child &family
DEVELOPMENT

PINEVILLE

11940 Carolina Pl Pkwy, #200, Pineville, NC 28134

p 704.541.9080 | f 704.542.0699

MIDTOWN

4012 Park Road, #200, Charlotte, NC 28209
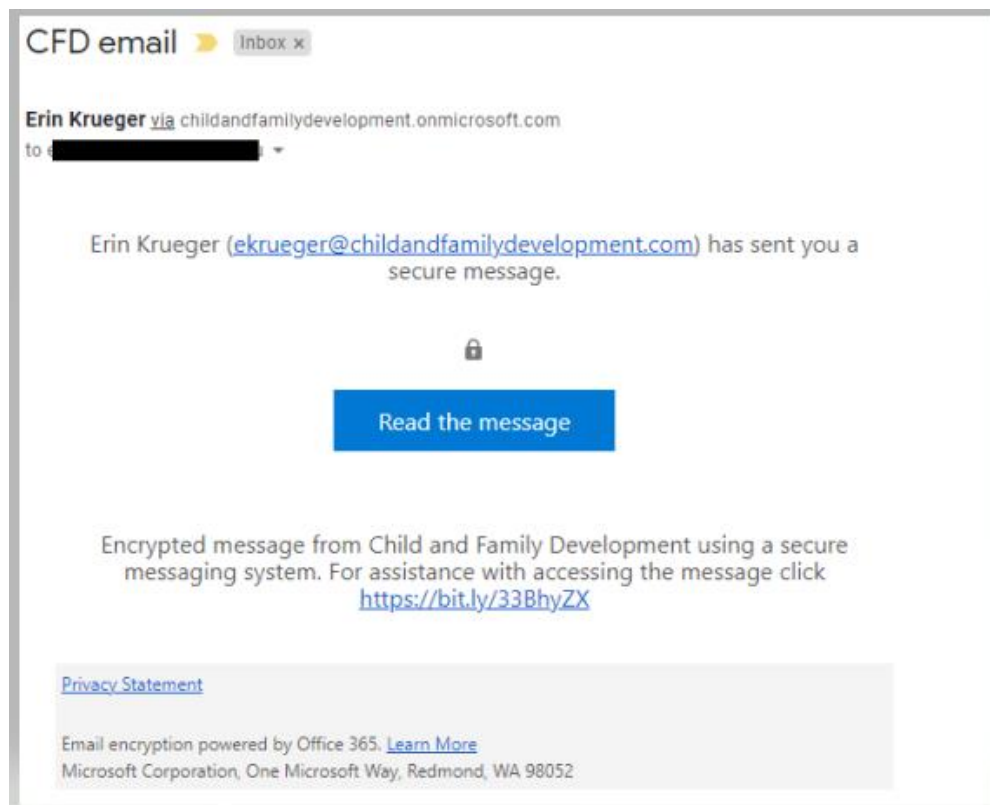
p 704.332.4834 | f 704.372.9653

Encrypted Email Instructions

Patient privacy is a priority at Child & Family Development. We send all electronic messages in a secure environment using encryption for all email messages. If you are a Microsoft user you may already have an account established to receive secure messages. If not, the below instructions will guide you through the process. Thank you for understanding the importance of patient privacy and keeping your health information secure.
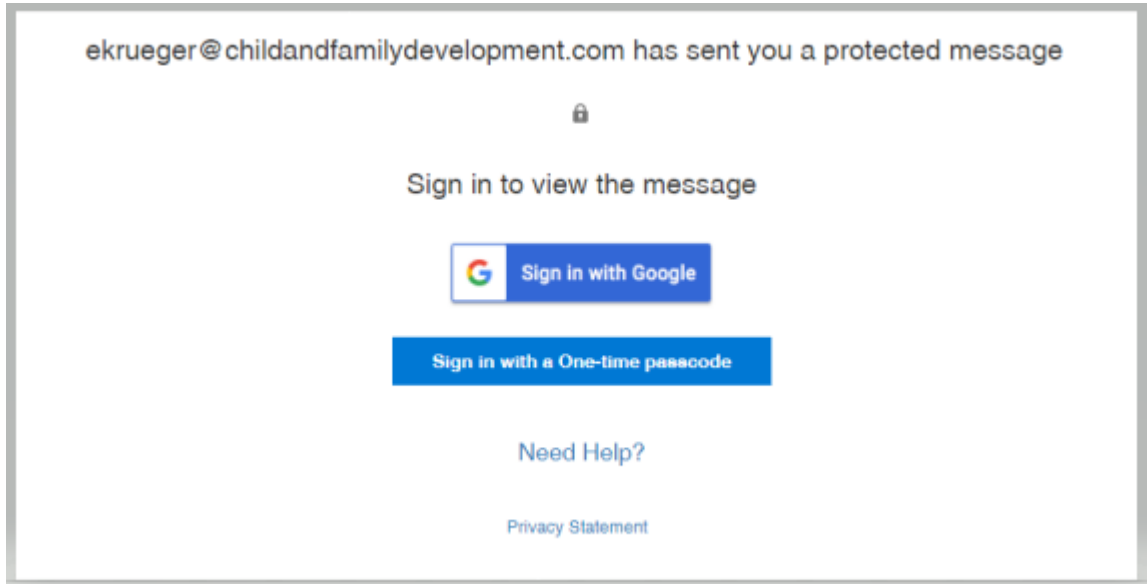
Microsoft 365– Viewing Encrypted Messages
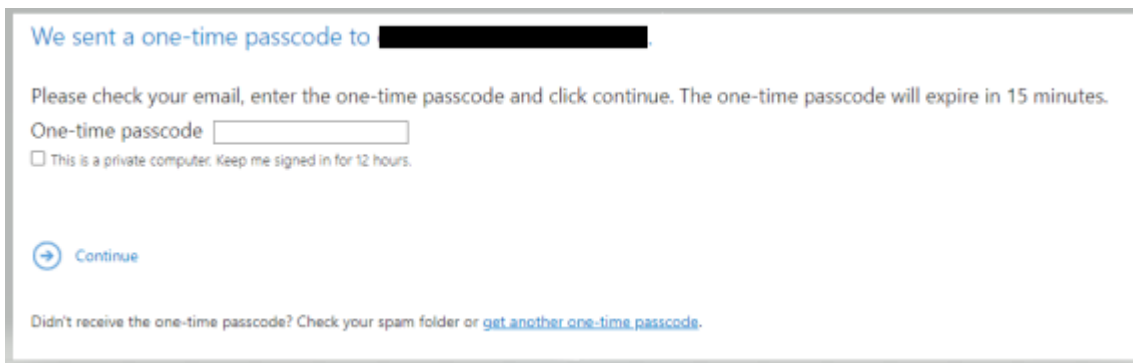
RECEIVING AND OPENING AN ENCRYPTED EMAIL

1. **The recipient will receive an email with a "Read the message" link/button. The email will have the same subject line and sender as the originally sent email.**

child
&family
DEVELOPMENT

PINEVILLE

11940 Carolina Pl Pkwy, #200, Pineville, NC 28134
p 704.541.9080 | f 704.542.0699

MIDTOWN

4012 Park Road, #200, Charlotte, NC 28209
p 704.332.4834 | f 704.372.9653

2. **Click on "Read the message" link/button. An internet browser/new tab will open with the following display:**

ekrueger@childandfamilydevelopment.com has sent you a protected message

🔒

Sign in to view the message

G Sign in with Google

Sign in with a One-time passcode

Need Help?

Privacy Statement

3. **Click the "sign in with a One–time passcode" link/button.**

4. **The following screen will display:**

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.

