






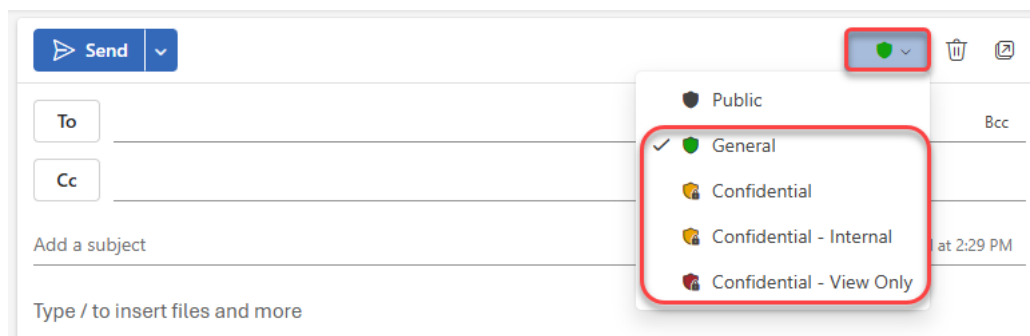
# HOW TO APPLY SENSITIVITY LABELS

Sensitivity labels allow you classify and protect your documents and emails in an easy, visual and effective way. They can be applied across Office 365 in Outlook, as well as Word, Excel and Powerpoint **ONLINE** only. To apply sensitivity labels, users must be signed in with their Microsoft 365 work account.

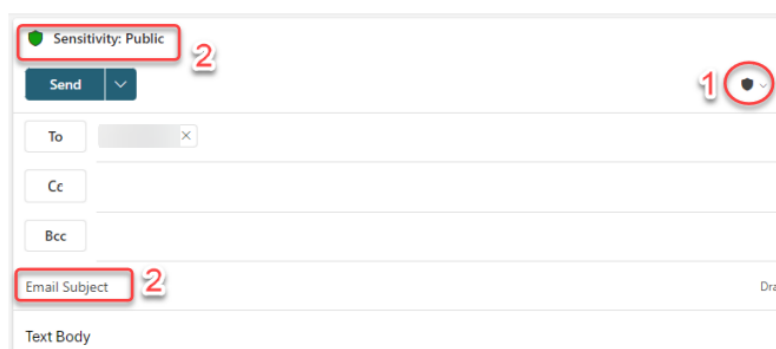
The labels available are:

-  **Public** - should not be used for any internal communication/files and must not contain any confidential content
-  **General** - this is a default label that is applied to all emails and online files
-  **Confidential** - should be used for any content that is Confidential
-  **Confidential - Internal** - should be used for any content that is Confidential and intended for Internal recipients only
-  **Confidential - View Only** - should be used for any content that is Confidential and is intended for Internal recipients, and to be viewed only

The Sensitivity label in **Outlook** appears on the top

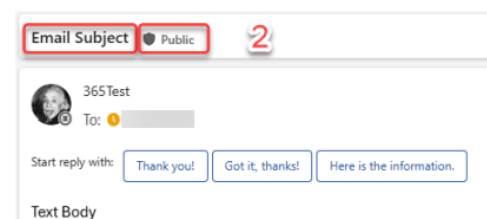


 **Public**



Before you send an email:

1. Pick a sensitivity label from the drop-down (Public is shown in this example)
2. The label shows on the top, and Subject above the message body



When email is received:

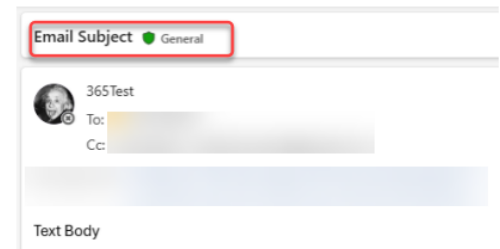
2. The sensitivity label shows on the top, next to the Subject above the email itself

For recipients outside of the organisation no sensitivity label is shown

## General



"General" sensitivity label is selected by default when you create a new email message and is not shown above the message, only on the right in the drop-down



When email is received:

The sensitivity label shows on the top, next to the Subject above the email itself

For external recipients there is no label showing when a message with "General" sensitivity label is sent.

