

Microsoft Outlook Encryption Guide to Sending PII

Emails containing personally Identifiable Information (PII) should only be sent to recipients with an official need-to-know. The email must be digitally signed and encrypted. IT is against policy to send PII to group email addresses that do not have an encryption certificate.

Set Up Your Computer to Send Encrypted Emails

1. CAC Email Certificate: Ensure the email certificate on your CAC matches your official email address (typically your usna.edu address). If it does not, visit the CAC Office at Naval Station Annapolis to correct.
2. Outlook Interface: Ensure Outlook is set up properly on your computer for encryption. If it is not, either submit web help desk ticket to IT or follow the directions at the following link: https://www.usna.edu/AdminSupport/files/documents/How_To_Guide_MS_Outlook. To verify if it is set up correctly, open Outlook and begin a draft email. If you have the “Sign” and “Encrypt” buttons in the “Permission” section of the “Options” tab, your email is ready to encrypt. If these options are not available to you, your email is not set up correctly for encryption.

How to Send an Encrypted Email using Microsoft Outlook

1. Obtain CAC Certificates: In order to send an encrypted email, you must have the CAC email certificate of every individual you want to receive the message saved to your Outlook contacts. There are two ways to do this, but we are only going to discuss the fastest and easiest way which is to use the DoD White Pages. Follow the below steps to find and save email CAC certificates:
 - a. Use the link <https://dod411.gds.disa.mil/> to go to the DOD White Pages (you will need your CAC to log on to the site). This site contains email certificates of everyone in the DoD.
 - b. If you know the recipients email, then just type the email address and nothing else.
 - c. If you do not know the email address, type the last name of the recipient. Entering too much information may limit the results of the search. For example, if you enter John Smith and his name is actually Johnathan Smith, the system will not locate the individual you are looking for. Less is more when searching for recipients using the DoD White Pages.
 - d. If you know the desired recipient’s branch of the DoD, then use the scroll down menu to click on the correct option. This could help limit the amount of search results if necessary.
 - e. When you find the recipient you are looking for, click on their name. Do not click on the email address or it will start a draft email.
 - f. Once on this page, click on the “vCard” option link. This is the certificate you will be saving to your contacts.
 - g. Click download.
 - h. Open the download then Select “Save and Close.”
 - i. Repeat the necessary steps above to save additional certificates.

2. Draft Your Email. Once you have saved the certificates of all the desired recipients to your Outlook contacts, follow the below steps to properly draft your email:
 - a. Open up your Microsoft Outlook. If you haven't been there in a while, you may need to sync with your Gmail account.
 - b. Select the "New Email" button.
 - c. Go to the "Options" tab and click on the "Encrypt" and "Sign" buttons. You must select both.
 - d. In the "To" field, **DO NOT TYPE THE EMAIL ADDRESS.** If you type the email address in the "To" field, the encryption will fail every time. You need to select the certificate from your contacts.
 - e. Instead, left click on the word "To." A box containing your contacts should appear.
 - f. Find the recipients you wish to send the email to. This should be the contact(s) that you just saved the email certificates for using the DoD White Pages. If you are searching your contacts using the search engine, sometimes it will find them easier if you use first name for the search.
 - g. Once you find the correct contact, double click on the name until it shows up in the "To" field of the contacts box. Once all the contacts are in the "To" field, press "OK." You should now see these contacts in the "To" field of the draft message.
 - h. If you are sending PII, include "FOUO-PRIVACY SENSITIVE" in the subject of the email.
 - i. Type the body of your message.
 - j. If your email contains PII, at the bottom of the body of the email include the following privacy banner: "FOR OFFICIAL USE ONLY - PRIVACY SENSITIVE: Any misuse or unauthorized disclosure of this information may result in both criminal and civil penalties."
 - k. If any attachments contain PII, label them "FOUO-PRIVACY SENSITIVE."
3. Sending your Signed and Encrypted Email. Once you verify all the recipients have an official need-to-know the contents of the email, and you have selected both the "Sign" and "Encrypt" options, follow the below directions to send your email:
 - a. Press the "Send" button.
 - b. If an error pops up, **STOP!** Something is wrong. If you get an error message, never choose to send the email unencrypted if it contains PII. Sending the message unencrypted will constitute a PII breach.
 - c. If you get an error message, the most likely cause is operator error. Please ensure you followed all of the above directions correctly. The error could be due to an invalid CAC certificate, typing the email address instead of selecting the contact from the contact list, or one of the recipients CAC certificates could be invalid.
 - d. If an error does not pop up, then the email was sent and properly encrypted
 - e. If you have followed all the directions and are still getting errors, please contact the Privacy Coordinator at 3-1550, privacy@usna.edu or use AMRDEC SAFE to send your email.

