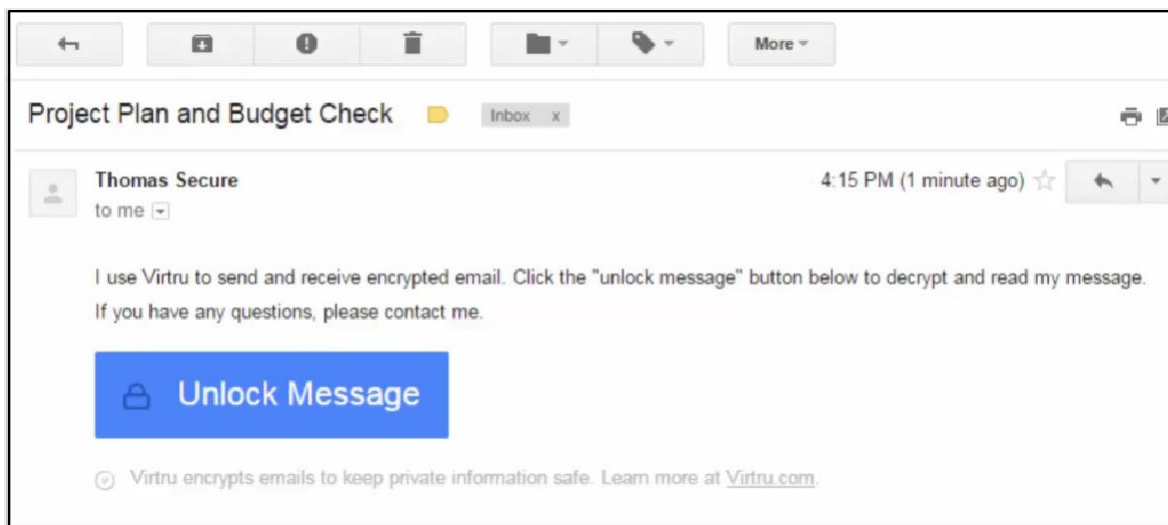# Reading and replying to a Virtru encrypted email without having Virtru installed

If received a Virtru-secured email, but you don't have Virtru installed. Follow the step by step instructions below on how to read and reply to your messages.

Step by step instructions:

- Open the email in your inbox and click "Unlock Message" and a new tab will open.

- When prompted, select your email address. If you don't see yours listed, click "My Email is not here" and enter your information.
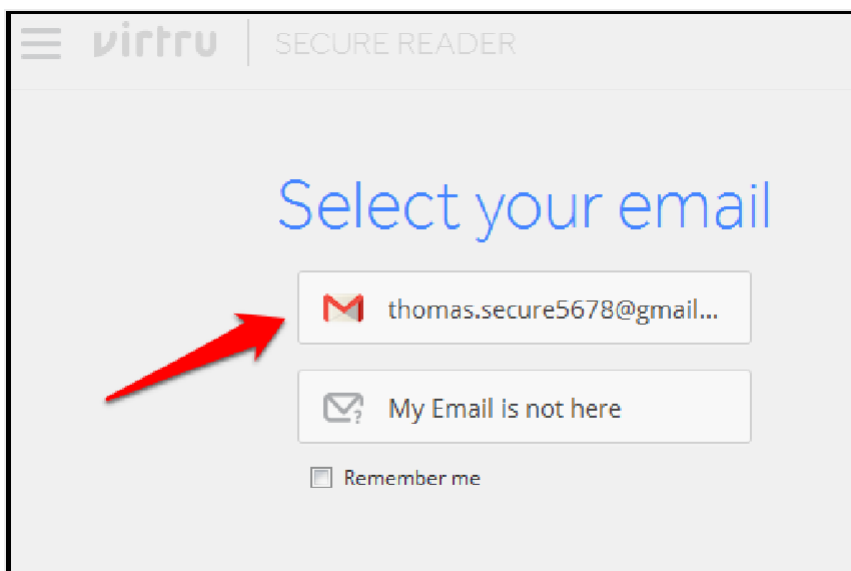
Note:

Please be sure to verify the exact email address to which the secure message was sent. If the email was sent to an alias, group address, or distribution list address, you will need to select or enter that exact email address rather than your personal primary address.

- Choose how you'd like to verify your identity.