## Confidential / Confidential - Internal / Confidential - View Only



Before you send an email:

1. Pick "Confidential" sensitivity label from the drop-down (Public is shown in this example)
2. The label shows on the top, and Subject above the message body

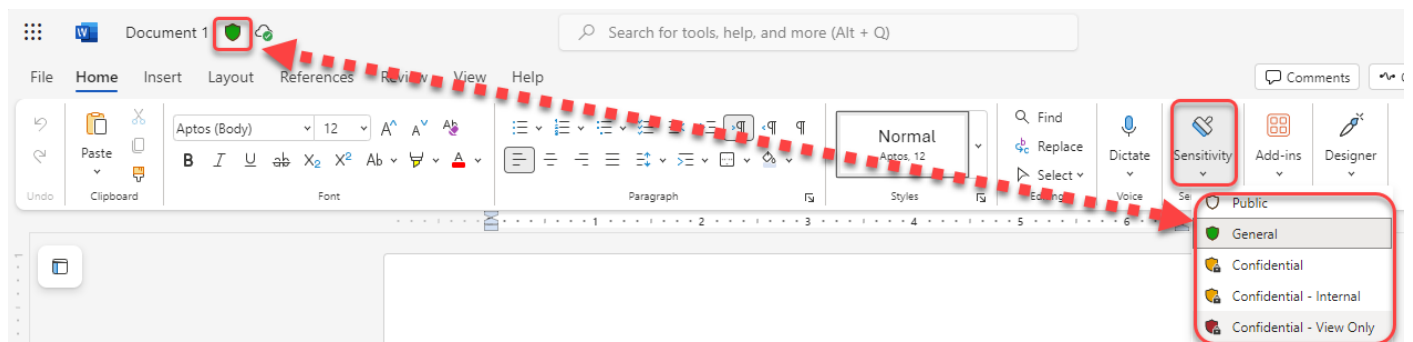


When email is received by an internal recipient:

2. The sensitivity label shows on the top, next to the Subject above the email itself and inside the email above the body of the text

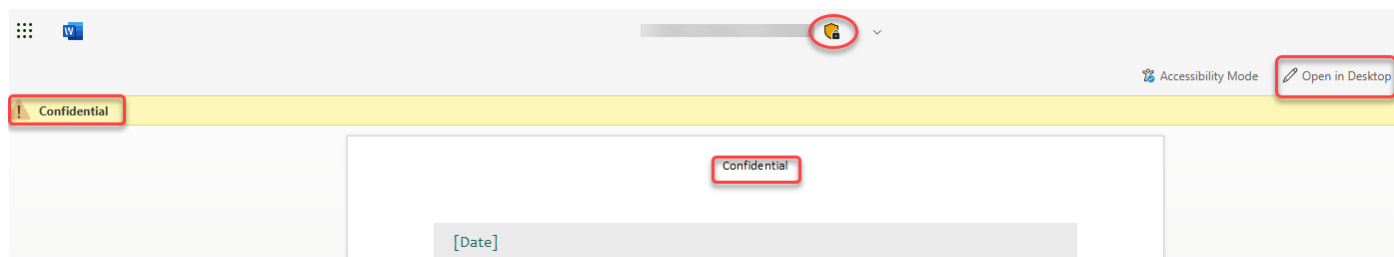
## Attachments

**Files created in ONLINE Word/Excel/Powerpoint apps** - If a sensitivity label is applied to an **online** file, it is shown next to the name of the document ("General" label is applied by default when any online file is being created), see below:

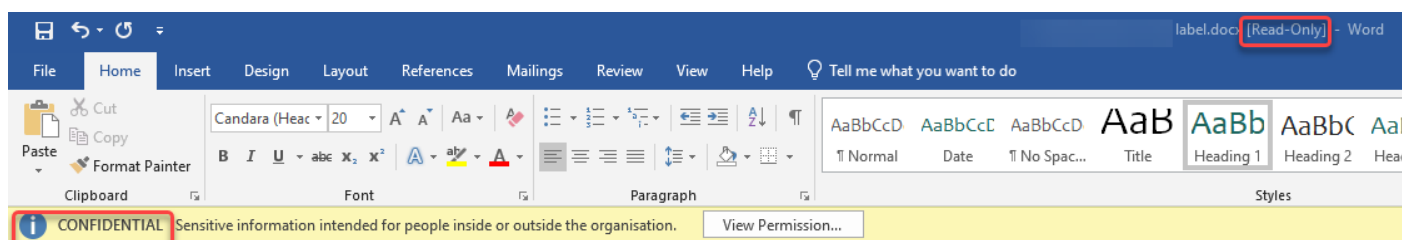


You can **change** the sensitivity label when you are creating or saving the file online.

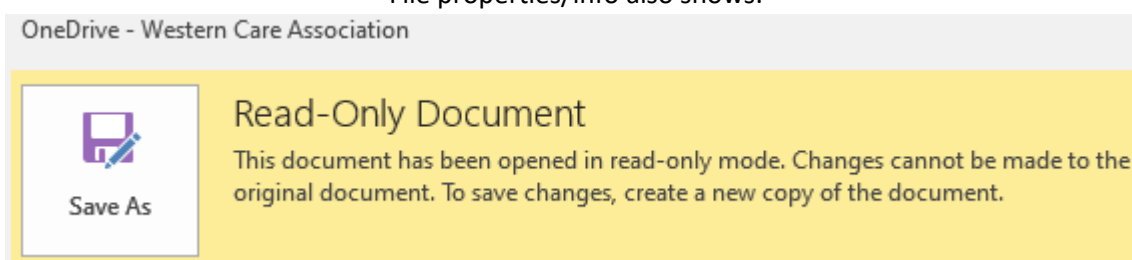
When a recipient opens the file online the label is shown inside the file (**Note:** for Public/General labels no label is shown). For **Confidential / Confidential Internal / Confidential View Only** labels the label shows as in the below example:



If you open this file in Word desktop app (by clicking on “Open in Desktop” button on the top), you can see that it is marked as “read-only” and “Confidential”.

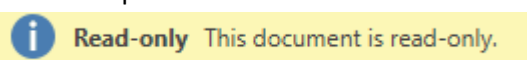


File properties/info also shows:



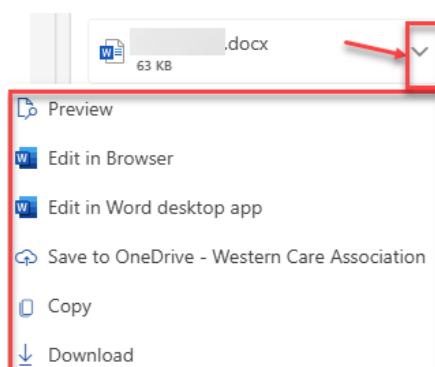
The recipient can still edit such a file by saving a copy of the file on their hard drive, but **not online**.

By default, access to all online files is set to everyone in WCA as **“can view”**, so any file created online with no labels or edit access will disallow **online** changes. If the recipient tries to edit the file online the following label will appear on the left-hand side top of the file:



however, they will still be able to “Open in desktop”, “Share”, “Print” and or save it as PDF by choosing to print it, this applies in certain circumstances (see the table with behaviour described for each label below).

