

Email PII Guidelines & Encryption Instructions

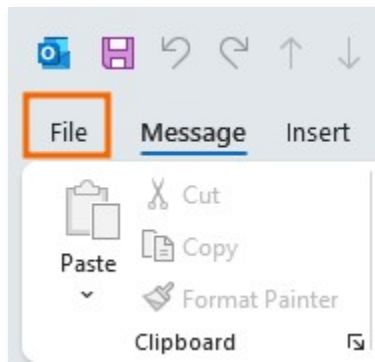
Emails that contain Personally Identifiable Information (PII) must be encrypted to protect yourself and others from identity theft, fraud, or other harm. PII is defined as any instance of an individual's first name (or first initial) plus the last name and any one or more of the following:

- Social Security number
- Driver's license or state-issued ID number
- Military ID number
- Passport number
- Credit card (or debit card) number, CVV2, and expiration date
- Financial account numbers (with or without access codes or passwords)
- Customer account numbers
- Unlisted telephone numbers
- Date or place of birth
- Mother's maiden name
- PINs or passwords
- Password challenge question responses
- Account balances or histories
- Wage and salary information
- Tax filing status
- Digital or physical copies of handwritten signature
- Email addresses
- Medical record numbers
- Vehicle identifiers and serial numbers, including license plate numbers
- Medical histories
- National or ethnic origin
- Religious affiliation(s)
- Physical characteristics (height, weight, hair color, eye color, etc.)
- Insurance policy numbers
- Credit or payment history data
- Full face photographic images and any comparable images
- Certificate/license numbers
- Internet Protocol (IP) address numbers
- Biometric data that can be used to identify an individual, including finger or voice prints

NOTE: PII should not be sent using a mobile device (smart phone, tablet, etc). Email clients for these devices cannot properly encrypt email messages.

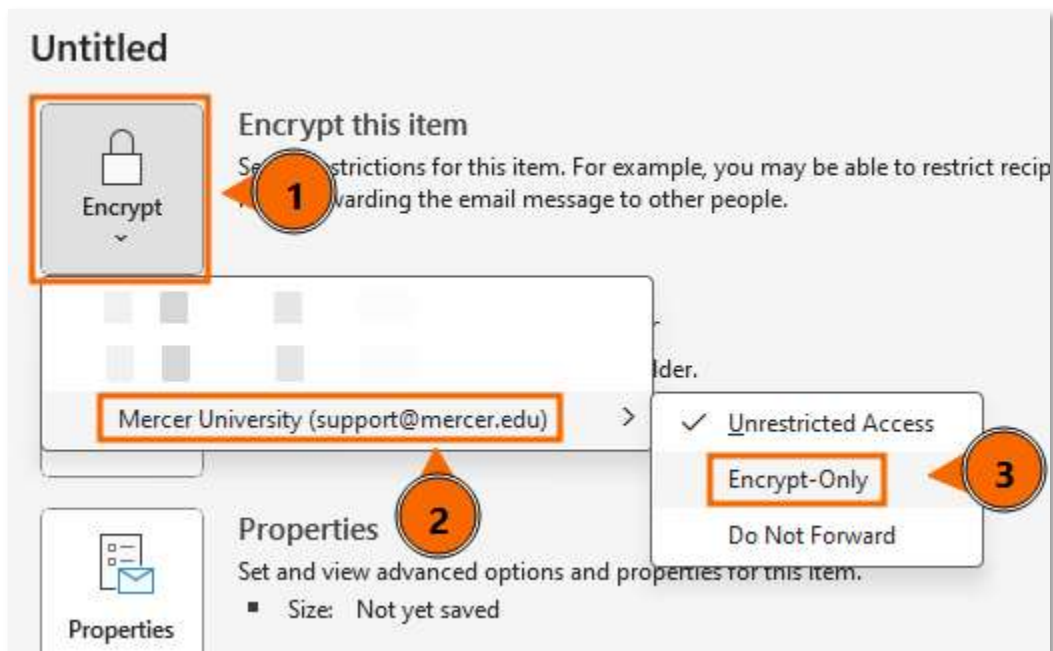
Encrypting Messages in Outlook for Windows

1. Create a new message.
2. Complete the **To** and **Subject** fields.
3. Click the **File** menu located at the top left corner of the window.



