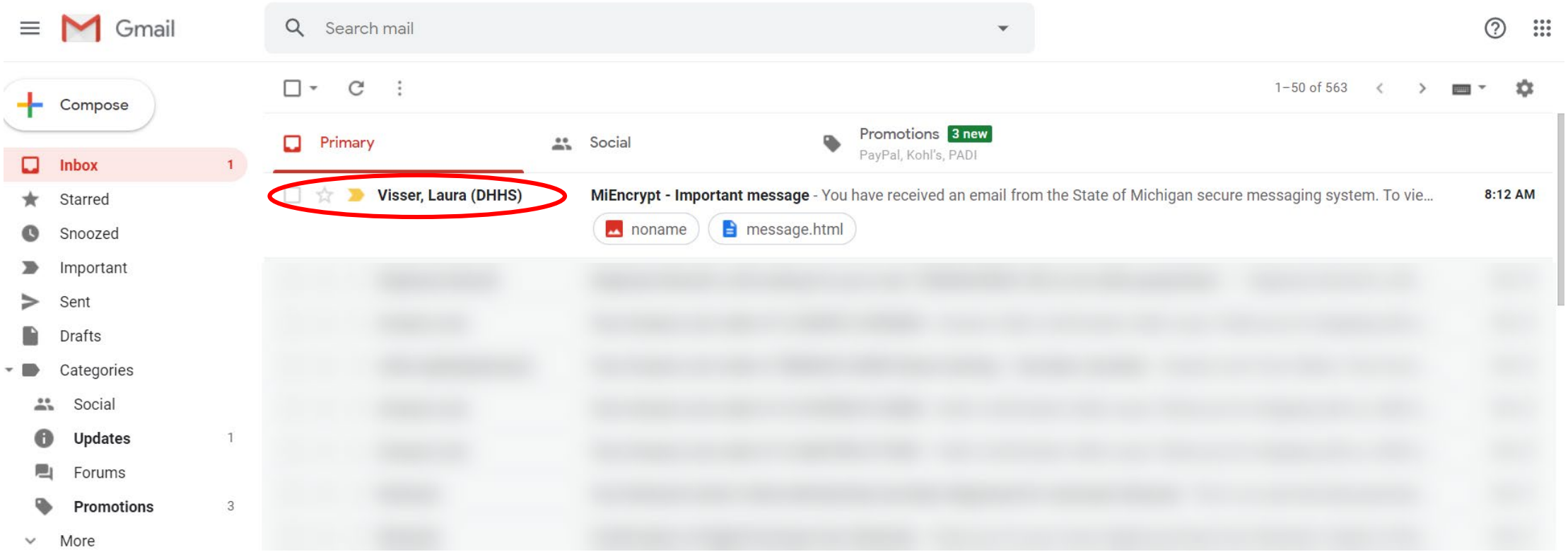
How to Use MiEncrypt

- 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

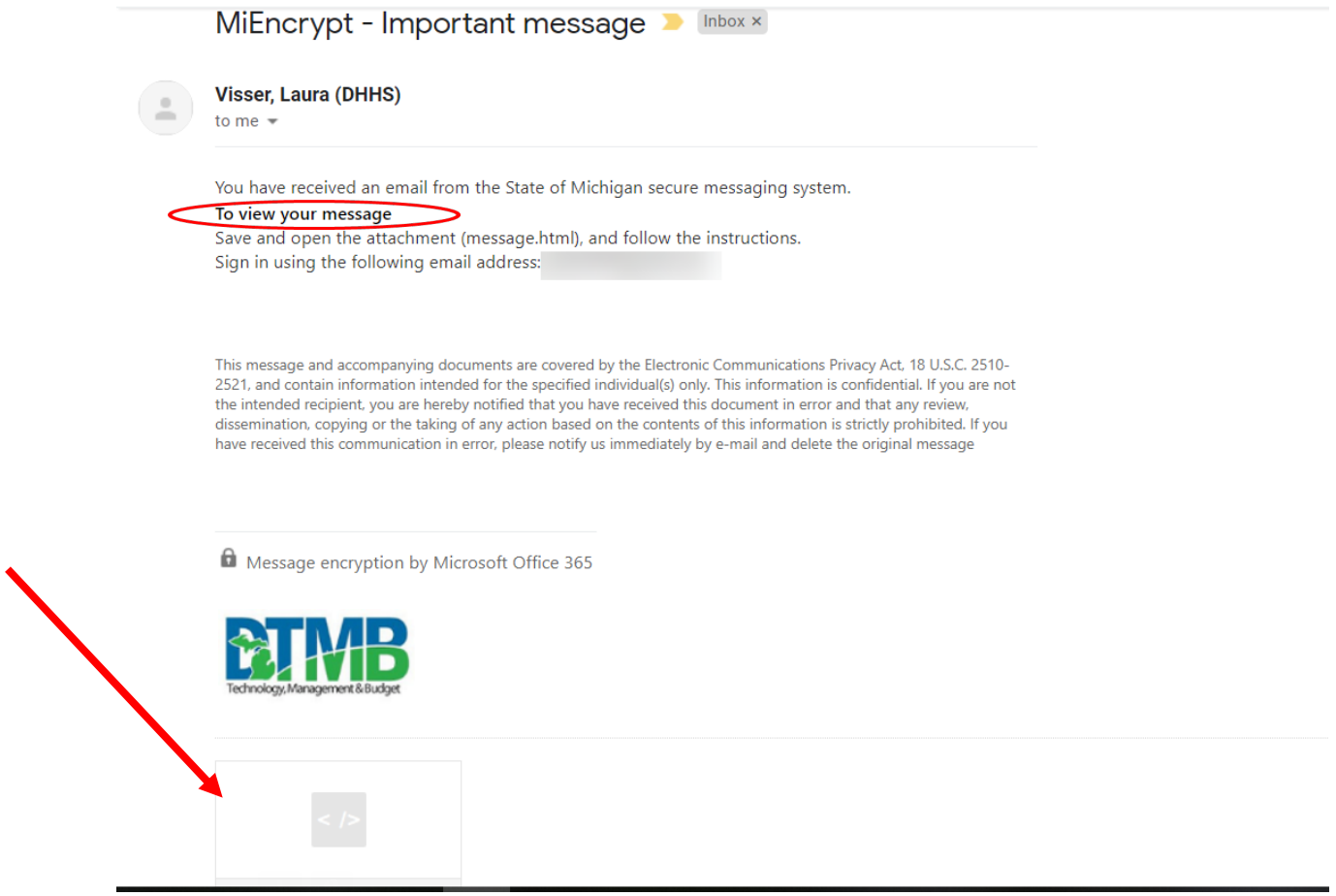


How to Access (External Users)