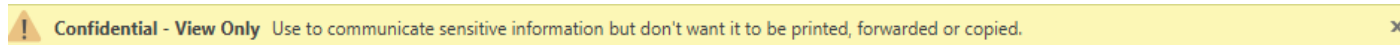
**Files created in desktop applications** do not have sensitivity labels, when they are received, they are saved as a new file into your OneDrive/Attachments folder and the following actions can be performed with them (this applies to any attachment sent internally) by selecting the option from the drop-down:



## How to ensure NO changes can be done to your files/attachments by recipients

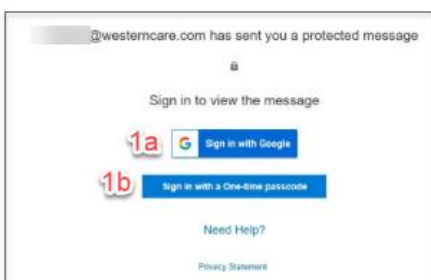
To prevent any changes to a file sent either from **OneDrive/Teams** or your **hard drive** you should set the email label to **“Confidential View Only”**

If an email is sent with an attachment from your computer the recipient will see the following label once a file is opened:



The recipient will **not** be able to make any changes to it, print it or take any screenshots of it, but they can still download it.

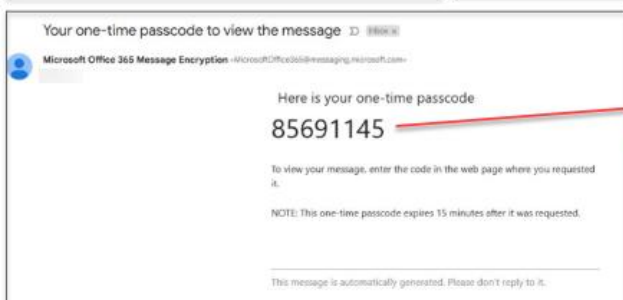
## How emails marked “Confidential” are handled by external mail systems



When email is sent with **“Confidential”** label to an external recipient (depending on what mail service/provider they use):

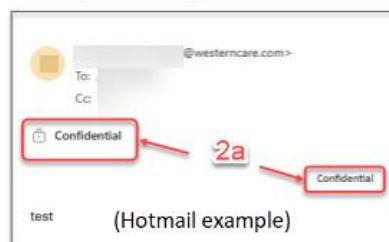
1. (Gmail example used here) They get a message with a button to do a secure sign-in

- 1a) They can sign-in with Google
- 1b) Or sign-in with a one-time passcode
- 1c) Once the passcode is entered they can click on “Continue”












2. When the message is opened they will see:

- 2a) Confidential label below
- 2c) Attachment (if any) which they can preview or download (additional sign-in to Microsoft is required)



**“Confidential Internal”** should never be used for messages intended for external recipients as they will not be able to view the message, the following will be displayed:



LABEL	Internal recipient		External recipient
<b>1</b>  <b>Public</b> <b>E-mail label</b>	Before sending: label shown on top and in label drop-down When received: label shown next to Email Subject on top		Before sending: label shown on top and in label drop-down When received: no label shown
 <b>General</b> <b>E-mail label</b>	Before sending: label shown only in label drop-down When received: label shown next to Email Subject on top		Before sending: label shown on top and in label drop-down When received: no label shown
<b>Online file label</b> (link from OneDrive/Teams)  <b>Public</b>  <b>General</b>	When opened in a browser	When opened in desktop app	<b>Can't open</b> any online files unless <b>explicit access</b> was granted online
	View only (default)	edit/print/save copy to your PC	
 <b>Confidential</b>  <b>Confidential - Internal</b>  <b>Confidential - View Only</b> (label shows on top/inside file)	When opened in a browser	When opened in desktop app	Can't open any online files <b>even if</b> explicit access was granted online
	View only (default)	View only (default)	
Attachment from sender's PC/HDD	Any action can be performed (as the attachment is saved in OneDrive / Attachments folder online as a new file, or on HDD if downloaded)		Any action can be performed (as the attachment is downloaded to the PC/HDD)
<b>2</b>  <b>Confidential</b> <b>E-mail label</b>   <b>Confidential - Internal</b> <b>E-mail label</b>	Before sending: label shown on top and in the label drop-down When received: label shown next to Email Subject on top		Before sending: label shown on top and in label drop-down When received: see notes #1 and 2 below
<b>Online file label</b> (link from OneDrive/Teams)  <b>Public</b>  <b>General</b>	When opened in a browser	When opened in desktop app	<b>Can open</b> any online files <b>only if explicit access</b> was granted online
	View only	Once saved as a copy on PC/HDD any action can be performed	
 <b>Confidential</b>   <b>Confidential - Internal</b> (label shows on top/inside file)	When opened in a browser		
	View only	<b>Can't open</b> any online files even if <b>explicit access</b> was granted online	
 <b>Confidential - View Only</b> (label shows on top/inside file)	When opened in a browser	When opened in desktop app	<b>Can't open</b> any online files even if <b>explicit access</b> was granted online
	View only	View only	
Attachment from sender's PC/HDD	Any action can be performed (as the attachment is saved in OneDrive / Attachments folder online as a new file, or on HDD if downloaded)		<b>Can't open</b> any attachments if the email is set to <b>Confidential</b> or <b>Confidential Internal</b>

