Confidential Email

Open an email sent with confidential mode

With Gmail confidential mode, users can help protect sensitive information from unauthorized or accidental sharing. Confidential mode messages protect your information as they don't have options to forward, copy, print, or download messages or attachments.

If the sender used confidential mode to send the email:

- First, be sure that the message sent to you is something you are expecting. It is unlikely you will receive a confidential email out of the blue from a Siena account.
- You can view the message and attachments until the expiration date or until the sender removes access.
- Options to copy, paste, download, print, and forward the message text and attachments will be disabled.
- You might need to enter a SMS passcode to open the email.

I'm using my Siena account

1. Open the email.
2. If sender does not require a SMS passcode:
   If you use the latest Gmail apps (web or mobile), you will directly see the email when you open it.
   If you use another email client, open the email, click on the link **View the email** and sign in with your Google credentials to view the message.
3. If sender requires a SMS passcode:
   Select **Send passcode**.
   Check your text message for the passcode.
   Enter the passcode, then select **Submit**.

I'm using a non-Siena email account

1. Open the email. Select the link **View the email.**
2. A new page will open. Select **Send passcode**.
   Check your text messages or email for the passcode.
   Enter the passcode, then select **Submit**.

Possible Issues

1. **Email has expired**: The sender might've deleted the email or removed your access before the expiration date. Contact the sender to give you more time or to resend the email.
2. **Wrong Account**: Make sure you're signed into the correct Google Account that's associated with the recipient email. Then, try to open the email again.

Send messages & attachments confidentially

Note: The ability to *send* messages in confidential mode is not currently available to all users. However, all Siena users can receive confidential email.

1. On your computer, go to Gmail.
2. Click **Compose**.
3. In the bottom right of the window, click Turn on confidential mode .
   Tip: If you've already turned on confidential mode for an email, go to the bottom of the email, then click **Edit**.
4. Set an expiration date and passcode. These settings impact both the message text and any attachments.
   If you choose "No SMS passcode," recipients using the Gmail app will be able to open it directly. Recipients who don't use Gmail will get emailed a passcode.
   If you choose "SMS passcode," recipients will get a passcode by text message. Make sure you enter the recipient's phone number, not your own.
5. Click **Save**.

Remove access early

You can stop your recipient from viewing the email before the expiration date.

1. On your computer, open Gmail.
2. On the left, click **Sent**.
3. Open the confidential email.
4. Click **Remove access**.