  - Google & Office 365 users can use their pre-existing credentials to log in directly using *Login with Google* or *Login with Office 365*. You'll be taken directly to your message.
  - Select *Send me an email* if you use a different provider to verify your identity via email.
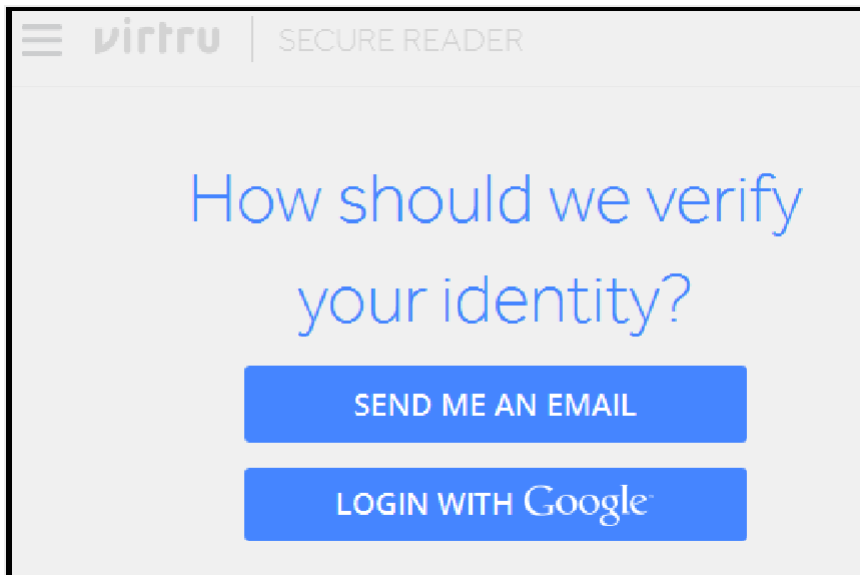
Note:

Please note, verification emails are for one-time use, have expirations, and are both device and browser-specific. In order to access the secure message, you will need to be sure to use the most recent verification email that lines up with your specific request.
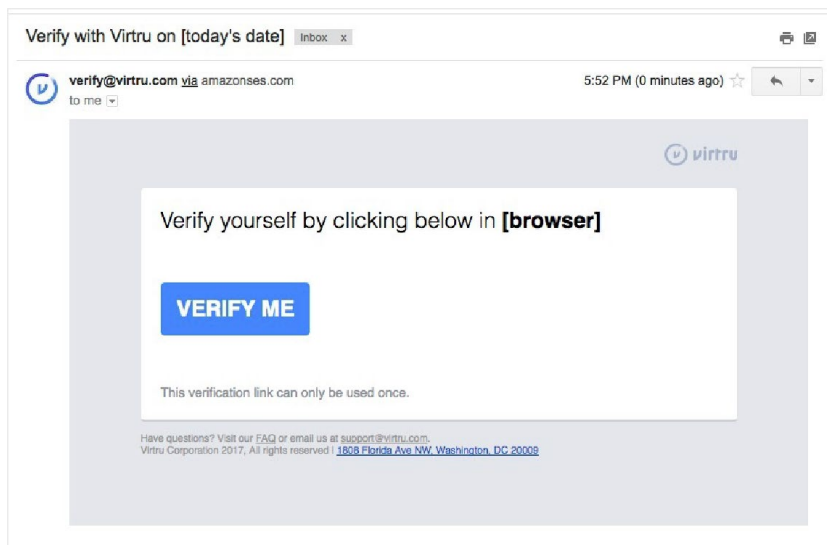
- Check your inbox for your verification email from *verify@virtru.com.*

- Open the verification email and click "Verify Me" to open the message.
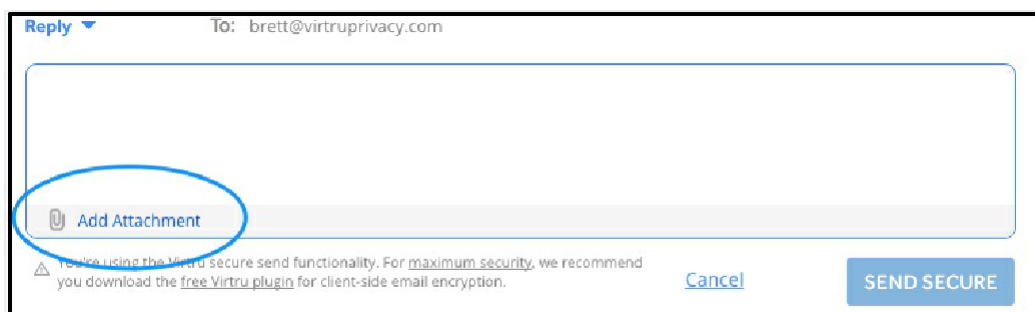

> **Note:**
>
> Both the "Unlock Message" and "Verify Me" links need to be opened in the same browser on the same device in order to confirm your identity.
>
> Please note, Virtru now also offers a "cookie-less" verification pathway. If we detect that cookies and local storage have been disabled in the browser, we will send a verification/validation code via email. Once this code is received, copy & paste into the proper field in the you browser in order to grant access. If you are having trouble entering all 8 digits, please check to make sure there is not a space in front of the code in the entry box.