Note #1: - **“Confidential”** email label – depending on the mail system used by recipient will either show below the address and on top of the mail message, or email is marked as protected and can be accessed through passcode or sign-in (Google example). The email label will show as “Encrypt: This message is encrypted. Recipients can't remove encryption.”. Attachments cannot be opened

Note #2: - **“Confidential Internal”** email label – depending on the mail system used by recipient, the email is marked as protected and **cannot** be opened OR the message will be shown as “You don't have sufficient permissions to open the mail”.

LABEL	Internal recipient		External recipient
<b>3</b> <b>Confidential - View Only</b> <b>E-mail label</b>	Before sending: label shown on top and in label drop-down When received: label shown next to Email Subject on top		Before sending: label shown on top and in label drop-down When received: see note #3
<b>Online file label</b> (link from OneDrive/Teams) <b>Public</b> <b>General</b>	When opened in a browser	When opened in desktop app	<b>Can't open</b> any online files even if <b>explicit access</b> was granted online
	View only	Once saved as a copy on PC/HDD any action can be performed	
<b>Confidential</b> <b>Confidential - Internal</b> (label shows on top/inside file)	When opened in a browser		
	View only		
<b>Confidential - View Only</b> (label shows on top/inside file)	When opened in a browser	When opened in desktop app	
	View only	View only	
Attachment from sender's PC/HDD	View only		Can't open any attachments if the email is set to <b>Confidential View Only</b>

Note #3: - “**Confidential - View Only**” email label – depending on the mail system used by recipient, the email is marked as protected and inside the email you will see “Do Not Forward: Recipients can't forward, print or copy content” below the address (Google example), an online file will not be opened, OR the label will be shown below the address, recipient will not be able to open the online file or attachment.

### Changing labels

If you decide to change the label before sending an email, you will see the following pop-up:

**Justification**

Your organization requires justification for changing this classification label.

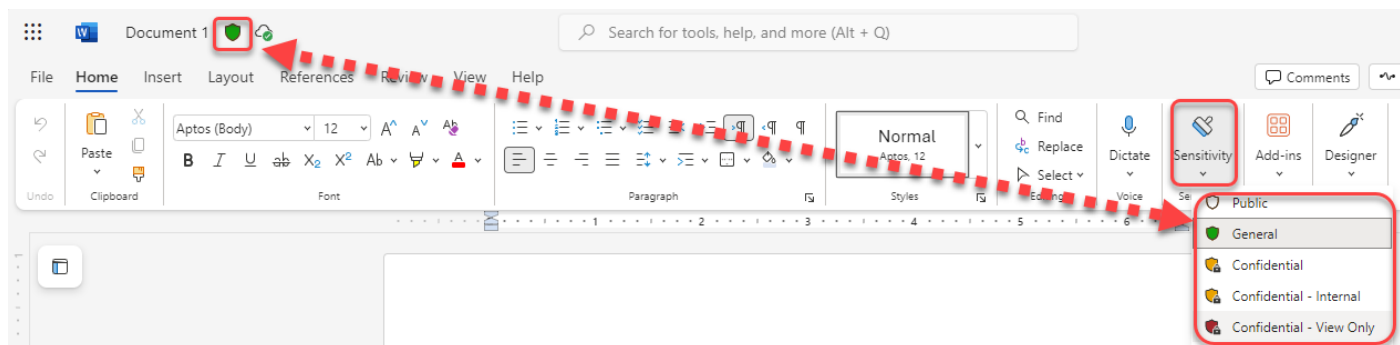
Previous label no longer applies  
 Previous label was incorrect  
 Others (explain)

- and you will have to select the reason before proceeding, and then click on “Change”.

