# Opening a Secure Email from Covered California

Overview

This guide shows the steps to take to open a secure email from Covered California.

Please do not forward the secure email. If you forward the secure email, the link will become void.

An Enroller will receive an email from Agent-No-Reply@covered.ca.gov with **[AGENT-ENCRYPT]** in the subject line. This is an encrypted message sent from the Covered California Agent Portal Solution.
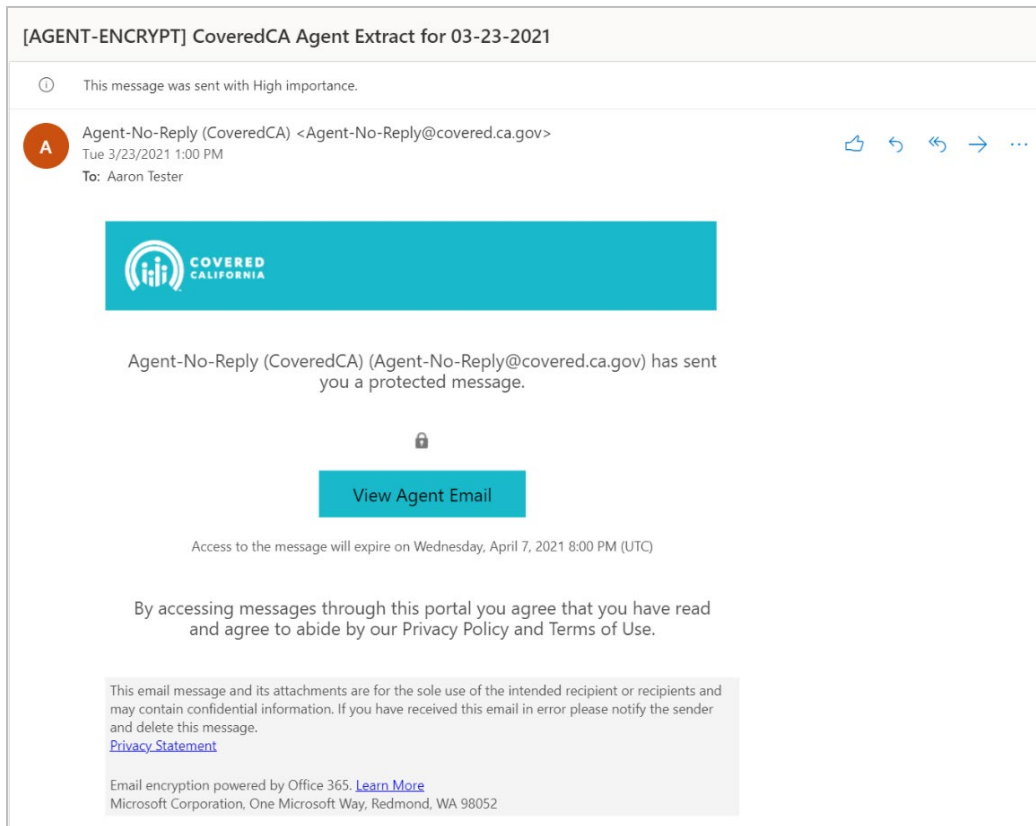

The email will contain a default message describing the type of message, who sent it, who should have received it, and how to open it.

Follow the instructions as described in the email and detailed below to access your encrypted message.

1. Ensure you have read, understand, and agree to the Privacy Statement for Covered California.
2. Click the **View Agent Email** button in the email message.

The button will open a new tab in your browser with the following image.
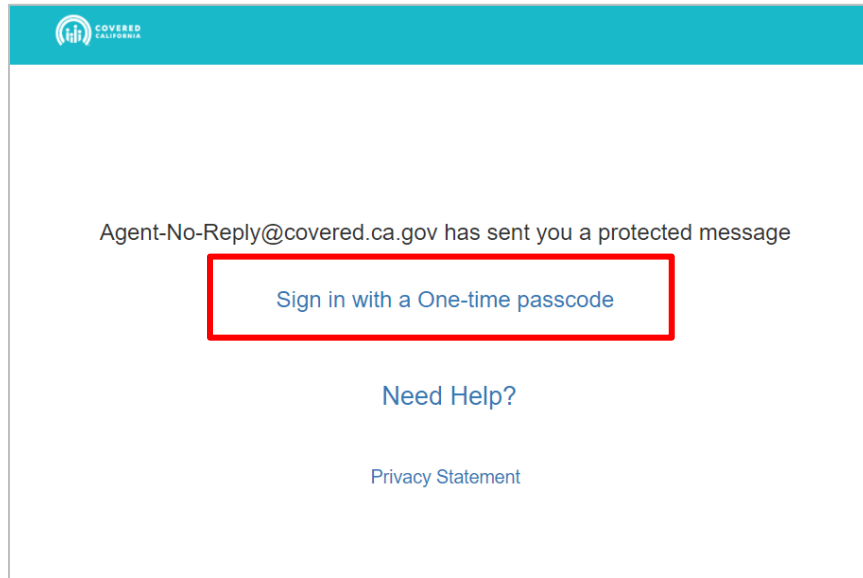

