




**Encrypted and Quarantined  
Email Notifications** from  
eHealth Saskatchewan User  
Guide

## Encrypted and Quarantined Email Notifications from eHealth Saskatchewan User Guide

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## Microsoft 365 Project

### 1. Moving to Exchange Online

As part of the Microsoft 365 modernization project, eHealth is moving to Exchange Online Protection (EOP). Exchange Online Protection (EOP) is the cloud-based filtering service that helps to protect our organization against spam, malware and other email threats. The key difference is that all encrypted emails will now be quarantined and the way Outlook handles those quarantined messages. When a message is quarantined you will receive an email notification message.

### 2. The Different Types of Notifications Received

#### a. Encrypted Email Notification

When someone sends you an email with an encrypted attachment it is placed temporarily in the quarantine folder. You will receive the following **Encrypted Email Notification**:

###Microsoft 365### Encrypted Email Notification from eHealth Saskatchewan

Microsoft Outlook <postmaster@skhealthca.onmicrosoft.com>  
Wed 4/12, 1:18 PM

Inbox  
Show all 0 attachments

**ENCRYPTED EMAIL ALERT**

An encrypted e-mail has been blocked because it could not be scanned for malware.

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Message Information:

**Original Email From:** [Redacted]  
**Original Email To:** [Redacted]  
**Original Email Subject:** [Redacted]  
**Original Email Message Date:** 04/12/2023 13:15:23  
**Original Email Attachments:** Encrypted PDF.pdf  
**Original Email Message ID:** [Redacted]  
**Original Email Identity:** [Redacted]

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Before proceeding:

**Do you know the sender** [Redacted] ?  
**Are you expecting this message?**  
**Is this business-related?**

If you answered "NO" to any of the questions above, please delete the email in your mail client.  
If the answer is "YES" to ALL 3 questions, Please forward this message as an attachment to "[ReleaseEncryptedEmail@ehealthsask.ca](mailto:ReleaseEncryptedEmail@ehealthsask.ca)" for automation release.

**File Home Send / Receive Folder View Grammarly Adobe PDF Tell me what you want to do...**

Ignore Clean Up - Delete Reply Reply All Forward More - Reply & Delete

New Email Items - Delete Respond Forward as Attachment Steps

Meeting Microsoft Case To Manager Done Move Rules Unread/ Categorize Follow Up - Search People Address Book Filter Email -

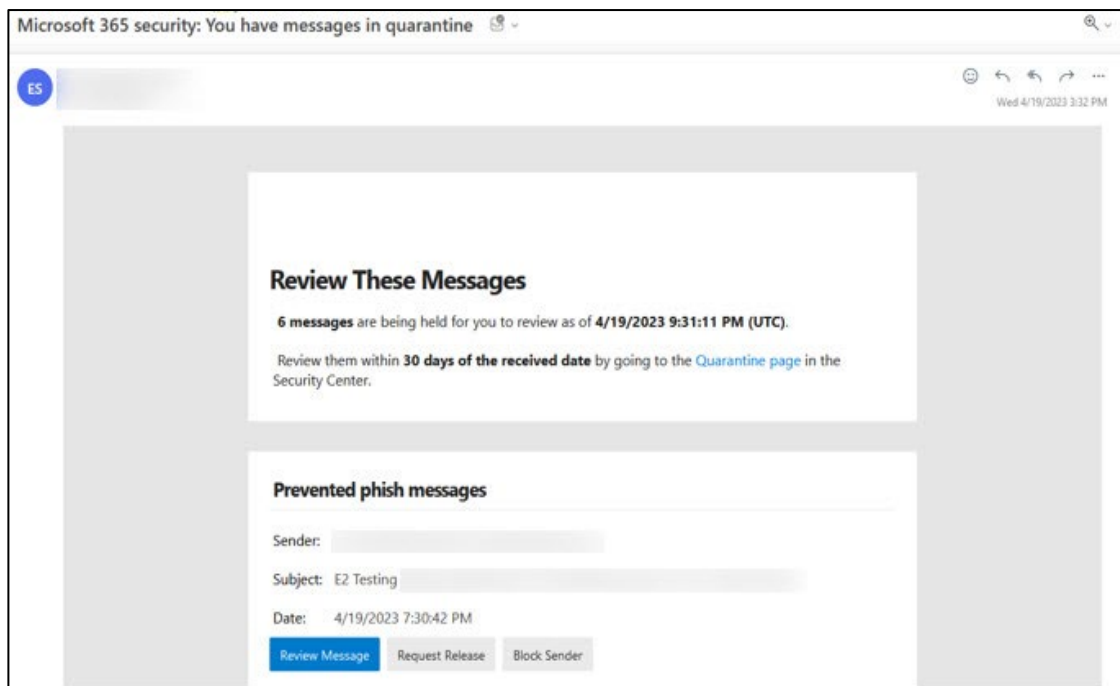
Team Email Create New

Move Read Tags Find

Thank you for helping to make email safer for everyone.  
Service Desk:  
Toll free tel #: 1-888-316-7446  
local tel #: 306-337-0600  
fax: 306-781-8480  
email: [ServiceDesk@ehealthsask.ca](mailto:ServiceDesk@ehealthsask.ca)  
eHealth Saskatchewan

b. "You have messages in quarantine" Email Notification

When someone sends you an email that may seem suspicious it is temporary blocked and placed in the quarantine folder. You will receive the below **"You have messages in quarantine"** email notification:



[Contact the eHS Service Desk for assistance](#)

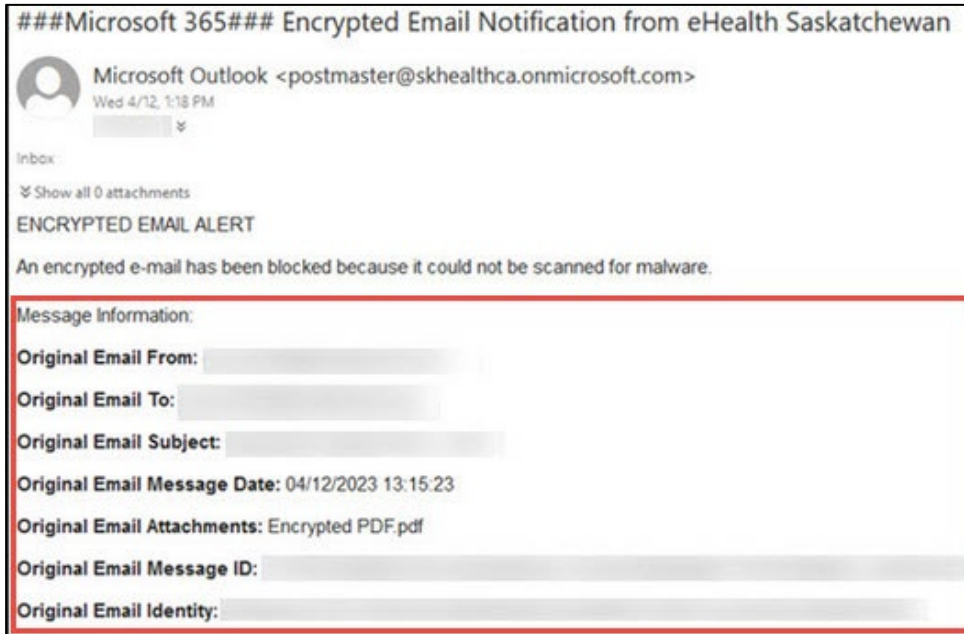
[Return to first page](#)

## Encrypted Email Notification

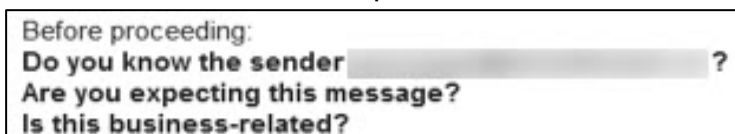
**Background:** This is in reference to when someone sends you an email with an encrypted attachment.

### 1. Request to Release Quarantined Message and Attachment

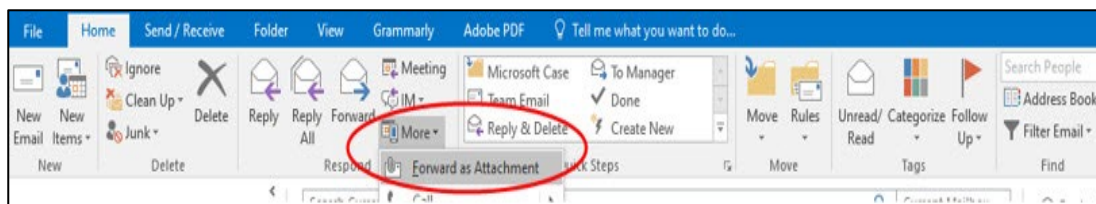
- a. Review the **Message Information** from the Encrypted Email Notification and determine whether you are expecting this email.



- b. Before requesting to release the quarantined message and attachment, ensure you are able to answer **YES** to all 3 questions.



- c. If you were able to answer **YES** to all 3 questions, forward the email as an attachment to [ReleaseEncryptedEmail@ehealthsask.ca](mailto:ReleaseEncryptedEmail@ehealthsask.ca)



**NOTE:** You only have 30 days to respond to the email notification, after which the encrypted email is deleted. If deleted you will need to reach out to original sender to request them to resend you the email.

## 2. Delete Unwanted Email Notification

- a. Determine whether the email is possible spam, junk or a part of a phishing email:

**NOTE:** This refers to an email (usually some form of advertising) sent to multiple customers. (e.g. Prescription drug sales). They appear to come from legitimate sources and contains external links which may be a part of a Phishing attack.

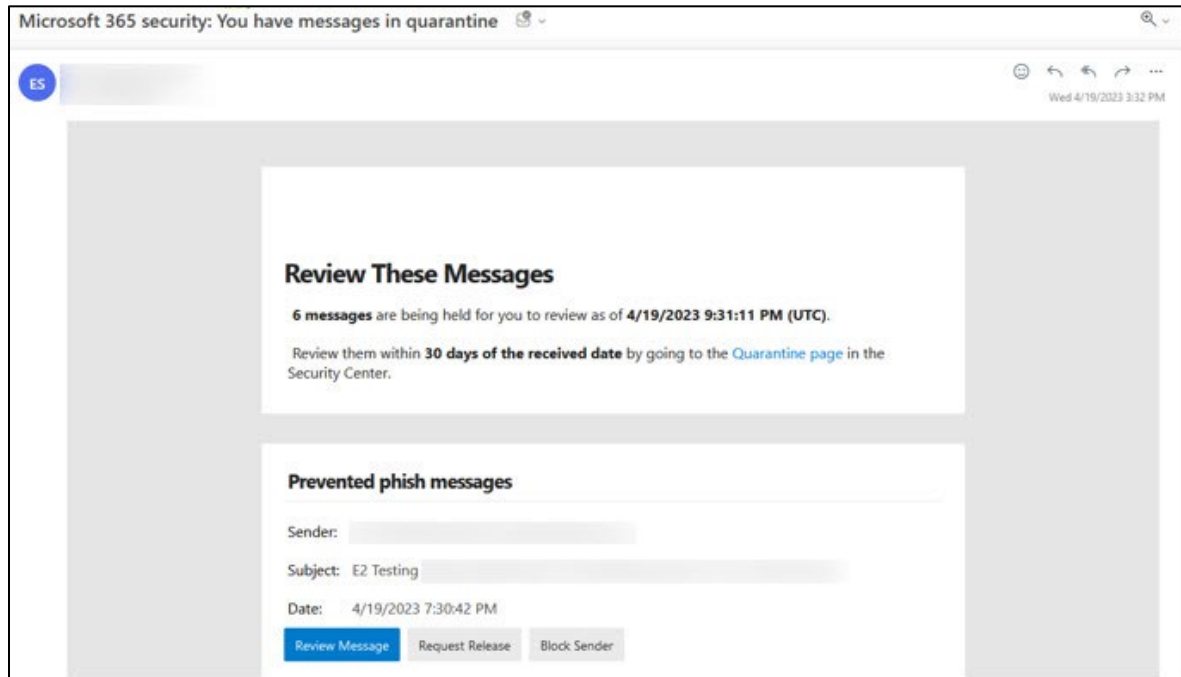
- **Yes** - Contact the eHealth Service Desk at **1-888-316-7446**.
  - **No** – Continue to next step.
- b. If you have determined the email is unexpected and not spam or junk email, you may either:
    - i. **Delete** the email in question.
    - ii. Disregard the email and do not respond or forward the attachment as it will automatically be deleted from quarantine within 30 days.

## 3. Did not Receive Released Encrypted Message and Attachment

- a. After forwarding attachment to [ReleaseEncryptedEmail@ehealthsask.ca](mailto:ReleaseEncryptedEmail@ehealthsask.ca) , ensure **30 minutes** has elapsed since requesting the release of the encrypted message. If time has elapsed then contact the eHealth Service Desk at **1-888-316-7446** to log a service request to investigate further.

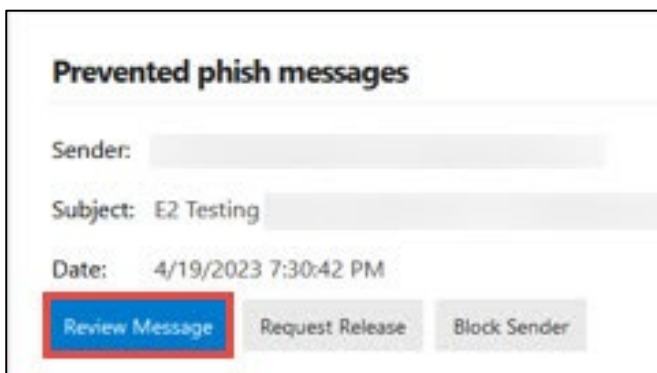
## 'You have messages in quarantine' Notification

**Background:** This is in reference to a suspicious email that is currently blocked and residing in the quarantine folder which needs to be actioned.



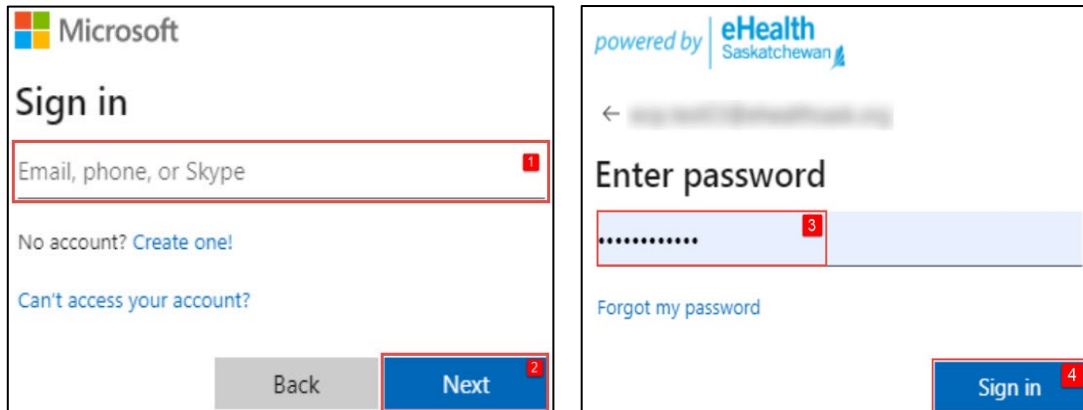
### 1. Review Message

- a. To preview the email message, click **Review Message** from the **Prevented phish messages** section:



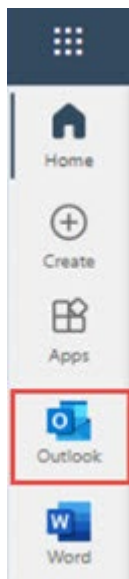
b. Determine whether presented with the Microsoft Sign in screen:

- **No** – Continue to next step.
- **Yes** - Enter your **ehealthsassk.ca** email address, click **Next**, enter **network password** and then click **Sign in**.



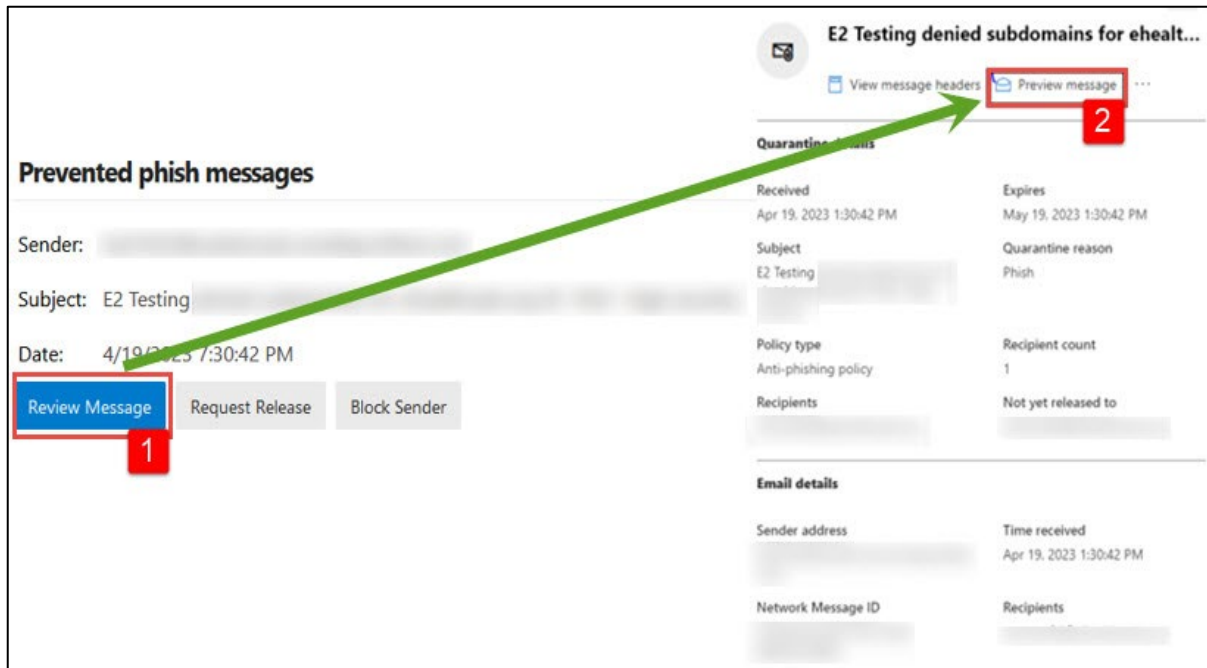
**NOTE:** Should you encounter any problems with signing in, please contact the **eHealth Service Desk** at **1-888-316-7446**.

c. Click on the **Outlook** icon from the left hand side of the **Microsoft 365** home screen.





- d. From the quarantine message in question, click **Review Message** and then click **Preview message**.



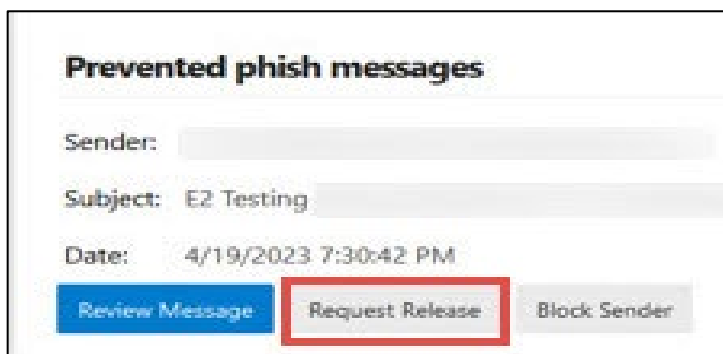
- e. Determine whether the content in the email was legitimate:

- **Yes** – Continue to the **Request Release** section
- **No** - Delete email or continue to the **Block Sender** section.

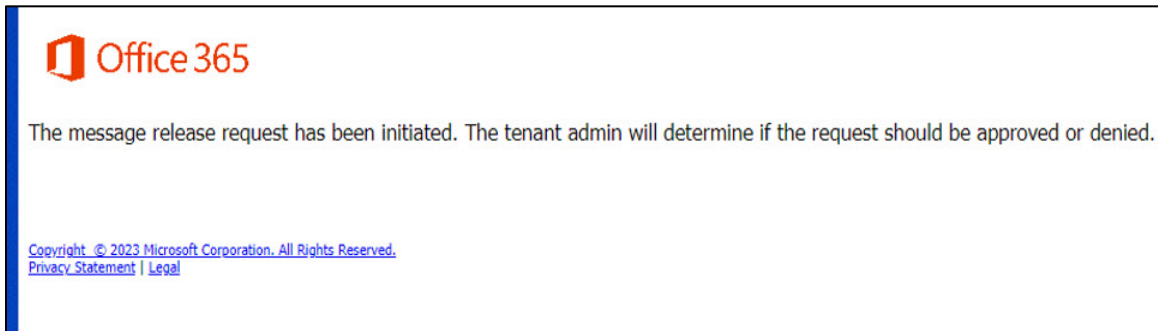
**NOTE:** If you believe email is possible spam, junk or a part of a phishing email contact the eHealth Service Desk at **1-888-316-7446**.

## 2. Request Release

- a. After determining the content of the email is legitimate, click on **Request Release**:



- b. After clicking on **Request Release**, you will receive the following message:

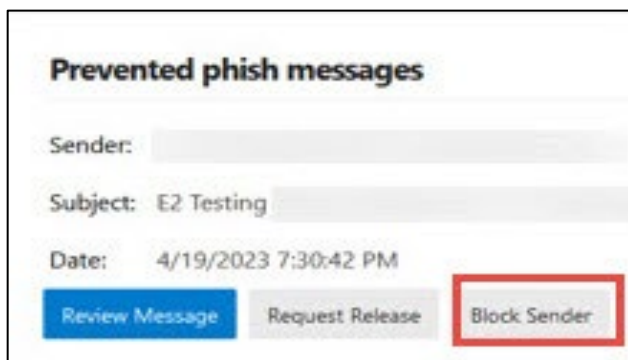


- c. Contact the eHealth Service Desk at **1-888-316-7446** to release the quarantined email.

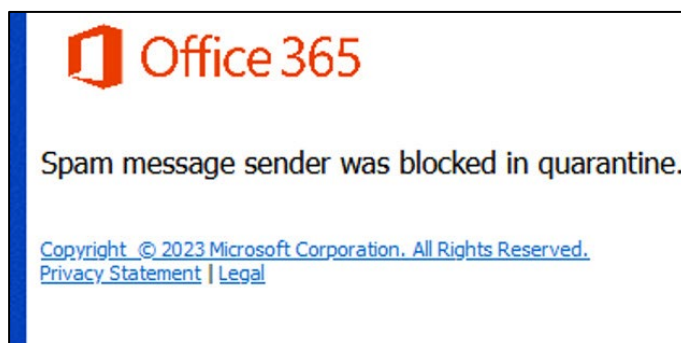
**NOTE:** This could take up to 3- 5 business days to receive the released quarantined email.

### 3. Block Sender

- a. After previewing the email and you determine the content of the email is not legitimate, either delete email or click on **Block Sender**.



- b. After selecting **Block Sender** you will receive the following message:



**NOTE:** These emails will be directly delivered to the Junk email folder and automatically deleted within 24 days.

[Contact the eHS Service Desk for assistance](#)  
[Return to first page](#)

## Acronym List

<b>eHS</b>	eHealth Saskatchewan
<b>SHA</b>	Saskatchewan Health Authority

## Review History

Reviewed by	Review Date	Reason
<i>Hayden Matchett</i>	<i>May 15, 2023</i>	<i>Vetting for initial release</i>

## Version History

Version	Implemented by	Revision Date	Approval	Reason
<i>1.0</i>	<i>KBA, Nikki Zwirsky</i>	<i>May 15, 2023</i>		
<i>2.0</i>	<i>KBA, Hayden Matchett</i>	<i>May 15, 2023</i>	<i>Approved</i>	