4. Click **Encrypt**.
5. Click the desired account.

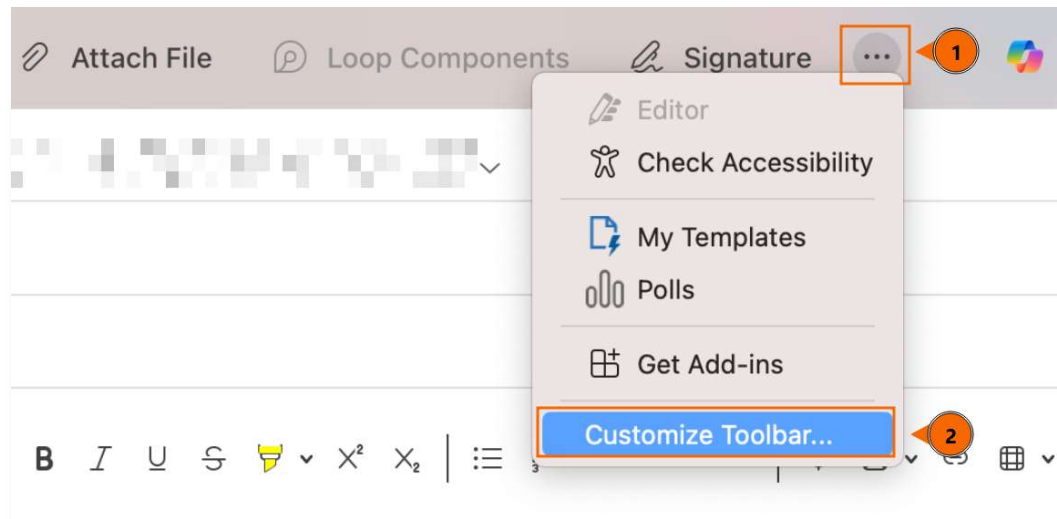
6. Click **Encrypt-Only**.



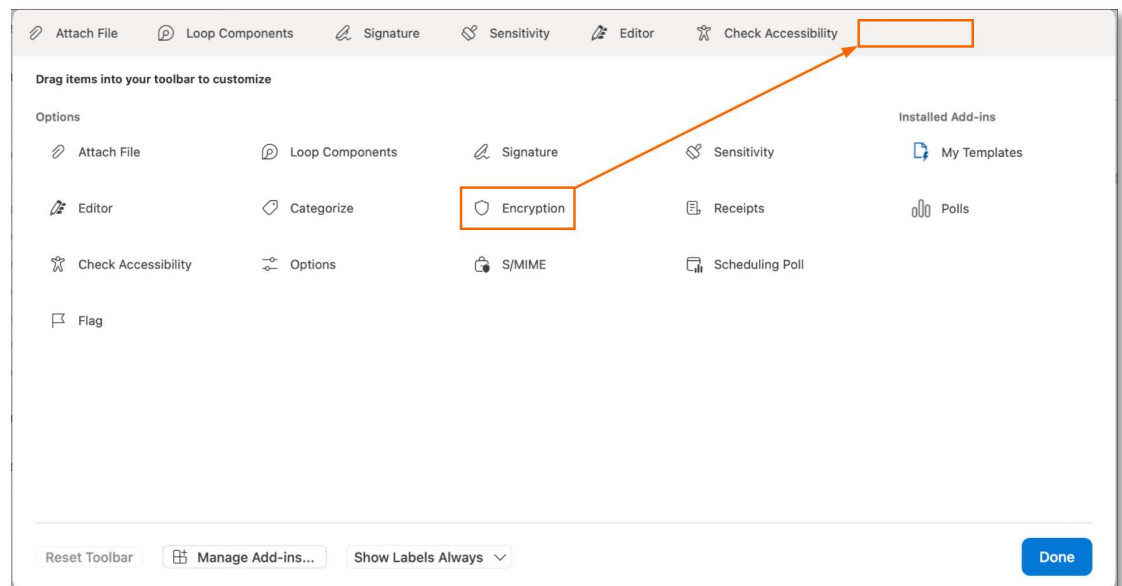
7. Complete and send your encrypted message.

Encrypting Messages in Outlook for Mac (2021 & 2024)

1. Create a new message.
2. Complete the **To** and **Subject** fields.
3. If the **Encryption** button is present in the toolbar, proceed to step 5.
4. If the **Encryption** button is not present:
 - a. Click the **More Options** icon.
 - b. Click **Customize Toolbar**



- c. Locate and drag the **Encryption** button to the toolbar.
- d. Click **Done**.