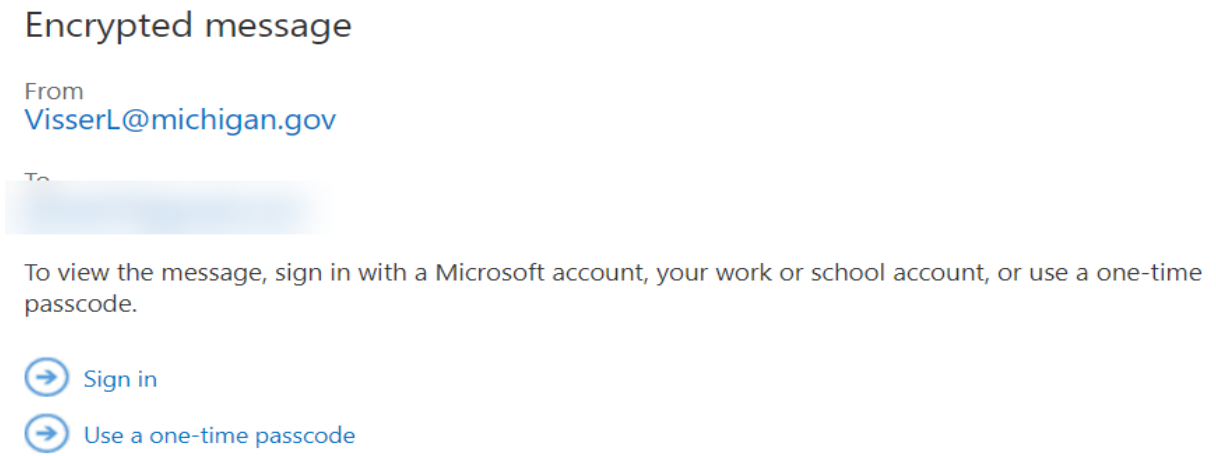
- Access your email as you normally would (below is an example of a google account)
- The email will appear to come from a State User