- Your message will open in a new tab in the browser.
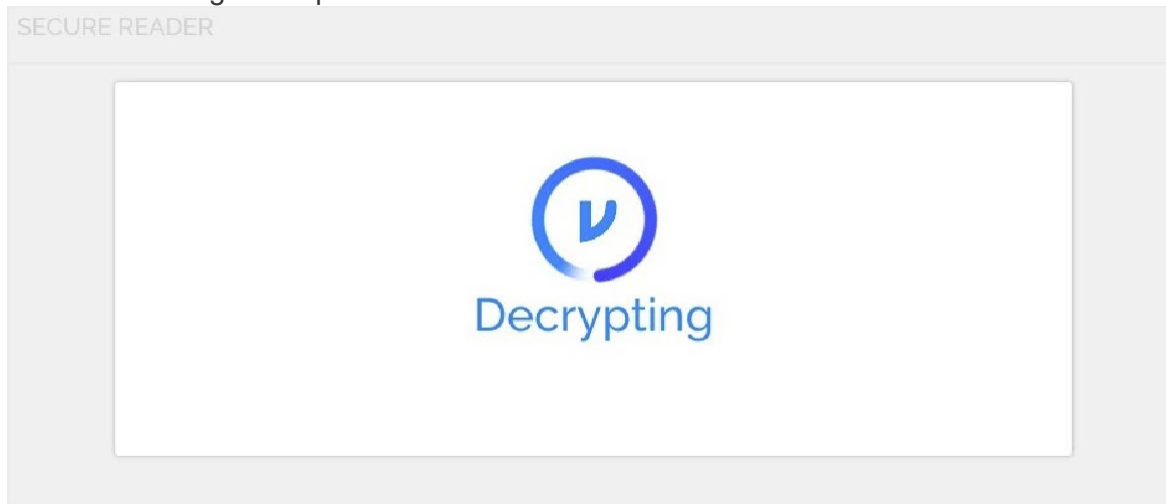
- To send a secure reply, click into the text field at the bottom of the message or click "Secure Reply".

  - At the top left of the Reply box, you can select whether to reply to the sender only or all of the recipients on the email by selecting the "Reply" option. After you finish composing your message, click "Send Secure Reply".
  - Attachments can be added by clicking "Add Attachment". These will be sent securely as well.

Subject: **In response to job offer**
From: sally.secure1234@gmail.com
To: thomas.secure5678@gmail.com
Date: Tuesday, Jan 6, 2015 - 10:47am

SECURE REPLY ▾

ⓥ Virtru Encrypted Message

Hello Mr. Carrick,

I would like to thank you for offering me a contract and let you know that I will happily accept the position.

Best Regards,
Sally Jones

Enter your reply here.

Reply ▾   To: brett@virtruprivacy.com

📎 Add Attachment

⚠ You're using the Virtru secure send functionality. For maximum security, we recommend you download the free Virtru plugin for client-side email encryption.

Cancel   SEND SECURE

Note:

From time to time, some recipients may find that they are unable to open a secure email, and instead receive the following error:
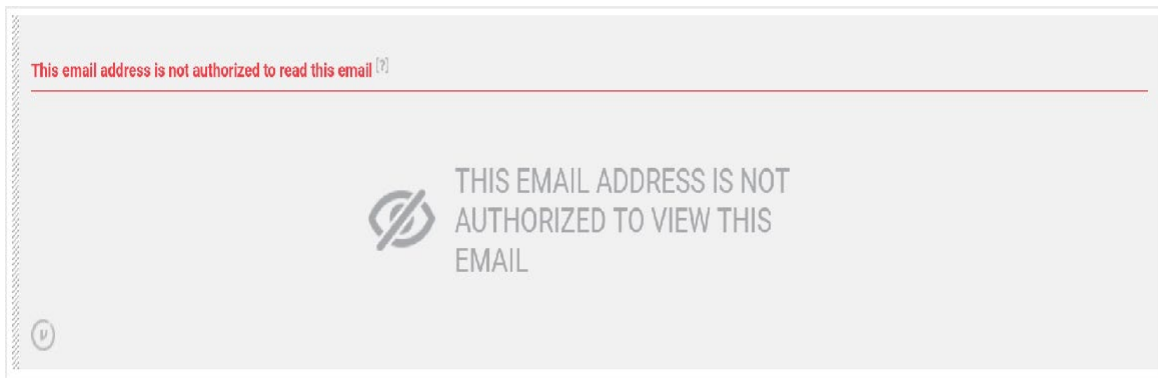
This error may occur for a number of reasons:

- A secure email was forwarded by one of the recipients to an unauthorized recipient
- The email was sent to an alias or group address. Virtru recommends sending email to individuals so that each of those individuals can be granted or revoked from access to the content of the email.
- The recipient has firewall settings that have not white-listed the required Virtru endpoints.