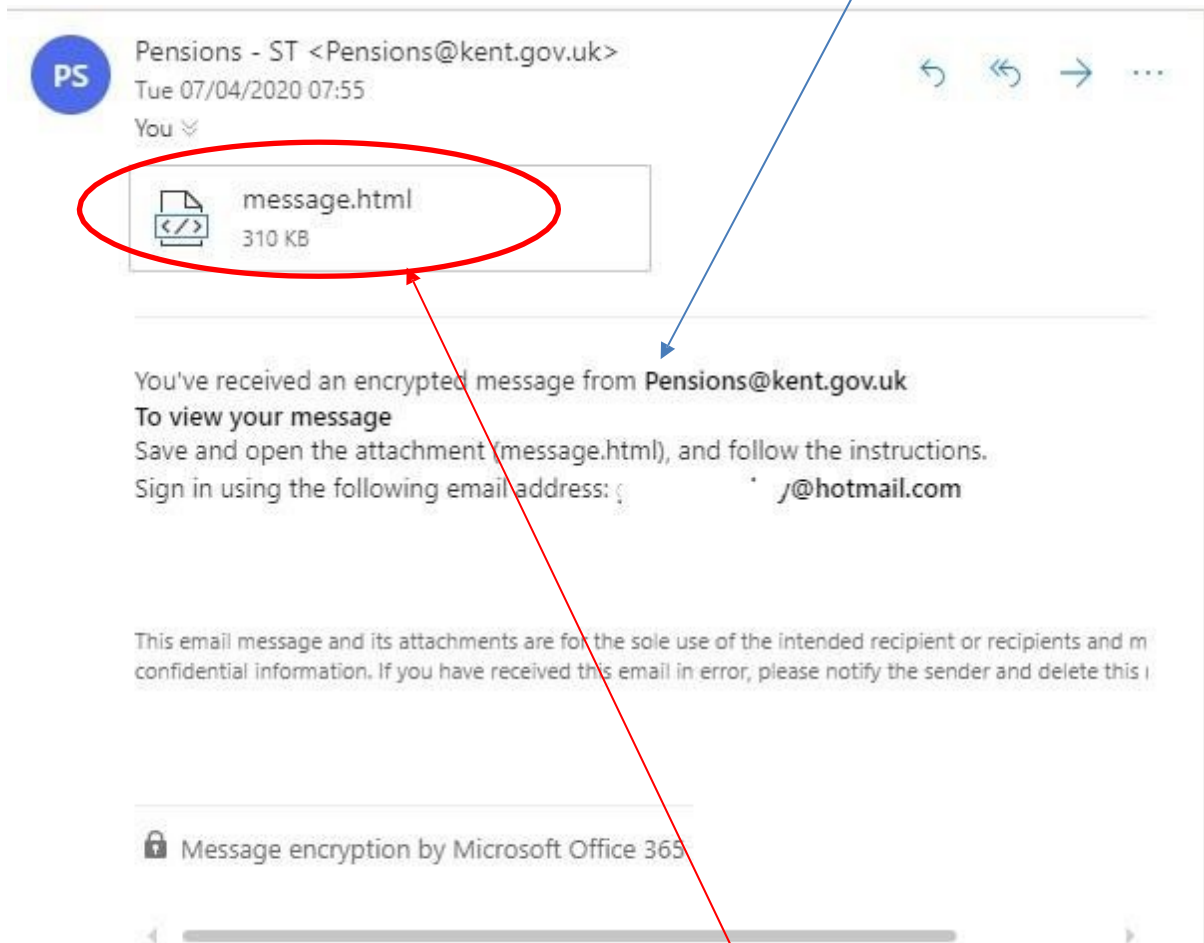# Accessing a secure email

Kent Pension Fund

You will receive an email from Kent County Council Pensions – the title of this email will begin [Secure].

You will need to follow the steps below to access the email message itself and any attached documentation.

1. The email you receive will state you have an encrypted message from Pensions@kent.gov.uk

2. You will need to click on the message.html attachment – this will then open in an internet browser (note – may not work on an Apple device)