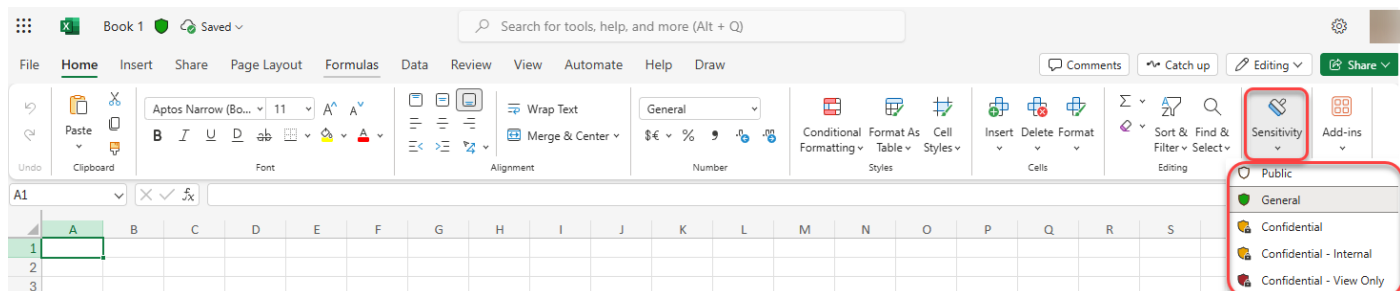
## Applying labels in ONLINE files

In Word, Excel and Powerpoint **ONLINE** only (not in desktop apps) you will see the Sensitivity labels as follows:

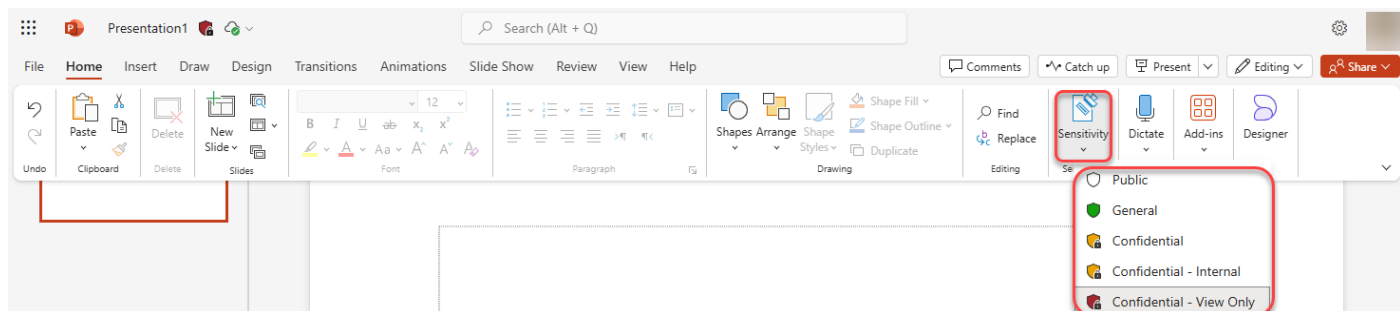
### Word



### Excel



### Powerpoint



## Adding access to online files for an external recipient (to files located on OneDrive or Teams)

For instructions on sharing files with external recipients please refer to "How to send a link to a file to an External email address" section on the training website - <https://training.westerncare.ie/working-with-documents/>

(video here - <https://www.youtube.com/watch?v=CN9auzIBDRg>)

When sharing with an external recipient you will be prompted as follows:

