DoDEA Guide to Emailing PII

Emails containing Personally Identifiable Information (PII) should only be sent to recipients with an official “need-to-know,” and emails must be **encrypted** and **digitally signed**. Additionally, you must use DoD Safe ([https://safe.apps.mil/](https://safe.apps.mil/)) to send emails containing PII to recipients outside of DoD/DoDEA (e.g., @gmail, @yahoo, @Hotmail, etc.). Also, refrain from sending PII to general mailboxes unless you are instructed to do so by an empowered official with “permissions/admin control” access, and you have verified that **ALL** recipients with access to the mailbox have an official “need-to-know”.

**Drafting your email:**

Once you’ve drafted your email and before you send.

1. Go to the “Options” tab and click on the “Encrypt” and then “Sign” buttons. You must select both when sending PII.

2. In the “To” field, **DO NOT TYPE THE EMAIL ADDRESS**. If you type the email address in the “To” field, the encryption will fail every time. You will need to select the certificate from your contacts (steps 3 through 5).

3. Instead, left click on the word “To.” A box containing your contacts should appear.

4. Find the recipients you wish to send the email to. If you are searching your contacts using the search engine, sometimes it will find them easier if you use first name for the search.

5. Once you find the correct contact, double click on the name until it shows up in the “To” field of the contacts box. Once all the contacts are in the “To” field, press “OK.” You should now see these contacts in the “To” field of the draft message.

6. On the top Ribbon, select the “Message” tab.

7. Left click on the “Sensitivity” tab and then select the “CUI” label.

8. Type **“CUI-PRIVACY SENSITIVE”** in the “Subject” line of the email.

9. Add the following privacy banner under your signature block: "CONTROLLED UNCLASSIFIED INFORMATION - PRIVACY SENSITIVE: Any misuse or unauthorized disclosure of this information may result in both criminal and civil penalties."

10. If any of the attachments contain PII, include “CUI-PRIVACY SENSITIVE” in the file name.

Once you verify all the recipients have an official need-to-know the contents of the email, and you have selected both the “Sign” and “Encrypt” options, press the “Send” button.

- If an error pops up, **STOP!** Something is wrong. If you get an error message, never choose to send the email unencrypted if it contains PII. Sending the message unencrypted will constitute a PII breach.
If you get an error message, the most likely cause is operator error, or the email is being sent to recipients outside of DoD/DoDEA. Please ensure you followed all of the above directions correctly or use DoD Safe (https://safe.apps.mil/) when sending PII to recipients outside of DoD/DoDEA. The error could be also due to an invalid CAC certificate, typing the email address instead of selecting the contact from the contact list, or one of the recipients CAC certificates could be invalid.

*If an error does not pop up, then the email was sent and properly encrypted.*

**NOTE:** If you have followed all the directions and are still getting errors, please contact the DoDEA Privacy Office at HQ-Privacy@dodea.edu.