5. Click the **Encryption** button in the toolbar.

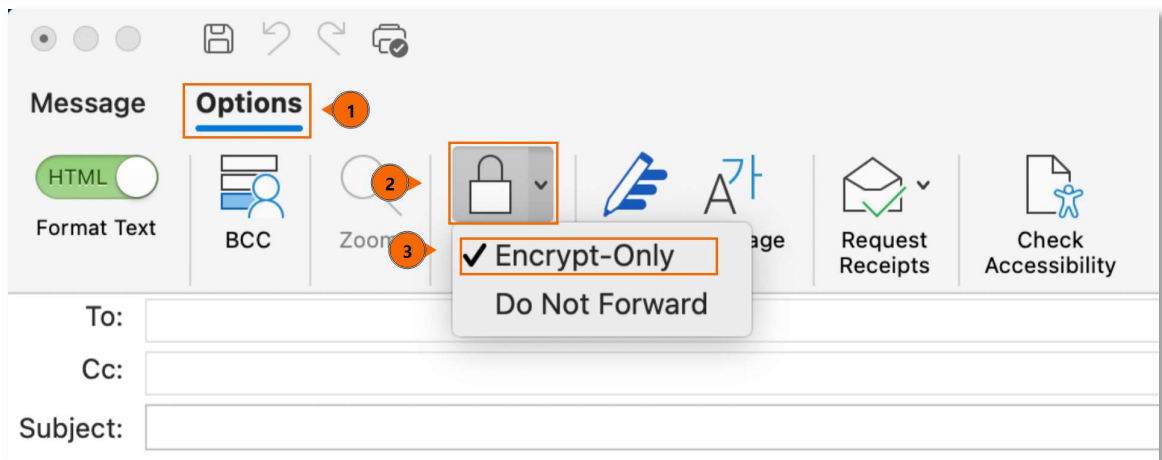
6. Click **Encrypt-Only**.



7. Complete and send your encrypted message.

Encrypting Messages in Outlook Classic for Mac

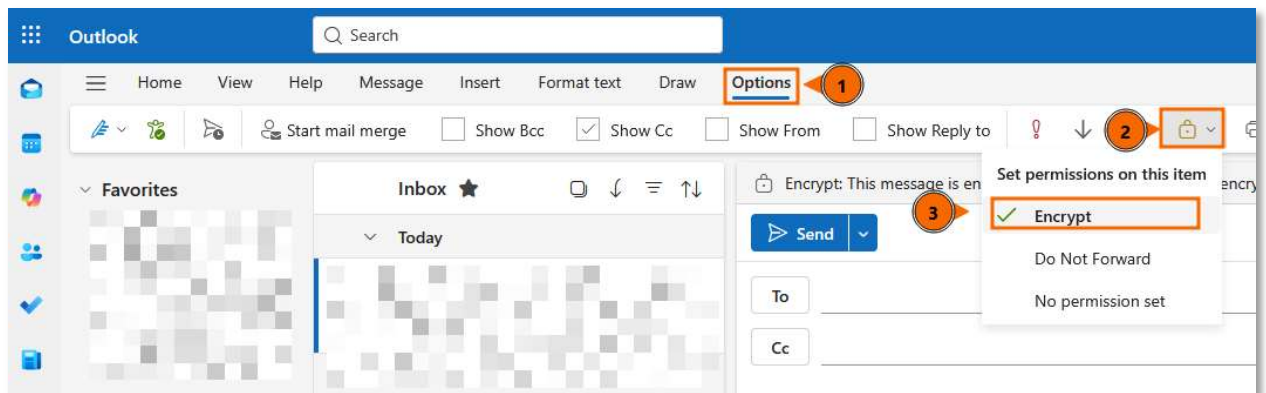
1. Create a new message.
2. Complete the **To** and **Subject** fields.
3. Click the **Options** tab in the ribbon.
4. Click arrow next to the **Encrypt** button.
5. Click **Encrypt-Only**.



6. Complete and send your encrypted message.

Encrypting Messages in Outlook for Web

1. Create a new message.
2. Complete the **To** and **Subject** fields.
3. Click the **Options** tab in the ribbon.
4. Click the **Encrypt** (🔒) icon.
5. Click **Encrypt** from the dropdown menu.



6. Complete and send your encrypted message.