



How to Open a Secure Email from MNSure SHOP

Follow these steps to open a secure email from MNSure Small Business Options Program (SHOP).

Receiving Encrypted Messages from SHOP

The secure email you receive from SHOP would look something like the screen shot below, with the following features:

“**[SECURE]**” appears in the **subject line** of the email.

In the **from field** you should see: **MNSure_MNSure_Shop**
<mnsure_shop@state.mn.us>

The body of the email says:

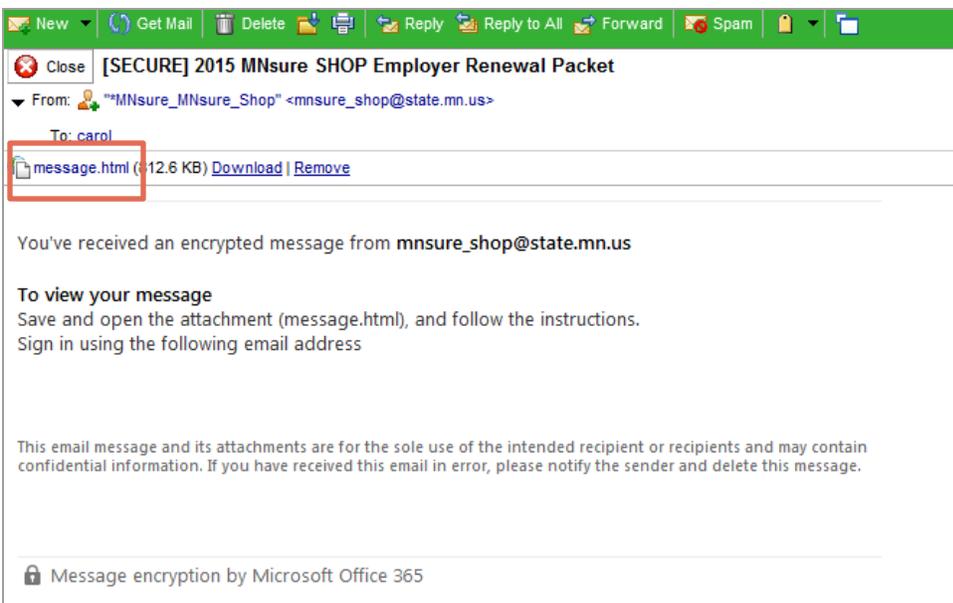
“You’ve received an encrypted message from mnsure_shop@state.mn.us.

To view your message

Save and open the attachment (message.html), and follow the instructions.

Sign in using the following address: [your email address will appear here].”

Ignore the “To view your message” directions in the body of the message and instead double-click on the button titled, “message.html” that appears above the body of the message.



View the Encrypted Message

Click on the “SIGN IN AND VIEW YOUR ENCRYPTED MESSAGE” link.

encrypted message from
mnsure_shop@state.mn.us

To view your message, sign in using the following email address:

[SIGN IN AND VIEW YOUR ENCRYPTED MESSAGE](#)

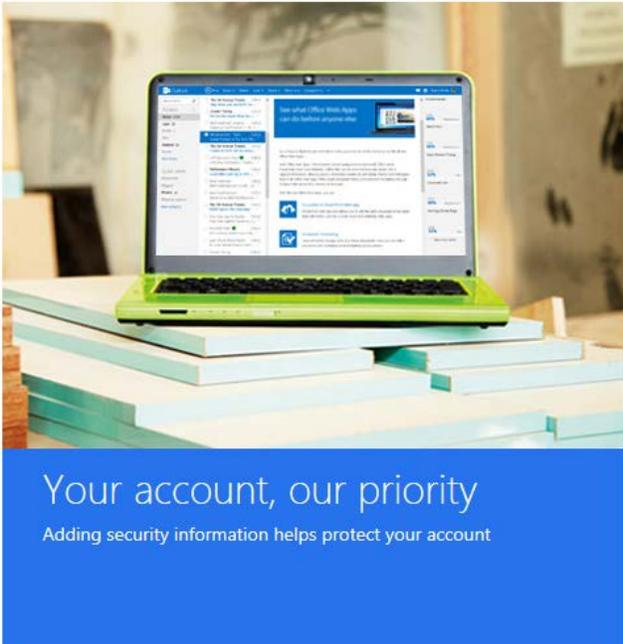
[Don't want to sign in? Get a one-time passcode to view the message.](#)

Message encryption by Microsoft Office 365

Sign in or Create an Account

If you have a Microsoft host encryption password, enter it into the **Password** field.

If you do not have a password, you will need to create an account by clicking on the **Sign up now** link located in the bottom right corner of the screen. (You may need to scroll down to see the 'Sign up now' link.)



Sign in

Microsoft account [What's this?](#)

Password

Keep me signed in

[Sign in](#)

Can't access your account?
Sign in with a single-use code

Don't have a Microsoft account? [Sign up now](#)

Create an Account

Fill in the web form with the required information to create a Microsoft account so that you can view encrypted emails.



Create an account

You can use any email address as the user name for your new Microsoft account, including addresses from Outlook.com, Yahoo! or Gmail. If you already sign in to a Windows PC, tablet, or phone, Xbox Live, Outlook.com, or OneDrive, use that account to [sign in](#).

First name Last name

User name

[Or get a new email address](#)

Create password

8-character minimum; case sensitive

Reenter password

Country/region

ZIP code

Birthdate

Gender

Help us protect your info

Your phone number helps us keep your account secure.

Country code

Phone number

We want to make sure that a real person is creating an account.

Enter the characters you see [New](#) | [Audio](#)



Send me promotional offers from Microsoft. You can unsubscribe at any time.

Click **Create account** to agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).

If You are Unable to Open a SHOP Secure Email

Try the following if you are unable to open a secure email.

1. If the Microsoft account creation process sends back a message saying, "This email is part of a reserved domain. Please enter a different email address.", create a new email address (using hotmail.com or outlook.com, for example). Notify MNSure SHOP and we will resend the secure email to the new email domain.
2. If you are still unable to open a secure email, check with your IT or web service support group to see if there are security measures in place that prevent you from opening a secure email from us. If they confirm that this is so, ask for assistance in setting up a secure email on your end. Then send MN send MNSure SHOP a secure email requesting a copy of your Renewal Packet and we will return it to you via *your* secure email.