

# HOW TO SEND CONFIDENTIAL DOCUMENTS EXTERNALLY

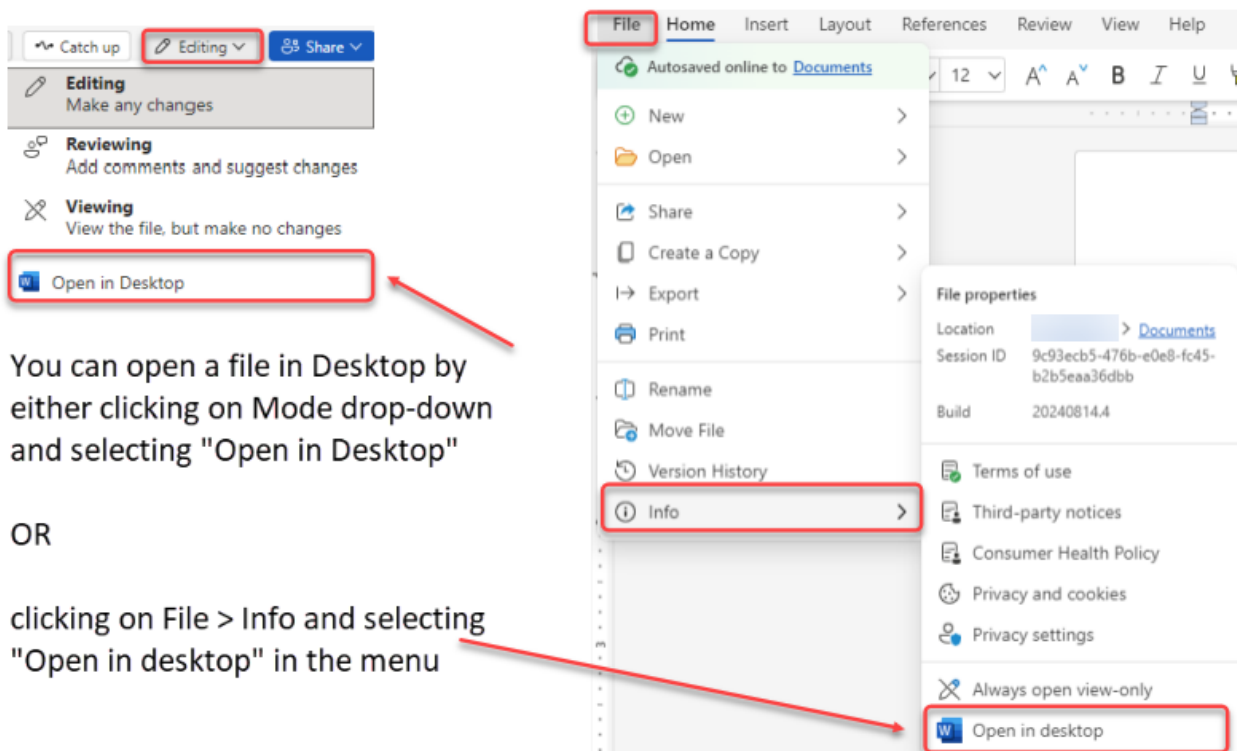
There are 3 steps to take to send confidential documents outside of the organisation:

1. Set a password for the document in the desktop Word app
2. Send the document to the recipient with a General sensitivity label from Outlook
3. Send the password for the document to the recipient

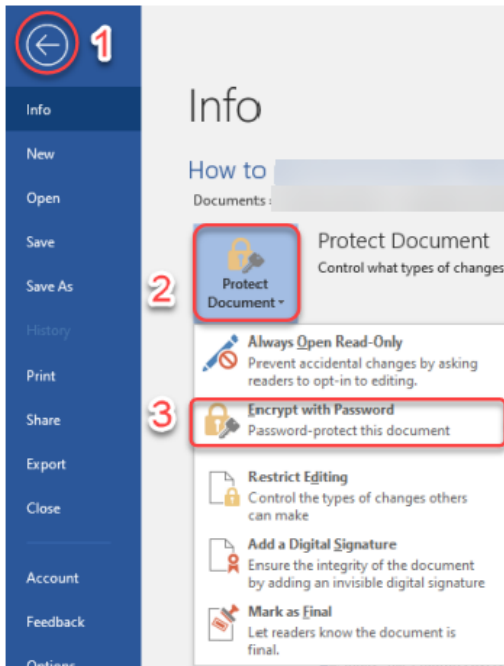
## 1. How to set a password for a Word document

Word **Online CANNOT password encrypt** a document. Also, it cannot **edit** a password-encrypted document. To password protect a Word document, use Open in Word to open it in the desktop version of Word. Thereafter, you must use the Word desktop program to open and edit the document

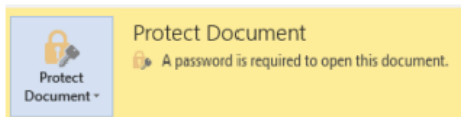
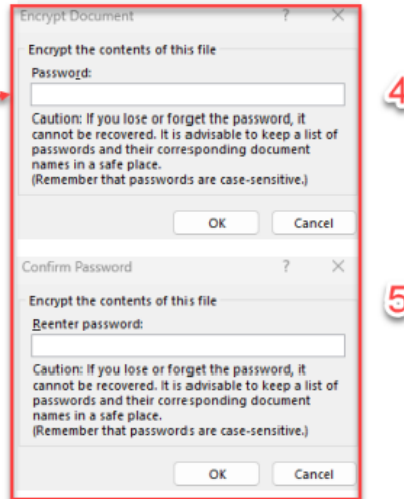
To open the desktop app from the online file, do the following:



**WARNING: IT department or Microsoft cannot** retrieve forgotten passwords, so be sure that your password is especially memorable, and keep it in a safe place.

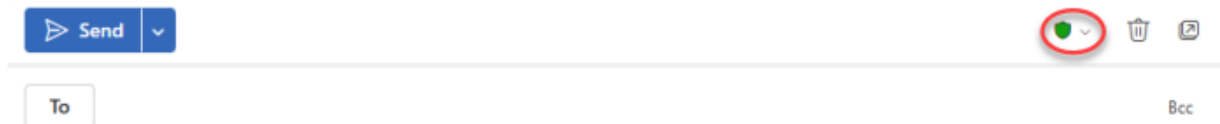


1. Open the document you wish to protect, and then click the back arrow. Then do the following:
2. Click on the "Protect Document" button
3. Choose the "Encrypt with Password" option
4. In the "Encrypt Document" dialog window enter the password, and click OK
5. Re-enter the password in the second window, and click OK



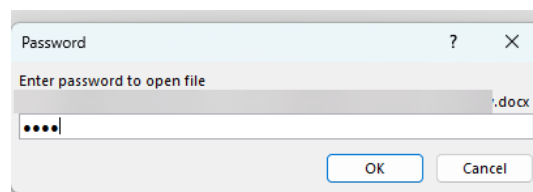
6. The "Protect Document" banner will turn yellow and change to show that "A password is required to open this document"
7. Go back to the document (click on the back arrow) and Save it, then close it

**2. Send the document to the recipient with a General sensitivity label**



3. Send the password for the document to the recipient with the General Sensitivity label, as soon as you have recorded the password, so it's not lost or forgotten (it cannot be recovered)

**Recipient will see the following banner when opening the document:**



For setting password in Excel and PowerPoint please refer to the "How to" guide on the training website - ["How to protect files in 365"](#)

**TO REMOVE THE PASSWORD:**

*Follow the same steps, but in "Encrypt with password" dialog window, then clear/delete the password, and confirm by clicking OK. Save the document after completing these actions.*