

HOW TO ACCESS ENCRYPTED EMAIL FROM PUBLIC HEALTH

Community and Health Services
Public Health Branch



Dear Parent/Guardian,

You will be receiving a **secure** (encrypted) email from York Region Public Health. It will include important information about your child's school dental screening results.

To open the encrypted email from childrens.dental@york.ca and/or dental.screening@york.ca, please follow the steps below.

Step 1 - Open the encrypted email and select **"Read the message"**

Step 2 - Select the preferred option:

Option 1: Sign in with a "Google Account" or

Option 2: Sign in with a one-time passcode

- Go back to your inbox and check for a new email with the subject **"Microsoft Office 365. Your one-time passcode to view the message"**
- Get your passcode and return to your open internet tab to enter the code
- Enter the passcode and select **Continue** to access the document

Tips

- Open an encrypted email from your desktop, not a mobile device and close multiple tabs open to the internet
- Use the one-time passcode method

Troubleshooting

- Click [here](#) for further help on "How Do I Open a Protected Message" or
- Watch this [short video](#) about opening an O365 Encrypted Email

Questions/concerns?

If you have any questions or concerns opening the email please contact us at 1-877-464-9675 ext. 74388.

Visit york.ca/dental anytime for oral health tips and information.

CHILD AND YOUTH DENTAL PROGRAM

The Regional Municipality of York, 17150 Yonge Street, Newmarket Ontario L3Y 8V3
1-877-464-9675 ext 74388 | TTY: 1-866-512-6228
childrens.dental@york.ca