

Office 365 ATP External FAQs

The South Carolina Department of Health and Human Services (SCDHHS) is launching a new security feature, Office 365 Advanced Threat Protection (ATP), as the agency transitions from ProofPoint.

When will the agency transition to Office 365 ATP?

The agency will launch Office 365 ATP on Feb. 27, 2021.

When is ProofPoint ending?

The use of ProofPoint to send secure messages will end Feb. 27, 2021 when the agency launches Office 365 ATP.

What happens to existing messages in ProofPoint?

Users can view existing messages in ProofPoint through March 27, 2021. After this date, users will no longer be able to access these messages.

How do I read/access an encrypted message?

You will no longer need a password to view the secure email. Instead, a one-time code is provided so you can access the email.

Below is an example of a secure message in a recipient's inbox below.



When you open the email, you should click on the option to sign in with a one-time passcode. When you complete this action, an email will be sent to you containing a passcode.

Encrypted Message Authentication



Joe.Employee@scdhhs.gov has sent you a protected message

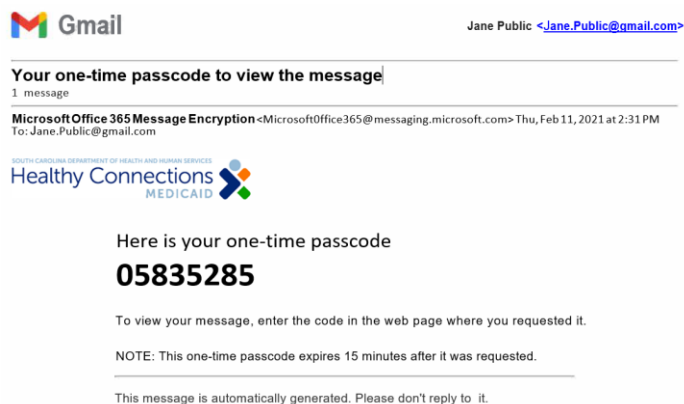


Sign in with a One-time passcode

Need Help?

Privacy Statement

Below is an example of what the email with the one-time passcode will look like.



After you enter the code into the one-time passcode box, you should be able to read the email. The one-time passcode expires 15 minutes after it was requested.



We sent a one-time passcode to Jane.Public@gmail.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](#).

Message Encryption by Microsoft Office 365

My passcode has expired what do I do?

The one-time passcode expires 15 minutes after it was requested. If your passcode has expired, you will need to click on the button to get a new one-time passcode.

How do I reply to an encrypted message?

You can reply to an encrypted message by clicking on the reply button, just as you would with a normal email.

Who do I contact if I have questions on Office 365 ATP?

For assistance, contact the IT Helpdesk at Helpdesk@scdhhs.gov. The IT Helpdesk team is available Monday through Friday from 7:30 a.m. to 5:30 p.m.