→ Continue

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

child &family
DEVELOPMENT

PINEVILLE

11940 Carolina Pl Pkwy, #200, Pineville, NC 28134

p 704.541.9080 | f 704.542.0699

MIDTOWN

4012 Park Road, #200, Charlotte, NC 28209

p 704.332.4834 | f 704.372.9653

5. **Check your email for another email with the one–time passcode. Copy the passcode. IMPORTANT: The passcode will expire in 15 minutes. Please note the codes listed below are for example purposes only.**
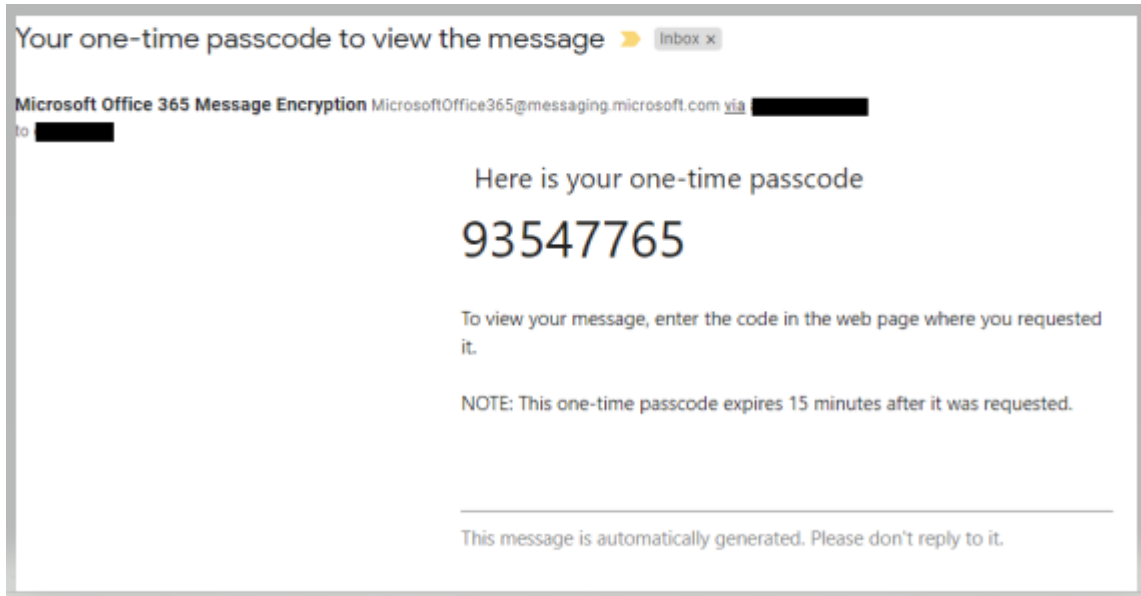
6. **Paste the passcode into the passcode window and click Continue. Please note the codes listed below are for example purposes only.**
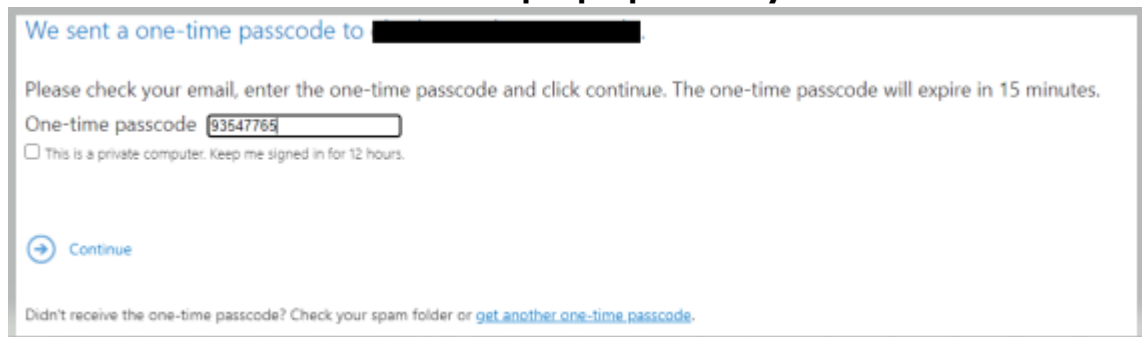
7. **The email will be displayed on your screen and you can reply confidentially back through this encrypted service.**

8. **If there is an attached document, it is recommended that you save the document for permanent reference.**