3. To proceed click the **Sign in with a One-time passcode** link.

The browser window will redirect to the Covered California secure email portal awaiting entry of a one-time passcode to move forward.
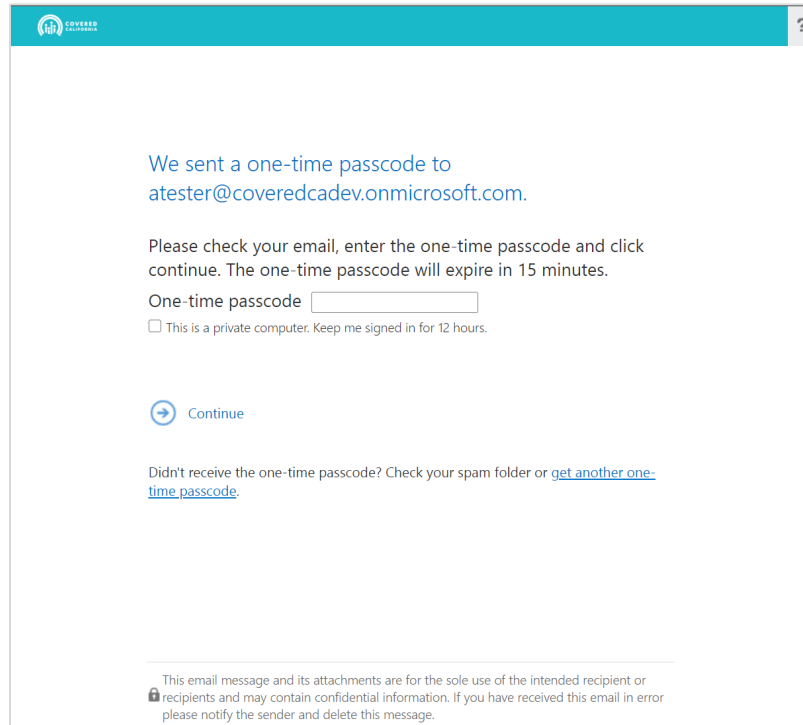
4. Open your email and find the 2nd email sent to you. This one will be sent from **MicrosoftOffice365@messaging.microsoft.com** and have the subject line **Your one-time passcode to view the message**. Included in the body of the email will be a one-time passcode.
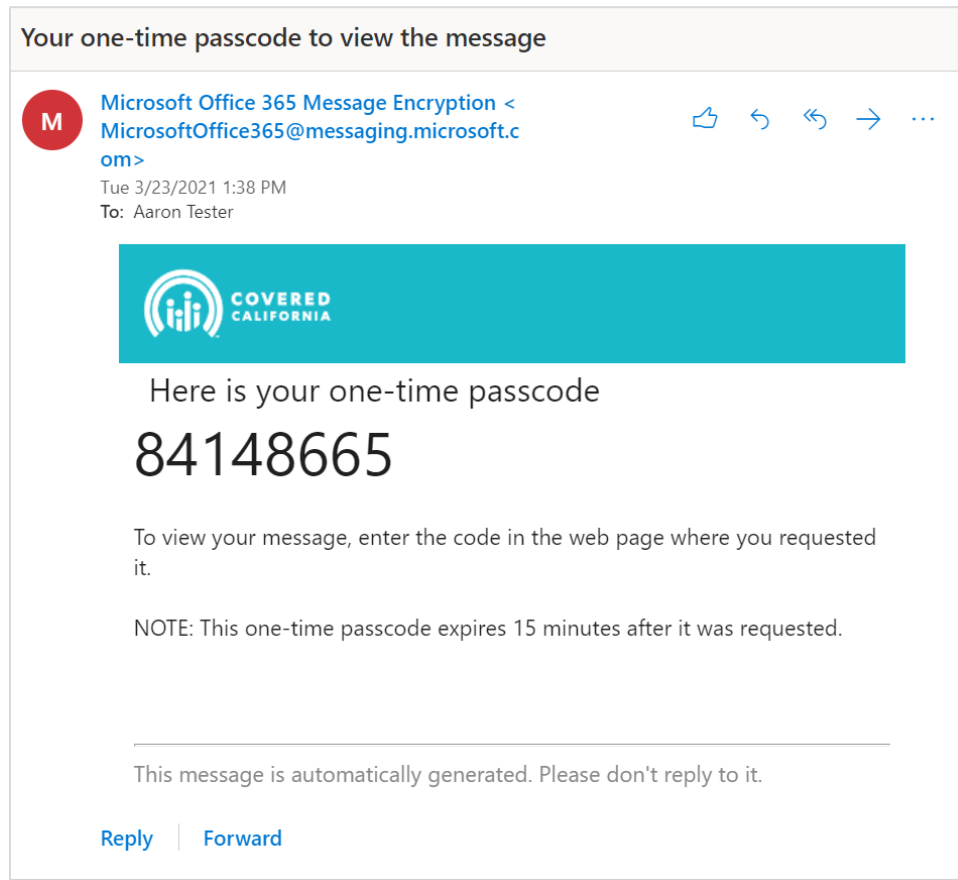
5. Copy the one-time passcode and enter it on the corresponding field in Covered California secure email portal.
6. Click **Continue** once you have entered the passcode.

The encrypted message should then load, providing you access to the message and any attachments it may contain. **Encrypted email messages and their attachments will no longer be accessible after two weeks, so please download your files to ensure you retain access to them for your work.**