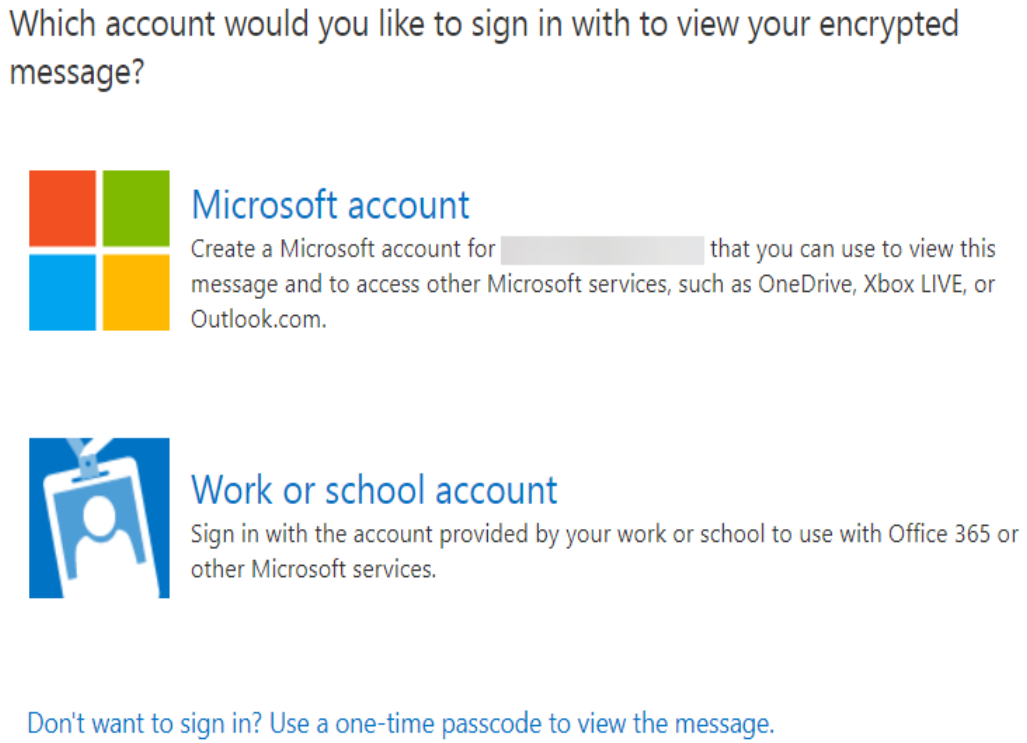
- Your encrypted email should look similar to the right.
- To open the encrypted message – click To View Your Message
  - For some types of accounts (gmail) you will need to click the attachment at the bottom to proceed to the next step.