3. At this point you will be able to generate a code to access your documents. Click on 'Use a one-time passcode'.
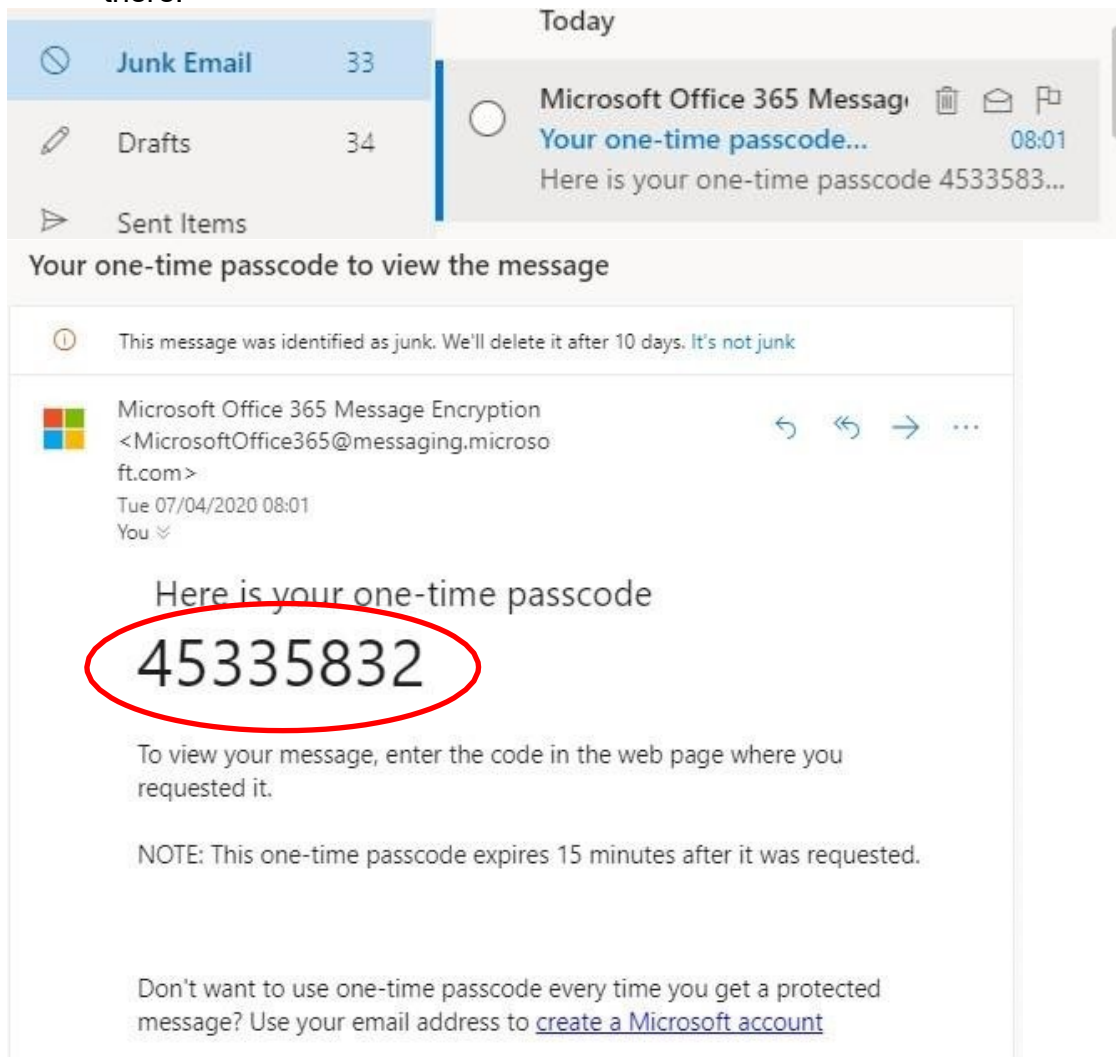
Encrypted message

From
Pensions@kent.gov.uk

To
g⁻   ey@hotmail.com

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

4. This will generate a second email to your email account giving you the one-time passcode. Ensure to check your junk/spam folders as it may have gone there.

		Today
⊘	**Junk Email** 33	Microsoft Office 365 Messag 🗑 ✉ ⚑
✎	Drafts 34	**Your one-time passcode...** 08:01
➢	Sent Items	Here is your one-time passcode 4533583...

Your one-time passcode to view the message

ⓘ This message was identified as junk. We'll delete it after 10 days. It's not junk

Microsoft Office 365 Message Encryption
<MicrosoftOffice365@messaging.microso
ft.com>
Tue 07/04/2020 08:01
You ⌄

Here is your one-time passcode

45335832

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

5. Obtain the passcode from the second email and return to your browser screen and click 'Use one-time passcode'. You will then be prompted to enter the passcode you have been sent at step 4. You have 15 minutes before this code expires.

We sent a one-time passcode to ga   @hotmail.com.

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.

We sent a one-time passcode to ga   @hotmail.com.

Please check your email, enter the one-time passcode and click continue.
The one-time passcode will expire in 15 minutes.

One-time passcode 45335832

☐ 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.

6. After entering the passcode you are then able to view the original message from Kent County Council Pensions. The letter/statements are included and can be accessed by clicking on the relevant attachment. These attachments may include letters, forms or statements.