For those that find pictures helpful, please see below:

Step 1a-e

DoD Global Directory Service
For Official Use Only

Last name: First name:

Where C/S/A is: Email address:

[Download CRLs and CA Certificates](#)

Last Name	First Name	Middle Initial	Suffix	C/S/A	E-mail
MEAD	CURTIS	ROY		USN	CRMead0001@TRAINING.NAVY.MIL curtis.r.mead.mil@mail.mil
MEAD	CYNTHIA	ZULEMA		USN	CYNTHIA.Z.MEAD.CIV@MAIL.MIL
MEAD	DAVID	PATRICK		USN	david.p.mead@navy.mil
MEAD	DEENA	L		USN	deena.mead@navy.mil
MEAD	DOUGLAS	WAYNE		USN	douglas.mead@navy.mil
MEAD	DYLAN	ZACHARY		USN	dylan.mead@navy.mil
MEAD	ETHAN	GARRETT		USN	mead@usna.edu
MEAD	EZRA	T M		USN	ezra.mead@eu.navy.mil ezra.m.mead@navy.mil
MEAD	JACK	CHRISTIAN		USN	JCMead0003@TRAINING.NAVY.MIL
MEAD	JACQUELINE			USN	jacqueline.mead@navy.mil

There are 39 matching entries. Click on the Last Name to download certificate.

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Step 1f-g

Last name: First name:

Where C/S/A is: Email address:

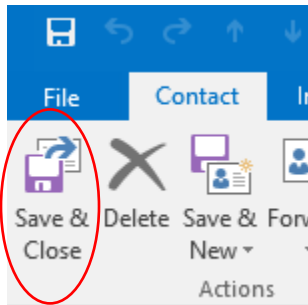
[Download CRLs and CA Certificates](#)

Contact Information			
First Name:	ETHAN	Suffix:	
Middle Initial:	GARRETT	E-Mail Address:	mead@usna.edu
Last Name:	MEAD	Last Modified:	Sep 5, 2018 2:00:53 PM GMT
Certificate Download Options			
Download Certificate(s) as vCard (Outlook & Internet Explorer or Netscape 7.x Required)			
Download Certificate(s) as .cer file (Non-Outlook Users)			
Download Certificate(s) into your Netscape 4.x client			

Contact Information			
First Name:	ETHAN	Suffix:	
Middle Initial:	GARRETT	E-Mail Address:	mead@usna.edu
Last Name:	MEAD	Last Modified:	Sep 5, 2018 2:00:53 PM GMT
Select a certificate from the available certificates for vCard download.			
Hex Serial Number: 0x01A29E Decimal Serial Number: 107166 Email: mead@usna.edu Valid until: Apr 24, 2021 11:59:59 PM GMT			

For assistance using the Certificate Options above, please review the [GDS User's Guide](#).

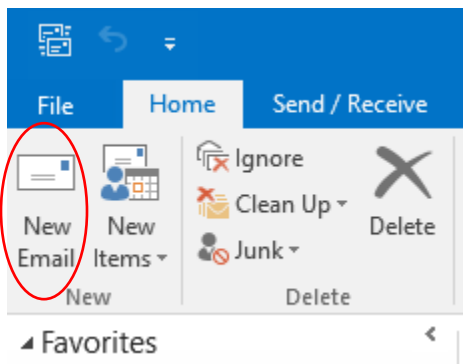
Step 1h



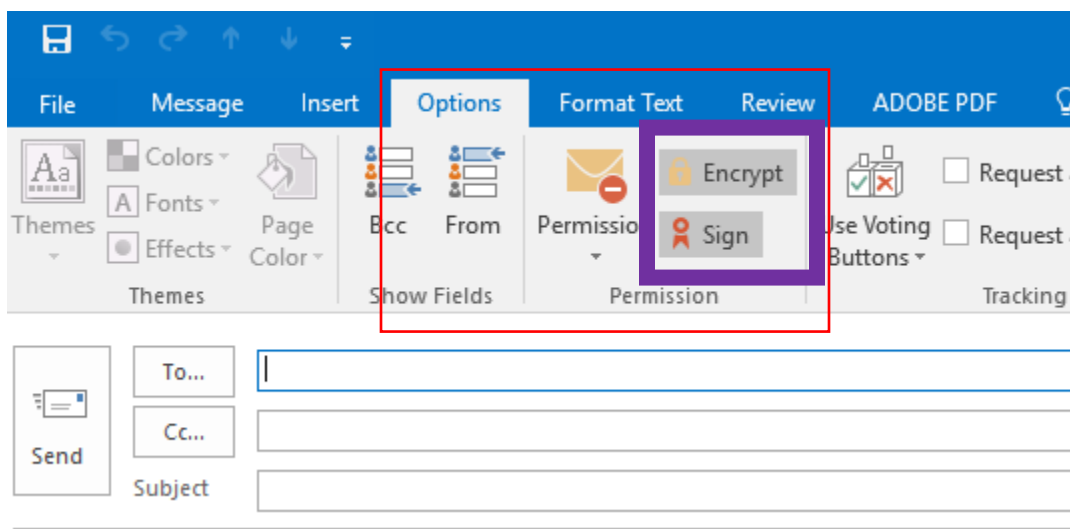
Step 2a

Open Microsoft Outlook

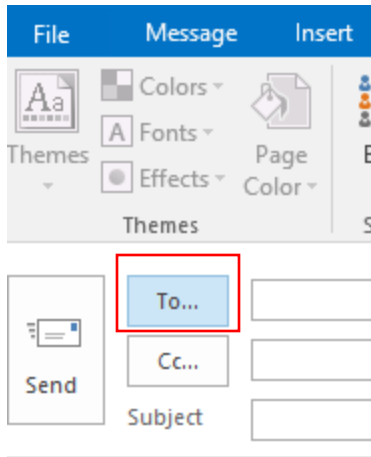
Step 2b



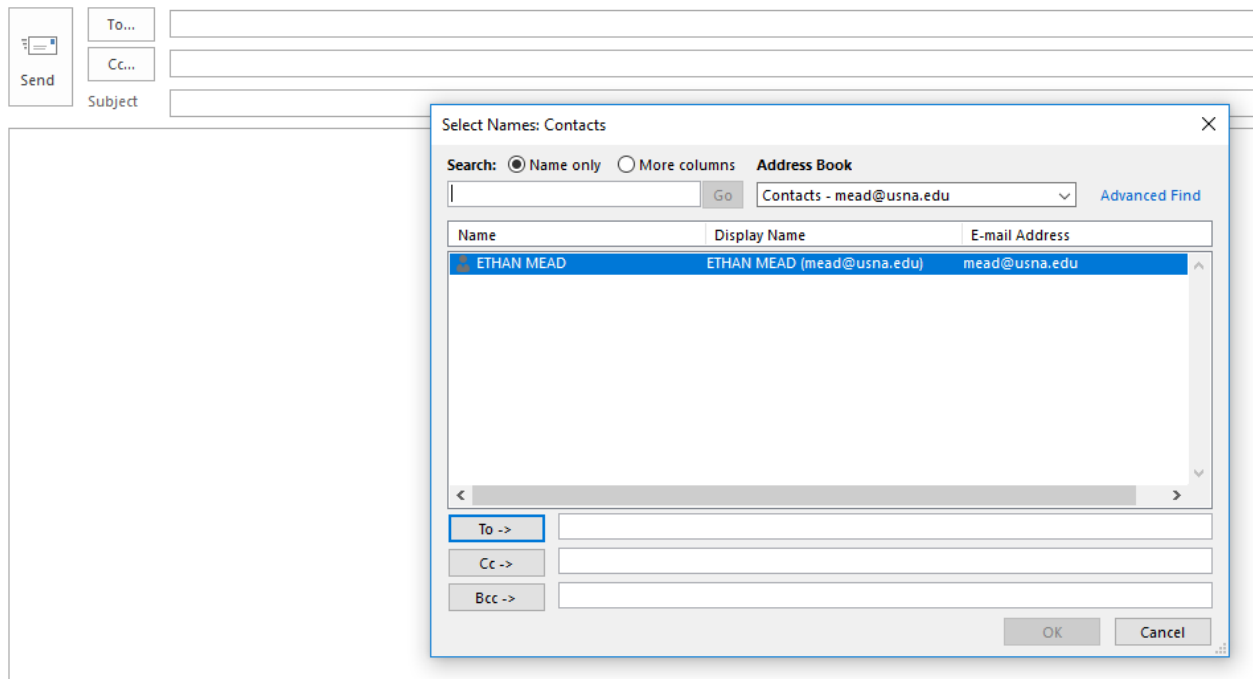
Step 2c



Step 2e



Step 2f



Step 2i-k

Example - Message (Plain Text)

File Message Insert Options Format Text Review ADOBE PDF Tell me what you want to do...

Themes Colors - Page Bcc From Permission Sign Use Voting Buttons - Request a Delivery Receipt Request a Read Receipt Save Sent Item To - Delay Delivery Direct Replies To

To... ETHAN MEAD (mead@usna.edu)

CC...

Send

Subject Example

Ethan,

This is an example Email

Very Respectfully,

Ethan G Mead
ENS USN

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