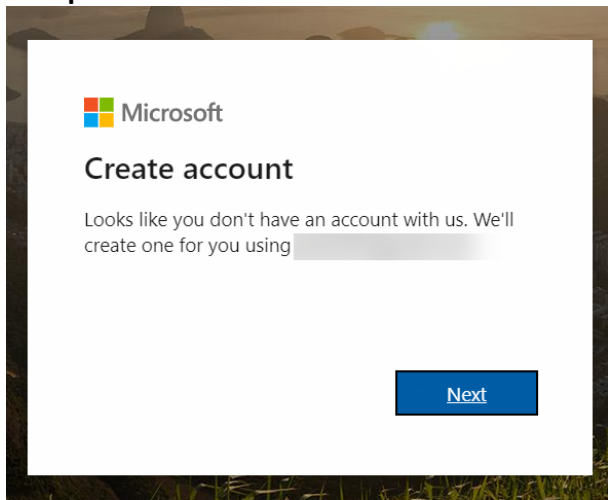
- You will receive two methods to access the encrypted email: Sign in or use a one-time passcode.
- Only users who have been authenticated with Microsoft can use the sign in feature.



Using a Microsoft Account



- 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.

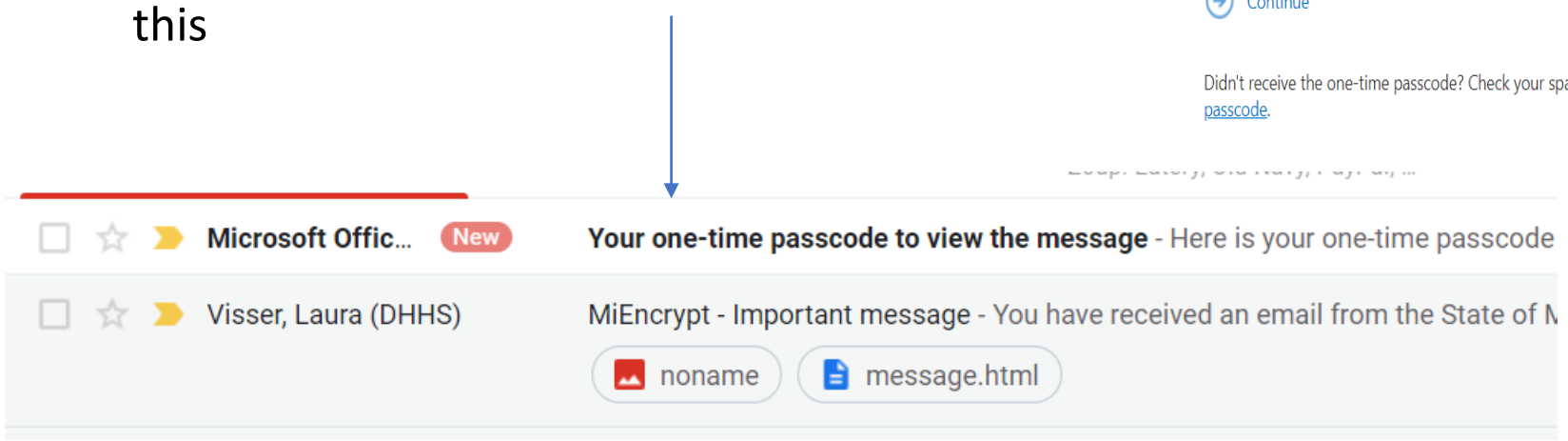


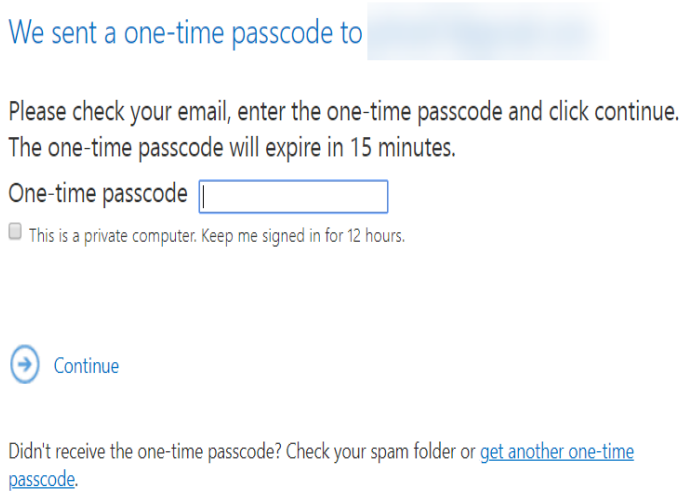
- Follow the prompts to create your account.

