


# When you send an email with a Sensitive or Restricted Sensitivity Label...

Recipient experiences will differ:

- **Internal VUMC Outlook recipients** will see a “lock” icon  in Outlook indicating that the email is secure.
  - This also applies to **external recipients with Microsoft 365** on their machines.
- **Most external recipients** will receive a prompt “**Read the message.**” (see picture A) They have several ways to authenticate, such as a valid Microsoft or Google account, if it matches their email address.
  - Alternatively they can request a one-time passcode be sent to their email (see picture B), which they can input to open the labeled email (see picture C).