Using a One-Time Password

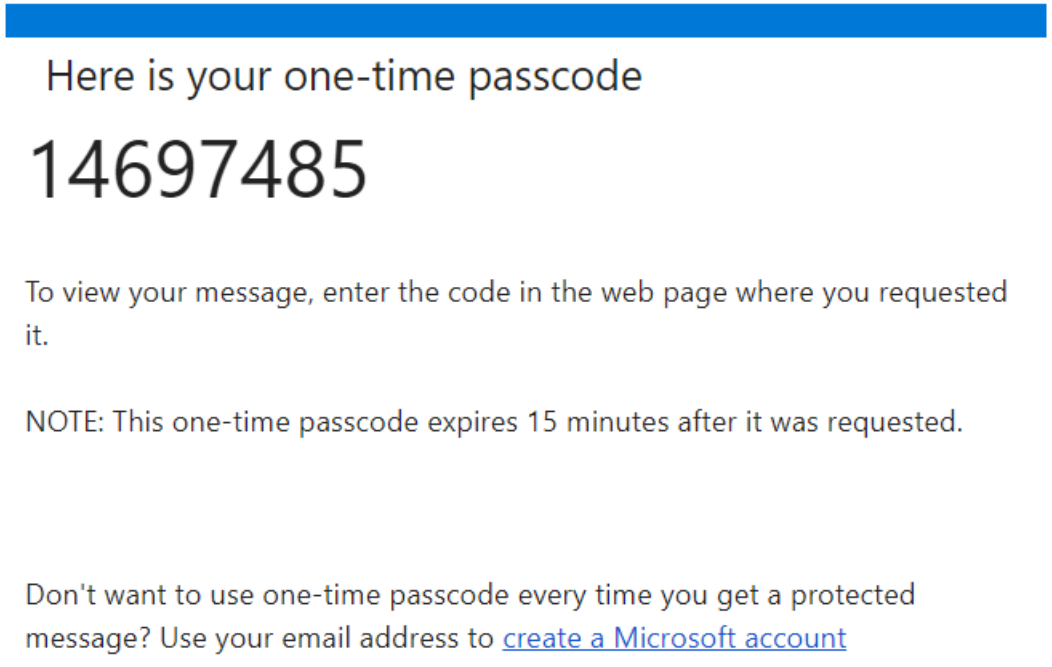
- When you select one-time password, a new tab or browser will open. **You must not** close this window.

- Go back to your window with your email. You will receive a message that looks like this

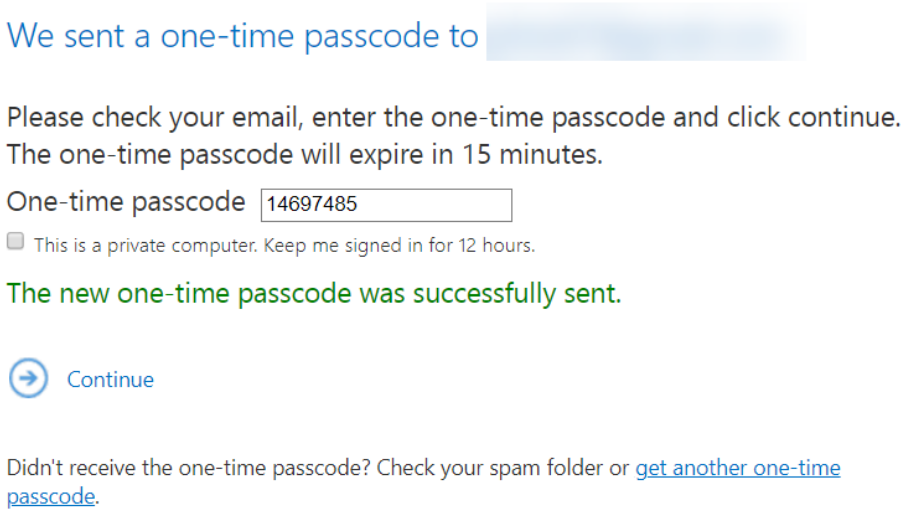




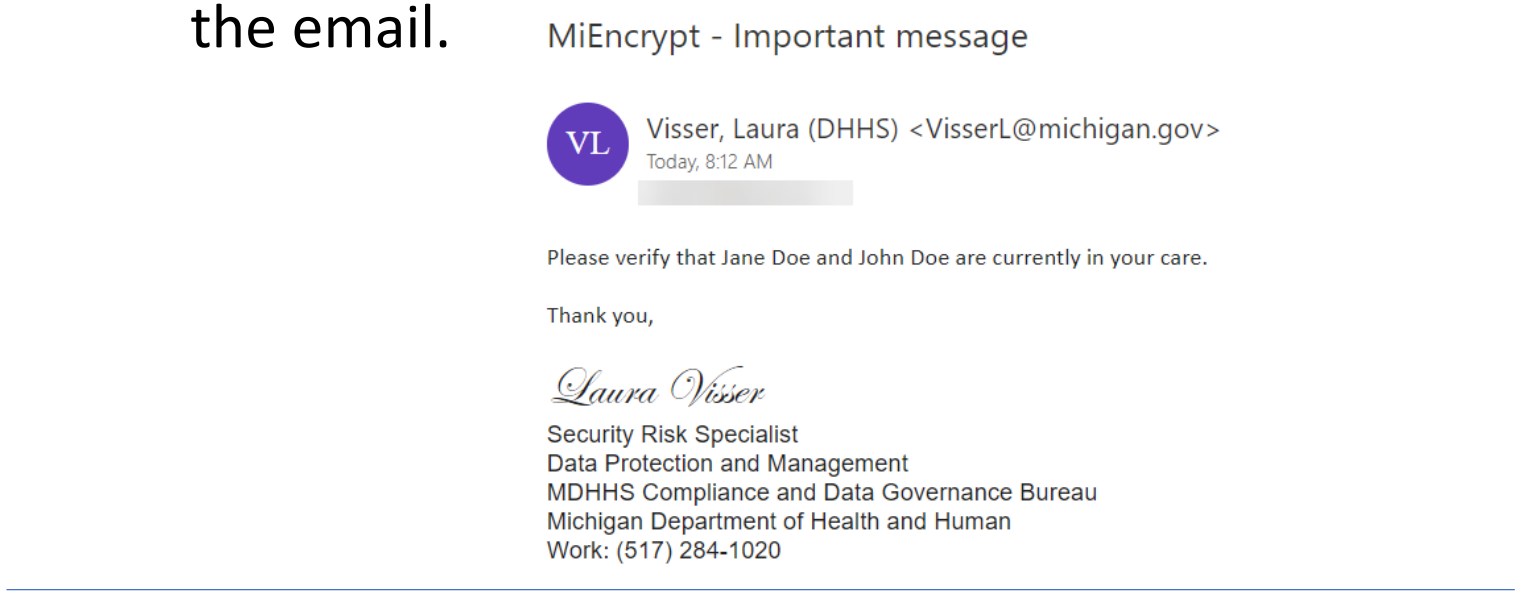
- You will be given the password when you open the email.



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

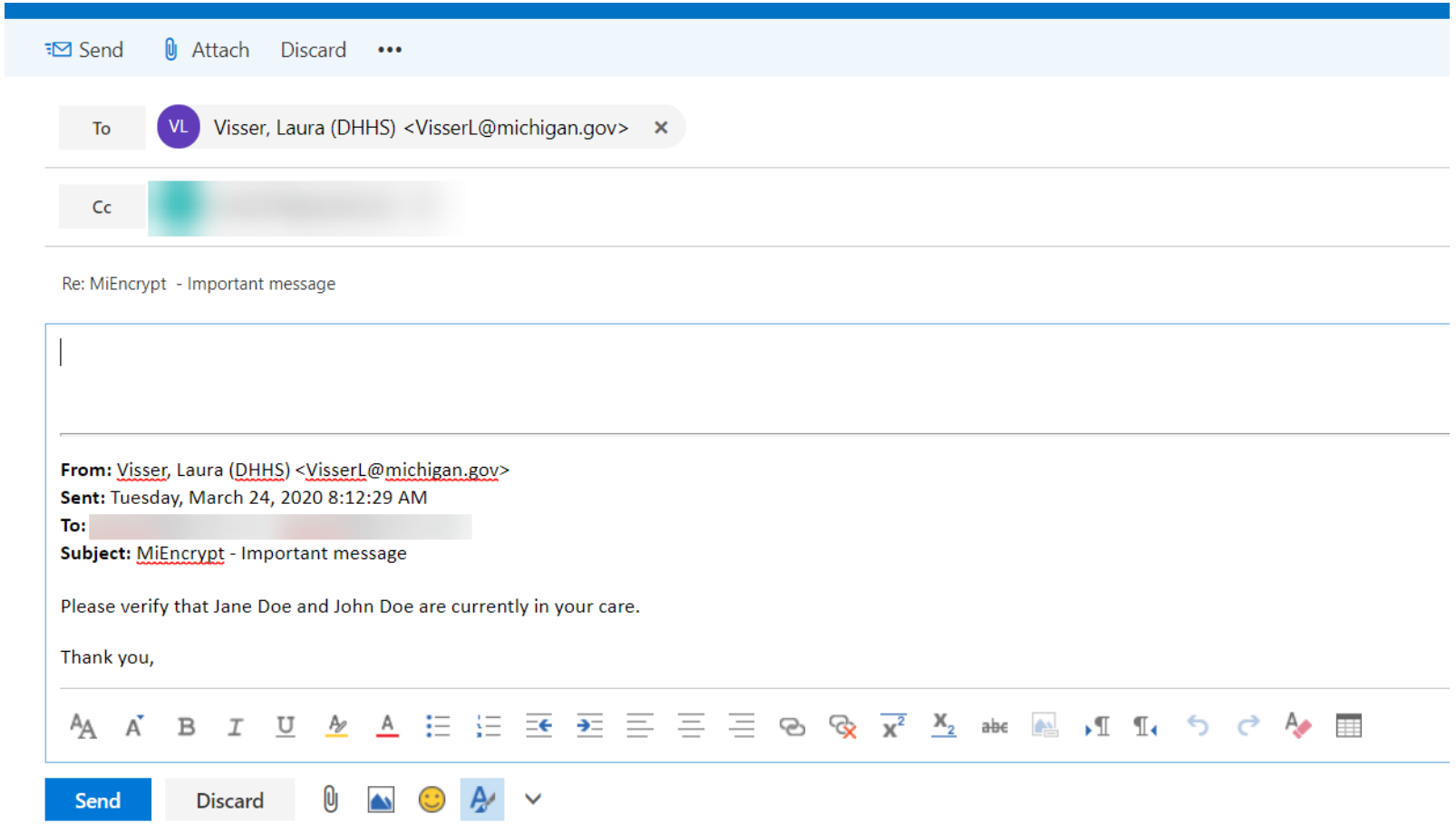


- Once the password is entered and you've selected continue, you will be sent to the email.



- 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.

- If needed, you may also add or remove recipients on this screen.
- Select send after you have drafted your email.



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